THE HOUSING SPECIALIST™

Housing Application Status & Approval Tracking Toolkit

Track submitted applications • Record verified updates • Manage corrections and distinguish pending review from actual approval

Professional Resource #15 • 6 Pages • 57+ Interactive Fields • Printable • Free
Housing Specialist Hub → From Apartment to Placement

Application Information

Specialist Name: _____ **Date Opened:** _____

Organization: _____ **Client / Case ID:** _____

Property Address:

_____

Program: ■ CityFHEPS ■ FHEPS ■ Section 8 ■ Other: _____

Submission Date: _____ **Confirmation / Ref #:** _____

1. Application Status Tracker

Record the current status accurately. Never treat a submitted application as approved until official confirmation is received.

Current Status (select one)

- ■ Submitted – awaiting confirmation of receipt
- ■ Received by agency – under initial review
- ■ Additional documents / corrections requested
- ■ Inspection scheduled or pending
- ■ Inspection completed – results pending
- ■ Under final review / quality control
- ■ Approved (official written confirmation received)
- ■ Denied (official written notice received)
- ■ Withdrawn by client or unit no longer available
- ■ On hold – reason: _____

Last verified status date: _____ **Verified by:** _____

2. Status Update Log

Document every verified update. Use only confirmed information from authorized sources.

Date	Source (Agency / Landlord / Client)	Update Received	Next Action	Due

Notes on significant updates:

_____

_____

_____

3. Agency Communication Log

Track questions, responses and follow-up commitments with the responsible agency.

Key Agency Contacts

Name / Role	Phone / Email	Notes

Communication Log

Date	Method	Person Contacted	Summary / Outcome	Follow-up

Method codes: P = Phone E = Email Ptl = Portal I = In-person

4. Corrections & Missing Information

Organize additional document requests and track deadlines carefully.

Correction / Missing Item Tracker

Item Requested	Requested By	Date	Due	Responsible	Done

Best Practices for Corrections

- Read the request carefully — identify exactly what is needed
- Confirm any stated deadline with the agency if unclear
- Contact the responsible party the same day when possible
- Keep a copy of everything that is resubmitted
- Update the client with accurate status (not speculation)
- Record the resubmission date and confirmation method

5. Delay & Escalation Worksheet

Manage unresolved applications systematically and set realistic client expectations.

Delay Assessment

- ■ How many days since submission / last meaningful update? _____ days
- ■ Is there a known reason for the delay? ■ Yes ■ No ■ Unclear
- ■ Has a formal follow-up already been made? ■ Yes (date: _____) ■ No
- ■ Is a voucher or assistance deadline approaching? ■ Yes ■ No
- ■ Has the landlord been informed of the current status? ■ Yes ■ No
- ■ Has the client been given an accurate status update? ■ Yes ■ No

Escalation Checklist

- ■ Reviewed case notes and all previous communications
- ■ Confirmed the correct agency contact / unit for this program
- ■ Prepared a clear summary of the issue and timeline
- ■ Notified supervisor according to organizational procedure
- ■ Documented the escalation date and person contacted
- ■ Set a realistic internal follow-up date after escalation
- ■ Updated the client with factual information only

Client Expectation Notes

What the client has been told about the current status and expected next step:

_____

_____

_____

6. Decision Verification & Case Review

Confirm the final decision, any outstanding conditions, and the next professional steps.

Final Decision

■ Officially Approved ■ Officially Denied ■ Withdrawn ■ Still Pending
Date of official decision (if received): _____
Source of confirmation (letter / portal / email / other): _____
Any conditions attached to the approval:
_____

If Approved – Immediate Next Steps

- ■ Client notified of approval with accurate information
- ■ Landlord / broker notified as authorized
- ■ Lease signing process and timeline confirmed
- ■ Any remaining conditions or required documents identified
- ■ Move-in coordination begun (or handed to appropriate staff)
- ■ Case notes and system status updated

If Denied or Withdrawn – Next Steps

- ■ Official reason recorded (if provided)
- ■ Client notified accurately and compassionately
- ■ Supervisor informed if required
- ■ Alternative housing options or next search steps discussed
- ■ Case notes updated with outcome and next plan

Professional Safeguards

This toolkit is a working resource for Housing Specialists. It does not replace official agency systems, employer policies, or program rules.

• Only record status updates that have been verified through authorized channels.
• Submission or “pending” status is not the same as approval.
• Protect client confidentiality. Store sensitive information only in approved systems.
• Never promise approval or specific timelines that have not been confirmed by the responsible agency.
• Escalate unresolved barriers through your organization’s established procedures.