



Rowland Brothers
Your Family Funeral Directors

Here for you when you need us

Offering support, guidance, care and
reassurance every step of the way



Family-run since 1873

About Rowland Brothers

Established in 1873 by William and Henry, Rowland Brothers remains one of the few family owned and managed funeral directors in Croydon. We have been serving the needs of bereaved families in the Croydon and the surrounding areas for over 145 years. During this time, we have earned a reputation for excellence in the traditions of quality funeral direction, funeral services and memorial masonry.

We are committed to helping you through this difficult time with care and support and help you to arrange a funeral that is dignified and memorable. We provide a full service to help you in your bereavement including caring for the deceased, arranging the funeral service, memorials, probate and legal services and fully qualified bereavement counselling.

We have three generations of the Rowland Family working in the company today:



Tony Rowland
Chairman



Steve Rowland
Managing Director

What to Do When a Death Occurs

When a death occurs at home, contact the deceased's GP first. They will visit and confirm that the patient has passed away and issue a Medical Certificate of Cause of Death. You should call us immediately to make arrangements for the removal of the deceased into our care - **0800 0789 636**.

When someone dies at a nursing home, staff will arrange for a doctor to visit. Once they have confirmed the death, you should advise the matron or duty nurse to contact Rowland Brothers directly to bring your loved one into our care.

When a death occurs in hospital, the doctor attending the deceased will normally issue the Medical Certificate of Cause of Death. The Hospital Administrator will advise you where and when the certificate will be made available for collection, along with personal belongings. You will need to speak to the Patients' Affairs Office – they will issue various documents that will assist with funeral arrangements.

If a death occurs suddenly, then please call the police immediately. The Police will determine if the person has actually passed and will involve the Coroners Service. In Croydon and Bromley, Rowland Brothers provide the removal services for the Coroners Service so please speak to our attending staff if you are present at the time of removal for advice on the next steps or call **0800 0789 636** or any of our branches.



Registering a Death

Deaths in England and Wales should be registered within 5 days at any registrar. You do not have to go to the registrar in the district where the death occurred or where the deceased person lived, although it is usually more convenient to register a death in the locality in which it happened.

A relative of the deceased usually registers the death. The registrar will normally only allow one of the other people listed below to register the death if there are no relatives available.

Important Local Contacts

Croydon Registrars office

Croydon Town Hall
Fell Rd
Croydon CR0 1NX
Tel. **020 8726 6300**
register.office@croydon.gov.uk

Bromley Registrars Office

Civic Centre
Stockwell Close
Bromley BR1 3UH
Tel. **020 8313 4666**
registrars@bromley.gov.uk

Reigate Registrars Office

Reigate Library
Bancroft Road
Reigate
Surrey
RH2 7RP
Tel. **0300 200 1002**

Croydon and Bromley Coroners office

David House
Robert Street
Croydon
CR0 1QQ
Tel. **020 8313 1883**
www.southlondoncoroner.org
info@southlondoncoroner.org

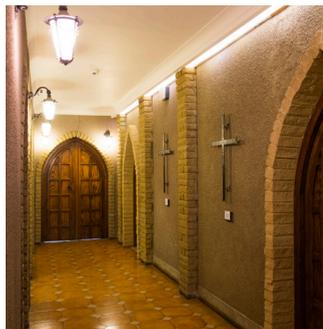
Croydon University Hospital Bereavement Office

Open 8.30am - 4pm
Monday - Friday
Located by the Woodcroft Wing
Entrance, Ground Floor Yellow Zone
Tel. **020 8401 3000**
ex **3144** or **3143**

Please ensure that you call for an appointment to avoid long waiting times.

Arranging the Funeral

Arranging a funeral can be overwhelming, there are many details you need to remember and organise. Rowland Brothers Funeral Directors have been arranging funerals for over 145 years and so we are able to help ensure every aspect of the ceremony is taken care of. We will guide you every step of the way to ensure that the funeral you arrange is dignified and memorable.



Paying for the Funeral

Paying for a funeral can often present a problem for families at the worst time of their lives. At Rowland Brothers we provide many options to assist families during this difficult time:

1

**By cash or
by cheque**

2

**By debit or
credit card**

3

**By bank
transfer**

4

**Payment from
the deceased's
bank account**

5

**Funeral
Finance**

6

**Assistance from the
Department of
Work & Pensions**

Bereavement Counselling

A bereavement can be very difficult and we recognise this matter can take a year or longer to adapt to a new life without your loved one. Therefore to assist with the grieving process we offer fully qualified counselling, free of charge, via The Rowland Brothers Foundation. We provide group sessions intended to help you meet and talk to others experiencing grief, share your own experiences, and help you through your bereavement. We also provide one to one sessions for as long as you feel you need them.



Probate, Legal Services and Funeral Plans

Rowland Brothers have their own in-house legal services team and we provide low cost probate services. We also provide will-writing services, Powers of Attorney, asset protection trusts and funeral plans. Our team can assist in these matters which must be addressed when your circumstance change.



Rowland Brothers Branches



Croydon

299-303 Whitehorse Rd
Croydon
CR0 2HR
Tel. **020 8684 1667**
info@rowlandbrothers.com



Beddington

15 The Broadway
Plough Lane
Beddington
CR0 4QR
Tel. **020 8681 2001**
beddington@rowlandbrothers.com



Purley

44 High St
Purley
CR8 2AA
Tel. **020 8660 5547**
purley@rowlandbrothers.com



Coulsdon

9 The Parade
Old Coulsdon
CR5 1EH
Tel. **01737 555 202**
coulsdon@rowlandbrothers.com



Warlingham

434 Limpsfield Rd
Warlingham
CR6 9LG
Tel. **01883 623 067**
warlingham@rowlandbrothers.com



New Addington

32 Central Parade
New Addington
CR0 0JD
Tel. **01689 842 046**
addington@rowlandbrothers.com



We serve every religious denomination
in the Croydon community



Please contact us with any questions you may have about the
choices and decisions you need to make.

Get in touch via our free number:

0800 0789 636

Or email us via:

info@rowlandbrothers.com

www.rowlandbrothers.com