



Ending a tenancy

Advice for bereaved families

Information about ending a tenancy on behalf of a deceased family member or friend.



Ending a tenancy

We're sorry to hear about your loss. We understand that there's a lot to think about at a time like this. We want to help make this process as easy as possible for you.

If you'd like any help or have any questions please contact us on 01225 366000, or email tenancy.management@curo-group.co.uk

If you'd like this information in an alternative format, please get in touch.

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Giving notice

To make things easier at this difficult time, we can help you through the process of ending a tenancy.

Only the Executor of the Estate* or an authorised person with a 'grant of representation' can end the tenancy on behalf of a deceased tenant. A grant of representation can sometimes be known as a 'grant of probate', 'letters of administration' or 'letters of administration with a will'. Getting one of these can take some time.

To make this process easier, we're able to end the tenancy by serving a legal notice to the Government body known as the Public Trustee. This notice is a four-week period which must end on a Sunday. We're legally required to do this if the deceased tenant does not have a will.

If you have the authority to end the tenancy, you must give notice in writing. You can use the form at the end of this leaflet to do this. The notice period is four weeks.

You can end the tenancy on any day of the week, but you must give a full four weeks' notice, and rent is payable during this period.

What we need from you

We will need you to sign a declaration form to confirm that you are the person who can act on behalf of your relative.

We will also need a copy of the death certificate when this is available.

Clearing the property

Please ensure the property is returned clear of all personal items and furniture (including those in the loft, garden, sheds and other outbuildings), and leave the property clean and in a good condition.

We understand that this may not be easy. If you know this will be difficult for you, please contact us.

If Curo need to remove any items that have been left in the property, the Estate will be liable for the costs.

**Someone who is named in the will as responsible for dealing with the Estate. The Estate is the money, property and possessions of the person who has died.*

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Returning the keys

Please return keys on the day that the tenancy ends. You can return them to our office, or send them by registered post.

You should include keys for all doors and any storage cupboards. Window keys can be left in the window locks.

In sheltered accommodation we may also have supplied alarm pendants. If so, please leave them in the property.

Money matters

After you contact us, a member of our Customer Accounts team will be in touch to discuss the account.

If your family member or friend claimed Housing Benefit or Universal Credit, this will end after death.

Rent is still charged during the four-week notice period. We will contact you to find out if there is money in the Estate to pay any outstanding amounts to Curo.

We will ask you to sign an indemnity form to confirm if there is no money in the Estate to pay this.

Please be reassured that family, next of kin or friends are not liable to pay.

If there is any credit on the account we will talk to you about this and refund this to the Estate or to the person/s entitled to receive this.

The Department for Work and Pensions' (DWP) bereavement helpline can be reached on 0800 151 2012.

The DWP's bereavement service allows you to report a death with a single phone call, covering all the benefits the deceased person may have been receiving from the DWP.

At the same time, the bereavement service can carry out a benefit check to see if the next of kin is eligible for any benefits, and help in making a claim for bereavement benefits or a funeral payment. This can be done online or over the phone.

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Letting others know

There are other organisations that you may need to inform about the end of the tenancy, such as:

- Utility suppliers
- The local authority for Council Tax and if Housing Benefit was claimed
- The DWP if Universal Credit was claimed
- The Post Office to redirect post

The Registrar will be able to give you more information when you register the death.

The Government's **Tell Us Once*** service enables you to notify most UK departments of a death at one time.

Visit www.gov.uk/after-a-death or scan the below QR code with your smart phone.



*Please note that Curo is not responsible for the Tell Us Once service.



Notice to Break Deceased Tenant

Note - This form must be completed by the Executor of the Estate or an authorised person with a grant of representation (a grant of representation can sometimes be known as a 'grant of probate', 'letters of administration' or 'letters of administration with a will').

I (name of person giving notice) **give four weeks' notice to end the tenancy (give Notice to Quit) of:**
(address)
on behalf of (name of deceased tenant)
on: 20 (tenancy end date)
being at least four weeks' notice. Notice will not start until the written notice is received at a Curo office.

I attach a copy of the death certificate and any relevant documents authorising me to deal with the Estate.

If you are contacting us by email then attach a photocopy or scan of these documents.

I understand that if the keys are not received by Curo by 12 noon on the tenancy end date, the Estate will be liable for further rent charges

Signed (personal representative)	
Print name	
Date	

Telephone number of personal representative:

Email of personal representative:

Return by email: **Tenancy.Management@curo-group.co.uk**

Or returning by post send to: **Curo Tenancy Management team,
The Maltings, River Place, Lower Bristol Road, BATH, BA2 1EP**

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