

Termination of tenancies

a guide for relatives or friends of someone who has died leaving an empty council property



The following information has been produced as a guide for relatives or friends of someone who has died leaving an empty council property.

When a person has died their death needs to be registered with the council's registration service. If they were a Dudley Council tenant you will also need to inform housing services. Please see contact details on the back of this leaflet.

Tell us once

Dudley Council provides a service called Tell us once. When you register a death with the council's registration service they will then notify all of the government and council departments that need to know about the death on your behalf. This includes housing services, the council tax department and housing and council tax benefit.

What happens next?

Once you have notified housing services, either directly or through Tell us once, we will arrange a convenient appointment for our property liaison officer to visit the next of kin at the property. They will complete the relevant paperwork and advise on arrangements to terminate the tenancy.

Paying the rent

Rent is still payable on the tenancy until the keys are returned.

Legal termination of the tenancy will always be on a Monday before 12 noon. Therefore, if the keys are returned after 12 noon on a Monday, or on any other day, the tenancy will end the following Monday.

If the tenant was in receipt of housing benefit this will end on the Sunday following the death. This will mean that full rent will be charged from this date until the tenancy is ended.

Any outstanding rent balance will need to be paid from the estate of the tenant. A letter will be sent to the next of kin once the tenancy is ended advising the balance outstanding. If there are monies from the estate to cover the balance payment can be made to the payment reference on the letter.

If there is no estate or monies remaining to pay the balance the next of kin need to write to the Council to confirm that this is the case. The account will then be closed.

Reading the meter

Gas and electric meters should be read and utility companies notified.

Moving out

Our property liaison officer will advise on the removal of fixtures from the property. Carpets and flooring can generally be left at the property if they are in good condition. Furniture and other items should be removed from all areas of the property including the loft, garage and outhouse.

If there is any unwanted furniture to dispose of there are a number of ways including hiring a skip or arranging a house clearance – many charities also collect furniture.

You will be advised if non standard items can be left at the property.

For further information please contact Housing Services on 0300 555 2345.

Useful contacts

Housing Services

0300 555 2345

Tell us once

0300 555 2345

Registering a Death

Contact Dudley Council Plus on 0300 555 2345 to make an appointment.

Access to adult social care

0300 555 0055

Council tax and housing benefits

0300 555 8100

Revenues (council tax and business rates)

0300 555 8000

Callpay (24 hour automated payment line)

0300 555 7000

Age UK

01384 354508

If you require any assistance with regards to this document or would like to request an interpreter, large print or audio version, please contact the equality and diversity unit on 01384 813400