



Housing Counseling Services, Inc.

2410 17th St., N.W. • Suite 100 • Adams Alley • Washington, D.C. 20009

202-667-7006 • www.housingetc.org

HCS Client Rights and Responsibilities

Housing Counseling Services, Inc. supports the rights of the client to express their concerns and opinions, actions and choices, and strives to ensure that each client is given respect, consideration, privacy and encouraged to participate in the development of their housing plans to achieve their housing, financial, and/or educational goals. These rights include the following:

- The right to services, regardless of race, ethnicity, language, religious belief, sexual orientation, gender, age, marital status, health status, disability, and source of income
- The right to services delivered in a culturally competent manner
- The right to services without the threat of physical, sexual, psychological, and fiduciary harassment/abuse
- The right to information about the organization, its funders, and its services
- The right to access services easily and in a timely manner
- The right to be informed of available services/resources (ex. legal, financial, and mental health services) to address their current/future housing related needs
- The right to have the confidentiality of their client files maintained. Only where compelling ethical, moral or legal reasons (ex. child protection legislation) will information be shared.
- The right to freely file a grievance, complaint, or appeal without retaliation

Housing Counseling Services' clients have the following responsibilities in accessing services:

- The responsibility to treat HCS staff, volunteers, and other HCS clients with dignity and respect
- The responsibility to provide HCS staff with true and accurate information to ensure that the best possible service is provided
- The responsibility to assist in the development and participation in an agreed-upon service/housing plan to address their housing related need(s)
- The responsibility to keep their scheduled appointments and to ensure prompt arrival. Clients should also provide timely notification of an appointment cancellation.
- The responsibility to inform HCS of any changes in their contact information (name, address, phone, etc.)
- The responsibility to report any concerns about the delivery of HCS services, possible fraud or abuse