

Returning the keys

When keys are handed back to us, you are handing the property back to the Council and it should be empty of all possessions and left in a clean and tidy condition.

Keys should be returned before or on Monday following the tenancy end date by 10am.

If more than four weeks is required, please let us know as a charge will be applicable.

Returning a Lifeline unit

If a Lifeline unit was installed at the property the unit and the pendant will need to be returned to us before the charge can be cancelled.

You can return the unit by either:

- Bringing the equipment into Phoenix Housing during opening hours
- Sending the equipment back to us in the post.

For more information, please contact Lifeline@middevon.gov.uk

Mid Devon District Council
Housing Services
Phoenix House
Phoenix Lane
Tiverton
EX16 6PP
Telephone: 01884 255255



Organisations that can help

There are many organisations out there which offer advice following a bereavement.

For further information on organisations that can help you at such difficult times please explore:

Mid Devon District Council's Bereavement Services

Telephone: 01884 234382

Email: bereavement@middevon.gov.uk

Website: www.middevon.gov.uk

Age UK

Telephone: 0800 678 1602 available 8am to 7pm, every day of the year.

Website: www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/bereavement

Cruse Bereavement Care

Telephone: 08444 779400 9am—5pm

Website: www.cruse.org.uk

Cruse Chat: 9am—9pm Monday to Friday. Available on the Cruse website.

If you are a joint tenant, you won't need to end the tenancy, but you will need to contact us to update your tenancy details. We will need to have sight of the death certificate before making changes to the tenancy.



Mid
Devon
DISTRICT COUNCIL

Supporting yourself and others

A guide to ending a tenancy following a bereavement

This guide is to advise you of the procedures when dealing with ending a tenancy for a sole tenant.

When a relative or close friend passes away, dealing with their affairs at this distressing time can be very difficult, especially if you are unfamiliar with Council procedures. This leaflet will hopefully guide you through your concerns and answer any questions you may have. If there is anything else you are still not sure of, please contact the Neighbourhood Team at:

Telephone: 01884 255255

Email: htenancy@middevon.gov.uk

If your friend or relative was a tenant of ours, you should contact Housing Services with the information below:

- The name and address of the deceased
- Date of death
- The details of the person dealing with the affairs of the deceased person - please let our staff know if you are the Executor or Administrator
- Confirm if there is a will (proof of the named Executor)
- **We must see a death certificate or/ and a Tell Us Once form to serve as proof for legal purposes, without this we can not end the tenancy.**

What is the 'Tell Us Once' service?

Tell Us Once is a free government service that allows you to report a death when you suffer a bereavement and need to tell central and local government.

The Tell Us Once service allows you to report the passing of a loved one to most departments in one go.

Tell Us Once will notify:

- HM Revenue and Customs (HMRC) - you need to contact HMRC separately for business taxes
- Department for Work and Pensions (DWP)
- Passport Office - to cancel a British passport
- Driver and Vehicle Licensing Agency (DVLA)
- The local council - to cancel Housing Benefit, Council Tax Reduction, a Blue Badge and inform the electoral register
- Veterans UK
- Some public sector pension schemes

You will need to register the death with the Council registrar office in advance of using the Tell Us Once service: Call 0345 155 1002 or email srteign@devon.gov.uk

A registrar will either:

- Complete the Tell Us Once service with you
- Or give you a unique reference number so you can use the service yourself online or by phone

Ending the tenancy

In order to end a tenancy, four weeks notice is required (in writing) with the tenancy ending on a Sunday.

We are only able to accept a formal notice from the Executor as they have the legal responsibility.

In the occasion that:

- There is no will
- or there is no named Executors

We can accept a formal notice from an Administrator who is responsible for dealing with the estate— An Administrator has to apply for letters of administration before they can do this.

In the event that there is no Executor or Administrator, we will need to apply to the Public Trustee to formally end the tenancy. We will require sight of the Death Certificate.

During notice period

Over these four weeks, the rent and any other charges will continue to be charged and must be paid in full.

- If the tenant was receiving housing benefit this will cease on the Sunday following the date of death, Council tax benefit will cease on the day before they passed away.
- If there is an outstanding balance on the rent account after the tenancy end date, we would expect to recover this from the deceased persons estate.
- Please tell the Housing Services if the deceased person also had a garage tenancy with us.