

TELEPHONE SCRIPT

"Hello, my name is _____. I'm looking for a (1,2,3,4,5) bedroom apartment for (this month, next month, two months from now). Do you have any available units?"

If the landlord does not have any available units: "*Do you have any other properties with a vacancy?*"

If the landlord does have a vacancy, ask the following questions. Be sure to write down the answers. If the landlord has two or more apartments, write down the answers for each unit.

	Apartment 1	Apartment 2
What is the address of the apartment?		
What date is the unit available?		
Do you charge an application fee? <i>If he/she says yes: How much?</i>		
What is the monthly rent?		
How much is the security deposit?		
What utilities would I be responsible for?		
Do you know approximately how much utilities for that unit cost each month?		
How many people are allowed to live in the unit?		
What is the minimum lease you require? How many months?		
Do you require me to have a certain income to rent the unit? <i>If he/she says yes: How much?</i>		
Are there laundry facilities on-site? <i>If he/she says no: Is there a laundromat nearby?</i>		

Table 2: Screening Questions <i>Ask only those questions that apply to your situation</i>		
	Apartment 1	Apartment 2
<i>If you have Section 8 or another rent subsidy:</i> Do you accept Section 8 or other rent subsidies?		
<i>If you've had credit problems:</i> Do you work with people who have had credit problems in the past?		
<i>If you have been evicted:</i> Do you work with people who have evictions that can be explained?		
<i>If you have a criminal history:</i> Do you work with people who have a criminal history if they've worked to improve their life?		
<i>If you have a disability:</i> Can you accommodate people with disabilities?		
<i>If you have pets:</i> What are your rules about pets?		

The landlord may ask you to explain the circumstances if you have bad credit, a criminal history, or prior evictions. They may want to know dates, places, and if you owe any money. The best response is to be truthful, take responsibility for your mistakes, and talk about what you are doing to make sure it never happens again. You may want to write some notes about your circumstances below to make sure you are prepared to answer the landlord's questions

Here are things that might show a landlord how you are improving your life:

- *Employed for ___ months/years*
- *Taking classes on budgeting your money*
- *Going to school (or job training)*
- *Completed treatment and sober*
- *Working with a credit counselor*
- *Working with a social worker*
- *Paying off money you owe*
- *Ended a bad relationship*
- *Established a savings account*
- *Taking classes about being a better tenant*