

Ending a tenancy due to bereavement



Please accept our condolences on your loss.

You may need a little guidance on what you need to do, and we hope this leaflet will help you and your family at this difficult time.

Getting started. It is useful to have the following information about the person who has died:

- National Insurance number.
- NHS number.
- Date and place of birth.
- Date of marriage or civil partnership (if appropriate).
- Tax reference number.

What to do in the first few days:

- Notify the family GP.
- Register the death at a Register Office.
- Contact an undertaker and check if there are any special requests.
- If relevant, complete form 'BD8', given to you when you register the death, and send it to the appropriate offices, eg JobCentre Plus or Social Security office.
- If the person who has died was receiving any benefits or tax credits, advise the relevant offices.
- Locate a will (this may have been left with a solicitor).

You may also need to contact the following:

- Tax office.
- National Insurance contributions office, if they were self-employed.
- Child Benefit office.
- Tax Credit office.
- Local authority regarding Council Tax, and also if the deceased had a parking permit or blue badge for disabled parking.
- Social Services if they received help, daily care attendance or similar.
- UK Identity and Passport Service to cancel a passport.
- DVLA to return a driving licence, cancel car tax or register document/ change ownership.

You may also need to notify:

- The relevant local authority if the deceased received any housing benefits.
- Royal Mail to arrange for post to be re-directed.
- Insurance companies for car, travel, contents insurance, medical policies etc.
- Rental, hire purchase or loan agreement companies.
- Pension providers/life insurance companies.
- Banks and building societies.
- Mortgage provider.
- Credit card providers/store cards.
- Internet/TV companies.

Returning the property to us

We understand you will have a lot to organise at this time, but we would appreciate it if you could tell us about your loss as soon as you can. We will then arrange to inspect the property and advise what needs to be done.

We highly recommend you do this, as it will help to avoid the risk of any charges being made if the home and/or garden are not left in the condition we expect. It would also help if you could estimate the time it will take you to clear the property.

In order to end the tenancy agreement with Two Rivers Housing, we must serve the personal representative and the public trustee with a Notice to Quit (NTQ) providing a minimum of four weeks' notice. Serving a NTQ is the first legal step by Two Rivers Housing to obtain possession of the property. We understand that this can be a distressing time for those involved and will do everything we can to make the process as easy as possible. A member of our team will be in contact to discuss the NTQ process.

Rent will be payable until the home is cleared and the keys returned, and you will need to arrange to pay this. If the deceased received any housing benefits, please note these payments will stop on the Sunday following the date of death and you will therefore be liable for all subsequent payments until the property is handed back to us.

We will need a photocopy of the death certificate for our records. If you have any difficulties obtaining a photocopy, please bring the original to our office and we will copy it for you.

You need to completely clear the property, both inside and out. All floors must be swept, any carpets that are staying must be vacuumed and the bath, toilet, sink, work surfaces and cupboards must be empty and clean.

The garden needs to be left tidy, and this may mean cutting the grass, pruning shrubs and removing all personal items such as furniture, ornaments and plant pots.

When you are ready to return the keys

- Make sure you have cleared the property and garden of all personal possessions and rubbish, as you will be charged for any items left behind that should have been removed.
- Read the meters and advise the relevant utility companies of the date of death, the readings and an address for any future correspondence.
- Deliver the keys to our office in Newent. Alternatively, place the keys in the keysafe we fitted when we inspected the property with you. Please don't forget to tell us as soon as you have done this. If the property is part of our HomePlus scheme, you can give the keys to the Scheme Co-ordinator. If you have any problems returning the keys, please call us on 0800 316 0897 to make alternative arrangements.

If in doubt about anything regarding the property, please do not hesitate to call us for advice.

CONTACT US

Telephone: 0800 316 0897

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Email: customerservices@2rh.org.uk

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