

WHEN A PERSON PASSES AWAY

Guidance to help you manage the tenancy following the loss of a loved one and the steps needed to end the tenancy.





WE ARE HERE FOR YOU

Encircle Housing understand that it is a sad and difficult time for you and your family when your loved one has passed away. There are things that you, as the next of kin or a representative are required to do to ensure their tenancy is correctly ended.

Encircle Housing is here to help you and advise you on how to end the tenancy. We want to make this as easy as possible for you and your family and we would be grateful if you would take the time to read through these guidance notes on the Tenancy End Process.

The screenshot shows the 'End of Tenancy Survey' form from Encircle. It includes a header with the Encircle logo and a house icon. The main section is titled 'Who is completing this survey?' and has four radio button options: 'Tenant', 'Family', 'Tenant and care provider', and 'Tenant and family member'. There is also a text box for 'Other - please specify'. Below this is a section titled 'Tenant's details' with three rows: 'Tenant name', 'Address', and 'End of tenancy date'. At the bottom, there is a small note: 'You can fill in this form or complete it online, go to www.encircleha.co.uk/end-of-tenancy-survey'.



ENDING A TENANCY FORM

Enclosed with this information leaflet is an Ending a Tenancy Form which should be completed and returned to the Encircle Housing office within the next seven days. Along with this form we would ask that you enclose a copy of the death certificate that is needed as part of our Ending a Tenancy Process.

We would also ask that you ensure that you provide the name, address and contact numbers of the person appointed to take responsibility for dealing with the late tenant's affairs.



MAKING ARRANGEMENTS

We understand that family members will require time to make arrangements to remove personal effects and belongings.

Encircle Housing will notify the person dealing with the death that they will be allowed 14 days from the date of death to hand the keys in to a staff member at the property. However, if keys are required longer than this then you can contact our Housing Team to discuss an extension to this arrangement. A maximum of two further weeks may be granted provided the late tenant's estate will cover the rent costs or where relatives will meet the rent costs in advance.

Under no circumstances should you hold onto the keys beyond the two-week period without the consent of Encircle Housing.



CONTACTING OTHER AGENCIES

To ensure that the process of winding up the late tenant's estate and ending the tenancy go as smoothly as possible, you are advised to arrange to have the mail re-directed to the address of the person taking responsibility for dealing with the late tenant's affairs.

If the deceased received benefits, including Housing Benefit, then you should contact the appropriate Benefits Office to advise them of the death. You should also inform other organisations such as the deceased's energy suppliers, telephone, cable, and TV suppliers.



LEAVING THE PROPERTY

Before returning the keys to the property we would greatly appreciate that the property is left in good condition.

- Gas, electric and water appliances should be disconnected and made safe using registered tradesmen. If you need further guidance on this then please contact repairs department on 0330 094 0142
- Please remove all personal effects, furnishings, floor coverings, curtains, blinds, and white goods
- You should also ensure that the property is cleaned once the property has been cleared and any unwanted items should be placed either in the bins or adjacent to the bin shelter

If the property is not cleared or there is any damage to the property not classed as fair wear and tear, then we will have to make a charge to the estate to cover the costs involved.



RETURNING THE KEYS

Please note that as part of the tenancy end process, all sets of keys for the property must be handed into the staff at the property on the date that the tenancy is to end. Please remember that this must be no more than 14 days after the date of death unless you have arranged an extension with us.



PAYMENT OF RENT

If Housing Benefit is being paid, then entitlement to benefit will stop being paid from the Sunday after the date of death. Rent charges will apply until Encircle Housing receives confirmation that the keys have been handed in and/or gain entry to the property. Encircle Housing will send the representative dealing with the late tenant's estate a final rent statement following receipt of the keys. Please note that if there is an estate, then we will ask for any tenancy debt to be paid, if there is a credit this will be paid to the estate. However, if there is no estate then the debt will be written off and any credit sent to the next of kin.



OFFERING HELP AND ADVICE

Encircle Housing greatly appreciates your help in carrying out the legal requirements and clearing the property to end the tenancy.

We realise that this will be a sad time for you and your family, and we are here to assist you in any way we can. We hope that this information leaflet will be of some assistance to you but if you have any other questions relating to ending the tenancy or removing personal effects then please do not hesitate to contact our team who will be here to help you.



CONTACT US

If you have any questions or would like some help and advice, please get in touch:

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

To report a repair call: 0330 094 0142

Email: repairs@encircleha.co.uk

Encircle Housing, First Floor, Lister House, Lister Hill, Horsforth, Leeds LS18 5AZ

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