



## **Ending a tenancy on bereavement**



Advice that may help

**This leaflet describes what to do when a friend or relative has died and a tenancy is no longer needed. We appreciate that this can be a difficult time. If you would like help, please do contact us.**

## **How to end a tenancy**

Please contact us as soon as possible. Our phone number is 01235 515 900 (0800 014 15 45 freephone). Give us your name, address and telephone number and the name and address of the tenant who has died.

We need to know the date the person died and your relationship with them - for instance whether you are the person carrying out the terms of their will (the estate Executor). The estate is the technical term for a person's property and money at the time of their death.

If you are telling us about the death of someone who you believe has not made a will, you will not become responsible for their affairs just because you are the person who tells us the sad news.

If you are a friend of the tenant who has died, we will ask you for details of relatives you may know about. We will then contact them so that they can end the tenancy. (We need a relative or friend to clear the property of possessions and return the keys.)

## **How much notice is required?**

A tenancy does not automatically end when a tenant dies.

**Although we usually ask for a month's notice to end a tenancy, we will always try to be flexible when a tenant has died.**

If you or someone else can tell us exactly when the property will be cleared of our former tenant's belongings, we can agree the tenancy end date.

Full rent is payable until the keys have been returned to us. Any outstanding rent will be charged to the late tenant's estate. If our tenant paid their rent in advance, Soha will refund this to the tenant's estate.



Kitchen

Bathroom

## **What happens if the tenant received benefits?**

If the tenant received Housing Benefit, it will automatically be cancelled from the date of their death. But this means that the full rent is likely to become due during the notice period. The tenant's estate will usually cover this.

## **How do I register a death?**

You should register the death within five days.

You can go to any register office but if you use the one in the area where the person died you'll be given the documents you'll need on the day.

If you use a different register office the documents will be sent to the office in the area where the person died before they're issued to you. This means you'll usually wait a few days.

Registering the death will take about 30 minutes - you might need to make an appointment. Some, but not all, Register Offices provide a 'Tell us Once' service where they notify other departments (such as

Housing Benefit, Council Tax) on your behalf. If the Registrar does not offer this service, you should contact the local council direct to tell them about the tenant's death.

## **Clearing the property**

All carpets, curtains and furniture should be removed. The property should be left clean and tidy, or we may charge the tenant's estate for the necessary works.

Sometimes we will accept donations of good quality furniture or carpets, or allow carpets to remain.

## **What do I do with the keys?**

We need all keys to be labelled and brought to our office in Didcot. We will give you a receipt when the keys are handed in.

**Please do not post keys to us or leave them in the property as this might delay when we can end the tenancy.**

If it is difficult for you to return the keys to Didcot, please contact us on 01235 515 900 (0800 014 15 45 freephone) to make other arrangements.





## Other organisations you may need to contact

- The Registrar to get a death certificate (ask your undertaker for details).
- The tenant's local Council (Council Tax and Benefits).
- Department of Work and Pensions (DWP).
- Dentist, optician or GP.
- Building society, bank or credit companies.
- Gas/electricity companies.
- Telephone/cable companies.
- Medical or equipment suppliers (eg if the tenant had a Lifeline pendant alarm or stairlift).
- Cruse Bereavement Helpline on 0808 808 1677.

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

### Polish

Dołożymy wszelkich starań, aby zaoferować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersje audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

### Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

### Italian

Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampo a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

### Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

### Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিয়য়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



## Soha Housing

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