



Advice for relatives of residents of Bro Myrddin who have passed away

A guide to help you through the process of ending a tenancy

This Factsheet has been designed to assist you at this difficult time. It will help you understand the responsibilities that you, as the next of kin, relative or friend, of a Bro Myrddin Housing Association resident, have in relation to the tenancy they held.

We realise that the death of a loved one can be deeply upsetting, so during this difficult time the following information is intended to provide help by guiding you through the process.

Notifying us about the death

A tenancy agreement is a legal contract between ourselves and a resident, to bring it to an end we need official notification of a death.

A copy of the death certificate provides this official notification.

Clearance of the property

Under the terms of the tenancy the property should be returned to us with all furniture and appliances removed from all areas of the property including the loft, garage and/or outhouses. **The property should be clean and tidy.**

Carpets and flooring can generally be left at the property if they are in good condition.

If there are pieces of furniture, clothes, or household items that you no longer need, local charity shops or furniture recycling schemes in the area may accept these items.

In clearing the property you should be aware that any items left behind will be removed by Bro Myrddin Housing Association and will incur charges. The charges will depend on the volume of items that need to be removed.

The deceased's estate may be recharged for this.

Rent

At such a time financial considerations may not be a main concern, but you should be aware of the financial responsibilities that relate to the tenancy.

Where the rent for the deceased's property was covered by Housing Benefit, this will stop immediately at the date of death.

Rent will be due for the property until it has been cleared, as described above, and the keys returned to our office.

It would be helpful if you could provide an estimated date by which you will have cleared the property and when you are hoping to return the keys to us.

In general, we allow a period of up to 4 weeks to clear the property.

We may, on occasion, increase this period of time, depending on circumstances.

Keys for the property should be returned to us once it has been cleared.

The rent account will then be closed from the following Monday.

A further week's charge can be avoided if keys are returned to us by 10AM on a Monday.

If there is any outstanding debt on the rent account for the property our Housing Team will contact the deceased residents next of kin to advise them of this.

Any debt will be claimed from the deceased's estate. If there is no estate to cover the debt, the deceased resident's next of kin will be asked to provide confirmation of this.

Utility Supplies

So that we can advise the next tenant of the property, we also need to know which companies provide the gas, electricity and water supplies to the property.

You should also take final meter readings to notify the utility suppliers when you contact them.

Contact details to find out who supplies the gas and electricity to a property are noted below.

- Gas : 0870 608 1524 / www.nationalgrid.com
- Electric : 0870 751 0093

