

## LANDLORD-TENANT-CASE MANAGER COMMUNICATION AGREEMENT

**About this tool:** This communication agreement should be filled out and signed by the tenant, landlord and case manager with copies provided to the all parties to promote open communication. The form can easily be modified, but already includes those communication issues that frequently cause problems. Note that before this agreement is used, you may want to have your client sign an information release authorization form.

My goals are to:

- Fulfill my obligations as outlined in the lease
- Ensure rental payments are received on time
- Maintain the rental unit in good condition
- Help maintain a safe, pleasant and decent housing community

One way to achieve these goals is to help maintain a positive and communicative landlord-tenant-case manager relationship. Therefore, I will immediately inform the signors of this agreement (unless otherwise indicated), both verbally and in writing, if any of the following occurs (initial next to all that apply):

### Landlord

\_\_\_\_\_ I have not received full rent by the 3<sup>rd</sup> day of the month.

\_\_\_\_\_ I have received a complaint that there is too much noise from the tenant's apartment.

\_\_\_\_\_ I have significant concerns about the condition of the tenant's unit. (Examples: Landlord has seen damage or received complaints about bad smells that could be related to garbage.)

\_\_\_\_\_ I think someone is living in the tenant's unit who is not named on the lease.

\_\_\_\_\_ I think someone in the tenant's unit may be doing something illegal.

\_\_\_\_\_ The behavior of someone living in or visiting the tenant's unit is causing other tenants to complain.

\_\_\_\_\_ Provide the tenant with 24 hours notice prior to entering the unit.

\_\_\_\_\_ Follow up / Respond quickly to inquiries and concerns.

\_\_\_\_\_ I see something that is a violation of the lease. Describe : \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ Other: \_\_\_\_\_

**Tenant**

- \_\_\_\_\_ A rare, but serious emergency occurs that will impact my ability to pay rent on time
- \_\_\_\_\_ I will be away from the unit for an extended time period (Examples: 30, 60, 90 days)
- \_\_\_\_\_ Inform the landlord of maintenance issues
- \_\_\_\_\_ I observe or experience an issue or event that impacts the safety of the community
- \_\_\_\_\_ Follow up / Respond quickly to inquiries and concerns.

**Case Manager and/or Housing Coordinator**

- \_\_\_\_\_ Inform the landlord if I become aware of a situation that will impact the tenant's ability to pay rent on time
- \_\_\_\_\_ Inform the landlord if I become aware of a circumstance that will impact the tenant's occupancy of the unit (Examples: tenant is hospitalized for 60, 90 days)
- \_\_\_\_\_ I observe a maintenance issue
- \_\_\_\_\_ I observe or experience an issue or event that impacts the safety of the community
- \_\_\_\_\_ Participate in problem solving / trouble shooting only in the event that the tenant and landlord are unable to resolve an issue without my assistance
- \_\_\_\_\_ Follow up / Respond quickly to inquiries and concerns

Please contact me using any of the following:

	Phone	Phone 2 / Pager	Email	Address
Landlord Name:				
Tenant Name:				
Case Manager Name:				

\_\_\_\_\_  
(Signature of Landlord) (Date)

\_\_\_\_\_  
(Signature of Tenant) (Date)

\_\_\_\_\_  
(Signature of Caseworker) (Date)