



Deceased tenant information leaflet



INVESTOR IN PEOPLE

Providing homes, supporting communities

What do I need to know if a Hjaltland Housing Association tenant passes away?

We understand the days and weeks after losing a loved one can be a very traumatic time. It can also be a very busy time, with lots of appointments. We hope the information in this leaflet will be useful if you have recently lost a relative who was a tenant with The Association.

If there is anything that we have not covered, please get in touch and we will be happy to help where we can.

What do I need to do if a tenant passes away?

If you are a joint tenant, relative, friend, neighbour or someone who lived with a tenant who has recently passed away, please notify us as soon as possible.

You can let us know via email, phone call or letter. You can also visit our office at 6 North Ness Business Park – all our contact details are on the back of this leaflet.

Unless there is a joint tenant or a qualifying occupier who can 'succeed' the tenancy (have the tenancy passed on through law), the tenancy will end on the date of death. Anyone residing in the property should contact us as soon as possible

– there are legal conditions which must be met for a tenancy to be succeeded.

What do I do with the property and all personal items?

We appreciate you will need time to make arrangements to clear the property of all personal items. Executors/relatives will have 14 days to have the property cleared, cleaned and keys returned to The Association. This, where possible, will include the uplift of all floor coverings.

If you don't think you will be able to complete this within this timescale, or you have further queries about this, please get in touch and speak with a member of our team.

Where do keys need to be returned?

Keys, clearly labelled, should be returned to our office at 6 North Ness Business Park, Lerwick, ZE1 0LZ.

Advertising the property to new tenants

We operate a lettings system where we advertise all of our available properties. We appreciate it may be difficult to see the property advert – we will aim to only do this after any commemorative service, and will try to let you know when we plan to advertise, so as to minimise the impact on you and other family members.

Who else do I need to contact?

'Tell Us Once' is a service that lets you report a death to most government organisations in one go. The registrar will advise you about what to do when you register the death.

www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once

You will need the following information for 'Tell Us Once';

- Date of birth
- National Insurance number
- Driving licence number
- Vehicle registration number
- Passport number
- The date they died
- Details of any benefits or entitlements they were getting - for example State Pension
- Details of any local council services they were getting - for example Blue Badge
- Name, address, telephone number and the National Insurance number or date of birth of any surviving spouse or civil partner
- Name and address of their next of kin - if there is no surviving spouse or civil partner or their spouse or civil partner is not able to deal with their affairs

- Name, address and contact details of the person or company dealing with their estate (property, belongings and money), known as their 'executor' or 'administrator'
- details of any public sector or armed forces pension schemes they were getting or paying in to

The 'Tell Us Once' scheme will then notify the following;

- HM Revenue and Customs (HMRC) - to deal with personal tax and to cancel benefits and credits, for example Child Benefit and tax credits (you need to contact HMRC separately for business taxes, like VAT)
- Department for Work and Pensions (DWP) - to cancel benefits and entitlements, for example Universal Credit or State Pension
- Passport Office - to cancel a British passport
- Driver and Vehicle Licensing Agency (DVLA)
- Shetland Islands Council- to cancel Housing Benefit, Council Tax Reduction (sometimes called Council Tax Support), a Blue Badge and remove the person from the electoral register

What do I need to do before handing in the keys for the property?

We have provided a checklist to make the steps as simple as possible for you. If you feel you may struggle with any of the aforementioned steps, please let us know.

Task	Completed
Register the death and consider the 'Tell Us Once' option	
Redirect Mail	
Clear property of all belongings, furniture and floor coverings	
Clean property	
Hand keys back to HHA	

Our contact details

Address; 6 North Ness Business Park, Lerwick, Shetland, ZE1 0LZ

Tel; 01595 69 4986

Email; mail@hjaltland.org

If you need any of our leaflets in a different format, or in a different language, please contact our staff and we will be happy to help.

[Shetland Bereavement Support Service](#)
Market House, 14 Market Street, Lerwick
01595 743 933 or sbss@shetland.org