

MUTUAL EXPECTATIONS AGREEMENT

A GUIDE TO HOUSING SEARCH WITH [YOUR ORGANIZATION'S NAME]

1. You will meet with your housing advocate approximately [once a week, twice a week, twice a month] for an hour or for another mutually agreed upon time.
2. Both you and your housing advocate will create a strategy to help locate permanent housing, which takes into account all of the housing resources [your organization] has available. During each appointment, you will work together to set individual goals.
3. You will be expected to make phone calls to housing authorities, landlords, and property owners and to complete rental applications.
4. You will be required to complete and follow a budget and savings plan in order to receive [your organization's] services.
5. [Your organization] will keep a file for you, which includes copies of applications and other housing search-related material.
6. [Your organization] will provide you with stamps and envelopes, as well as access to a copy machine, fax machine, and telephone for all housing-search related business.
7. Housing advocates may be available to view apartments and attend meetings pertaining to your housing search, as long as advance notice is given.

MUTUAL EXPECTATIONS

1. All services provided by [your organization] are free of charge.
2. You and your housing advocate should treat each other with respect.
3. Both parties are expected to be prompt to meetings and prepared for the time together. Both parties should call ahead if the meeting needs to be rescheduled.
4. If you experience difficulty with [your organization], you have the right to use our client grievance procedure. It is as follows:
 - ✓ If an issue arises between a [your organization] client and a [your organization] case manager that has not been and cannot be successfully resolved between the two parties, the client has the right to involve the appropriate [your organization]

Program Director. The Program Director will use his or her discretion in settling the complaint within 10 business days.

- ✓ If the matter is not resolved at this level, or if the Program Director is acting as the client's case manager, then the issue will be brought to the attention of the [your organization] Management Team. An appropriate person will then be appointed by the Management Team to resolve the complaint within 10 business days. If additional time is needed, all parties will be notified of the anticipated resolution date. The say of this person will be final.

We look forward to working with you.

Client

Date

Housing Advocate

Date