AWARENESS (Notification stage)

- Notification phase may involve single or multiple forms of notification (e.g. receiving the initial notification via death list and then being contacted by next of kin)
- The different notification options / routes below are what we have found across councils we have spoken to and are not representative of one single council's process.

VERIFICATION

- Of deceased
- Of status of tenancy

Of next of kin

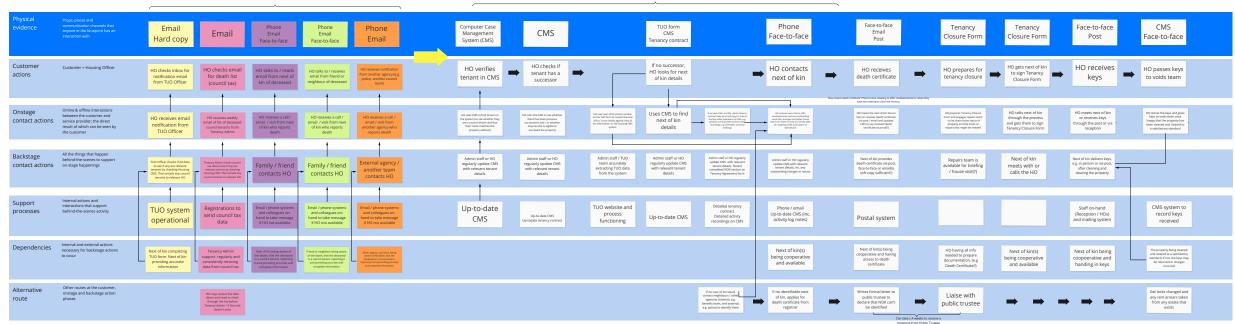
IDENTIFICATION

ENGAGEMENT

 With next of kin and/ or other parties (internal / external) who can help progress the process)

CLOSING TENANCY

 Officially closing the tenancy (via documentation and receipt of keys)



Waits 2 weeks from Date of Death before

contacting