



Wythenshawe  
Community Housing Group



# Your Guide to

## When a Tenant Dies

# Advice for Next of Kin or executor of a will upon the death of a tenant

*The death of a relative or friend is a very sad and distressing time for all those involved. During this time you will need to settle their affairs, including the tenancy that they hold with us. This leaflet will give you advice on what you will need to do.*

## How do we end the tenancy?

The deceased person's tenancy does not end when they pass away. In order to end the tenancy we require a letter from the next of kin or executor of the will, along with a copy of the death certificate. WCHG will give a two week grace period, where the rent will be waived, to give you an opportunity to deal with their affairs.

When you notify us of their death, we will agree with you when the keys need to be returned. If the keys are returned after this two week grace period, we will expect the rent and any arrears to be paid from the deceased person's estate. If Housing Benefit has been claimed this will end from the date the person passed away.

## Who else do I need to inform?

*You will need to inform companies, such as utility suppliers, that the person has passed away:*

- **UTILITY PROVIDERS** – such as Gas, Water and Electric – all of whom will require meter readings on the day the keys are returned to us. If you are unsure who the suppliers are then you can check in the following way:  
**Gas** – find the meter number and contact the meter helpline on 0870 608 1524  
**Electricity** – ring 0870 7510 093
- **TELEPHONE, TV and BROADBAND Providers**
- **TV LICENSING**
- **MANCHESTER CITY COUNCIL** – Council Tax and Housing Benefit (if they were in receipt of this)
- Any other relevant agencies – such as care or support providers.

## What will happen to their mail?

We would recommend that you use the Post Office's mail redirection service to ensure you receive any correspondence.

## Will we need to clear the property?

You will need to remove all the deceased persons possessions from the property. If you need to remove furniture, and it is in good condition, then there are local charities such as Wythenshawe Tree of Life (tel **0161 489 7018**) who will collect the items for free. Any gas cookers will need to be disconnected by a Gas Safe Registered Engineer.

Please ensure that any mobility aids such as: **walkers, commodes, bath sets or other aids** are returned to the appropriate agency – this will normally be Manchester

City Council's Social Services department or the Manchester Service for Independent Living (MSIL).

Any furniture or possessions left in the property after the keys have returned will be disposed of and the relevant costs be passed on to the deceased person's estate.

To avoid any unnecessary additional costs, please ensure that the property is left clean and clear for the next tenant.

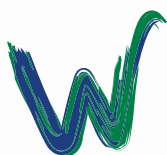
## To whom do I return the keys?

Keys to the property must be returned before 12 noon at the end of the two week grace period. This will always be a Monday and keys must be returned by 12.00 to one of the addresses listed.

The keys can be returned to **Wythenshawe House**, 8 Poundswick Lane, Wythenshawe M22 9TA or

**Parkway Green House**, 460 Palatine Road, Northenden M22 4DJ

*WCHG would like to thank you for your assistance during this difficult period.*



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