



Housing Management | Bereavements

# What to do following a bereavement



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Coping with the death of a friend or relative is difficult and dealing with their affairs can be complicated and upsetting. The City of Doncaster Council offer a range of support options to help you deal with bereavement. To access this support please contact them on 01302 736000 or follow the link below:

[Coping with bereavement - City of Doncaster Council](#)

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.

Please also contact the 'Tell us Once' service on 01302 735222. The service informs certain local and central government departments on your behalf. They will issue you with a unique reference number to use with the 'Tell Us Once' service after the death has been registered. This service is optional and the 'Tell Us Once' service is available to the next of kin or the person dealing with the estate of the deceased.

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 unless we have had confirmation from the City of Doncaster Council's Registrar's Office.

If at all possible, we would ideally like to arrange for a surveyor to inspect the property prior to the keys being handed in. If this is convenient to you, please contact the Empty Homes Team on 01302 736377.

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## Frequently Asked Questions (FAQs)

### 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,
- 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 by succession or assignment, the above rights would not apply.

**See Succession of tenancy fact sheet.**

### How do I end the tenancy?

Please provide a valid death certificate, unless we have had confirmation from the City of Doncaster Councils Registrar's Office and ensure the keys are handed in to enable the tenancy to end. We will also need a grant of probate, will or letter of administration as proof of executor or a copy of any Lasting Power of Attorney that must include property and financial affairs.

All tenancies must end on a Sunday. You must return all keys for the property by 12:00 noon on a Monday for the tenancy to end the day before. Keys returned after this day and time will result in the tenancy ending on the following Sunday.

### 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.

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## **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 01302 736377 prior to handing the keys in so an inspection can take place. You can also leave curtains / nets up at the windows.

## **Furnished Tenancies**

If the tenancy was a furnished tenancy, it is important that the items of furniture supplied by us are collected before the tenancy ends. Please contact our furnished tenancies team on 01302 862536 to arrange collection. As per the terms of the rental agreement there may be a charge for any missing or damaged items.

## **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.

## **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 by St. Leger Homes. Any housing benefit being paid to the tenant will stop from the date of the tenant's death. St Leger Homes will grant up to 2 weeks grace on the rent, to assist you with clearing the property.

(If the tenant's death was not registered at The City of Doncaster Council's Registrar's Office, you should advise the City of Doncaster Council's Housing Benefit and Council Tax Offices).

## **How do I dispose of unwanted bulky items that cannot be recycled?**

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

## **What should I do before handing the keys in to the property?**

Refer to the below checklist.

## Where do I hand the keys back to?

The keys must be returned to one of the offices listed below.

## Useful contacts

### Housing Benefits and Council Tax

Housing Benefit and Council Tax Benefit Section, Civic Office, Waterdale, DN1 3BU - 01302 735336

### Universal Credit

Central Service Centre: 0345 6000723

## For further information or to hand in your keys, you can contact or pop into one of our offices

Office	Address and Phone Number	Reception and Post Box
<b>North</b>	<b>Adwick Town Hall</b> Windmill Balk Lane, Adwick-le- Street, Doncaster, DN6 7AN 01302 862862	Post Box located on the outside wall – Please inform us when keys have been posted on 01302 862862
<b>East</b>	<b>Thorne Office</b> Vermuyden Centre, Fieldside, Thorne, Doncaster DN8 4BQ	Post Box located inside the building – Building Reception Opening Hours: Monday – Friday 8am – 6pm Please inform us when keys have been posted on 01302 862862
<b>West</b>	<b>Mexborough Business Centre</b> College Road, Mexborough, S64 9JP 01302 862862	Post Box located on inside the building – Please inform us when keys have been posted on 01302 862862
<b>South</b>	<b>Rossington Office</b> Holmesarr Centre, Grange Lane, Rossington, Doncaster, DN11 0LP 01302 862862	Post Box located inside the building – Please inform us when keys have been posted on 01302 862862

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<b>Central</b>	<b>St James Street</b> 40 St James Street, Doncaster, DN1 3BB 01302 862862	Reception Area Opening Times: Mon – Fri 8.30am – 17.00pm The reception will be closed for lunch everyday between 12.00pm and 1.00pm
<b>All Areas</b>	<b>Civic Office</b> Waterdale, Doncaster, DN1 3BU 01302 862862	Opening times: Mon – Fri 8.30am to 5.00pm