

Death of a Tenant

July 2015

Introduction

This resident summary explains what happens to a tenancy when a tenant dies.

This summary applies to all rented tenants with:

- Southern Housing Group Ltd,
- Southern Home Ownership Ltd

Different rights apply to different groups of tenants so you should also refer to your tenancy agreement

Passing on a tenancy

If a joint tenant in a secure or assured tenancy dies, then the surviving tenant always becomes the sole tenant and the tenancy passes to them. The surviving joint tenant is responsible for any rent arrears on the property.

If there is no surviving joint tenant, there may be other circumstances where the tenancy will pass onto the deceased tenant's partner or another member of their household. This process is called succession and more information is available in a separate quick guide..

Ending a tenancy when a tenant dies

When a tenant dies and the tenancy cannot be passed on, then it does not automatically end. Instead, it becomes part of the deceased tenant's estate.

We will need to know if anyone is the next of kin, executor of the will or the administrator of the estate.

We will contact the executor or administrator to end the tenancy by giving notice to quit. The deceased tenant's next of kin cannot end the tenancy unless they are executors or administrators.

If an executor or administrator cannot be identified we have to notify the Public Trustee, a government appointed official, and bring the tenancy to an end that way.

If there are any arrears on the deceased tenant's rent account we will let the executor or administrator know.

Payment of rent following a tenants death

Rent and other charges will still be charged to the account of the deceased tenant following death. We will agree to waive all rent and other charges during the notice period, as long as those acting on behalf of the deceased are able to return the property cleared of personal effects by the end of that notice period.

If there are any arrears on the account we will let the executor or administrator know and seek to recover these from the tenant's estate.

What will happen to the deceased tenants possessions?

Furniture and other property will usually pass to the next of kin unless the deceased tenant's will says something different.

If there is no next of kin the furniture and other belongings will go to the Crown. If this applies then we will send a list of those possessions to

the Treasury Solicitor in London. They will advise us whether they intend to take over the goods, whether the local authority Property Protection Officer will do so instead, or whether we can dispose of them.

Further information

If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website www.shgroup.org.uk. Contact details can be found on our webpage, on our Information Card or in Open Door- your residents' newsletter.

Feedback and Complaints

If you have something to say about the Group's policies and procedures or the information we

provide on them then let us know. Please address this feedback to Policy Services Team c/o PO Box 643, Horsham RH12 1XJ or email to servicecentre@shgroup.org.uk marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

All complaints are dealt with in strict confidence. Our commitment to fairness means that you will not be treated differently if you make a complaint about our service.

For help with translations, or if a large type, Braille or taped summary would be useful, contact the Service Centre.

Arabic	لنتلقى المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة Service Centre .
Bengali	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকর্ডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
French	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
Somali	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xirii Xarunta Adeegga.
Spanish	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
Turkish	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.