

ENDING A LICENCE / CHANGE IN LICENCE

1) My mum/dad has passed away/moved elsewhere

In the event of a resident moving out of a PFH property, a four-week notice period is in place and the resident and/or family can use this time to make all the necessary arrangements and clear the property. However, if the resident passed away we can offer a reduction in the notice period from four weeks to two weeks. This means that if you are able to return the keys within two weeks rent will not be charged for the remaining two weeks of the standard notice. If the keys are returned after the first two weeks, the rent will continue to be charged until the Monday following key return. Any rent outstanding is expected to be paid from the estate of the deceased. Four weeks' notice is required in any other circumstance other than the death of the resident, and rent is charged until the four week notice ends. Please inform our Customer Support team as soon as possible so that the necessary arrangements can be made and we can advise you of everything you need to know. You will also receive a letter confirming the details and what you need to do.

2) My husband/wife has just died; can the licence be transferred into my name?

You may already be named on the Licence, in which case there will be a continuation of the Licence. If however you are not named on the Licence, you are over the age of 60 and you meet all of the other criteria, the licence may be transferred into your name. The Area Coordinator will liaise with you about this and if approved, will create changes to the Licence and inform Astraline, Housing Benefit etc.

If you are under 60 you will be classed as a Non-Dependant and are therefore not eligible in your own right to occupy one of our properties (unless it is one of our low demand areas*). Resident Services will however liaise with you fully. Non-Dependants (ie non eligible occupants), including spouse, relative, carer – will be asked to find alternative accommodation upon the death of the licensee. They will already have been informed of this situation at the time when the property was let. * Please contact us to discuss our low demand properties.

3) How do I hand my keys in?

All the keys to your property, including any given out to your family, friends, carers or other key holder, need to be returned to our offices at Silvester House. This includes any spare keys you have had cut yourself. Please note that if all keys are not returned, a lock change will be required and you are likely to be recharged for the cost of this.

4) What can be left in the property when I hand the keys in?

All furniture must be removed from the property prior to the keys being returned. Carpets / curtains and blinds may be left (providing they are in good clean condition) if this has been agreed with the Area Coordinator and a waiver form must be signed by you or your representative. Any furniture which is left in the property or garden (which has not been previously agreed) will be removed however the outgoing resident or their representative will be recharged for the removal of these items.

We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact 4 Pickering and Ferens Homes on (01482) 223783 www.pfh.org.uk