

# Ending a tenancy



Help and information on what to do when someone close passes away

When a member of your family or a close friend passes away, dealing with their personal affairs can be hard, especially if you don't know what to do. We hope the following information will help you through this difficult time.

If you need any help, please contact us.

## Ending the tenancy

Please call us on 01249 466180. We will:

- make a record of your phone call; and
- send you a form (known as a 'tenancy termination form') so that you can end the tenancy.

There will be more information on the tenancy termination form.

## What you need to do

(Under the terms and conditions of the tenancy agreement, all tenancies end on a Sunday.)

- Return the tenancy termination form.
- Arrange an inspection of the property with us.
- Supply us with a copy of the death certificate.
- Let us know who will be the executor (the person carrying out the wishes in the will), or who is dealing with the estate.
- Give us at least four weeks' notice to end the tenancy, starting from a Monday.
- Arrange to clear the property before the

date the tenancy ends.

- Return all keys (including door-entry keys and fobs) to us at the Methuen Park office by 1pm on the Monday after the date the tenancy ends.

## Rent charges

We charge rent for all our homes until we have received the keys and the tenancy has ended.

## Housing Benefit

If, before they died, the tenant was receiving Housing Benefit to help pay the rent, this benefit stops on the Monday after they passed away. After this, the tenant's estate must pay the full rent.

After the tenancy has ended and the property has been cleared and inspected, if there is any money due for rent or work we have carried out, we will contact the executor, or the person dealing with the estate, to ask them to make the payments.

## Who you need to contact

You need to contact your local council. The following phone numbers may be useful.

### **Wiltshire Council**

Phone: 0300 4560100

### **Swindon Borough Council**

Phone: 0845 850 0962



You will also need to tell the Post Office to redirect any mail.

## Benefits

Your local Jobcentre Plus may be able to help you claim appropriate bereavement benefits. Or, you can ring 0845 608 8616 to speak to an advisor.

Your local citizens advice bureau (CAB) may also be able to help you. Their phone numbers are as follows.

### **North Wiltshire CAB**

Phone: 0845 120 3707

### **West Wiltshire CAB**

Phone: 0845 120 3737

### **Swindon CAB**

Phone: 0845 050 5155

The national Citizens Advice website address is [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).

## Aids and adaptations

If there is any equipment in the property supplied by social services, you will need to return it to the department that provided it. To organise this, please ring whichever of the following applies.

### **Wiltshire Social Services**

Phone: 01225 713001

### **Swindon Social Services**

Phone: 0800 0856666

## Bulky waste

If there is any bulky rubbish that needs to be removed, you can contact the local council to arrange for it to be collected. There may be a charge for this service. Remember, the items need to be removed from the property before you return the keys.

The council's phone numbers are listed above in under the heading 'Who you need to contact'.

## Recycling

A number of charities will take away unwanted furniture and electrical goods. If you want to ask about this service, please contact either of the following.

### **Waste Not Want Not**

Hungerdown Lane, Chippenham  
Phone: 01249 447140

### **Group 5 Furniture**

Phone: 01225 765849

## Bereavement advice

Here are some phone numbers and websites that may be helpful.

### **Bereavement Advice Centre**

Phone: 0800 6349494

Website: [www.bereavementadvice.org](http://www.bereavementadvice.org)

**The Bereavement Register** (to stop mail being sent to the person who has died)



Website: [www.the-bereavement-register.org.uk](http://www.the-bereavement-register.org.uk)

## Support

If you feel you need support, your local GP may be able to offer this. Or, you may want to contact the following support agencies.

### **Cruse Bereavement Care**

This is a charity offering free information and support to anyone who has been affected by bereavement. You can contact them in any of the following ways.

Phone: 01761 417250

Fax: 01761 417350

Website: [www.crusebath.co.uk](http://www.crusebath.co.uk)

### **The Samaritans**

This is a charity offering confidential emotional support to people in crisis. You can contact them in any of the following ways.

Phone: 01722 323355 or  
08457 909090 (local-rate calls)

Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

## Need more help or advice?

We hope we have covered most of the questions that people often ask. However, if you are still not sure about something or need more help, please call us on 01249 466180, 01249 466130, 01249 466140 or 01249 466120.





## Ending a tenancy after someone has died leaflet

**If you would like to have any part of this explained or translated, or in a different format such as in larger print, or on audio tape, please contact us on 01249 465465 to discuss your needs.**

কারো মৃত্যুর পর একটি ভাড়াবন্দ সমাপ্ত করা পুস্তিকা

আপনি যদি এর কোন অংশের ব্যাখ্যা অথবা অনুবাদ চান, অথবা বড়ো ছাপার অক্ষর, অথবা অডিও টেপের মতো অন্য কোন ভাষাতে চান তাহলে আপনার প্রয়োজনীয়তা আলোচনা করার জন্যে অনুগ্রহ করে 01249 465465 নম্বর ফোনে আমাদের সঙ্গে যোগাযোগ করুন।

“在某人去世後終止租約”小葉

倘若您希望我們對該雜誌的任何部分給予解釋或提供翻譯，或以不同格式（如大字體或錄音帶）提供，請致電 01249 465465 聯絡我們，洽商您的需求。

“在某人去世后终止租约”小叶

如果您希望我们对该杂志的任何部分给予解释或提供翻译，或以不同格式（如大字体或录音带）提供，请致电 01249 465465 联系我们，洽商您的需求。

Ulotka o rozwiązaniu umowy najmu po czyjejs śmierci.

Jeśli wymagają Państwo wyjaśnienia jakiegoś fragmentu albo jego tłumaczenia, albo w innym formacie, takim jak duży druk, albo na kasecie audio, proszę się z nami skontaktować pod numerem telefonu 01249 465465, aby przedyskutować Państwa potrzeby.

Birisi öldükten sonra kiracılığı sona erdirme broşürü.

Herhangi bir kısmının izah edilmesini veya tercüme edilmesini, ya da iri harfler veya ses bantı gibi başka bir formatta verilmesini isterseniz, lütfen ihtiyaçlarınızı konuşmak için bu numaraya telefon edin: 01249 465465.



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