

<Date>

Dear <Name>,

As the burial rights holder of a public mausoleum chamber at Waikumete Cemetery, we are writing to inform you that maintenance is scheduled to begin shortly.

These works are required to repair the mausoleum where some water ingress has affected the structure of the mausolea, including your mausoleum vault.

Further investigation determined that the water damage was not only caused by external cracks in the roof area but also a lack of ventilation in the burial chambers.

Our staff have addressed the leak issues on the roof however we need to retrospectively install ventilation in each burial chamber to avoid any further condensation or moisture build up.

This will ensure the building is brought up to current building standards while future proofing the chambers against any dampness and condensation which could cause casket damage.

In order to undertake these repairs, we will also need to temporarily transfer your loved one's casket from the vaults to the Chapel of Faith in the Oaks until repairs are complete.

We understand this will be distressing for you and your family whose loved one's vaults will be involved in this process.

The condition of the caskets occupying the impacted vaults will be assessed once the vaults can be opened. This will be done in consultation with you and your family and will be handled with the utmost sensitivity and care.

We have a duty of care to all our families. Should your casket be found to have water damage, the council will look to replace the caskets at no cost to you.

We apologise for any inconvenience or stress this may cause. We take seriously our responsibilities to ensure you and your family can come together for contemplation and reflection and to memorialise your loved one.

We are working closely with our external contractor to complete all repairs as quickly as possible, and we will be keeping families updated on progress.

You are still welcome to visit your loved one's casket in the Chapel of Faith in the Oaks. Please do contact us to arrange an appointment.

If you have questions or concerns, please email us on: [west.cemeteries@aucklandcouncil.govt.nz](mailto:west.cemeteries@aucklandcouncil.govt.nz)

Ngā mihi nui / kind regards,

**Taryn Crewe**

**Auckland Council General Manager Parks & Community Facilities**