

ENDING A TENANCY

Guidance for next of kin or executor



Who can end the tenancy when a resident passes away?

The executor of the estate can end the tenancy. Or, if there's no executor, the next of kin can end the tenancy.

Pre-termination visit

When you let us know a resident has passed away, a surveyor will arrange to meet you at the property at a time that suits you. This is to check the condition of the property and talk through next steps. It's also a chance for you to ask any questions you have.

THANK YOU FOR LETTING US KNOW A RESIDENT HAS PASSED AWAY.

We know this is a difficult time, so we've put this guidance together to make ending the tenancy as simple as possible.

Succession rights

Before agreeing to end the tenancy, you may want to confirm there are no succession rights. You can check the late resident's tenancy agreement or contact us on **0300 303 1066** or hello@southernhousing.org.uk.

What documents are required?

When you end the tenancy on behalf of a resident who has passed away, you must provide the following documents to us:

- A copy of the death certificate
- A completed and signed end of tenancy form

If you're an executor, you must provide at least one of the following:

- Grant of probate
- Letters of administration document
- Solicitor's letter
- Copy of the will

End of tenancy form

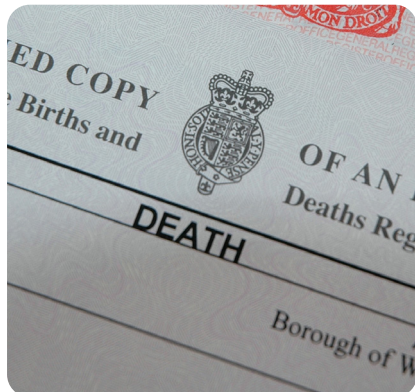
If you're the executor you'll need to complete an end of tenancy form. Once we receive the completed form and the death certificate, we'll start the four-week notice period to end the tenancy. The tenancy will end four weeks later, always on a Monday.

If we're unable to contact the next of kin or we don't receive an end of tenancy form, we'll end the tenancy by serving a notice to quit on the personal representative (the process is different for assured shorthold tenancies).



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Clearing the property

Before returning the keys, please make sure the property is empty, including gardens, cupboards, lofts, and flooring. If you're unable to remove something, like medical equipment, let us know who installed it so it can be returned.

If items are left after the end of tenancy date, we'll serve a two-week TORT notice and dispose of the items at the end of the two-week period. We can charge for this.

Returning the keys

All keys (including windows, back doors, front doors and fobs) must be returned to us by 12pm on the Monday the tenancy ends, at the latest. If you need a shorter notice period, please talk to us, we may be able to help, depending on the situation.

Keys can be returned to us by:

- ◆ Delivering them to one of our offices (they must be labelled)
- ◆ Leaving them with a neighbour (let us know who the keys have been left with)
- ◆ Leaving them in the keysafe, if there is one
- ◆ Window keys and back door keys can be left in the property

Contacting other agencies

To help make this time a little easier and ensure everything is handled smoothly, we suggest the following steps:

- ◆ Arrange for mail to be re-directed to the person handling the former resident's affairs. A re-direction form is available from the Post Office and Royal Mail online
- ◆ Inform agencies such as the resident's doctor, bank etc
- ◆ Take final meter readings and tell gas and electricity suppliers the date the tenancy will end
- ◆ Inform appropriate government organisations. We recommend using the government's 'Tell Us Once' service to report a death to most government organisations in one go: www.gov.uk/tellusonce

Further support

If you need any support during this time, including additional time to clear the property or referrals to other agencies who can help, please contact us on **0300 303 1066** or **hello@southernhousing.org.uk**.

If family member, friend, or advocate is supporting you, with your permission, we can liaise with them on your behalf.

Rent and other charges

The estate of the person who has passed away is responsible for paying rent and any other charges until the tenancy officially ends. If you're a next of kin but not the executor, you won't be responsible for these payments. We'll inform the executor of any rent (including arrears) owed up to the end of the notice period.

If the keys are returned and the property is cleared of personal belongings, we may be able to waive the rent for the remainder of the notice period.

If there's a large amount of rent owed or other money due, we may make a claim against the estate to recover the debt.

