



Ending a tenancy when a resident has died:

What you need to know

This factsheet explains what you need to do if you're ending a tenancy on behalf of someone who has passed away. It outlines your responsibilities as the **Personal Representative** of the estate and what to expect at each step.

Giving notice

- When a tenant dies, the tenancy becomes part of their estate and doesn't end automatically.
- You must give **four weeks' notice**, starting on a **Monday**.
- We'll ask you to complete our **termination of tenancy form** and provide a copy of the **Death Certificate**.
- 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.

If no one comes forward, we may serve a **Notice to Quit** to the executor or the Public Trustee. It's important to ensure written confirmation is received from us to avoid further charges.

Preparing the property.

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 estate 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 ends on the date of death – please contact the local council to check for any overpayment of benefit.

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

Former tenant debt

If the rent account remains in debt after the tenancy ends, we will:

- Conduct **probate traces** if necessary.
- Seek recovery through the courts on behalf of the Association.

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.
- The GP, Dentist and other medical professionals.



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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 estate for the costs.

People, Places, Partnerships

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

- For **people**, this means supporting a smooth, respectful process at a difficult time.
- In the **places** we manage, it helps homes return to use promptly and with dignity.
- Through **partnerships** – with families, legal representatives, we handle these transitions with care.