

# What is the PLACE Program?

## Provider Liability Assurance for Community Empowerment

An assurance program created with the City of San Antonio to offset the risk assumed by landlords and property managers in housing high-barrier clients such as displaced persons, homeless veterans, or chronically homeless individuals.

### This program DOES:

- Assist in housing residents with rental challenges by guaranteeing that if apartment damages occur, they will be covered (up to \$1500)
- Apply to HUD Homelessness Categories 1, 2, and 4
- Allow agencies to “renew” someone in the PLACE program for an additional year

### 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 clients in before the required inspection

## Participating in PLACE is as Easy as 1-2-3!

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

\*All required info must be uploaded via Google Forms or emailed to [ce@closetohomesa.org](mailto:ce@closetohomesa.org)\*

- 1 Visit [Close to Home's Partner Resources page](#) for full program info and apply for your agency by filling out the [PLACE Agency Application Form](#).
- 2 Once your agency has been approved for PLACE, you can enroll as many clients as you'd like by completing and submitting the [Client Enrollment Request Form](#) and [Client Release of Information Form](#).
- 3 If applicable, submit a claim by completing a [Request for Funds Form](#) and uploading all the pertinent information.

## How Will Providers/Landlords Receive PLACE Funding?

Close to Home will begin processing the funding request once all the required information has been received. If approved, Close to Home will mail the provider/landlord a check for damage reimbursements within 3-5 business days.



CITY OF SAN ANTONIO  
NEIGHBORHOOD & HOUSING  
SERVICES DEPARTMENT

Questions? Email [ce@closetohomesa.org](mailto:ce@closetohomesa.org)