



**MRA**ssociates  
Advisers to Supported  
Housing

---

T - 01475 727 089  
F - 07092 882 002  
W - [www.mrassociates.org](http://www.mrassociates.org)

---

Kingston House,  
3 Jamaica Street, Greenock,  
Renfrewshire, PA15 1XX.

---

## Contact Sheets

A record of any contact by telephone or in person between a housing manager or care/support worker. Detailed contact sheets help to prove that a Housing Benefit claimant receives more than minimal support from the landlord or someone acting on the landlord's behalf in an exempt accommodation case.

Good quality contact sheets should record:

- The date and time of the contact
- The place where the contact happened and the form it took (meeting, phone call etc)
- The duration of the contact
- The names of the service user/tenant and the employee involved
- Whether this was planned contact (eg regular meeting)
- The content of the conversation
- Any follow-up action taken as a result of the contact