



DHCD's New Emergency Housing Payment Assistance Portal for RAFT

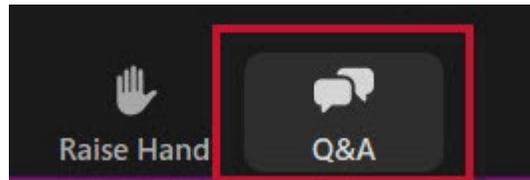
Intro Webinar For **Landlords and Property Managers**

December 8, 2022

Asking Questions

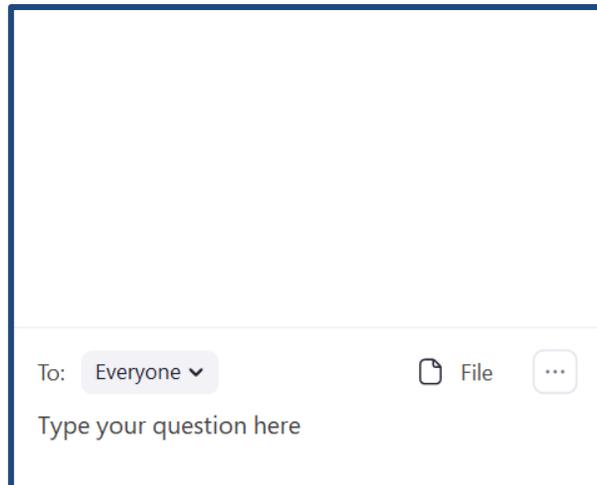
We will be monitoring the Q&A for questions

1



Click “Q&A” to submit a question

2



Enter your question into the “Q&A” box

We will follow up with answers to any questions that we don't get to during the session

THIS CALL IS BEING RECORDED





- New Application Portal Intro
- Profile Setup
- How to Apply
- How to Check Application Status
- Questions
- Resources

Why The System Upgrade? New System Benefits



As part of our work for continuous improvement, DHCD is implementing a new intake and case processing system for the RAFT and HomeBASE programs that will replace the current Central Application portal.

The new system will provide landlords/property managers and tenants/advocates with a **logged in experience** that will have a number of benefits including:

- 1) **Save and resume** functions for applications initiated by any party
- 2) The ability for landlords/property managers to set up a **profile** with their W-9 and payment information for re-use across multiple properties/applications
- 3) The ability for landlords/property managers to **view their portfolio of properties/applications**
- 4) The ability for all parties to **check application and payment status**

Overview of New Application Portal



- **Starting November 14, the new online application replaced the former RAFT Application in Pilot Regions**
 - Way Finders – Greater Springfield area
 - Housing Assistance Corporation – Cape Cod and the Islands
- **On December 12, the new application will be live in the entire state and the former RAFT Application will no longer be used**
- **Continue to visit <https://applyhousinghelp.mass.gov/> to apply on behalf of a tenant through the Tenant Portal**
 - Application URL has not changed
- **All landlords will need to register once before completing first application and receiving first payment in the new system**
- **Each RAFT Application will require a tenant portion (“Tenant Application”) and a landlord portion (“Landlord Application”)**



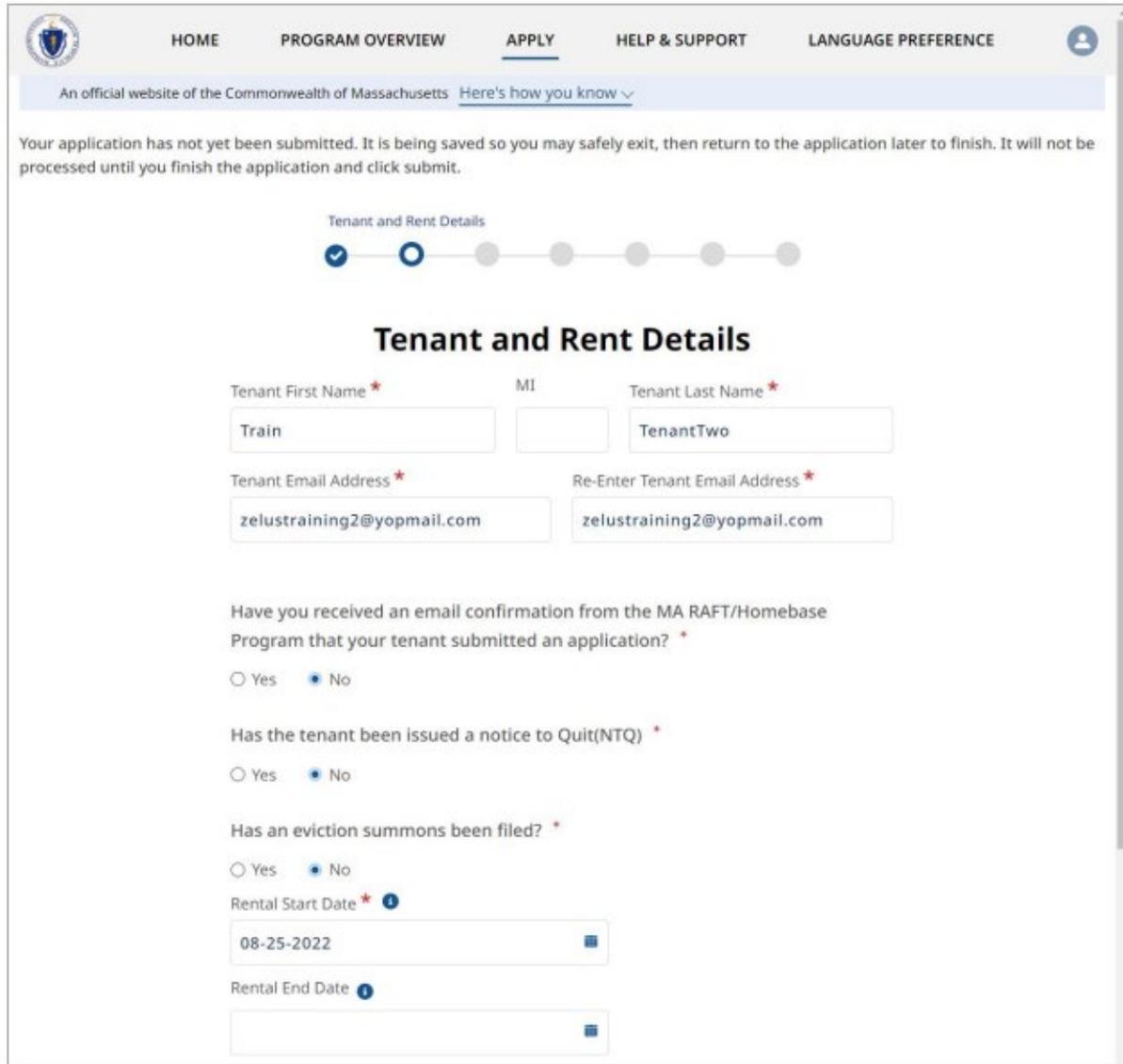
- 1. Navigate to <https://applyhousinghelp.mass.gov/>**
- 2. Create an account as one of four account types**
 1. Individual landlord/property owner
 2. Business landlord/property owner
 3. Individual property manager
 4. Business property manager
- 3. Set up the Payee**
 1. The Payee is the individual or business who will receive payment for any RAFT or HomeBASE applications connected to this account
- 4. Set up Properties**
 1. Properties are any rental units owned or managed by the account holder
- 5. Set up Payment Methods**
 1. Payment methods indicate how the Payee will receive payment for any RAFT or HomeBASE applications connected to this account



- Under the current RAFT application process, a household needs to identify a unit before the RAA/RAP Center can make an eligibility determination
- The new portal will include a “Letter of Intent” process
- An applicant can be found eligible before they locate a unit and will be given a Letter of Intent to provide landlords when searching for a unit
- Tenants will have 60 days to locate a unit and can request an additional 30-day extension
- When the tenant locates a unit, the landlord will need to complete the landlord application
- Tenant eligibility does not have to be re-assessed



- **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 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 submit required landlord documentation, sign, and submit
- **If landlord initiates the application**
 - Same process as above, but landlord must select “No” and will not enter a Tenant Application Code
 - When landlord completes application, tenant will receive an email notification with a Landlord Application Code



The screenshot shows a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." A progress indicator shows seven steps, with the first step marked as complete and the second step, "Tenant and Rent Details", highlighted in blue. The form itself is titled "Tenant and Rent Details" and contains several input fields and checkboxes. The fields are: "Tenant First Name" (with a red asterisk) containing "Train", "MI" (with a red asterisk) which is empty, and "Tenant Last Name" (with a red asterisk) containing "TenantTwo". Below these are "Tenant Email Address" (with a red asterisk) containing "zelustraining2@yopmail.com" and "Re-Enter Tenant Email Address" (with a red asterisk) also containing "zelustraining2@yopmail.com". There are three checkboxes, each with a red asterisk: "Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application?" (selected "No"), "Has the tenant been issued a notice to Quit(NTQ)?" (selected "No"), and "Has an eviction summons been filed?" (selected "No"). At the bottom, there are two date pickers: "Rental Start Date" (with a red asterisk and a help icon) set to "08-25-2022", and "Rental End Date" (with a help icon) which is currently empty.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

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

Tenant and Rent Details

Tenant and Rent Details

Tenant First Name * MI Tenant Last Name *

Train TenantTwo

Tenant Email Address * Re-Enter Tenant Email Address *

zelustraining2@yopmail.com zelustraining2@yopmail.com

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

Yes No

Has the tenant been issued a notice to Quit(NTQ) *

Yes No

Has an eviction summons been filed? *

Yes No

Rental Start Date * ⓘ

08-25-2022

Rental End Date ⓘ



How to Check Application Status for Submitted Applications

- Log in 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

The screenshot shows the 'Application Status' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, there is a message: 'An official website of the Commonwealth of Massachusetts Here's how you know'. A 'Back' button is visible on the left. The main heading is 'Application Status'. Below this, there is a message: '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](#)'. There are two buttons: 'RECENT CASES' and 'ALL CASES'. The 'ALL CASES' button is selected. Below the buttons, there is a progress bar with six stages: Not Submitted, Submitted, Under Review, Ready for Payment, Paid, and Closed. The 'Not Submitted' stage is highlighted in yellow. Below the progress bar, there are two case cards. The first card shows 'Case Number #00001726', 'Case Type Landlord Application', and 'Rental Property'. The second card shows 'Case Number #00001463', 'Case Type Landlord Application', and 'Rental Property 125 MILK ST, 7, BOSTON, MA 02109-'. Both cards have a three-dot menu icon on the right.

Case Status Definitions in the Landlord Portal



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
Pending Final Approval	The application is undergoing final review
Approved – Pending Payment	The application was approved and has been submitted for payment
Approved – Paid	First payment has been issued
Denied	The application was denied for ineligibility



Questions?



- [Landlord Portal Reference Guide](#)
- [Tenant Portal Reference Guide](#)
- A recording of this webinar will be sent to attendees and posted to DHCD's [RAFT Public Resource and Training Portal](#)