

# Bereavement



Coping with the death of a family member or friend is never easy. This information sheet has been prepared to help you with the process of ending an occupation contract (tenancy) when a contract-holder (tenant) dies.



## Living at the property

If you live with the contract-holder at the property, you may have succession rights. Please contact us if you would like to discuss further.



## What happens with the rent?

Any outstanding rent and any recharges will need to be paid by the late contract-holders' estate.



## What should I do first?

An occupation contract does not automatically end when a contract-holder dies. To end the contract, the personal representative of the contract-holder will need to let our bereavement team know about the death as soon as possible.

Once we are aware of this, we'll send you the following:

- A 'Notice to End an Occupation Contract (death of a sole contract-holder)' form for you to complete
- A pre-paid envelope to return the form.

If you could please send us a copy of the death certificate (Please don't worry if you don't yet have the death certificate, you can send it on a later date)

[adra.co.uk](http://adra.co.uk) | 0300 123 8084 | @adrataicyf | [enquiries@adra.co.uk](mailto:enquiries@adra.co.uk)



## Checklist

We have prepared a short checklist of some of the key steps that need to be taken:

- Confirm the death of the contract-holder to Adra in writing. This should include the contract-holders name, address and date of death. Please also include the name of the personal representative, address and contact number, and your relation to the contract-holder.
- Send a copy of the death certificate to Adra when available.
- Lock all doors and windows of the property.
- Contact the RSPCA for more information on what to do with any pets left at the property.
- Turn off water supply at the property.
- All items including personal belongings, furniture, appliances, waste and carpets (including loft area, garden and outbuildings) will need to be removed from the property. The cost of removing any items left at the property, may be recharged to the late contract-holders estate.
- Return any specialist disability aids to the appropriate provider.
- If there is an emergency life-line in the property, please do not remove this
- Keys and fobs will need to be labelled or put into an envelope with the address of the property clearly stated and returned to an Adra office.
- If the property was a sheltered property, there will be three 'suited' keys to return.
- Re-direct post.
- Take gas, electricity and water readings and provide final readings to the suppliers.
- If the contract-holder has an Adra garage, this contract will need to be terminated via letter, including garage details. A week notice is needed.
- If the contract-holder was in receipt of certain benefits, you can visit the following link to inform the relevant parties [What to do after someone dies: Tell Us Once - GOV.UK](#)

In the meantime, if you feel that you need to talk to someone because you're struggling with your loss, here are the details of a specialist organisation who may be able to help:

Name: Cruse Bereavement Support  
Tel: 0808 808 1677  
[www.cruse.org.uk](http://www.cruse.org.uk)

If you would like to discuss anything included in this information sheet further, please contact us.  
[bereavement@adra.co.uk](mailto:bereavement@adra.co.uk)