



FY25 RAFT Program

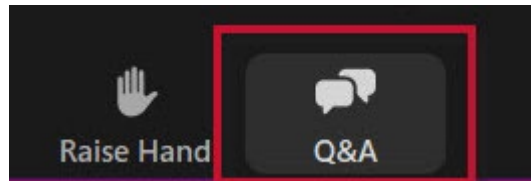
Landlord and Property Manager Training

March 13 & 20, 2025

Asking Questions

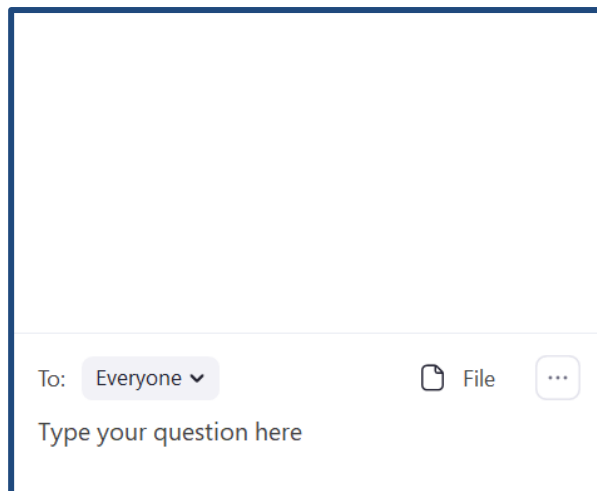
We will be monitoring the Q&A for questions

1



Click “Q&A” to submit a question

2

A screenshot of a Q&A submission form. The form is enclosed in a blue border. It features a large white text area for entering the question. Below the text area, there is a 'To:' dropdown menu with 'Everyone' selected, a 'File' button with a document icon, and a 'Type your question here' label.

Enter your question into the “Q&A” box

THIS CALL IS BEING RECORDED



MEET YOUR EOHLC FACILITATORS



Ricky Hartman

Senior Program Coordinator, Eviction Diversion

Amy Mullen

Director of Prevention and Diversion

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Senior Database Management Specialist

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RAFT and HCEC Program Coordinator



Purpose



Discuss the **FY25 RAFT Program**, including program policies and the application process

Goal



Provide landlords and property managers with **guidance and continued support** related to RAFT



Our Journey Today 1 HOUR



Welcome, Goals, & Objectives

5 mins



Fiscal Year 2025 RAFT Policies



RAFT Policy Overview



Housing Help Hub Overview

50 mins



Questions



Support & Resources

5 mins



FY25 RAFT



FY25: \$7,000 benefit cap, no stipends for prospective rent, and homeowner assistance

Goal: Prioritize assistance for households most in need and maintain housing stability for our most vulnerable residents



- Applications for RAFT must come through the statewide application portal, now known as the Housing Help Hub (formerly the Massachusetts Emergency Housing Payment Assistance Portal)
- For landlord payment, every application must include a tenant application and a landlord application
- Applications are automatically routed to 11 Regional Administering Agencies (RAAs) and the Rental Assistance Processing (RAP) Center based on geography and processing capacity at each organization



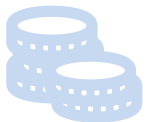
RAFT POLICY OVERVIEW



HOUSING ELIGIBILITY



BENEFIT CAP



ELIGIBLE USES OF FUNDS



INCOME VERIFICATION



REQUIRED DOCUMENTATION



ELIGIBILITY

Applicant households must meet certain eligibility criteria to be eligible for RAFT

1

Risk of homelessness/housing instability in MA

2

Currently renting or moving to a new rental

For homeowner assistance, must be owner occupants of the property in question (does not apply to landlords)

3

Income at or below 50% of Area Median Income (AMI)

RENTER HOUSING CRISES



- ✓ **NOTICE TO QUIT**
- ✓ **EVICTION**
- ✓ **DOUBLED UP AND MUST LEAVE/OVERCROWDING**
- ✓ **HEALTH & SAFETY**
- ✓ **DOMESTIC VIOLENCE**
- ✓ **FIRE/FLOOD/NATURAL DISASTER**
- ✓ **UTILITY SHUTOFF**
- ✓ **OTHER CRISIS THAT WILL RESULT IN IMMINENT HOUSING LOSS**

HOMEOWNER HOUSING CRISES



**THREE OR MORE MONTHS
BEHIND ON MORTGAGE**



RIGHT TO CURE NOTICE



FORECLOSURE



BEHIND ON PROPERTY TAXES



**BEHIND ON
OTHER HOMEOWNERSHIP PAYMENTS**



UTILITY SHUTOFF



BENEFIT CAP

The maximum benefit limit for RAFT is \$7,000 per household in any rolling 12-month period

- Eligible households can receive RAFT in a combination of benefit types and more than once in a given year, as long as the total assistance does **not** exceed \$7,000 within any rolling 12-month period
- Households with income-based rental subsidies cannot receive payment for more than six months of rent arrears in a rolling 12-month period
- **Example:** A household previously received \$3,000 in RAFT on 3/1/2025. The household applies for RAFT again on 1/1/2026. Now the maximum the household can receive is \$4,000.



ELIGIBLE USES OF FUNDS





RAFT MAY BE USED FOR

- ✓ Rent arrears
- ✓ Start-up costs (first, last, security)
- ✓ Moving costs
- ✓ Utility arrears (minimum required to get service restored or protected)
- ✓ Furniture (up to \$1,000)
- ✓ Appliances (if required to make the unit habitable; up to \$1,500)
- ✓ Mortgage arrears, for homeowners
- ✓ Property taxes, homeowner's insurance, or other costs, for homeowner applicants

- The application portal includes a “Letter of Intent” process for start-up costs and moving expenses
- An applicant can be found pre-eligible *before* they locate a unit and will be given a Letter of Intent confirming pre-eligibility to provide landlords when searching for a unit
- Tenants will have 90 days to locate a unit
- When the tenant locates a unit, they will log back into the system and submit their RAFT application
- At that time, the landlord will need to complete the landlord application
- Tenant eligibility does not have to be re-assessed

Reminders regarding RAFT applicants with income-based rental subsidies (e.g. Section 8, MRVP, public housing, etc.):



Households with income-based rental subsidies *cannot* receive payment for more than six months of rent arrears in a rolling 12-month period







Households residing in subsidized housing must demonstrate good cause for nonpayment

- Hardship or increase in expenses would be considered good cause
- Good cause is required for assistance with arrears only, not other benefit types
- If the household is unable to provide verification of good cause for the full period of their rental arrears, the household must submit verification demonstrating the RAFT benefit will resolve the current housing crisis (i.e., a plan for the remaining balance that RAFT cannot cover)



INCOME VERIFICATION

-  Categorical income eligibility through **MassHealth and/or DTA** verification
-  Categorical income eligibility through **subsidized housing** income verification
-  Income verification using **pay stubs, benefit letters**, or other documentation
-  Self-attestation of **zero income** and **cash income**



REQUIRED DOCUMENTATION



REQUIRED LANDLORD DOCUMENTATION



- 1 Application field responses
- 2 W-9 for property owner or authorized agent
- 3 Proof of identity for property owner or authorized agent
- 4 Authorization of agent, if applicable
- 5 Proof of ownership for unit

REQUIRED TENANT DOCUMENTATION



- 1 Application field responses
- 2 Identification for head of household
- 3 Verification of current housing (e.g. lease, tenancy agreement or tenancy at will form)
- 4 Verification of eligible housing crisis (documentation will depend on housing crisis)
- 5 Verification of income, or verification of presumed income eligibility

HOUSING CRISIS LIST (RENTERS)



HOUSING CRISIS	VERIFICATION (EXAMPLES)
Notice to Quit	<ul style="list-style-type: none"> ▪ Notice to quit that meets criteria in the next slide
Eviction	<ul style="list-style-type: none"> ▪ Summary process summons and complaint (court summons)
Doubled up and must leave/ Overcrowding	<ul style="list-style-type: none"> ▪ Letter from primary tenant/landlord that verifies that family is asked to leave within 30 days ▪ Documentation to demonstrate unit is too small for household (e.g. letter from landlord)
Health & safety	<ul style="list-style-type: none"> ▪ Documentation to demonstrate a serious health and safety risk that prevents continued residency (e.g. failed inspection report)
Domestic violence	<ul style="list-style-type: none"> ▪ Documentation to support allegation connected to inability to stay safely ▪ Self-statement from applicant if other documents not available
Fire/Flood/Natural disaster	<ul style="list-style-type: none"> ▪ Report of fire, flood, or natural disaster
Utility shutoff	<ul style="list-style-type: none"> ▪ Current shutoff notice or verification that service has already been disconnected ▪ For deliverable fuel, invoice from utility company for one delivery of fuel
Other crisis that will result in imminent housing loss	<ul style="list-style-type: none"> ▪ Documentation to demonstrate that family will imminently be homeless within 30 days

To Be Considered an Allowable Notice to Quit Under FY25 RAFT, the Notice Must Meet at Least the Following Criteria:

- Written statement from the landlord to the tenant (usually with the title “Notice to Quit” or “Notice Terminating Tenancy”) that states that the tenancy is being terminated
- Includes the date of the notice
- Includes the date that the tenancy will be terminated (actual dates meet this requirement, as do phrases like “within 30 days” or “14 day notice to quit”)
- Includes the name of the leaseholder
- Includes the rental address
- Includes the amount due, or, if for something other than nonpayment, includes the reason for the termination
- Dated within 90 days of the RAFT application

HOUSING CRISIS LIST (HOMEOWNERS)



HOUSING CRISIS	VERIFICATION (EXAMPLES)
Three or more months behind on mortgage	<ul style="list-style-type: none">▪ Mortgage statement showing three months' missed payments. The three payments do not have to be delinquent; in other words, it is acceptable for two payments to be past due and the third payment to be listed as a current charge, as long as the homeowner has already received the bill for it
Right to cure notice	<ul style="list-style-type: none">▪ 90 day right to cure notice dated within the last 60 days
Foreclosure	<ul style="list-style-type: none">▪ Notice of intent to foreclose dated within the last 60 days, or foreclosure notice of sale dated within the last 60 days
Behind on property taxes	<ul style="list-style-type: none">▪ Documentation showing there is currently a lien on the property from the city or town
Behind on other homeownership payments	<ul style="list-style-type: none">▪ Documentation showing that other payments are putting the homeowner applicant at risk of foreclosure, such as notice of an impending lien for unpaid taxes or other payments, bill or notice for payment from a reverse mortgage company (for those with reverse mortgages), or other documentation that the RAA recognizes as putting the household at imminent risk of foreclosure



HOUSING HELP HUB OVERVIEW

OVERVIEW OF THE HOUSING HELP HUB



- Visit <https://applyhousinghelp.mass.gov/> to apply through the Housing Help Hub's Landlord Portal
- All applications where payment is made to a landlord require a tenant application and a corresponding landlord application
- It is recommended that landlords register before creating a landlord application, but if needed can apply as a "guest landlord"


REGISTERING AN ACCOUNT IN THE HOUSING HELP HUB

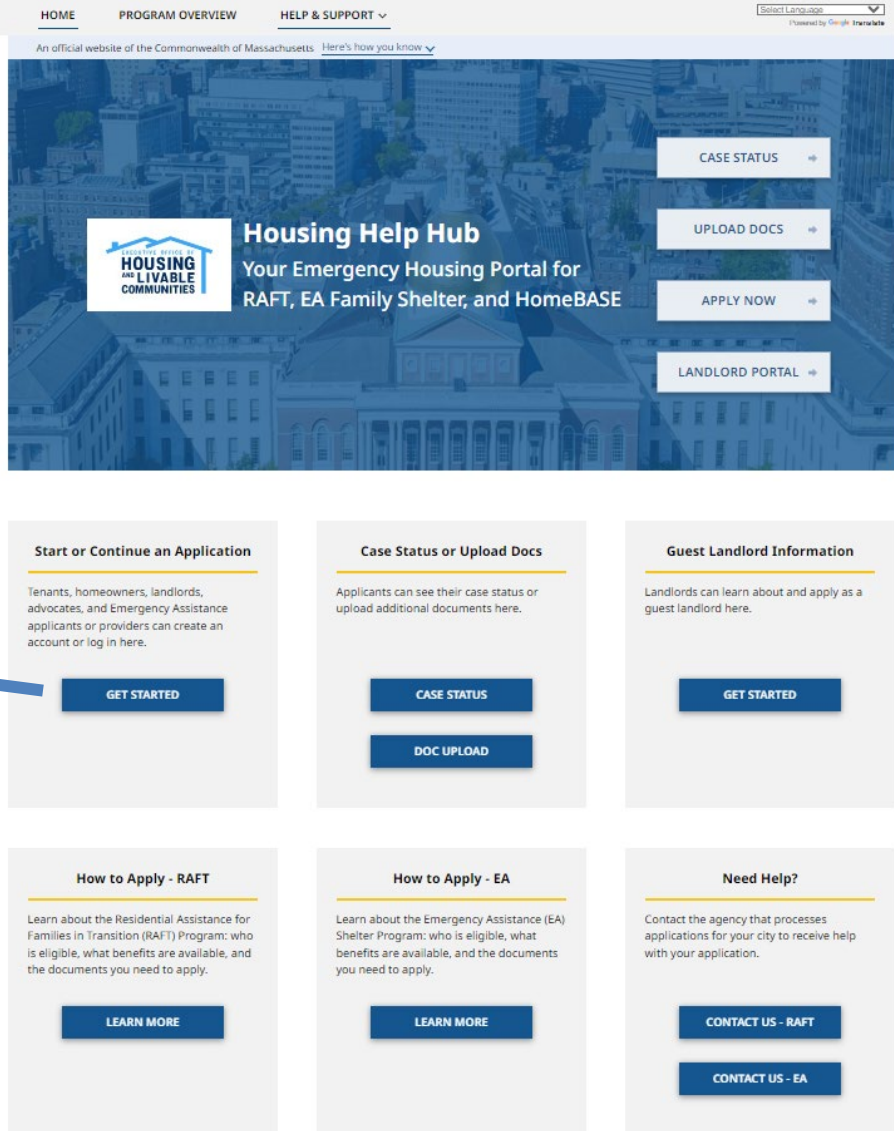


Navigate to
<https://applyhousinghelp.mass.gov/>
and click Get Started

Start or Continue an Application

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

 **GET STARTED**





The screenshot shows the Housing Help Hub website. The header includes navigation links: HOME, PROGRAM OVERVIEW, and HELP & SUPPORT. Below the header is a banner with the text "Housing Help Hub Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". On the right side of the banner are four buttons: CASE STATUS, UPLOAD DOCS, APPLY NOW, and LANDLORD PORTAL. Below the banner is a grid of six cards. The first card, "Start or Continue an Application", has a "GET STARTED" button. The second card, "Case Status or Upload Docs", has "CASE STATUS" and "DOC UPLOAD" buttons. The third card, "Guest Landlord Information", has a "GET STARTED" button. The fourth card, "How to Apply - RAFT", has a "LEARN MORE" button. The fifth card, "How to Apply - EA", has a "LEARN MORE" button. The sixth card, "Need Help?", has "CONTACT US - RAFT" and "CONTACT US - EA" buttons. A dashed blue line connects the "GET STARTED" button in the first card to the "GET STARTED" button in the third card.

REGISTERING AN ACCOUNT IN THE HOUSING HELP HUB



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

 | [Apply Housing Help MA](#)




Welcome to the Massachusetts Housing Help Hub.

Login

* indicates required field

* Username

* Password

☐ I'm not a robot  reCAPTCHA
[Privacy](#) - [Terms](#)

[Forgot your password?](#)

[Register as new user](#)

LOG IN

REGISTERING AN ACCOUNT IN THE HOUSING HELP HUB



- Register as a landlord by first selecting **I own or manage property and need to apply for assistance for my renter.**

A screenshot of the "User Registration" page on the Housing Help Hub website. The page has a navigation bar at the top with links for "HOME", "PROGRAM OVERVIEW", and "HELP & SUPPORT" with a dropdown arrow. On the right of the navigation bar is a "Log in" button with a right-pointing arrow. 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" with a dropdown arrow. The main heading is "User Registration" in a large, bold, dark font. Below the heading is a link "Already registered? Click here to login." in a smaller, blue font. The instruction "Please select the option that fits you the best:" is followed by three green rectangular buttons with rounded corners and a small white "+" icon on the right. The first button says "I need to apply for help for me or my family." The second button says "I need to help someone else apply." The third button says "I own or manage property and need to apply for assistance for my renter." A large green arrow points from the left towards the third button.

REGISTERING AN ACCOUNT IN THE HOUSING HELP HUB



- If you are a property owner operating under one tax ID number, select **I am a property owner operating under one tax ID number and need help with payment.**

The screenshot shows the "User Registration" page of the Housing Help Hub. At the top, there is a navigation bar with links for "HOME", "PROGRAM OVERVIEW", and "HELP & SUPPORT". A "Log in" button is located in the top right corner. 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 "User Registration", followed by the text "Already registered? Click here to [login](#)." Below this, a prompt asks the user to "Please select the option that fits you the best:". There are three green buttons with white text: "I need to apply for help for me or my family.", "I need to help someone else apply.", and "I own or manage property and need to apply for assistance for my renter." Below these buttons, there are two white boxes with green borders. The left box is titled "RAFT or HomeBASE" and contains the text "I am a property owner operating under one tax ID number and need help with payment." followed by a description: "If you are a property owner operating under one tax ID number seeking assistance for a renter or mover for your property, please select this registration option." A blue "SELECT" button is at the bottom of this box. A large green arrow points to this button. The right box is also titled "RAFT or HomeBASE" and contains the text "I manage property under multiple tax ID numbers and need help with payment." followed by a description: "If you manage property under multiple tax ID numbers and/or for other property owners, please select this registration option." A blue "SELECT" button is at the bottom of this box.

HOME PROGRAM OVERVIEW HELP & SUPPORT [Log in](#)

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

User Registration

Already registered? Click here to [login](#).

Please select the option that fits you the best:

- I need to apply for help for me or my family.
- I need to help someone else apply.
- I own or manage property and need to apply for assistance for my renter.

RAFT or HomeBASE

I am a property owner operating under one tax ID number and need help with payment.

If you are a property owner operating under one tax ID number seeking assistance for a renter or mover for your property, please select this registration option.

SELECT

RAFT or HomeBASE

I manage property under multiple tax ID numbers and need help with payment.

If you manage property under multiple tax ID numbers and/or for other property owners, please select this registration option.

SELECT

REGISTERING AN ACCOUNT IN THE HOUSING HELP HUB



- If you are managing property under multiple tax ID numbers and/or for other property owners, select **I manage property under multiple tax ID numbers and need help with payment.**

A screenshot of the "User Registration" page on the Housing Help Hub website. The page has a navigation bar at the top with links for "HOME", "PROGRAM OVERVIEW", and "HELP & SUPPORT". A "Log in" button is in the top right corner. Below the navigation bar, there is a sub-header "User Registration" with a link to "login" for already registered users. The main content area asks the user to select the option that fits them best, with three green buttons: "I need to apply for help for me or my family.", "I need to help someone else apply.", and "I own or manage property and need to apply for assistance for my renter." Below these are two white boxes, each titled "RAFT or HomeBASE". The left box describes the registration for property owners under one tax ID number, and the right box describes the registration for those managing property under multiple tax ID numbers. A large green arrow points to the "SELECT" button in the right box.

HOME PROGRAM OVERVIEW HELP & SUPPORT [Log in](#)

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

User Registration

Already registered? Click here to [login](#).

Please select the option that fits you the best:

- I need to apply for help for me or my family.
- I need to help someone else apply.
- I own or manage property and need to apply for assistance for my renter.

RAFT or HomeBASE

I am a property owner operating under one tax ID number and need help with payment.

If you are a property owner operating under one tax ID number seeking assistance for a renter or mover for your property, please select this registration option.

SELECT

RAFT or HomeBASE

I manage property under multiple tax ID numbers and need help with payment.

If you manage property under multiple tax ID numbers and/or for other property owners, please select this registration option.

SELECT

REGISTERING AN ACCOUNT IN THE HOUSING HELP HUB



- Finally, fill in the required info to create a new account
 - You are required to choose whether you operate as an Individual or a Business

Create Account

Already registered? Click here to login.

Please fill in your information below to create your new account. The email address you use in your application is your "Username" and will be used when you log into your account later. Please keep your username and password information in a safe place.

To apply online for EA Family Shelter or RAFT, you need to register with an email address. If you do not have an email address, there are other options.

For EA Family Shelter, you may apply with the help of an advocate. Click [here](#) for a list of advocates. You may also apply in one of our offices or with our call center at +1(866) 584-0653.

The digital application for EA Family Shelter is available in English, Español, Português, Kreyòl ayisyen, and Kriolu. If you need help completing the application in another language, come visit us in one of our offices. You may also call us at: +1(866) 584-0653.

The digital application for RAFT is available in English, Español, Português, 中國人, Kreyòl ayisyen, Кыргыз, русский, and Tiếng Việt. Fields marked by * are required.

*First Name



*Last Name



*Email



*Re-enter Email



*Preferred Language

*Do you operate as an Individual or Business?

Individual - If your W9 indicates you are an individual and you are seeking payment to your individual name (first name, last name), please select this registration option.

Business - If your W9 indicates you are a company and you are seeking payment to your company name, please select this registration option.

☐ I'm not a robot

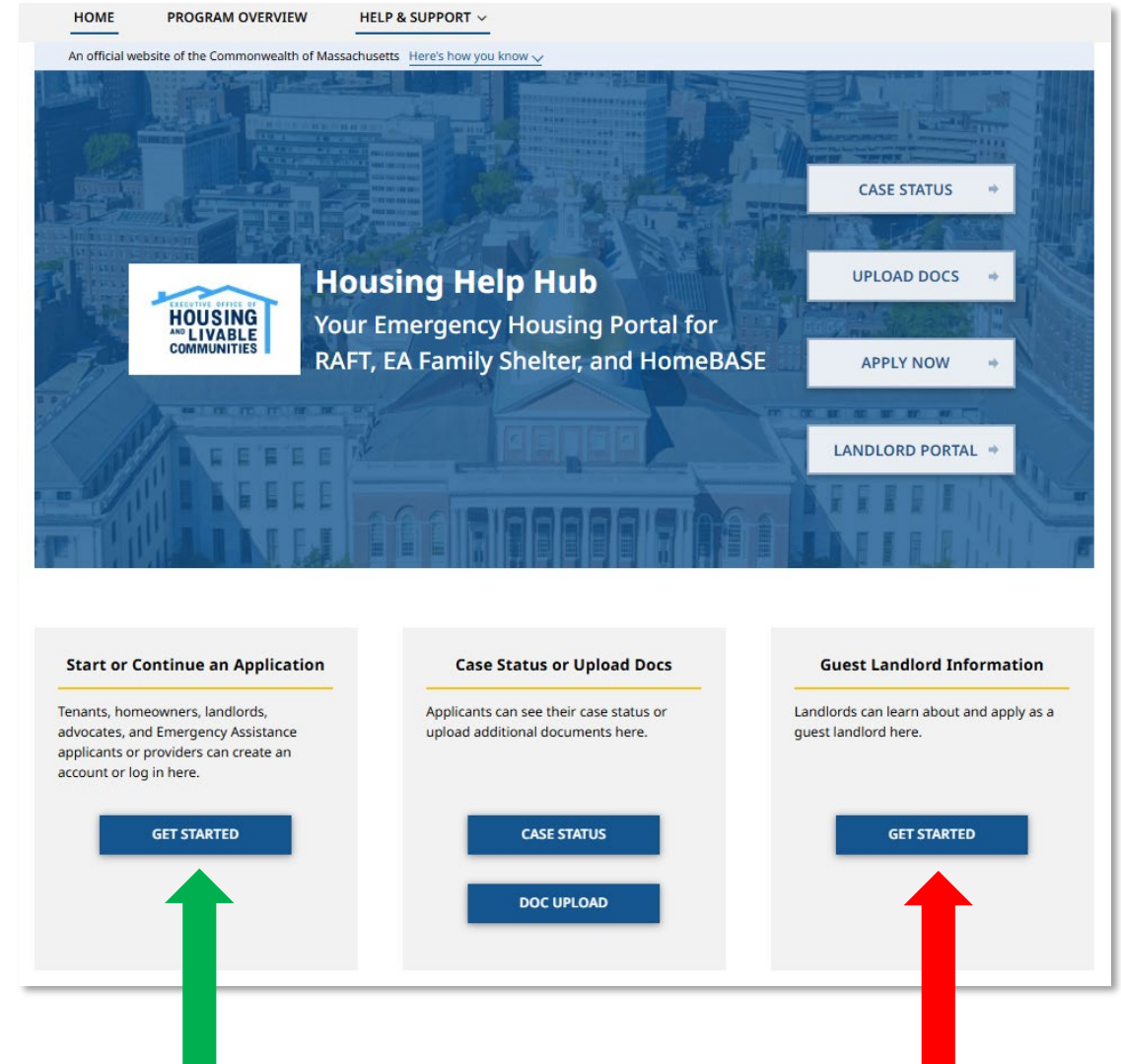


SUBMIT

GUEST LANDLORD OPTION





- **Account registration** is strongly encouraged as it has several advantages over using the **Guest Landlord** option:
 - Only need to register and upload ownership/payee documents once
 - Will be able to track payments
 - Can change payment methods
 - Can save and resume applications





- First, set up the Payee/Property/Payment Method information



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. For language assistance, please contact your local RAA.



Your Profile

 **Sample Landlord** 


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

Learn about the Residential Assistance for Families in Transition (RAFT) program: who is eligible and what benefits are available.

PROPERTY OWNER PROFILE SETUP



Steps

Payee/Owner Information

Validate your Information

Upload Documents

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

Sample

Middle Name

*Last Name

Landlord

Suffix

*Date of Birth

08/05/1985

*SSN or ITIN

123-45-4321

*Re-Enter SSN or ITIN

123-45-4321

> Address Details

> Contact Details

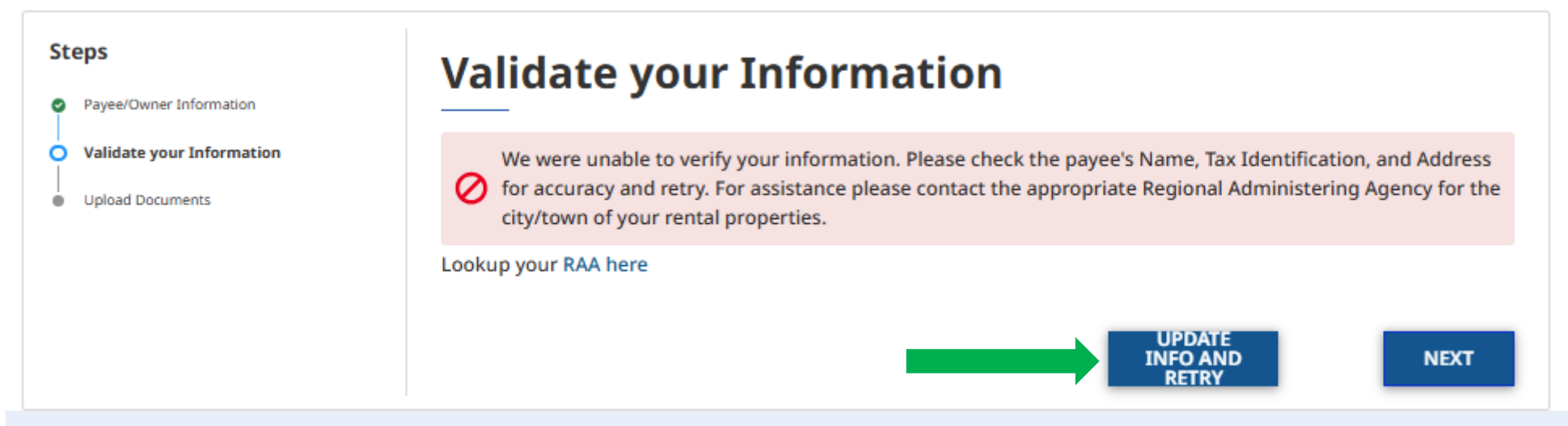
VALIDATE YOUR INFORMATION

VALIDATE YOUR
INFORMATION

3/13/2025

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- If you see the error message below after filling out Payee/Owner Information, use the UPDATE INFO AND RETRY button to navigate back and double check all information



Steps

- ✓ Payee/Owner Information
- **Validate your Information**
- Upload Documents

Validate your Information

We were unable to verify your information. Please check the payee's Name, Tax Identification, and Address for accuracy and retry. For assistance please contact the appropriate Regional Administering Agency for the city/town of your rental properties.

Lookup your [RAA here](#)

UPDATE INFO AND RETRY **NEXT**



Steps

- Rental Property Information**
- Rental Property Details
- Confirm Property Address

Rental Property Information

When adding your properties, please give each a name/nickname that is readily identifiable for your use in applications, as this name will appear in a dropdown menu that you will select from when completing applications. If you have large property developments with multiple street addresses it is recommended that you enter multiple property names/nicknames reflecting the multiple street addresses. Should you make a mistake when adding a property, you may inactivate a property names/nicknames that you no longer wish to use in completing applications.

Rental Property Information

PROPERTY NAME	PROPERTY ADDRESS	OWNER	ACTIVE
---------------	------------------	-------	--------

ADD RENTAL
PROPERTY





Steps

✓ Rental Property Information

○ Rental Property Details

● Confirm Property Address

Rental Property Details

▼ Rental Property Information

Landlord/Owner (If you are unable to find the correct payee, property, or payment method in the below dropdown menus, please edit your profile: [here](#))

Sample Landlord

*Property Name

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.

*Property Address

PREVIOUS

CONFIRM ADDRESS

A green arrow pointing from the right towards the "CONFIRM ADDRESS" button.

3/13/2025

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Steps

○ Payment Method

● Payment Information

Payment Method

Payment Information

PAYMENT NAME	ACCOUNT #/CHECK MAILING ADDRESS	OWNER NAME	ACTIVE
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ADD PAYMENT METHOD





Steps

✓ Payment Method

○ **Payment Information**

● Validate your Information

Payment Information

▼ Payment Details

* Preferred Method of Payment

Direct Deposit

* Payment Method Nickname ⓘ

Checking

▼ Direct Deposit Details

Field "Name on the Account" contains the validated Payee/Owner name and is not editable.

Name on the Account

Sample Landlord

* Account Type

* Account Number

* Re-Enter Account Number

* Routing Number

* Re-Enter Routing Number

PREVIOUS

VALIDATE YOUR INFORMATION



3/13/2025

45



- After three green check marks display, start filling out an application



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. For language assistance, please contact your local RAA.



Your Profile

 Sample Landlord 


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

Learn about the Residential Assistance for Families in Transition (RAFT) program: who is eligible and what benefits are available.





PROPERTY MANAGER PROFILE SETUP





- Similar process but need to fill out property manager information and can include multiple payees. Also, must upload an authorization form.



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.
For language assistance, please contact your local RAA.



Your Profile

 Sample Manager 


You may have multiple 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

Learn about the Residential Assistance for Families in Transition (RAFT) program: who is eligible and what benefits are available.

PROPERTY MANAGER PROFILE SETUP



Steps

- Property Manager Information
- Owner Information
- Payee/Owner Information
- Upload Documents

Property Manager Information

Business Details

*Property Manager Legal Name

Sample Manager

Business Registered Address

*Business Phone Number

(555) 555-5555

*Re-Enter Business Phone Number

(555) 555-5555

Please enter the Incorporated Address for the company.

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.

*Address

1 Ashburton Pl, Boston, MA 02108, USA

NEXT



Steps

✓ Property Manager Information

○ Owner Information

● Payee/Owner Information

● Upload Documents

Owner Information

REFRESH DATA

Owner Details

INDIVIDUAL/BUSINESS	OWNER NAME	ACTIVE	
Individual	Testing Landlord	<input checked="" type="checkbox"/>	▼
Individual	Test Owner	<input checked="" type="checkbox"/>	<div>Edit</div>
Business	Company Sample	<input checked="" type="checkbox"/>	▼



PROPERTY MANAGER PROFILE SETUP



Owner Details

The fields are shown as read-only in edit mode, you may inactivate the owner you no longer wish to use in your profile. To deactivate the below record, please uncheck the checkbox below.

Individual/Business

☒ Individual ☐ Business

Owner Name

Testing Landlord

Contact Details

6176170000 grukafrahuhi-7002@yopmail.com

☒ Active

Individual Details

First Name

Testing

Middle Name

Last Name

Landlord

Suffix

Date of Birth

02-02-1960

SSN or ITIN

232323232

Re-Enter SSN or ITIN

232323232

Address Details

100 CAMBRIDGE ST BOSTON MA 02114

CANCEL

SAVE



Steps

✓ Property Manager Information

✓ Owner Information

✓ Payee/Owner Information

○ Upload Documents

Upload Documents

> Upload Proof of Identity

> Upload W-9

▼ Upload Property Manager Authorization

*Property Manager Authorization ⓘ

Upload Files

Or drop files

❗

PREVIOUS

SUBMIT

- **Fill out the application details and upload all required documents**
 - Save and resume functionality is enabled
 - Applicants have 21 days to complete and submit the application
- **If tenant or tenant advocate initiates the application**
 - Landlord will receive an email notification with a Tenant Application Code
 - Landlord must log into landlord account and start an application
 - When prompted under Tenant and Rent Details, landlord must select “Yes” when asked about email confirmation and then enter Tenant Application Code
 - Landlord must upload required landlord documentation, sign, and submit
- **If landlord initiates the application**
 - Landlord must select “No” when asked about email confirmation and will not enter a Tenant Application Code
 - When landlord completes application, tenant will receive an email notification with a Landlord Application Code, which must be entered in the tenant/tenant advocate application

- If tenant or tenant advocate initiates:

Steps

- Instructions
- Tenant and Rent Details**
- Payment Details
- Review Application
- Upload Documents
- Sign and Submit
- Confirmation

Tenant and Rent Details

*Tenant First Name MI ? *Tenant Last Name

*Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application?

☒ Yes ☐ No

*Tenant Application Code ?

- If landlord initiates:

Steps

- Instructions
- Tenant and Rent Details**
- Payment Details
- Review Application
- Upload Documents
- Sign and Submit
- Confirmation

Tenant and Rent Details

*Tenant First Name

MI ⓘ

*Tenant Last Name

*Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application?

☐ Yes ☒ No

*Tenant Email Address

*Re-Enter Tenant Email Address ⓘ

- Email notification to landlord if tenant or tenant advocate applies first (note Tenant Application Code):

Dear Sample Landlord,

Your tenant Tenant Test, living at 100 CAMBRIDGESIDE PL # 55CAMBRIDGE MA 02141, 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. Click here to learn more about Massachusetts housing programs.

As Tenant Test's landlord or property manager, we need information from you before we can issue payment:

1. Please click here to register as a new user, or log in if you or your organization has already received assistance through our new system.
2. Once you have logged in, complete Your Profile on the left side of the window with information about the property you own/manage.
3. Then, click "Start" on the right to complete the application for your tenant Tenant Test. The application will ask about their lease, how much they owe, and their Tenant Application Code: 500ep0000024VvP (note: application code is case sensitive) For best result, please copy and paste the Tenant Application Code from email into the application.

Thank you for participating in the Massachusetts RAFT Program.

For more information about the application process, click here for a detailed guide. For any other questions you may have, please contact MHB at (617) 425-6700 or resourceline@MetroHousingBoston.org.

Sincerely,
Massachusetts Executive Office of Housing and Livable Communities (EOHLC)

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

- Email notification to tenant if landlord applies first (note Landlord Application Code):

Dear Tenant,

Your landlord has submitted an application for rental and/or utility assistance through the Commonwealth of Massachusetts RAFT program. RAFT can help cover your overdue rent and utilities. These funds will be paid directly to landlords and utility providers on behalf of renters.

Please complete and submit the tenant application form within 21 calendar days of the date of this email.

Please enter your Landlord Application Code 500ep0000025OdF (note: application code is case sensitive) in your application. To complete your application, please click [here](#).

For more information on RAFT please visit our website [here](#).

Thank you for participating in the Massachusetts RAFT Program.

Sincerely,
Massachusetts Executive Office of Housing and Livable Communities
(EOHLC)

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

HOW TO CHECK APPLICATION STATUS FOR SUBMITTED APPLICATIONS



- Log into account to view recent or all submitted cases
- Status bar shows where each application currently is in the process
- Unsubmitted applications can be edited before submission
- Submitted applications cannot be edited, but additional documents may be uploaded

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 #00667405

WITHDRAW

VIEW CASE SUMMARY

UPLOAD DOCUMENTS

Case Type

Landlord Application

Rental Property

100 CAMBRIDGE ST, 3003, BOSTON, MA02114-2509

HOW TO CHECK APPLICATION STATUS FOR SUBMITTED APPLICATIONS



- [Case Search page](#) is a faster way of checking application status!

HOME PROGRAM OVERVIEW HELP & SUPPORT

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

Housing Help Hub
Your Emergency Housing Portal for
RAFT, EA Family Shelter, and HomeBASE

CASE STATUS

UPLOAD DOCS

APPLY NOW

LANDLORD PORTAL

Start or Continue an Application
Tenants, homeowners, landlords, advocates, and Emergency Assistance applicants or providers can create an account or log in here.
GET STARTED

Case Status or Upload Docs
Applicants can see their case status or upload additional documents here.
CASE STATUS
DOC UPLOAD

Guest Landlord Information
Landlords can learn about and apply as a guest landlord here.
GET STARTED

Check Status

* Enter Case Number or ETO Case Number:

* Enter Last Name or Legal Business Name:

☐ I'm not a robot

SEARCH

CASE STATUS DEFINITIONS



Status	Definition
Not Submitted	The application has been started, but not submitted. Unsubmitted applications will be deleted after 21 days.
Submitted	The application has been submitted and is awaiting a match with a tenant application.
Under Review	The application has been matched with a tenant application. An RAA or the RAP Center is determining eligibility and reviewing documentation.
Ready for Payment	The application was approved and has been submitted for payment. Checks and direct deposits will be issued during the RAA's next check run. Status not applicable to LOI applications.
Paid	Payment has been issued to the landlord. Status not applicable to LOI applications.
Closed / Denied / Withdrawn	The application was either closed (timed out), denied due to ineligibility, or withdrawn.
Approved	"Approved" status is only for LOI applications.

TRACK PAYMENT STATUS

[HOME](#)[PROGRAM OVERVIEW](#)[APPLY](#)[TRACK PAYMENT STATUS](#)[HELP & SUPPORT](#)[MORE ▾](#)

Payment Summary

Payment Details

Application Number	Tenant Name	Payment Date	Payment Method	Payment Method Nickname	ACH Account Number	Payment Amount	Payment Status	Payment Type	Payment Nu
██████	██████	4/1/2023	Check	██████		██████	Payment Successful	ARR	██████
██████	██████	4/14/2023	Check	██████		██████	Payment Successful	ARR	██████
██████	██████	5/1/2023	Check	██████		██████	Payment Successful	ARR	██████
██████	██████	5/9/2023	Check	██████		██████	Payment Successful	ARR	██████
██████	██████	5/9/2023	Check	██████		██████	Payment Successful	ARR	██████
██████	██████	5/12/2023	Check	██████		██████	Payment Successful	ARR	██████
██████	██████	5/19/2023	Check	██████		██████	Payment Successful	SEC	██████
██████	██████	5/19/2023	Check	██████		██████	Payment Successful	FMR	██████
██████	██████	6/16/2023	ACH	██████████	████	██████	Payment Successful	ARR	██████
██████	██████	7/1/2023	ACH	██████████	████	██████	Payment Successful	SEC	██████

< 1 2 3 >



QUESTIONS

1

[RAFT Public Resource and Training Portal](#)

Trainings, reference guides, and other resources are available for community-based organizations and other partners with information about the Residential Assistance for Families in Transition (RAFT) program

2

Meeting Materials

The slides from this session will be shared with you, and a recording will be uploaded to the Training Portal

3

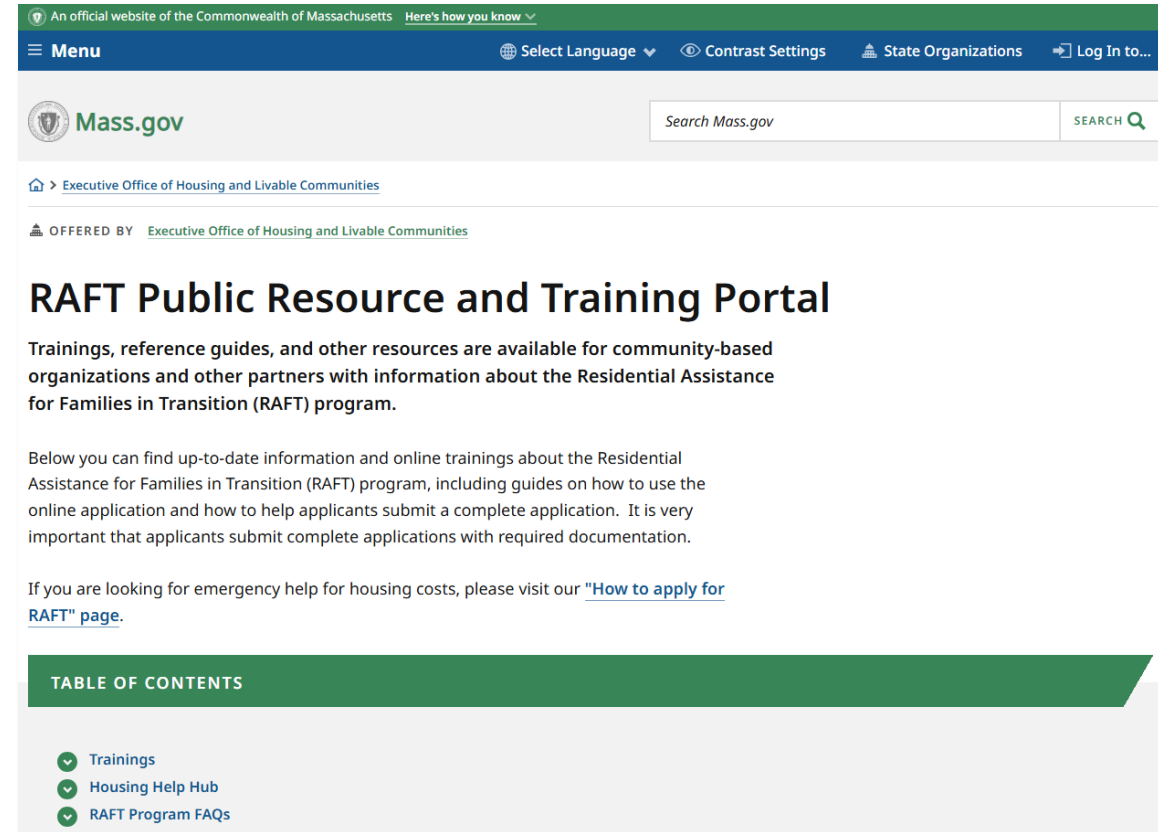
Regional Administering Agencies (RAAs)

For case-specific questions, please reach out to the [RAA](#) processing your application

4

[Housing assistance for MA landlords](#)

Learn about your role in housing assistance programs and find information on programs that support you as a landlord



The screenshot shows the Mass.gov website with the RAFT Public Resource and Training Portal page. The page header includes the Mass.gov logo, a search bar, and navigation links for Menu, Select Language, Contrast Settings, State Organizations, and Log In. The main content area features the title "RAFT Public Resource and Training Portal" and a description: "Trainings, reference guides, and other resources are available for community-based organizations and other partners with information about the Residential Assistance for Families in Transition (RAFT) program." Below this, there is a paragraph explaining that users can find up-to-date information and online trainings about the RAFT program, including guides on how to use the online application and how to help applicants submit a complete application. A link is provided for emergency help for housing costs, directing users to the "How to apply for RAFT" page. At the bottom, there is a "TABLE OF CONTENTS" section with a list of links: Trainings, Housing Help Hub, and RAFT Program FAQs.