

DEATH OF OCCUPANT POLICY

Purpose

This policy sets out the procedures to be followed where a prospective occupant or current occupant dies before or during their occupancy agreement.

The organisation is committed to dealing with such situations sensitively, compassionately and in accordance with the requirements of the National Code.

Death Before Occupation

Where a prospective occupant dies before the commencement of their occupancy agreement:

- the booking and occupancy agreement shall be cancelled;
- no further payments shall be due;
- any deposit, advance rent or other monies paid shall be returned to the estate, executor or appropriate representative upon receipt of satisfactory evidence and payment details;
- the room may be remarketed once the cancellation has been confirmed.

Death During Occupation

Where an occupant dies during the occupancy period:

- the occupancy agreement shall terminate on the date satisfactory evidence of death is provided to the Landlord or Managing Agent;
- no further rent shall be charged beyond the date of death;
- any guarantor shall be released from future liability under the occupancy agreement;
- any outstanding liabilities arising before the date of death may still be pursued through the estate where legally recoverable.

Notification and Next of Kin

The organisation will communicate with the occupant's next of kin, executor, personal representative or other authorised person in a respectful and sensitive manner.

The organisation may request reasonable evidence of authority before discussing personal information or releasing funds.

Personal Belongings

The occupant's belongings will be secured for a reasonable period to allow collection by the next of kin, executor or authorised representative.

Collection arrangements will be agreed wherever possible.

Where belongings remain uncollected after reasonable efforts have been made, the organisation reserves the right to deal with them in accordance with applicable law and the terms of the occupancy agreement.

Deposit and Monies Held

Any tenancy deposit shall be dealt with in accordance with the rules of the relevant tenancy deposit protection scheme.

Any lawful deductions will be communicated to the estate or authorised representative.

Any rent paid in advance for periods after the date of death will be refunded to the estate or authorised representative once the account has been finalised.

Communication and Confidentiality

All communications relating to the death of an occupant will be handled sensitively and confidentially.

Personal information will only be disclosed where there is a lawful basis to do so and in accordance with the organisation's Data Protection Policy.

Review

This policy will be reviewed periodically and updated where necessary to ensure continued compliance with the National Code and applicable legislation.