



Starting a Conversation with Property Owners

The script: Common questions from property owners

This script is designed to guide a volunteer through an introductory call with a property owner of a potential BAD Building. This call often follows the sending of a Friendly Letter to property owners and is intended to open the lines of communication between the BAD Buildings Team and the property owner.

Who am I?

Property owners must understand that the Team is a group of local volunteers, not regulators or code enforcement.

I am one of a group of volunteers in *[name of town]* working to improve our community by addressing abandoned, dilapidated, and blighted properties. We are working together with all residents to make it a safe and healthy place to live. Our goal is to return properties to productivity so they become an asset to the community rather than a hindrance.

What is the goal of this conversation?

I would like to start a conversation with you regarding your property, to

- get some background information on the site
- determine what your intentions are for the site,
- determine what challenges you face, if any,
- and see if there is some way I can help, so we can bring your properties back to compliance and productive use.

What will I do with the information I collect from this conversation?

I will share this information with the rest of the team we established who are working to improve our community.

We want to start a conversation and work with you to find solutions to bring your properties back to productive use.

We are going through all the properties in our town, and will prioritize the sites that will support an improved community and are realistic to recover. We want to make the town a safe and healthy place to live.

What information do I want to find out?

1. How long have you owned the property?
2. How did you come to own it? What's the story?
3. Do you have any plans for redeveloping the site for future use?
 - a. Yes: What do you plan to use it for? *[If they have trouble answering, make suggestions such as: preparing the space for retail, rental, or retirement. Adjust based on the type of property and location.]*
 - b. Yes: Have you run into any challenges in carrying out your plan? *[If they have trouble answering, make suggestions such as: time, costs, market conditions. Adjust based on the type of property and location.]*
 - c. No: Would you like to discuss some options we can work through together, to see how we can gather the resources to develop your property?
 - d. No: Are you aware of your responsibilities as owner to keep the property maintained and up to code? I want to stress that we are mostly focused on the safety and health of our community.

The property owner has plans, but has run into challenges. How can I help?

As volunteers in the community, we will work with you on overcoming your challenges. We can help to gather the resources, such as finding funding, helping to sell the property, or managing cleanup costs. *[Adjust this response based on what challenges the owner faces.]*

What's the next step?

I appreciate you taking the time to speak with me today. If it's OK with you, I would like to keep this conversation open. Do you mind if I contact you in the future regarding the redevelopment of your property?

Also, you are welcome to attend future meetings that our volunteer group holds to discuss this property. I'd like to keep you in the loop, and we can continue to exchange ideas about how we can continue to support you and to hear about what actions you have taken on your property. How does that sound?

Summary of Conversation

Property Owner Name: _____

Property Address: _____

BAD Buildings Volunteer: _____

Site Owner History

Future Plans for Property

Challenges/Obstacles Owner Has Identified