

Bereavement

Ending a Sole Tenancy

How to contact us

Customer Services Team
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Lines are open from 9.00am - 5.00pm Monday to Friday.
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Or visit us online at: www.penwithha.org.uk

Repairs Hotline:
Freephone 0800 592238

PHA Emergency Line:
Freephone 0800 592238 (5.00pm - 9.00am)

Head Office:
67 Morrab Road, Penzance, Cornwall TR18 2QJ

***Leaflets available in large print,
audio, and other languages.***

Developing and managing homes in Cornwall since 1994, Penwith Housing Association became part of the Devon and Cornwall Housing Group in 2005. We work alongside Tor Homes and Devon and Cornwall Housing Association (DCHA) to build upon the best of all our organisations. As well as our own properties, we also manage homes in Cornwall on behalf of DCHA.

We are working hard to make sure our information leaflets are suitable for DCHA and PHA customers in Cornwall. There is still some more work to be done and some details in our leaflets may not always be relevant to all. Please contact your housing officer or the customer services team if you have any questions.



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Bereavement

This leaflet has been produced to help you manage the deceased's tenancy affairs and provides a step by step list to help you end their tenancy. However, if you have been living with the deceased tenant and you feel you may have a claim to take over the tenancy, please contact your neighbourhood housing officer.

Step 1

Please provide us with the contact details for at least one relative and for the person responsible for carrying out the terms of the will (the executor of the will). We will also need a copy of the death certificate, which we can photocopy for you.

Step 2

Inform Cornwall Council's housing benefit department and council tax department, by telephone or by letter, of the date that the tenant passed away.

Please note: housing benefit will cease at the end of the benefit week (Monday to Sunday) in which the death occurred.

For example:

If the tenant died on Tuesday, any entitlement to housing benefit would be paid until the following Sunday.

However:

If the tenant had died on Sunday, any entitlement to housing benefit stops immediately on that day.

Step 3

In order for you to clear the property, we will allow you up to four weeks from the date we are notified of the death. However, we feel it is important for you to know that the rent continues to be charged every week until the keys are formally handed in. (Please refer to Step 5).

Remember housing benefit will not be paid and therefore full rent will be charged.

We will contact the executor of the will to recover any amount outstanding from the deceased's estate. If there was no estate left by the deceased, the executor of the will needs to confirm this in writing to the Income Recovery Team.

Step 4

Clearing the property

The property should be cleared of all contents, including: personal effects, furniture, carpets and rubbish. Remember all external stores, sheds, outbuildings and roof spaces should also be cleared. Should we need to dispose of contents left at the property, any costs incurred will be charged to the tenant's estate.

You may wish to use local charitable organisations and shops to donate items that are no longer required. In addition to this, there is more information on recycling and household waste in your area, on the Cornwall Council website - www.cornwall.gov.uk or telephone 0300 1234100.

Step 5

Returning keys

Please ensure all external keys, including front and back doors, are tied together and clearly labelled with the address of the property. Internal keys such as sheds and outbuildings, meter box keys and window keys should be placed in a kitchen drawer. The labelled keys must then be handed to a PHA officer, either at a PHA office, or by prior arrangement on site, when a 'return of keys' form will be completed.

This is extremely important, so that the tenancy can be ended and responsibility for the property passed back to us.

Please note, if keys are returned after close of business on a Monday a further weeks rent will be charged to the estate of the deceased.

For example:

Keys handed in on a Monday will result in the tenancy ending on the previous Sunday.

However:

Keys handed in on a Tuesday will result in the tenancy ending on the following Sunday.

Thank you for contacting us at this difficult time. We hope you find this information useful and welcome any queries you may have.