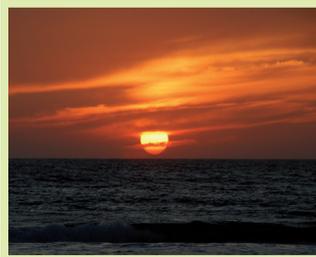




CITY OF
Lincoln
COUNCIL

Ending a council tenancy upon bereavement

A landlord services information leaflet



Ending a Council tenancy upon bereavement

This leaflet is a guide to families, friends and executors about how to end a council tenancy.

We appreciate the difficulties when a family member or close friend dies. The information in this leaflet should help to allay any fears or concerns you may have in taking on the responsibility of ending a tenancy, clearing the home and returning the keys.

What do I need to do?

Let us know as soon as you can. There is a form in this leaflet that you can fill in and return to us. This will give us formal notice that the tenancy needs to be brought to an end. The earlier the notice the better, as any problems can be discussed and sorted out.

You can post the notice back to us at City Hall. It will be very helpful if you can have a copy of the death certificate with you if you call in, or attach a copy if the form is posted. We will return this document to you.

How much notice do I need to give?

We legally require 4 weeks notice to end the tenancy. This will start from the next Monday after death. The tenancy will end on a Monday and we will tell you the actual date when the tenancy will end.

Rent Payments

Rent will be charged during the 4 week notice period. Any Housing Benefit being paid will stop from the date of death. The rent charged during the notice period and any outstanding balance when the tenancy ends will be charged to the tenant's estate.

The term “Estate” means the total value of the tenant’s money and possessions. We will write to you when the tenancy ends telling you about any money that is owed. You will need to either pay any outstanding amount from the “Estate” or produce evidence that the tenant left insufficient funds to meet the debt. In your role of administering the tenant’s affairs you will not be personally responsible for any debts unless you keep the keys for longer than 4 weeks.

Here is a quick checklist of the key points:

In all cases you must give us 4 weeks notice to end the tenancy. If not you will still be charged the rent for the notice period.

If possible it would be helpful if you would allow us to do an ‘end of tenancy inspection’ of the property during the 4 weeks notice period. This will help us to let the property again more quickly and to give you advice on how the property should be left.

You must leave the property in a good condition as agreed with an Estate Officer during the end of tenancy visit.

Check that you have done everything listed in this leaflet and you are ready to end the tenancy.

You must not leave anyone in the property

In the tenancy agreement this is called giving us “vacant possession” of the property. For example if there is a lodger then you must make sure they leave the property by the time the tenancy ends.

Giving the Council notice

You must give at least 4 weeks written notice that you will be ending the tenancy. This notice is required as part of the tenancy agreement.

The easiest way to give notice is to complete the short form included in this leaflet or to contact customer services, who will complete the form on your behalf.

The notice time must start and end on a Monday. All the keys must be handed into City Hall before midday on the Monday that the tenancy ends. If you return them after this time extra rent will be charged to the account.

Rent will be charged until the tenancy ends.

End of tenancy Inspection

It would help us if we can make a visit to the property to carry out an end of tenancy inspection. We will book an appointment with you as soon as we receive your notice. It is very important that you keep this appointment.

During the visit we will:

- Complete any missing information on the 'end of tenancy' form
- Discuss any arrears of rent outstanding and agree payments required to clear the account at the close of the tenancy
- Identify repairs that are needed before the property is let again
- Tell you about the condition that we would like the property returned in
- If possible, arrange a suitable appointment for an Energy Performance Inspection to be carried out

Leaving the property in good order

A new tenant will be moving in so we require that:

- You leave the property clean, tidy, in good repair and decorative condition. This includes any garden, yard, balcony, loft or shed
- All the Council's fittings in the property must be left

Ending a council tenancy upon bereavement

- You must disconnect and remove any cooker and washing machine safely. If you are not sure how to do this then get a professional to do this for you
- All belongings, including all carpets and any rubbish and items stored in the loft, must be removed from the property, sheds and garden
- If there is a garden then you must make sure that it is clean and tidy

If you have large items that you no longer want you should contact Customer Services on **01522 873333** and they will tell you about the Council's service for removing these from the property before you leave.

A charge will be made for the cost of any cleaning or rubbish that is left in the property. Our charges include administration costs as well as the cost of the work.

We will inspect the property when you hand the keys in to make sure that the property has been left clean and tidy.

Gas and electricity

If gas and electricity were paid by a prepayment card or key, please leave the card or key inside the property. The card or key is chipped to the meter in the property and will not work anywhere else.

The gas and electricity meters should not be left with money owing on them.

The energy supplier will be changed to Southern Electric when we get the notice to end the tenancy. This is done to make it easy for the next tenant to get their service when they move in. Please do not be surprised if you receive a letter from Southern Electric stating that this has happened. It is quite normal as we have asked for the supplier to be changed.

Have you thought of everything?

Keys

- When you have finished clearing the property please leave it locked-up and secure.
- Don't forget to hand all the keys, including any shed, garage, and any communal entrance door keys, into City Hall by midday on the Monday the notice ends.

Meters

- Have these read or make a note of the readings yourself and tell the gas and electricity providers so that they can close the accounts.

Water

- Tell the water company about ending the tenancy so that they can close the account.
- Please turn off the mains supply stop tap when finished with the property to stop any damage from leaks or burst pipes, especially in cold weather.

Council Tax

- Please tell Customer Services at City Hall so that Council Tax charges can be ended.

Mail

- You can arrange for any post to be directed to your address through the local post office. There is a small charge for this service.

Gas appliances

- You should get a Gas Safe registered engineer to disconnect any gas cooker and any gas fire that were owned by the tenant. Please do not disconnect the Council's gas fire if there is one fitted.

Phone and cable or satellite TV

- You will have to tell the service provider about the death to end any service being provided.

TV licence

- Inform TV licence of the death so that the licence can be ended. You can do this at your post office, or on-line.

Others you should tell

Contact any insurance companies, banks, building society and all other agencies that the tenant had contact with.

You will need to notify the Department of Works and Pensions if any income support, pension or any other benefit was being paid. You must contact the office from which the claim is based at.

If a council garage was rented.

You only need to give us one week's notice to end a garage tenancy. You can give notice on the same form that you used to give notice on the property. You must pay the rent till the tenancy ends.

You can hand the garage keys in earlier as a shorter notice period is applied. Please return these keys to City Hall.

Please complete the form on the next page...

End of Tenancy Notice (Bereavement)

I wish to advise you that:

Forename _____ **Last name** _____

Who held the tenancy of:

House / Flat number _____

Name of flats (if appropriate) _____

Street _____

Post Code _____

Died on (date) _____

I hereby give the required 4 weeks notice, starting from Monday following the date of death for the tenancy to end on _____

In my capacity of next of kin/personal representative, I am advising you of my intention to end the tenancy of this property. The tenancy will end after 4 weeks from the date of death and rent will be charged till the tenancy ends.

Keys may be handed in before the tenancy ends, but this will not result in a reduction in the amount of rent due unless the property can be let again before the end of tenancy date.

Council garages

Did the deceased tenant rent a garage from City of Lincoln Council? **Yes / No**

If you answered yes, please write the address of the garage below

Is there a water meter? **Yes / No**

Name of gas supplier _____

Name of electricity supplier _____

Signed..... **Date**.....

Continue overleaf...

End of Tenancy Notice (Bereavement) Cont...

Forename _____ Last name _____

Address:

House / Flat number _____

Name of flats (if appropriate) _____

Street _____

Town / City _____

Postcode _____

Home telephone number _____

Mobile Number _____

e-mail address _____

Please remove this form from this leaflet and return to:

Directorate of Housing and Community Services
City of Lincoln Council
City Hall, Beaumont Fee
Lincoln LN1 1DE

OFFICE USE ONLY

End of tenancy visit booked by _____

Estate Officer _____

Date of visit _____

Obtaining copies in alternative formats

This publication can also be made available in large print, or electronically.

Please call 01522 873333 for more information.

Obtaining copies in alternative languages

If you have difficulty in understanding anything in this document, please go to City Hall, Beaumont Fee, Lincoln, or any other council office, where we can call an interpreter for you through an Interpreting Service.

French

Si vous avez besoin d'éclaircissements au sujet de ce document, veuillez vous rendre au City Hall, Beaumont Fee, Lincoln ou tout autre Council office, où nous pourrions faire appel à un interprète par le biais du National Interpreting Service.

Polish

Jeżeli masz trudności ze zrozumieniem tego dokumentu, zgłoś się do urzędu miasta w City Hall, Beaumont Fee w Lincoln lub do innego urzędu należącego do rady miejskiej, w którym wezwiemy tłumacza z National Interpreting Service.

Portuguese

Se tiver dificuldade em compreender qualquer coisa neste documento, por favor dirija-se à City Hall, Beaumont Fee, Lincoln ou qualquer outra repartição do município, onde poderemos chamar um intérprete para si através do Serviço Nacional de Interpretação.

Turkish

Bu belgeyi anlamakta zorlanırsanız, Beaumont Fee, Lincoln Belediyesi'ne ya da herhangi başka bir belediye meclisi ofisine gidin. National Interpreting Service aracılığıyla size bir çevirmen sağlanacaktır.

Bengali

এ ডকুমেন্টের কোন কিছু বুঝতে যদি আপনার অসুবিধা হয়, তাহলে দয়াকরে দয়াকরে সিটি হল (City Hall), বিউমন্ট ফি (Beaumont Fee), লিনকন (Lincoln) অথবা অন্য যে কোন কাউন্সিল অফিসে যান, যেখানে ন্যাশনাল ইন্টারপ্রিটিং সার্ভিস -এর মাধ্যমে আমরা আপনার জন্য একজন ইন্টারপ্রিটার বা পো-ভাষীকে ডাকতে পারবো।

Farsi

اگر شماره باره اسناد مشکل داشته باشید، لطفاً باهال مرکزی، بی‌مونت فی، لینکلن ویا به دفتر دیگر انجمن بروید و ما می‌توانیم از طریق سرویس قومی با مترجم زنگ بزنی.

Sorani

ئەگەر زۆرەمەنت بەهە لە تێگەڕیشتنی هەر شتیەک لەم بەلگەنامەیاندا، تێکایە برۆ بۆ City Hall, Beaumont Fee, Lincoln یا نۆڤیسیس هەر شارەوانیەک (کاونسلیتیک) ی تێ، کە دەتوانن مۆنەر جیجی تکت بۆ بانگ بکەن لە رێگەی خێزەتنگۆزاری میلی بۆ وەرگیران (تەرچۆه) بۆه.

Kurdish

Eger hun di vê dokumane de difahmkirina hin tiştan de astengî dikîşin, ji kerema xwe re herin City Hall û Beaumont Fee, Lincoln bibinin. an ji ji karmendê şaredariyê yekî din bibinin. Em ê ji we ra ji serwisa wergerandina netewî wergerckî peyda bikin.

Russian

Если Вам трудно понять что-либо в настоящем документе, просим обращаться в городской совет по адресу: City Hall, Beaumont Fee, Lincoln, или любое другое учреждение Совета, где мы можем вызвать для Вас переводчика через «Национальную службу устных переводов».

Further information

If you have any comments on what you read in this guide, or any service that you receive from the City of Lincoln Council, please let us know. Equally, we are interested in any suggestions that you have on how to make this a more user-friendly document.

e-mail: customer.services@lincoln.gov.uk

telephone: 01522 873333

website: www.lincoln.gov.uk

write to: DHCS,
City of Lincoln Council,
City Hall,
Beaumont Fee,
Lincoln,
LN1 1DE.