

# What to do when someone dies

## Information for homeowners



### Introduction

The death of a family member or friend is a sad time and whilst grieving for your loss you're often required to deal with their effects and assets. This leaflet is designed to help you with matters relating to their property and the things you will need to consider at this time and in the future.

### Letting us know

If the property has a Scheme Manager, please let them know of the death and your contact details as soon as possible. If the property does not have a scheme manager please call 0800 916 1444.

- Please email a copy of the death certificate to [homeownership@sanctuary-housing.co.uk](mailto:homeownership@sanctuary-housing.co.uk) or post it to Sanctuary Housing, Hindle House, Trinity Way, Adderbury, Banbury OX17 3DZ. You will receive an acknowledgement letter and the return of the death certificate, if requested.
- Please also provide details of the person acting for the Estate, this could be a family member or the Executor.

This leaflet can be translated into other languages, large print and Braille or recorded on to an audio CD. Please contact your local office for details.

## The property

- If the property is now going to be vacant you will need to ensure all utilities including the water, electricity and gas are switched off at the mains
- Ensure the property is secured and regularly check that it remains safe and secure
- Remove all rubbish, combustible materials and gas bottles from both inside and outside the property
- If the property was mortgaged, you'll need to advise the lender of the death, and they will advise you of their requirements
- You may need to tell the buildings insurance provider that the property is empty, please check the policy / schedule
- Ensure mail is re-directed to the person acting for the Estate
- If the property is connected to an alarm or warden call system, please let them know the property is empty, this can be done by pulling the cord or by notifying the Scheme Manager, where applicable
- Contact your local council to discuss council tax.

## Service charges/rent

It is important to be aware that service charges/rent remain payable by the Estate until the property is sold or transferred. Please note these charges cannot be suspended.

## Selling

- If you are intending to sell the property, please consult an independent solicitor who can advise you of any probate requirements.
- Please note, without the grant of probate/letters of administration you will not have the legal power to sell the property.
- Once you have received the grant of probate please inform us at the earliest opportunity so we can advise you of our requirements under the terms of your lease/transfer for any sale.

Please consult an independent solicitor who can provide you with legal advice in respect of your responsibilities and obligations under the terms of Lease/Transfer for the Property.

**Sanctuary Housing, Hindle House, Trinity Way, Adderbury, Banbury OX17 3DZ**  
**T: 0800 916 1444 (landline) or 0300 123 3516 (mobile)**  
**E: [homeownership@sanctuary-housing.co.uk](mailto:homeownership@sanctuary-housing.co.uk)**  
**[www.sanctuary-housing.co.uk](http://www.sanctuary-housing.co.uk)**