

Pet Deposit Assistance Program

Frequently Asked Questions (FAQ)

For Residents:

- How do I apply?
 - Please contact or visit [Animal Care Services](#) when you are ready to adopt, and they will assist you with finding your new pet and completing the program application.
- Who qualifies for the program?
 - Any family or individual who is:
 - Renting an apartment or house in the Inner City TIRZ (check the [OneStop Map](#) to see if your address is in the qualifying area)
 - Experiencing a financial hardship that keeps them from paying a pet deposit
 - Ready to adopt a pet from Animal Care Services
- Why is this program not available for my area?
 - At this time, the Pet Deposit Assistance Program is being piloted in a specific area to test client demand and program functionality. This program may be expanded to larger areas in the future.
- Are pet deposits provided only once per pet, even if I move to a new rental?
 - Deposits are provided only once per pet within a 12-month period.
 - If you adopt another pet (or more) within the 12-month period, you may apply for a pet deposit for the new pet.
 - If you move to a new rental 12 months after receiving pet deposit assistance, you may apply for another pet deposit for the same pet.
- Can I apply for assistance for a pet that I already own?
 - Assistance is only available for pets that are newly adopted from Animal Care Services.

For Housing Providers:

- What do I need to do for my renter to participate in this program?
 - When your renter adopts a pet from Animal Care Services and completes their program application, you will receive communication from NHSSA. You

will be asked to review and sign a Participation Agreement and provide your direct deposit information for quick and easy payment.

- Who will I receive the pet deposit payment from?
 - Payments will be made by Neighborhood Housing Services of San Antonio.
- How soon will I receive the pet deposit payment after signing the Participation Agreement and providing direct deposit information?
 - Unless there are any extenuating circumstances, payments are processed within 5-7 business days of NHSSA receiving your direct deposit information.
- Do I have to provide direct deposit information to receive the pet deposit?
 - If you require payment by another method, please reach out to NHSSA staff by emailing petdeposit@nhs-satx.org and we will be happy to coordinate.
- Some housing providers charge a one-time, non-refundable pet fee and not a pet deposit. Will that be supported through this program?
 - If the housing provider can demonstrate the supporting documentation that the pet fee is in their lease, we will cover this cost.
- What happens to the pet deposit if the renter moves out of the unit and the deposit is not used for any pet damages?
 - These program funds are revolving and will be used to support other families and their pets as needed. At the end of a renter's lease, NHSSA will reach out to you to determine whether the deposit was used and, if not, require the deposit to be returned to the revolving funds.
- What if a renter who already has a pet moves into the Inner-City TIRZ and they are unable to cover a pet deposit and may have to surrender their pet?
 - This program is focused on renters who adopt from Animal Care Services, but if there are special circumstances, please reach out to us to review. The City's Neighborhood Housing Services Department has a [Resident Relocation Assistance Program](#) that helps with moving costs, if eligible, which may then allow the resident to afford the pet deposit.