

Smoke-Free Housing

Sample phone script for outreach to property owners/managers

Hello, my name is X, and I work for Organization. We are currently in the process of compiling information on apartments in the areas we serve. I was hoping to do a very short survey with you over the phone; are you the correct person that I should be speaking with about this? Do you have few moments to take the survey with me?

If **yes**: *Thank you (...and complete survey).*

After survey, ask them: *Are you interested in learning more about implementing a policy?* Share with them how we can help implement a policy (****signage, toolkit, resources, state registry etc.****).

What time in the next two weeks works best for you to meet with me and discuss this in person?

If **no**: *Ok, thank you for your time. The survey really won't take long, could I possibly send it to you, so you could read through it first?*

If they still won't complete the survey, thank them for their time and mark down on sheet and keep track of in Quarterly Report and with CHC for documentation purposes.

Note: IF they already have a policy in place, let them know that's great. Can they send it you? Still get the survey done for the state and let the owner/manager know the property can be placed on the Smoke-Free Housing Registry once the policy has been approved.

****This will be different for each Contractor depending on their budget****