

# How to end a tenancy following a bereavement



Customer Guide  
June 2026

Ending a tenancy after a bereavement can be a difficult time for family and friends. We hope this leaflet provides information that will guide you through the process and help you at this difficult time.

Please contact us if you need any further advice or assistance.

## Letting us know

The person managing the tenant's affairs should contact us to let us know they are the contact person, confirm who is the executor of the estate, and provide us with a copy of the death certificate.

## How long do I have to clear the house?

When you contact us about ending the tenancy, we will discuss and agree with you a period of time to clear the house. For some a short period of time is all that is required, for others it may take longer if family do not live locally or have health problems. We will try to be flexible as we appreciate that this can be a difficult task at an emotional time.

## Rent and service charges

When a tenant dies, their tenancy with us ends, and any Housing Benefit stops immediately. There is no charge for 7 days from the date a tenant dies. After this 7 day period, we will make a charge until the keys are returned. This is because the property cannot be let to anyone else during this time. It also means that we can be flexible when we agree a period of time for the house to be cleared which is very important to many families. When we receive notice of the termination we will let you know the daily charge that will apply after the first week.

If a refund is due we will arrange to send this to the person managing the tenant's estate. If there is an amount outstanding we will ask for payment from the tenant's estate. Payments can be made using the tenant's Allpay card, cheque, card, telephone or online at [www.eildon.org.uk](http://www.eildon.org.uk).

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## What needs to be done before returning the keys?

- Remove all furniture and carpets
- Read the gas and electricity meters
- Contact the telephony company
- Arrange for any specialist equipment to be uplifted
- Collect and return all keys from key holders and key safes
- Comply with any conditions attached to any permission for alterations which the tenant applied for during their tenancy

Please contact us if you need advice and assistance as we may recharge the cost of clearing a house if there are items left in the property.

## Where should I return the keys?

A key safe will be fitted to the outside of the front door for you to return the keys, the code for the safe will be the former tenant's four-digit year of birth. Please let us know when you have returned the keys by phone 03000 200 217 or email [housing@eildon.org.uk](mailto:housing@eildon.org.uk). In supported housing keys can be handed in to staff in the development.

## Re-letting of property


Please note that we may advertise the property for relet while you still have the keys, but no viewings will be arranged until you have finished clearing the house, and handed back the keys.

## Further information

Please do not hesitate to contact us if you are experiencing difficulties or require further advice and assistance.

## How to Contact Us

We're always happy to help - give us a follow or get in touch for more information.


 The Weaving Shed, Ettrick Mill,  
Dunsdale Road, Selkirk TD7 5EB

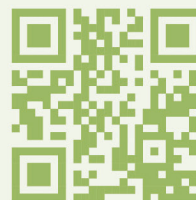
 Customer Support: 03000 200 217

 [housing@eildon.org.uk](mailto:housing@eildon.org.uk)

 [www.eildon.org.uk](http://www.eildon.org.uk)

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