

## Unit Hold Incentive Frequently Asked Questions

- 1. What is a “unit hold incentive”?**  
A unit hold incentive provides the landlord an additional month’s rent when the landlord agrees to accept a DSS client and not lease the unit to anyone else while the application is being processed.
- 2. Who can receive a unit hold incentive?**  
Any landlord who agrees to hold an apartment for a CityFHEPS or HRA HOME TBRA client or a FHEPS client moving out of a DSS shelter. The incentive may be available in other limited circumstances as well.
- 3. How does the unit hold incentive work?**  
There is an HRA Unit Hold Incentive Voucher form that the landlord receives as part of the rental packet. As long as a completed form is included in the rental packet, HRA will provide the incentive payment as part of the leasing checks.
- 4. Does the unit hold incentive amount change if it takes more than a month to process the rental packet?**  
No. The unit hold incentive is always one month’s rent.
- 5. Does a unit hold incentive apply to room rentals?**  
No, it only applies to apartment rentals.
- 6. What if the apartment fails the inspection or safety and habitability assessment?**  
If the apartment fails but corrections are made in a timely manner, the landlord can receive the unit hold incentive. However, no unit hold incentive will be provided if the apartment fails and no clients move in.
- 7. What if a client rejects the apartment after the landlord agrees to hold it?**  
DSS will seek to replace that client with another client/prospective tenant.
- 8. When will the landlord receive the incentive payment?**  
The unit hold incentive will be available to the landlord at lease signing.
- 9. Can the unit hold incentive be used for Special One-Time Assistance (SOTA) units?**  
No.