

What to do if a Family Mosaic tenant dies



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family
mosaic

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Coping with the death of a friend or relative is never easy, and trying to deal with their affairs can be complicated and upsetting. We want to make this as easy as possible for you and your family and we would therefore be grateful if you would take the time to read through the following information.

Please let us know if a tenant has passed away as soon as possible by calling our Customer Care Team on 0300 123 3456 (option 2).

They will guide you through the process of reporting the death of a tenant and give you advice if you are the next-of-kin or the executor of a will.

You can also let us know through our website if it is easier for you.

What information will you need to give us?

Please have as much of the following information to hand when you call us:

- The name and address of the resident;
- The date and place the death occurred;
- Details of anyone who is still living in the property;
- The name and address of the next of kin who will be dealing with property, or the executor, if it is not you;
- A copy of the death certificate if this is available.

How does the tenancy end?

The tenancy does not automatically end on the death of a tenant. You will need to inform us of the name and contact details for the next of kin or executor (if this is not yourself).

The next of kin or the executor will need to:

- Send us the Death Certificate;
- Clear the property of all personal items of the deceased;
- Ensure all keys in relation to the property are returned to Family Mosaic.

Death Certificate

The Death Certificate is an important legal document without which we will be unable to promptly end the tenancy.

This should be returned alongside the keys, either in person, or at our head office, or in a self-addressed envelope that we can provide.

If it is difficult for you to post or bring this document to us, then let us know immediately and it may be possible for the Neighbourhood Manager to meet you at the property to collect it.

Keys

Please return all of the keys (fully labelled if possible) that you have in your possession, including window keys, mailbox keys, back door keys, garage keys and any others.

We can provide a self-addressed envelope to assist you in returning the keys to us as soon as possible. The

Neighbourhood Manager can also arrange a meeting at the property to collect the keys.

Once keys and the death certificate have been provided to Family Mosaic, the tenancy will end on the Sunday following the end of the 28 day notice period.

What happens with the rent?

Rent is payable up to the date the tenancy is legally ended, and any housing benefit entitlement will stop on the death of the tenant. Any outstanding arrears on the rent account will be recharged to the deceased tenant's estate. If the rent account has been paid in advance we will refund any resulting credit to the late tenant's estate.

Who else do I need to tell?

You should inform:

- The gas, electricity, and water companies, providing them with up to date meter readings;
- Telephone, internet or TV companies;
- The Local Authority, for council tax and any benefit claims;
- Any relevant banks or building societies;

It is possible to have the mail redirected by the post office to the address of the person taking responsibility for dealing with the deceased's affairs.

What do I do with unwanted items?

Before the keys are returned we ask that all items of furniture, curtains and flooring are removed from the property. The property should also be cleaned and cleared of any rubbish. This should include emptying any cupboards, storage areas, garden sheds or loft space.

Unfortunately we are not able to offer a free rubbish removal service, but the local authority provides bulk waste removal services for large items of unwanted items (i.e. fridges, cookers, sofa's etc.) and some charities will also collect items if they are in good condition. Any clearance costs that Family Mosaic incurs may be recharged to the deceased's estate.

Here are some organisations you can contact:

Charities

Furniture Reuse Network:

<http://www.frn.org.uk/>

Furniture Donation

Network: <http://www.furnituredonationnetwork.org/>

British Heart Foundation:

<http://www.bhf.org.uk/test/van-collection.aspx>

Emmaus:

<http://www.emmaus.org.uk/66/donating-items>

Other useful websites

Gumtree:

<http://www.gumtree.com/>

Freecycle:

<http://uk.freecycle.org/>

Swapshop:

<http://www.swapshop.co.uk/>

Special Collection:

<https://www.gov.uk/collection-large-waste-items>

Bereavement Services

If you would like bereavement services you should contact your local council for advice on what local bereavement services are available.

Access to our services

**There are a range of ways
you can contact us:**



Dedicated Customer Care Line

0300 123 3456 and press option 2
to speak to a Housing Officer.



Via email

customercareline@familymosaic.co.uk



Via letter

Family Mosaic

Albion House, 20 Queen Elizabeth Street,
London, SE1 2RJ or

Family Mosaic

Pembroke House, Northlands Pavement,
Pitsea, Essex SS13 3DU.



Through our web site

www.familymosaic.co.uk

This document gives you information about **What to do if a Family Mosaic tenant dies.**

If you need any part of this document in **large print or Braille** please contact us on 0300 123 3456.

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