

# General information following a bereavement

**We understand that dealing with a relatives affairs after they have died can be a very difficult and stressful time. We want to make it as easy as possible for you to manage the essential things while you are going through the stresses of coming to terms with your bereavement.**

## Ending the Tenancy

We know you will need time to gather your relatives personal items before you end their tenancy. Please tell us the date that you expect to have removed all items and hand back the keys. Tenancies normally end on a Sunday but we appreciate you may need to hand the keys in on another date. We will work with you to find the most convenient arrangement. Normally we allow two rent free weeks for you to clear your family members belongings. However if you need more time we will charge the normal weekly rent. Please note that if the tenant was on Housing Benefit this will stop on the date the tenant died.

Before you hand the keys in, please empty the property of any furniture, carpets and rubbish. Anything left behind will be disposed of and we may charge you for this.

## Retuning the keys

The keys should be handed into our office by 12 noon on the agreed day. If this is a problem we will work with you to come to a suitable arrangement. If you will need more than four weeks to hand the keys back in please contact us. Please do not leave keys in the

property and make sure you let us know as soon as you are ready to hand the property back. This will avoid us having to charge any extra rent.

## Rent Arrears

If there is any outstanding rent owed after the keys have been returned we will claim this from the tenants estate.

## Aids and Adaptations

If Social Services have supplied any aids or adaptations you will need to contact them so the items can be returned. If the tenant has a dispersed alarm please return this to us when you hand in their keys.

## Bulky Items

If you have any bulky items that need to be removed please contact Manchester City Council on 0161 954 9000 who will collect them for you.

## Donating Items to Charity

If you want to donate any items to charity please see your Yellow Pages for a list of charitable organisations. Many organisations will collect the items from you at no charge.

Contacting **Eastlands Homes: Call Eastline** (0161) 274 2390, **8.00am – 5.30pm weekdays**

**Write or visit:** Eastlands Homes, Eastlands House, Victoria Street, Openshaw, M11 2NX

**Reception open 8.45am – 4.30pm weekdays**

Fax (0161) 274 2133 • [www.eastlandshomes.org](http://www.eastlandshomes.org)

## Who to contact

There are some people that you will need to contact when somebody has died; they may need to see a copy of the death certificate. These may include;

- Housing Benefit
- Council Tax
- Utilities companies
- Any other Benefits department
- Credit card companies
- Bank or Building Society
- Post Office - for redirecting mail
- Family Solicitor

## Taking over the Tenancy

If you think that you may qualify to take over the tenancy you will need to complete a form applying for the tenancy. There are certain rules that apply and not everyone who enquires will qualify. Please speak to our Housing Officer if you want to know more about this.

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