



## Ending a tenancy with LACE Housing

**We have produced this fact sheet to provide information about your role, as Personal Representative, in ending the tenancy and the things you will need to do on behalf of the estate before you return the keys to the property.**

### **Giving notice.**

When a tenant dies, the tenancy does not end, instead the remaining contractual tenancy becomes part of the deceased's estate. You must give four weeks' notice, starting on a Monday. We will ask you to complete our termination of tenancy form on behalf of the estate and return with a copy of the Death Certificate.

Once we have received the notice, we will send a letter confirming the date the tenancy will end and a date for an end of tenancy survey. The estate is responsible for returning the property to us in accordance with the terms of the tenancy contract. This includes payment of rent and all other charges due.

In the event no one comes forward to represent the deceased, we will serve a Notice to Quit on the executor of the estate or the Public Trustee. If we do not receive notice to end the tenancy, the estate will be responsible for paying the rent, so it is important to look out for written confirmation that we have received the notice.

### **Leaving the property in a clean and tidy condition.**

Please make sure that before you return the keys, you have:

- Removed all furniture and possessions, including any carpets, laminated flooring, and curtain poles.
- Cleaned the property throughout and decorated where required.
- Removed any non-standard light fittings.
- Removed and made good connections to washing machines.

### **We will visit you at the property to explain what you need to do, on behalf of the estate, before the tenancy ends.**

We will survey the property and discuss any repairs that are the responsibility of the estate. This includes a responsibility for leaving the property in a clean condition, to a good standard of decoration and free of all furniture, carpets, and personal items.

We may return to check how you are getting on with any repairs or decoration that we requested at the end of tenancy survey.

If the rent account is in debt, we will ask you to clear the debt in full on behalf of the estate. We will ask if you are aware of other details, such as the name of the gas and electricity suppliers, unless the property is at Brick Kiln Place, Olsen Court Phase 1 (Heating and Water only) or Worth Court.

On return of the keys, we will conduct a full survey to see if the property meets our property standard.

We will recharge the estate for any repairs or decoration that is the responsibility of the estate and for removing any items left at the end of tenancy.

### **Approximate recharge costs.**

Please note that costs are a guide and may vary depending on the extent of work required.

- Hourly rate £20 (charged in 30-minute blocks, with a minimum £10 (30 minute) charge). Includes time associated to sourcing any parts or other time taken to plan the work.
- The cost of materials.
- Plus 20% VAT.
- Administration fee £15.
- Any costs for supply of materials.
- Any costs for external contractor work.
- Carpet/flooring removal at a rate of £25 per room.

If you do not agree with any of the rechargeable repairs which we have identified, you can appeal within fourteen days of us letting you know about these repairs.

### **The rent account and other charges.**

If the property is at Brick Kiln Place or Worth Court, we will ask the estate to pay for any outstanding balance on the utility or restaurant account (if applicable).

You should check the date housing benefit entitlement stops (if applicable). Housing benefit stops on the date of death. You should contact your local housing benefit office for more information.

### **Former tenancy debt.**

Once the tenancy has ended, if there is an outstanding debt with us, we will take further action to recover the money. This includes periodic probate traces where necessary.

### **Alterations to the property.**

If the property has alterations during the tenancy, we may ask you to return the property to us in its original condition. This will depend on the suitability of the alterations for future tenants, the condition of the work, and the cost to us of future maintenance. We will recharge the estate if we complete this work after the tenancy ends.

### **Re-letting the home.**

As soon as we receive the tenancy notice, we will start to find a new tenant for the property. To help us with this process, we ask that you allow us to show prospective tenants around the property during the notice period. This is also an opportunity for you to see if the prospective tenant would like to have any of the carpets or curtains.

### **Notifying other agencies:**

Remember also to notify the following agencies:

- Council tax.
- Benefit offices.
- Gas, electric and water providers (if applicable).
- Post office for re-directing the mail.
- TV Licensing.
- Bank, building society and credit card companies.

### **Returning the keys.**

We will ask you to return all the keys, on or before 10.00am on the day the tenancy ends. We will tell you where you should return the keys. This will normally be to LACE House, unless you live in Olsen Court, Worth Court, or Brick Kiln Place where you can hand them in directly to a member of our support team.

If you do not return the keys and you have not asked for our agreement to extend the notice period, we will change the locks and we will clear anything you have left behind and recharge the estate.