AWARENESS (Notification stage) VERIFICATION IDENTIFICATION **CLOSING TENANCY ENGAGEMENT** Of next of kin · Officially closing the tenancy (via Of deceased . With next of kin and/ or other parties Notification phase may involve single or multiple forms of notification (e.g. receiving · Of status of tenancy the initial notification via death list and then being contacted by next of kin) (internal / external) who can help documentation and receipt of keys) progress the process) . The different notification options / routes below are what we have found across Waits 2 weeks from Date of Death before councils we have spoken to and are not representative of one single council's process. contacting Phone Face-to-face Postal Letter CMS In-built report Face-to-face Computer Case CMS Tenancy Tenancy Face-to-face CMS CMS Email Email Management Closure Form Post External / internal database Closure Form Face-to-face Tenancy contract Face-to-face System (CMS) Postal Letter If no successor, HO checks if Customer Customer = Housing Officer HO contacts HO gets next of kin HO verifies HO receives HO opens email with HO talks to / reads HO receives HO prepares for HO passes kevs HO talks to / receives HO looks for next tenant has a to sign Tenancy actions email from friend or next of kin death certificate tenancy closure tenant in CMS to voids team containing deceased of kin details Closure Form successor neighbour of deceased Online & offline interactions Onstage HO meets next of kin HD uses the CMS to see wheth there has been provious of HO species to NOX six phone and to other considerations, used, any particular considerations, used, any particular considerations and particular consideration and particular considerations of the consideration and considerati HO talks next of kin HO stores the keys and gives hetween the nistomer and Looks on in-built HO receives a call / contact actions service provider; the direct through the process or receives keys keys to voids team once using NOK name / address report and finds to see if have contact cwtficate via post / email and updates CMS to say received through the post or via and gets them to sign result of which can be seen by contact numbers for named NOK of kin who reports name and address number for named NOK Tenancy Closure Form reception a satisfactory standard the customer death All the things that happen Backstage behind-the-scenes to support Admin staff or HO Admin staff or HO Admin staff or HO regularly External or internal Registrations Team External agency Registrations Team Next of kin provides Next of kin Next of kin delivers keys, Admin staff or HD regularly Repairs team is contact actions on-stage happenings Family / friend Family / friend update CMS with relevant regularly update CMS regularly update CMS collecting the next of kin agencies regularly providing up-to-date update CMS with relevant tenant details, inc. any death certificate via post. meets with or available for briefing contacts HO with relevant tenant with relevant tenant information and it being updating their system and correct NOK face-to-face or email(is after cleaning and contacts HO contacts HO / house visit(?) calls the HO details details in the in-built report with NOK information address soft copy sufficient?) clearing the property Internal actions and interactions that support Registrations team to Detailed tenancy CMS system to Up-to-date Phone / email Staff on-hand behind-the-scenes activity processes and colleagues oncontract record keys Up-to-date Up-to-date CMS (inc. (Reception / HOs) Up-to-date CMS Detailed activty CMS Up-to-date CMS Postal system Postal system database activity log notes) and mailing system received recordings on CMS Internal and external actions Next of kin(s) being Dependencies Next of kin(s) HO having all info Next of kin being The property being deaned necessary for backstage actions Next of kin(s) External / internal agencies collecting and storing NOK contacting HO via needed to prepare to occur being cooperative coopperative and access to death phone call / writing / documentation, (e.g. certificate and available handing in keys face-to-face Death Certificate?) data from council tax Other routes at the customer, If no next of kin listed, contact neighbours / other agencies (internal, e.g. Writes formal letter to Get locks changed and onstage and backstage action If no identifiable next Liaise with route public trustee to any rent arrears taken phases of kin, applies for eclare that NOK can't from any estate that death certificate from public trustee exists be identified registrar