

TWENTY 11

Returning a home after bereavement



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We know this is a difficult time so we hope this leaflet will help make the process of ending a tenancy and returning the home to us as easy as possible, and help you avoid unnecessary charges against the estate.

When someone dies you should let us know as soon as you can by emailing **contact@twenty11.co.uk**. This will allow us to give you any advice you may need about the tenancy.

Who can Twenty11 legally deal with?

We can only discuss matters relating to the tenancy with either the next of kin or executor of the estate. The person or people who are legally entitled to deal with the deceased's estate may be asked to provide a copy of the will or a grant of representation from the Probate Registry.

Visit **www.gov.uk/government/organisations/hm-court-service** or call the Probate and Inheritance Tax Helpline on **0300 123 1072**. If a solicitor is handling the estate, please let us have their contact details as soon as possible.

You will also need to provide us with a copy of the death certificate. You can send this by post to our offices or by email to:
contact@twenty11.co.uk



Ending the tenancy

The first stage of this process is to give four weeks' written notice to legally end the tenancy. You, as the executor or next of kin, must do this. You may do so by letter, emailing **contact@twenty11.co.uk**

We will then confirm the date that the tenancy will end.

Rent charges

Rent will be charged to the account until the end of the four-week notice period.



Preparations for ending the tenancy

Let the right people know – contact the utility companies, give final meter readings and a contact address for final bills. Prepay meter cards for gas or electricity must not have a debt registered against the meters.

If appropriate please advise the housing benefit department at Buckinghamshire Council on **01494 412227** and any other benefit agencies of the death.

Make sure the home is empty

Vacant possession of the home must be given, this means that everyone must have moved out - including all pets - and the home is empty.

When will the rent stop?

If you return the home to us by midday on the agreed termination date, all charges will stop immediately. If you return it later than midday on the Monday or on any later day, charges will be made up to the following Monday.

We will send a closing account balance to the person who is dealing with the late tenant's affairs as soon as possible after the tenancy has ended.

Condition of the home

By following these steps you can avoid unnecessary charges or problems. We want to make returning the property to us as easy as possible.

COVID-19

If the person who died tested positive with COVID-19, we will change the locks of the home and install a key safe to prevent entry until it has been professionally disinfected. We will then provide you with the key code. If the home has shared communal areas, such as corridors, you must wear PPE - masks and gloves - to help keep other residents safe. Please also minimise your journeys in the communal areas.

Keys

All keys must be returned by midday on the Monday at the end of the four-week notice period.

Floor coverings

Carpets must be removed unless we have given you permission to leave them in place.

Kitchen and bathroom

Kitchen units and worktops must be left clean and free of damage.

Bathroom fixtures and fittings, such as a toilet seat, must be present.

Personal items and rubbish

The property, including loft space and all cupboards, must be empty.

Cleanliness and decoration

The home should be cleaned throughout. Rooms should be left in good decorative order. We will charge for rooms which are considered to be beyond reasonable wear and tear.

Garage

If the late tenant rented one of our garages, the team will also need four weeks' written notice to end the garage tenancy.

Garden

The garden must be left in a tidy condition with trimmed grass, shrubs and hedges. It also must be clear of any rubbish and personal items.

Unwanted items and rubbish

Please clear the home and do not leave any unwanted items in it or in the bin stores. We will charge for any disposal of any items that are dumped or left in the home.

How does the account get settled?

If the estate is owed money

Depending on the termination date, a partial payment may be due or a partial credit may need to be refunded to the estate.

If Twenty11 is owed money

We have a legal claim to money or assets left by the deceased tenant and will expect the outstanding balance to be paid from the estate. Payments to clear the balance can be made in the following way:

- By cheque payable to Twenty11

If there is no money left in the estate, you will need to provide the following documents:

- A letter from the next of kin or executor confirming that the tenant left no money along with some proof, for example, a copy of a bank statement
- A copy of the death certificate
- A copy of the will. If there is no will, we will require written confirmation from the next of kin or executor.



What happens if there is no money in the estate?

Paying rent owed by the deceased's estate is a high priority and the rent must be paid before utility bills, catalogues, store cards, credit cards etc. If the estate does not have the money to pay outstanding rent, please contact us to discuss alternative arrangements.

If you need any help or for us to explain things in more detail, please email contact@twenty11.co.uk

Returning keys and fobs

Keys should be returned to our office, or left through the post box or key safe outside the home by midday on Monday at the end of the 4 week notice period. We will inform you of access codes as well as instructions to use.



Prepay meter cards for gas or electricity

They must not have a debt registered against the meters. If any debt is owed, we will pass your contact details or those of the executor of the estate, directly to the utility company for them to secure final payment.

Housing Benefit

Please ensure you contact Buckinghamshire Council on **01494 412227** as soon as possible. The full rent continues to be payable until the end of the notice period.

Due to Government regulations, Housing Benefit payments stop the Monday after the person passes away. This means even if the tenant did not have to pay rent whilst living in their home, housing benefit will not cover the termination notice period.

The estate will have to pay the rent during this time. On occasions, the local council may have continued making housing benefit payments. This will create an overpayment and we are legally required to pay this money back to the council. If this happens we will let you know and will add it to the closing balance.

Our final visit

The week before the end of the notice period, we will call you to confirm the home will be empty and you be able to return the keys to us by the end date.

We will then check the condition of the home and record any repairs that may be needed. You do not need to be present for this.

CONTACT US

We hope you've found this leaflet useful, but if you have any questions or can't find what you're looking for just get in contact with us, we're here to help.



contact@twenty11.co.uk



www.twenty11.co.uk

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