

2010 Address Canvassing Supplemental Procedures for Small Multi-unit Structures

Small multi-unit structures can be described as large or small single-family homes that have been converted into multi-unit structures. Sometimes these conversions are very apparent to the eye and are easy to list because they have the unit designations posted on the mailboxes or doorbells on the structure. However, many times, you will encounter mailboxes or doorbells that are not labeled, and even worse, no mailboxes or doorbells at all, but there may be other visual signs that the address is not a single-family home, but a multi-unit structure.

These procedures are designed to help you make informed decisions about what questions to ask, and how to list at these small multi-unit structures. As always, if you are ever in doubt about what to do, document the situation on an INFO-COMM, Form D-XXX, and discuss it with your supervisor. [Please remember that any unit you add or verify must still meet the definition of a housing unit.](#)

Evidence of a multi-unit structure includes, but is not limited to:

- Multiple mailboxes,
- Multiple doorbells,
- Side doors with doorbells, or
- Side doors with mail boxes

The following situations represent some of the situations you may encounter with small multi-unit structures. Please be sure to select the situation that best fits the circumstances you are finding at each small multi-unit structure.

1. There is only one address on the Address List for the structure, but there is evidence of a multi-unit structure.
2. There are multiple addresses on the Address List for the structure and there is evidence of multiple units at the structure, but there are no unit designations posted.
3. There are multiple addresses on the Address List for the structure and there is evidence of multiple units, but the unit designations posted on the structure do not match the unit designations on the Address List.
4. There are multiple addresses on the Address List for the structure, but there is no evidence of a multi-unit structure.

Below are the procedures for each of the situations outlined above. Again, if you have any questions on how to handle a situation, talk with your supervisor for guidance.

1. There is only one address on the Address List for the structure, but there is evidence of a multi-unit structure.

- Try to confirm with the owner or a person living at the structure, the exact number of units in the structure. If you are able to confirm additional units, they must be added to the Address List. If there are posted unit designations, be sure to use those when updating the Address List. If there are no posted unit designations for these units, ask the person to whom you are talking for the location of each unit (e.g. basement, 1st floor, 2nd floor). See Appendix 1 for guidelines on properly identifying unit designations.
- If you cannot get anyone to confirm the units at the address, try to list by observation, using the guidelines in Appendix 1.
- If you find a situation where it is not clear how to accurately list the observed units, document the address and the situation on an INFO-COMM, D-XXX, and the next time you meet or talk to your supervisor inform them of the situation.

2. There are multiple addresses on the Address List for the structure and there is evidence of multiple units at the structure, but there are no unit designations posted.

- Try to confirm with the owner or a person living at the structure, the exact number of units. You must add the units to the Address List that aren't already present. Given that there are no posted unit designations for these units, ask the person with whom you are talking, for the location of each unit (e.g. basement, 1st floor, 2nd floor). See Appendix 1 for guidelines on properly documenting unit designations.
- **If the respondent tells you it is only a single-family structure, ask them the reason for the additional mailboxes or doorbells. Verify the units as they exist on the Address List and document the response on an INFO-COMM, Form D-XXX.**

3. There are multiple addresses on the Address List for the structure and there is evidence of multiple units, but the unit designations posted on the structure do not match the unit designations on the Address List.

- Try to confirm with the owner or a person living at the structure, the exact number of units and the posted unit designations. Update the Address List with the posted unit designations.
- If the Address List has more units than you confirm with the respondent, verify the addresses as they exist on the list and complete an INFO-COMM, Form D-XXX, to document who you spoke with and which units you were not able to confirm with the respondent.

4. There are multiple addresses on the Address List for the structure, but there is no evidence of a multi-unit structure.

- Try to confirm with the owner or a person living at the structure, whether this structure is a single-family or multi-unit structure.
- If a multi-unit structure, confirm with the owner or a person living at the structure, the exact number of units in the structure. You must add the units to the Address List that aren't already present. If there are no posted unit designations for these units, ask the person with whom you are talking for the location of each unit (e.g. basement, 1st floor, 2nd floor). See Appendix 1 for guidelines on properly documenting unit designations.
- If the owner or a person living at the structure tells you this is only a single-family home, and there is no visual evidence to suggest otherwise, delete the additional units for this address. Complete an INFO-COMM, Form D-XXX, to document that these deletions were verified through the owner or someone living at the structure and that there was no visible evidence of additional units.

Appendix 1

Guidelines for Properly Documenting Unit Designations

When you need to update or add a unit designation for an address where the unit designation is not posted, use the guidelines below. Also, see the illustration on the following page.

NOTE: If a unit designation is posted, YOU MUST use those identifiers to update the Address List.

1. Always use or inquire about the unit designations already being used at the address. If there are no unit designations posted, ask the owner, a person living there, or a knowledgeable person for the location of each unit and follow Steps 2 through 5 below.

REMEMBER: Do not make up any identifiers such as: #1, #2, A, B or C if they do not exist. If the unit designations are not posted, then use the abbreviations found in you Lister Manual, Form D_XXX, Page X-XX to describe the location of the unit.

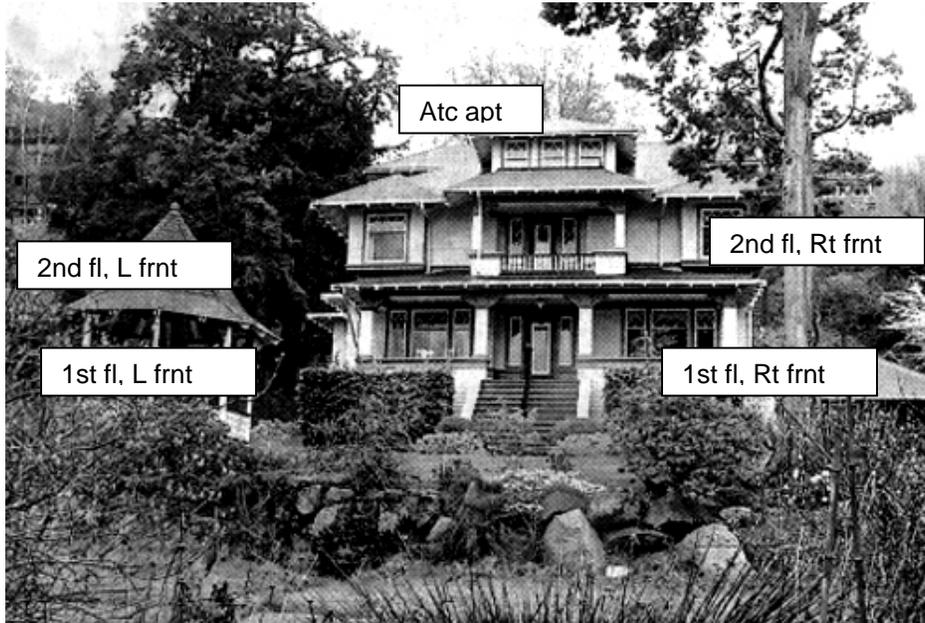
2. Always list from the lowest floor to the highest floor - any basement apartments first and any attic apartments last.
3. Always list from left to right. For example:

Basement left
 Basement right
 1st Floor front left
 1st Floor front right
 1st Floor back left
 1st Floor back right
 2nd Floor front left
 2nd Floor front right
 2nd Floor back left
 2nd Floor back right

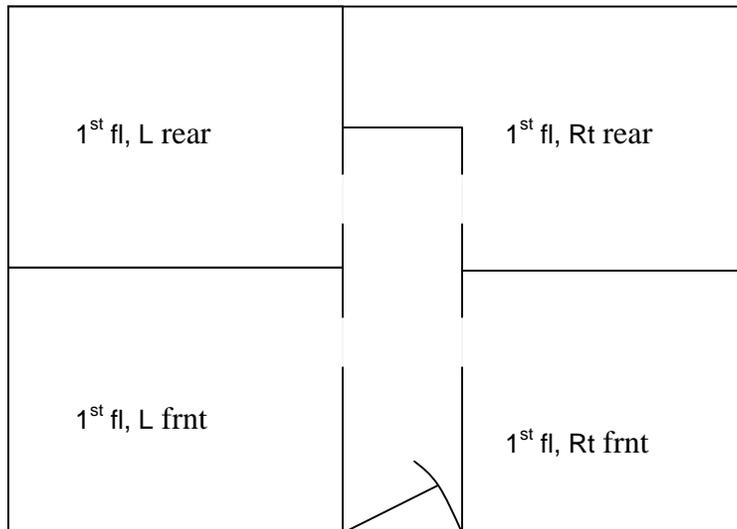
As always, if you have any questions about how to list at an address, please contact your supervisor before taking any action!!!

Small Multi-unit Procedures

Exterior View



Floor Plan View



Assigning unit designations when none exist:

1. Floor number/description
 - a. The level on which you enter the LQ should be considered the first floor
 - b. A descriptor should only be used for basement and attic apartments
2. Directional, such as right, left, etc.
3. Position relative to other units in the structure, e.g., front, back, etc.