

Communication Strategies

DO'S AND DON'TS



- ✔ Treat residents as peers.
- ✔ Always follow up with customers.
- ✔ Be empathetic and patient.
- ✔ Be informed on the latest financial incentives and assistance programs.

DO'S

- ✘ Avoid using technical jargon.
- ✘ Never be pushy.
- ✘ Don't ignore residents' feedback.
- ✘ Don't assume one-size-fits-all solutions.



[Utility
Logo]