



Fact Sheet

What to do following a bereavement

Coping with the death of a friend or relative is difficult and dealing with their affairs can be complicated and upsetting. This fact sheet tries to help you by explaining what you need to do if they were a council tenant.

We know it's a very upsetting time, but you should tell St. Leger Homes as soon as you can about a tenant's death.

If the tenancy is ending we will need to know how long you need the keys for and who is the next of kin or executor dealing with the affairs. A copy of the death certificate will be needed before we can end the tenancy. Please speak to us if it is not possible for you to obtain one.

You can phone, fax, email or call into your nearest St. Leger office – contact details are at the end of this fact sheet.

Frequently asked questions

Can I take over the tenancy?

If there is a joint tenancy, the remaining tenant will automatically take over the tenancy once the necessary paperwork has been completed.

If the person who died was the only tenant, there are rules we need to follow about who the tenancy can be passed on to.

The tenancy can be passed on to a spouse or civil partner, as long as they were living in the property at the time of the death.

A partner or another member of the family may be able to take over the tenancy instead providing they have been living at the property for at least 12 months.

There is only a legal right to pass on the tenancy once. This means that if the deceased had previously taken over the tenancy following a death, the above rights would not apply. However in exceptional circumstances we can consider a further request.

What if I want to move?

You can apply to transfer to another tenancy. Any St. Leger office will be able to advise you on what to do.

How do I end the tenancy?

The tenancy will always end on the day the keys are received. Please note that rent remains payable up to and including the day the keys are handed in and the tenancy has ended.

What do I do if the tenant had a garage?

If the tenant had a garage, this must also be emptied of all belongings and the keys returned as above.

Do I have to empty the property?

The property must be cleared of all furniture and belongings and left clean and tidy. Any unsafe structures, such as sheds or greenhouses must be removed along with any rubbish within the curtilage of the property. A charge will be made for anything left behind that St. Leger Homes has to remove. If you need help removing items, please refer to the contacts section at the end of this fact sheet.

Do I need to remove carpets and curtains?

If you want to leave carpets in the property, this may be acceptable as long as they were professionally fitted and are clean and not worn out. If you wish to leave any carpets, please get in touch with our Empty Homes Team on 01709 864318 prior to handing the keys in so an inspection can take place. If this is not done and carpets are left in the property a re-charge may be incurred if they have to be removed. You can also leave curtains / nets up at the windows.

What should I do before I return the keys?

- Turn off water at the stop tap
- Get gas and electric meter readings and notify the supplier (gas, electric, water phone etc)
- Consider any other services provided, such as cable television and broadband
- Close all windows and lock the outside doors
- Cancel the television licence – you may get a part refund
- Inform the post office where any future mail should be sent to

What happens when I hand the keys in?

You will be given a receipt for the keys. We will also need details of the next of kin or the person dealing with the estate, and it would be helpful if you give us details of any solicitor dealing with the estate.

What if there's a burglar alarm or key safe?

If a burglar alarm or key safe is fitted at the property, please make sure you give us any keys/codes when you hand in the property keys.

What about the rent account?

It is important that you ensure no rent arrears are left outstanding for the property. Rent will be payable up to and including the date that keys are received. Any housing benefit being paid to the tenants will stop from the Monday following their death.

If the tenants death was not registered at Doncaster Register Office, you should advise the Housing Benefit and Council Tax Offices.

How do I let Housing Benefit know?

You should inform Doncaster Council's Housing Benefit department as soon as possible to avoid any arrears building up as the benefit will stop from the date of the tenants death.

You can contact Housing Benefit in any of the following ways:

Telephone 01302 735336
Fax 01302 734373
Minicom 01302 735322
Email housing.benefits@doncaster.gov.uk
Address Housing Benefit and Council Tax Benefit Section, Colonnades House, Duke Street, Doncaster, DN1 1ER

How do I let Council Tax know?

You can contact the Council Tax department in any of the following ways:

Telephone 01302 734454
Fax 01302 734373
Minicom 01302 735376
Email localtaxation@doncaster.gov.uk
Address Revenues Section, Colonnades House, Duke Street, Doncaster, DN1 1ER

What should I do with unwanted furniture?

Any items still in good condition may be collected by the following charitable organisations:

Doncaster Re Furnish 01302 736960 Netherhall Road Doncaster	St Vincent de Paul Society 01302 858003 4 Broomhouse Lane Edlington	Dial 01302 722121 294 Great North Road Woodlands
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How do I dispose of unwanted bulky items?

If you need to dispose of old furniture, fridges, washing machines etc, Doncaster Council offer a collection service for a small fee. They can be contacted on 01302 736000.

Further information

If you have any further questions that are not answered in this fact sheet, please contact any St. Leger office:

North area - 01302 862284

Adwick, Arksey, Askern, Bentley, Campsall, Carcroft, Highfields, Moss, Norton, Scawthorpe, Skellow, Toll Bar, Woodlands, Clayton with Frickley, Hampole, Skelbrooke

Email: northarea@stlegerhomes.co.uk

• Adwick Town Hall, Windmill Balk Lane, Adwick-le-Street, Doncaster DN6 7AN

East area - 01302 862258

Thorne, Moorends, Hatfield, Stainforth, Armthorpe, Dunscroft, Fishlake, Sykehouse, Barnby Dun, Edenthorpe, Kirk Sandall

Email: eastarea@stlegerhomes.co.uk

- The Bridge Centre, Bridge Street, Thorne, Doncaster DN8 5QH
- Emerson Avenue, Stainforth, Doncaster DN7 5QG

West area - 01302 862263

Mexborough, Conisbrough, Edlington, Denaby, Barnburgh, Adwick on Dearne, Sprotbrough, Warmsworth, Cusworth, Scawsby, Clifton, Cadeby

Email: westarea@stlegerhomes.co.uk

- Main Street, Mexborough S64 9LU
- 62 Church Street, Conisbrough, Doncaster DN12 3JJ

South area - 01302 862253

Cantley, Rossington, Bawtry, Tickhill, Branton, Austerfield, Blaxton, Braithwell, Finningley, Loversall, Micklebring, Stainton, Wadworth

Email: southarea@stlegerhomes.co.uk

- McConnell Crescent, Rossington, Doncaster DN11 0PL

Central area - 01302 862258 / 862253

Balby, Hexthorpe, Town Centre, Hyde Park, Intake, Wheatley, Clay Lane

Email: centralarea@stlegerhomes.co.uk

- The Council House, College Road, Doncaster DN1 3SZ
- Sandbeck House Office, Grove Place, Balby Bridge, Doncaster DN1 3AS



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