



Ending a tenancy on someone's behalf:

What you need to know

Ending a tenancy on behalf of someone else

This factsheet explains what you need to do if you're ending a tenancy on behalf of someone who is unable to manage the process themselves (e.g. due to ill health or hospitalisation).

When can you give notice on someone's behalf?

We usually ask the tenant to complete the termination form. But if they're unable to, we may accept notice from:

- A Property and Financial Affairs Attorney.
- Someone with Health and Welfare LPA.
- A legal guardian or representative with proof of authority.

Giving notice

- You must give **four weeks' notice**, starting on a **Monday**.
- We'll ask you to complete our **termination of tenancy form** and provide the **forwarding address**.
- Once we receive this, we'll confirm the end date and arrange an **end of tenancy survey**.
- Rent and any charges will continue to accrue until the tenancy formally ends.

Preparing the home.

Before returning keys, please make sure you:

- Remove all furniture, belongings and flooring, including carpets and laminate.
- Take down non-standard fittings (e.g. curtain poles or light fittings).
- Disconnect washing machines and make good any connections.
- Clean the property thoroughly, including bathrooms and kitchens.
- Leave it in a good decorative condition.

We'll carry out a survey during the notice period and again after the keys are returned.

We may recharge the tenant for:

- Furniture or items left behind.
- Unauthorised alterations.
- Repairs beyond fair wear and tear.
- Cleaning or redecoration if needed.



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Estimated recharge costs (guide only):

- Hourly labour: £20 (minimum charge £10 per 30 minutes).
- Carpet or flooring removal: £25 per room.
- Materials + 20% VAT.
- Admin fee: £15.
- Any contractor or disposal fees.

You can appeal any recharges within **14 days** of being notified.

Rent, charges, and benefits

Rent is payable until the tenancy formally ends.

Housing Benefit may stop earlier – depending on where the tenant is now living - please contact the local council to check for any overpayment of benefit.

If the move is into **residential care**, Housing Benefit ends when a **permanent placement decision** is made.

If the tenancy was at Worth Court or Brick Kiln Place, restaurant and utility accounts may apply.

Outstanding debt

If charges remain unpaid after the tenancy ends, we will seek recovery through the courts.

Alterations

If any adaptations were made, we may ask you to return the property, to its original condition. This depends on the future suitability and quality of the work.

Preparing for re-letting

- We may begin marketing the home before the tenancy ends.
- You may be asked to allow accompanied viewings.
- If the incoming resident agrees, items such as carpets or curtains may be left behind. You will need our written confirmation.

Letting others know

Please inform:

- Council Tax and Housing Benefit offices.
- Gas, electric and water providers (if applicable).
- Royal Mail (for redirection).
- TV Licensing.
- The bank, building society and credit providers.



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- The GP, Dentist and other medical professionals.

Returning the keys

All keys must be returned by **10.00 am on the tenancy end date**. We'll confirm where to return them.

For Olsen Court, Worth Court, Brick Kiln Place, or Diamond Place, keys can be handed directly to our Housing and Support team.

If keys are not returned and the notice period has not been extended, we will:

- Change the locks.
- Clear the property.
- Recharge the tenant for the costs.

People, Places, Partnerships

We're here to support you through ending the tenancy with us.

- For **people**, this means supporting representatives to act with clarity and respect.
- In the **places** we manage, it ensures homes are passed on clean, safe and ready to use.
- Through **partnerships** – we make a potentially complex process easier to navigate for everyone involved.