

## 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

Waits 2 weeks from Date of Death before contacting

## IDENTIFICATION

- Of next of kin

## 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)

