



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