

Template 1 - Landowner communication record

You are likely to communicate with the landowner in a variety of ways, including face-to-face, telephone calls, emails and letters. The landowner may also want to provide feedback, or ask questions about the project.

It is good practice to log every communication in a central place. This will also make assessment/auditing easier.

This template can also function as a complaints register for recording any issues and their resolution.

Use the template to log all interactions.





The table below provides an example of how it could be used:

| Date started | Responsible team member | Stakeholder | Description of interaction | Follow up actions and results | Date resolved |
|------------------------------|-------------------------|--------------------------|--|---|---------------|
| Example 17/12/2023 | Site supervisor | Paul Brown, land manager | Drilling delayed and continued past 6pm timeframe agreed with landowner. | Knocked on landowner's door and made a verbal agreement to permit work past 6pm on this occasion. | 17/12/23 |
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