

# The Housing Court Department CIVIL INFORMATIONAL 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:

For Tenants:

Community Legal Aid

<https://communitylegal.org/>

(855)-252-5342

For Landlords:

Hampden County Bar Association

(For All Counties)

<https://www.hcbar.org/>

(413)-733-6500

## 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 Magistrate's Office

For any questions related to your case file or the filing process you may contact the Clerk's Office at (413)-748-7838.

## 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 (413)-748-7838.

## 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 (413)-748-7838.

## Connecting to Zoom

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

For more information:

<https://www.mass.gov/info-details/remotevirtual-court-services>

## Need Help?

Contact the Court and notify court staff if you do not have access to Zoom or having difficulties logging on. Please call (413)-748-7838.

## 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

## Land line/Telephone

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

## How to connect with the Court virtually



Using the Zoom app, you can connect with court personnel remotely through the Court's virtual counter. For example, you may ask questions, get information about your case, and seek general procedural guidance.

Availability on Zoom: Monday through Friday from 2:00PM - 4:00PM

Virtual Counter	Meeting ID	Password
Front Counter	161 638 3742	1234

You can also access the virtual counters by telephone (646) 828-7666 and by entering the above Meeting ID and password.

## 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, please call:

(413) 734-5376, Berkshire County:(413)443-7138 ext.218

## Other Agencies & Programs:

Wayfinders:  
(413)-233-1500  
<https://www.wayfinders.org/>

Western MA Resource Guide:  
<https://www.413cares.org>

Veterans Services:  
(413)-210-5480  
<https://www.mass.gov/orgs/massachusetts-department-of-veterans-services>

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 of the services in the Court Service Centers are free. You can learn more about the Court Service Center at:

<https://www.mass.gov/info-details/learn-about-court-service-centers>