

What to do when a tenant dies



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INVESTOR IN PEOPLE



NCHLFT36

Customer Care



An easy-to-follow guide for dealing with a deceased relative's or friend's tenancy

When a family member or close friend passes away dealing with their affairs, such as ending their tenancy, can often seem difficult and complicated. This leaflet eases the process for you and takes some of the weight off your mind.

Who should I contact first?

You should contact your area housing office to let us know the tenant has passed away. We will need to know your name and contact details, and whether you are allowed to act on behalf of the deceased.

What shall I do if my partner has died but I will remain in the property?

If the tenancy is only in your name and your partner has died, the tenancy details will not need to be changed. If you are a joint tenant and your partner has died then you should contact your area housing office so we can make arrangements to put the tenancy into your name only. If you are not a joint tenant you need to contact your area housing office to arrange for the tenancy to be assigned to you, if applicable.

In all cases, if you are in receipt of housing benefit you should contact the Housing Benefit Department on **0115 915 4944** to explain the change in your circumstances.

A family member or friend has died – what should I do?

If you lived with them, you need to tell your area housing office immediately. If they lived alone you need to complete a notice to quit, giving four weeks' notice to vacate the property. Nottingham City Homes normally requires four weeks' notice to end a tenancy. Under these circumstances the tenancy may be terminated within the four-week notice period, provided the keys are handed in according to our requirements.

All benefit entitlement will end immediately upon death. The full rent due will be chargeable from the date Housing Benefit ends until the keys are

handed in, which must be no longer than four weeks. Please note that all tenancies end on a Sunday and we will need to see a copy of the death certificate to validate the ending of the tenancy.

What must be done if there is any rent outstanding?

We need to be informed of who is dealing with the deceased's affairs. After the keys have been returned, if the rent account is in credit any monies due will be paid to the estate. If it is in arrears, we will look to recover the arrears from the estate. Full rent will be due until the keys are handed in to the area housing office and the tenancy is terminated.

Please note that one week's rent will be charged to the tenancy after the termination date – this is due to no rent being charged for the first week the tenancy started. This week will need to be paid once the tenancy has ended.

Where/When/How do I return the keys?

Please DO NOT leave the keys in the property. Return them directly to us at any Nottingham City Homes housing office and you will be given a receipt. The keys must be returned no later than 9am on the Monday after the tenancy end date. If it is a Bank Holiday Monday then the keys need to be submitted by 9am on the following Wednesday. If there are any problems with this please contact your area housing office in advance. Please do not post keys.

Is there anybody else I need to contact?

You need to contact the Council Tax Department on **0115 915 4851**. If housing benefit was being paid, you should contact the Housing Benefit Department on **0115 915 4944** to explain the change of circumstances. You also need to contact the Post Office to redirect any mail.

If the tenant had any state benefits, you should contact the Department of Work and Pensions and possibly the Job Centre. You also need to contact the gas, electricity and water companies with meter readings. If you were a joint tenant with the deceased you should change these accounts to your name. If applicable you also need to contact the telephone, cable and home insurance supplier to advise them of the change in circumstances.

What do I do if there is a pet in the property?

If there is a pet in the property and you are unable to offer it a home then please make sure it is given food and water and then contact the RSPCA for advice.

What do I need to do before handing the keys in?

You need to hand back the property and garden completely empty of furniture (if unfurnished), carpets, curtains and rubbish. If there is any equipment that has been supplied by Social Services this will need to be returned. For removal of bulky waste, contact Nottingham City Council who will remove most items free of charge. If there are any items left in the property or garden, we will charge for their disposal. Doors need to be locked, windows closed and water turned off.

Tenancy succession

If you have succeeded to a tenancy, but your home is too large or has been specially adapted, we may ask you to move into more suitable housing.

Where necessary, if you do not leave the property we may have to issue Court proceedings between six and 12 months after you have succeeded the tenancy. We will, however, try to reach an agreement with you first. Your circumstances will be taken into account and we will listen to your reasons for staying before making a decision.

Use the checklist on page five to help you keep track of what needs to be done

We understand this is a very difficult time and are keen to help you in any way that we can. If you have any further questions about anything in this leaflet please contact any area housing office or phone the Central Rents Team on **0115 915 4920**. If the property is in a sheltered housing complex the scheme manager may also be able to help.

Funeral grants

You may be eligible for a funeral grant. For more details please contact your local Job Centre Plus office or call **0845 608 8543**.



1. Submit a Notice to Quit for the Rent Account (four weeks notice required)
2. Contact us to let us know that you will be the person we deal with – **0115 915 4920**
3. Ensure all rent is paid up to date – including the week the keys are handed in
4. Contact Council Tax department – **0115 915 4851**
5. Contact Housing Benefit – **0115 915 4944**
6. Contact the Department of Works and Pensions (DWP)
7. Contact the electricity, gas and water suppliers with the meter readings
8. Clear and tidy the garden where necessary
9. Clean property and remove all rubbish
10. Redirect post, cancel milk and papers
11. Clear the property of all furniture (if property was unfurnished) – arrange removals if necessary
12. Hand in the keys at your area housing office by **9am on the Monday** after the tenancy has ended
13. Lock doors, close windows and turn off water at mains
14. If applicable, contact the telephone, cable and insurance suppliers.

Useful contacts

Housing Benefit Department	0115 915 4944
Council Tax Department	0115 915 4944
Rents Department	0115 915 4920
DWP / Job Centre Plus	0845 608 8528
Nottingham City Council switchboard	0115 915 5555
Pension service	0845 606 0265
Nottingham City Council Waste Management	0115 915 2000
RSPCA	0300 123 4999 (24hrs – charged at local rate)

Area housing offices

Aspley Housing Office

14 Strelley Road
Strelley
Nottingham
NG8 3AP

Tel: 0115 915 3121

Fax: 0115 915 3111

Minicom: 0115 915 3126

E-mail: aspleyoffice@nottinghamcityhomes.org.uk

Bestwood Housing Office

Elmbridge
Bestwood Park
Nottingham
NG5 5PF

Tel: 0115 915 3301

Fax: 0115 915 3333

Minicom: 0115 915 3407

E-mail: bestwoodoffice@nottinghamcityhomes.org.uk

Bilborough Housing Office

95 Bracebridge Drive
Bilborough
Nottingham
NG8 5PL

Tel: 0115 915 0491

Fax: 0115 915 0470

Minicom: 0115 915 0485

E-mail: bilboroughoffice@nottinghamcityhomes.org.uk

Bulwell Housing Office

1 Gilead Street
Bulwell
Nottingham
NG6 8NA

Tel: 0115 915 3212

Fax: 0115 915 3222

Minicom: 0115 915 3212

E-mail: bulwelloffice@nottinghamcityhomes.org.uk

Clifton Housing Office

Clifton Cornerstone
Southchurch Drive
Clifton
Nottingham
NG11 8EW

Tel: 0115 878 6287

Fax: 0115 878 6375

Minicom: 0115 878 6101

E-mail: cliftonoffice@nottinghamcityhomes.org.uk

Radford and Hyson Green Housing Office

The Mary Potter Centre
Gregory Boulevard
Hyson Green
Nottingham
NG7 5HY

Tel: 0115 883 8220

Fax: 0115 915 0160

Minicom: 0115 883 8225

E-mail: radfordoffice@nottinghamcityhomes.org.uk

Lenton Housing Office

5-6 Church Square
Lenton
Nottingham
NG7 1SL

Tel: 0115 915 3740

Fax: 0115 915 3748

Minicom: 0115 915 3740

E-mail: lentonoffice@
nottinghamcityhomes.org.uk

St Ann's Housing Office

2 Robin Hood Chase
St Ann's
Nottingham
NG3 4EZ

Tel: 0115 915 6905

Fax: 0115 915 6902

Minicom: 0115 915 6911

E-mail: stannsoffice@
nottinghamcityhomes.org.uk

Southglade Housing Office

Southglade Road
Bestwood
NG5 5GU

Tel: 0115 915 9701

Fax: 0115 915 9719

Minicom: 0115 915 9716

E-mail: southgladeoffice@
nottinghamcityhomes.org.uk

Victoria Centre Housing Office

4-21 Victoria Centre Flats
Nottingham
NG1 3PA

Tel: 0115 915 3730

Fax: 0115 915 3733

Minicom: 0115 915 3730

E-mail: victoriacentreoffice@
nottinghamcityhomes.org.uk

All housing offices are open:

8.30am to 4.30pm Monday to Friday
(10.30am to 4.30pm on Wednesdays)

Except:

Victoria Centre Housing Office

9.30am to 12.30pm and 1.45pm to 4.30pm Monday to Friday
(10.45am to 12.30pm and 1.45pm to 4.30pm on Wednesdays)

Southglade Housing Office

2pm to 4.30pm Monday to Friday

If you are unable to read this publication about what to do when at tenant dies please contact your area housing office, or call us on **Tel: 0845 330 3131**. We can arrange for an interpreter to explain it to you, or send you a spoken word version on tape or CD. If neither of these are suitable, we can translate this publication into your chosen language. We can also provide it in large print.

如果你不能夠閱讀這份關於喪親後該怎麼辦的刊物，請聯絡你的地區房屋辦公室，或致電 0845 330 3131。我們可以安排一位翻譯員去為你解釋，或寄送一份口述版本的錄音磁帶或光碟給你。如果這兩者都不適合，我們可以把這刊物翻譯成你所選擇的語言。

Cantonese

Pokud nejste schopni publikaci Co dělat po úmrtí blízké osoby přečíst, spojte se prosím s bytovým úřadem pro vaši oblast nebo nám zatelefonojte na 0845 330 3131. Můžeme pro Vás zajistit tlumočnicka, aby jsme vám to vysvětlili nebo vám můžeme zaslat nahrávku na kazetě a nebo na CD. Pokud vám ani jedna z výše uvedených možností nevyhovuje, můžeme vám tuto publikaci nechat přeložit do vybraného jazyka.

Czech

Si vous ne parvenez pas à lire cette publication sur 'Que faire suite à un deuil', s'il vous plaît contacter votre bureau de logement de zone, ou appelez-nous sur 0845 330 3131. Nous pouvons organiser un interprète à vous l'expliquer, ou vous envoyer une version orale sur bande magnétique ou CD. Si aucune de celles-ci sont adéquats, nous pouvons traduire cette publication dans la langue choisie.

French

जे तमे आ सगला मृत्यु थया पछी शुं डरवु [what to do following a bereavement] अंग्रेजी पुस्तिका वाचवामां असमर्थ होव, तो तमारा विस्तारणी आवासन डबेरीनो संपर्क डरवा अथवा 0845 330 3131 पर अमने डोल डरवा विनंती. अमे तमने ते समजववा माटे दुभाषियानी व्यवस्था डरी शकियुं. अथवा तमने ओलेला शब्दानी आवृत्ति टेप पर अथवा CD पर मंडळी शकियुं. जे आमामिं डोल पदा योग्य ना होव, तो अमे आने पसंदगीनी भाषामां अनुवाद डरी शकियुं.

Gujarati

प्रियजन की मृत्यु के बाद क्या करें [what to do following a bereavement]. से संबंधित इस प्रकाशन को यदि आप पढ़ने में असमर्थ हैं तो कृपया अपने क्षेत्र के हाउसिंग कार्यालय से सम्पर्क करें, या हमें इस 0845 330 3131 पर फोन करें। इसे आपको समझने के लिए हम किसी दुभाषिये का प्रबंध कर सकते हैं, या टेप या CD के रूप में इसका मौखिक संस्करण आपको भेज सकते हैं। यदि इनमें से कोई भी उपयुक्त न हों तो हम इस प्रकाशन का आपकी चयनित भाषा में अनुवाद कर सकते हैं।

Hindi

نہگەر ناتوانیت نام بلاؤکراویہ بخونیتہومہ لہ بارہی نامہوی چی بکامیت لہ پاش لہ دستدانی کامیگی نزیکومہ، نکلیہ پاموہندی بکہ بہ توفیقی نیشتمجن بوونی ناوچکتمومہ، یان تملیغونمان بو بکہ لہریگہی ژمارہ تملیغونی 08453303131. تیمہ دھوانین زمان وەرگیزت بو دابین بکامین بو نامہوی بۆت پروون بکتمومہ یان قسماکنت بو تومار بکات لہ سمر شریٹ یان سی دی. نامگەر هیچ لمانہ گونجاو ناموون، ناموا دھوانین نام بلاؤکراویہ بو وەرگیزین بو زمانی دیاریکراو.

Kurdish Sorani

Jeśli nie jest Pan/Pani w stanie przeczytać publikacji Jak Przetrwac Bolesną Stratę Bliskiej Osoby proszę o kontakt z lokalnym biurem mieszkaniowym, lub pod numerem telefonu 0845 330 3131. Możemy wynająć tłumacza aby wyjaśnił Państwu tematykę publikacji, lub wysłać wersję dźwiękową broszury na kasiecie lub CD. Jeśli żadne z powyższych nie jest dla Państwa odpowiednie, możemy przetłumaczyć publikacje na wybrany język

Polish

Caso não consiga ler esta publicação sobre what to do following a bereavement – medidas a serem tomadas em casos de falecimento, favor entrar em contato com o housing office (departamento de habitação) de seu bairro ou telefone para 0845 330 3131. Podemos arranjar um intérprete para explicar, ou enviar uma versão falada em fita ou CD. Caso nenhuma dessas opções lhe forem convenientes, podemos traduzir esta publicação no idioma de escolha.

Portugese

ਜੇਕਰ ਤੁਸੀਂ ਵਟ ਡੂ ਫੋਲਿੰਗ ਏ ਬੀਰੀਵਮੈਂਟ (ਸੋਗ) ਸੰਬੰਧੀ ਇਹ ਵਿਤਾਬਚਾ ਨਹੀਂ ਪੜ੍ਹ ਸਕਦੇ ਤਾਂ ਬਿਰਧਾ ਕਰਕੇ ਆਪਣੇ ਇਲਾਕੇ ਦੇ ਹਾਉਸਿੰਗ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਸਾਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ 0845 330 3131। ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਵਿਤਾਬਚਾ ਸਮਝਾਉਣ ਲਈ ਇਕ ਇਨਟਰਪ੍ਰੇਟਰ ਦਾ ਵੀ ਇੰਤਜ਼ਾਮ ਕਰ ਸਕਦੇ ਹਾਂ, ਜਾਂ ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇਕਰ ਇਨ੍ਹਾਂ ਵਿਚੋਂ ਕੁਝ ਵੀ ਮੁਨਾਸਿਬ ਨਹੀਂ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਇਹ ਵਿਤਾਬਚਾ ਟ੍ਰਾਂਸਲੇਟ ਕਰਵਾ ਸਕਦੇ ਹਾਂ।

Punjabi

آپ اس کتاب کو نہیں پڑھ سکتے جو مریم ہو جائے کی صورت میں کیا کیا جائے تو ہمارے برائے امیریاؤ سنگستھ سے رابطہ کریں، یا 0845 330 3131 پر فون کریں۔ ہم آپ کی مدد کے لئے ایک مترجمان کا بھی بندرست کر سکتے ہیں۔ یا آپ کسی وی ایس ای بمعہ آرائج کر سکتے ہیں۔ اگر ان میں سے کوئی بھی آپ کے لئے مناسب نہیں ہے تو ہم اس کتاب کا ایک منتخب کردہ زبان میں ترجمہ کر سکتے ہیں۔

Urdu



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Registered in England and Wales number 5292636 September 2008