



Next of Kin

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In the sad event of a resident passing away, it is usually the responsibility of the next of kin to make all the necessary arrangements.

Below are details of the procedure for the next of kin to follow wherever possible.

PROCEDURE

Contact the Housing section on (01482) 223783 to advise of the date of the death of the resident. If the resident received Housing Benefit, the benefit will stop on the Monday following the date of death. It is necessary for the next of kin or the executor of the will to give four weeks written notice to the Housing Manager. The first day of Notice will be the Monday following the death of the resident. Please note that Housing Benefit is not payable on the four week notice period. If the keys to the property are handed over to Pickering and Ferens Homes before the notice period expires, the association will endeavour to reallocate the property within the notice period, potentially decreasing the amount of weeks maintenance charge (rent) that has to be paid. Alternatively, you are entitled to keep the keys until the end of the notice period, and pay the full maintenance charge for the four weeks.

We may ask you for permission to show a prospective resident around the property in order to speed up the allocation process. We understand that this may be a difficult time, so you are of course entitled to refuse the accompanied viewing.

The licence ends at 12 noon on the agreed Monday. If the keys are returned later than this you will become responsible for the maintenance charge until the Monday after the keys are returned.

You will need to make sure all items of furniture, carpets and curtains are removed before you return the keys. If however you have agreed with the incoming resident that carpets and / or other goods will be left in the property you must inform us of this as soon as possible and always prior to returning the keys to the property. The incoming resident must sign a waiver form. If any unauthorised items are left in the property you will be charged for their removal.

Any unauthorised alterations to the property that have been carried out may have to be reinstated to their original condition. A charge will be payable to Pickering and Ferens Homes for any costs incurred if we have to carry out works in order to reinstate any unauthorised alterations.

Finally, if there is any maintenance charge (rent) outstanding, or in credit, you will be informed of this as soon as the information becomes available.

Pickering and Ferens Homes
Silvester House
The Maltings
Silvester Street
Kingston upon Hull
HU3 1HA
Tel: 01482 2232783
Fax: 01482 223805
Email: info@pfh.org.uk
Website: www.pfh.org.uk

We can also provide this information on audiotape, large print or Braille and in any other minority language.