

## **Marketing Script – NRH Notice 20-06 One Offer Only**

**PHONE CALL** - note date, time and who you spoke to

This is **YOUR NAME** I'm calling from NPH on behalf of **PROVIDER NAME**

You completed an application for Housing. We currently have a vacant unit that **you may qualify** for:  
**(MUST give them the following information)**

- Location (not unit number)
- Unit Details
- Possible Available Move in Date, if they still qualify - **STRESS** they are not to give notice.
- MUST include timeframe of two (2) business days (give actual date and time) to get back to you
- MUST include the outcome of not responding or refusing this offer of housing – will result in their application being cancelled.

If they say they are interested go over the application:

- What is your current address
- Go over names of dependents with sex, birth date, in school
- Do you have any pets?
- What is your current source of income
- Income and Asset check list
- Are there any special needs, if yes get more detailed info.
- How much notice do you need to give?

### **Take Notes**

Any information on the application that is not correct update it by way of message to NRH.

If they still qualify for the unit give them two (2) business days to confirm it with you.

If they want to see the unit, set that date up with the Property Manager and tell them they have one (1) business day, after viewing the offered unit, to get back to you and confirm if they will be accepting the unit or not. MUST inform them of the outcome of not responding or refusing this offer of housing – will result in their application being cancelled

## **Voice Mail - PHONE CALL**

Phone ALL the telephone numbers on the application at the time of offer and leave same message on all phones.

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- Location (not unit number)
  - Unit Details
  - Possible Available Move in Date, if they still qualify - STRESS they are not to give notice.
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- .....

## **E-mail - Marketing Script – NRH Notice 20-06**

*Immediately following phone call when you leave a message, send an email to all email addresses list on the application to advise of a possible offer.*

Click on Options at top of Outlook email -- Then click delivery receipt

**Subject Line:** Housing Application for **PROVIDER NAME**

I am e-mailing from NPH on behalf of **PROVIDER NAME**

You completed an application for Housing. We currently have a vacant unit that **you may qualify** for:  
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- Unit Details
- Possible Available Move in Date, if they still qualify - STRESS they are not to give notice.
- MUST include timeframe of two (2) business days (give actual date and time) to get back to you
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**Before sending -- hit Options -- Then delivery receipt**

**PHONE CALL #2 – NRH Notice 20-06**

**MUST call them at least one business day after the first call if the household has not been in contact with the housing provider.**

Ensure **ALL** contact numbers listed on the household application have been called. Advice that this is the final attempt that will be made to contact the household. Confirm the date and time they must respond by and again advise that the outcome of not responding or refusing this offer will result in their application being cancelled.

This is **YOUR NAME** I'm calling from NPH on behalf of **PROVIDER NAME**

You completed an application for Housing. We currently have a vacant unit that **you may qualify** for:  
**(Message MUST include the following)**

- Location (not unit number)
- Unit Details
- Possible Available Move in Date, if they still qualify - STRESS they are not to give notice.
- MUST include timeframe of two (2) business days (give actual date and time) to get back to you
- MUST include the outcome of not responding or refusing this offer of housing – will result in their application being cancelled.