

Translations

This leaflet explains what to do if you are dealing with the affairs of a Hackney Homes tenant who has died. If you would like this in your language please phone 020 8356 3691 or fill in the form below and send it to the freepost address provided.

Bengali

যদি আপনি হ্যাকনি হোমস টেন্যান্ট যিনি মারা গিয়েছেন তার কোন বিষয় সম্পর্কে কাজ করার করে থাকেন তাহলে আপনাকে কি করতে হবে এই প্রচারপত্রে সে সম্পর্কে ব্যাখ্যা রয়েছে। যদি আপনি এটি আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 020 8356 3691 নম্বরে ফোন করুন অথবা নিচের ফর্মটি পূরণ করুন এবং এটি সরবরাহ করা ফ্রীপোস্ট (ডাক টিকেট লাগবে না) ঠিকানা寄 পাঠিয়ে দিন।

Gujarati

આ ચોખ્ખાનિયું જણાવે છે કે જો તમે ઠેકાણી ઠોમસ આડુઆત જેનું મૃત્યુ થયું હોય તેના (આવાસની) બાબતોમાં કોઈ કસ્ટો ઠોમ તો તમારે 020 8356 3691 નંબરે અથવા તમારી ભાષામાં જોઈએ તો ફોન કરીને 020 8356 3691 પર ફોન કરી અથવા નીચે આપેલ ફોર્મ ભરી અને આપેલ ફ્રીપોસ્ટ સરનામો મોકલી આપો.

French

Ce feuillet explique ce que vous devez faire si vous vous occupez des affaires d'un locataire de Hackney Homes qui est décédé. Si vous désirez ces informations dans votre langue, veuillez appeler le 020 8356 3691 ou bien remplissez le coupon ci-dessous et envoyez-le à l'adresse port payé indiquée.

Spanish

Este folleto detalla lo que deberá usted hacer si está gestionando los asuntos de un arrendatario de Hackney Homes que haya fallecido. Si desea esta obtener esta información en su idioma, llame al 020 8356 3691 o rellene el formulario que aparece a continuación y envíelo a la dirección de freepost que se le proporciona.

Somali

Warqaddan waxay sharaxaysaa wixii aad sameyn laheyd haddii aad ku howlan tahay arimaha Hackney Homes oo kiroysto geeriyooday. Haddii aad jeclaan laheyd arintan oo luuqaddaada ah fadlan wac 020 8356 3691 ama buuxi foomka hoose kuna soo dir booslada bilaashka ee cinwaanka lagu siiyay.

Turkish

Bu broşürde ölen bir Hackney Homes kiracısının yakınıysanız ve onun konut işleriyle doğrudan ilgili işeniz neler yapmanız gerektiği anlatılmaktadır. Bu broşürün Türkçesini okumak istiyorsanız lütfen 020 8356 3691 numaraya telefon edin ya da aşağıdaki formu doldurduktan sonra pul yapıştırmadan belirtilen adrese gönderin.

Punjabi

ਇਹ ਲਿਫ਼ਲੈਟ ਦੱਸਦਾ ਹੈ ਕਿ ਜੇ ਤੁਸੀਂ ਠੇਕਣੇ ਠੋਮਸ ਦੇ ਕਿਰਾਏਦਾਰ, ਜਿਸ ਦੀ ਮੌਤ ਹੋ ਗਈ ਹੈ, ਦੇ ਮਾਮਲਿਆਂ ਨਾਲ ਨਜਿੱਠ ਰਹੇ ਹੋ, ਤਾਂ ਕੀ ਕਰਨਾ ਚਾਹੀਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 020 8356 3691 'ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਹੇਠਾਂ ਫਾਰਮ ਨੂੰ ਭਰੋ ਅਤੇ ਇਸਨੂੰ ਦਿੱਤੇ ਗਏ ਫ੍ਰੀਪੋਸਟ ਪਤੇ 'ਤੇ ਵਾਪਸ ਭੇਜੋ।

Vietnamese

Tờ rơi này giải thích cần làm gì nếu bạn đang có liên quan đến một người thuê nhà của công ty Nhà ở Hackney mà người này đã chết. Nếu bạn muốn các thông tin này bằng thứ tiếng của mình, hãy điện thoại cho số 020 8356 3691 hoặc điền vào mẫu dưới đây và gửi lại theo địa chỉ bưu điện miễn phí đã cung cấp.

Urdu

اس کتابچہ میں بتایا گیا ہے کہ اگر آپ ہیکنی ہومز کے کسی ایسے کرائے دار کے معاملات سے نمٹ رہے ہیں جس کی موت ہو چکی ہے، تو آپ کو کیا کرنا چاہئے۔ اگر آپ اس کتابچہ کو خود اپنی زبان میں چاہتے ہیں تو براہ مہربانی 020 8356 3691 پر ٹیلیفون کریں یا مندرجہ ذیل فارم کو پر کر کے مفت ڈاک کے ذریعہ ہمارے گھر پر ارسال کریں۔

Chinese

本宣傳頁向您說明當您在處理已過世的哈克尼住房之家租戶事宜時您該怎麼做。如果您需要這些資訊的母語版本，請撥打 020 8356 3691 或填寫下表，然後寄至我們提供的免郵資地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

- In large print** **In Braille**
On Disk **On audio tape**

In another language, please state:

Name:
 Address:
 Tel:

Return to: Housing Services
 Dealing with the affairs of a deceased tenant brochure
 FREEPOST NAT21828
 136-142 Lower Clapton Road
 London E5 0QD

Ending a tenancy after a tenant dies



What to do if you are dealing with the affairs of a council tenant who has died.

Coping with the death of a friend or relative is never easy and trying to deal with their affairs can be complicated and upsetting. This leaflet has been produced to try and help you through this difficult time by explaining what you need to do when a tenant dies.

If you haven't already done so you must tell the Neighbourhood Office that:

- The tenant has died
- Confirm this in writing
- Send them a copy of the death certificate

Can I become the new tenant?

If you have been living with the tenant for more than a year, you may have a right to take over the tenancy, if you were:

- The joint tenant
- The husband or wife of the tenant
- Son or daughter of the tenant
- A close relative of the tenant

You can contact the Neighbourhood Office for advice on your rights. You may be able to claim Housing Benefit while your succession request is being investigated. Please speak to your Housing Manager.

How do I end the tenancy?

We will carry on charging rent until the representatives of the tenant, who has died, legally ends the tenancy. To end the tenancy you need to do the following:

- Tell the Neighbourhood Office, in writing, that you want to end the tenancy; you may be asked to complete a Notice of Termination of Tenancy form at the office.
- Hand back all sets of keys to the relevant Neighbourhood Office
- Ask for a written receipt with a date when you hand in the keys
- Please try to make sure that all of the tenants belongings and furniture are removed from the property

If you cannot clear everything out of the property you must write or email the Neighbourhood Office straight away to give them permission to remove any items that are left.

Garages/Parking Space

If the deceased also rented a garage from Hackney Homes, please identify the garage keys separately when you return the keys to the property. You must make sure the garage/parking space is terminated too.

Rent and Housing Benefit

Unfortunately there is no rent free period to allow the property to be cleared.

If the tenant was in receipt of Housing Benefit, the benefit will cease the Monday after death and full rent will be charged until the tenant's representative ends the tenancy.

Paying any debts and claiming credit

If you are responsible for dealing with the tenant's finances after their death, you must make sure that their debts are paid after the funeral costs have been paid for.

You should contact the Former Tenants Accounts Team on 020 8356 2425 to confirm the final balance on the rent account.

Housing Offices

- **De Beauvoir & Queensbridge**
31 De Beauvoir Road, London N1 5SJ
Tel: 020 8356 6600
- **Homerton**
92 Well Street, London E9 7JA
Tel: 020 356 7800
- **North East**
149 Stamford Hill, London N16 5LG
Tel: 020 8356 6500
- **Shoreditch**
1 Croyley Street, London N1 7PT
Tel: 020 8356 6715
- **Stoke Newington**
Stoke Newington Municipal Offices
Stoke Newington Church Street,
London N16 0JR
Tel: 020 8356 6100