

## **Tenant Law Group Gold Consultation FAQs**

### **Q: What is a Gold Consultation?**

*A: A Gold Consultation is a limited engagement with Tenant Law Group during which a tenant rights attorney will analyze your legal matter and provide you with a summary of your rights, detailed legal analysis, and a recommended action plan. A Gold Consultation consists of attorney review of your materials and a sixty-minute consultation via Zoom (or by phone upon request). While a Gold Consultation does not include any written work product, the tenant rights attorney you meet with may refer you to written resources to help you address or resolve your landlord-tenant issue.*

### **Q: What can I expect at a Gold Consultation?**

*A: Tenant Law Group's attorney will have reviewed whatever materials you provide in advance of the consultation. At the start of the consultation, the attorney will propose an agenda to make the best use of the sixty minutes; however, how you wish to use the time is ultimately up to you. The attorney generally begins by asking you to prioritize your questions, documents to be reviewed, and/or advice needed and then sets an agenda to ensure sufficient time for answering questions, reviewing documents, and giving advice.*

### **Q: Do I need to appear in person for the Gold Consultation?**

*A: No. Gold Consultations are available via Zoom or by phone upon request. Please be sure to provide electronically (i.e., uploaded to our site or sent via fax, email, or Microsoft OneDrive) any documents you would like our attorneys to review in advance of the consultation.*

### **Q: Is the advice given during a Gold Consultation protected by the Attorney-Client Privilege?**

*A: Yes.*

### **Q: Do I need to sign a Legal Services Agreement for a Gold Consultation?**

*A: No.*

### **Q: What times are your attorneys available for a Gold Consultation?**

*A: Generally, weekdays from 8:30 a.m. to 7:30 p.m., Monday through Friday, and 10:00 a.m. to 2:00 p.m. on Saturdays and Sundays. We will do our best to accommodate your schedule.*

**Q: What is the fee for a Gold Consultation?**

*A: \$235.00.*

**Q: How do I pay the fee and schedule the consultation?**

*A: Pay the invoice that will be sent to you via email or call 415-915-7445 (San Francisco), 510-991-5321 (Oakland), or 213-214-0258 (Los Angeles) to pay by phone.*

**Q: When is the fee due?**

*A: At the time the appointment is made.*

**Q: Can I pay a portion of the fee for less time?**

*A: Unfortunately, no. The \$235.00 fee is the minimum due for a consultation and includes up to sixty minutes, whether that time is fully utilized or not. However, because Tenant Law Group is constantly working to improve its services, clients who provide Tenant Law Group with written feedback after their Gold Consultation will receive a \$50.00 rebate.*

**Q: Can the sixty minutes be non-consecutive?**

*A: Unfortunately, no. The consultation must take place during a consecutive sixty-minute period.*

**Q: Will an attorney follow up with me after my Gold Consultation?**

*A: No. However, you are welcome to book retain Tenant Law Group for unlimited Silver, Gold, or Platinum Consultations.*

**Q: What types of consultations does Tenant Law Group offer?**

*A: All of the following:*

- 1. **Silver Consultation (30 Minutes + Videoconference/Telephone + Tenant Rights Attorney): \$145.00.** This is a limited engagement with Tenant Law Group during which a tenant rights attorney will analyze your legal matter and provide you with a summary of your rights, detailed legal analysis, and a recommended action plan. A Silver Consultation consists of attorney review of your materials and a thirty-minute consultation via Zoom (or by phone upon request).*
- 2. **Gold Consultation (60 Minutes + Videoconference/Telephone + Tenant Rights Attorney): \$235.00.** This is a limited engagement with Tenant Law Group during which a tenant rights attorney will analyze your legal matter, discuss your rights, and recommend an action plan. A Gold Consultation consists of attorney review of your materials and a sixty-minute consultation via Zoom (or by phone upon request).*

3. **Platinum Consultation (90 Minutes + Videoconference/Telephone + Tenant Rights Attorney): \$325.00.** *This is a limited engagement with Tenant Law Group during which a tenant rights attorney will analyze your legal matter, discuss your rights, and recommend an action plan. A Platinum Consultation consists of attorney review of your materials and a ninety-minute consultation via Zoom (or by phone upon request).*

**Q: If I need further counsel, can I schedule other consultations?**

*A: Yes. You may retain Tenant Law Group for an unlimited number of consultations whether **Silver Consultation** (30 Minutes + Telephone/Videoconference + Tenant Rights Attorney; \$145.00); **Gold Consultation** (60 Minutes + Telephone/Videoconference + Tenant Rights Attorney; \$235.00); or **Platinum Consultation** (90 Minutes + Telephone/Videoconference + Tenant Rights Attorney; \$325.00).*

**Q: Can I hire Tenant Law Group to represent me beyond a Silver Consultation?**

*A: Yes. In addition to Silver, Gold, and Platinum Consultations, Tenant Law Group currently assists tenants in recovering money in landlord disputes. While landlord disputes frequently involve the potential recovery of money damages, only certain matters meet our criteria for legal representation, which we offer on a contingency fee basis. For more information, scroll to “Do I Have A Contingency Case?” on the [“Do I Have A Case?”](#) page of our website.*

*For more information about these services, call 415-915-7445 (San Francisco), 510-991-5321 (Oakland), or 213-214-0258 (Los Angeles).*