

Sample Script for Rental Assistance Outreach to Residents

The following script was provided courtesy of [Dominium](#) to contact residents and help them access rental assistance as needed.

Tip: Review the resident's file before picking up the phone. Look for employment and income sources. Know the exact balance due.

Greeting and Trust Building

"Hi (Resident Name), this is (Your Name) calling from the (Property Name) Management Office. I am calling to check in. How are you doing?"

Purpose for Call

"I noticed there is a balance on your rental account of (balance amount). I want to check in to see how I can help you find resources to get this balance paid so we can protect your housing. The federal government has dispensed money for rent and now, there are more opportunities than there have been before to get rent caught up so an eviction can be avoided. "

Ask Questions

"Have you already applied for any rental assistance programs on your own?"

If "Yes":

- Through which agency?
- Have you been approved?
- How much do you anticipate receiving?

If "No":

- *"I can help you identify which resources you may be eligible for."*
- Are you still working at (Employer Name)?
 - Have your hours been reduced?
 - How much do you make per month on average?
- Are you receiving unemployment?
 - How much do you make per week in unemployment?
- Are you available to come to the office on (date) at (time) so I can help you submit an application?
 - If they say no, "Would you give us permission to apply on your behalf?"

Offer a Payment Agreement

"If you enter into a reasonable payment agreement, and payments are made on time, our collection calls will stop."

Closing

"We value you as a resident, and I appreciate you taking the time to talk to me about this. We are here to help in any way that we can so that you don't lose your housing."

If residents are unwilling to apply for assistance or say they don't need to pay because of the moratoria:

"The eviction moratoria will end, and in the meantime, you will have accrued thousands of dollars in past due rent that will be really hard to pay off. An eviction will ruin your credit and rental history, making it nearly impossible to find housing in the future. Applying for rental assistance now will avoid that. If you are not willing to apply for it yourself, are you willing to give us permission to apply on your behalf? We want to protect your housing."