

5. Letters of Reference for Sales Licenses. When processing requests for sales licenses, I notice that all too often that those giving references are given a fill out a form letter, saying little if nothing about the real character of the prospective licensee (yes, I read them all) (*I have known John for two months and he hasn't killed anyone yet even though he stole some but not all of my money*). We have even had incidences of close relatives and employees of the cemetery itself giving references. These practices are not conducive to the intent of the character reference. Beginning February 15, 2008, this office will return all applications that do not abide by the following rules concerning references:

- a. The reference must speak to the character of the prospective licensee, not just that the person giving reference has known the licensee for x number of years.
- b. The reference must have an original signature. E-mail addresses are not signatures. Reference can be typed, computer generated or written in longhand, just so it is legible.
- c. The reference must contain both the address of the person giving reference and a home/business telephone number. Occasionally we will call the person giving reference just to chat about the licensee.
- d. The reference cannot be from another employee of the cemetery or its management hierarchy. Nor can the reference be from a relative of the prospective licensee.

Further regarding applications for licenses, the question about criminal record (#3) must be answered either yes or no, and if yes, thoroughly explained, including date(s) of conviction and enough information about the conviction that I can reasonably understand it. That explanation will determine if the application will be considered by me or the full commission at its next meeting. If the full commission will consider the application, the cemetery and applicant will be notified in advance and both the applicant and sponsor will be requested to appear.