**Templates For Tenant Outreach**

*Use these templates and scripts to contact tenants who are facing eviction.*

*If you are mailing letters, you also may consider adding the CELHP flyer to the envelope. It may catch the interest of some of the tenants you are contacting and make it more likely that they will read your letter.*

**Template for Letters or Emails**

**IF YOUR LANDLORD IS TRYING TO EVICT YOU,**

**PROTECT YOUR HOME**

Dear [Name],

We are [name of legal aid organization], and we provide free legal help to help people stay in their homes. We are writing to you because we saw on the court’s public website that you are facing an eviction. You may be eligible for free legal help.

You can apply for free legal help by calling us at [number] or completing an online form at [URL]. If you need legal aid, contact us *as soon as possible*. At no cost to you, [Name or acronym of legal aid organization] can help you learn about your rights and options before you go to court, help with your court papers, and may be able to represent you.

Not everyone is eligible for our services, but we can give you referrals and useful resources ​even if we cannot give you an attorney. Call [number] if you are interested in free legal help.

We hope to hear from you soon.

Best,

[Name]

P.S. Your landlord or their attorney may ask you to sign an agreement. It is important to get legal advice before discussing your case with the landlord’s attorney and before signing an agreement. You are not required to sign anything. And you have the right to see a judge before signing an agreement or moving.

**Sample Script for Phone Call If the Person Answers**

*Note: The script intentionally avoids asking, “Is this [tenant name]? because that question can alarm people who are fearful of or skeptical about government agencies.*

Hi, this is [name], and I am calling from [name of legal aid organization]. We are a local nonprofit that provides free legal help to tenants facing eviction.

I’m calling to offer help to [tenant name].

We saw on the court’s public website that you are facing an eviction. You may be eligible for free legal help. With this free legal help, you may be able to stop an eviction and stay in your home. Is that something that you would be interested in?

[If yes]

Do you have time to share some information with me to get the process started?

[If yes, complete the intake form, making sure to have the best phone number and email as well as best contact times]

[if they are interested but do not have time]

You can call us at [number] or complete an online form at [URL]. Would you like me to text that information to you? [Get text number and send information; see texting scripts below.]

Thank you for your time.

**Sample Script for Voice Message**

Hello, this is [name], and I am calling from [name of legal aid organization]. We are a local nonprofit that provides free legal help to tenants facing eviction.

I’m calling to offer help to [tenant name].

We saw on the court’s public website that you are facing an eviction. You may be eligible for free legal help. With this free legal help, you may be able to stop an eviction and stay in your home.

If you are interested in free legal help, please call us as soon as possible at [number] or complete an online form at [URL].

Not everyone is eligible for our services, but we but we can give you referrals and useful resources ​even if we cannot give you an attorney.

We hope to hear from you soon.

**Sample Script for Text Message Following Up on Phone Call**

This is [name] from [name of legal aid organization]. You asked me to text you our contact information because you may be eligible for free legal help to avoid eviction. Please call us at [number] or complete an online form at [URL].

**Sample Script for Text Message That Is the First Contact**

Hi, this is [name] from [name of legal aid organization]. We provide free legal help to tenants facing eviction. We saw on the court’s public website that you are facing an eviction. You may be eligible for free legal help. Please call us as soon as possible at [number] or complete an online form at [URL].