



## **What to do when someone has died...**

We understand how difficult things can be when a friend or relative dies, so we are here to help.

If you're responsible for clearing their property, please tell your local office as soon as possible. We'll be able to help you through the process of ending the tenancy and handing the home back to us.

When a tenant dies, we are required to formally end the tenancy. This is because, by law, a tenancy does not end when a tenant dies. As a result, we need to serve a Notice to quit, in order to bring the tenancy to an end.

We need to know when you'll be returning the keys, since rent still needs to be paid until these are handed in. Your local office will ask if you wish to pay any outstanding rent owing on the property. Otherwise, we will claim this from the estate of the deceased. NB: if your deceased friend or relative received housing benefit, this will end on the first Sunday after their death.

If you believe you're entitled to succeed the tenancy, let us know as soon as possible. In this situation, we will need to establish who you are, your relationship to the deceased tenant, how long you were living with the tenant before their death etc.