March 20, 2025

[Client]

[Client’s Address]

Re: **[Client] Housing Matter (Case Caption, Index #, *if applicable*)**  
  
  
Dear [Client],

I hope all is well. I am an attorney at [FIRM] and your housing matter was referred to us by Legal Services NYC as part of our firm’s pro bono program. We last spoke to you on [DATE OF LAST COMMUNICATION]. Since then we have not been able to reach you by the phone number provided for us, [CLIENT’s NUMBER], nor have we been able to reach you by email, (CLIENT’S EMAIL]. We have left voicemails on [DATES](/ we have attempted to leave voicemails with your number on [DATES] but your voicemail box is full/does not appear to be set up).

If you are interested in representation in a[/the] case against your landlord, please contact me at your earliest convenience at [ATTORNEY’S PHONE NUMBER]. I can also be reached by email to [EMAIL]. Please be sure to leave a voicemail if you are unable to reach me when you call.

If we do not hear from you by [DATE*- suggested deadline of ~25 days from sending via overnight mail*], we will have to close your open case with our office. If you need assistance from Legal Services NYC in the future please contact (646) 442-3618.

Best regards,

[ATTORNEY]

[FIRM]

[CONTACT INFO]

[Your name]

[Your phone number]

[Your email address]