

COMMUNITY FOR PERMANENT SUPPORTED HOUSING

Customer Agreement

COMMUNITY FOR PERMANENT SUPPORTED HOUSING is a nonprofit organization in Texas. We assist people with disabilities and their families to plan for a fulfilling life. The information we share comes from experiences we have collected, learnings, and best practices we have identified.

You have registered for a consultation with CPSH because you would like to ask questions and discuss what actions you can take to make plans for yourself and possibly the future of someone else.

The information provided by CPSH is being supplied in good faith based on information which we believe, but do not guarantee, to be accurate or complete; however, we are not responsible for errors or omissions that may occur. Information and opinions, when expressed are as of the date of the consultation.

All information about you is confidential. "Confidential" means that CPSH does not to disclose your name or talk about you in ways that will make you identity known.

Each consultation is in consecutive minutes.

You will need to

- Complete payment
- Have access to Zoom or a phone
- Prepare questions/topics you would like to discuss in priority order. This will insure the most important questions are answered first. Depending on the complexity of the questions/topics we may not have time to answer all of them.

COMMUNITY FOR PERMANENT SUPPORTED HOUSING strives for excellence and professionalism in providing you, our best customer service, by:

- Contacting you promptly to schedule your call
- Respecting you and encouraging your participation in our services,
- Greeting you promptly, cheerfully and respectfully,
- Listening carefully and giving full consideration to your requests and concerns,
- Communicating honestly, courteously and knowledgeably,
- Being ready to work with you at our scheduled time, and
- Answering your questions, the very best we can.

You have responsibilities, too:

- Complete the consultation within 30 days of registration.
- If you get sick or have an emergency you need to call us to let us know at 214-632-8115. Leave a text message or a voice mail.
- Be on time for our call.
- Avoid interruptions during our call.
- Ask questions if you don't understand what we are talking about.

The payment for this service is non-refundable/non-cancellable and the credit card provided will be charged the full amount at the time of registering.