

## Township Assistance Process

### Contact trustee:

- Email ([newdurhamtownshiptrustee@gmail.com](mailto:newdurhamtownshiptrustee@gmail.com))
- Phone (219-649-1224) *\*leave a voicemail if your call is not answered. Your call will be returned.*
- Walk in during office hours. Office hours vary and are always posted on New Durham Township Trustee Facebook page

### Trustee will do an intake

- Over the phone Monday through Friday 9 to 3 pm
- Or in-person with an appointment or if walk in appointments are available during office hours

### Client can request application

- Application comes with a documents list needed to process the request
- Client is welcome to reach out to the trustee for questions on the application and documents needed before their appointment via email or phone or office hours in person.

### Appointment made

- Appointments are at the Town Hall or the Westville Library in person.
- Clients must have application completely filled out and all necessary documents to process an application.

### Request Decision/Referral Forms

- Client will be notified of the request decision or reason trustee needs more time within 3 business days (72 hours) of appointment and a complete application with all documents.
- Client will be given a referral form to connect them to community resources if not already given at their appointment