

**My Sisters' Place Inc.**  
**First Congregational Church of Vernon (FCCV)**  
**Security Deposit Guarantee Program**  
**FAQ's**

**Client**

1. Do I need to have income to qualify for this program?

Yes, you must either be working or receiving entitlements (SSI, SSDI, cash assistance, etc.). The program accepts clients who earn up to 200% of the Federal Poverty Level (FPL) in income. Please see our application for more detailed info on income limits.

2. What's the difference between a security deposit and a security deposit guarantee?

Security deposits are generally paid by cash or check, and security deposit guarantees are letters that guarantee reimbursement for damages.

3. How long does the process take?

Once we receive your application, we'll review it. If approved, the average turnaround is about 3-5 business days.

4. What is **#ALICE**?

ALICE is short for Asset Limited, Income Constrained, Employed. It's a term coined by United Way to describe individuals who can't afford basic necessities, such as housing.

5. What if I want to move to a town that is not on your list?

We can only assist you if you want to move to one of the towns in Hartford or Tolland County.

6. Do I need to find the apartment myself?

Yes, you will need to select the apartment yourself.

7. Do you provide any support for moving expenses?

Unfortunately we do not provide any support for moving expenses.

8. I am not from the Harford area but would still like to take part in your program, am I eligible?

Yes, as long as you fulfill the requirements of the program and move to this area.

## Landlord

1. What is a security deposit guarantee? How is it different from a security deposit?

A security deposit guarantee is not a cash security deposit. Instead, it is a guarantee backed by the agency that if there is damage to the unit, the damage would be paid for by the funds set aside for the deposit. Unlike a security deposit, you do not have to keep the money in escrow and give it back to the tenant at the time of move out.

2. How do I get involved in your program? I have an apartment vacancy I'd like to fill.

Please contact us at (860) 969-1907 or by email at [securitydeposits@sistersplacect.org](mailto:securitydeposits@sistersplacect.org). We can answer any questions you might have.

3. How will I receive the rent payments?

The monthly rent will be paid by the tenant. This program helps them with their security deposit.

4. What if the tenant damages my property?

Please contact us using the info provided in the guarantee letter.

5. What are the benefits for me as a landlord?

- No need to open an account to hold the security deposit in or worry about interest being paid as is done with cash deposits
- No liability in returning the security deposit within 30 days to the tenant, as is normally the case in cash deposits
- One point of contact for any issues in receiving funding or at move out
- Satisfaction from helping the community by renting to individuals and families in need