

PLACE: Provider Liability Assurance for Community Empowerment

The PLACE fund was established by Close to Home, in collaboration with the City of San Antonio's Department of Neighborhood and Housing Department, to offset the risk assumed by property managers/owners in accepting tenants experiencing or at-risk of homelessness with barriers to housing. Barriers could include past broken leases, evictions, criminal history, little or not enough credit history, or not enough income to qualify for housing without assistance from a service provider.

PLACE instills peace of mind for service providers and property managers/owners. Property managers/owners who accept a client referred from the PLACE program have assurance that if there are any damages to a unit or if the unit is abandoned, costs will be covered up to \$1,500 beyond the security deposit over the course of the first year in housing! PLACE tenants also have an assigned case manager that can be notified of any other issues on the property who can act as a mediator to resolve tenant issues.

PLACE is a partnership between Close to Home tenant, service provider/participating agency, and property manager/owner.

Close to Home Will:

1. Ensure all PLACE service providers/participating agencies are committed to serving as a point-of-contact for the tenant during the first year in housing.
2. Ensure all PLACE service providers/participating agencies are experienced in serving tenants in housing with support.
3. Administer funds up to \$500 in property damages without unit inspection for tenants enrolled in PLACE. Claims beyond \$500, but not exceeding \$3,000 must include an evaluation or inspection of the unit (photos accepted). Eligible property damages include, but are not limited to: wall gouges and holes, doors and cabinets including their hardware, carpet stains or burns, cracked tiles, broken windows, minor household fixtures such as disposals, toilets, sink, sink handles, and light fixtures.
4. Ensure funds are disbursed to property managers/owners with 3-5 business days
5. Track progress of tenants enrolled in PLACE and extend the program beyond the first year in housing if funds are available.

Property Manager/Owner will:

1. Have the assurance that if there are damages to the unit or if the unit is abandoned, funding is available withing 3-5 business days to cover up to \$3,000 in expenses.
2. Contribute to reducing homelessness in San Antonio/Bexar County by giving people a chance to stabilize in housing and permanently end their homelessness.
3. Find that most of our PLACE clients will not have any issues with housing stability or taking care of their unit. PLACE has only disbursed funds twice in two years! Updated: April 2021

Tenant Will:

1. Receive an overview from service provider on their lease agreement and ongoing support in housing as issues arise.
2. Agree to participate in the program and sign a client authorization form to release their information to Close to Home for tracking program performance.

Service Provider/Participating Agency Will:

1. Agree to all requirements in the Participating Agency Agreement which includes educating tenants on their lease, helping with life skills to support housing stability if needed, and be available as a point-of-contact during the tenant's first year in housing.