



Housing Counseling
is a program of



Tenant Services at Solid Ground

Our free housing counseling for tenants helps families and individuals maintain permanent and reliable rental housing. Our services provide tenants with the information and tools they need to prevent homelessness and ensure housing stability. Tenant Counselors provide information on:

- The Washington State Residential Landlord/Tenant Act.
- Tenants' rights — and how to protect them.
- Tenant and landlord responsibilities.
- Sample forms and letters to use in case of a tenant/landlord dispute.
- General education and awareness of how to ensure a successful tenancy.

While we do not have attorneys on staff and cannot provide legal advice, we *can* help you understand your rights and responsibilities.

We believe...

- Our community has the resources, will and ability to end poverty.
- All people have the right to food, shelter, social justice and opportunities.
- Racism perpetuates poverty. To end poverty, we must undo racism.

We believe that together, we can build a community free from poverty, prejudice and neglect in which all members stand on Solid Ground with the skills and confidence needed to achieve their dreams.

MAILING ADDRESS
1501 North 45th Street, Seattle, WA 98103-6708

TENANT SERVICES HOTLINE
206.694.6767 (M,W & Th 10:30am—4:30pm)

EMAIL
housingcounseling@solid-ground.org

FAX TTY
206.694.6795 206.694.6710

WEB
solid-ground.org

Reasonable accommodations for disabilities made on request.

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Tenant Counseling Services



Housing counseling for tenants living in Seattle, King County & across Washington State

Tenant housing counseling services at Solid Ground

Solid Ground is located in Seattle, but we work with tenants throughout King County and across Washington State. Our housing counseling programs are certified through the U.S. Department of Housing & Urban

Development (HUD), and we provide all of our services free of charge.



Tenant Services Hotline

Solid Ground's Housing Counseling program operates a Tenant Services Hotline three days a week. Anyone throughout Washington State can call for information and referrals related to tenancy and Landlord/Tenant Law: **206.694.6767**.

Tenant Counselors can help with...

- Housing searches: where to look, how to apply and credit screening issues.
- How to collect a refundable security deposit or request repairs.
- Proper notices for rent increases or rule changes.
- Proper notices for move out, eviction or termination of tenancy.
- What to do if you are a victim of discrimination, harassment or retaliation.
- The eviction process: timelines and procedures.

In some areas, financial assistance to help renters avoid losing their housing may be available. For more information, call the Tenant Services Hotline or the Community Information Line at **2-1-1** or **1.800.621.4636**.

Tenant education

Solid Ground's Tenant Counselors are also available to offer presentations on the Residential Landlord/Tenant Act, the issues listed above, and other topics related to ensuring successful tenancies. Feel free to contact us if you are aware of staff, volunteers, tenants, or residents of shelters or transitional housing programs who may benefit from training in these areas.

Other Tenant Resources

Solid Ground's Housing Counseling webpage offers a wealth of self-help guides and information for tenants. Go to: www.solid-ground.org/Programs/Housing/Counseling and click on the "Tenants" tab.

Community Resources

- **Community Information Line:**
2-1-1 or 1.800.621.4636
- **Department of Planning & Development:** *206.684.7899*
- **Dispute Resolution Center:**
206.443.9603
- **Housing Justice Project:**
206.267.7090
- **King County Bar Association:**
206.267.7100
- **Legal Action Center:**
206.324.6890
- **Neighborhood Legal Clinics:**
206.267.7070
- **Seattle Office for Civil Rights:**
206.684.4500