

The Things They Normally Did

All the ordinary jobs that haven't disappeared.

When somebody dies, it isn't only the huge things that change. There are all the ordinary things they did without you necessarily thinking about them.

This is not a list of things you must immediately take over. Use it to notice what exists, write down what you know and decide where somebody else can help.

Around the House

- ☐ Boiler or heating
- ☐ Home insurance
- ☐ Alarm or security system
- ☐ Bins or recycling
- ☐ Repairs and maintenance
- ☐ Tradespeople they normally contacted
- ☐ Keys or spare keys
- ☐ Household supplies they normally bought

Bills and Household Money

- ☐ Bills they normally paid
- ☐ Direct debits or standing orders they dealt with
- ☐ Household accounts in their name
- ☐ Mortgage or rent matters
- ☐ Rates
- ☐ Utilities
- ☐ Insurance renewals
- ☐ Regular payments I don't recognise

Something I need to check

The Car

- ☐ Car insurance
- ☐ Tax
- ☐ MOT
- ☐ Servicing
- ☐ Breakdown cover
- ☐ Garage or mechanic they used
- ☐ Tyres or maintenance
- ☐ Where documents and spare keys are kept

What I know or need to find

Children and Family

- ☐ School or college routines
- ☐ Lifts
- ☐ Activities or clubs
- ☐ Appointments
- ☐ Regular family commitments
- ☐ Things they normally bought or organised
- ☐ People they normally contacted
- ☐ Anything the children relied on them to do

Who can help with these routines?

Pets

- ☐ Feeding routine
- ☐ Pet food and where it comes from
- ☐ Walking
- ☐ Medication
- ☐ Vet
- ☐ Pet insurance
- ☐ Grooming or other appointments
- ☐ Who can look after them when needed

What I need to know about the pets

Technology and Accounts

- ☐ Home Wi-Fi or broadband
- ☐ Mobile phones
- ☐ Computer or laptop
- ☐ Email accounts
- ☐ Subscriptions or streaming
- ☐ Cloud storage or photographs
- ☐ Passwords or password manager
- ☐ Two-factor authentication or devices used for codes

Keep devices and accounts safe while you work out what they contain. Avoid deleting or resetting anything until you know what may be lost.

Access details or questions

Garden and Outside

- ☐ Grass or garden
- ☐ Bins
- ☐ Outdoor maintenance
- ☐ Shed or garage
- ☐ Tools or equipment
- ☐ Seasonal jobs
- ☐ Someone they normally called for help

Jobs, contacts or things to find

Shopping and Everyday Stuff

- ☐ Regular groceries
- ☐ Things they always kept stocked
- ☐ Prescriptions or pharmacy collections
- ☐ Household supplies
- ☐ Online orders or subscriptions
- ☐ Regular errands
- ☐ Things I didn't realise they were the one buying

Things I have suddenly noticed

Things I Don't Know How to Do - Who Can Help?

This isn't a list of things you should already know. It is somewhere to write down the things that make you think, 'They always did that and I haven't a clue.'

The job or thing	What I know	Who can help?	Done
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐

Things I Don't Know Where They Kept

- ☐ Important documents
- ☐ Insurance paperwork
- ☐ Car documents
- ☐ House paperwork
- ☐ Spare keys
- ☐ Manuals or guarantees
- ☐ Passwords or account information
- ☐ Receipts or warranties
- ☐ Something else I suddenly need

Where I have looked

Who might know

Something else I suddenly need

About this resource: This worksheet comes from lived experience of how the ordinary jobs continue after somebody dies. It isn't a list of things you must take over or deal with immediately. Use the parts that are useful, add your own, and ask for help with the things you don't know how to do.