

Cemeteries Portal User Guide



This guide provides a breakdown of how to use the Kāpiti Coast District Council online customer portal. Through the portal, you'll be able to submit your online applications.

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How to apply to erect a plaque or monument

How to create a user profile

How to apply for an interment

This guide provides a breakdown of how to use the Kāpiti Coast District Council **Do it online** to apply for an interment at one of Council's cemeteries.

Before you get started

Make sure you have the following information before you get started:

- Applicant details** (name, address, email address and phone number)
- Order number** – if you are a funeral director (optional)
- Details of the deceased** (name, date of death, date of birth)
- Next of kin details**
- Specifics of the interment** (date, time and type of interment)
- Certificate of cause of death or coroner's authorisation**
- Legal Owner details** (Current Exclusive Right holder & evidence if applicable)
- Statement of service** (for RSA burial or ash interment)
- Urn or casket details**
- If subsequent interment** – plot number and name of deceased person already interred in that plot
- If interment is in a pre-purchased plot** – plot number

Getting started online

1. Go to kapiticoast.govt.nz and click on **Do it online** (in the top right corner). Login is optional
2. Click **Cemeteries**
3. Click **Apply for an interment**

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Home > Do it online > Cemeteries

Cemeteries

Apply for interments, memorial headstones and monuments.

Legend: Online form Downloadable form Guidelines

4. Read the introduction and scroll to the bottom where you see **Request**
5. Tick the relevant box if you are a **funeral director** or if it is a **private arrangement** (Funeral directors may need to enter the order number)
6. Tick the declaration box
7. Click **Start**

Fees

A fixed fee is set for certain activities, while other fees are charged on a time...

Request

Is this request *

From a funeral director

A private arrangement

Order number

Declaration

By continuing with this application you certify that: *

Applicant details

8. Enter your contact details as prompted*^
9. Click **Continue**

*If you are logged in, then your profile details will auto-populate.

^ Funeral Home and Monumental Masons will need to update Applicant Name and Contact details for Council

Getting started Applicant

*- indicates required field.

Organisation

First names *

Deceased and next of kin

10. Enter the details of the deceased as prompted
11. Occupation, Nationality and Denomination are optional fields.
12. Enter the address of the deceased
13. Tick **Yes** or **No** if the deceased is out of district
14. Enter the details of next of kin
15. Click [Continue](#)


** indicates required field*

Details of deceased

First names *****

Last name *****

Alias

Date of death *****
 

Specifics of the interment

16. Select the **cemetery** and **section**
17. Tick **Ashes** or **Burial**
18. Enter the **details of the interment** as prompted including:
 - Date
 - Time
 - Legal owner details
 - Urn or casket details
 - Additional requests (optional)
19. Click [Submit](#)
20. Click [Finish](#)

**- indicates required field.*

Interment details

Cemetery: *****

If you select Paraparaumu cemetery, please note that only subsequent

Section:

Type of interment

Type of interment: *****

Ashes (interred)

Burial

Note: A natural burial can only be arranged through a funeral director and only at Otaki Cemetery.

How to apply to erect a plaque or monument

If you wish to install a headstone or plaque

This guide provides a breakdown of how to use the Kāpiti Coast District Council **Do it online** to apply to install a headstone or plaque at one of Council's cemeteries.

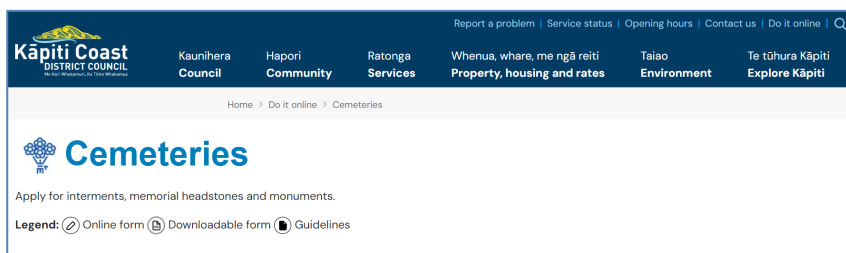
Before you get started

Make sure you have the following information before you get started:

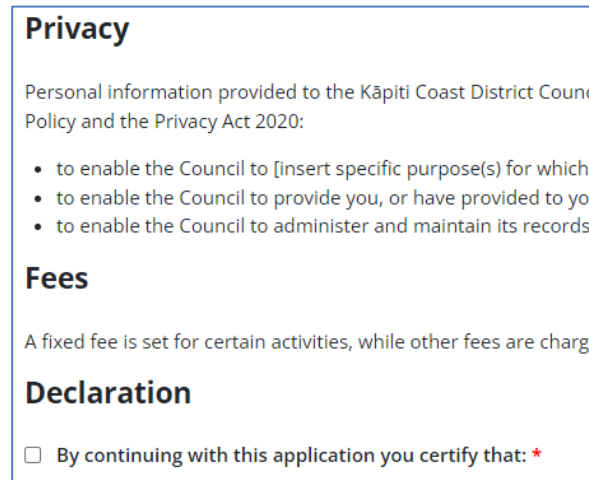
- Applicant details** (name, address, email address and phone number)
- Details of the deceased** (name, date of death, date of birth)
- Next of kin details**
- Location details** (cemetery, section, row and plot number)
- Headstone and Plaque details** (type of monument, material and dimensions, inscription and plan/photo)
- Installation details**

Getting started online

1. Go to kapiticoast.govt.nz and click on **Do it online** (in the top right corner)
2. Click **Cemeteries**
3. Click **Apply to erect a plaque or monument**



4. Read the introduction and scroll to the bottom where you see **Declaration**
5. Tick the declaration box
6. Click **Start**



Applicant details

7. Enter your contact details as prompted*

8. Click **Continue**

*If you are logged in, then your profile details will auto-populate (see Appendix)

Getting started Applicant

* - indicates required field.

Organisation

First names *

Note: Funeral Home and Monumental Masons will need to update Applicant Name and Contact details for Council

Deceased and next of kin

9. Enter the details of the deceased as prompted

10. Enter the details of next of kin

11. Click **Continue**

* indicates required field

Details of deceased

First names *

Last name *

Alias

Specifics of the plaque or monument

12. Select the **cemetery** and **section**

13. Enter the **row** and **plot**

14. Select the **type of monument** and fill in the **details as prompted** accordingly*

15. Enter **additional details**, e.g. inscriptions

16. Upload a **plan/photo** of the plaque or monument

17. Enter the **details of the installer** and the **date to be installed**

18. Click **Submit**

19. Click **Finish**

Location details

Cemetery: *

Section: *

Row: *

Plot: *

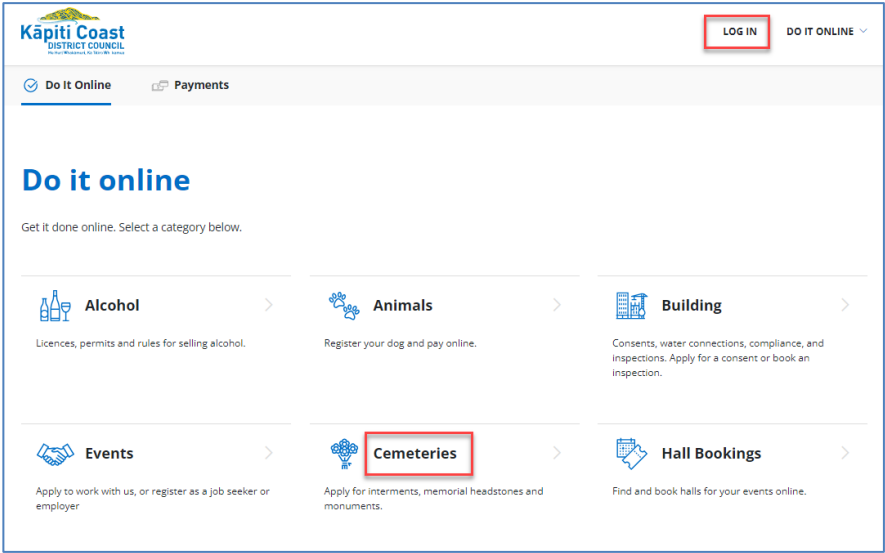
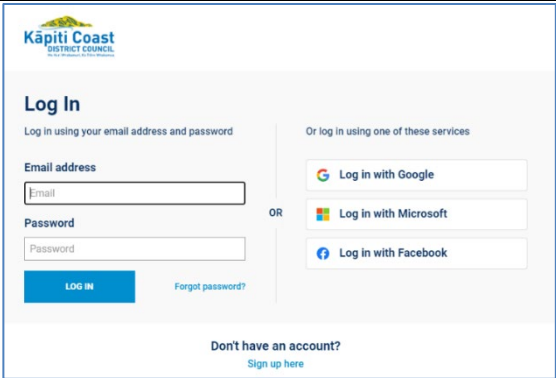
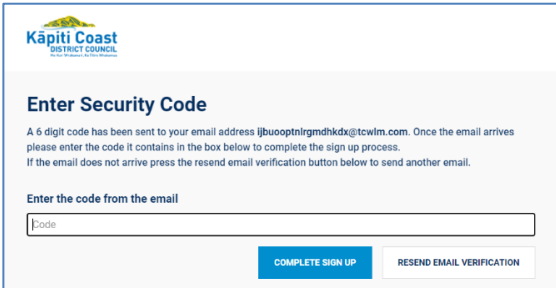
Headstone or plaque details

Type of monument: *

*Note that there are restrictions of the dimensions – warnings will pop up accordingly

How to create a user profile

Creating a user profile will allow you to log in as an authenticated user. You will be able to save draft applications and view history of submitted applications (see Appendix).

Login	
<ol style="list-style-type: none"> 1. Go to the customer portal https://my.kapiticoast.govt.nz/do-it-online 2. Click Login to access the login screen 	
<ol style="list-style-type: none"> 1. Click Sign up here at the bottom of the page or choose to log in using one of the other services 2. Enter your email address, create a password, confirm password and click Sign up 3. A six digit code will be sent to your email address 	
<ol style="list-style-type: none"> 4. Open the email with the code 5. Return to the portal and enter the code 6. Click Complete sign up 	

7. Select Bookings / Cemeteries option for Proof of identity and click **Continue** on the bottom right
8. Complete your Details and click **Submit**
9. Click **Return to home** where you can manage and view all your information

Kāpiti Coast DISTRICT COUNCIL

DO IT ONLINE

Do It Online My Forms Payments

My Profile > Complete Profile

Register a new user

1 Proof of identity 2 Details

* indicates required field

Current personalised online services are available to manage your Dogs and Facility Bookings with us. More service options are in development to make it easier to work with Kāpiti Coast District Council.

Services you are subscribing for:

- Dog management
- Bookings / Cemeteries

CONTINUE

Note: This is a one-time setup. These details will auto populate on the Applicant step of the online forms.

What happens next?

- You will receive an automated response email that your booking application was received
- Your application will be reviewed by the Kāpiti Coast District Council
- You will be notified via email when your application is approved, along with further instructions and payment information

If you have any questions, please feel free to contact us on 0800 486 486 or email cemeteries@kapiticoast.govt.nz.

Frequently Asked Questions

Q: Why can't I submit the application for Natural burial?

A: Natural burials have specific requirements and interment arrangements can only be made through a Certified Funeral Directors – Natural Burials. For more details refer Natural burial conditions on our website.

Q: I am unable to provide some information/document required for interment booking at this stage.

A: Interment booking will not be confirmed unless all required documentation and information is received by Council. If you are unable to meet this criterion under emergency situations, please contact Council Cemeteries Team.

Q: What type of monumental work requires a permit application?

A: Any construction, removal, or modification of any monument requires a permit. This also includes any changes to inscriptions on an already installed

Q: How can I review my draft and closed applications on Do It Online customer portal?

A: Logged-in customers can review their draft and submitted applications by navigating to the "My Forms" section.

Q: How can I transfer exclusive rights of burial?

A: Transfer of plot as part of Apply for an interment application.

1. Provide name and details of current holder of exclusive rights of burial on the form or email.
2. A memo providing name and details of the new EroB holder with reason for transfer and one of the following:
 - A declaration letter signed by Justice of Peace stating that exclusive rights or burial holder is deceased or incapacitated.
 - Letter of authority from current holder of rights confirming the transfer of exclusive rights of burial.

Appendix

Authenticated vs non-authenticated user

Features	Authenticated user	Non-authenticated user
Login required	✓	✗
User profile available	✓	✗
User profile details populate applicant information on online forms	✓	✗
Can view application history online	✓	✗
Can submit cemetery forms	✓	✓
Submitted PDF form emailed to applicant	✓	✓