



# Communications Record - Tool

## Introduction

This tool helps housing providers, DASH, and other decision makers track communications with households pertaining to all appealable decisions such as occupancy standards, removal from waitlist, ineligibility for SPP, annual or mid-year reviews. It also helps reviewers understand the sequence of events.

## Completing the Communications Record

- Record each time you requested information from a household.
- Note the date and method of communication (e.g., verbal reminder, letter, phone call).
- Include any useful comments.
- Attach copies of all written communications.

## Example

Date	Type of communication (letter, phone call)	Any comments	Document attached
Jan 1, 2016	Sent a letter requesting the annual review be completed		Yes No
Feb 3, 2016	Sent a follow up letter		Yes No
Feb 10, 2016	Verbally reminded Tim his Notice of Assessment (NOA) was still outstanding. Asked him to have it in by February 14	Tim said he would bring it in later in the week	Yes No
Feb 24, 2016	Called Tim and Pat and reminded them the NOA was still outstanding	Pat said she would find it and bring it down	Yes No
Feb 27, 2016	Sent decision letter. Household is ineligible for subsidy. Didn't bring in NOA		Yes No



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## Housing providers, DASH, and other decision maker's name

Property Manager \_\_\_\_\_

Property Manager Phone Number \_\_\_\_\_

Property Manager Email \_\_\_\_\_

Individuals Name \_\_\_\_\_

Unit # \_\_\_\_\_ Address \_\_\_\_\_ City/Town \_\_\_\_\_

Date	Type of communication (letter, phone call)	Any comments	Document attached
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No