

Booth Business Solutions

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Date: 21 September 2023

To: Bigtown Housing Authority

From: Jordan Booth

Re: Handbook Section Edits

Dear B.S.A. Staff,

After reviewing the section of the resident handbook you provided, I have a number of edits I'd like to make to improve readability and increase the effectiveness of policies regarding B.S.A. residents and housing staff. I will note that these changes will not alter the intended meaning of B.S.A. policies towards residents and staff, just improve their understanding. Attached is the handbook section alongside several edits and comments to help me further understand what you are looking for in the final product. I've attached comments to any portions I found vague in meaning or believe would benefit from clarification. After your review, please contact me for a follow-up so I can finalize the section.

In the original document Helvetica was used as the main font, which is great if the handbook is online. I kept Helvetica for the headers and used Source Sans Pro for the body texts. These are both known as sans-serif fonts, which were created to be accessible and easily readable on digital medium and using both gave a visual contrast to the headers that made navigation easier. If you are making a physical copy in the future I would recommend Garamond or Goudy Old Style as classical fonts improve readability on a physical medium.

I began editing by focusing on terms in the document such as "tenant" or "management offices" which are capitalized instead of visually differentiated. From what I can see it is important to you that these terms are recognized individually, so I italicized them which naturally draws more attention than repeated capitalization. Next, there are terms such as "family" regarding occupancy or "special consideration" in terms of unit transfers that seem too vague to me to understand. I believe that both residents and employees would benefit from an in-depth explanation of what these terms mean to avoid potential confusion or other issues in the future. For example, explaining how a family unit is composed and whether it refers to a group of people on a single residence or blood-related residents would be beneficial.

Also, the information provided in some sections such as “Special Charges” and “Extra Charges” was very similar, so I combined it into one section called “Special Charges”. There is also information about cleaning refrigerator units and window unit installations that I found to be confusing. I feel as though since this is a big enough issue to be explicitly outlined in the handbook that you might want to provide a section that outlines all the special charges that can occur during a resident’s stay. I went ahead and made a small section at the end of the document including these maintenance instructions, along with grouping these similar portions of information for better readability and less confusion.

From what I’ve done so far on this small section, I can say that if you’re pleased with my work and would like me to complete the 23-page document my final price will be \$280. That’s based on my rate per page, along with the fact that I’m mainly doing copy editing work instead of substantially changing the structure of your handbook. If you’d like to go ahead with the full document, feel free to leave me a voicemail or reply email. Also, if the B.H.A. needs any other documents edited in the future I’d be more than happy to offer a complete service package at a lower price margin.

I look forward to hearing from you soon,

Jordan Booth