

## 2.4.5 Deceased Tenant in Property



### **Preamble**

Women's Housing Company (WHC) is a community housing association as part of the social housing system in NSW. WHC provides long term housing for single women and medium term housing through support partnerships.

WHC recognises that a substantial number of our tenants live isolated lives due to personal choice or life circumstances. While we aim to have regular communication with our tenants based on the various aspects of housing management, there are times when we have little contact.

Unfortunately, there have been instances in which tenants have passed away in their unit.

WHC recognises that this situation is most tragic and we are committed to providing such information to any prospective tenant and accept their right not to wish to live in a property where a person has passed away in the recent past.

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### **POLICY**

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If a tenant passes away within the Women's Housing Company property, WHC can assign the property a void status for a period of up to 8 weeks.

The void status allows sufficient time if forensic cleaning is required and for the next of kin/executor of the estate to remove belongings of the deceased tenant.

WHC will contract forensic services to fumigate the property and to make recommendations in regards to the need to replace the carpet and repaint ceiling and walls.

Women's Housing Company must inform future applicants about the situation and rejection of an offer based on the passing away of a tenant at the premises is not counted as an offer.

WHC will reimburse any overpaid rent to the next of kin/executor of the estate. WHC requires reasonable verification of the legitimacy of such person. WHC will not apply for 'letters of administration' with the Public Trustee Office to check legitimacy.

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### **PROCEDURE**

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The housing worker will contract forensic services to conduct all recommended work. The housing worker will inform selected applicants about the situation as part of the offer of housing and explain their right to reject without the offer being counted as part of the three offer policy.

For tenants who have passed away during their tenancy with WHC, however not while within their rented property please see [2.4.3 Abandoned Property & Uncollected Goods](#). The housing worker will terminate the tenancy to the date the rent is paid up to, to avoid any arrears accumulating. If arrears have already accumulated, WHC will negotiate payment with the next of kin.

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**Date developed:** 31/1/05

**Date/s policy was ratified and/or changed by Board:** 31/1/05; 28/8/07

**Note:** Procedures are designed to guide the implementation of a policy and will be updated on a regular basis as part of ongoing best practice service improvement.