

Housing Assistance Application Reference Guide

Getting Started: Considerations

This guide will take you through account registration, creating a profile and applying for housing assistance for a tenant from the Commonwealth of Massachusetts, using the “Massachusetts Emergency Housing Payment Assistance Portal.” The application described in this guide is for the Residential Assistance for Families in Transition program (RAFT). For more information on this program and to see if you’re eligible [visit mass.gov](https://www.mass.gov).



Note that a RAFT application can only be filled out and submitted online through the Massachusetts Emergency Housing Payment Assistance Portal. If you are struggling with your application, you can contact your local Regional Admin Agency (RAA) for assistance. [Use this site](#) to determine and find contact details for your RAA.

How to use this guide:

- Jump ahead to a specific section by selecting it in the Table of Contents
- Search for key terms by pressing
 - ctrl + F if you’re on a PC
 - command + F if you’re on a Mac

If at any point you encounter issues with the application process, please visit the [Troubleshooting](#) section of this document.



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Getting Started

Considerations

The Landlord Portal has been designed for landlords and property managers to register in the system and submit landlord application(s) for their tenant(s). In order for a tenant to receive RAFT paid to a landlord or property manager, the landlord or property manager must submit a landlord application that corresponds to the tenant application.

To access full Portal functionality, registration is required. Should registration not be possible, basic functionality is accessible as a Guest landlord user. This guide provides instructions for various types of landlords and property managers to use the Portal to submit applications, as well as instructions for Guest landlords to submit applications.

Here are the key differences between Registered and Guest Landlords. In short, if you foresee the need to submit multiple applications, it's recommended you register.

As a Registered Landlord:

You would enter your details and upload your documents into a secure profile once for repeat use across multiple tenant applications.

You would have 'save and resume' functionality for applications you start and need additional time to finish in a later session.

You may log into the Landlord Portal to check detailed application and payment status for all applications you have submitted.

As a Guest Landlord:

You would enter your details, upload your documents, and complete an application for each tenant being applied for in a single session.

You would need to re-enter your details and re-upload your documents every time a new tenant applied.



Getting Started: Requirements

You may query the system for summary application status.

Requirements

You are required to provide the following to complete your RAFT application:

- An email address (optional, but encouraged, for Guest landlords)
- Personal identification
- W-9 for property owner or authorized agent
- Authorization of agent, if applicable
- Proof of ownership for rental unit(s), if applicable

Terms

This guide will serve as a detailed walkthrough for submitting the landlord application for RAFT. Some common terms used throughout this guide are:

Applicant

The person who is requesting RAFT assistance, also known as the Tenant.

Advocate

Anyone who is assisting the Applicant in submitting the application, such as personnel at your RAA, a Community Based Organization (CBO), or a close friend/family member.

Tenant

The person who is requesting RAFT assistance, also known as the Applicant.

Account

The unique registration identification associated with the person filling out the application, which allows them to complete and track their progress

What You Will See on The Application

Below are the things you will see on the application and what to do when you encounter them:

Text Boxes: Select into the box and type out a response

Buttons: Select them to navigate to other pages



Getting Started: What You Will See on The Application

LEARN MORE

Radio Buttons: Identifiable by the circles next to the text, these are used to select options from a brief list. You may select only one option.

Select the statement that best describes your living situation *

- ☒ Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.
- ☐ Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions).

Dropdown Boxes: Identifiable by the downward arrow, these open a small window to navigate through both short and long lists of options. You may only select one option.

Relation to Applicant *

-- Clear --

Advocate Organization

Friend

Family Member

Auto-fill Box: Identifiable by the pencil icon, these will attempt to automatically locate what you are typing online as you type it in.

123 Main St, Falmouth, MA 02540, USA

123 Main St, Falmouth, MA 02540, USA

123 Old Main Road, Falmouth, North Falmouth, MA 02556, USA

123 North Main Street, Falmouth, MA 02540, USA

123 West Main Street, Falmouth, MA 02540, USA

powered by Google

Checkboxes: Identifiable by the squares next to the text, these are used to select multiple options from a short list. You may select as many as you need.



Getting Started: What You Will See on The Application

I, or someone in my household: *


☒ Lost a job

☐ Collected unemployment benefits

☒ Had less income than usual (lower pay, fewer hours, or fewer clients if self-employed)

Date Selection Box: Identifiable by the calendar icon in the box, this allows you to select an exact date.

Date of Birth *



◀ October ▶ 2022 ▼

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today

Additional Information Tooltip: This small icon will provide additional information to any given field by hovering or selecting it.

Report income such as disability, worker's compensation, investment income, or any other money you or your household regularly receive.

Do you or your family member(s) have any other income to report? *

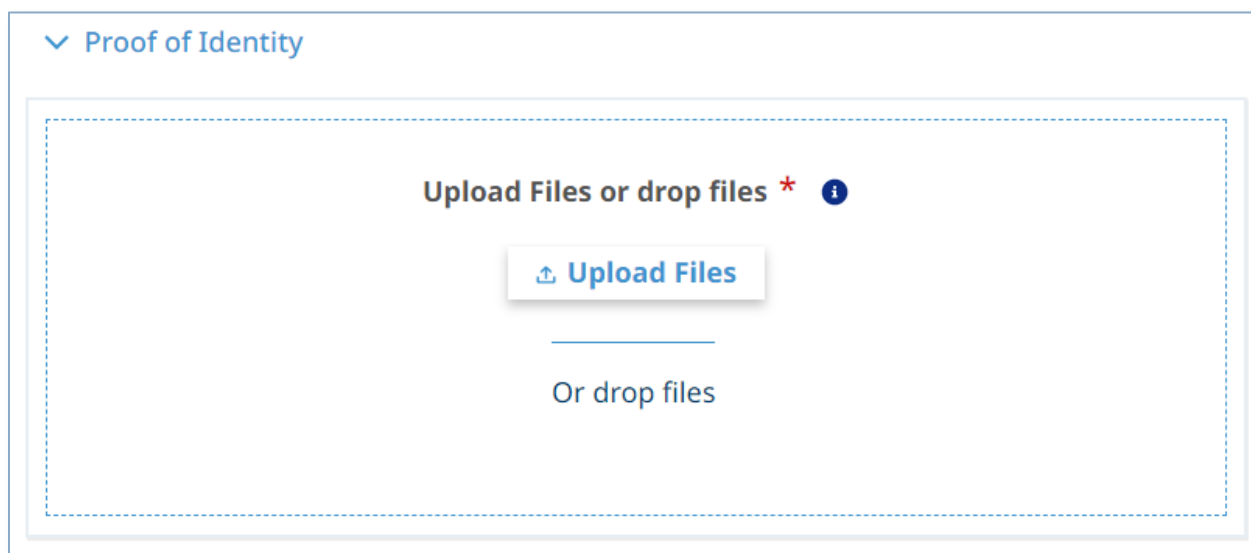
☐ Yes ☐ No



Getting Started: Uploading Files

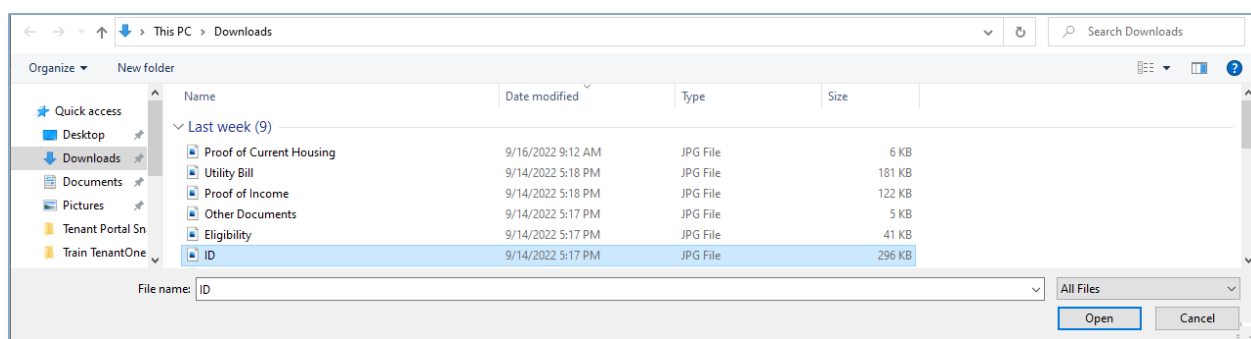
Uploading Files

This guide will assist you in uploading files for your application. To upload files, you must first select the **Upload Files** button.



This will allow you to navigate to where the file is saved and select it for upload.

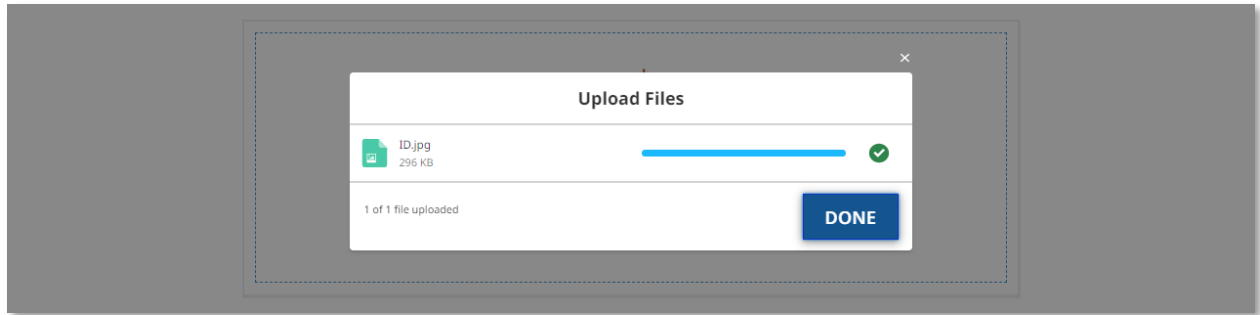
The supported file formats are bmp, jpeg, jpg, png, pdf, rtf, gif, heic. The maximum supported file size is: 10 MB. Editable office files (such as Word or Excel) are not permitted.




You will receive a confirmation notice once your files have uploaded successfully.



Getting Started: Uploading Files



Alternatively, you may drag and drop the file from your computer to the upload box.

If you accidentally upload the incorrect file, you can select the  icon to remove that file.

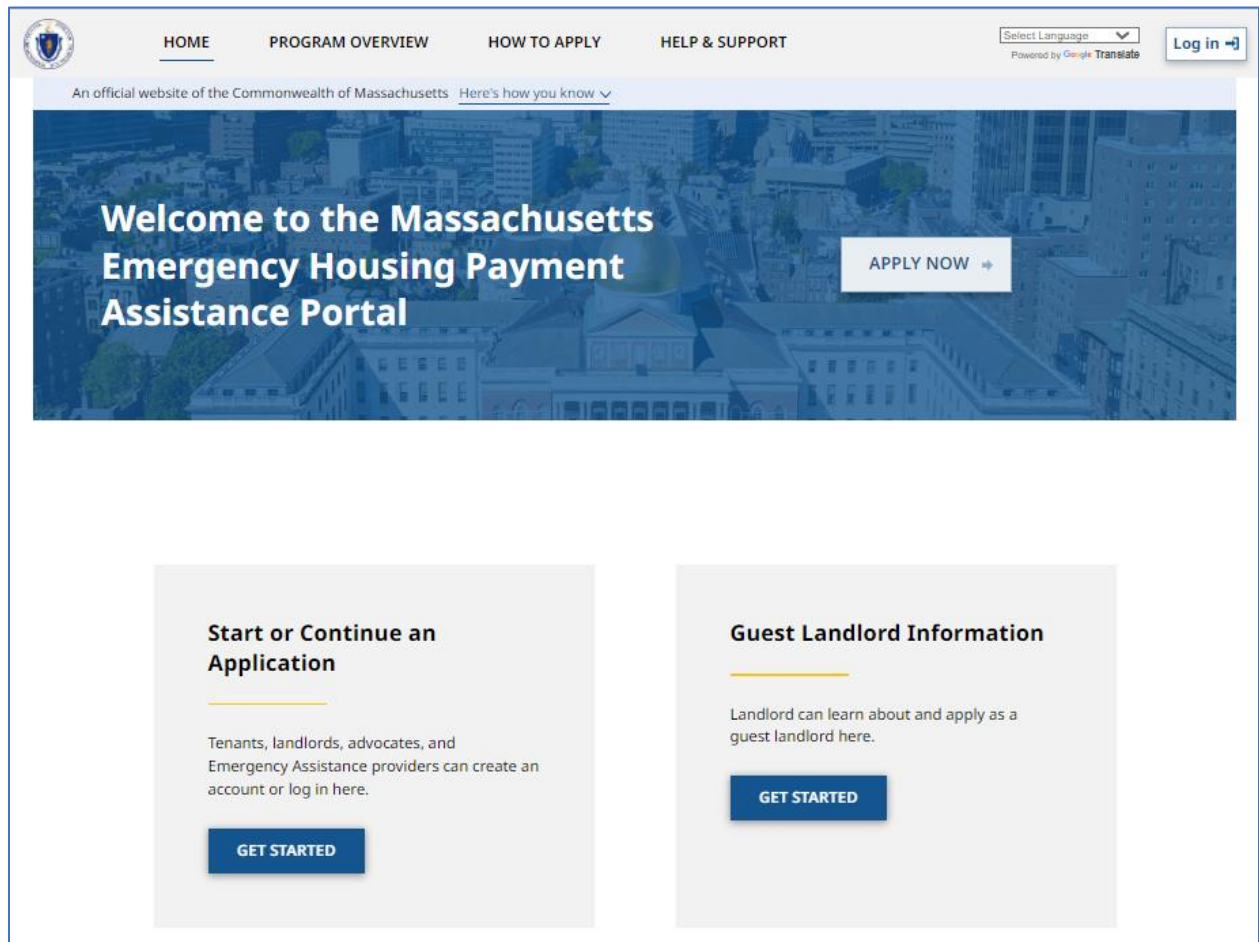


Registering an Account

Creation and Login

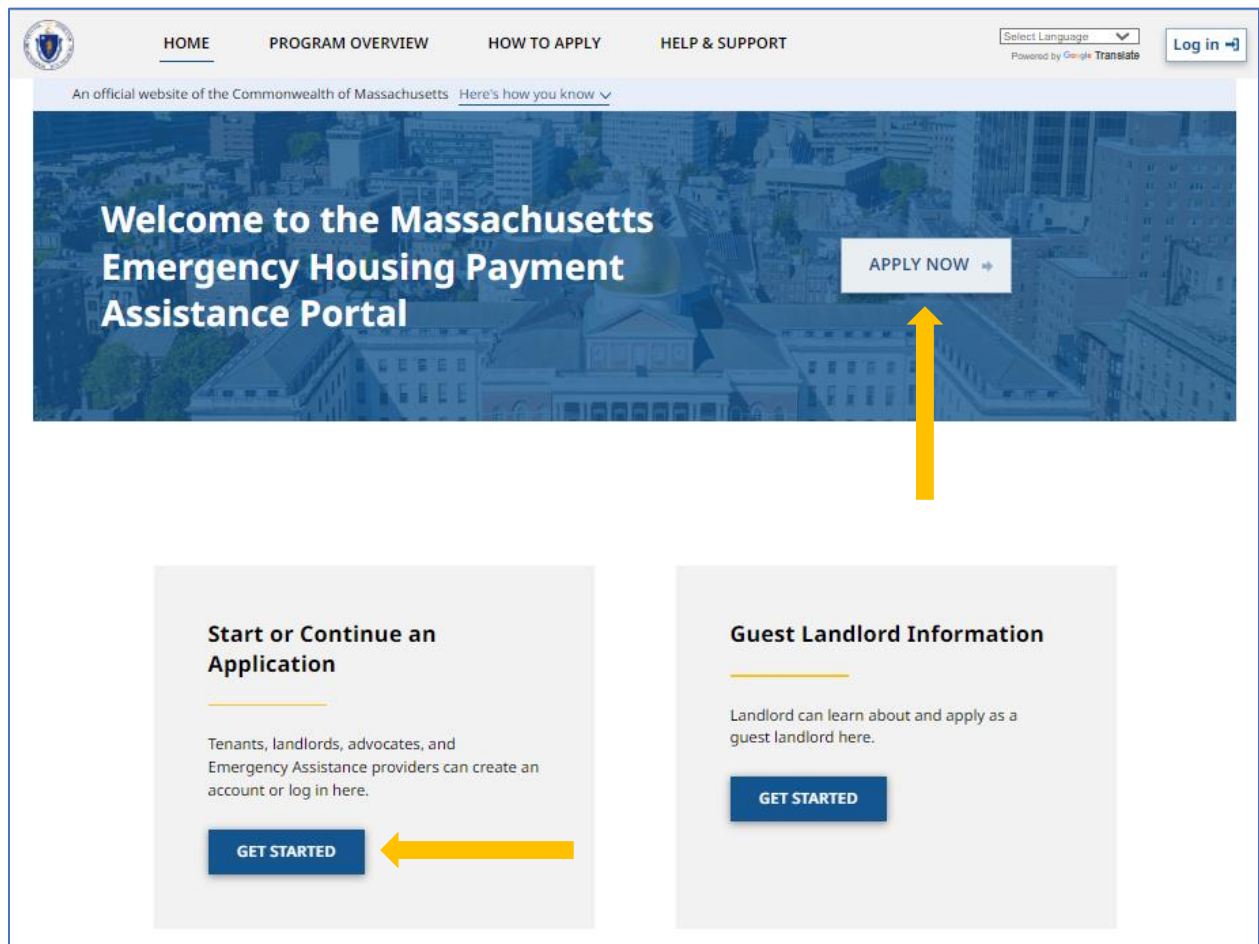
The first step to applying for assistance is to visit

<https://applyhousinghelp.mass.gov/s/login/>



Registering an Account: Creation and Login


To either log in to your existing account or create a new account, you must select either the **Apply Now** button or the **Get Started** button under the “Start or Continue an Application” section.




Registering an Account: Creation and Login

If you already have an account, enter your email, password, and complete the reCAPTCHA verification check, then select **Log In**.

An official website of the Commonwealth of Massachusetts [Here's how you know](#) ✓

 | [Apply Housing Help MA](#)




Welcome to the Massachusetts Emergency Housing Payment Assistance Portal.

Login

* indicates required field

*Username

*Password

☐ I'm not a robot 
reCAPTCHA Privacy - Terms

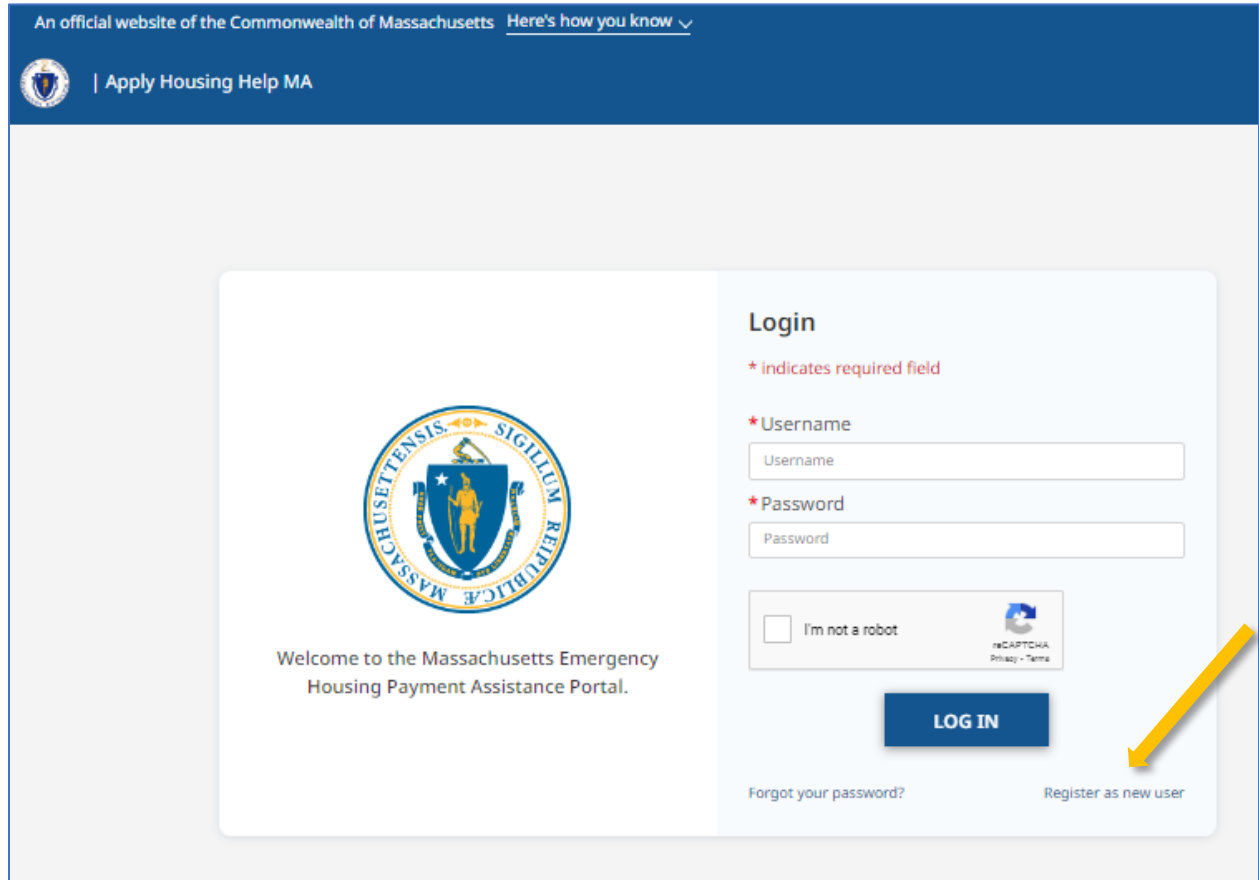
LOG IN

[Forgot your password?](#) [Register as new user](#)



Registering an Account: Creation and Login

If you wish to register a new account, select **Register as new user**.



The screenshot shows the official website of the Commonwealth of Massachusetts. The header includes the state seal and the text "An official website of the Commonwealth of Massachusetts" with a link "Here's how you know". Below the header is a blue bar with the text "Apply Housing Help MA". The main content area features the state seal on the left and a login/register form on the right. The form has a "Login" section with fields for "Username" and "Password", both marked with a red asterisk. Below these fields is a checkbox for "I'm not a robot" and a reCAPTCHA logo. A blue "LOG IN" button is positioned below the checkbox. At the bottom of the form, there are links for "Forgot your password?" and "Register as new user". A yellow arrow points to the "Register as new user" link.

The "User Registration" page requires you to enter the following information to create your account:

- First Name
- Last Name
- Email
- Confirm Email
- Please provide your preferred language
 - You must select the dropdown box and select from the available options
- Please select the category that best describes your role
 - If you are a landlord or property owner expecting payment to one taxable entity, choose **Landlord/Owner**
 - If you are a property manager or are expecting payments to multiple taxable identities, choose **Property Manager**
- Do you operate as an Individual or Business?



Registering an Account: Creation and Login

- This will only appear after selecting your role as a Landlord/Owner or Property Manager
- Your answer to this question needs to match your W-9



Note that once the user has been designated on this account your name and/or email cannot be changed. Please ensure the email provided is one you always have access to. Any password resets will be sent to this email address. If you do not have an email address, contact your local RAA to assist.



Note that once the user category (Landlord/Owner or Property Manager) and operating mode (Individual or Business) have been designated on an account they cannot be changed. If you register incorrectly, please contact your RAA to disable your account and start again.

You must also complete the reCAPTCHA verification check before you can proceed.

Select **Submit** once you have completed the “User Registration” page.



Registering an Account: Creation and Login

The screenshot shows the 'User Registration' page on the official website of the Commonwealth of Massachusetts. The page has a header with navigation links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. A 'Log in' button is in the top right corner. Below the header, a banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'User Registration'. Below this, a link says 'If you are already registered, click here to login.' A red text block explains that the email address provided will be the 'Username' and should be used for login, and advises keeping username and password information safe. The registration form includes fields for First Name, Last Name, Email, and Confirm Email. There is a dropdown menu for Preferred Language. At the bottom, there are four radio button options for selecting a role: Tenant, Tenant Advocate, Landlord/ Owner, and Property Manager, each with a brief description of the role.

User Registration

[If you are already registered, click here to login.](#)

The email address you provide will be your "Username" and should be used when you log into your account. Please keep your username and password information in a safe place where you can find it as you complete your application online.

* First Name
First Name

* Last Name
Last Name

* Email
Email

* Confirm Email
Confirm Email

* Preferred Language
Select an Option

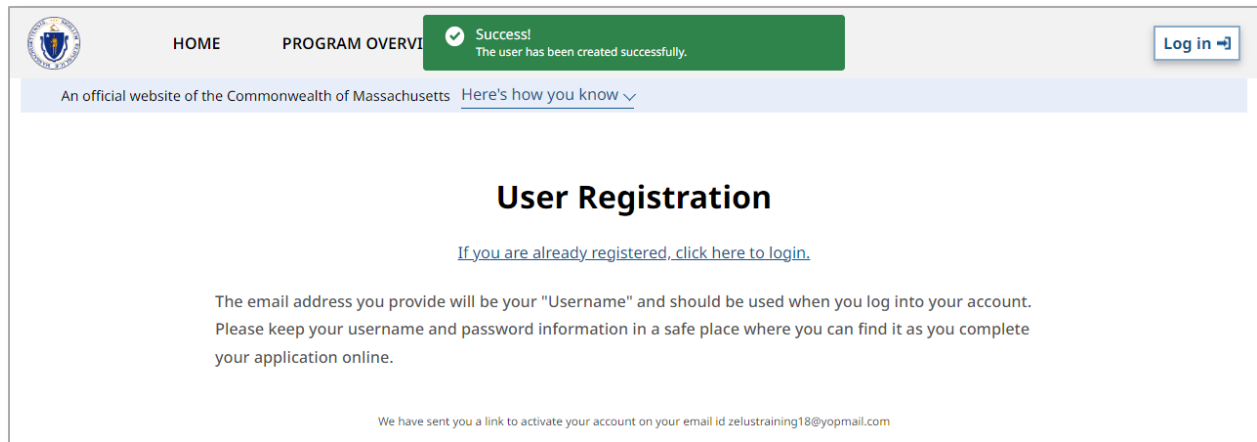
* Please select the category that best describes your role

- ☐ Tenant
If you are a renter or mover seeking assistance, please select this registration option.
- ☐ Tenant Advocate
If you have consent from a renter or mover to apply, communicate, and take actions on their behalf from application intake through to application decision, please select this registration option.
- ☐ Landlord/ Owner
If you are a property owner seeking assistance for a renter or mover for your property, please select this registration option.
- ☐ Property Manager
If you manage property for other property owners, please select this registration option.

The following page informs you that you have been sent a link to activate your account at the email provided. You should also see a temporary green banner indicating that the account was successfully created.



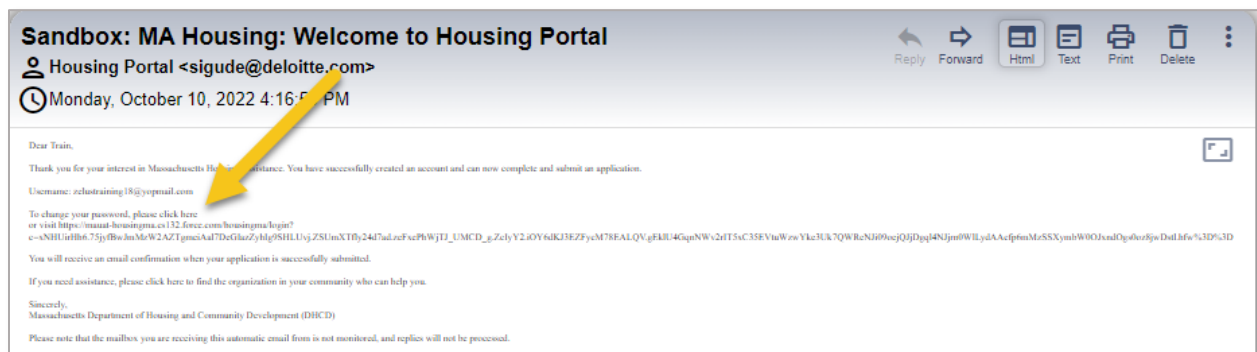
Registering an Account: Creation and Login



To activate your account, you must navigate to the inbox of the email you provided and find the verification email from **no-reply-dhs@massmail.state.ma.us**. Please do not send a reply to that email address.

The email will create your account with a temporary password. You must change the password to finalize your account.

Select the link to change your account password.



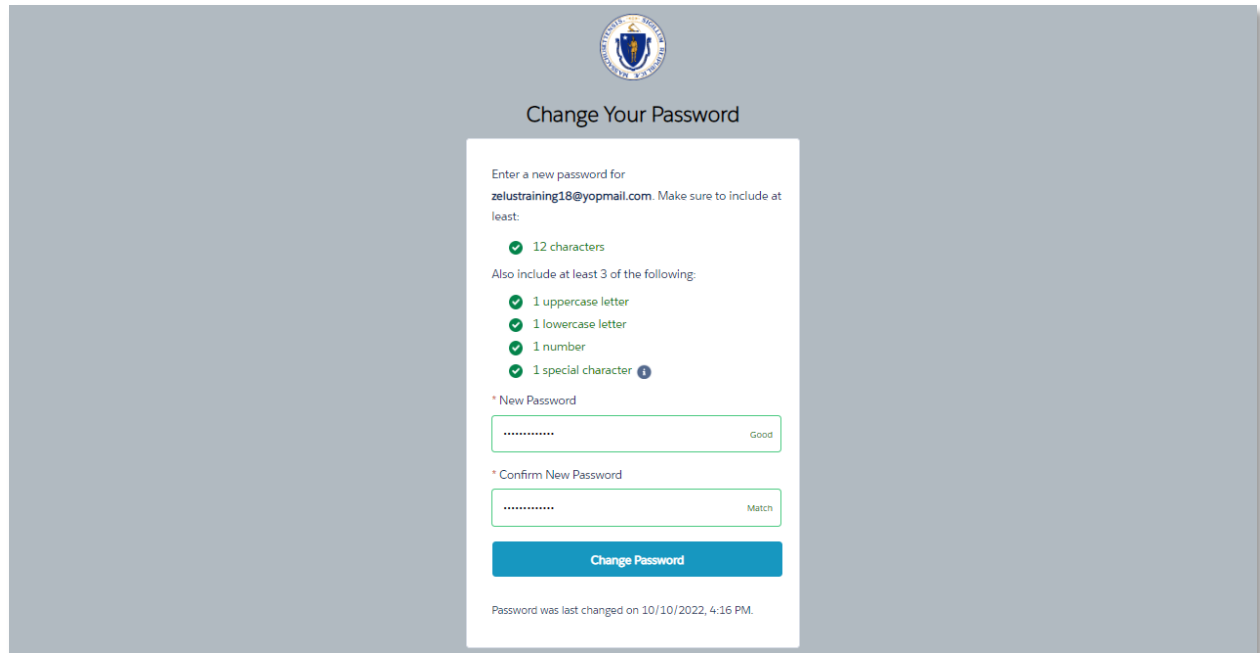
Follow the guidelines for creating a new password. It must meet the following requirements:

- At least 12 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character

Select **Change Password** once you have entered your new password and confirmed it.



Registering an Account: Creation and Login



The screenshot shows a web interface for changing a password. At the top center is the Seal of the Commonwealth of Massachusetts. Below it, the heading "Change Your Password" is displayed. The form area contains the following elements:

- Text: "Enter a new password for zelustraining18@yopmail.com. Make sure to include at least:"
- Checklist:
 - ✓ 12 characters
 - Also include at least 3 of the following:
 - ✓ 1 uppercase letter
 - ✓ 1 lowercase letter
 - ✓ 1 number
 - ✓ 1 special character ⓘ
- Field: "* New Password" with a password input box showing "*****" and a "Good" status indicator.
- Field: "* Confirm New Password" with a password input box showing "*****" and a "Match" status indicator.
- Button: "Change Password" (blue)
- Footer: "Password was last changed on 10/10/2022, 4:16 PM."

Once you have changed your password, you should be logged in to the application portal and are ready to set up your profile and then start your application.



Registering an Account: Creation and Login

The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar is a header area with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know". The main content area starts with a greeting "Hello, Train PMTwo." followed by a large banner image of the Massachusetts State House dome with the text "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". Below the banner is a light blue box containing a paragraph: "This portal allows landlords to setup their profile once for reuse across multiple applications. If you have not yet set up your Landlord Profile, please do that before starting an application. You will be able to add multiple properties to you profile for future applications." The main content is divided into two columns. The left column, titled "Your Profile", shows the user's name "Train PMTwo" with an edit icon, a note about payee and properties, and three buttons: "PAYEE", "PROPERTIES", and "PAYMENT METHODS", each with a minus icon. The right column, titled "Application Actions", contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom right is a grey box labeled "Program Information".

HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Hello, **Train PMTwo.**

Welcome to the Massachusetts Emergency Housing Payment Assistance Portal

This portal allows landlords to setup their profile once for reuse across multiple applications. If you have not yet set up your Landlord Profile, please do that before starting an application. You will be able to add multiple properties to you profile for future applications.

Your Profile

Train PMTwo

You may have one payee with multiple properties and multiple payment methods configured for use.

PAYEE

PROPERTIES

PAYMENT METHODS

Application Actions

START


RESUME/TRACK STATUS

GET HELP

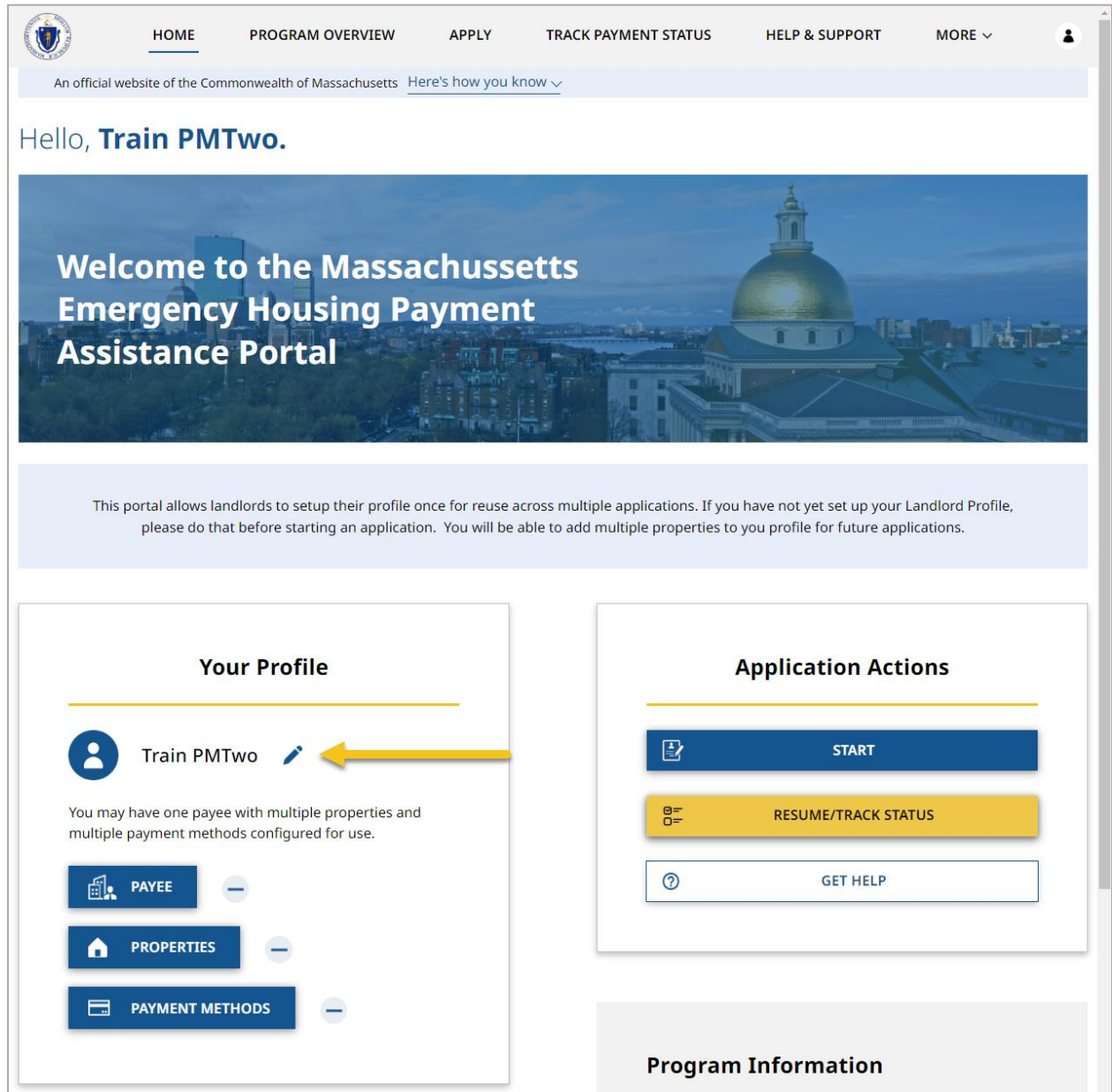
Program Information



Setting Up Your Profile

From the Home Page you can set up your profile. If you wish to complete all three sections, Payee, Payment and Property, at once you can select the  icon. If you only need to setup or edit one section, you can select the **Payee**, **Properties**, or **Payment Methods** buttons to adjust their respective sections.

If this is your first time setting up your profile, it is recommended to fill out each section in order as they appear on screen.



HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE




An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Hello, **Train PMTwo.**



Welcome to the Massachusetts Emergency Housing Payment Assistance Portal



This portal allows landlords to setup their profile once for reuse across multiple applications. If you have not yet set up your Landlord Profile, please do that before starting an application. You will be able to add multiple properties to you profile for future applications.



Your Profile

 **Train PMTwo**  


You may have one payee with multiple properties and multiple payment methods configured for use.


 **PAYEE** 


 **PROPERTIES** 

 **PAYMENT METHODS** 

Application Actions

 **START**

 **RESUME/TRACK STATUS**

 **GET HELP**

Program Information



Setting Up Your Profile: Set up Payee

Set up Payee

The Payee is the individual or business who will receive any payment from a tenant's application for housing assistance. This information is collected over several pages, and the information required to complete it will vary depending on if you created your account as a business or as an individual (including property manager).

Select **Payee** to begin filling out the Payee information.

The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a banner reads "Hello, Train PMTwo." and "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". A message states: "This portal allows landlords to setup their profile once for reuse across multiple applications. If you have not yet set up your Landlord Profile, please do that before starting an application. You will be able to add multiple properties to you profile for future applications."

The main content area is divided into two columns. The left column, titled "Your Profile", shows the user's name "Train PMTwo" and a list of three buttons: "PAYEE", "PROPERTIES", and "PAYMENT METHODS". A yellow arrow points to the "PAYEE" button. The right column, titled "Application Actions", contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". Below these columns is a section titled "Program Information".



Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner

Setting up a Payee as an Individual Landlord/Owner

If you created your account as an Individual Landlord/Owner, you will be brought to the “Payee/Owner Information” page.

The “Payee/Owner Information” page gathers general information about the individual receiving payment and is made up of several sections.

The “Individual Details” section gathers information about the individual receiving the payment, and requires the following information:

- First Name
- Last Name
- Date of Birth
- SSN or ITIN
- Re-Enter SSN or ITIN



Note that some of this information will be automatically filled based on your account registration information.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Payee/Owner Information

☒ Landlord/Owner
☐ Property Manager

▼ Individual Details

First Name Middle Name
Train

Last Name Suffix
LLThree

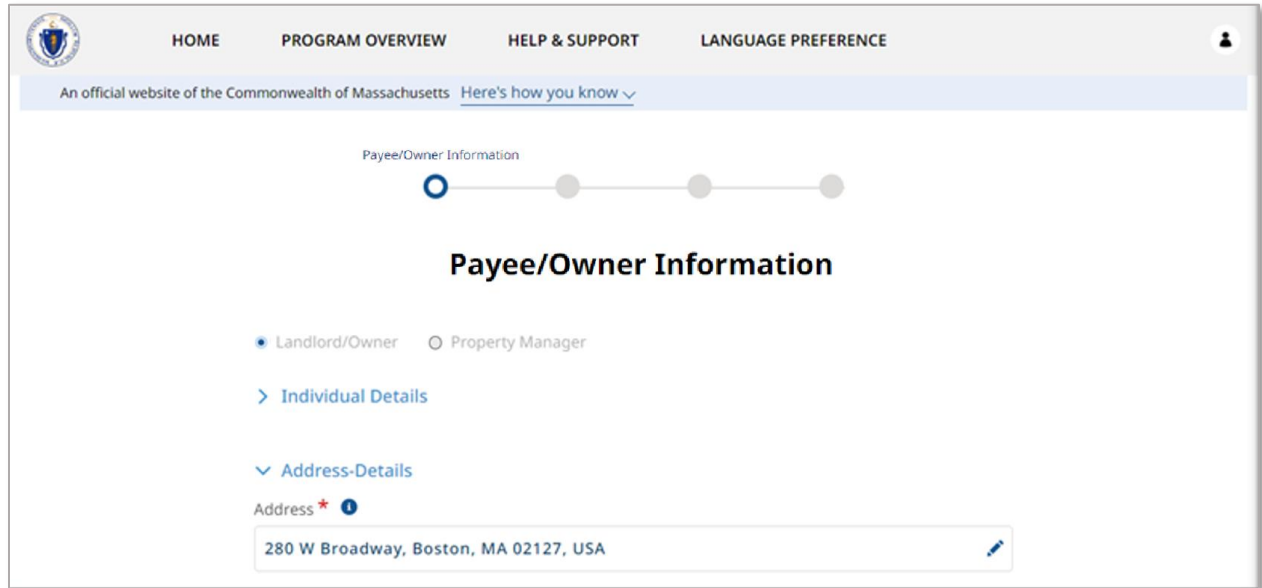
Date of Birth *
05/14/1974

SSN or ITIN * Re-Enter SSN or ITIN *
135-79-2468 135-79-2468



Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner

The “Address-Details” section contains the address associated with the individual receiving payment. For payments made via direct deposit, the address provided here will be used in annual Form 1099 mailings and you must select a USPS formatted address for mailing.



The screenshot shows the 'Payee/Owner Information' section of the MA Housing Assistance Application website. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a banner indicates it is an official website of the Commonwealth of Massachusetts. The main content area features a progress indicator with four steps, where the first step, 'Payee/Owner Information', is currently active. The title 'Payee/Owner Information' is prominently displayed. Below the title, there are two radio button options: 'Landlord/Owner' (selected) and 'Property Manager'. A link '> Individual Details' is visible. Underneath, the 'Address-Details' section is expanded, showing a text input field for the address. The address entered is '280 W Broadway, Boston, MA 02127, USA'. A red asterisk and an information icon are next to the 'Address' label. A small edit icon (pencil) is located at the end of the address field.

The “Contact Details” section collects information about how to contact the individual receiving payment, and requires the following information:

- Phone Number
- Re-enter Phone Number
- Phone Type
- Email
- Re-enter Email
- Preferred method of contact
- Preferred language

Select **Validate Your Information** once you have completed the “Payee/Owner Information” page.



Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner

The screenshot shows the 'Payee/Owner Information' form on the MA Housing Assistance Application website. The form is part of a four-step process, with the first step, 'Payee/Owner Information', being the active step. The form includes sections for 'Individual Details', 'Address-Details', and 'Contact Details'. In the 'Contact Details' section, there are fields for 'Phone number', 'Re-enter Phone Number', 'Phone Type' (Mobile or Home), 'Email', 'Re-enter Email', 'Preferred method of contact', and 'Preferred language'. A 'VALIDATE YOUR INFORMATION' button is located at the bottom right of the form.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Payee/Owner Information

Landlord/Owner Property Manager

> Individual Details

> Address-Details

▼ Contact Details

Phone number * (234) 555-9876

Re-enter Phone Number * (234) 555-9876

Phone Type * Mobile Home

Email * zelustraining16@yopmail.com

Re-enter Email * zelustraining16@yopmail.com

Preferred method of contact * Email

Preferred language * English

VALIDATE YOUR INFORMATION

If you have successfully entered correct information, your information will be validated.

If you have an error the information will not be validated, and you will be given then option to go back and edit.

Select **Next** to when you are satisfied that your information is correct.



Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner



Validate your Information

✓ Your information has been successfully validated. Please click "Next" to save the information.

UPDATE INFO AND RETRY

NEXT

The "Upload Documents" page requires you to upload the following information:

- Proof of Identity
- W-9

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

Select **Submit** when you have completed the "Upload Documents" page to finalize your Payee information.



Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner

The screenshot shows a web interface for uploading documents. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this is a header indicating it's an official website of the Commonwealth of Massachusetts with a link 'Here's how you know'. A progress bar at the top shows four steps, with the fourth step, 'Upload Documents', being the current active step. The main heading is 'Upload Documents'. Below this, there are two expandable sections: '> Upload Proof of Identity' and 'v Upload W-9'. The 'Upload W-9' section is expanded, showing a dashed box for file upload. Inside this box, it says 'W-9 *' and has an 'Upload Files' button. Below the button, it says 'Or drop files'. A file named 'Property Manager Authorization.jpg' is shown as being uploaded. At the bottom of the page, there are two buttons: 'PREVIOUS' and 'SUBMIT'.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Upload Documents

Upload Documents

> Upload Proof of Identity

v Upload W-9

W-9 *

Upload Files

Or drop files

Property Manager Authorization.jpg

PREVIOUS SUBMIT



Setting Up Your Profile: Setting up a Payee as a Business Landlord/Owner

Setting up a Payee as a Business Landlord/Owner

If you created your account as a Business Landlord/Owner, you will be brought to the “Payee/Owner Information” page.

The “Payee/Owner Information” page gathers general information about the business receiving payment and is made up of several sections.

The “Business Details” section gathers information about the entity receiving the payment, and requires the following information:

- Payee Legal Name
- EIN/TIN as Registered with IRS
- Re-Enter EIN/TIN as Registered with IRS

The screenshot shows the 'Payee/Owner Information' page. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'Payee/Owner Information' with a progress indicator showing four steps, the first of which is active. The form section is titled 'Payee/Owner Information' and contains the question 'Do you operate as an Individual or Business? *' with radio buttons for 'Individual' and 'Business' (selected). Below this is a section titled 'Business Details' with a dropdown arrow. The form fields include: 'Payee Legal Name *' with the value 'John Smith'; 'EIN/TIN as Registered with IRS *' with the value '123456543' and an information icon; and 'Re-Enter EIN/TIN as Registered with I...' with the value '123456543'.

The “Business Registered Address” section documents the business contact information, and requires the following:

- Business Phone Number
- Re-Enter Business Phone Number
- Address (For payments made via direct deposit, the address provided here will be used in annual Form 1099 mailings and you must select a USPS formatted address for mailing.)

Select **Validate Your Information** once you have completed the “Payee/Owner Information” page.



Setting Up Your Profile: Setting up a Payee as a Business Landlord/Owner

The screenshot shows the 'Payee/Owner Information' form on the official website of the Commonwealth of Massachusetts. The navigation bar includes 'HOME', 'PROGRAM OVERVIEW', 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. A progress indicator at the top shows four steps, with the first step, 'Payee/Owner Information', being the active one. The form title is 'Payee/Owner Information'. Below the title, there is a question: 'Do you operate as an Individual or Business ? *'. There are two radio buttons: 'Individual' and 'Business', with 'Business' selected. Below this, there are two expandable sections: '> Business Details' and 'v Business Registered Address'. The 'Business Registered Address' section is expanded, showing fields for 'Business Phone Number *' and 'Re-Enter Business Phone Number *', both containing '(214) 555-1212'. Below these is an 'Address *' field containing '1113 Shadetree Ln, Allen, TX 75013, USA'. A 'powered by Google' logo is visible at the bottom right of the address field. A blue button labeled 'VALIDATE YOUR INFORMATION' is at the bottom right of the form.

If you have successfully entered correct information, your information will be validated.

If you have an error the information will not be validated, and you will be given then option to go back and edit.

Select **Next** to when you are satisfied your information is correct.

The screenshot shows the 'Validate your Information' confirmation screen. The title is 'Validate your Information'. Below the title, there is a green checkmark icon followed by the text: 'Your information has been successfully validated. Please click "Next" to save the information.' At the bottom, there are two buttons: 'UPDATE INFO AND RETRY' and 'NEXT'.



Setting Up Your Profile: Setting up a Payee as a Business Landlord/Owner

The “Upload Documents” page requires you to upload the following information:

- Proof of Identity
- W-9

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

Select **Submit** when you have completed the “Upload Documents” page to finalize your Payee information.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Upload Documents

Upload Documents

> Upload Proof of Identity

✓ Upload W-9

W-9 *

Upload Files

Or drop files

Property Manager Authorization.jpg

PREVIOUS SUBMIT



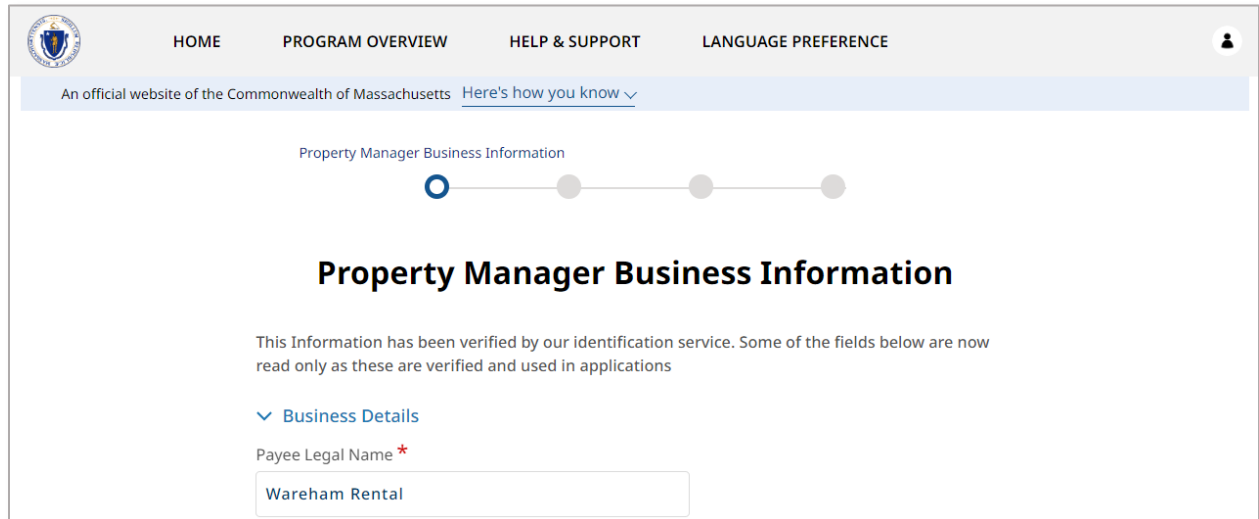
Setting Up Your Profile: Setting up a Payee as a Business Property Manager

Setting up a Payee as a Business Property Manager

If you created your account as a Business Property Manager, you will be brought to the “Property Manager Business Information” page prior to the Payee pages.

The “Property Manager Business Information” page gets general information about the property manager/property management company and is made up of several sections.

The “Business Details” section requires the Property Manager’s legal name.



The screenshot shows the 'Property Manager Business Information' page. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'Property Manager Business Information', followed by a progress indicator with four steps, the first of which is active. The section title 'Property Manager Business Information' is displayed. A note states: 'This Information has been verified by our identification service. Some of the fields below are now read only as these are verified and used in applications'. Under the 'Business Details' section, there is a field for 'Payee Legal Name' with a red asterisk, containing the text 'Wareham Rental'.

The “Business Registered Address” section requires the following general information:

- Business Phone Number
- Re-Enter Business Phone Number
- Address

Select **Next** when you have completed the “Property Manager Business Information” page.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows a web form titled "Property Manager Business Information" on the official website of the Commonwealth of Massachusetts. The page has a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a blue banner with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know". The form itself has a progress indicator at the top with four circles, the first of which is filled. The title "Property Manager Business Information" is centered. Below the title, a message states: "This Information has been verified by our identification service. Some of the fields below are now read only as these are verified and used in applications". There are two expandable sections: "> Business Details" and "v Business Registered Address". The "Business Registered Address" section is expanded, showing two input fields for "Business Phone Number" and "Re-Enter Business Phone Number", both containing the value "(222) 555-7788". Below these is an "Address" field containing "123 Sandwich Road Wareham MA 02571". A blue "NEXT" button is located at the bottom right of the form.

The "Upload Documents" page requires you to upload the Property Manager Authorization.

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

Select **Next** when you have completed the "Upload Documents" page.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows the 'Upload Documents' page. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows four steps: 'Upload Documents' is the second step, indicated by a blue circle with a checkmark, while the first, third, and fourth steps are greyed out. The main heading is 'Upload Documents'. Below it, a section titled 'Upload Property Manager Authorization' is expanded. Inside this section, there is a box labeled 'Property Manager Authorization *'. Within this box, there is a button labeled 'Upload Files' with a file icon. Below the button, it says 'Or drop files'. At the bottom of the box, there is a text input field containing 'Property Manager Authorization.jpg' and a trash icon. At the bottom of the page, there are two buttons: 'PREVIOUS' and 'NEXT'.

The “Payee/Owner Information” page collects information about the property owner to receive payment, and first requires you to select if the property owner operates as an individual or as a business.

The screenshot shows the 'Payee/Owner Information' page. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows four steps: 'Payee/Owner Information' is the second step, indicated by a blue circle with a checkmark, while the first, third, and fourth steps are greyed out. The main heading is 'Payee/Owner Information'. Below it, there is a question: 'Do you operate as an Individual or Business ? *'. There are two radio buttons: 'Individual' (selected) and 'Business'.

If you selected **Individual**, you must fill out several sections. The sections are:

- Individual Details
- Address Details
- Contact Details



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The “Individual Details” section requires the following general information about the individual who owns the property:

- First Name
- Last Name
- Date of Birth

The screenshot shows a web browser window with the Commonwealth of Massachusetts logo and navigation links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a blue banner with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know". The main content area is titled "Payee/Owner Information" and features a progress bar with four steps: "Payee/Owner Information" (active), "Address Details", "Contact Information", and "Review". The form itself is titled "Payee/Owner Information" and asks "Do you operate as an Individual or Business ? *". There are two radio buttons: "Individual" (selected) and "Business". Below this is a section titled "Individual Details" with a dropdown arrow. The form fields include: "First Name *" with the value "Bob", "Middle Name" (empty), "Last Name *" with the value "Landlord", "Suffix" (empty), and "Date of Birth *" with the value "10/08/1958" and a calendar icon.

The “Address Details” section requires the payee/owner address where annual Form 1099s will be sent for payments made via direct deposit and you must select a USPS formatted address for mailing.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows the 'Payee/Owner Information' section of the MA Housing Assistance Application Reference Guide. The page has a header with navigation links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the header is a blue banner with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main content area features a progress bar with four steps: 'Payee/Owner Information' (current step), 'Contact Details', 'Income Verification', and 'Review'. The 'Payee/Owner Information' section includes a heading 'Payee/Owner Information' and a question 'Do you operate as an Individual or Business ? *'. There are two radio buttons: 'Individual' (selected) and 'Business'. Below this are two expandable sections: 'Individual Details' and 'Address Details'. The 'Address Details' section is expanded, showing a text input field for 'Address' with a red asterisk and an information icon. The address entered is '123 Sandwich Road Wareham MA 02571'. There is a blue pencil icon to the right of the address field.

The “Contact Details” section requires the following contact information about the payee:

- Phone Number
- Re-enter Phone Number
- Phone Type
- Email
- Re-enter Email
- Preferred method of contact
- Preferred language

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as an Individual.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot displays the 'Payee/Owner Information' form on the official website of the Commonwealth of Massachusetts. The form is part of a multi-step process, with the first two steps completed (indicated by blue checkmarks) and the current step, 'Payee/Owner Information', highlighted by a blue circle. The form includes a navigation bar at the top with links to HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows four steps: the first two are completed, the third is the current step, and the fourth is pending. The form itself is titled 'Payee/Owner Information' and contains several sections. The first section asks 'Do you operate as an Individual or Business?' with radio buttons for 'Individual' (selected) and 'Business'. Below this are expandable sections for 'Individual Details', 'Address Details', and 'Contact Details'. The 'Contact Details' section includes fields for 'Phone number' and 'Re-enter Phone Number', both containing '(222) 555-7788'. It also has a 'Phone Type' section with radio buttons for 'Mobile' (selected) and 'Home'. Below the phone fields are 'Email' and 'Re-enter Email' fields, both containing 'zelustraining18@yopmail.com'. At the bottom of the form are two dropdown menus: 'Preferred method of contact' set to 'Email' and 'Preferred language' set to 'English'. At the very bottom of the form are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Payee/Owner Information

Do you operate as an Individual or Business ? *

☒ Individual ☐ Business

> Individual Details

> Address Details

▼ Contact Details

Phone number * Re-enter Phone Number *

(222) 555-7788 (222) 555-7788

Phone Type *

☒ Mobile ☐ Home

Email * Re-enter Email *

zelustraining18@yopmail.com zelustraining18@yopmail.com

Preferred method of contact * Preferred language *

Email English

PREVIOUS VALIDATE YOUR INFORMATION

If you selected **Business**, you must fill out several sections. The sections are:

- Business Details
- Business Registered Address

The "Business Details" section requires the following general information about the business:

- Payee Legal Name
- EIN/TIN as Registered with IRS
- Re-Enter EIN/TIN as Registered with IRS



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Payee/Owner Information

Do you operate as an Individual or Business ? *

☐ Individual ☒ Business

Business Details

Payee Legal Name *

Wareham Rental

EIN/TIN as Registered with IRS * ⓘ

222334444

Re-Enter EIN/TIN as Registered with I...

222334444

The “Business Registered Address” Section requires the following contact information about the business:

- Business Phone Number
- Re-Enter Business Phone Number
- Address (For payments made via direct deposit, the address provided here will be used in Annual 1099 mailings and you must select a USPS formatted address for mailing.)

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as a Business.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows the 'Payee/Owner Information' form. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The form title 'Payee/Owner Information' is centered. Below the title, there is a progress indicator with four steps: the first two are completed (checked), and the third is the current step (highlighted). The form asks 'Do you operate as an Individual or Business?' with radio buttons for 'Individual' and 'Business' (selected). Below this is a link '> Business Details'. A section titled 'Business Registered Address' is expanded, showing fields for 'Business Phone Number' and 'Re-Enter Business Phone Number', both containing '(222) 555-7788'. Below these is an 'Address' field containing '123 Sandwich Road Wareham MA 02571'. At the bottom, there are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

If your validation is successful, you will receive a success screen. If your validation is not successful, you will have the option to go back to update your information and retry. Even if your information is not validated at this stage, an RAA may work with you to validate it later prior to payment.

Select **Next** to when you are satisfied your information is correct.

The screenshot shows the 'Validate your Information' success screen. The title 'Validate your Information' is centered. Below the title, there is a green checkmark icon followed by the text 'Your information has been successfully validated. Please click "Next" to save the information.' At the bottom, there are two buttons: 'UPDATE INFO AND RETRY' and 'NEXT'.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The “Upload Documents” page requires you to upload the following information:

- Proof of Identity
- W-9

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

Select **Submit** when you have completed the “Upload Documents” page to finalize your Payee information.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Upload Documents

Upload Documents

> Upload Proof of Identity

▼ Upload W-9

W-9 *

Upload Files

Or drop files

Property Manager Authorization.jpg

PREVIOUS SUBMIT



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

Setting up a Payee as an Individual Property Manager

If you created your account as an Individual Property Manager, you will be brought to the “Property Manager Individual Information” page.

The “Property Manager Individual Information” page gets general information about you as the property manager and is made up of several sections.

The “Individual Details” section requires the following:

- First Name
- Last Name

The screenshot displays the 'Property Manager Individual Information' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'Property Manager Individual Information'. A progress bar indicates four steps, with the first step being the active one. The 'Individual Details' section is expanded, showing a note: 'This Information has been verified by our identification service. Some of the fields below are now read only as these are verified and used in applications'. The form fields are: First Name (John), Middle Name, Last Name (Smith), and Suffix.

The “Address Details” section contains the address for the property manager.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot shows a web form titled "Property Manager Individual Information" on the official website of the Commonwealth of Massachusetts. The navigation bar at the top includes links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a blue banner with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know". The form itself has a progress indicator at the top with four circles, the first of which is highlighted in blue. The main heading is "Property Manager Individual Information". Below this, there are two expandable sections: "> Individual Details" and "< Address Details". The "Address" section is currently expanded, showing a text input field with the address "1113 Shadetree Ln, Allen, TX 75013, USA". To the left of the address field is a red star icon and an information icon. To the right of the field is a blue pencil icon for editing.

The "Contact Details" section contains contact information for the property manager, and requires the following information:

- Phone Number
- Re-enter Phone Number
- Phone Type
- Email
 - This field will be automatically filled in with the information entered from the account creation process
- Re-enter Email
 - This field will be automatically filled in with the information entered from the account creation process
- Preferred method of contact
- Preferred language

Select **Next** when you have completed the "Property Manager Business Information" page.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot shows a web form titled "Property Manager Individual Information" on the official website of the Commonwealth of Massachusetts. The form is part of a multi-step process, with the first step being the current one. The form includes sections for "Individual Details", "Address Details", and "Contact Details". The "Contact Details" section is expanded, showing fields for "Phone number", "Re-enter Phone Number", "Phone Type" (with radio buttons for "Mobile" and "Home"), "Email", "Re-enter Email", "Preferred method of contact", and "Preferred language". A "NEXT" button is located at the bottom right of the form.

Property Manager Individual Information

> Individual Details

> Address Details

▼ Contact Details

Phone number * (214) 555-1212

Re-enter Phone Number * (214) 555-1212

Phone Type *
☒ Mobile ☐ Home

Email * llpropmanagerind@yopmail.com

Re-enter Email * llpropmanagerind@yopmail.com

Preferred method of contact * Email

Preferred language * English

NEXT

The "Upload Documents" page requires you to upload the Property Manager Authorization.

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

Select **Next** when you have completed the "Upload Documents" page.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot shows the 'Upload Documents' page of the MA Housing Assistance Application Reference Guide. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a blue banner reads 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A progress indicator at the top shows four steps: 'Upload Documents' (current step, marked with a blue circle), 'Payee/Owner Information', 'Review', and 'Final Review'. The main heading is 'Upload Documents'. Below it, a section titled 'Upload Property Manager Authorization' contains a dashed box with the text 'Property Manager Authorization *'. Inside this box, there is a button 'Upload Files' and the text 'Or drop files'. Below the dashed box, a file name 'Property Manager Authorization.jpg' is displayed next to a trash icon. At the bottom of the page, there are two buttons: 'PREVIOUS' and 'NEXT'.

The “Payee/Owner Information” page collects information about the property owner to receive payment, and first requires you to select if the property owner operates as an individual or as a business.

The screenshot shows the 'Payee/Owner Information' page of the MA Housing Assistance Application Reference Guide. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a blue banner reads 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A progress indicator at the top shows four steps: 'Upload Documents', 'Payee/Owner Information' (current step, marked with a blue circle), 'Review', and 'Final Review'. The main heading is 'Payee/Owner Information'. Below it, there is a question 'Do you operate as an Individual or Business ? *'. Under the question, there are two radio buttons: 'Individual' (selected) and 'Business'.

If you selected **Individual**, you must fill out several sections. The sections are:

- Individual Details
- Address Details
- Contact Details



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The “Individual Details” section requires the following general information about the individual who owns the property:

- First Name
- Last Name
- Date of Birth

The screenshot shows a web browser window with the Commonwealth of Massachusetts logo and navigation links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a blue banner with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know". The main content area is titled "Payee/Owner Information" and features a progress bar with four steps: "Payee/Owner Information" (active), "Address Details", "Banking Information", and "Verification". The form includes a question "Do you operate as an Individual or Business ?" with radio buttons for "Individual" (selected) and "Business". Below this is a section titled "Individual Details" with fields for "First Name" (containing "Bob"), "Middle Name", "Last Name" (containing "Landlord"), "Suffix", and "Date of Birth" (containing "10/08/1958").

The “Address Details” section requires the address where annual 1099’s will be sent if payments will be made via direct deposit and you must select a USPS formatted address for mailing.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot displays the 'Payee/Owner Information' section of a web application. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a banner indicates it is an official website of the Commonwealth of Massachusetts. A progress indicator shows four steps, with the third step, 'Payee/Owner Information', currently active. The main heading is 'Payee/Owner Information'. Below this, a question asks 'Do you operate as an Individual or Business ? *'. The 'Individual' option is selected with a radio button, and the 'Business' option is unselected. A link '> Individual Details' is visible. Below that, a link 'v Address Details' is shown. The 'Address' field is marked with a red asterisk and an information icon. The address entered is '123 Sandwich Road Wareham MA 02571'. A small edit icon is located to the right of the address field.

The “Contact Details” section requires the following contact information about the payee:

- Phone Number
- Re-enter Phone Number
- Phone Type
- Email
- Re-enter Email
- Preferred method of contact
- Preferred language

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as an Individual.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot displays the 'Payee/Owner Information' form on the official website of the Commonwealth of Massachusetts. The form is part of a multi-step process, with the first two steps completed (indicated by blue checkmarks) and the current step, 'Payee/Owner Information', highlighted. The form includes sections for 'Individual Details', 'Address Details', and 'Contact Details'. The 'Contact Details' section is expanded, showing fields for 'Phone number', 'Re-enter Phone Number', 'Phone Type', 'Email', 'Re-enter Email', 'Preferred method of contact', and 'Preferred language'. The 'Phone number' and 'Email' fields are populated with '(222) 555-7788' and 'zelustraining18@yopmail.com' respectively. The 'Preferred method of contact' is set to 'Email' and the 'Preferred language' is set to 'English'. At the bottom of the form, there are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Payee/Owner Information

Do you operate as an Individual or Business ? *

☒ Individual ☐ Business

> Individual Details

> Address Details

▼ Contact Details

Phone number * (222) 555-7788

Re-enter Phone Number * (222) 555-7788

Phone Type * ☒ Mobile ☐ Home

Email * zelustraining18@yopmail.com

Re-enter Email * zelustraining18@yopmail.com

Preferred method of contact * Email

Preferred language * English

PREVIOUS VALIDATE YOUR INFORMATION

If you selected **Business**, you must fill out several sections. The sections are:

- Business Details
- Business Registered Address

The "Business Details" section requires the following general information about the business:

- Payee Legal Name
- EIN/TIN as Registered with IRS
- Re-Enter EIN/TIN as Registered with IRS



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot shows the 'Payee/Owner Information' section of the MA Housing Assistance Application Reference Guide. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a blue banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area features a progress indicator with four steps: the first two are completed (blue checkmarks), and the third is the current step (blue circle). The title 'Payee/Owner Information' is centered. Below the title, a question asks 'Do you operate as an Individual or Business ? *' with radio buttons for 'Individual' and 'Business'. The 'Business' option is selected. A section titled 'Business Details' is expanded, showing a text input field for 'Payee Legal Name *' with the value 'Wareham Rental'. Below this, there are two input fields for 'EIN/TIN as Registered with IRS *' and 'Re-Enter EIN/TIN as Registered with I...'. Both fields contain the value '222334444'.

The “Business Registered Address” Section requires the following contact information about the business:

- Business Phone Number
- Re-Enter Business Phone Number
- Address (For payments made via direct deposit, the address provided here will be used in Annual 1099 mailings and you must select a USPS formatted address for mailing.)

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as a Business.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot shows the 'Payee/Owner Information' form. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a blue banner reads 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A progress indicator shows four steps, with the third step, 'Payee/Owner Information', being the current active step. The form title is 'Payee/Owner Information'. It asks 'Do you operate as an Individual or Business?' with radio buttons for 'Individual' and 'Business' (selected). Below this is a link '> Business Details'. A section titled 'Business Registered Address' is expanded. It contains two input fields for 'Business Phone Number' and 'Re-Enter Business Phone Number', both containing '(222) 555-7788'. Below these is an 'Address' field containing '123 Sandwich Road Wareham MA 02571'. At the bottom of the form are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

If your validation is successful, you will receive a success screen. If your validation is not successful, you will have the option to go back to update your information and retry. Even if your information is not validated at this stage, an RAA may work with you to validate it later prior to payment.

Select **Next** to when you are satisfied your information is correct.

The screenshot shows the 'Validate your Information' success screen. The title is 'Validate your Information'. Below the title is a green checkmark icon followed by the text 'Your information has been successfully validated. Please click "Next" to save the information.' At the bottom of the screen are two buttons: 'UPDATE INFO AND RETRY' and 'NEXT'.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The “Upload Documents” page requires you to upload the following information:

- Proof of Identity
- W-9

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

Select **Submit** when you have completed the “Upload Documents” page to finalize your Payee information.

The screenshot shows the 'Upload Documents' page of the Commonwealth of Massachusetts Housing Assistance website. The page has a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A progress indicator at the top shows four steps: 'Upload Documents' is the current step, indicated by a blue circle, while the previous three steps are marked with blue checkmarks. The main heading is 'Upload Documents'. Below this, there are two sections: 'Upload Proof of Identity' (with a right arrow) and 'Upload W-9' (with a down arrow). The 'Upload W-9' section contains a dashed box with the text 'W-9 *' and a button 'Upload Files'. Below the button is the text 'Or drop files'. A file named 'Property Manager Authorization.jpg' is shown in a box at the bottom of the dashed area. At the bottom of the page are two buttons: 'PREVIOUS' and 'SUBMIT'.



Setting Up Your Profile: Set up Properties

Set up Properties

Properties are the properties you manage or own. This information is collected over several pages.

Select **Properties** to begin filling out the property information.

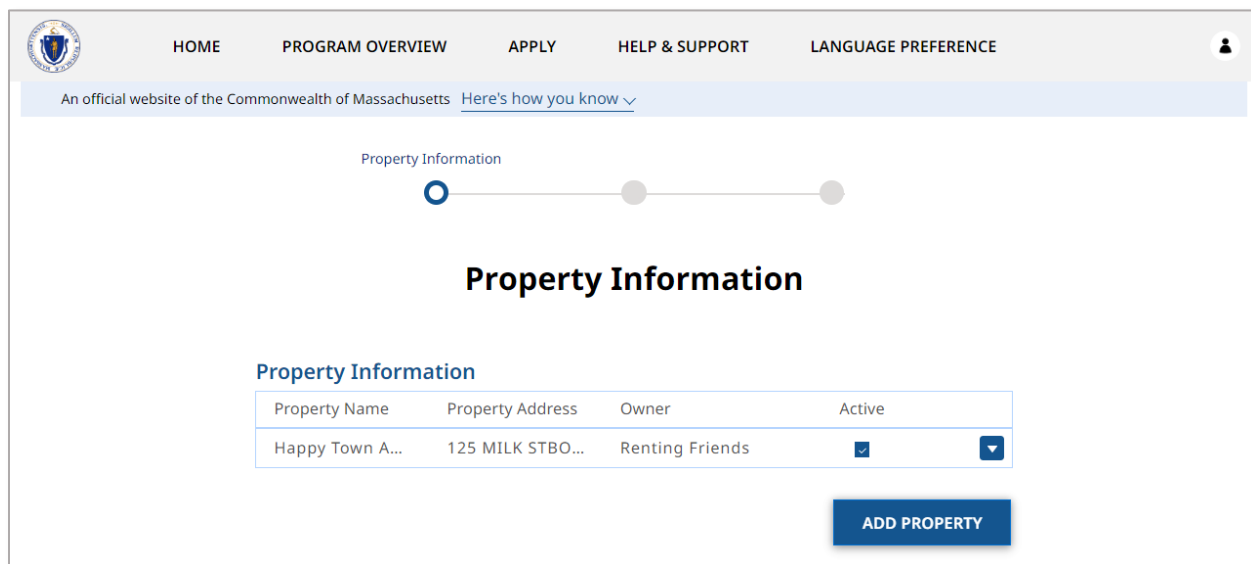
The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a banner reads "Hello, Train PMTwo." and "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". A message states: "This portal allows landlords to setup their profile once for reuse across multiple applications. If you have not yet set up your Landlord Profile, please do that before starting an application. You will be able to add multiple properties to you profile for future applications." The main content area is divided into two columns. The left column, titled "Your Profile", contains a user profile for "Train PMTwo" and three buttons: "PAYEE" (with a green checkmark), "PROPERTIES" (highlighted with a yellow arrow), and "PAYMENT METHODS". The right column, titled "Application Actions", contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom right, there is a section titled "Program Information".

The "Property Information" page allows you to add new properties, as well as listing out all previously created properties to your account. Note that the list will be empty until the first property has been added.



Setting Up Your Profile: Set up Properties

Select **Add Property** to add a new property.



Property Information

Property Name	Property Address	Owner	Active
Happy Town A...	125 MILK STBO...	Renting Friends	<input checked="" type="checkbox"/>

ADD PROPERTY

The “Property Details” page collects information about a single property, and requires the following information:

- Property Name (This is a nickname that will help you identify the property when you submit applications. Use a unique name/nickname for each property)
- Property Address

If you created your account as a Property Manager, you must also provide the following information:

- Owner
 - These may only be selected from the list of owners created in the Payee section of the account.

Select **Confirm Address** when you have completed the “Property Details” page



Setting Up Your Profile: Set up Properties

The screenshot shows the 'Property Details' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area features a progress indicator with three steps: a first step with a checkmark, a second step (the current page) with a circle, and a third step with a grey circle. The title 'Property Details' is centered. Under the heading 'Property Information', there are three input fields: 'Owner' with the value 'Renting Friends', 'Property Name' with the value 'Happy Town Apartments', and 'Property Address' with the value '125 Milk St, Boston, MA 02110, USA'. At the bottom, there are two buttons: 'PREVIOUS' and 'CONFIRM ADDRESS'.

The “Confirm Address” page will allow you to confirm the address you entered and may give a United States Postal Service (USPS) recommended address format. If the USPS recommended format accurately displays your address, it is recommended to select **Use the US Postal Service Format**. Select **Use the Address You Entered** only if the USPS recommended address is inaccurate.

Select **Validate Property** once you have confirmed the address.



Setting Up Your Profile: Set up Properties

The screenshot shows the 'Confirm Property Address' page. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a blue banner with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main heading is 'Confirm Property Address'. Below the heading is a progress indicator with four circles; the first two are filled with blue checkmarks, and the third is outlined in blue. The text 'To serve you quickly, we want to confirm your address' is displayed. Below this, there are two columns of address information. The left column is labeled 'You Entered:' and contains the text '125 Milk Street', 'Boston', 'MA', and '02110'. The right column is labeled 'USPS Address Recommended Format (US Postal Service):' and contains the text '125 MILK ST', 'BOSTON', 'MA', and '02109 -'. Below the address information, there is a label 'Address Selected: *' followed by two buttons: 'USE THE ADDRESS YOU ENTERED' and 'USE THE US POSTAL SERVICE FORMAT'. At the bottom of the page, there are two buttons: 'PREVIOUS' and 'VALIDATE PROPERTY'.

Confirm Property Address

To serve you quickly, we want to confirm your address

You Entered:	USPS Address Recommended Format (US Postal Service):
125 Milk Street	125 MILK ST
Boston	BOSTON
MA	MA
02110	02109 -

Address Selected: *

USE THE ADDRESS YOU ENTERED USE THE US POSTAL SERVICE FORMAT

PREVIOUS VALIDATE PROPERTY

If property ownership can be validated via state databases, then the “Upload Documents” page will be skipped. If it is not, the page requires you to upload the following information:



- Property Ownership Document
 - This may be a digital copy of the deed or other proof that the property is owned by the individual entered

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

Select **Submit** to finalize the “Properties” section of your account.



Setting Up Your Profile: Set up Properties

HOMEPROGRAM OVERVIEWAPPLYHELP & SUPPORTLANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#) ▾

Upload Documents

✓ — ✓ — ✓ — ○

Upload Documents

▾ Upload Property Details

Property ownership Document *

Upload Files

Or drop files

Property Ownership Document.jpg

PREVIOUS

SUBMIT

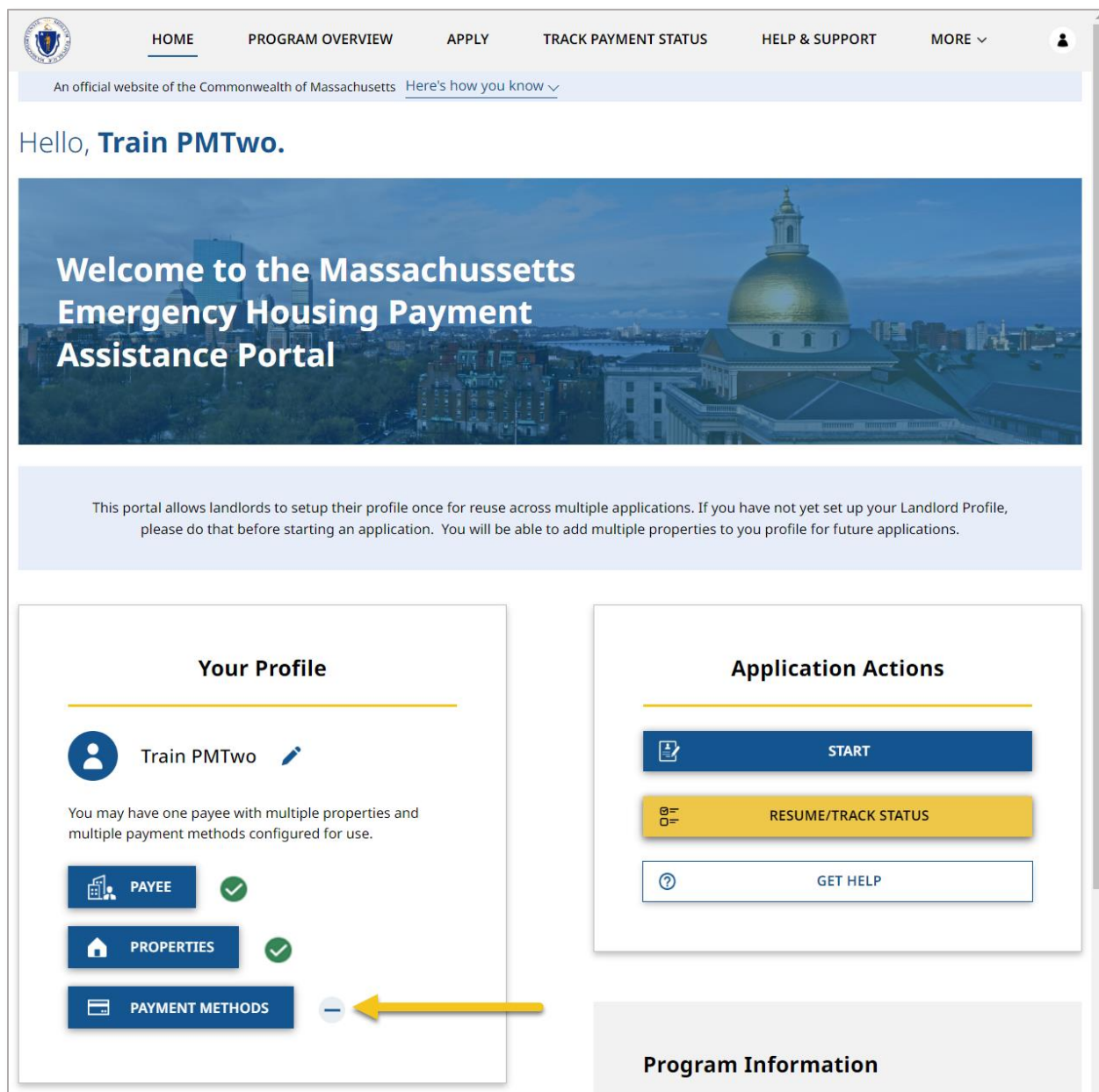


Setting Up Your Profile: Set up Payment Methods

Set up Payment Methods

The “Payment Method” is how the Payee will receive any payment from a tenant’s application for housing assistance. This information is collected over several pages.

Select **Payment Methods** to begin adding a new payment method.



The “Payment Information” page allows you to add new payment methods, as well as listing out all previously created payment methods to your account. Note that the list will be empty until the first payment method has been added.



Setting Up Your Profile: Set up Payment Methods

Select **Add Payment Method** to add a new payment method.

The screenshot shows the 'Payment Information' page. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a blue banner with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main heading is 'Payment Information'. Below it is a progress bar with two circles, the first of which is filled. Under the heading, there is a table with the following data:

Preferred Payment	Account Number or Chec...	Active
Check	280 W BROADWAY BO...	<input checked="" type="checkbox"/>

Below the table is a blue button labeled 'ADD PAYMENT METHOD'.

The “Payment Information” page collects information on how your Payee will receive payment and is made up of several sections.

The “Payment Details” section requires the following information:

- Preferred Method of Payment (Direct Deposit or Check)
- Payment Method Nickname

The screenshot shows the 'Payment Information' page with the 'Payment Details' section expanded. The 'Preferred Method of Payment' dropdown menu is open, showing options: Direct Deposit and Check. Below the dropdown is a 'PREVIOUS' button and a 'VALIDATE YOUR INFORMATION' button. In the top right corner, there is a language selection dropdown set to 'English' and a 'Log in' button.

Depending on the “Preferred Method of Payment” selected, you will be required to fill out a second section.



Setting Up Your Profile: Set up Payment Methods

If you chose **Direct Deposit**, you must enter the following details in the “Direct Deposit Details” section:

- Name on the Account (Dropdown menu with Payee(s) set up in your profile)
- Account Type
- Account Number
- Re-Enter Account Number
- Routing Number
- Re-Enter Routing Number

The screenshot shows the 'Payment Information' section of a web form. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a header with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main heading is 'Payment Information'. Below this is a progress indicator with three steps: 'Payment Information' (active), 'Payment Method', and 'Payment Details'. The 'Payment Details' section is expanded, showing 'Preferred Method of Payment' set to 'Direct Deposit' and 'Payment Method Nickname' set to 'Account 1'. Below this is a link '> Direct Deposit Details'. The 'Direct Deposit Details' section contains six fields: 'Name on the Account' (Train LLThree), 'Account Type' (Savings), 'Account Number' (1234567), 'Re-Enter Account Number' (1234567), 'Routing Number' (10010101), and 'Re-Enter Routing Number' (10010101). At the bottom are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

If you selected **Check** you must enter the following details in the “Check Details” section:

- Name (Dropdown menu of Payee(s) set up in your profile)
- Address (This mailing address will be used for both Check payments and for Annual 1099 statements.)

In either case, select **Validate your Information** when you have completed the “Payment Information” page.



Setting Up Your Profile: Set up Payment Methods

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Payment Information

Payment Information

Payment Details

Preferred Method of Payment *

Payment Method Nickname *

Check Details

Check Addressed To

Address *

PREVIOUS VALIDATE YOUR INFORMATION


If you selected Check, you will be brought to the “Confirm Address” page. Note checks will only be mailed to USPS recommended address formats.

The “Confirm Address” page will allow you to confirm the address you entered matches the United States Postal Service (USPS) recommended address format. If the USPS recommended format accurately displays your address, select **Use the US Postal Service Format**.

Select **Submit** once you have confirmed the address to create your payment method.



Setting Up Your Profile: Set up Payment Methods

HOMEPROGRAM OVERVIEWHOW TO APPLYHELP & SUPPORTLog in

* Preferred language
EnglishDone

Confirm Address

You Entered:	USPS Address Recommended Format (US Postal Service):
100 Cambridge Street	100 CAMBRIDGE ST
Boston	BOSTON
MA	MA
02108	02114 - 2509

Address Selected: *

USE THE US POSTAL SERVICE FORMAT

PREVIOUSNEXT

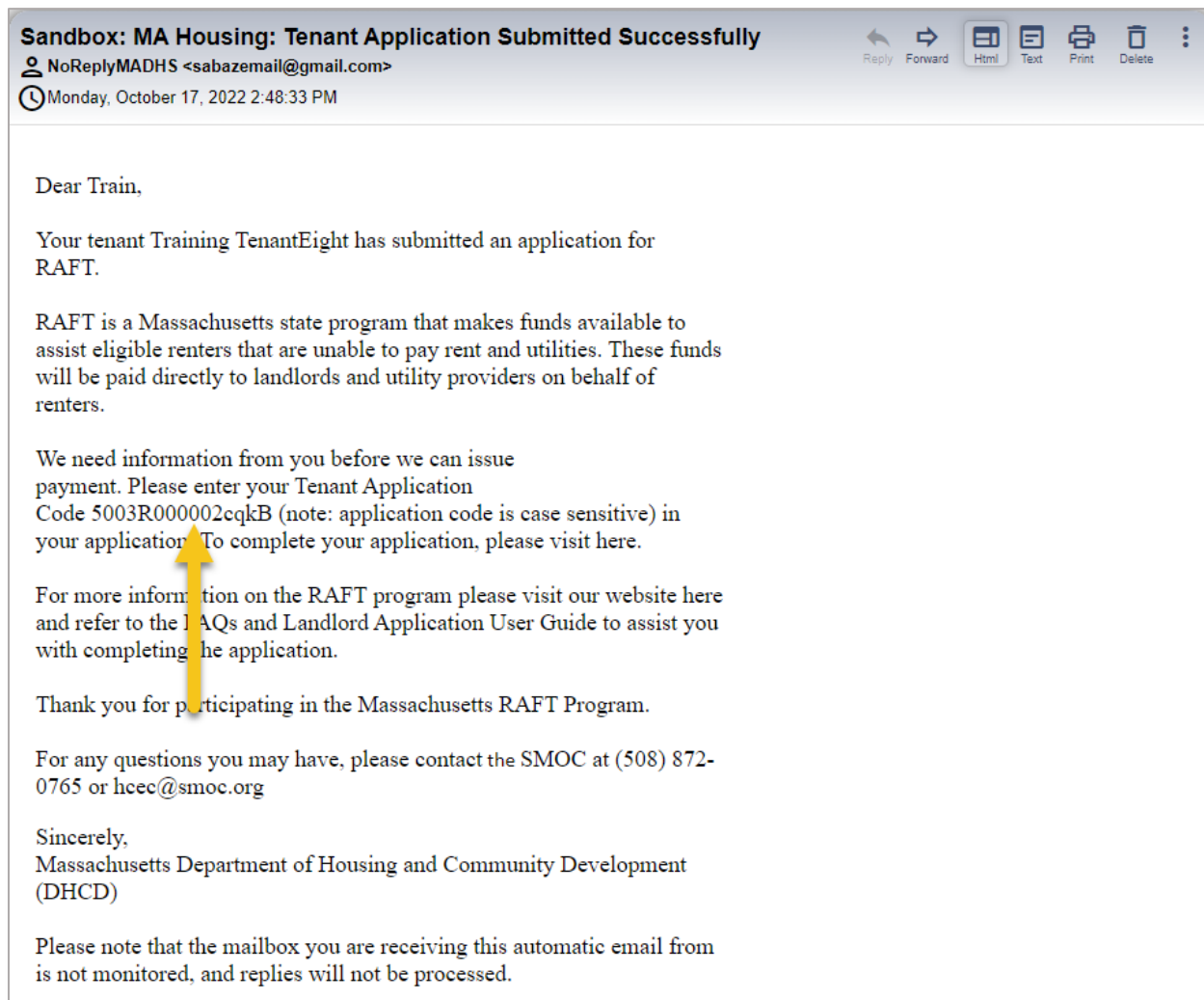


Receiving an Application from a Tenant

Collecting your Tenant Application Code

If one of your tenants applies for housing assistance identifying you as their landlord, you will receive an email notification.

This email provides a Tenant Application Code. You will need this code to complete your portion of the application, so be sure to copy it before moving onward.



Starting a New Application: Application for a tenant in need of assistance

Starting a New Application

Application for a tenant in need of assistance

As a landlord, you can start the application process for one of your tenants in need of housing assistance.

Log in to your landlord account and select the **Start** button to start the application.

The screenshot displays the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a banner reads "Hello, Train LLThree." and "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". A message states: "This portal allows landlords to setup their profile once for reuse across multiple applications. If you have not yet set up your Landlord Profile, please do that before starting an application. You will be able to add multiple properties to your profile for future applications." The main content area is divided into two columns. The left column, titled "Your Profile", shows the user's name "Train LLThree" with an edit icon. Below this, three status indicators are shown: "PAYEE" with a green checkmark, "PROPERTIES" with a green checkmark, and "PAYMENT METHODS" with a green checkmark. The right column, titled "Application Actions", contains three buttons: a blue "START" button, a yellow "RESUME/TRACK STATUS" button, and a white "GET HELP" button. A yellow arrow points from the "START" button in the "Application Actions" column to the "PAYEE" status indicator in the "Your Profile" column. At the bottom right, there is a section titled "Program Information".

Review the "Instructions" page for your understanding, making note of the information you will need to input.

Select **Next** once you have reviewed the "Instructions" page.



Starting a New Application: Application for a tenant in need of assistance

The screenshot shows the 'Instructions' page of the MA Housing Assistance Application Reference Guide. The page has a header with navigation links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the header is a blue banner with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main content area has a progress bar with seven steps, the first of which is highlighted. The title 'Instructions' is centered. The text explains that the application has not yet been submitted and is being saved. It provides instructions for completing the application, including a 21-day deadline and a 20-30 minute completion time. It also states that a case manager from a Regional Administering Agency (RAA) will contact the user after submission. A 'NEXT' button is located at the bottom right.

Instructions

Instructions

Instructions for Completing the Application

The following application will guide you through the application for RAFT. Note that as of August 1, 2022, the Emergency Housing Payment Assistance program has a benefit limit of \$10,000 and an income eligibility limit of 60% Area Median Income.

This application for rental assistance will take 20-30 minutes. You may save and resume this application later, but please complete it within 21 days. After 21 days, incomplete applications will be cancelled and you will need to start a new application if you still wish to apply.

The application will ask you:

About your Tenant Information, Property and Payment details for the application

After you submit the application, a case manager from a Regional Administering Agency (RAA) will contact you. Please respond quickly when they do.

NEXT

The “Tenant and Rent Details” page contains several sections detailing your tenant’s general information and the information of the lease.

The first section contains your tenant’s general information, which requires the following items:

- Tenant First Name
- Tenant Last Name
- Tenant Email Address
- Re-Enter Tenant Email Address
- Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application?
 - Selecting **Yes** will require you to enter the Tenant Application Code
- Rental Start Date
- Rental End Date (Optional)
- Monthly Rent Amount



Starting a New Application: Application for a tenant in need of assistance

- Is the tenant renting or moving into subsidized housing?
- Is your tenant a new tenant who needs move in assistance or an existing tenant who needs assistance with overdue rent?
 - Selecting **New** will require you to answer mover questions while selecting **Existing** will require you to answer overdue rent questions

Mover questions are:

- Does the tenant require the payment of a Security Deposit at this time?
 - Selecting **Yes** will require you to enter the amount of the Security Deposit
- Does the tenant require the payment of First and/or Last Month's Rent at this time?
 - Selecting **Yes** will require you to enter the amounts



Starting a New Application: Application for a tenant in need of assistance

The screenshot displays the 'Tenant and Rent Details' form within the MA Housing Assistance Application Reference Guide. The form is part of a multi-step process, with the first step, 'Tenant and Rent Details', being the active step. The form includes the following fields and questions:

- Tenant First Name ***: test
- MI ***: [Empty]
- Tenant Last Name ***: test
- Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application? ***: ☒ Yes ☐ No
- Tenant Application Code ***: testingscreens1
- Rent Details**
 - Rental Start Date ***: 10-20-2020
 - Rental End Date ***: [Empty]
 - Monthly Rent Amount ***: \$ 2,387.00
- Is the tenant renting or moving into subsidized housing? ***: ☒ Yes ☐ No
- Is your tenant a new tenant who needs move in assistance or an existing tenant who needs assistance with overdue rent? ***: ☒ New Tenant ☐ Existing Tenant
- Does the tenant require the payment of a Security Deposit at this time? ***: ☒ Yes ☐ No
- How much is the Security Deposit? ***: \$ 0.00
- Does the tenant require the payment of First and/or Last Month's Rent at this time? ***: ☒ Yes ☐ No
- How much is the First Month's Rent? ***: [Empty]
- How much is the Last Month's Rent? ***: [Empty]

At the bottom of the form, there are two buttons: 'PREVIOUS' and 'NEXT'.

Overdue rent questions are:

- Total Overdue Rent
- Number of Overdue Rent Months
- Has the tenant been issued a Notice to Quit (NTQ)?
- Has an eviction summons been filed?
 - Selecting **Yes** will require you to enter the Next Court Hearing Date



Starting a New Application: Application for a tenant in need of assistance

- Note that you can access free mediation to help resolve challenges with your tenant, outside of court by visiting <https://www.mass.gov/info-details/eviction-diversion-initiative-legal-services-and-mediation#faq:-learn-how-community-mediation-can-help-tenants-stay-in-their-homes->.

The screenshot shows the 'Tenant and Rent Details' section of the MA Housing Assistance Application. The form is titled 'Tenant and Rent Details' and includes a progress bar at the top with five steps. The first step, 'Tenant and Rent Details', is currently active and marked with a blue checkmark. Below the title, there are several fields and questions:

- Tenant First Name ***: A text input field containing 'test'.
- MI ***: A dropdown menu with 'MI' selected.
- Tenant Last Name ***: A text input field containing 'test'.
- Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application? ***: A radio button question with 'Yes' selected.
- Tenant Application Code ***: A text input field containing 'testingscreens1'.
- Rent Details**: A section header with a dropdown arrow.
- Rental Start Date ***: A date input field containing '10-20-2020'.
- Rental End Date ***: A date input field.
- Monthly Rent Amount ***: A text input field containing '\$ 2,387.00'.
- Is the tenant renting or moving into subsidized housing? ***: A radio button question with 'Yes' selected.
- Is your tenant a new tenant who needs move in assistance or an existing tenant who needs assistance with overdue rent? ***: A radio button question with 'Existing Tenant' selected.
- Total Overdue Rent ***: A text input field containing '\$ 3,066.06'.
- # of Overdue Months ***: A dropdown menu with '3' selected.
- Click here to learn more about an NTQ**: A link.
- Has the tenant been issued a notice to Quit(NTQ) ***: A radio button question with 'Yes' selected.
- Has an eviction summons been filed? ***: A radio button question with 'Yes' selected.
- Did you know that you can access free mediation to help resolve challenges with your tenant, outside of court? Visit: <https://www.mass.gov/info-details/eviction-diversion-initiative-legal-services-and-mediation#faq:-learn-how-community-mediation-can-help-tenants-stay-in-their-homes->**: A text input field.
- Next Court Hearing Date ***: A date input field.

At the bottom of the form, there are two buttons: 'PREVIOUS' and 'NEXT'.



Starting a New Application: Application for a tenant in need of assistance

Select **Next** when you have completed the “Tenant and Rent Details” page.

The “Payment Details” page contains information about how the payment will be received.



Note that a Payee must have been created for this account, as the options available will only appear if that section is filled out.

The “Payment Details” page requires the following information:

- Landlord/Owner
 - Note that this will be automatically filled out if you created just one Payee during your profile setup, otherwise you will select from the dropdown menu listing the Payee(s) created during your profile setup
- Select Payment Method Nickname from the dropdown menu listing the Payment Methods created during your profile setup
- Select Property Nickname from the dropdown menu listing the Properties created during your profile setup

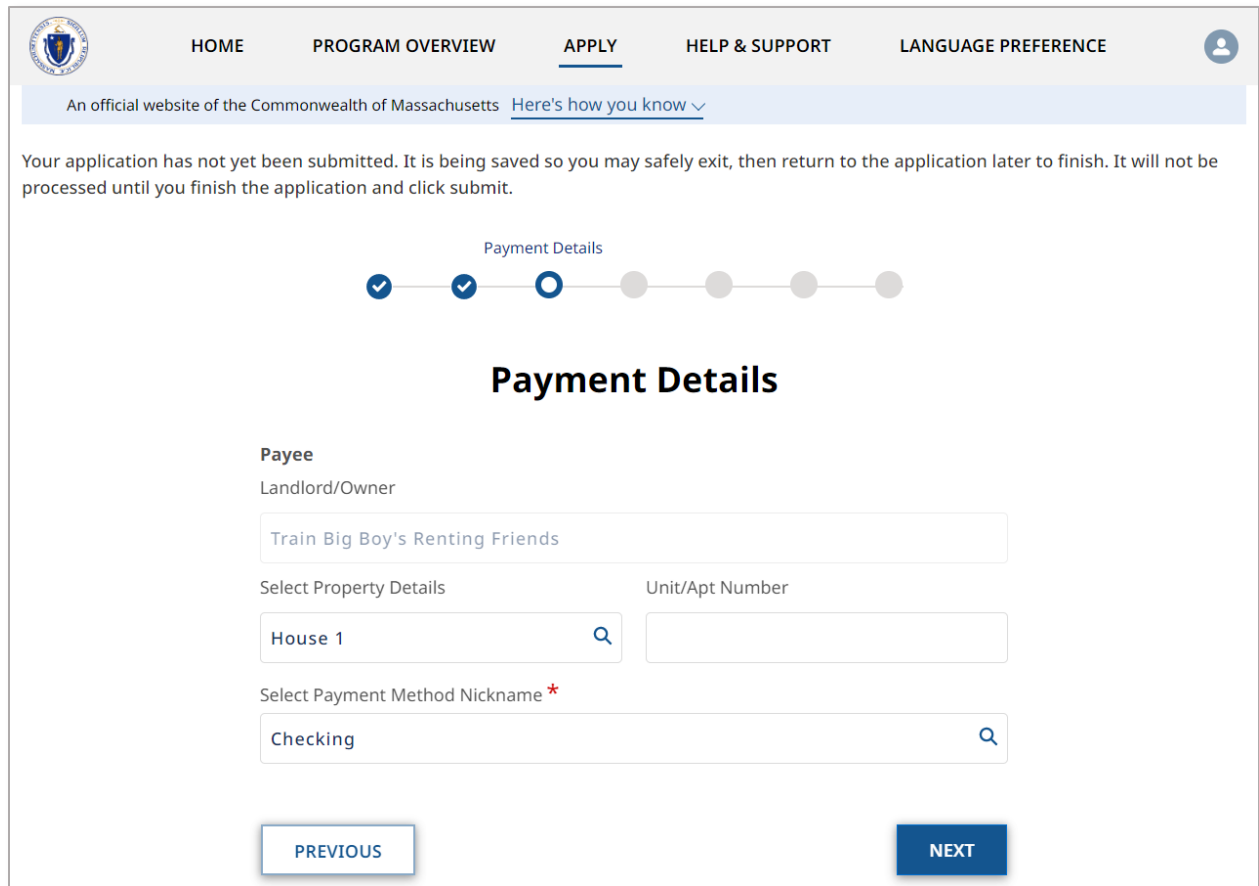
You may also enter the following optional information:

- Select Property Details
- Unit/Apt Number

Select **Next** when you have completed the “Payment Details” page.



Starting a New Application: Application for a tenant in need of assistance



The screenshot displays the 'APPLY' section of the MA Housing Assistance application. At the top, navigation links include HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is in the top right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar shows six steps; the third step, 'Payment Details', is the current active step, indicated by a blue circle with a white checkmark. The 'Payment Details' section includes a 'Payee' field with 'Landlord/Owner' and 'Train Big Boy's Renting Friends' entered. Below this are two fields: 'Select Property Details' with 'House 1' and a search icon, and 'Unit/Apt Number' which is empty. The 'Select Payment Method Nickname' field has 'Checking' entered and a search icon. At the bottom are 'PREVIOUS' and 'NEXT' buttons.

The “Upload Documents” page requires you to upload documents relevant to your rental agreement. This will require the following:

- Verification of Current Housing (which may be any of the following):
 - Lease
 - Tenancy Agreement
 - Tenancy at Will form
 - Other verification of housing such as a letter from the landlord

To upload the document, select the **Upload Files** button.



Starting a New Application: Application for a tenant in need of assistance

The screenshot displays the 'Upload Documents' step in a web application. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a light blue banner states: 'An official website of the Commonwealth of Massachusetts [Here's how you know](#)'. A message below the banner reads: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress indicator shows a sequence of seven circles; the first three are blue with white checkmarks, the fourth is blue with a white circle, and the remaining three are grey. The title 'Upload Documents' is centered in a large, bold font. Below the title, the section 'Verification of Current Housing' is followed by a paragraph: 'Verification of Current Housing: This can include a signed copy of any one of these:' and a bulleted list: '• Lease, or', '• Tenancy Agreement, or', '• Tenancy at Will form, or', and '• Other verification of housing such as a letter from the landlord'. A large dashed rectangular box contains the upload interface. Inside this box, the text 'Upload Files *' is followed by an information icon. Below this, a yellow arrow points to a button labeled 'Upload Files' with a cloud icon. Underneath the button, the text 'Or drop files' is displayed. At the bottom of the page, there are two buttons: 'PREVIOUS' on the left and 'NEXT' on the right.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

Upload Documents

Upload Documents

Verification of Current Housing

Verification of Current Housing: This can include a signed copy of any one of these:

- Lease, or
- Tenancy Agreement, or
- Tenancy at Will form, or
- Other verification of housing such as a letter from the landlord

Upload Files * ⓘ

Upload Files

Or drop files

PREVIOUS NEXT

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

Select **Next** when you have completed the "Upload Documents" page.



Starting a New Application: Application for a tenant in need of assistance

The screenshot shows the 'Upload Documents' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar shows six steps, with the fourth step, 'Upload Documents', currently active. The main heading is 'Upload Documents'. Below this, the section 'Verification of Current Housing' is displayed, followed by a list of acceptable documents: Lease, Tenancy Agreement, Tenancy at Will form, or Other verification of housing such as a letter from the landlord. A file upload area is shown with the text 'Upload Files' and a button labeled 'Upload Files'. Below the button, it says 'Or drop files'. A file named 'Proof of Current Housing.jpg' is shown as uploaded. At the bottom, there are two buttons: 'PREVIOUS' and 'NEXT'.

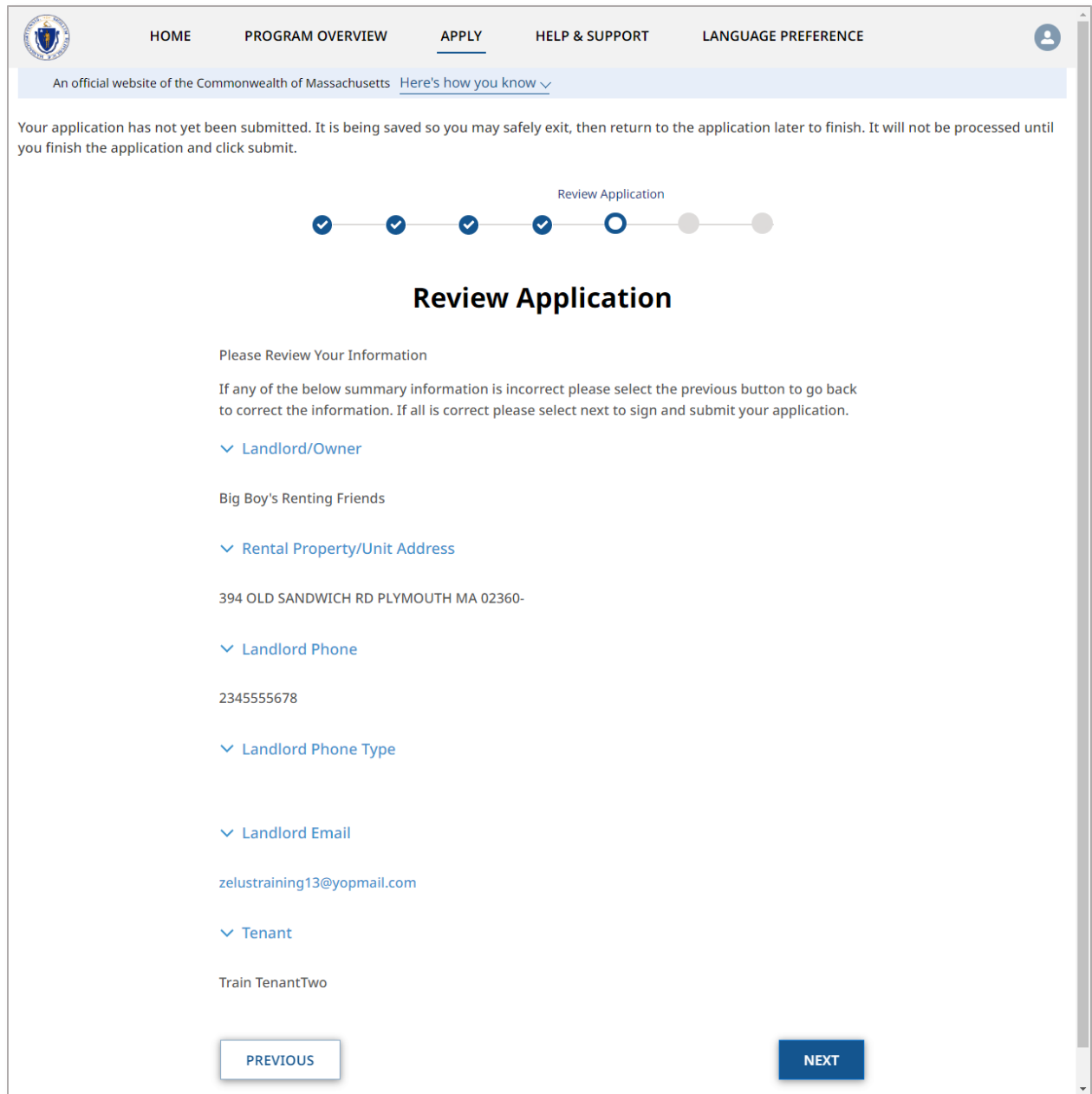
The “Review Application” page shows all of the information that you have entered so far. If any of the summary information is incorrect, select the **Previous** button to go back and correct the information.

Alternatively, you may select the incorrect page on the Navigation Bar that the top.

Select **Next** when you have verified that your information is accurate.



Starting a New Application: Application for a tenant in need of assistance



The screenshot shows the 'Review Application' page of the MA Housing Assistance application system. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a light blue banner with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. A message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar shows six steps: the first four are completed (blue circles with checkmarks), the fifth is the current step 'Review Application' (blue circle with a white outline), and the sixth is pending (grey circle). The main heading is 'Review Application'. Below it, a section titled 'Please Review Your Information' contains instructions: 'If any of the below summary information is incorrect please select the previous button to go back to correct the information. If all is correct please select next to sign and submit your application.' The summary information is organized into sections with expandable headers: 'Landlord/Owner' (Big Boy's Renting Friends), 'Rental Property/Unit Address' (394 OLD SANDWICH RD PLYMOUTH MA 02360-), 'Landlord Phone' (2345555678), 'Landlord Phone Type', 'Landlord Email' (zelustraining13@yopmail.com), and 'Tenant' (Train TenantTwo). At the bottom are 'PREVIOUS' and 'NEXT' buttons.

HOME PROGRAM OVERVIEW **APPLY** HELP & SUPPORT LANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

Review Application

Review Application

Please Review Your Information

If any of the below summary information is incorrect please select the previous button to go back to correct the information. If all is correct please select next to sign and submit your application.

▼ Landlord/Owner

Big Boy's Renting Friends

▼ Rental Property/Unit Address

394 OLD SANDWICH RD PLYMOUTH MA 02360-

▼ Landlord Phone

2345555678

▼ Landlord Phone Type

▼ Landlord Email

zelustraining13@yopmail.com

▼ Tenant

Train TenantTwo

PREVIOUS NEXT

The "Sign and Submit" page requires you to mark some statements of affirmation and sign the form.

The "Statements of Affirmations" section covers three stipulations relevant to the application process:

- I have responded truthfully and completely to every question to the best of my knowledge. I understand if I lie, my application may be denied and/or referred for criminal prosecution.



Starting a New Application: Application for a tenant in need of assistance

- I have not already received payment for the months of overdue rent and/or future rent listed in this application. If I do receive payment from the tenant or another source for these costs in the future, I will notify the RAA processing this application and return the funds.
- I understand Massachusetts Emergency Housing Payment Assistance programs have dollar limits and specific program details are found on mass.gov websites.

The screenshot shows the 'Sign and Submit' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar shows six steps, with the fifth step, 'Sign and Submit', currently active. The main heading is 'Sign and Submit'. Underneath, the section 'Statements of Affirmations' contains three radio button options, all of which are selected:

- ☒ I have responded truthfully and completely to every question to the best of my knowledge. I understand if I lie, my application may be denied and/or referred for criminal prosecution.
- ☒ I have not already received payment for the months of overdue rent and/or future rent listed in this application. If I do receive payment from the tenant or another source for these costs in the future, I will notify the RAA processing this application and return the funds.
- ☒ I understand RAFT can only pay up to \$10,000 for overdue rent arrears and up to one month of future rent.

Next, read through the “Landlord/Property Owner Certification” section until you are asked to electronically sign.

When you have fully read the section, select the **Electronically Sign** button to sign the document.

The screenshot shows a button labeled 'ELECTRONICALLY SIGN' in a blue box. A yellow arrow points to the button from the right. Below the button, there is a red icon and the text 'Pending Electronic Signature'.

Select **Next** once you have completed the “Statements of Affirmations” and signed the form.



Starting a New Application: Application for a tenant in need of assistance



Signed By	Signed Date
Big Boy's Renting Friends	09/29/2022


[PREVIOUS](#)[NEXT](#)

The “Confirmation” page confirms that your application has been submitted successfully.








Be sure to document your **Assistance Application Number** for later reference. This number will be used to track the progress of your application with your assigned Regional Administering Agency (RAA).

Select **Done** to close out of the page.


HOMEPROGRAM OVERVIEWAPPLYHELP & SUPPORTLANGUAGE PREFERENCE

An official website of the Commonwealth of Massachusetts [Here's how you know](#) 

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.



Confirmation



Confirmation

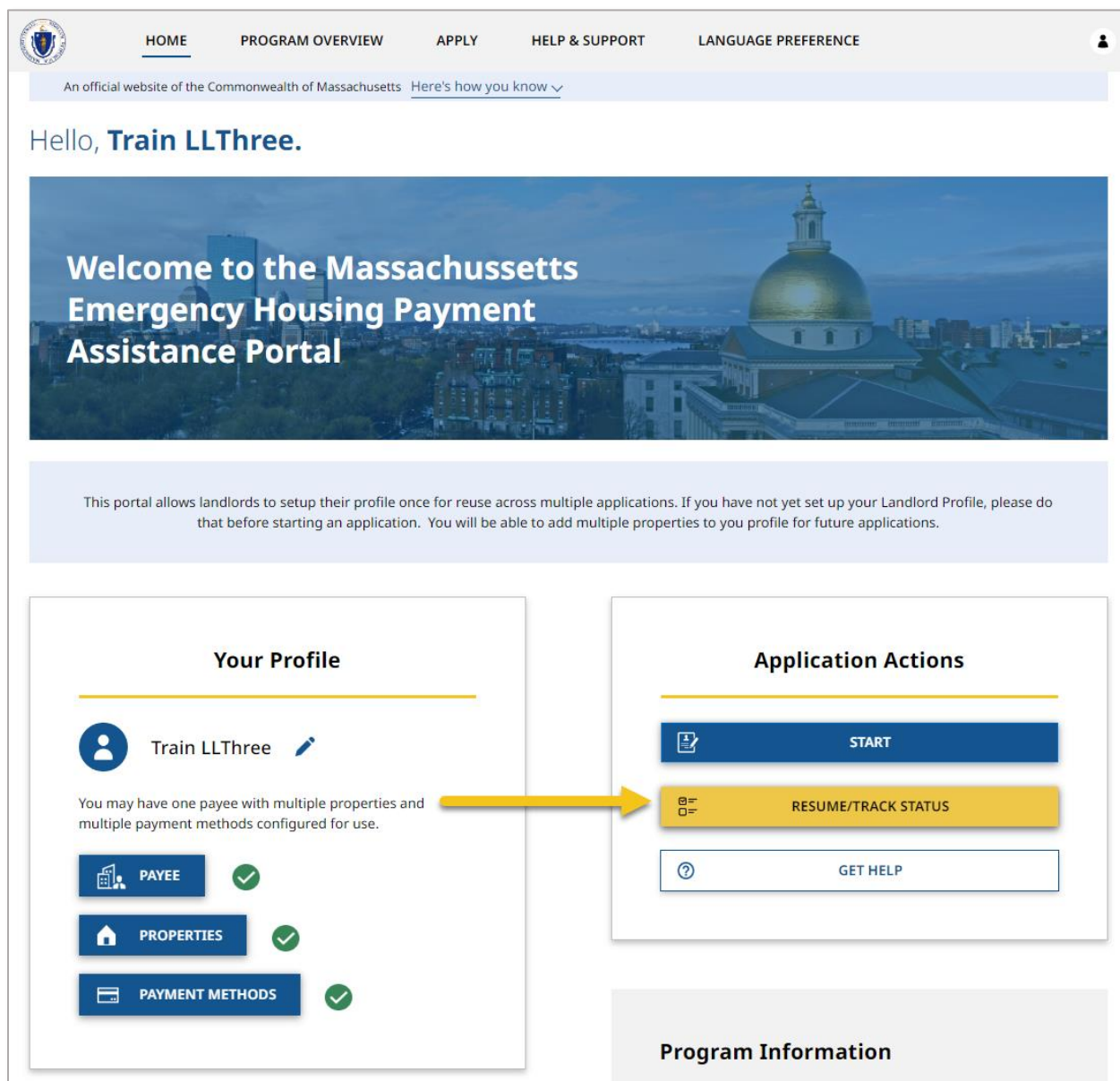
Your rental assistance application # 00001359 was submitted. We'll update you on your application status throughout the approval process by email, phone or text message. Refer to application # 00001359 if you contact us. You may also be eligible for free or low-cost legal help or mediation. Click [here](#) to learn more. Thank you!

[DONE](#)



Tracking the Status of your Applications

If you want to revisit an application you have started but didn't submit, or an application you have finished and submitted, you can do so by selecting the **Resume/Track Status** button from the "Home" page.





Here you will see any applications you have started or submitted. The status of each application is identified at the top. The statuses, along with their descriptions, are as follows:


- Not Submitted – The application has been started, but not submitted




Tracking the Status of your Applications: Application for a tenant in need of assistance

- Submitted – The application has been submitted but is awaiting a match with a landlord application
- Under Review – The application has been matched and an RAA is ensuring the case is eligible for payment and has the necessary information
- Ready for Payment – The application has been approved for payment, but no payment has been issued
- Paid – Payment has been issued
- Closed – The case is finished and can no longer be accessed or edited

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE 

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 Back

Application Status

If you are a landlord requesting rental assistance for one of your tenants and do not see the corresponding request below, please start a [new application](#)

RECENT CASES

ALL CASES

Not Submitted

Submitted

Under Review

Ready for Payment

Paid

Closed

Case Number #00001726

...

Case Type

Landlord Application

Rental Property

Not Submitted

Submitted

Under Review

Ready for Payment

Paid

Closed

Case Number #00001463

...

Case Type

Landlord Application

Rental Property

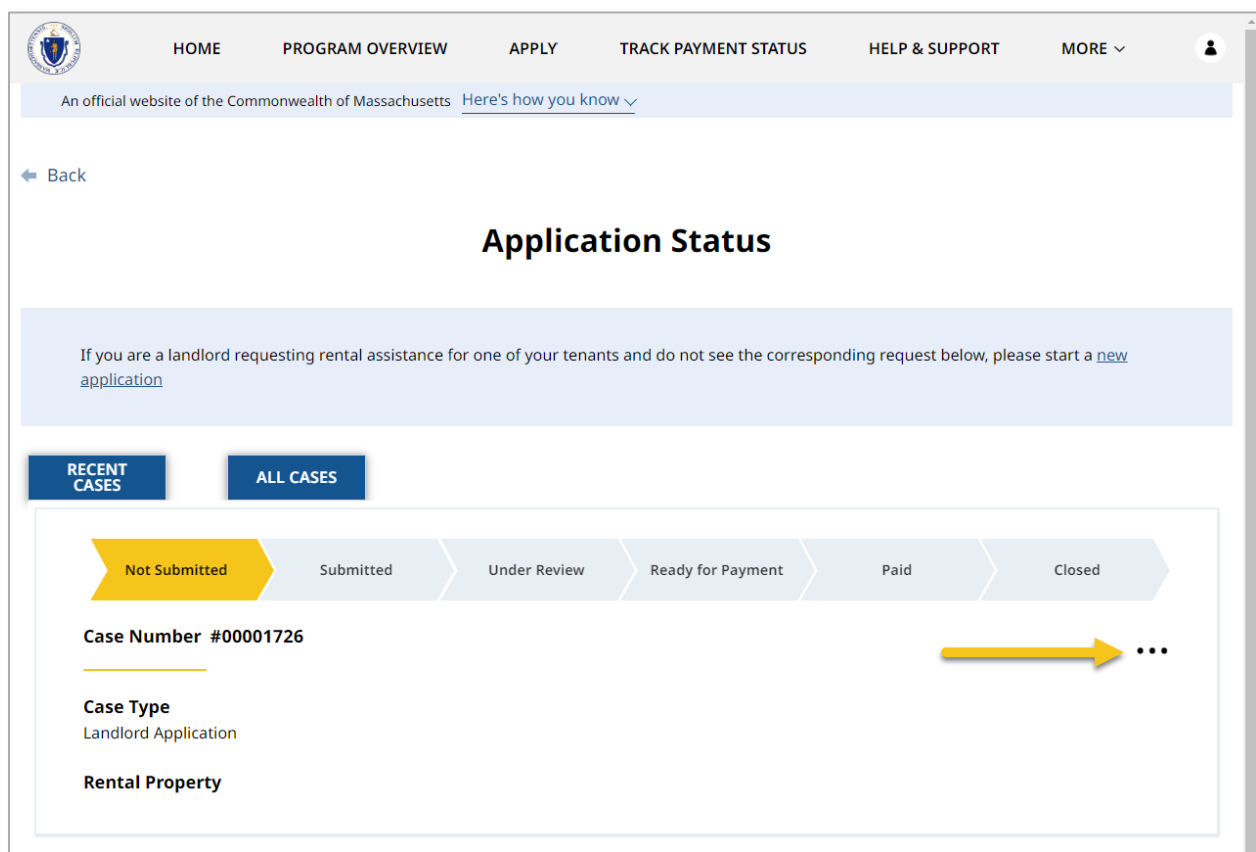
125 MILK ST, 7, BOSTON, MA 02109-



Tracking the Status of your Applications: Editing applications that have not yet been submitted

Editing applications that **have not yet** been submitted



To edit an application that has not yet been submitted select the three dots on the right of that application.





Select **Edit** to continue working on your existing application.



Tracking the Status of your Applications: Editing applications that have not yet been submitted

 HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE 

An official website of the Commonwealth of Massachusetts [Here's how you know](#) 


 Back

Application Status

If you are a landlord requesting rental assistance for one of your tenants and do not see the corresponding request below, please start a [new application](#)


RECENT CASES **ALL CASES**

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001726 

Case Type
Landlord Application

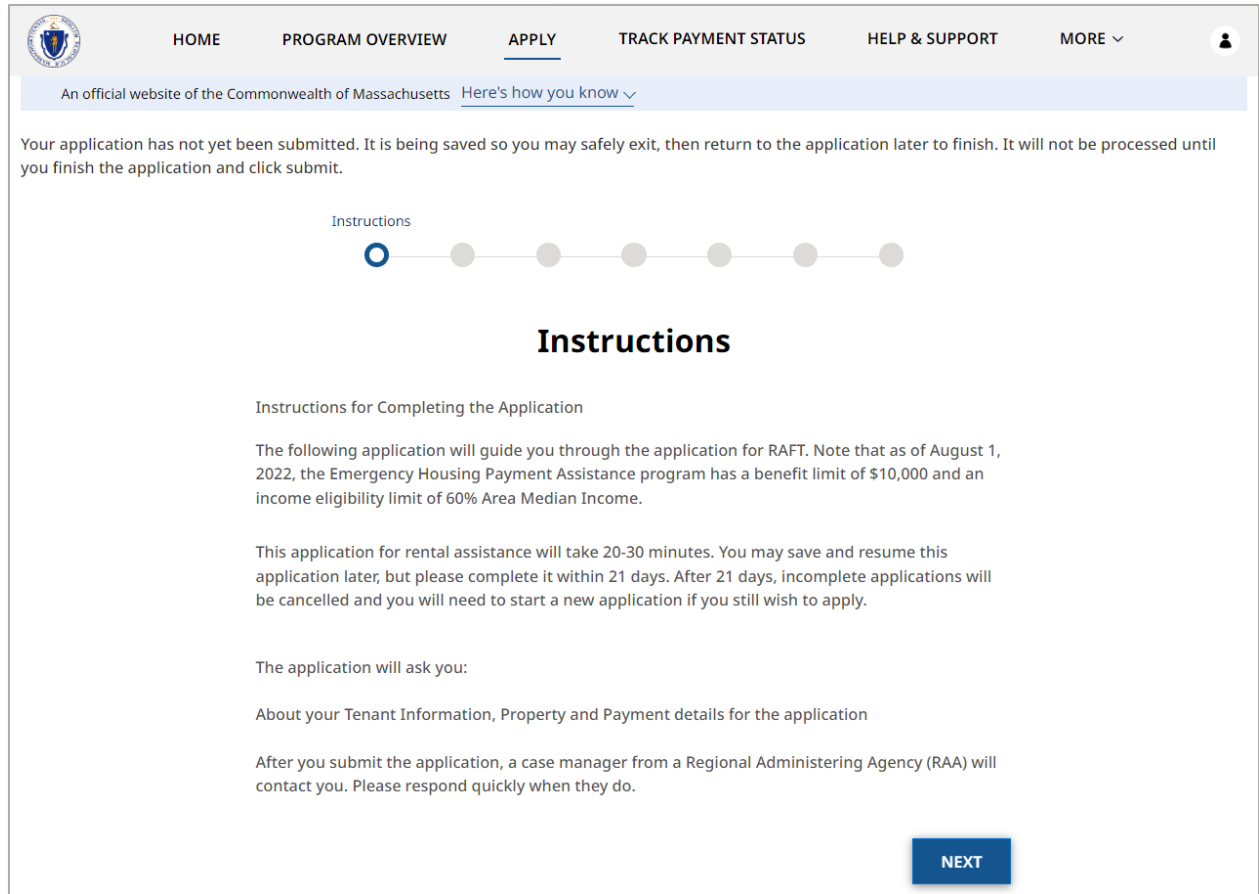
Rental Property

 Edit
Withdraw

Here you will be able to review what you have entered and edit as needed.



Tracking the Status of your Applications: Withdrawing applications that have not yet been submitted



The screenshot displays the 'Instructions' page of the MA Housing Assistance application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress indicator shows a series of seven dots, with the first dot highlighted in blue and labeled 'Instructions'. The main heading is 'Instructions'. The text explains that the application will guide the user through the RAFT application process, noting that as of August 1, 2022, the Emergency Housing Payment Assistance program has a benefit limit of \$10,000 and an income eligibility limit of 60% Area Median Income. It also states that the application for rental assistance will take 20-30 minutes and can be saved and resumed later, but must be completed within 21 days. After 21 days, incomplete applications will be cancelled. The application will ask for Tenant Information, Property and Payment details. After submission, a case manager from a Regional Administering Agency (RAA) will contact the user. A 'NEXT' button is located at the bottom right.

HOME PROGRAM OVERVIEW **APPLY** TRACK PAYMENT STATUS HELP & SUPPORT MORE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

Instructions

Instructions

Instructions for Completing the Application

The following application will guide you through the application for RAFT. Note that as of August 1, 2022, the Emergency Housing Payment Assistance program has a benefit limit of \$10,000 and an income eligibility limit of 60% Area Median Income.

This application for rental assistance will take 20-30 minutes. You may save and resume this application later, but please complete it within 21 days. After 21 days, incomplete applications will be cancelled and you will need to start a new application if you still wish to apply.

The application will ask you:

About your Tenant Information, Property and Payment details for the application

After you submit the application, a case manager from a Regional Administering Agency (RAA) will contact you. Please respond quickly when they do.

NEXT

Withdrawing applications that **have not yet** been submitted

To withdraw an application that has not yet been submitted select the three dots on the right of that application.



Tracking the Status of your Applications: Withdrawing applications that have not yet been submitted

HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE ▾

An official website of the Commonwealth of Massachusetts [Here's how you know ▾](#)

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Application Status

If you are a landlord requesting rental assistance for one of your tenants and do not see the corresponding request below, please start a [new application](#)

RECENT CASES ALL CASES

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001726

Case Type
Landlord Application

Rental Property

Select **Withdraw** to withdraw your application.



Tracking the Status of your Applications: Withdrawing applications that have not yet been submitted

HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE ▾

An official website of the Commonwealth of Massachusetts [Here's how you know ▾](#)

← Back

Application Status

If you are a landlord requesting rental assistance for one of your tenants and do not see the corresponding request below, please start a [new application](#)

RECENT CASES ALL CASES

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001726

Case Type
Landlord Application

Rental Property

Edit
Withdraw

The “Withdraw Application” page requires you to provide a reason for your decision to withdraw your application.

Select **Next** once you have entered your reason for withdrawing.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

Withdraw Application

Reason for Withdrawal *

No longer in need of assistance

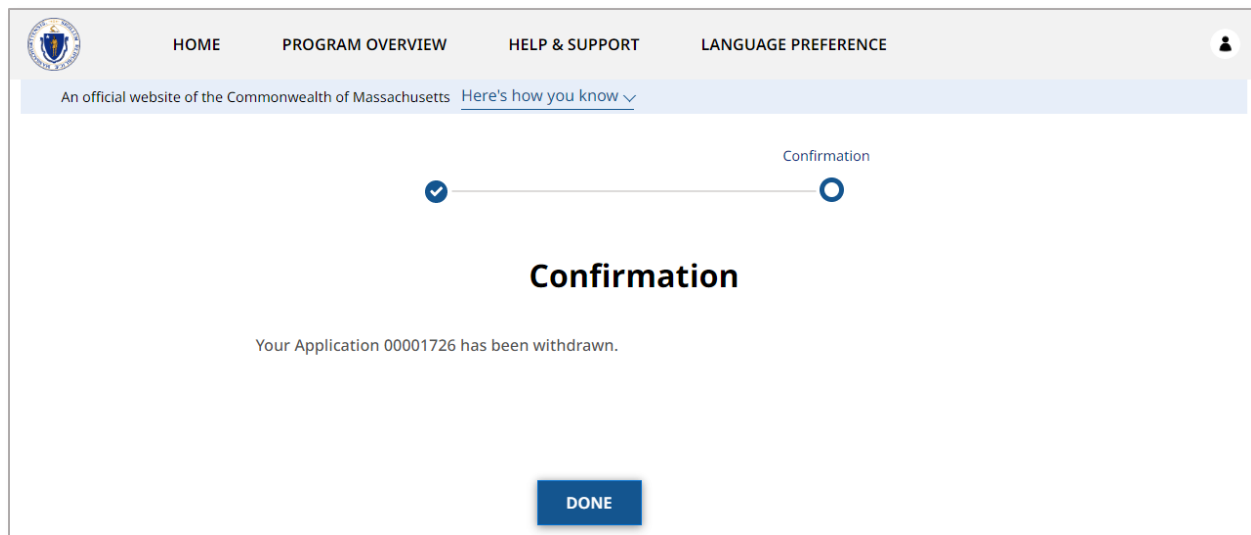
NEXT

The “Confirmation” page will verify that your withdrawal has completed.

Select **Done** to close out of the withdrawal page.

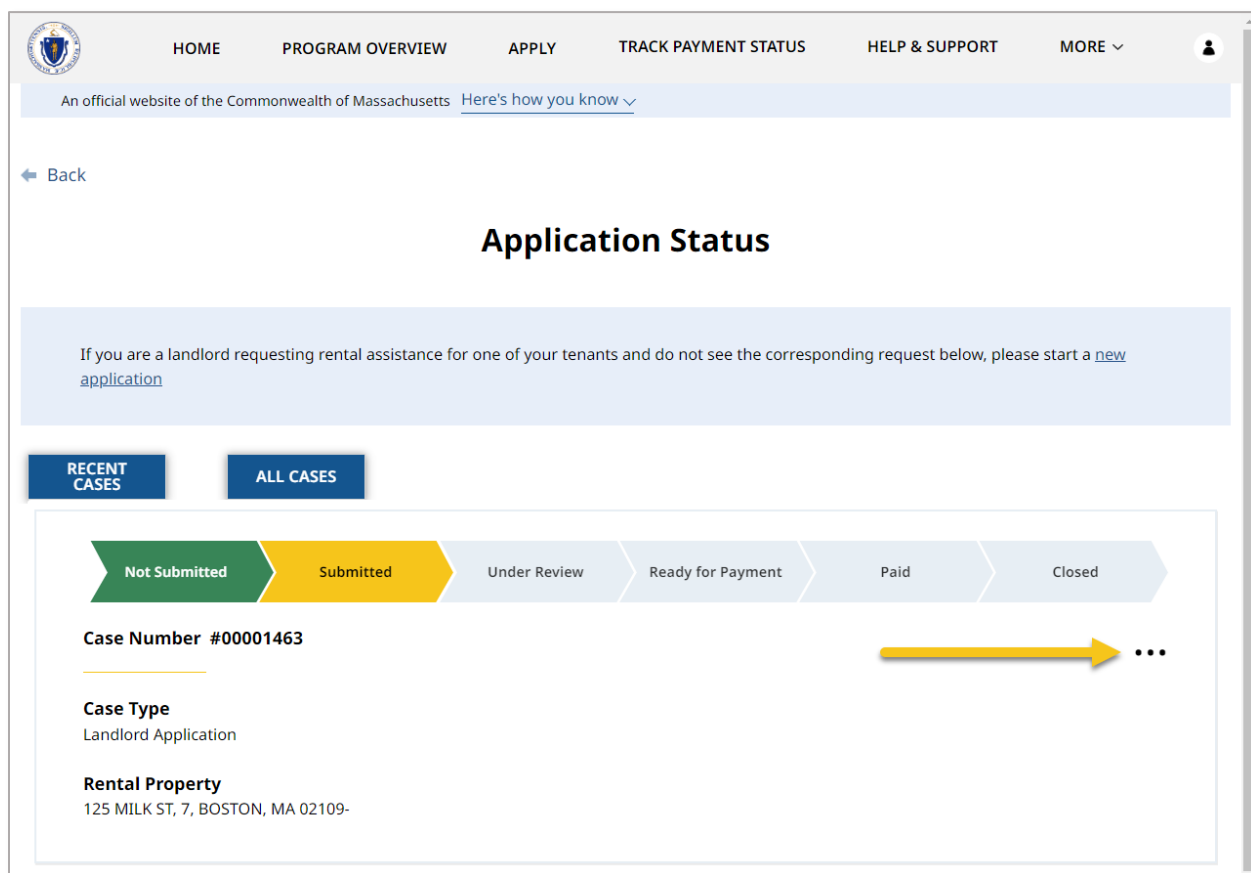


Tracking the Status of your Applications: Reviewing applications that have been submitted



Reviewing applications that **have** been submitted

Applications that have been submitted cannot be edited. However, you can review the information entered during the initial submission by selecting the three dots on the right of that application.



Tracking the Status of your Applications: Reviewing applications that have been submitted

Select **View Case Summary** to begin reviewing.

The screenshot shows the 'Application Status' page on the MA Housing Assistance website. The page has a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'Application Status'. A message states: 'If you are a landlord requesting rental assistance for one of your tenants and do not see the corresponding request below, please start a [new application](#)'. Below this are two buttons: 'RECENT CASES' and 'ALL CASES'. A progress bar shows the stages: Not Submitted (green), Submitted (yellow), Under Review (light blue), Ready for Payment (light blue), Paid (light blue), and Closed (light blue). The 'Submitted' stage is highlighted. Below the progress bar, the case details are shown: Case Number #00001786, Case Type Landlord Application, and Rental Property 16 MAIN ST, FALMOUTH, MA 02540-2667. A yellow arrow points from the 'Submitted' stage to a dropdown menu with options: View Case Summary and Upload Documents.

← Back

Application Status

If you are a landlord requesting rental assistance for one of your tenants and do not see the corresponding request below, please start a [new application](#)

RECENT CASES **ALL CASES**

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001786

Case Type
Landlord Application

Rental Property
16 MAIN ST, FALMOUTH, MA 02540-2667

View Case Summary
Upload Documents

You can view general information about the case, as well as the signed contract.



Tracking the Status of your Applications: Uploading documents to applications that have been submitted

The screenshot shows the 'Case Summary' page of the MA Housing Assistance Application Reference Guide. The page has a header with navigation links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the header is a blue banner with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main content area is titled 'Case Summary' and contains a progress indicator (a blue circle) and a list of fields: Individual Name (Train LLThree), Phone (2345559876), Email (zelustraining4@yopmail.com), Rental Property/Unit Address (16 MAIN ST FALMOUTH MA 02540-2667), and Tenant (Train TenantFour). Below these fields is a 'Rent Details' table with columns: Number of Arrea..., Overdue Rent, Monthly Rent Am..., and Security Deposit. The table has one row with values: 1, \$510.00, and \$255.00. Below the table is a 'Statements of Affirmations' section with three radio buttons and their corresponding text.

Case Summary

Case Summary

Individual Name
Train LLThree

Phone
2345559876

Email
zelustraining4@yopmail.com

Rental Property/Unit Address
16 MAIN ST FALMOUTH MA 02540-2667

Tenant
Train TenantFour

Rent Details

Number of Arrea...	Overdue Rent	Monthly Rent Am...	Security Deposit
1	\$510.00		\$255.00

Statements of Affirmations

- ☒ I have responded truthfully and completely to every question to the best of my knowledge. I understand if I lie, my application may be denied and/or referred for criminal prosecution.
- ☐ I have not already received payment for the months of overdue rent and/or future rent listed in this application. If I do receive payment from the tenant or another source for these costs in the future, I will notify the RAA processing this application and return the funds.
- ☐ I understand RAFT can only pay up to \$7,000 for overdue rent arrears and up to one month of future rent.

Scroll down and select **Done** when you are finished reviewing.

The screenshot shows the bottom section of the 'Case Summary' page. It contains two fields: 'Signed By' with the value 'Train LLThree' and 'Signed Date' with the value '2022-10-11'. Below these fields is a blue button labeled 'DONE'.

Signed By
Train LLThree

Signed Date
2022-10-11

DONE

Uploading documents to applications that **have** been submitted

Applications that have been submitted cannot be edited. However, you can add additional documentation to that application by selecting the three dots on the right of that application.



Tracking the Status of your Applications: Uploading documents to applications that have been submitted

HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE

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← Back

Application Status

If you are a landlord requesting rental assistance for one of your tenants and do not see the corresponding request below, please start a [new application](#)

RECENT CASES ALL CASES

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001463

Case Type
Landlord Application

Rental Property
125 MILK ST, 7, BOSTON, MA 02109-

Select **Upload Documents** to begin uploading.



Tracking the Status of your Applications: Uploading documents to applications that have been submitted

HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

← Back

Application Status

If you are a landlord requesting rental assistance for one of your tenants and do not see the corresponding request below, please start a [new application](#)

RECENT CASES ALL CASES

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001786

Case Type
Landlord Application

Rental Property
16 MAIN ST, FALMOUTH, MA 02540-2667

View Case Summary
Upload Documents

The “Upload Documents” page will give you a list of all the documents you have already uploaded, as well as giving you the option to upload additional documents.

To upload a file, select the **Upload Files** button.



Tracking the Status of your Applications: Uploading documents to applications that have been submitted

The screenshot shows the 'Upload Documents' section of a web application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'Upload Documents'. A paragraph explains that if an RAA has requested additional documents, or if the user has additional documents to provide, they should use the upload button. Below this, a section titled 'The list of documents already uploaded :' contains a table with two rows: 'Document Name' and 'CurrentHousing-Proof of Current Housing'. A link 'Upload Additional Documents' is provided. A large dashed box contains the 'Upload Files' section, which includes a yellow arrow pointing to an 'Upload Files' button and the text 'Or drop files'. A 'DONE' button is located at the bottom of the page.

Upload Documents


If an RAA has contacted you requesting additional documents, or you have additional documents you would like the RAA to consider when processing your application, please upload documentation using the upload button and select the type of documentation you are providing.

The list of documents already uploaded :

Document Name
CurrentHousing-Proof of Current Housing

[Upload Additional Documents](#)

Upload Files

 [Upload Files](#)

Or drop files

DONE

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

Select **Done** once you have all attachments uploaded.



Tracking the Status of your Applications: Tracking Payment Status for applications that have been approved

Upload Documents

If an RAA has contacted you requesting additional documents, or you have additional documents you would like the RAA to consider when processing your application, please upload documentation using the upload button and select the type of documentation you are providing.

The list of documents already uploaded :

Document Name
CurrentHousing-Proof of Current Housing

[Upload Additional Documents](#)

Upload Files

[Upload Files](#)

Or drop files

W9.jpg

DONE

Tracking Payment Status for applications that **have** been approved

Payments for all applications that have been approved can be viewed by selecting the menu item "Track Payment Status" in the Landlord Portal.

HOME PROGRAM OVERVIEW APPLY **TRACK PAYMENT STATUS** HELP & SUPPORT MORE

Payment Dates, Methods, Status, Types and Amounts are displayed in tabular form for all approved applications.

Guest Landlord Information and Application: Submitting an application as a Guest Landlord

Payment Summary

Payment Details


Application Number	Tenant Name	Property Address	Payment Date	Payment Method	Payment Amount	Payment Status	Payment Type	Payment Number	RAA

Done

Guest Landlord Information and Application

Submitting an application as a Guest Landlord

Select the Get Started button under Guest Landlord Information.



HOMEPROGRAM OVERVIEWHOW TO APPLYHELP & SUPPORT

Select Language
Powered by Google Translate

Log in

An official website of the Commonwealth of Massachusetts Here's how you know

Welcome to the Massachusetts Emergency Housing Payment Assistance Portal

APPLY NOW

Start or Continue an Application

Tenants, landlords, advocates, and
Emergency Assistance providers can create an
account or log in here.

GET STARTED

Guest Landlord Information

Landlord can learn about and apply as a
guest landlord here.

GET STARTED



Guest Landlord Information and Application: Submitting an application as a Guest Landlord

Then select Continue as a Guest.

The screenshot shows the Massachusetts Housing Portal website. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. A 'Log in' button is in the top right corner. Below the navigation bar is a large blue banner with the text 'Welcome to the Massachusetts Housing Portal!' and a background image of a city skyline. Below the banner is a light blue box containing text about applying as a Guest Landlord. It explains that if you foresee the need to submit multiple applications, it's recommended to register. It then lists key differences between Registered and Guest Landlords. For Registered Landlords, it lists three points: 1. You would enter your details and upload your documents into a secure profile once for repeat use across multiple tenant applications. 2. You would have 'save and resume' functionality for applications you start and need additional time to finish in a later session. 3. You may log into the Landlord Portal to check detailed application and payment status for all applications you have submitted. For Guest Landlords, it lists two points: 1. You would enter your details, upload your documents, and complete an application for each tenant being applied for in a single session. 2. You may query the system for summary application status. Below this text are two columns. The left column is titled 'Actions' and contains four blue buttons: 'REGISTER AS A LANDLORD', 'CONTINUE AS A GUEST', 'GUEST CASE STATUS', and 'GUEST DOC UPLOAD'. A yellow arrow points to the 'CONTINUE AS A GUEST' button. The right column is titled 'Program Info' and contains text about the DHCD Emergency Housing Payment Assistance Program, followed by a 'LEARN MORE' button.

HOME PROGRAM OVERVIEW HOW TO APPLY HELP & SUPPORT Log in

Welcome to the Massachusetts Housing Portal!

Thank you for your interest in applying as a Guest Landlord. To ensure this approach best meets your needs, here are the key differences between Registered and Guest Landlords. In short, if you foresee the need to submit multiple applications, it's recommended you register.

As a Registered Landlord:

1. You would enter your details and upload your documents into a secure profile once for repeat use across multiple tenant applications.
2. You would have 'save and resume' functionality for applications you start and need additional time to finish in a later session.
3. You may log into the Landlord Portal to check detailed application and payment status for all applications you have submitted.

As a Guest Landlord:

1. You would enter your details, upload your documents, and complete an application for each tenant being applied for in a single session.
2. You may query the system for summary application status.

Actions

- REGISTER AS A LANDLORD
- CONTINUE AS A GUEST
- GUEST CASE STATUS
- GUEST DOC UPLOAD

Program Info

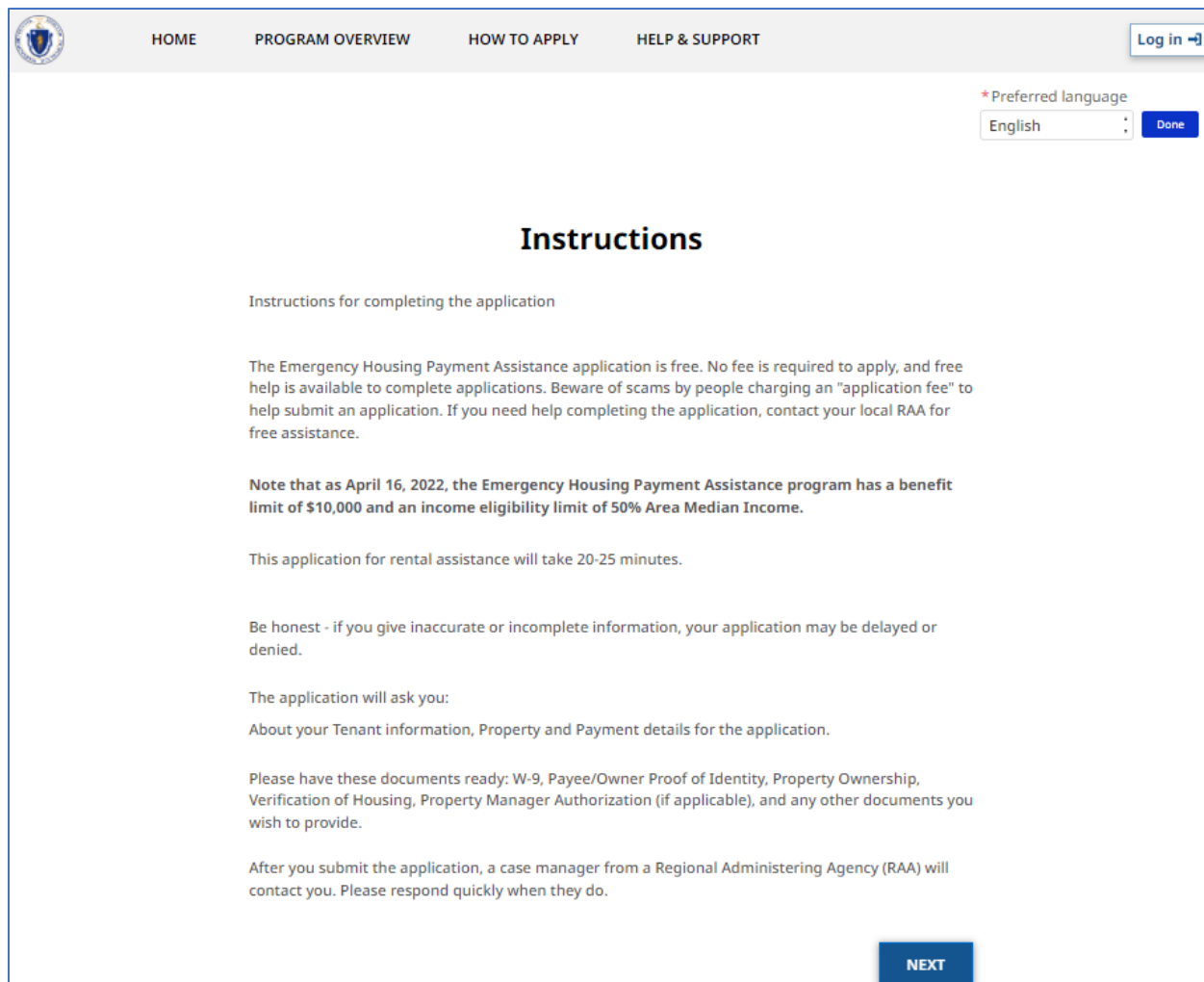
Learn about the DHCD Emergency Housing Payment Assistance Program: who is eligible and what benefits are available.

LEARN MORE

Read the instructions and select Next.



Guest Landlord Information and Application: Submitting an application as a Guest Landlord



The screenshot shows a web application interface for the MA Housing Assistance program. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. A 'Log in' button is located in the top right corner. Below the navigation bar, there is a language selection dropdown menu labeled '* Preferred language' with 'English' selected and a 'Done' button. The main heading is 'Instructions'. Below this, the text reads: 'Instructions for completing the application'. The instructions state that the Emergency Housing Payment Assistance application is free, no fee is required to apply, and free help is available to complete applications. It warns of scams by people charging an 'application fee' to help submit an application and advises contacting the local RAA for free assistance. A note specifies that as of April 16, 2022, the program has a benefit limit of \$10,000 and an income eligibility limit of 50% Area Median Income. It also states that the application for rental assistance will take 20-25 minutes. A warning advises honesty, stating that inaccurate or incomplete information may delay or deny the application. It lists the information the application will ask for: Tenant information, Property and Payment details. It lists documents to have ready: W-9, Payee/Owner Proof of Identity, Property Ownership, Verification of Housing, Property Manager Authorization (if applicable), and any other documents. It concludes by stating that after submission, a case manager from a Regional Administering Agency (RAA) will contact the user and to respond quickly. A 'NEXT' button is located at the bottom right of the instructions section.

HOME PROGRAM OVERVIEW HOW TO APPLY HELP & SUPPORT Log in

* Preferred language
English Done

Instructions

Instructions for completing the application

The Emergency Housing Payment Assistance application is free. No fee is required to apply, and free help is available to complete applications. Beware of scams by people charging an "application fee" to help submit an application. If you need help completing the application, contact your local RAA for free assistance.

Note that as April 16, 2022, the Emergency Housing Payment Assistance program has a benefit limit of \$10,000 and an income eligibility limit of 50% Area Median Income.

This application for rental assistance will take 20-25 minutes.

Be honest - if you give inaccurate or incomplete information, your application may be delayed or denied.

The application will ask you:
About your Tenant information, Property and Payment details for the application.

Please have these documents ready: W-9, Payee/Owner Proof of Identity, Property Ownership, Verification of Housing, Property Manager Authorization (if applicable), and any other documents you wish to provide.

After you submit the application, a case manager from a Regional Administering Agency (RAA) will contact you. Please respond quickly when they do.

NEXT

Select the category that best describes your role.

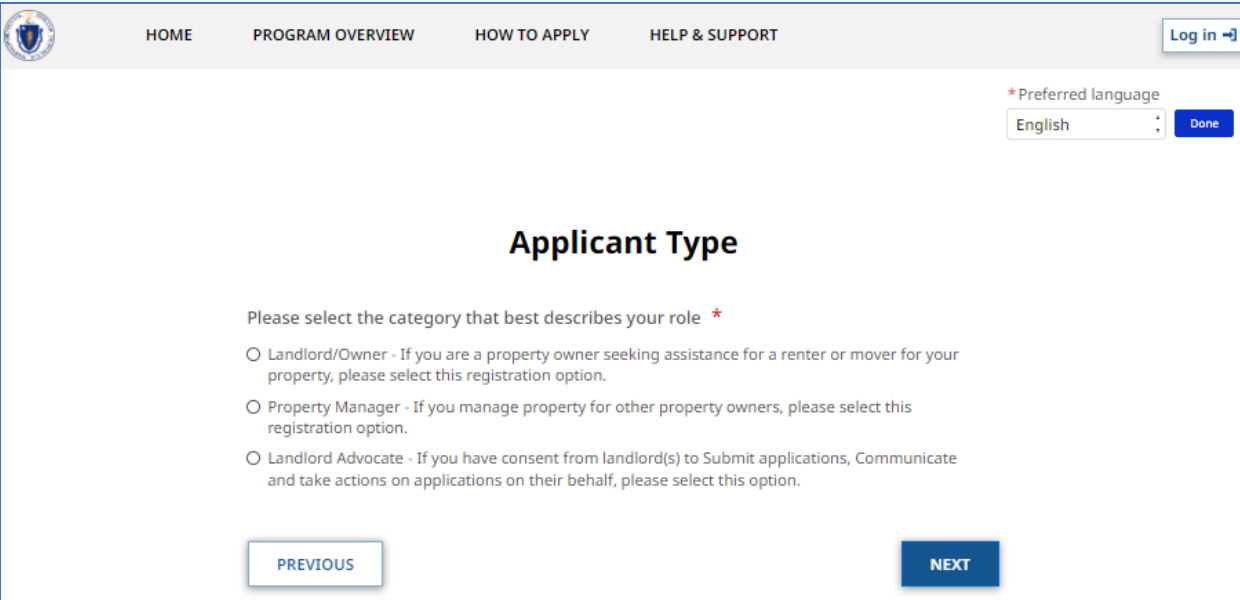
Selecting Property Manager will allow you to enter details about you and the property owner, will provide you with the opportunity to upload required documents demonstrating the agreement you have with the property owner to act on their behalf, and will provide ongoing notifications to you regarding this application.

Selecting Advocate will allow you to enter details about you and the property owner, will request your affirmation that you have the property owner's consent to submit this application, and will provide ongoing notifications to you and the property owner regarding this application.

Once complete, select Next.



Guest Landlord Information and Application: Submitting an application as a Guest Landlord



The screenshot shows a web application interface for the MA Housing Assistance program. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. A 'Log in' button is located in the top right corner. Below the navigation bar, there is a language selection dropdown menu labeled '* Preferred language' with 'English' selected and a 'Done' button. The main heading is 'Applicant Type'. Below this, a prompt reads: 'Please select the category that best describes your role *'. There are three radio button options: 'Landlord/Owner - If you are a property owner seeking assistance for a renter or mover for your property, please select this registration option.', 'Property Manager - If you manage property for other property owners, please select this registration option.', and 'Landlord Advocate - If you have consent from landlord(s) to Submit applications, Communicate and take actions on applications on their behalf, please select this option.' At the bottom, there are two buttons: 'PREVIOUS' and 'NEXT'.

Do you operate as an individual or a business? Your answer to this question needs to match your W-9. Selecting individual will allow you to enter first and last name, SSN or ITIN, date of birth, address details and contact details, while selecting business will allow you to enter company name, EIN, address details and contact details.



Guest Landlord Information and Application: Submitting an application as a Guest Landlord

The screenshot shows the 'Payee/Owner Information' form. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. A 'Log in' button is in the top right corner. Below the navigation bar, there is a 'Preferred language' dropdown menu set to 'English' with a 'Done' button. The main heading is 'Payee/Owner Information'. The first question is 'Do you operate as an Individual or Business?' with radio buttons for 'Individual' (selected) and 'Business'. Below this is a section for 'Individual Details'. A note states: 'Please enter the First Name, Last Name, SSN or ITIN information that matches the payee's W9. Once entered and verified these fields will no longer be editable and will be used in applications.' The form fields include: First Name, Middle Name, Last Name, Suffix, Date of Birth (with a calendar icon), SSN or ITIN, and Re-Enter SSN or ITIN. Below these fields are two expandable sections: 'Address Details' and 'Contact Details', both with a red warning icon and the text 'Please expand to fix all invalid fields.' At the bottom, there are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

HOME PROGRAM OVERVIEW HOW TO APPLY HELP & SUPPORT Log in

* Preferred language
English Done

Payee/Owner Information

Do you operate as an Individual or Business ? *

☒ Individual ☐ Business

▼ Individual Details

Please enter the First Name, Last Name, SSN or ITIN information that matches the payee's W9. Once entered and verified these fields will no longer be editable and will be used in applications.

First Name * Middle Name

Last Name * Suffix

Date of Birth *

SSN or ITIN * Re-Enter SSN or ITIN *

> Address Details
ⓘ Please expand to fix all invalid fields.

> Contact Details
ⓘ Please expand to fix all invalid fields.

PREVIOUS VALIDATE YOUR INFORMATION

Once complete select Validate Your Information

Your address must be USPS formatted. Confirm if it is correct and select Next, or select Previous if you need to make revisions.



Guest Landlord Information and Application: Submitting an application as a Guest Landlord

The screenshot shows the 'Confirm Address' page of the MA Housing Assistance Application Reference Guide. The page has a navigation bar at the top with links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. A 'Log in' button is in the top right corner. Below the navigation bar, there is a language selection dropdown set to 'English' with a 'Done' button. The main heading is 'Confirm Address'. Below this, there are two columns of text. The left column is labeled 'You Entered:' and contains the address: '100 Cambridge Street', 'Boston', 'MA', and '02108'. The right column is labeled 'USPS Address Recommended Format (US Postal Service):' and contains the address: '100 CAMBRIDGE ST', 'BOSTON', 'MA', and '02114 - 2509'. Below these columns, there is a section labeled 'Address Selected: *' with a grey button that says 'USE THE US POSTAL SERVICE FORMAT'. At the bottom of the page, there are two buttons: 'PREVIOUS' and 'NEXT'.

If you have successfully entered correct information, your information will be validated. If your validation is not successful, you will have the option to go back to update your information and retry. Even if your information is not validated at this stage, an RAA may work with you to validate it later prior to payment.

Select **Next** to when you are satisfied that your information is correct.

The screenshot shows the 'Validate your Information' page of the MA Housing Assistance Application Reference Guide. The page has a heading 'Validate your Information'. Below the heading, there is a green checkmark icon followed by the text: 'Your information has been successfully validated. Please click "Next" to save the information.' At the bottom of the page, there are two buttons: 'UPDATE INFO AND RETRY' and 'NEXT'.



Guest Landlord Information and Application: Submitting an application as a Guest Landlord

Enter the Rental Property Address and unit number your tenant resides in and select confirm address.

The screenshot shows the 'Rental Property Details' form. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. A 'Log in' button is in the top right. Below the navigation bar is a language selector labeled '* Preferred language' with a dropdown menu set to 'English' and a 'Done' button. The main heading is 'Rental Property Details'. Below it is a section titled 'Rental Property Information' with a downward arrow. The text below this section reads: 'As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.' There are two input fields: 'Property Address *' and 'Unit #'. The 'Property Address' field has a pencil icon to its right. At the bottom are two buttons: 'PREVIOUS' and 'CONFIRM ADDRESS'.

Select the preferred payment method of Direct Deposit or Check and complete the banking or address fields as applicable.

The screenshot shows the 'Payment Information' form. It has the same navigation bar and language selector as the previous form. The main heading is 'Payment Information'. Below it is a section titled 'Payment Details' with a downward arrow. The text below this section reads: 'Preferred Method of Payment *'. There is a dropdown menu with a red border. Below the dropdown menu are two options: 'Direct Deposit' and 'Check'. At the bottom are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

Enter the Tenant and Rent Details

Review the application



Guest Landlord Information and Application: Uploading Additional Documents

The “Upload Documents” page requires you to upload the following information:

- Proof of Identity
- W-9
- Proof of Housing
- Property Ownership (if applicable)
- Property Management Authorization (if applicable)
- Rent Share Letter/Ledger (if applicable)
- Other Documents (if applicable)

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

Select **Submit** when you have completed the “Upload Documents” page to finalize your Payee information.

Review the application

Sign and Submit


Receive Guest Confirmation Code. Note this code is not the application number. You should check your email for the application number or contact your RAA with the Guest Confirmation Code to obtain your application number.


Uploading Additional Documents

You may use your application number to upload additional documents the RAA may request of you.



Guest Landlord Information and Application: Uploading Additional Documents

HOMEPROGRAM OVERVIEWHOW TO APPLYHELP & SUPPORTLog in



Welcome to the Massachusetts Housing Portal!

Thank you for your interest in applying as a Guest Landlord. To ensure this approach best meets your needs, here are the key differences between Registered and Guest Landlords. In short, if you foresee the need to submit multiple applications, it's recommended you register.

As a Registered Landlord:

1. You would enter your details and upload your documents into a secure profile once for repeat use across multiple tenant applications.
2. You would have 'save and resume' functionality for applications you start and need additional time to finish in a later session.
3. You may log into the Landlord Portal to check detailed application and payment status for all applications you have submitted.

As a Guest Landlord:

1. You would enter your details, upload your documents, and complete an application for each tenant being applied for in a single session.
2. You may query the system for summary application status.

Actions

- REGISTER AS A LANDLORD
- CONTINUE AS A GUEST
- GUEST CASE STATUS
- GUEST DOC UPLOAD

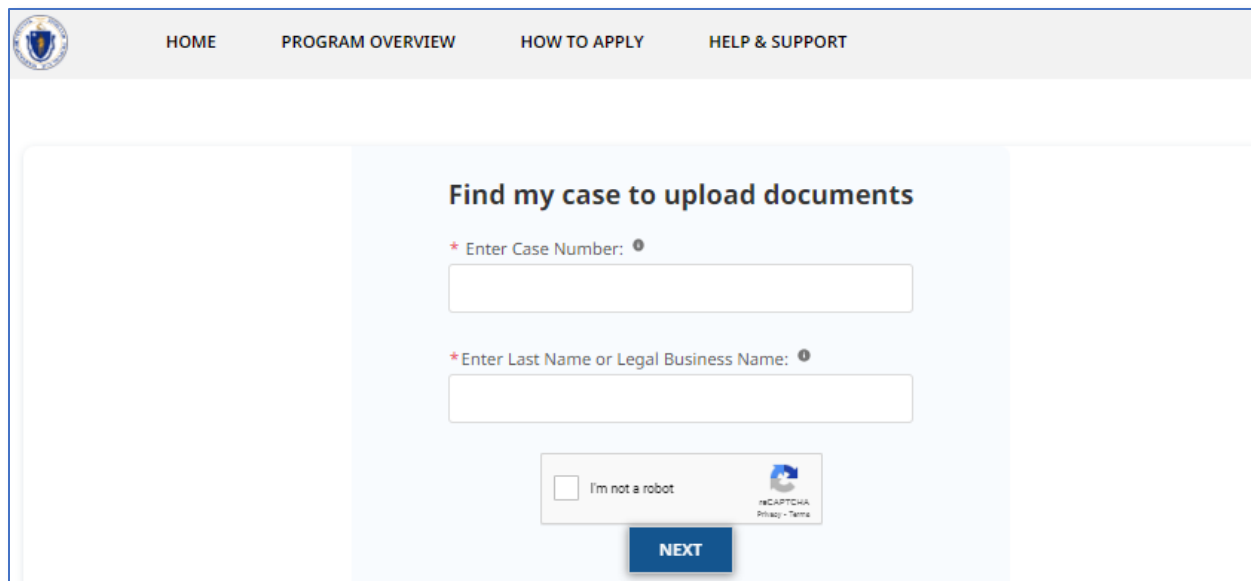
Program Info

Learn about the DHCD Emergency Housing Payment Assistance Program: who is eligible and what benefits are available.

LEARN MORE



Guest Landlord Information and Application: Uploading Additional Documents



The screenshot shows a web application interface for finding a case to upload documents. At the top, there is a navigation bar with a logo on the left and four links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. The main content area has a light blue background with the heading "Find my case to upload documents". Below the heading are two required input fields, each with a red asterisk and a help icon. The first field is labeled "* Enter Case Number:" and the second is labeled "*Enter Last Name or Legal Business Name:". Below these fields is a reCAPTCHA widget with a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms". At the bottom of the form is a blue button labeled "NEXT".

HOME PROGRAM OVERVIEW HOW TO APPLY HELP & SUPPORT

Find my case to upload documents

* Enter Case Number: ⓘ

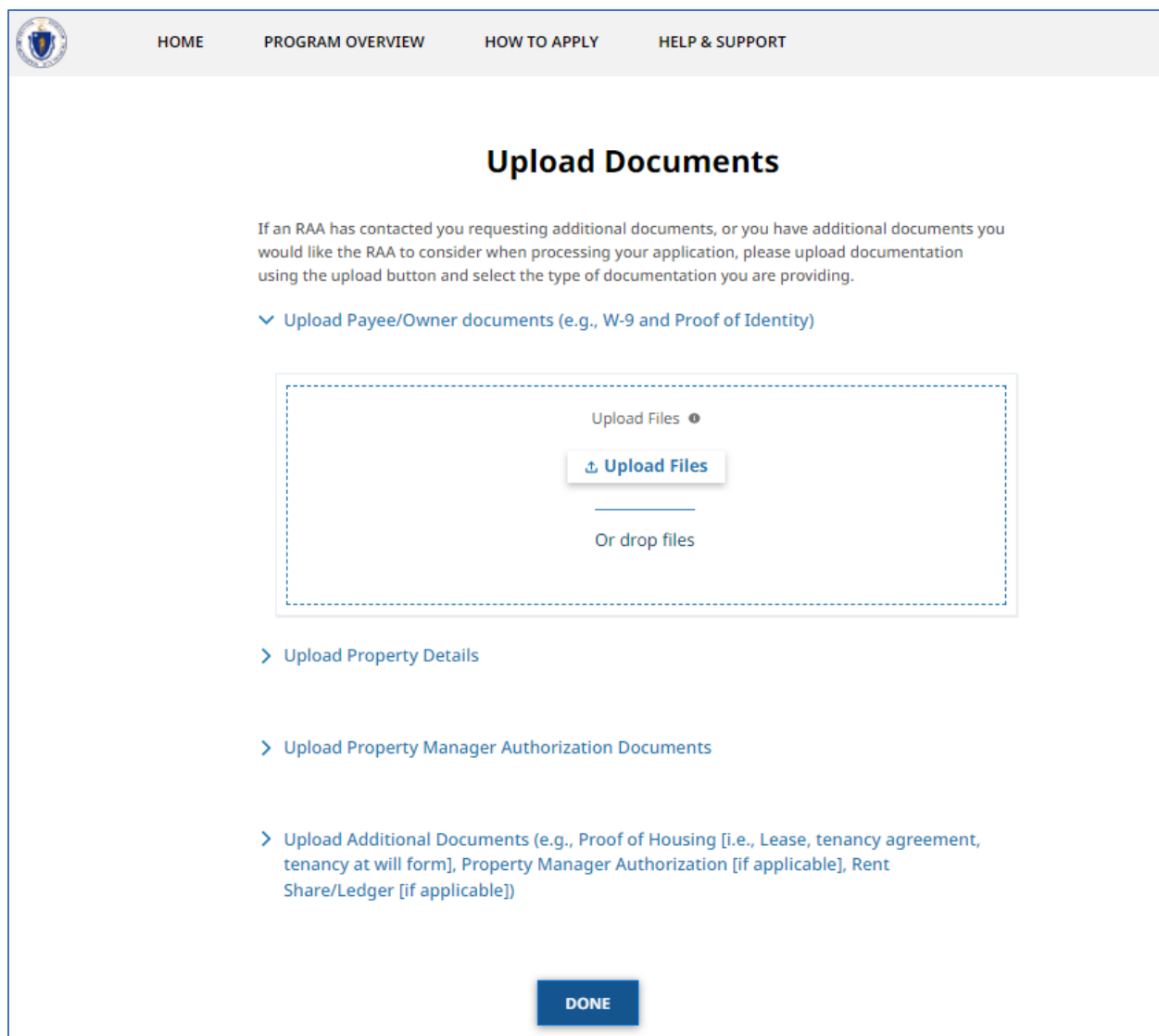
*Enter Last Name or Legal Business Name: ⓘ

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

NEXT





The screenshot shows a web application interface for uploading documents. At the top is a navigation bar with a logo on the left and four links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. The main heading is 'Upload Documents'. Below this is a paragraph explaining that if an RAA has contacted you requesting additional documents, or you have additional documents you would like the RAA to consider, you should upload them using the upload button and select the type of documentation. There are three expandable sections: 'Upload Payee/Owner documents (e.g., W-9 and Proof of Identity)', 'Upload Property Details', and 'Upload Property Manager Authorization Documents'. The first section is expanded, showing a large dashed box for file upload. Inside the box, there is a link 'Upload Files' with a circular icon, a button 'Upload Files' with a cloud icon, and the text 'Or drop files'. At the bottom of the page is a blue button labeled 'DONE'.

Upload Documents

If an RAA has contacted you requesting additional documents, or you have additional documents you would like the RAA to consider when processing your application, please upload documentation using the upload button and select the type of documentation you are providing.

✓ Upload Payee/Owner documents (e.g., W-9 and Proof of Identity)

Upload Files

Upload Files

Or drop files

> Upload Property Details

> Upload Property Manager Authorization Documents

> Upload Additional Documents (e.g., Proof of Housing [i.e., Lease, tenancy agreement, tenancy at will form], Property Manager Authorization [if applicable], Rent Share/Ledger [if applicable])

DONE

Obtaining Summary Application Status

You may also use your application number to obtain summary status.

Troubleshooting: Obtaining Summary Application Status

The screenshot shows the homepage of the Massachusetts Housing Portal. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. A 'Log in' button is in the top right corner. Below the navigation bar is a large blue banner with a cityscape background and the text 'Welcome to the Massachusetts Housing Portal!'. Underneath the banner is a light blue box containing text about applying as a Guest Landlord and two lists of instructions for Registered and Guest Landlords. At the bottom are two white boxes: 'Actions' with four blue buttons (REGISTER AS A LANDLORD, CONTINUE AS A GUEST, GUEST CASE STATUS, GUEST DOC UPLOAD) and 'Program Info' with a paragraph about the DHCD Emergency Housing Payment Assistance Program and a 'LEARN MORE' button.

HOME PROGRAM OVERVIEW HOW TO APPLY HELP & SUPPORT Log in

Welcome to the Massachusetts Housing Portal!

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LEARN MORE

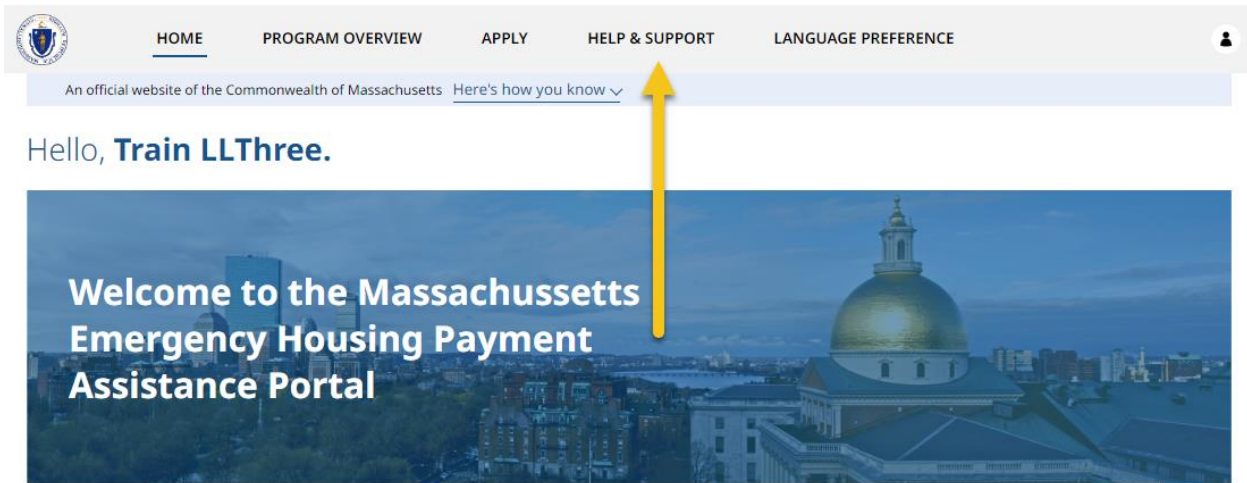
Troubleshooting



Troubleshooting: Contacting your RAA

Contacting your RAA

If you encounter any issues at any stage of the application process, select the **Help & Support** button at the top of the screen.



The assistance page will guide you on the best way to contact your RAA for assistance.

To begin, you must select a community you are a part of, using the **Select a Community** dropdown box. Select the box to begin.

Select a Community:

dhcd
Massachusetts

Regional Admin Agency:

Program Income Eligibility Limits	Household Size	Metropolitan Area:
No Data Currently Available		

Select from the options available.



Troubleshooting: Contacting your RAA

Select a Community: Falmouth

Regional Admin Agency:

Select your city/town from the drop-down menu.

Check the table below, displaying the regional income limits by household size for the selected community, to see if you meet the income criteria for DHCD's emergency housing payment assistance programs.

IMPORTANT: When you apply, you will have to document your income, housing, and other household information. It is **very important** you submit a complete application with required documentation. If your application does not have all required documents, or accurate contact information, it will take additional time to process.

We encourage you to review the application for the Residential Assistance for Families in Transition (RAFT) program before submitting it to your regional agency. Most agencies continue to operate remotely and offices may not be open to the public, and we encourage you to visit their website.

Program Income Eligibility Limits		Metropolitan Area:	
Program	% of AMI	Household Size	
RAFT	50%	1 Person	\$38,050
		2 Persons	\$43,500
		3 Persons	\$48,950
		4 Persons	\$54,350
		5 Persons	\$58,700
		6 Persons	\$63,050
		7 Persons	\$67,400
		8 Persons	\$71,750

Once a community has been selected, you will be given the following information about the RAA:

- Name
- Location
- Phone Number
- Program Eligibility Limits

Contact the RAA to assist you further.

Select a Community: Falmouth

Regional Admin Agency: [Housing Assistance Corporation](#)
460 West Main Street
Hyannis, MA 02601
508-771-5400
[Apply Now](#)

Select your city/town from the drop-down menu above to get contact information for a regional agency and review income-limits for the programs.

Check the table below, displaying the regional income limits by household size for the selected community, to see if you meet the income criteria for DHCD's emergency housing payment assistance programs.

IMPORTANT: When you apply, you will have to document your income, housing, and other household information. It is **very important** you submit a complete application with required documentation. If your application does not have all required documents, or accurate contact information, it will take additional time to process.

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Program Income Eligibility Limits		Metropolitan Area: Barnstable Town, MA MSA	
Program	% of AMI	Household Size	
RAFT	50%	1 Person	\$38,050
		2 Persons	\$43,500
		3 Persons	\$48,950
		4 Persons	\$54,350
		5 Persons	\$58,700
		6 Persons	\$63,050
		7 Persons	\$67,400
		8 Persons	\$71,750



Resources: Contacting your RAA

Resources

[How Landlords Can Apply for RAFT](#)

[How to Apply for Emergency Housing Payment Assistance](#) (Tenants)

