

DEATH OF A RESIDENT



HOW AND WHAT YOU NEED TO DO

The death of someone close is always difficult and our thoughts are with you. We know you have a lot to deal with and making decisions can be overwhelming. We're here to offer help and support, please contact us if there's anything we can do.

This guide will help you understand how you do what you need to do:

1. Registering the death with a register office
2. Ending the tenancy with us
3. Who to contact
4. Bereavement support

If you need this translated or in a more accessible format, email inclusionanddiversity@wchg.org.uk or call 0800 633 5500.

1. REGISTERING THE DEATH WITH A REGISTER OFFICE



- All deaths must be registered with the register office within 5 days.
- You can contact any register office but it will be quicker if you use the one in the area where the person died.
- Find your nearest register office at www.gov.uk/register-offices
- Contact the register office before you visit, you may need to make an appointment.
- The register office will give you a death certificate. You'll need this to manage arrangements on behalf of the deceased.

2. ENDING THE TENANCY WITH US



- In housing law the tenancy doesn't automatically end with someone's death.
- The tenancy is the agreement between the property tenant/s and us, the landlord.
- We need you to complete a Tenancy Termination form and provide a copy of the death certificate, online www.wchg.org.uk or in person, at 8 Poundswick Lane, Wythenshawe, M22 9TA.
- If there's anybody else living in the property, please call us on 0800 633 5500. We'll talk to you about options.
 - We know you have a lot to manage. We'll not charge rent for the first two weeks after we receive notification of the death of the resident.
 - We'll agree with you the date when the keys must be returned at the end of the two weeks. Please return the keys before 12 noon to 8 Poundswick Lane.



- The property must be cleared before the keys are returned. Any sentimental items you want to keep should be removed. We know this will be upsetting. When the tenancy ends you won't be able to collect anything else. We can help you clear the property.

3. WHO TO CONTACT



Please contact us on 0800 633 5500 if you need any help or advice.

Tell Us Once

Tell Us Once helps you report a death to most government organisations for example, the Department of Work and Pensions (DWP). To use Tell Us Once, please visit www.gov.uk or call 0800 085 7308.

Utility suppliers (Energy and Water)

- You must tell the property's suppliers the person has passed away. If you don't know who the suppliers are:
 - **Gas** – Call the Gas Meter Number Helpline on 0870 608 1524 or visit www.findmysupplier.energy
You will need the gas meter number
 - **Electricity** – Call Electricity North West on 0870 7510 093 or visit www.enwl.co.uk
 - **Water** – Call United Utilities on 0345 026 7661 or visit www.water.org.uk/customers/find-your-supplier
- On the day the keys are returned to us, you need to tell each of the suppliers the meter readings.

Telephone, broadband and TV

Contact any companies that supply services, for example:



Council tax and benefits

- Manchester City Council about Council Tax and Housing Benefit. You can call them on 0161 234 5002 or visit www.manchester.gov.uk
- Jobcentre Plus for any other benefits. You can call them on 0800 055 6688 or visit www.gov.uk/contact-jobcentre-plus



Post

- Royal Mail on 03457 777 888 to arrange for post to be delivered to a different address. You can also apply online at www.royalmail.com/redirection

Other support organisations

- You should contact, if applicable, any care or support providers.



4. BEREAVEMENT SUPPORT



There are several services that may be able to help you with emotional and wellbeing support.

- The Samaritans are a confidential service for anyone in emotional distress. Call 116 123 or visit www.samaritans.org
- Cruse Bereavement Care provides support to understand and cope with grief. Call the Cruse helpline on 0808 808 1677 or visit www.cruse.org.uk