

THE TROCHILIDAE GROUP

# Voucher Search Call Script

A practical phone guide to help renters ask the right questions before spending time on a property that may not fit the voucher process.

This script is educational and organizational. It is not legal advice, not a guarantee that a unit will work, and not a substitute for instructions from HCHA, HUD, or the property owner.

## Before you call

|                             |       |
|-----------------------------|-------|
| Property address            | _____ |
| Date called                 | _____ |
| Landlord / property manager | _____ |
| Phone / email               | _____ |
| Unit size / rent            | _____ |

## Questions worth asking

- Are you willing to lease to a voucher holder if the unit and paperwork fit the program?
- If the unit is approved, will you complete the paperwork required for the voucher process?
- Will you allow the inspection process if the unit moves forward?

- What is the monthly rent, and which utilities are included in that amount?
- Is the unit available now, and how soon do you need a tenant to move in?
- Are there application fees, income requirements, background requirements, or pet rules I should know before applying?

## A simple script opener

Hello, my name is \_\_\_\_\_. I am calling about the property at \_\_\_\_\_. I use a housing voucher and wanted to ask a few quick questions to see whether this unit may be a realistic fit before I take the next step.

## After the call

|   |                                 |
|---|---------------------------------|
| Landlord willing to work with voucher process | Yes / No /<br>Not sure          |
| Paperwork okay if approved                    | Yes / No /<br>Not sure          |
| Inspection okay if approved                   | Yes / No /<br>Not sure          |
| Rent and utilities seem realistic             | Yes / No /<br>Not sure          |
| Next step                                     | Tour / Apply /<br>Wait / Remove |

### Official links

#### HCHA Find Housing

[hchatexas.org/housing-choice-voucher-program/find-housing/](https://hchatexas.org/housing-choice-voucher-program/find-housing/)

#### HCHA Voucher Program Overview

[hchatexas.org/housing-choice-voucher-program/](https://hchatexas.org/housing-choice-voucher-program/)

#### HCHA Documents & Forms

[hchatexas.org/housing-choice-voucher-program/documents-and-forms/](https://hchatexas.org/housing-choice-voucher-program/documents-and-forms/)

#### HUD Voucher Basics

[hud.gov/helping-americans/housing-choice-vouchers-tenants](https://hud.gov/helping-americans/housing-choice-vouchers-tenants)