

New Jersey Reverse Mortgage After Death Workbook

NJ Property Toolkit - Workbook No. 3

A print-ready planning workbook for New Jersey heirs, executors, surviving spouses, families, and property professionals organizing reverse mortgage deadlines, servicer communications, HUD timelines, estate authority, and property decisions after a death.

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v1.0 | Updated July 9, 2026

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Prepared by	Prepared for	Version	Updated
Viera Investment Group LLC	New Jersey heirs, executors, surviving spouses, families, and professionals	v1.0	July 9, 2026

This workbook is an educational planning tool designed to help organize documents, deadlines, questions, and information. It is not legal, tax, accounting, financial, or investment advice and should not replace guidance from licensed professionals.

Our role is to help people understand complicated residential property situations, simplify the process, coordinate experienced professionals when appropriate, and help families move forward with greater clarity and confidence—not replace the advice of licensed professionals.

Complex residential property situations often require several professionals working together. Depending on the circumstances, Viera Investment Group LLC may help coordinate the property-related process with experienced attorneys, title companies, loan servicers, lenders, estate professionals, municipal offices, contractors, Realtors®, accountants, financial professionals, and other licensed specialists.

Welcome

This workbook helps organize the facts that often become scattered after a reverse mortgage borrower dies: who has authority, what the servicer has sent, which HUD timeline may apply, what documents are missing, and which property decision needs to be made.

Use it as a practical organizer. It does not replace an attorney, HUD-approved housing counselor, tax professional, title company, mortgage servicer, court, county Surrogate, municipal office, or government agency.

Who this workbook is for

- ☐ New Jersey heirs trying to understand a reverse mortgage after death.
- ☐ Executors or administrators organizing estate authority and property decisions.
- ☐ Surviving spouses or family members trying to preserve occupancy rights or avoid missed deadlines.
- ☐ Attorneys, housing counselors, real estate professionals, and property professionals who want a clean intake companion.

Use this first

- ☐ Print the workbook or type into the DOCX version.
- ☐ Complete the immediate first steps, due and payable, and timeline pages before the planning pages.
- ☐ Keep copies of every servicer letter, death certificate, estate document, tax bill, insurance notice, and property expense record together.
- ☐ Verify every deadline, balance, extension requirement, and authority question before relying on any timeline.

Understanding a Reverse Mortgage

A reverse mortgage lets an eligible homeowner borrow against home equity while continuing to own and occupy the property, subject to the loan documents and ongoing obligations such as taxes, insurance, occupancy, and property condition.

Many reverse mortgages are FHA-insured Home Equity Conversion Mortgages, often called HECMs. Some are proprietary private reverse mortgages. The exact rules, letters, timelines, and options depend on the loan type and the documents.

Core ideas to confirm

- ☐ Is the loan an FHA-insured HECM or a proprietary reverse mortgage?
- ☐ Who was a borrower, co-borrower, eligible non-borrowing spouse, owner, heir, executor, or occupant?
- ☐ Has the servicer declared the loan due and payable?
- ☐ What payoff, sale, refinance, deed in lieu, or foreclosure timeline is the servicer using?

What not to assume

- ☐ Do not assume a family member can simply keep making normal monthly mortgage payments.
- ☐ Do not assume the servicer knows who has estate authority.
- ☐ Do not assume the home can be sold, refinanced, or transferred before title and authority are clear.
- ☐ Do not assume an extension exists unless it is requested, documented, and approved when required.

Immediate First Steps After Death

The first few days are about safety, proof, communication, and preserving options. This page is intentionally practical and conservative.

Checklist

- ☐ Secure the home, keys, mail, vehicles, personal property, utilities, heat, water, and basic maintenance.
- ☐ Request certified death certificates and locate the reverse mortgage papers, deed, insurance policy, tax bills, and estate documents.
- ☐ Identify every borrower, co-borrower, spouse, owner, heir, executor, administrator, trustee, and occupant.
- ☐ Open a shared file for servicer letters, call notes, fax confirmations, upload receipts, and deadlines.
- ☐ Contact the servicer through a verified number and ask what documents are required to communicate with the estate or heirs.
- ☐ Do not ignore occupancy, tax, insurance, HOA, municipal, repair, or code issues because the loan is a reverse mortgage.
- ☐ Do not sign sale, refinance, deed, deed in lieu, rescue, or listing paperwork until authority and title are reviewed.
- ☐ Schedule an attorney or HUD-approved housing counselor conversation if a deadline, spouse issue, foreclosure notice, or sale pressure exists.

Date completed	Person coordinating
Most urgent deadline	Next call to make

Immediate notes

Due and Payable Letter Explained

A due and payable letter usually means the servicer believes a triggering event has occurred and the reverse mortgage must be resolved. Death of the last surviving borrower is a common trigger, but the exact rights and next steps depend on the loan, spouse status, estate authority, and property facts.

Checklist

- ☐ Save the envelope, letter, inserts, and every page of the notice.
- ☐ Write down the deadline exactly as stated before interpreting it.
- ☐ Ask the servicer to identify the loan type, investor or insurer, and required next steps in writing.
- ☐ Ask whether an appraisal, payoff quote, sale plan, refinance proof, or deed in lieu packet is needed.
- ☐ Ask what proof is required for estate authority, heir status, spouse status, or permission to discuss the loan.
- ☐ Ask how extension requests must be submitted and how approval is confirmed.

Letter date	Date received
Servicer name	Loan number
Reason listed	Response deadline
Payoff deadline	Extension language
Person letter addressed to	Documents requested
Servicer contact	Attorney / counselor review date

Due and payable notes

HUD Timeline Planner

Use this planner to map the servicer's stated timeline. Do not rely on a generic internet timeline; write down the date, source, and person who confirmed each item.

Stage	What to organize	Date / deadline	Owner
Death confirmed	Track when the servicer, HUD, estate, heirs, spouse, attorney, or counselor learned of the death.		
Due and payable notice	Record the letter date, receipt date, response deadline, and stated resolution options.		
Initial decision window	Compare keep, sell, refinance, deed in lieu, spouse protection, or legal review options.		
Proof of progress	Document listing activity, purchase contract, refinance steps, estate authority, title work, or other required proof.		
Extension request	Track request date, required documents, approval status, and next review date.		
Foreclosure risk	Record referral, complaint, sale notice, sheriff date, mediation, counsel review, and emergency options.		

Extension Request Tracker

Extensions are paperwork exercises. Verbal conversations are not enough. Track exactly what was requested, how it was sent, and whether the servicer or HUD-related process confirmed approval.

Request	Date sent	Proof submitted	Response / approval	Next deadline
Initial extension request				
Sale listing proof				
Purchase contract proof				
Refinance / payoff proof				
Estate authority proof				
Title issue update				
Second extension request				
Final follow-up				

Service Contact Log

Keep one contact log for calls, letters, uploads, emails, faxes, and portal messages. If more than one family member is calling, designate one point person.

[illegible]

Required Documents Checklist

Use this page as the core reverse mortgage after death document folder. Copies are useful, but servicers, title companies, courts, or public offices may require originals, certified copies, or current written statements.

Document Checklist

- ☐ Certified death certificates
- ☐ Reverse mortgage note, mortgage, riders, and closing disclosure or settlement statement
- ☐ Due and payable letter, condolence letter, extension letters, and servicer notices
- ☐ Payoff quote, appraisal correspondence, and property value documents
- ☐ Original will, trust, Letters Testamentary, Letters of Administration, or court authority
- ☐ Deed, title policy, survey, prior closing statement, and owner identification records
- ☐ Homeowners, vacant property, flood, landlord, or umbrella insurance policies
- ☐ Property tax, water, sewer, HOA/condo, utility, municipal, and code-enforcement bills
- ☐ Occupancy proof, spouse documentation, lease documents, and property access records
- ☐ Repair estimates, photos, contractor invoices, inspection notes, and maintenance records
- ☐ Listing agreement, purchase contract, refinance file, or deed in lieu packet if applicable
- ☐ Attorney, counselor, title company, and servicer communication records

Document	Where it is	Who has it	Next step
Certified death certificates			
Reverse mortgage note, mortgage, riders, and closing disclosure or settlement statement			
Due and payable letter, condolence letter, extension letters, and servicer notices			
Payoff quote, appraisal correspondence, and property value documents			
Original will, trust, Letters Testamentary, Letters of Administration, or court authority			
Deed, title policy, survey, prior closing statement, and owner identification records			
Homeowners, vacant property, flood,			

landlord, or umbrella insurance policies			
Property tax, water, sewer, HOA/condo, utility, municipal, and code-enforcement bills			
Occupancy proof, spouse documentation, lease documents, and property access records			
Repair estimates, photos, contractor invoices, inspection notes, and maintenance records			
Listing agreement, purchase contract, refinance file, or deed in lieu packet if applicable			
Attorney, counselor, title company, and servicer communication records			

Estate Authority Worksheet

FREE TO FIND OUT

You do not need every document or every answer before contacting us.

We buy New Jersey houses as-is - no repairs, cleanup, showings, or commissions. Tell Ray what is happening and what deadline you are facing. It is free to find out whether a direct sale could help.

THE PROPERTY PROBLEM CAN START BEING ADDRESSED TODAY. Call (973) 939-5151 or text (424) 440-2739.

Reverse mortgage decisions can stall when no one has confirmed who can speak, sign, sell, refinance, request an extension, or give the servicer documents.

Checklist

- ☐ Identify every borrower, owner, spouse, heir, beneficiary, executor, administrator, trustee, occupant, and decision maker.
- ☐ Confirm whether probate has started and whether Letters have been issued.
- ☐ Confirm whether a trust, deed, survivorship interest, or court order affects authority.
- ☐ Ask the servicer what authorization is required before it will discuss the loan.
- ☐ Ask counsel who may list, sell, refinance, transfer, or surrender the property.
- ☐ Track disagreements among heirs, missing heirs, occupant issues, or title concerns.
- ☐ Keep certified copies, upload confirmations, and written servicer acknowledgments together.

Primary contact	Authority document
Letters date	Attorney contact

Authority notes

Property Information Worksheet

This page captures the real estate facts that reverse mortgage, title, sale, refinance, insurance, and family conversations usually require.

Property address	Block / lot
County	Municipality
Current occupant	Vacant or occupied
Keys / access held by	Alarm / lockbox information
Estimated value	Known repairs
Personal property inside	Utilities currently on
Insurance status	Tax status
HOA / condo status	Most urgent property issue

Property notes and condition summary

Occupancy and Property Condition Worksheet

Reverse mortgage servicers may ask about occupancy, insurance, tax status, and property condition. A vacant or deteriorating property can create separate risk even before a final decision is made.

Checklist

- ☐ Photograph exterior, interior, utilities, roof, basement, meter areas, and visible damage.
- ☐ Confirm insurance coverage and vacancy requirements with the carrier or agent.
- ☐ Confirm taxes, water, sewer, HOA, condo, and municipal charges are current or tracked.
- ☐ Assign one person to monitor mail, weather issues, leaks, security, and utility shutoff risk.

Who lives there now	Last known borrower occupancy date
Utilities active	Heat / winterization status
Insurance carrier	Vacant property notice given
Known hazards	Urgent repairs
Photos taken date	Access restrictions
Code notices	Maintenance owner

Condition notes

Mortgage Balance Tracker

Do not rely on memory for balances. Request written payoff, appraisal, fee, and deadline information from the correct servicer or professional.

Item	Source	Amount / value	Date confirmed	Next step
Reverse mortgage payoff				
Principal balance				
Interest / MIP / fees				
Servicer foreclosure fees				
Appraised value				
Estimated sale value				
Other mortgage / HELOC				
Net equity estimate				

Property Expense Tracker

Track expenses separately from emotions. Estate reimbursement, family contribution, sale net proceeds, and tax questions should be reviewed before anyone assumes repayment.

Expense	Amount	Paid by	Date paid	Receipt / proof
Property taxes				
Water / sewer				
Electric				
Gas / heating fuel				
Insurance				
HOA / condo				
Repairs / maintenance				
Lock change / security				
Attorney / title / filing				
Other				

Insurance and Utility Tracker

A property can become harder to protect if coverage lapses, utilities shut off, heat fails, or vacancy is not disclosed. Use this tracker to assign ownership.

Service	Provider	Current status	Amount due	Owner / next step
Homeowners insurance				
Vacant property coverage				
Flood insurance				
Electric				
Gas / heating fuel				
Water				
Sewer				
Trash / municipal				
Internet / alarm				

Family Decision Worksheet

Family meetings work better when facts are separated from opinions. Use this worksheet before discussing whether to keep, sell, refinance, surrender, or contest the timeline.

Meeting date	People attending
Decision needed	Person leading notes

Known facts everyone agrees on

Open questions that need professional answers

Expenses that must be paid soon

Options each person wants reviewed

Concerns from each heir, spouse, owner, or occupant

Agreements made during the meeting

Options Comparison

Use this page to compare options before committing. Some options require authority, lender approval, title clearance, estate cooperation, buyer financing, or legal review.

Option	What must be true	Main risk	Next proof needed
Keep the home	Pay off or refinance the reverse mortgage	Financing or authority delay	
Sell the home	Clear title, authority, pricing, access, buyer, and payoff	Timeline and condition pressure	
Refinance	Qualified borrower, value, title, and payoff path	Approval may take too long	
Family buyout	Agreement among owners or heirs and verified payoff	Dispute or funding gap	
Deed in lieu	Servicer acceptance and title review	Deficiency, tax, or occupancy questions	
Legal review / defense	Attorney identifies a viable issue or emergency relief	Cost and deadline pressure	
No action	No viable path selected	Foreclosure, fees, and loss of control	

Questions to Ask the Servicer

Use this page before every servicer call. Ask for written confirmation and keep the representative name, department, date, and reference number.

Questions

- ☐ Is this loan an FHA-insured HECM or a proprietary reverse mortgage?
- ☐ What exact event made the loan due and payable?
- ☐ What is the response deadline, payoff deadline, and foreclosure referral date?
- ☐ What payoff, appraisal, sale, refinance, or deed in lieu documents are required?
- ☐ What proof is required before you can speak with the estate, heirs, spouse, attorney, or agent?
- ☐ How are extension requests submitted, and how is approval confirmed?
- ☐ What fees, interest, insurance charges, and foreclosure costs are being added?
- ☐ What department handles estate, heir, non-borrowing spouse, or foreclosure questions?

Answers and follow-up notes

Questions to Ask an Attorney

Use this page for legal questions that should not be guessed at. Bring the due and payable letter, deed, will, Letters, title documents, servicer notes, and deadlines.

Questions

- ☐ Who has legal authority to act for the estate or property right now?
- ☐ Does probate, a trust, survivorship deed, or court order affect who can sign?
- ☐ What should happen before listing, selling, refinancing, transferring, or surrendering the property?
- ☐ How should heir disagreements, missing heirs, occupants, or title defects be handled?
- ☐ Are there foreclosure, mediation, probate, tax, or title deadlines that require immediate action?
- ☐ Can estate funds be used for taxes, insurance, utilities, repairs, or property protection?
- ☐ What are the risks of deed in lieu, short sale, foreclosure, or no action?
- ☐ What should the family avoid doing without written advice?

Answers and follow-up notes

Questions to Ask a HUD Counselor

A HUD-approved counselor may help families understand reverse mortgage concepts, servicer communication, foreclosure prevention resources, and next questions to bring to professionals.

Questions

- ☐ What should we understand about HECM due and payable status after death?
- ☐ What questions should we ask the servicer before choosing an option?
- ☐ What documents should we organize before the next servicer call?
- ☐ What does the family need to know about spouse or occupant issues?
- ☐ What foreclosure prevention or housing counseling resources are available in New Jersey?
- ☐ How should we document extension requests and proof of progress?
- ☐ What warning signs suggest we need immediate attorney review?
- ☐ Where can we verify official HUD counseling and reverse mortgage information?

Answers and follow-up notes

Reverse Mortgage Timeline

Use this calendar to turn letters and phone calls into dated tasks. Attach proof to every completed task.

[illegible]

Action Plan

Convert uncertainty into assigned tasks. Keep the first action plan short enough to finish.

[illegible]

Common Mistakes

These mistakes can create foreclosure, title, family, tax, insurance, municipal, or property problems. Use this page as a final review before signing anything or missing a deadline.

Checklist

- ☐ Ignoring a due and payable, foreclosure, tax, insurance, or vacancy notice because probate is pending.
- ☐ Assuming someone has authority before Letters, trust authority, deed authority, or legal advice confirms it.
- ☐ Relying on a verbal payoff, extension approval, sale timeline, or family agreement without written proof.
- ☐ Letting insurance lapse or failing to discuss vacancy, occupancy, or condition changes with the carrier.
- ☐ Waiting to request an extension until the deadline has already passed.
- ☐ Listing, refinancing, transferring, or surrendering the property before title and authority are reviewed.
- ☐ Allowing one person to control mail, access, servicer communication, or expense records without transparency.
- ☐ Confusing general reverse mortgage articles with the actual loan documents and servicer requirements.

Official HUD and New Jersey Resources

Use official sources for HUD counseling, reverse mortgage background, foreclosure prevention, probate procedures, Surrogate contacts, and property-tax information. Print or save confirmation pages when they affect a deadline.

Official resource	Printed URL
HUD - FHA Home Equity Conversion Mortgage Program	https://www.hud.gov/hud-partners/single-family-hecmhome
HUD - Talk to a Housing Counselor	https://www.hud.gov/i_want_to/talk_to_a_housing_counselor
HUD - Avoiding Foreclosure	https://www.hud.gov/helping-americans/avoiding-foreclosure
CFPB - What happens to my reverse mortgage when I die?	https://www.consumerfinance.gov/ask-cfpb/what-happens-my-reverse-mortgage-when-i-die-en-2096/
New Jersey Courts - Probate Self-Help	https://www.njcourts.gov/self-help/probate
New Jersey Courts - County Surrogates Directory	https://www.njcourts.gov/public/directories/court-services/county-surrogates
New Jersey HMFA - Foreclosure Prevention	https://www.nj.gov/dca/hmfa/homeowners/foreclosure-prevention/
New Jersey Division of Taxation - Local Property Tax	https://www.nj.gov/treasury/taxation/lpt/

Resource notes

Talk With Ray

Use this page if the property has a reverse mortgage deadline, estate authority questions, vacancy, repair issues, tax pressure, insurance problems, family disagreement, foreclosure risk, or uncertainty about whether selling is practical.

Property address	Who has authority
Most urgent deadline	Best callback number

What I want to understand before the call

Facts I should have ready

Questions I want to ask Ray

Office: 973-939-5151 | Text/SMS: 424-440-2739 | Website: vierainvestmentgroup.com

Educational Disclaimer

This workbook is for general educational and organizational use only. It is not legal, tax, financial, probate, title, foreclosure, lending, insurance, municipal, HUD, FHA, CFPB, court, county Surrogate, or government advice.

Viera Investment Group LLC is a real estate investment company, not a law firm, tax advisor, financial advisor, lender, loan servicer, HUD-approved housing counseling agency, title company, court, county Surrogate, municipal office, or government agency. Confirm deadlines, balances, authority, procedures, and available options with the appropriate qualified professional or public office before acting.

Workbook version	Date reviewed
Reviewed by	Questions to verify

Back Cover

Viera Investment Group LLC

If you are unsure where to begin, that is okay. Let's talk about your situation, help you understand the property-related process, and identify practical next steps when appropriate.

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