Compassion & Compliance

A Board's Guide to Navigating the Passing of a Homeowner.



DO

- Express condolences
- Identify the appropriate family/estate contact
- Make sure your PM communicates re: rent
- Document the communication
- Follow your ROC's policies and procedures
- Consult your attorney when necessary
- Communicate appropriately with the mortgage lender
- Maintain accurate contact information about homeowners and their next of kin

DON'T

- Just assume someone is the legal owner
- Accept: "Mom told me I'm in charge" as proof of ownership
- Give legal advice
- Allow someone to sell or transfer the deed without proper documentation
- Ignore unpaid site rent while waiting for the estate to be resolved

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