



# **Housing Assistance Program (HAP) Policy**

*The assistance provided under this policy is contingent upon appropriation of funds.  
All assistance is subject to the availability of funds.*

***Effective April 1, 2025***

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HOUSING ASSISTANCE PROGRAM (HAP) OVERVIEW

The Housing Assistance Program (HAP) aims to assist renters going through temporary financial hardships to remain housed while they recover from the hardship and avoid future displacement. In order to mitigate housing instability, HAP provides both rental assistance, and relocation assistance for qualified income-eligible households facing housing instability. Applicants cannot receive both rent and relocation assistance within a 12-month period.

- **RENTAL ASSISTANCE-** Provides temporary financial assistance to stabilize renter households experiencing financial hardship affecting their ability to pay rent and utility expenses.
- **RELOCATION ASSISTANCE-** Provides relocation assistance to households impacted by financial hardship and housing instability.

Eligibility determination will be in accordance with criteria prescribed herein. The City Manager or Designee may modify eligibility criteria, including but not limited to, the amount of assistance, number of payments and frequency of payments, based on funding allocations by the city council and availability of funds, on a case-by-case basis administratively without city council action when strict adherence to this Policy would lead to an emergency situation or immediate displacement.

RENTAL ASSISTANCE

A. Eligible Services - Renters

- a. Rent – may include assistance to reduce rental arrears and current and future months
- b. Rent late fees and other reasonable fees necessary to prevent loss of housing
- c. CPS Energy (Electric service) – current bill total
- d. SAWS (Water service) – current bill total
- e. Internet service – current bill total
- f. Assistance will be administered directly to property management and utility companies (CPS, SAWS, internet provider) on behalf of the applicant
- g. Households will be eligible to receive up to three (3) consecutive months of rent and rent related assistance, but the total amount of funds that will be provided to a household will be up to \$3,500 for rent assistance and \$1,500 for utility assistance.

Table A: Renter Assistance Allowances	
Income*	Renter Allowance**
At or below 80% AMI	Up to 3 months of rental assistance not exceeding \$3,500 for rent and up to \$1,500 for utilities

\* San Antonio-New Braunfels Metropolitan Statistical Area Median Income (AMI), as determined by the Department of Housing and Urban Development (HUD).

\*\*Rental or relocation assistance provided once per 12-month period.

## B. General Program Requirements

- a. Applicant's current physical address must be within the city limits of San Antonio (living in City Council Districts 1-10)
- b. Household income must be at or below 80% of the Area Median Income (AMI)
- c. A W-9 from the property manager or owner must be provided
- d. Applicant must not reside in a single room occupancy
- e. A rent ledger from the property manager or owner to include arrears balance must be provided
- f. Documentation of a reduction in household income, incurred significant costs, or experience of other financial hardship (Appendix D) during the past twelve months
- g. Rental assistance from the City of San Antonio cannot exceed 18 months.

## RELOCATION ASSISTANCE

### A. Eligible Services

- a. Temporary lodging (up to two weeks allowed) that prevents displacement and coincides with a confirmed move-in date at new leased dwelling
- b. Payment for hiring movers within reasonable limits (applicant must obtain 3 quotes)
- c. Housing Provider Incentive Payment - a non-refundable fee in exchange for entering into a lease agreement of at least 6 months with a household facing a barrier to housing
- d. Financial assistance for obtaining stable housing including application fees and deposits: rental deposits; security deposits; utility deposits (utility reconnection fees)
- e. Pet deposits (excludes monthly pet rent charges, must not exceed \$500 per pet or \$1,000 for all pets)
- f. Costs specific to mobile homes including: relocation of a mobile home, mobile home park fees, and site preparation (including preparation pad, utility connections, repairs, and skirting). Monthly fees and capital improvements and repairs are not allowable expenses.
- g. Assistance will be administered directly to property management, or property owner, utility companies, and other vendors on behalf of the applicant
- h. Assistance per eligible household will be up to \$3,000 or \$7,000 (mobile home) for relocation-related expenses awarded once per 12-month period per application to ensure non-duplication of relocation services. Households with older adults or individuals with disabilities are eligible to receive an additional \$500.

**Table B: Resident Relocation Assistance Allowance\***

Income**	Multifamily	Mobile Home (Renter / Owner)
At or below 80% AMI	Up to \$3,000	Up to \$7,000

\*Households with older adults or individuals with disabilities are eligible to receive an additional \$500

\*\*San Antonio-New Braunfels Metropolitan Statistical Area Median Income (AMI), as determined by the Department of Housing and Urban Development (HUD)

## **B. General Program Requirements**

- a. Applicant's current physical address must be within the city limits of San Antonio (living in City Council Districts 1-10). Applicant must provide proof of residency (see glossary of terms for acceptable forms of Proof of Residency)
- b. Applicant must be relocating to an address within the city limits of San Antonio (Council Districts 1-10)
- c. Household income must be at or below 80% of the Area Median Income (AMI)
- d. Be the primary leaseholder in a multifamily unit, mobile home, or single-family home
- e. Mobile home residents must lease or own a lot in a mobile home park or the home itself
- f. Applicant must provide proof of housing instability or risk of homelessness (see glossary of terms for acceptable forms of Proof of Housing Instability) during the last twelve months
- g. Documentation of a reduction in household income, incurred significant costs, or experience of other financial hardship (Appendix D) during the last twelve months

## **C. Exceptions**

Relocation does not apply to the following circumstances:

- a. Homeowners (excluding mobile homeowners)
- b. Rent or rental arrears assistance
- c. Utility payments or utility arrears
- d. Rental insurance
- e. For relocation assistance sought due to redevelopment:
  - i. A dwelling unit that is vacated because of damage caused by the household
  - ii. Events beyond the owner's control, including but not limited to fire, vandalism, natural disaster, or other destruction
  - iii. A household that qualifies for relocation assistance under federal or state law
  - iv. Relocation that is being provided by the property owner meeting or exceeding the requirements of this policy
  - v. A dwelling unit where the housing provider has provided a fixed term tenancy and notified the household prior to occupancy
- f. For relocation assistance sought due to an increase in rental costs, the policy does not apply to the following circumstances:
  - i. Rental agreements for week-to-week tenancies
  - ii. Renters that occupy the same dwelling unit as the owner/housing provider

## APPENDIX A

### HOW TO REQUEST HOUSING ASSISTANCE

During open application periods, the Housing Assistance Program (HAP) online application can be viewed at: <https://dhs.mendixcloud.com/p/Kinetech/GovTech/HousingAssistance>

An email address will be required for an online application. A Notice of Award or Notice of Denial will be emailed to the email address provided on the application.

#### Other Important Housing Assistance Program (HAP) Information

- Households may only apply for rent and utility assistance related to one primary property.
- Submission of application(s) is not a reservation of funds. Funds are reserved once eligibility is established, and complete supporting documentation has been verified.
- For rental assistance, applications will be randomized then processed in a tiered approach to prioritize assistance for households with greatest need, including those facing an active eviction.
- The City in its sole discretion will determine eligible expenses and administer assistance directly to the provider.
- Application information will be validated against the supporting documents (lease, utility, and internet bills) before payment is administered directly to property management, housing provider, utility companies (CPS, SAWS, internet provider), and other vendors on behalf of the applicant.
- The assistance provided under this policy is contingent upon the appropriation of funds by the San Antonio City Council.

#### Additional Community Resources

<https://sacrd.org/directory/>

### HOUSING ASSISTANCE PROGRAM (HAP) PAYMENT RECOVERY PROCEDURE

1. Processing time may vary depending on various factors including funding availability.
  - a. For renters, payment will be administered directly to property management/housing provider on behalf of the applicant.
2. Applicants approved for utility assistance may expect payment within 45 days from the date of approval.
  - a. Utility assistance is provided for electricity, water, and internet bills only. Payments will be administered directly to the utility companies (CPS, SAWS, internet).

### REQUESTING PAYMENT RECOVERY AFTER 45 DAYS (RENT/ UTILITIES)

1. Verify payment status with Vendor, i.e., property management/housing provider/utility companies (CPS, SAWS, and internet). If payment is not received after 45 days, proceed to:
  - a. Contact 210-207-6459, request payment research and provide date of approval.

## APPENDIX C

### HOUSING ASSISTANCE PROGRAM (HAP) GRIEVANCE PROCEDURE

Applicants may notify Neighborhood and Housing Services Department of any grievances they may have with the HAP program within 30 days of notice of application outcome as follows:

- a. All grievance notices must be provided in writing by the original applicant
- b. All grievance notices must be clearly marked "HAP GRIEVANCE"
- c. All grievance notices shall be addressed to the "Administrator"
- d. Hardcopy grievance notices may be mailed, or hand delivered\* to:  
*City of San Antonio*  
*Neighborhood and Housing Services Department*  
*Attention: Administrator*  
*PO Box 839966*  
*San Antonio, Texas 78283*
- e. Electronic grievance notices may be e-mailed to: [NHSDFairHousingDivision@sanantonio.gov](mailto:NHSDFairHousingDivision@sanantonio.gov)
- f. Electronic grievance notices may be submitted online through:  
<https://www.sanantonio.gov/NHSD/About/Contact?sendto=NHSD>

Grievances submitted in accordance with these instructions will receive a response within 15 business days. If the Applicant is not satisfied with the decision under the HAP grievance procedure, the Applicant may appeal the decision in writing to the NHSD Department Director (or designee) within ten (10) calendar days of notification of an adverse decision. Applicants may notify NHSD of the appeal as follows:

- a. All grievance notices must be provided in writing by the original applicant
- b. All grievance notices must be clearly marked "HAP GRIEVANCE APPEAL"
- c. All grievance notices shall be addressed to the "Director"
- d. Hardcopy grievance notices may be mailed, or hand delivered\* to:  
*City of San Antonio*  
*Neighborhood and Housing Services Department*  
*Attention: Director*  
*PO Box 839966*  
*San Antonio, Texas 78283*
- e. Electronic grievance notices may be e-mailed to:  
[NHSDFairHousingDivision@sanantonio.gov](mailto:NHSDFairHousingDivision@sanantonio.gov)
- f. Electronic grievance notices may be submitted online through:  
<https://www.sanantonio.gov/NHSD/About/Contact?sendto=NHSD>

A decision on the applicant's appeal will be provided within 15 business days. The decision of the Neighborhood and Housing Services Director or the Director's designee is final.

*\*Office hours are from 8:00 a.m. until 4:45 p.m. Monday through Friday*



## APPENDIX D

### Criteria for the Proof of Hardship for Housing Assistance Program

Job/Wage Instability			Health-Related Issues		Other
Unemployment/ Termination	Income		Medical		Unexpected Expenses
	Hours Reduced	Wages Reduced	One-time support	Temporary Condition	
Termination letter from employer	Employer letter stating change in hours	Employer letter regarding wage reduction or notice of furlough	Estimate of treatment cost and hospital/or insurance bill	Receipt and discharge paperwork from hospital	Receipts of expenses incurred such as: Funeral, tow, car repair, divorce, etc.
Proof of unemployment application	Paystubs for last three pay cycles	Employer letter of current/future hours per pay period	Diagnosis paperwork (doctor's note)	Doctor's note with release date for work	
Proof client has applied for benefits		Unemployment letter/SSI benefits discontinued	FMLA paperwork, if applicable	FMLA paperwork, if applicable	

*The criteria shared above are not exhaustive.*

## GLOSSARY OF TERMS

**Area Median Income (AMI):** The midpoint of a region's income distribution - half of the families in a region earn more than the median and half earn less than the median. To learn more about AMI or to calculate a household AMI visit: <https://www.sa.gov/Directory/Departments/NHSD/Housing-Support/AMI>.

**City Limits:** Residence must be located within the city limits of City Council District 1 - 10 in San Antonio.

**Dwelling Unit:** A permitted unit of accommodation that is used as a residence by one or more persons who maintain a household.

**Eviction:** The civil process by which a housing provider may legally remove a tenant from their rental property. Eviction may occur when the tenant stops paying rent, when the terms of the rental agreement are breached, or in other situations permitted by law.

**Household:** Any person or persons who occupy a residential unit primarily for living or dwelling purposes under a rental agreement or lease.

**Individual with Disabilities:** A person with a mental or physical impairment that substantially limits at least one major life activity. This includes people who have a record of such impairment or are regarded as having such impairment.

**Mobile Home Park:** A contiguous development of land that has been separated into two (2) or more mobile living home sites which may or may not be contiguous, which are platted or designed for the accommodation or placement of mobile living units, and which are rented or offered for rent by the site owner.

**Multi-Family Development:** A property with four or more residential dwelling units including but not limited to, apartments and townhomes.

**Older Adults:** People 62 years of age or older.

**Proof of Housing Instability:** Proof that a person is not in a reliable, secure living situation. Acceptable documentation demonstrating housing instability may include, but is not limited to, the following: a Notice to Vacate, eviction paperwork that includes the tenant's name, a statement indicating the housing provider is no longer renting, or a police report related to incidents of domestic / family violence.

**Proof of Residency:** Proof that a person lives at a particular location. Acceptable proof of residency: self-attestation form, utility bill with tenant's name, medical card with tenant's address, paycheck stub with the address, car, or insurance payment with the address on it.

**Rent Arrears:** Financial and legal term for an overdue rent payment (i.e., when a tenant owes unpaid rent to the housing provider, the rent account is said to be in rental arrears until the renter makes the missed rent and brings the account current).