



Housing Counseling Services, Inc.

2410 17th St., N.W. • Suite 100 • Adams Alley • Washington, D.C. 20009
 202-667-7006 • www.housingetc.org

EMERGENCY FINANCIAL ASSISTANCE PROGRAM

MOVING COST ASSISTANCE TERMS

You are submitting an application for Moving Cost Assistance through the District of Columbia Emergency Assistance (EFA) Program administered by Housing Counseling Services (HCS). As an applicant for financial assistance, please be aware of the following terms and expectations:

- **HCS is not party to any contract between you and the moving company you select to perform your move. HCS is not responsible for any actions of your mover or for the loss or damage of any possessions.** If approved for EFA Moving Assistance, HCS will ONLY be providing financial assistance towards your moving expenses;
- You are responsible for selecting your own mover. We encourage you to take appropriate precautions by carefully researching the mover you select and details about how to protect yourself and your belongings during the move. HCS also encourages you to obtain and compare moving bids from at least three qualified movers;
- You must select a mover that provides appropriate levels of insurance to perform moving related services. Minimum required insurance levels for the EFA Moving Cost Assistance Program are:

Cargo	Comprehensive Liability	Worker's Comp
\$100,000	\$1,000,000	Per Local Statute

- For HCS to provide financial assistance payment on your behalf, the moving company must agree to HCS EFA payment procedures;
- You are responsible for resolving any problems/issues/disputes that arise during the move with the moving company. Prior to choosing your moving company, make sure you fully understand the contract you are entering into including their damage claims process, payment terms and requirements, and dispute resolution process;
- If you believe that your moving company acted inappropriately during your move, please contact your case manager immediately so that he/she can advise you as to what steps you may take to resolve your concerns. As HCS is not a party to the moving contract, we will not be able to act on your behalf to resolve your concerns with your mover.
- The maximum financial assistance available for moving cost assistance through the Emergency Financial Assistance Program is \$2000. Any costs above \$2000 is solely your responsibility. It is recommended that you have funds available on the day of the move in the event that the cost of your move exceeds \$2000. Failure to pay moving costs above \$2000 may result in the moving company not releasing your belongings on the day of the move and additional charges accruing. Most moving companies require payment in the form of cash, certified funds, or credit card.
- You must submit final invoice from the moving company to HCS within seven (7) business days of the completion of your move. Failure to provide this invoice may result in HCS being unable to pay any additional expenses on your behalf;



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- If the final cost of your move exceeds the initial payment made by HCS, HCS will only issue an additional payment upon receipt of the final invoice/contract signed by the client and the moving company;
- If you or the moving company cancels or re-schedules the move you (or your case manager) are responsible for notifying HCS of the cancellation and/or new moving date;
- You are responsible for the scheduling and coordination of your move with the moving company you have selected;
- It is important that you provide the moving company with an accurate and complete inventory of all items to be moved along with details about the locations you are moving from and to. The moving company that you selected has provided you with an estimate of the cost for performing your move based upon these details. Be aware that the payment made by HCS will be based only upon this estimate and that the cost for the actual move may be higher in cases where additional time is spent beyond the estimate. For example, adding items to move that were not included in the original inventory provided to the moving company or having the moving company pack your belongings can cause the cost of your move to increase significantly.
- Prior to your moving day you must have your belongings packed and prepared for the moving company. You should discuss with your mover acceptable packing standards that will minimize the time necessary to perform your move. Failure to have your belongings properly packed and prepared for the move may result in increased moving costs;
- You must be present for the entire moving process, including providing the moving company access to the location you are moving items from and the location you are moving items to

I have read, understood, and accept the terms and expectations of the EFA Moving Assistance Program detailed above.

Applicant Signature: _____ **Date** _____

I have read, reviewed, and discussed the terms and expectations of the EFA Moving Assistance Program detailed above with my client.

Case Manager Signature: _____ **Date** _____