

CMHA Script (January 2026)

OPENING: Thank you for calling the CMHA Emergency Maintenance line. This is _____. How may I help you?

OPENING FOR CALL BACKS: This is your call back from the CMHA Emergency Maintenance line, thank you for your patience. This is _____. How may I help you?

ASSESSMENT:

{Ask open ended and close ended questions so that you have a good understanding of the situation; determine what terms to search BEFORE collecting demographic data.}

{Open the Contact Data Tab and document the necessary / applicable information}

Okay, you're looking to report_____. I would be happy to help you. I'd like to gather information about this situation, May I ask you some questions?

May I ask what's the name of the CMHA property?

Is there a specific apartment or unit number?

May I ask for the name of the person on the lease / Head of Household?

May I ask for a good call back number?

SEARCH: Thank you for answering the questions. I'm looking to see if I need to record any other details about the situation. One moment, please.

{Use the Category search and select the CMHA Afterhours category system.}

REFER, RESPOND AND REACT:

It looks like I've documented everything I need to. Is there anything else I can help you with?

{Share the appropriate level of details in the Navigate entry with the caller.}

NOT SURE ABOUT AN ISSUE?: I would like to consult with a team member to determine what our next steps are. May I place you on hold for a few minutes?

{Use the entry in the CMHA Afterhours with the taxonomy "Contact a Supervisor "CMHA)". Then, REFER, RESPOND AND REACT appropriately.}

{Before ending the Navigate transaction, be sure to select the proper CONTACT TYPE (by the ZIP)}

CLOSE: Thank you for calling CMHA Emergency Maintenance line. Feel free to contact CMHA during normal business hours if you need further assistance.