

Returning the keys

You should hand the keys in to the office or to the Retirement Housing Manager no later than 5 pm on the date as agreed with the Housing Officer. If the end of tenancy date is a Saturday/Sunday you can also post keys in a sealed envelope through the letterbox at our office at 11 Washington Lane by 9am on the next working day. In exceptional circumstances you can arrange to have keys sent to us by recorded delivery if an office visit is not possible.

If you have any queries about this leaflet, please do not hesitate to contact us.

Manor Estates Housing Association
11 Washington Lane
Edinburgh
EH11 2HA

Tel:- 0131 337 3222/0800 093 8823
Fax:- 0131 313 4148

Email:- info@manorestates.org.uk
Web:- www.manorestates.org.uk

Do you need information provided in a different language or format?



We can arrange to have information translated into most languages - please contact the office for further information.

We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details.



Advice for Family And Next of Kin

This leaflet is written for next of kin or other persons acting on behalf of a tenant.

It is intended to give guidance and advice about what to do in the event of a termination of tenancy on behalf of a family member or the death of a tenant where you are required to hand the property back to us.

During the Tenancy

You should make sure that you keep us updated with any contact details or changes of address or telephone numbers so we can contact you in case of an emergency.

End of Tenancy

In the event of the death of a tenant a tenancy legally ends on the date of death.

We provide a limited period where no rent charge is made, which starts the day after the death of the tenant to give family and friends time to deal with the clearance of the property.

You should contact our office or your Retirement Housing Manager as soon as possible to advise when you will be returning the keys.

The rent account

If there is an arrear on the rent account, we will seek to recover this from the deceased person's estate.

If there is a credit on the rent account, we will forward any balance remaining to the executor, after the deduction of any post tenancy charges.

The property

We ask that property is left in a clean and debris free condition.

You should not leave anything in the property, including carpets. If there are items that need to be uplifted, we have to charge the tenant's account with the costs of this. If there is no rent credit to deduct these costs from, we will seek to recover these directly from the tenant or from the deceased tenant's estate, if they have one.

Please be advised that we dispose of all personal items left in the property.

Family members often ask us if they can leave good quality white goods, furniture or carpets for the use of the next tenant. Unfortunately, we are unable to accept these items. If there items that you wish to donate, you could contact a charitable body who can collect and recycle the items.

Checklist

You should consider advising the following of either the termination of tenancy or death of the tenant:

- ✓ City of Edinburgh Council's Council Tax department
- ✓ City of Edinburgh Council's Revenues and Benefits department if the deceased tenant received Housing Benefit
- ✓ The electricity and/or gas supplier in the home (you should also take meter readings)
- ✓ The Post Office
- ✓ Phone company