

# The Housing Court Department CIVIL INFORMATION SHEET

¡Importante! ¡Traducir! Enpòtan! Tradwi! Quan Trọng! Dich!



## IMPORTANT!

Your court event will be held by Zoom or in person. Check your court notice to determine how to participate in your court event. You **MUST** attend all of your scheduled court events. **If you do not attend or participate, the court may rule for the other side.**



## Enroll in Text Reminders

To sign up for text message reminders of upcoming court events in a specific case, scan the QR code and complete the eReminder form. Texts will be sent 4 days before, and 1 day before, the court event.

## Lawyer for the Day Program

A Lawyer for the Day Program (LDP) is a program through which volunteer attorneys are available to provide free legal advice and assistance to unrepresented landlords and tenants.

For more information, please contact:

Community Legal Aid:  
(855)-252-5342  
[www.communitylegal.org](http://www.communitylegal.org)

Metro West Legal Services:  
(508)-620-1830  
[www.mwlegal.org](http://www.mwlegal.org)

Lawyers Referral Service:  
(508)-752-1311  
[www.worcestercountybar.org](http://www.worcestercountybar.org)

## Your Court Case

If you filed the case, you are the plaintiff. If the case was filed against you, you are the defendant, and you should file your written response to the case, called an Answer, as soon as possible. Contact the Clerk's Office or a Housing Specialist for more information.

Whether you are the plaintiff or the defendant, every time you file a document with the Court, you must make sure the other side gets a copy.

To look up your case file online, please visit: <https://masscourts.org>

## E-Filing your documents with the Court

To file any forms, documents, or evidence, you can mail it to the Court or file it electronically through the Court's E-Filing website: <http://www.Efilema.com>.

There is no cost to file into an existing case.

Please see the Housing Court E-Filing Guide:

<https://www.mass.gov/guides/efiling-in-the-housing-court>

Online Court forms can be downloaded from:

<https://www.mass.gov/lists/housing-court-forms>



At all stages of the case both parties must follow all Court rules. To look up Court rules go to: <https://www.mass.gov/law-library/massachusetts-trial-court-rules>

## Clerk Magistrates Office

For any questions related to your case file or the filing process you may contact the Clerk's Office at (508)-831-2050

## Housing Specialist Department

Housing Specialists (HSD) are employees of the court who serve as neutral mediators and assist parties in reaching an agreement. The Housing Specialist can provide help with the court process and can connect the parties to resources that are available in the local community. Contact HSD at: (508)-831-2050

## Emergency Rental & Mortgage Assistance

**Attention Renters, Homeowners, and Landlords:** To apply for help with rent, utilities or mortgage payments, or for more information, go to [www.mass.gov/CovidHousingHelp](http://www.mass.gov/CovidHousingHelp). You can also call 211 at any time.



## Need an Interpreter or Reasonable Accommodation?

If you have trouble participating in a court event or need a free interpreter or reasonable accommodations, please call (508)-831-2050.

## Connecting to Zoom

You can connect to your hearings through the Zoom app. Zoom is available both by computer and by phone.

## Need Help?

Contact the Court and notify court staff if you do not have access to Zoom or having difficulties logging on. Please call: (508)-831-2050

## TIPS ON USING ZOOM

Make sure you test your online connection and video/audio on the Zoom app the date of your court event.

## Smartphone



1. Go to your app store
2. Look for "Zoom Cloud Meetings"
3. Click Download
4. Create an account
5. Click Join Meeting
6. Enter Meeting ID
7. Enter Passcode

## Computer



1. Go to <https://zoomgov.com>
2. Click Join Meeting
3. Enter Meeting ID
4. Enter Passcode

## Landline/Telephone

1. Call (646)-828-7666 (Zoom phone number)
2. When prompted dial the Meeting ID
3. When prompted dial the Passcode

## Tenancy Preservation Program

The Tenancy Preservation Program (TPP) is a program that works with tenants, including families with children, facing eviction as a result of behavior related to a disability. TPP functions as a neutral party and works with the property owner and tenant to determine whether the disability can be reasonably accommodated, and the tenancy preserved. To contact TPP: (508)-438-5656

## Other Agencies & Programs

Central Massachusetts Housing Alliance  
6 Institute Road, Worcester, MA 01609  
(508)-752-5519  
[www.cmhaonline.org](http://www.cmhaonline.org)

South Middlesex Opportunity Council  
7 Bishop Street, Framingham, MA 01702  
(508)-872-4853  
[www.smoc.org](http://www.smoc.org)

WCAC: (508)-754-1176

RCAP Solutions:  
191 May Street, Worcester, MA 01602  
(800)-488-1969  
[www.rcapsolutions.org](http://www.rcapsolutions.org)

Montachusett Opportunity Council  
601 River Street, Fitchburg, MA 01420  
(978)-345-7040  
[www.mocinc.org](http://www.mocinc.org)

For other agencies in your area, go to:  
<https://hedfuel.azurewebsites.net/>

FOR INFORMATION REGARDING LEGAL SERVICES, PLEASE SEE THE FRONT PAGE.

## Court Service Center

Court Service Centers help people navigate the court system, but do not provide legal advice. Centers are available to assist you with filling out court documents and guiding you through the court process. All services offered at the Court Service Center are free. You can learn more about the Court Service Center at:  
<https://www.mass.gov/info-details/learn-about-court-service-centers>