

When a tenant dies

If you are dealing with the death of a family member or friend, you have our condolences. We aim to treat you with sympathy and respect, and to act quickly to sort out any tenancy issues.

If one of our tenants has died, you need to let us know as soon as possible. We will need to see an original copy of the death certificate.

Joint tenancies

A joint tenancy is where more than one person has signed the tenancy agreement.

If you have a joint tenancy and the other tenant dies, the tenancy will automatically pass on to you. Please let us know as soon as possible and show us the original death certificate. We will take a copy for our records and take their name off the tenancy.

Sole tenancies (in one person's name only)

If a tenant dies, their tenancy can be passed on to a close family member, partner, carer or friend, as long as they have been living there for more than 12 months. This is called 'succession'.

If there is more than one person still living there, you need to decide who should be the new tenant(s) and contact us to arrange to take on the tenancy. If you cannot agree, we will make the decision for you.

There is more information about succession in the tenancy agreement for your home. Please ask us for a copy if you can't find it.

If a tenant dies and there is no-one living at their home who can take on the tenancy, we appreciate that this is a difficult time for their family and friends. We will give you a reasonable time to remove all their possessions from their home, but we also have to get it ready to let to someone else. Please contact us as soon as possible to make arrangements.

Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at **uha@unityha.co.uk**.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

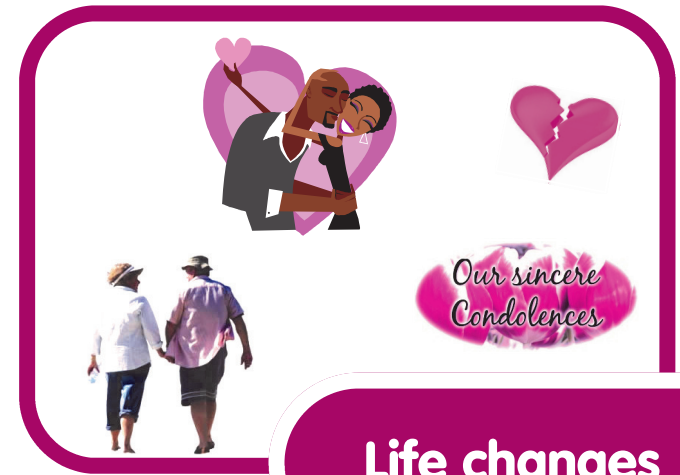
Our contact details

Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY

 **(0113) 200 7700**

Email: **uha@unityha.co.uk**

Web: **www.unityha.co.uk**



Life changes



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When a tenant dies

Leaflet 18

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Your rights when your life changes

We hope that you're happy in your Unity home for a long time, but we know that people's lives change. Some changes are positive - like getting a new partner - and some are negative - like splitting up or the death of a family member.

We will treat you respectfully and sympathetically when your situation changes. This leaflet gives you some information about your rights and how we can help. Please contact us if you need to.

Getting older

Adapting your home

As we get older, our needs change. If you are finding it difficult to do day-to-day things like turn on taps, open cupboards, get a bath or get up stairs, we might be able to help by adapting your home to make things easier. See our leaflet '*Aids & adaptations*' for more information.

Moving to a smaller home

If you live in a family house and all your children have left home, have you thought about moving somewhere that's easier to manage and cheaper to heat? Please talk to your housing officer if you want us to try to find you somewhere smaller.

Large print

We can send you newsletters and leaflets in large print if you ask us to.

Transferring your tenancy to someone else

As you get older, you might worry about where your family, partner or carer will live if you die or have to go into hospital. If they have been living with you for over 12 months, you might be able to transfer your tenancy to them instead (this is called 'assignment'). Please ask us for more information about this.

New people in your home

Friends who want to live with you

You can have friends living with you, as long as you ask for our permission first. We will normally say yes, but may say no for the following reasons.

- They would make your home overcrowded.
- We have good reason to think that they would cause anti-social behaviour.

If a friend starts living with you and you are claiming housing benefit, you must call the council on **0113 222 4404** to let them know. You will probably have to pay some of your rent yourself, even if you are on benefits.

Lodgers and subletting

You have the right to take in a lodger or to sublet part of your home. However, you must ask us for permission first. See your tenancy agreement for more information.

New partners

If you have a new partner who wants to move in, just let us know. You can ask for permission to put them on the tenancy as a joint tenant if you want, but this could put you at risk of losing your home if you split up.

Living away from home

Sometimes, you might go away from home for a while (e.g. for work, to visit family abroad, or to go into hospital). If you think you will be away for over a month, you need to tell us and give us your contact details.

This protects your home, because if we believe that you are no longer living there, we might end your tenancy and let your home to someone else. We also need to be able to contact you about emergency repairs, rent problems or gas safety checks.

Remember, you must never move out and let someone else live in your home without our permission. This is illegal.

Splitting up

If your relationship with a partner, friend or family member breaks down, it's stressful. Knowing your rights helps you to decide what to do and to move on.

If one of you wants to move out, you are welcome to apply to us for rehousing. Unfortunately, we are unlikely to be able to rehouse you quickly.

Sole tenancies (in one person's name only)

If the tenancy is in one person's name, only that person has an automatic right to stay.

If you are not the tenant, you may have the right to stay in the following circumstances.

- If you have been living in your home for over 12 months and the tenant agrees, they might be able to 'assign' the tenancy to you. This means that you become the tenant and they move out. Please ask us if you want to do this.
- If you are married to the tenant, you might be able to get a court order that 'assigns' the tenancy to you. You need to see a solicitor.

Joint tenancies

A joint tenancy is where more than one person has signed the tenancy agreement.

- We cannot make either of you move out. You need to agree this between you, then tell us.
- If you have agreed who will move out, that person needs to sign a form giving up their rights to the tenancy. If they don't, they are still responsible for any rent arrears in the future.
- Either joint tenant can give four week's notice to end the tenancy. They do not need permission from the other tenant to do this.
- If the other tenant gives notice to end the tenancy, but you don't want to lose your home, please talk to us. Sometimes, we will let you stay and will create a new tenancy for you. If we don't, we are sorry but you have to move out.