

# What is the PLACE Program?



CITY OF SAN ANTONIO  
**NEIGHBORHOOD & HOUSING  
SERVICES DEPARTMENT**



**SARAH**  
South Alamo Regional Alliance for the Homeless

Provider  
Liability  
Assurance for  
Community  
Empowerment

A program established in collaboration with the City of San Antonio to offset the risk assumed by housing agencies and rental housing providers. The funds from this assurance program are designed to assist landlords and agencies in housing high-barrier clients such as displaced persons, homeless veterans, or chronically homeless individuals.

**Please note this application must  
come from a service provider/agency.**

## **This program DOES:**

- Does guarantee that apartment damages will be covered if they occur
- Does assist agencies in housing residents that may have broken leases, evictions, criminal history, and little or not enough credit/income to qualify for housing without agency assistance
- Does cover holding fees & pays damages up to \$1,500

## **This program DOES NOT:**

- Does NOT provide “upfront” payment to rental housing providers such as risk fees, administrative fees, or security deposits
- Does NOT include client rent
- Does NOT move in clients before the required inspection

# HOW AGENCIES CAN ENROLL IN THE PLACE PROGRAM:

## 1 Download and Complete PLACE Agency Application by going to [sarahomeless.org/place](http://sarahomeless.org/place)

Return signed application to **KathyLacy@sarahomeless.org**

MANDATORY requirements for agencies enrolled in this program are outlined in the application

Agencies will receive a scanned copy from SARAH with approval signature within 2-3 business days confirming agency participation in PLACE program

## 2 Download and Complete The Client Enrollment Form

Send completed form to **KathyLacy@sarahomeless.org** This tells SARAH why the client needs the PLACE guarantee

Does the client have the barriers required for PLACE enrollment (evictions, criminal history)? Is the client a veteran or chronically homeless?

## 3 Complete and Return Client Release of Information

Send completed form to **KathyLacy@sarahomeless.org**  
This client release of information allows SARAH to receive documents from property managers in order to expedite payment on the agencies' behalf

## 4 Submit and Return The Request for Funds (if applicable)

Complete only if property manager reports the need to "hold" a unit for client, based on housing inspection delay prior to "move-in", or if landlord reports damages to unit upon client "move-out"

**All forms should be submitted to [KathyLacy@SARAHomeless.org](mailto:KathyLacy@SARAHomeless.org).**

## How Will Landlords Receive PLACE Funding?

The Request for Funds will be submitted once all pertinent information (W-9 from property manager, move-in inspection, pictures, invoices, etc.) has been received to support the damage claim.

Documentation from the housing authority stating the date of inspection will suffice for the holding fee. Damage reimbursement will be approved by SARAH and property managers will receive checks for damages within 3-5 business days.