

## HOUSING CENTRE

### THORNABY

2 Appleby House, Thornaby 527926  
email: thornaby.housing@tristarhomes.co.uk

### STOCKTON CENTRAL

Municipal Buildings, Stockton 526440/526439  
Mobile Housing Centre 07768 033591  
email: stockton.housing@tristarhomes.co.uk

### STOCKTON NORTH

17-19 Redhill Road, Roseworth 528096  
13-15 Whessoe Road, Hardwick 527983  
email: hardwick.housing@tristarhomes.co.uk

### BILLINGHAM

Council Offices, (Town Centre) 527943  
email: billingham.housing@tristarhomes.co.uk

[www.tristarhomes.co.uk](http://www.tristarhomes.co.uk)

Customer Services Helpline  
Tristar House  
Lockheed Court  
Preston Farm Industrial Estate  
Stockton-on-Tees  
TS18 3SH 528100  
email: customerservices@tristarhomes.co.uk

## THIS LEAFLET IS...

Available in other formats & languages. For further information please contact the Customer Services Helpline on 528100

Ce document est disponible en d'autres formats et langues. Pour plus d'informations, veuillez contacter le service de clientele sur: 528100

本文档可以其他格式和语言提供, 有关详细信息, 请联系客户服务部门:  
528100

این اطلاعیه به صورتها و زبانهای دیگر در دسترس بوده و برای اطلاعات بیشتر با تلفن  
قسمت خدمات به خریدار تماس حاصل کنید.

ان هذه الوثيقة متوفرة بلغات و أشكال أخرى و للمزيد من المعلومات يرجى الاتصال بخدمات الزبون على  
528100

یہ دستاویز مختلف طریقوں اور زبانوں میں دستیاب ہے۔ مزید معلومات کیلئے براہ کرم ہریانائی کسٹمر سروسز سے اس پر رابطہ کریں۔  
528100

ਇਹ ਜਾਨਕਾਰੀ ਪੱਤਰ ਹੋਰ ਅੰਨਯ ਫੋਰਮੈਟ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬੱਧ ਹੈ। ਅਧਿਕਤਰ  
ਜਾਨਕਾਰੀ ਵਾਸਤੇ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਗ੍ਰਾਹਿਕ ਸੁਵਿਧਾਵਾਂ (Customer Services) 528100  
ਨੂੰ ਸਮਝਕ ਕਰੋ।

ہم لفلپتہ به شیوهی تروو زمانی تر ناماده به. بؤ په یوه ندی زیاتر نکایه  
په یوه نی بکه به خزمه تگوزاری کیریاره وه به زماره ته له فوننی (528100).



TRISTAR HOMES LIMITED. Registered in England Reg. No. 4373638

Leaflet updated 06/06 to be reviewed on an annual basis.

# Dealing with a Deceased Spouse, Relative or Friend's Tenancy

## An easy to follow guide



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**Tristar**  
HOMES

Tristar Homes Limited is a not for profit controlled company of Stockton-on-Tees Borough Council. It was set up in April 2002 to take over the day to day management and maintenance of most of the Council's housing stock.

Stockton Council still owns the housing stock and remains the landlord, Tristar Homes Limited simply acts as its management agent for certain specified services.

## INTRODUCTION

This leaflet outlines the procedure used by Tristar Homes Limited for administering a deceased person's tenancy.

As a responsible agent we aim to ensure that as an administrator, your dealings with us are as simple and easy to follow as possible at what is a very stressful time.

Tristar Homes Limited recognises that "Putting Right" the affairs of someone who has recently died is a stressful and often painful process.

## GENERAL PROCEDURES

All tenancies end on the Monday following receipt of the property keys by Tristar Homes Limited (keys can actually be handed in up until 12 noon on the Monday).

However, it is important to note that the tenancy will not end until the property is empty and the keys are returned to Tristar Homes Limited.

## AFTER THE DEATH OF A TENANT

When a tenant dies, it is important that Tristar Homes Limited are informed as quickly as possible so that it can be established what will happen to the property.

It may be that there is a spouse or family member remaining who will want to keep the property, if this is the case then they need to speak to their Patch Manager as soon as possible.

## HOW LONG DO I HAVE TO EMPTY THE PROPERTY?

It is not always practical for relatives or next of kin to clear a property of all furniture within a week of the tenants death.

Tristar Homes Limited will allow two weeks in which no rent will be due.

If however the keys for the property are not returned within this period full rent will then be charged.

It would be beneficial if the keys were returned as soon as possible with the property cleared of all contents.

## WHO IS LIABLE TO PAY ANY OUTSTANDING RENT ARREARS?

It is important to point out that liability for the rent arrears lies with the deceased persons estate and not directly with the relatives/next of kin.

If a relative is named as the executor/administrator of the deceased persons estate, then they should ensure that any arrears are dealt with from the estate. Likewise any credits will be refunded to the estate and not to friends or relatives.

## WHAT HAPPENS IF THERE IS NO ESTATE?

(PROPERTY BELONGING TO THE DECEASED PERSON)

Then simply send a brief letter to this effect or call the Income Management Team on 527293 or hand it in to your local housing centre.

**IF YOU HAVE ANY PROBLEMS OR NEED ADVICE, PLEASE CONTACT YOUR LOCAL PATCH MANAGER WHO WILL DO ALL THEY CAN TO HELP AT THIS DIFFICULT TIME.**