Executive Office of Housing and Livable Communities (EOHLC)

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.

> **!**
>
> 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
  - crtl + 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.

Table of Contents

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.

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

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

Uploading Files

This guide will assist you in uploading files for your application. To upload files, you must first select the **Upload Files** button.
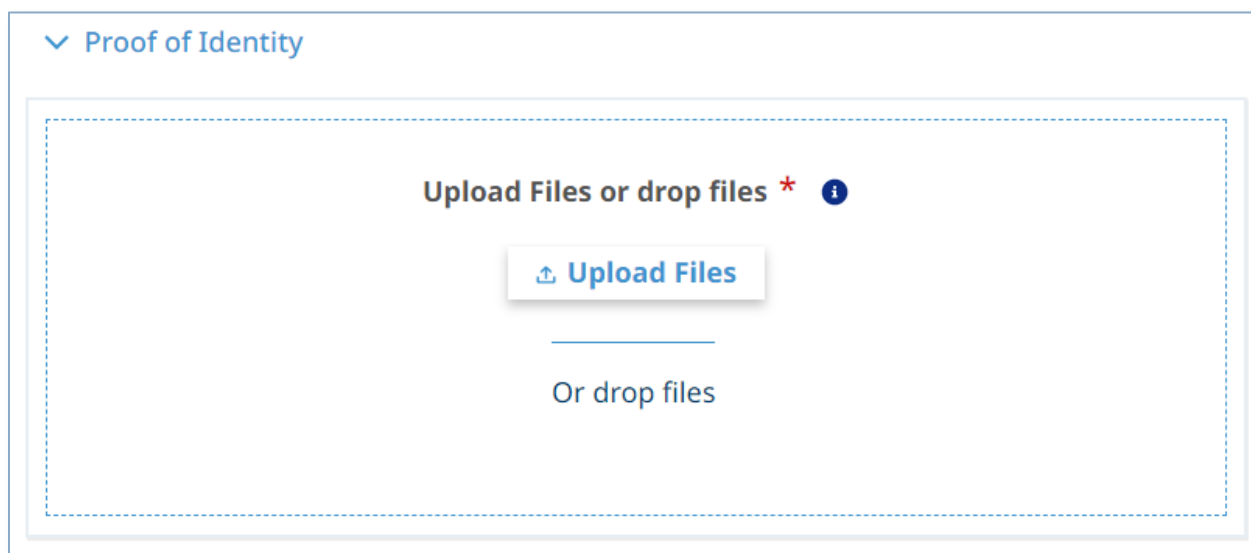
This will allow you to navigate to where the file is saved and select it for upload.

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.
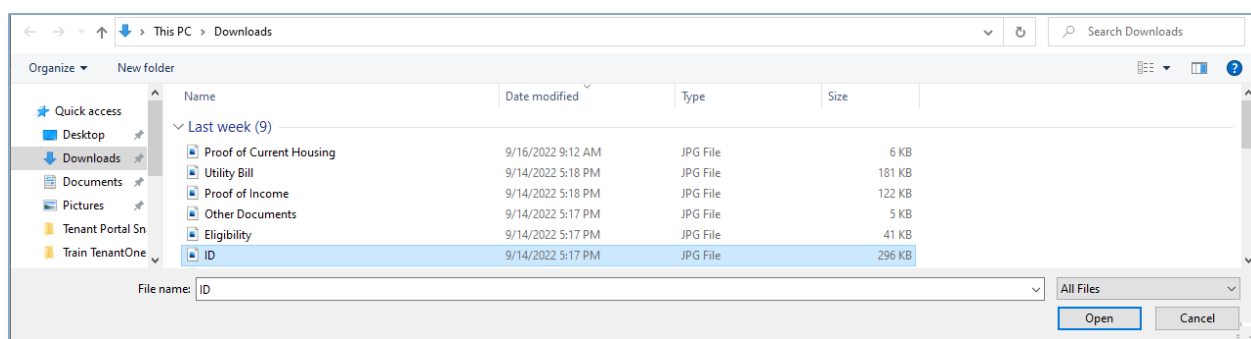
You will receive a confirmation notice once your files have uploaded successfully.
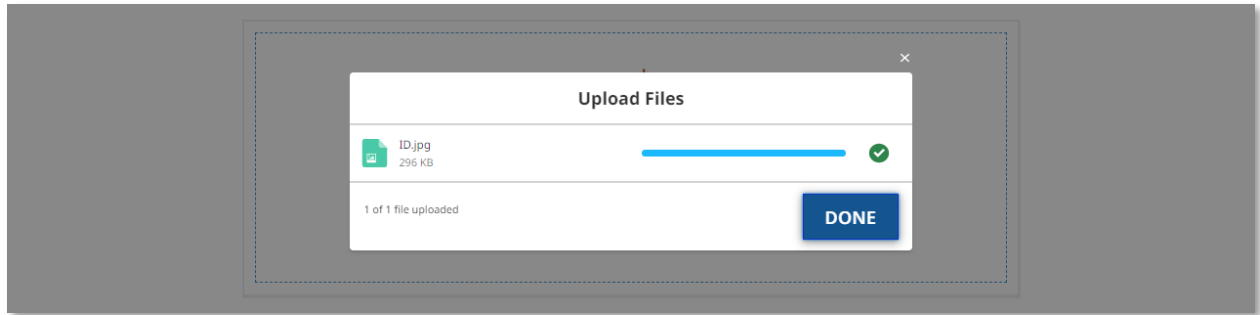
Alternatively, you may drag and drop the file from your computer to the upload box.

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/
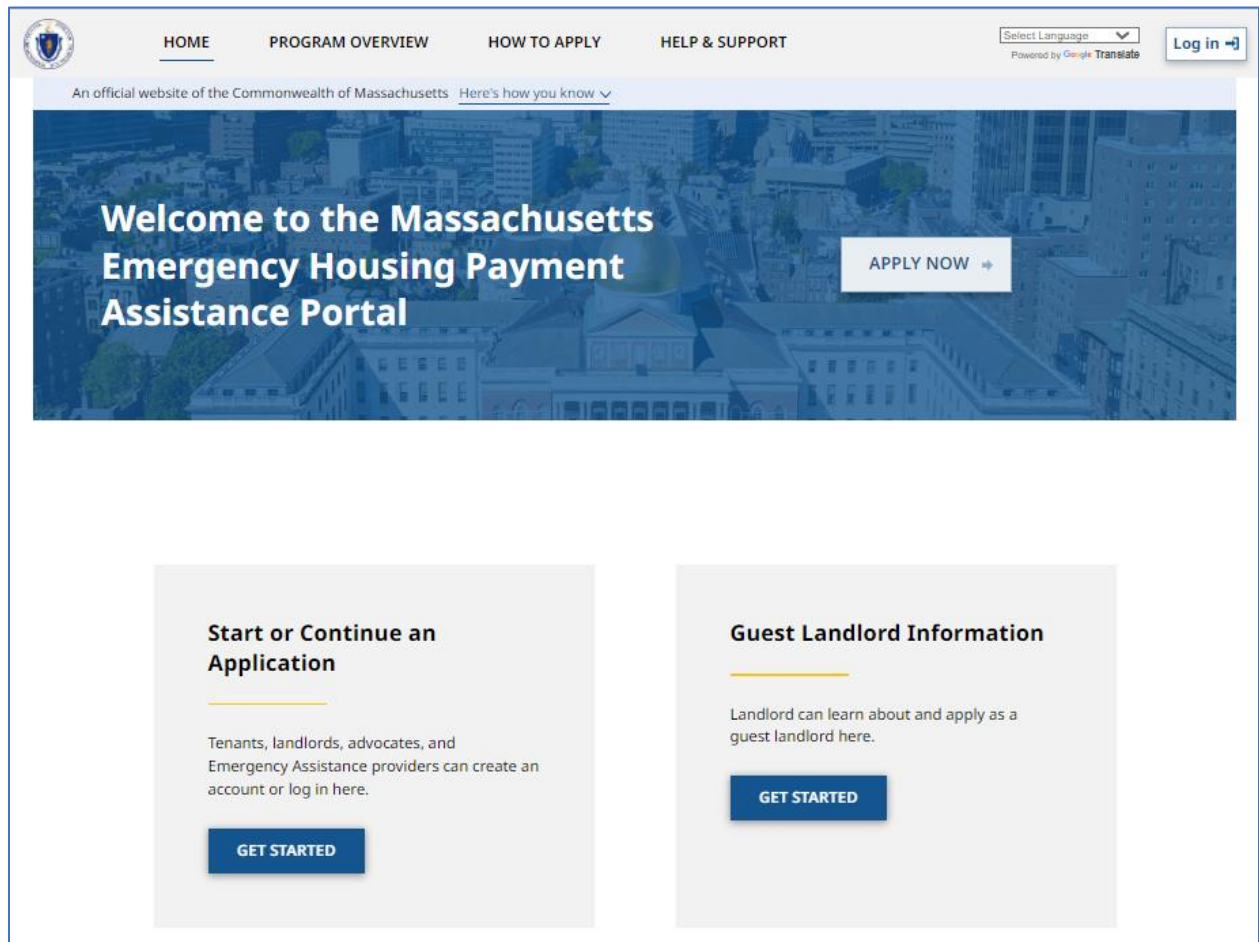
Registering an Account: Creation and Login

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.
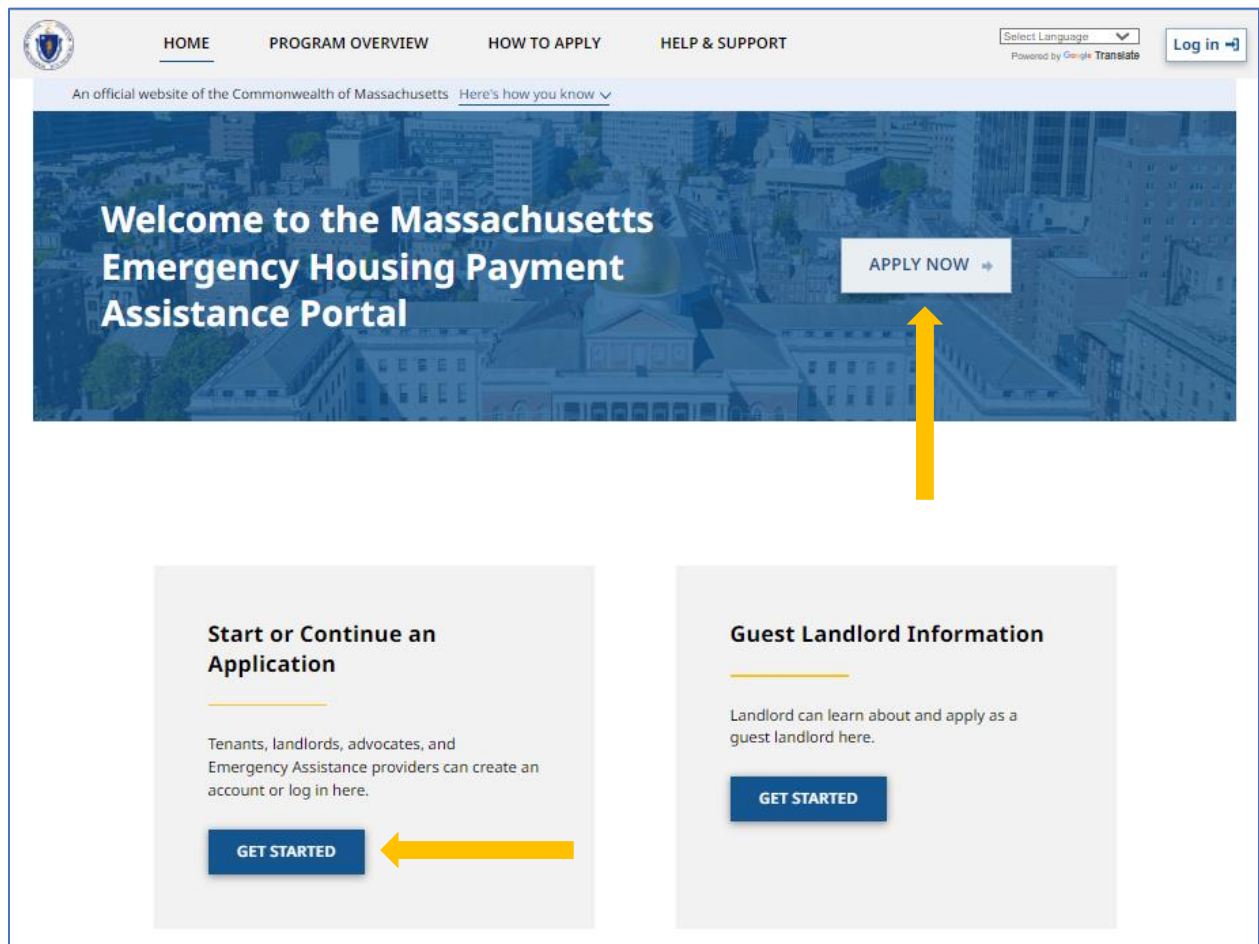
Registering an Account: Creation and Login

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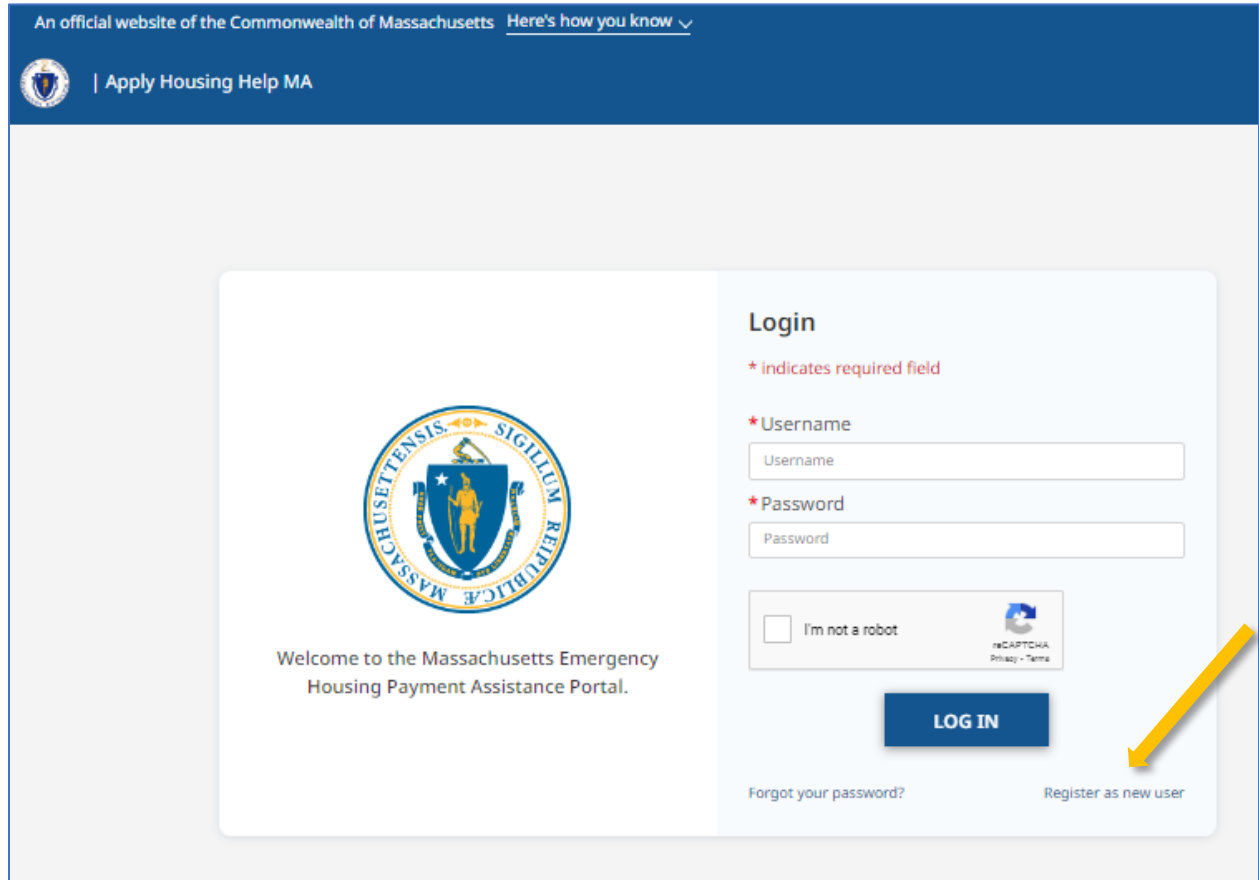
Registering an Account: Creation and Login

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

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 bests 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?

- o This will only appear after selecting your role as a Landlord/Owner or Property Manager
- o 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 your 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 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
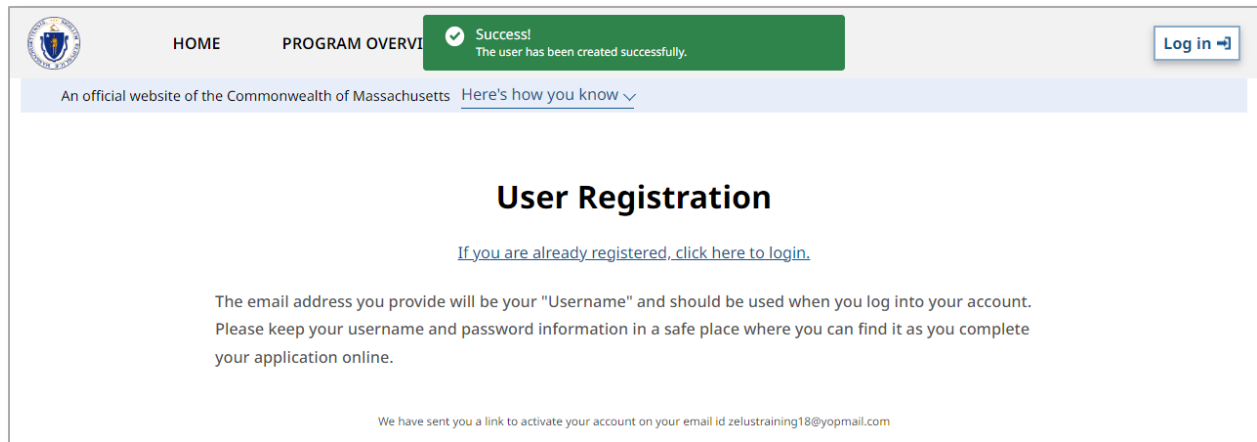
To activate your account, you must navigate to the inbox of the email you provided and find the verification email from **no-reply-dhs@massmail.state.ma.us**. Please do not send a reply to that email address.

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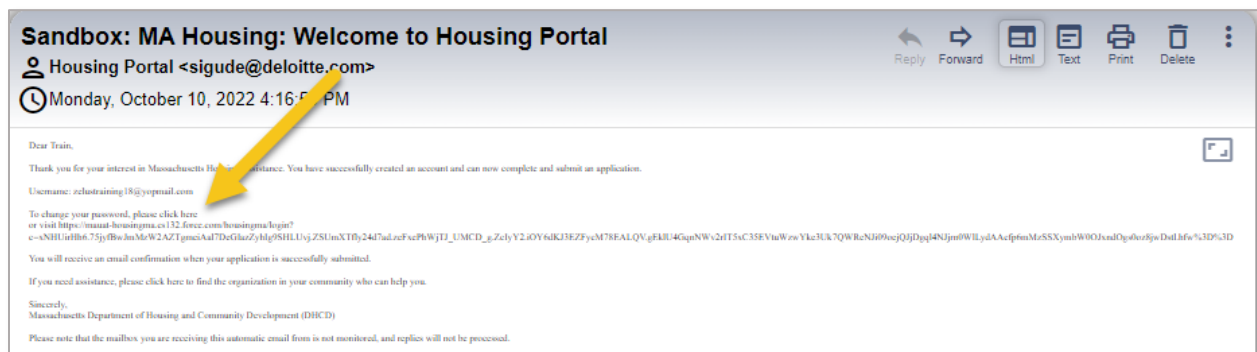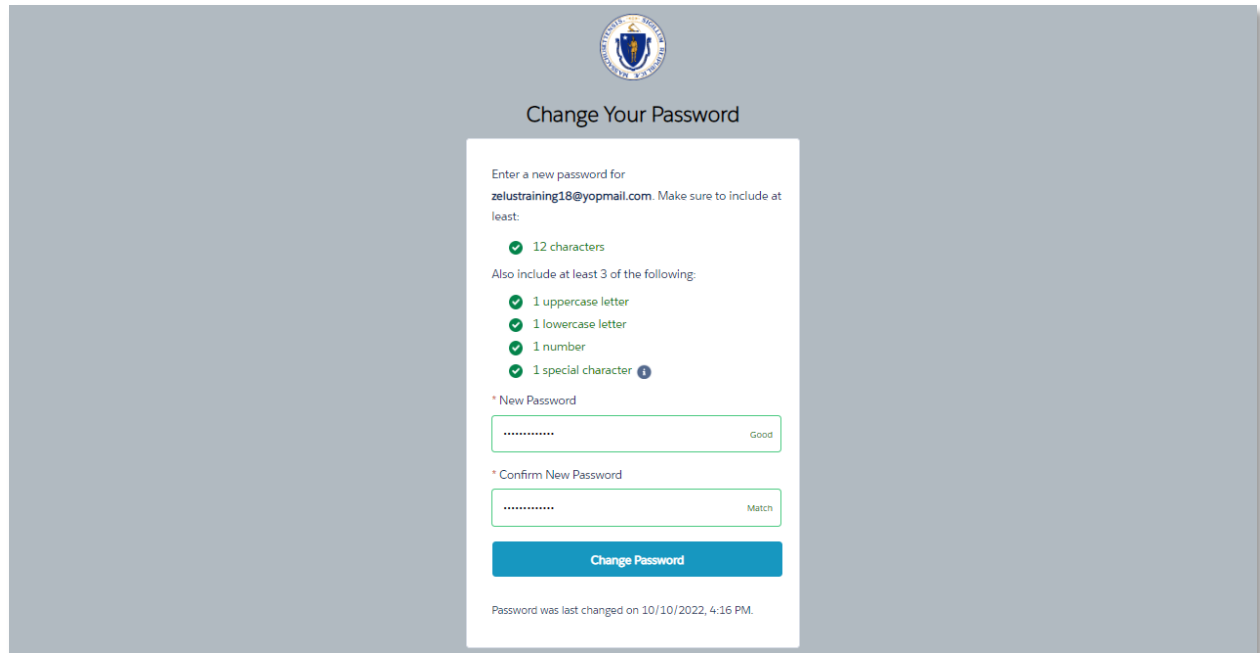
Follow the guidelines for creating a new password. It must meet the following requirements:

- 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.

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

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.

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.

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.

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 "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.

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.

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

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 "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.

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 "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 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 "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 "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 "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.

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 "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 "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

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

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.

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 "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 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 "Address Details" section contains the address for the property manager.

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

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.

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 "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.

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 "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 "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

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 "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.

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.

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.

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 "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.

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 "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.

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

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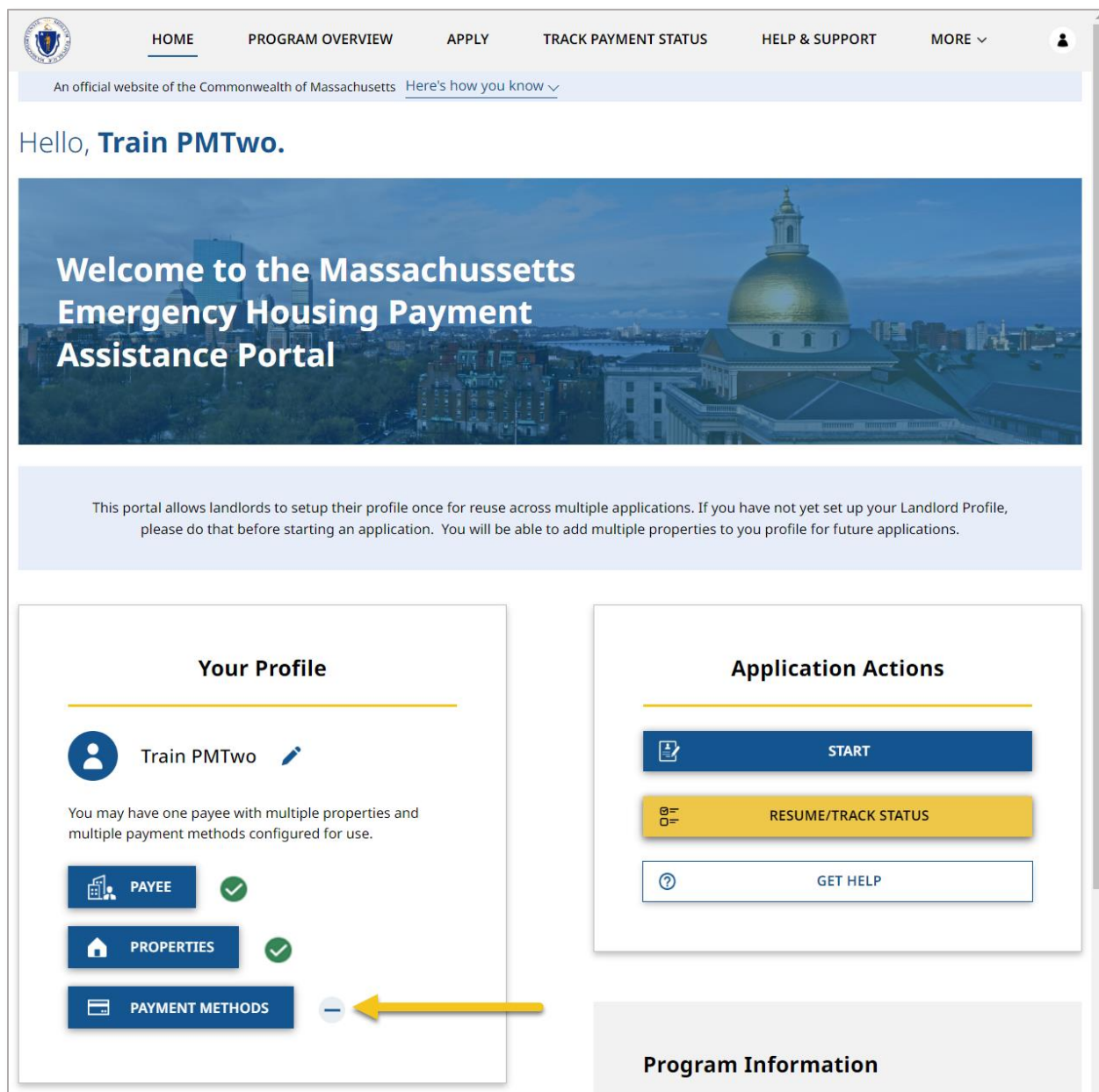
The "Payment Information" page allows you to add new payment methods, as well as listing out all previously created payment methods to your account. Note that the list will be empty until the first payment method has been added.

Select **Add Payment Method** to add a new 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

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

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

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

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.

Sandbox: MA Housing: Tenant Application Submitted Successfully

Reply Forward Html Text Print Delete

NoReplyMADHS <sabazemail@gmail.com>
Monday, October 17, 2022 2:48:33 PM

Dear Train,

Your tenant Training TenantEight has submitted an application for RAFT.

RAFT is a Massachusetts state program that makes funds available to assist eligible renters that are unable to pay rent and utilities. These funds will be paid directly to landlords and utility providers on behalf of renters.

We need information from you before we can issue payment. Please enter your Tenant Application Code 5003R000002cqkB (note: application code is case sensitive) in your application. To complete your application, please visit here.

For more information on the RAFT program please visit our website here and refer to the FAQs and Landlord Application User Guide to assist you with completing the application.

Thank you for participating in the Massachusetts RAFT Program.

For any questions you may have, please contact the SMOC at (508) 872-0765 or hcec@smoc.org

Sincerely,
Massachusetts Department of Housing and Community Development (DHCD)

Please note that the mailbox you are receiving this automatic email from is not monitored, and replies will not be processed.

57

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.

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 "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

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

- o 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-**.

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
  - o 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 "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

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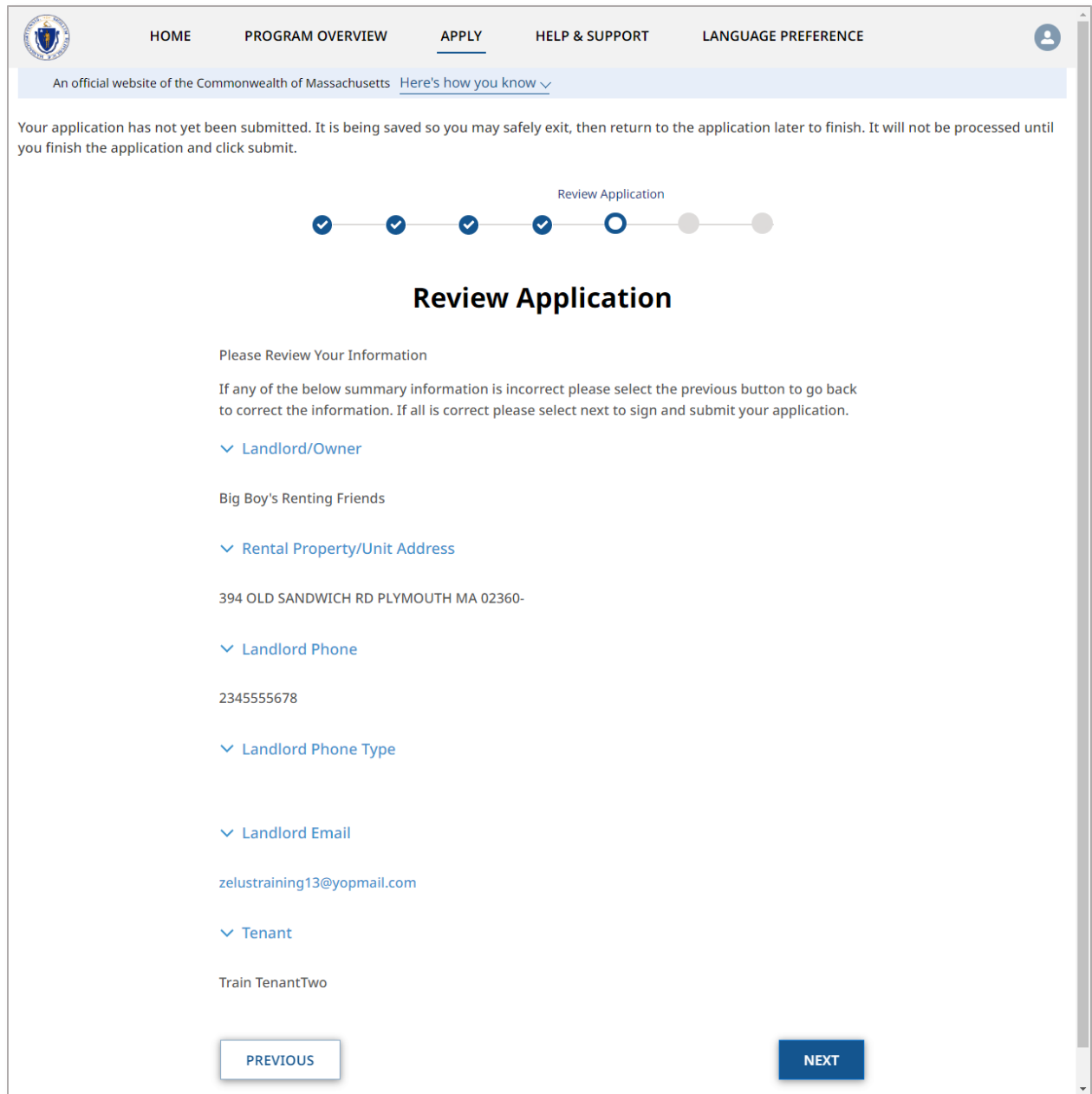
The "Review Application" page shows all of the information that you have entered so far. If any of the summary information is incorrect, select the **Previous** button to go back and correct the information.

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 "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.

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.

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.

HOME   PROGRAM OVERVIEW   APPLY   HELP & SUPPORT   LANGUAGE PREFERENCE

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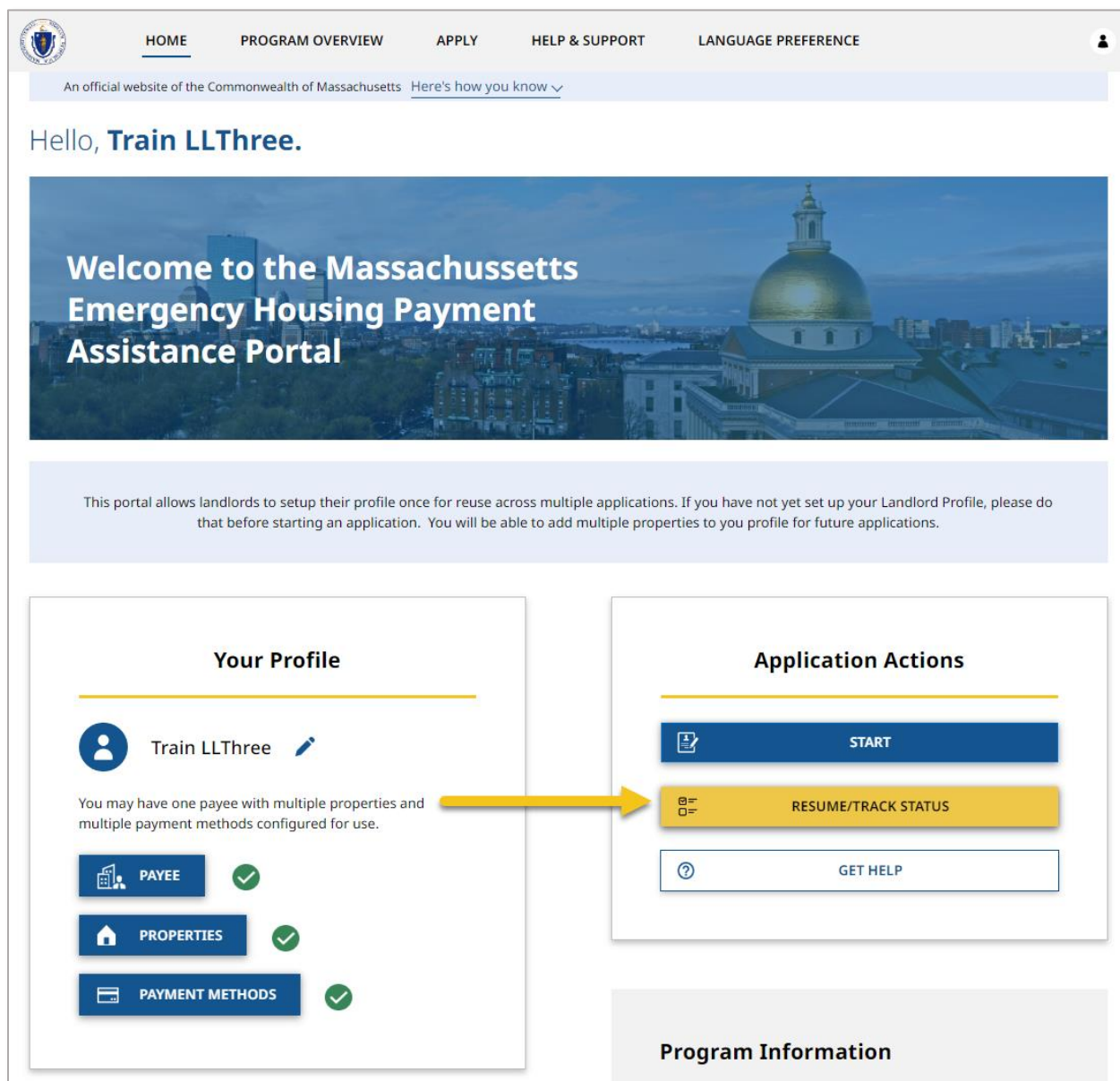
Here you will see any applications you have started or submitted. The status of each application is identified at the top. The statuses, along with their descriptions, are as follows:

- 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

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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-

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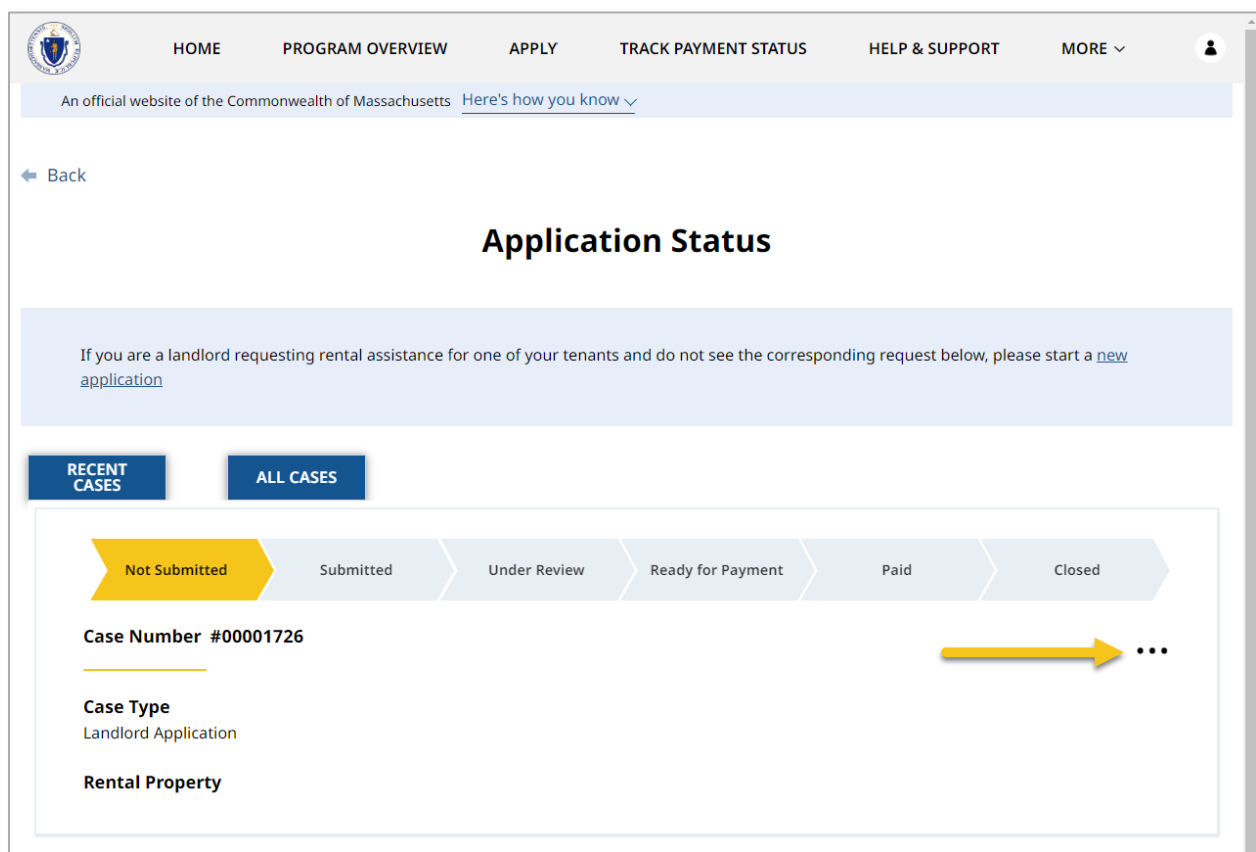
Select **Edit** to continue working on your existing application.

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

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

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

Select **Withdraw** to withdraw your application.

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

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.

The "Confirmation" page will verify that your withdrawal has completed.

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

MA Housing Assistance Application Reference Guide

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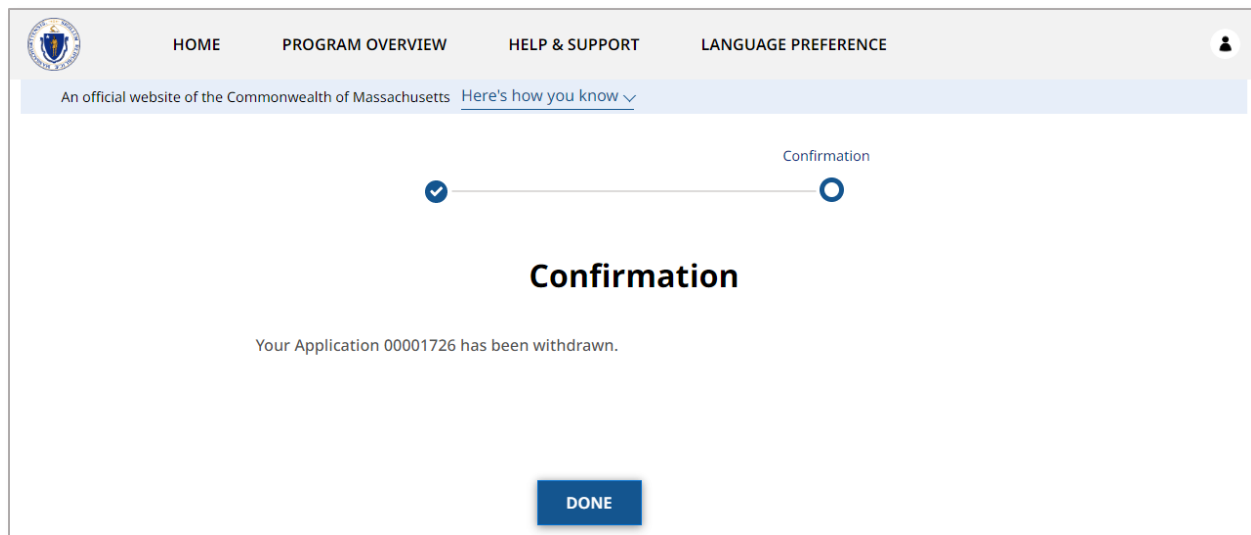
Reviewing applications that **have** been submitted

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.

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

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

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

Select **Upload Documents** to begin uploading.

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

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

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

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.

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

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.

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

Then select Continue as a Guest.

Read the instructions and select 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

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

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.

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.

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.

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

Enter the Tenant and Rent Details

Review the application

90

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

Obtaining Summary Application Status

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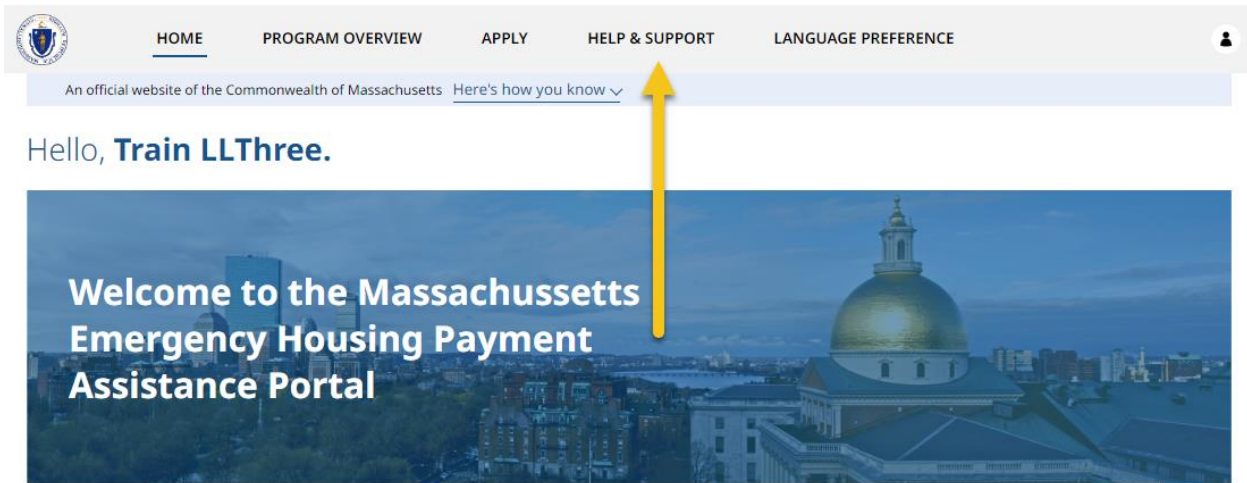
Troubleshooting

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 from the options available.

Troubleshooting: Contacting your RAA

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.

Resources

[How Landlords Can Apply for RAFT](#)

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