



CITY OF AUSTIN CEMETERIES



Frequently Asked Questions (FAQ)

Q: Who should I contact if I have questions or need additional information?

A: Please contact the City of Austin Cemetery Operations Office at Austin Memorial Park.

Main Office Address: Austin Memorial Park
2800 Hancock Drive, Austin, Texas 78731

Office Phone Number: (512) 978-2320

Office Fax Number: (512) 978-2321

Website: www.austintexas.gov/cemeteries

Email address: cemeteries@austintexas.gov

Gate Access Hours: Daily from 7 am to 7 pm

Office Hours: Monday thru Friday, 8 am to 12 pm and 1 pm to 5 pm
(closed from 12 pm to 1 pm for lunch)

The office is open on Saturdays by appointment only and it is closed on Sundays and official City holidays. A list of City holidays can be found here:
www.austintexas.gov/department/official-city-holidays

Q: Where is burial space available? How may I purchase space, and what are the fees?

A: Space is available at Austin Memorial Park Cemetery and Evergreen Cemetery. Please contact our Cemetery Operations staff for current fee schedule or visit the City of Austin Cemetery website at www.austintexas.gov/cemeteries for more information.

Q: When purchasing a space, do you offer a payment plan to pay over a period of time?

A: Yes, a payment plan is available with a 25% down payment and installment payments to be paid over a period of 11 months or by the time of need, whichever comes first.

Q: When I buy a space, do I receive a Deed just like when I purchase other real estate property?

A: When you purchase a space, you are in fact purchasing the right to sepulture (right to bury) on City of Austin cemetery grounds and are issued a cemetery deed in return.

Q: Can I sell or convey my burial space?

A: Yes, you are able to sell or convey your space; however, the City of Austin does not buy back cemetery spaces. Please contact Cemetery Operations staff for additional information.

Q: Does the City of Austin allow more than one burial per space?

A: The City allows one casketed burial plus one cremation burial per full sized space, OR up to four cremation burials in a full sized space.



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Q: Are pets allowed in City of Austin cemeteries?

A: No pets are not permitted on City of Austin cemetery grounds at any time. Pets also may not be interred in any City of Austin cemetery.

Q: Is an outer burial container required, to surround the casket in the burial site?

A: Yes, the City of Austin requires outer burial containers for interment within City of Austin cemeteries.

Q: What are the City of Austin's requirements for placing a monument?

A: Any monument placed in a City of Austin Cemetery must be pre-approved to ensure it meets City guidelines. Please contact Cemetery Operations staff for additional information.

Q: What is the process for releveling or resetting a monument?

A: Please contact Cemetery Operations staff for additional information on the process and cost for releveling or resetting a monument on City of Austin cemetery grounds.

Q: Does the City of Austin revegetate a burial space following an interment?

A: Yes, Cemetery Operations revegetates burial spaces following an interment.

Q: Can I plant a shrub or tree on City of Austin cemetery grounds?

A: Trees, shrubs or other plantings may be permitted with written approval from Cemetery Operations. Please contact cemetery staff for additional information.

Q: Who should I contact if I have a concern about ball moss?

A: While unsightly, the City of Austin Forestry Department does not consider ball moss to be a health threat to a tree. However, if you would like to hire a tree service to trim the ball moss on trees in your area, please contact Cemetery Operations staff for additional information.

Q: Can I hire a contractor to trim trees on City of Austin cemetery grounds?

A: Written approval from Cemetery Operations is required prior to conducting work or hiring contractors to conduct work on cemetery grounds. All contractors or subcontractors working on cemetery grounds must hold adequate insurance prior to beginning work. Please contact Cemetery Operations staff for additional information.

Q: Can I perform maintenance to a cemetery space, including monument restoration or cleaning, landscaping or invertible vase installation?

A: City of Austin Cemetery Operations is committed to working with individuals to improve cemeteries through repairs and restoration, landscaping and grounds, and invertible vase installation. Written approval from Cemetery Operations is required prior to conducting work or hiring contractors to conduct work on cemetery grounds. Please contact Cemetery Operations staff for additional information.