

Help when a friend or relative dies



We're happy to put this leaflet into other languages, **large print** or Braille. We can also put it on to cassette tape or CD. Just ask.

Arabic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Bengali

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।

Gujarati

આ દસ્તાવેજ વિનંતી કરવાથી બીજા ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

Turkish

Bu belge çeşitli dillere çevrilmiş olup, isterseniz iri harflerle basılmış şeklini ve kasetini de size gönderebiliriz.

Vietnamese

Tài liệu này cũng có sẵn bằng các ngôn ngữ khác, bản in chữ to, và băng ghi âm khi được yêu cầu.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Greek

Αυτό το έγγραφο διατίθεται επίσης σε άλλες γλώσσες, τυπωμένο με μεγάλους χαρακτήρες και σε κασέτα κατόπιν αιτήματος.

Portuguese

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

Urdu

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

French

Ce document est également disponible dans d'autres langues, en gros caractères et en cassette audio sur simple demande.

Chinese

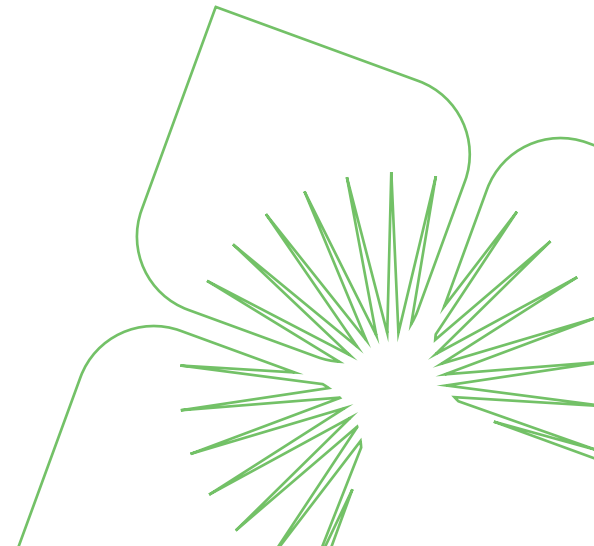
本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。

Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

Not sure what you need to do next?

Here are some pointers to help you remember things you may need to do when a friend or relative dies.



There are lots of people who can help to make things easier for you.

Inside this pack are some leaflets put together by the Benefits Agency. They'll tell you how to get in touch with these people and give you some other useful information too.

Death certificate

When a person dies, the medical certificate, which says why they died, will be signed by a doctor.

You must then let the registrar know that the person has died. It's best to go to the register office in the area in which the person died, otherwise it may take longer to get the right documents and this could hold up the funeral arrangements.

Registering the death will take about half an hour and you may need to make an appointment first.

To find the local register office, look in the phonebook or search online at www.direct.gov.uk

What if there's no will?

When a person dies somebody has to deal with their estate (the money, property and possessions they've left behind) by collecting in all the money, paying any debts and sorting out their belongings.

The term 'probate' usually means when a legal document is given out, that says it's ok to sort out the person's money and belongings, etc. The Probate Registry gives out this document.

There are three types of 'grant of representation' (this is when the court names someone to deal with the person's estate). These are:

- Probate (proof that there is/isn't a will)
- Letters of administration (given out with the will)
- Letters of administration (given out when the person who's died hasn't made a will or any will that was made isn't valid)

If the person didn't leave a will, this is called dying 'intestate'. This means either they haven't named anyone to deal with their estate or they don't have any family or friends who can do it.

There are Probate Registry offices in Winchester, Basingstoke, Portsmouth, Salisbury and Southampton. The details are at the back of this leaflet.

There's also a leaflet inside this pack called 'How to obtain probate'.

Who can help me pay for the funeral?

If you're on low income you might be able to get extra help.

You can fill in a claim form for Funeral Payment, to help pay for the funeral itself, which comes from the Social Fund. You can ask the registrar for a form when you visit.

If the person's paid too much Housing Benefit, this'll be given back.

There are lots of benefits you can get, depending on your situation. The Benefits Agency will tell you what you might be able to claim.

These could be:

- Widow's Pension
- Widowed Mother's Allowance (If you're a widower, you'll get more money in your retirement pension)

What else might help me?

There are some other leaflets in this pack which might also help you:

- **What to do after death** – what you need to do and what help you can get
- **How to obtain probate** – what to do if there's no will
- **Your guide to funeral services and what they should offer** – what to look for when sorting out the funeral
- **Registrar of births, deaths and marriages** – a list to let you know how much a death certificate will cost
- **Bereavement** – some advice on how to cope with losing someone

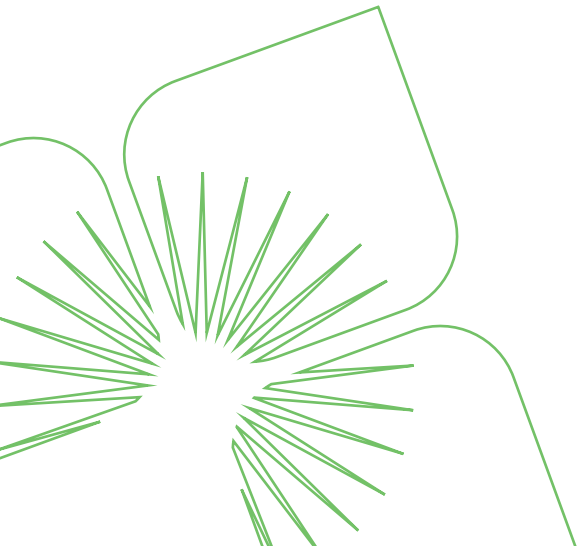
You can get more information from the Benefits Agency or by speaking to the local register office.



What if the person who died was a Testway tenant?

If the person who died was one of our tenants, this bit of the leaflet will tell you what to do and help you to do it.

You should let us know that the person's died as soon as possible.



What happens if someone still lives in the home?

If there's someone still living in the home, it may be possible for them to stay living there.

If a husband, wife or civil partner is left in the home after their partner dies, we'll put their name on the tenancy.

A close relative can also stay living in the home, as long as:

- they were living there for at least a year before the person died
- and**
- the tenancy hasn't already been changed (e.g. after the death of someone who was living there before)

A husband/wife/civil partner has the right to stay living in the home and won't be asked to move, even if some of the rooms are empty.

In some cases a relative may have to move to a home that's better for them. But this won't happen for a good few months after the death.

What happens if the person who died lived on their own?

If there isn't anyone to live in the home after the tenant dies, the tenancy will end.

The relative or friend sorting out their belongings should tell our housing management team as soon as possible after the death. If you give us a call, someone can also tell you what else you need to do.

You'll be asked to write to us with the details and to let us have a photocopy of the death certificate when you have one.

You'll need to let us know four weeks before you give us the keys back. But if you need more time to sort things out, this can be changed.

There's a form available from our reception for family or friends to tell us that someone's died.

Will the rent still have to be paid?

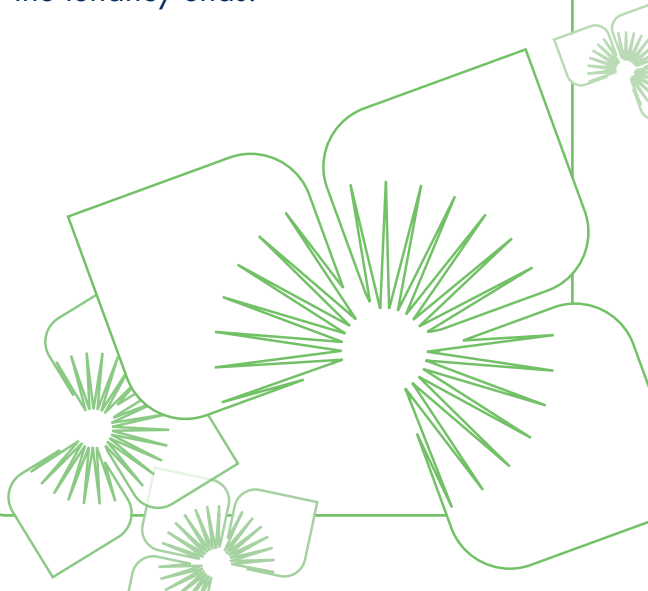
Rent must be paid until the tenancy ends. When you tell us about the death you'll be told how much rent – if any – needs to be paid. You'll also be told how you can pay this.

Rent will be paid from the estate of the person who's died. It's not up to family or friends to pay it.

How do I deal with Housing Benefit?

If the person who died was getting Housing Benefit you must tell your local council's benefits section.

Housing Benefit will be stopped on the Monday after he/she died. After this, the full rent will be charged until the tenancy ends.



What about the keys?

When you tell us that someone's died, we'll agree with you the date the tenancy will end. This will usually be when the keys are given back to us.

Please remember that rent will be charged until we have the keys back.

If the person lived in our housing for older people, please hand the keys into our reception. The tenancy always ends on a Monday. Please make sure the keys are given back by 9am on the Monday. If not, you'll have to pay another week's rent.

Who else do I need to tell?

At your local council you must tell the:

- Council Tax section
- Electoral registration officer

Other things to remember:

Cleaning the property

All belongings, including carpets and curtains, should be taken out of the home.

If you leave any of the person's belongings in the home when the keys are given back to us, we'll get rid of them. The estate will have to pay for this to be done.

If you need help clearing the home, you can ask your local council. Their environment and health service can normally pick up any large or bulky items.

We can also put you in touch with other people who may be able to help you clear the home. Or who'll take the items you don't want and give them to people who need them.

Twice as Nice

We give old furniture a new lease of life by recycling the best quality second hand furniture at bargain prices.

Anyone can buy or donate furniture and Twice as Nice can also deliver and collect.



If you'd like to know more, give them a call on **01264 369615**.

Checklist

If the person lived in one of our homes:

- Tell us he/she has died as soon as you can
- Send us a copy of his/her death certificate and tell us anything else we might need to know

If the tenancy's going to end:

- Get furniture and belongings out of the home
- Ask your local council's environment and health service to collect bulky items
- Pay all rent that's due up to the end of the tenancy
- Return all keys to us by the date we've agreed with you

You also need to tell:

- Your local council's benefits section (but only if they were getting Housing Benefit)
- Council Tax office (local council)
- Gas, electricity, water, post office
- Social Services (widow's benefits, pensions and long-term benefits)
- Benefits Agency
- Inland Revenue
- Passport office
- DVLA (if they had a driving licence)
- TV licensing

We hope you find this leaflet useful. And remember, please ask if you don't understand something or need more information. We're here to help.

Useful numbers

Probate Registry office

81 Chancery Lane, London
WC2A 1DD
Tel 020 7911 7127

Benefits Agency

Tel 0800 055 6688
Textphone 0800 023 4888

Inland Revenue

Tel 0845 3021400

Passport office

Tel 030 0222 0000

Driver and Vehicle Licensing Authority (DVLA)

Tel 0870 240 0009

TV Licensing

Tel 0870 241 6468

Cruse Bereavement Care

Tel 0844 4779 400

The Samaritans

Tel 08457 909 090

How to get in touch with us

Andover

Testway House, Greenwich Way,
Andover, Hants SP10 4BF

Tel: 01264 405555

Romsey

86a The Hundred,
Romsey, Hants SO51 8BX

Tel: 01794 500050

Email

info@testway.co.uk

Web

www.testway.co.uk

Office hours

Monday - Thursday 8.30am - 5pm

Friday 8.30am - 4.30pm

If we plan to close our offices for any reason, we'll put a notice up in reception two weeks before.

Citizens Advice Bureau

Look in the phone book or visit www.citizensadvice.org.uk to find your local office

A member of the  Aster GROUP

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