

# Veteran Source of Income Protections

## Frequently Asked Questions: Case Managers & Veterans

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If you are a veteran or a case manager assisting a veteran seeking to secure rental housing in San Antonio, there is an important ordinance that protects veterans using federally assisted housing programs, such as housing vouchers, to pay their rent from discrimination.

The ordinance went into effect May 8, 2026 and ensures veterans with federal housing support are not discriminated against for using their lawful source of income to pay rent. Landlords cannot deny an applicant or end a tenancy on the basis that the veteran uses a housing voucher if they are otherwise qualified.

Veteran applicants will still need to pass a landlord's reasonable and legitimate renter screening requirements, and some small-scale landlords are exempt.

This document contains answers to frequently asked questions about this ordinance. Additional questions can be sent to [housingpolicy@sanantonio.gov](mailto:housingpolicy@sanantonio.gov) or by calling 311. You can read the ordinance [here](#).

### **What is Source of Income Discrimination?**

Source of Income Discrimination is the refusal to rent to otherwise qualified renters because of how they will pay rent. This might look like a renter who will use a housing voucher to help pay for their rent.

### **What does the Source of Income Protections for Veterans Ordinance do?**

The Ordinance ensures veterans who are otherwise qualified to rent from a property are not denied because of their source of income, such as a voucher.

It applies to housing providers who own or operate 5 or more rental units in the City of San Antonio's jurisdiction.

Violations subject to escalating penalties (non-criminal):

- First offense: written warning
- Second offense: mandatory training
- Third offense: \$500 fee + City attorney referral

### **When did the Ordinance become effective?**

The Ordinance was effective May 8, 2026. It applies to veterans seeking housing on or after May 8, 2026.

### **What legal Sources of Income are included?**

Federally assisted housing as defined includes Housing Choice Vouchers and programs provided to veterans through the Veteran Assisted Supportive Housing Program (VASH). For purposes of this ordinance, Federal Housing Assistance Programs constitute lawful sources of income.

### **Does a Veteran need to disclose their veteran status when applying?**

If you are using a Housing Voucher, you should disclose you are a veteran so the property manager knows the SOI Protections apply to you.

### **If a property fails a pre-qualification inspection by the local housing authority, can a complaint be filed?**

The veteran can still file a complaint. The rental housing provider would need to show proper documentation that the property did not pass a pre-qualifying inspection. If significant upgrades have

been made to the property after a failed inspection, another inspection may be necessary.

**What do I do if I think an application is being rejected because of the veteran's source of income?**

If you think an application was rejected because rent would be paid with a voucher you or your client can call 311 or the City of San Antonio's Fair Housing Program at 210-207-5309. You can also file a complaint online by going to: <https://www.sa.gov/Directory/Departments/NHSD/Housing-Support/Counseling-Mediation/Discrimination-Complaints>

**If a veteran was told they don't qualify because they don't make 3 times the rent even with the voucher, is that discrimination?**

If the provider has a standard income verification policy that applies to all possible renters, it may not be discriminatory. If you are concerned, you can file a complaint, and an investigation will be conducted.

**What reasons can an application be turned down?**

Before completing an application, you can ask if they accept veterans using vouchers. If they do, you will still need to pass the housing provider's other lawful screening criteria. These might include rental history checks, background and criminal justice involvement screenings, and credit checks. If the provider does not allow pets, they do not have to accept a renter with a pet, unless it is a service animal.

You can ask the provider to share their rental application policies with you before applying. Make sure to do this especially if there are any application fees.

If you are told they do not accept vouchers, you can request the city investigate. The city will determine if the ordinance has been violated and take the appropriate next steps.

**What will an investigation look like?**

Following complaint receipt, a Fair Housing staff member will follow up with the complainant, housing provider and witnesses to gather information. Following investigation, all parties will be notified of status including whether violation enforcement will be required.

**I am a veteran and don't have a voucher but still need help finding housing. Who should I call?**

You can call 210-207-6459 or e-mail [NHSDFairHousingDivision@sanantonio.gov](mailto:NHSDFairHousingDivision@sanantonio.gov) to request assistance finding housing. If you are experiencing homelessness or at risk of becoming unhoused, you may contact the Community Connections Hotline at 210-207-1799.

