

1/31/14

2. Have you ever recorded office telephone conversations with residents? (for purposes of documenting threats, catching tenants in a lie, etc)

Have not recorded conversations but tell caller they are on speaker phone and have another office employee listen to the call. We have caller ID on the phones and that has been helpful in many ways.

No, but we do have a video camera at the front window that staff turns on in front of the client/ visitor when they become irate

No, but we do document such conversations and send appropriate Notices for non-compliance or we follow-up with a letter requesting a meeting with the tenant. If necessary, two staff members are present at the meeting for verification of the tenant's statements.

We have a recording system attached to our phone. When we have an "issue" we advise the person, the call is being recorded. That usually hasn't stopped any threats or cursing. We have a hand held micro-recorder in the office for those that walk in to threaten, harass or cause disruption. We do not hide it, we just place it out in the open. Overall this has been helpful in the eviction process. It has helped in the way that we don't have to spend the money to file an eviction, they usually just move on.

We utilize taped informal hearings. We have a digital recorder so we can transfer the info and send to whoever may need it (i.e. HUD).

Yes, occasionally

Yes, we have if we feel there is a threat or we are concerned for our safety or the safety of others. We have not used them in a hearing yet.

I always try to have a witness in office if things get heated. If they get really heated...the local police will send an officer over.

(not audio record) I write everything down and document everything they say.

We have not recorded conversations, but we due record termination hearings.

We have had some instances of recording telephone conversations from certain people who tried to lie about what we told them.

yes

Have recorded a conversation with a tenant.

Yes – State laws allows recording as long as one of the two parties know that it is being recorded

We have recorded telephone conversations to be able to use as a backup for written documentation. Never have had to use back up .

I have recorded person to person conversations with the tenant knowing. I think if you have a recording on your phone that saying the following conversation will be recorded for (training, quality control etc. we all hear them all the time) you can do so but that requires a phone system that will answer the phone and forward the caller on to whomever.

Yes. I have recorded when the tenant has lied or we feel threatened.

Not live conversations but we have recorded voice mail messages that residents leave if they were inappropriate- for example threatening or using a lot of profanity. This would become part of the evidence we use for a basis for eviction.

We do record all voucher briefings, apartment leasings and hearings. If someone gets out of line and the recorder is nearby, I will certainly record the conversation.

I did not record office telephone conversations but I did use recorded voice mail messages to evict a problem resident. He would call me and other employees (when he was drinking) after hours and use threatening and abusive language. He did it constantly. I wrote him a letter asking him to stop and told him that if he did not, I would consider it harassment and use it against him. That is exactly what I did, took the tapes to court and that is what got him evicted. Last I heard, he was in Las Vegas.

I have not recorded phone conversations but I know the previous ED did record phone conversations.

Yes, during fraud investigation evidentiary hearings

Never recorded phone conversations but have recorded conversations in the office with a resident. Informed the resident that conversation would be taped.

Yes we have recorded a threat to staff from a tenant and have used it in court and it held up. We are in his third round of appeals but so far we have won each time.