

Executive Office of Housing and Livable Communities (EOHLC)

# Housing Assistance Application Reference Guide

Last Updated: May 23, 2025

## 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 Housing Help Hub. The application described in this guide is for the Residential Assistance for Families in Transition (RAFT) program. For more information on this program and to see if you're eligible [visit mass.gov](https://www.mass.gov).



Note that a RAFT application can only be filled out and submitted online through the [Housing Help Hub](#). If you are struggling with your application, you can contact your local Regional Administering 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
  - ctrl + 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.



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# 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 is recommended that 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.



## **Getting Started: Requirements**

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 Regional Administering Agency (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.



## Getting Started: What You Will See on The Application

### 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

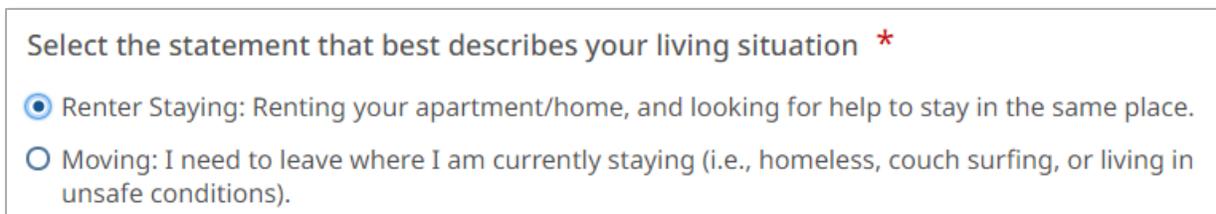


A rectangular text input box with a light gray border and a subtle drop shadow. Inside the box, the word "Username" is written in a light gray font as a placeholder.

**Buttons:** Select them to navigate to other pages



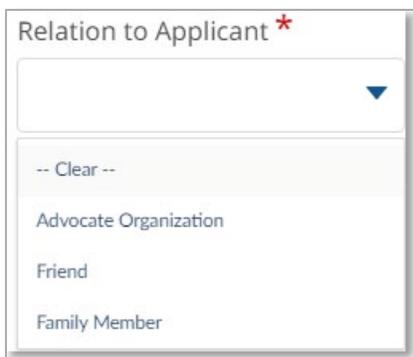
**Radio Buttons:** Identifiable by the circles next to the text, these are used to select options from a brief list. You may select only one option.



A form box with a light gray border and drop shadow. At the top, it says "Select the statement that best describes your living situation \*". Below this are two radio button options:

- 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.



A dropdown menu with a light gray border and drop shadow. The title is "Relation to Applicant \*". The menu is open, showing a list of options: "-- Clear --", "Advocate Organization", "Friend", and "Family Member". A blue downward arrow is visible in the top right corner of the menu box.

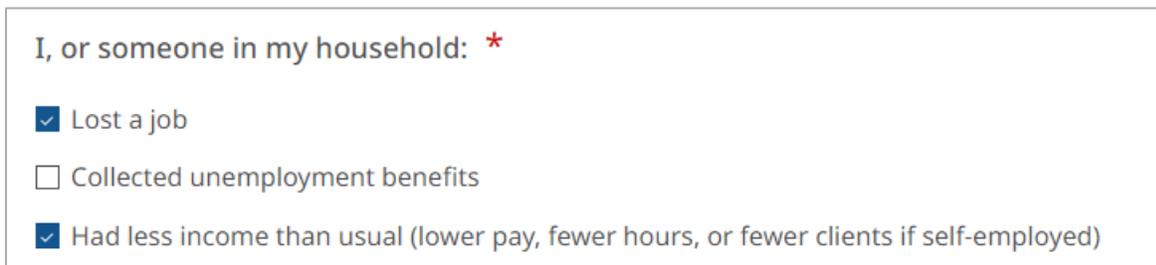


**Getting Started:** What You Will See on The Application

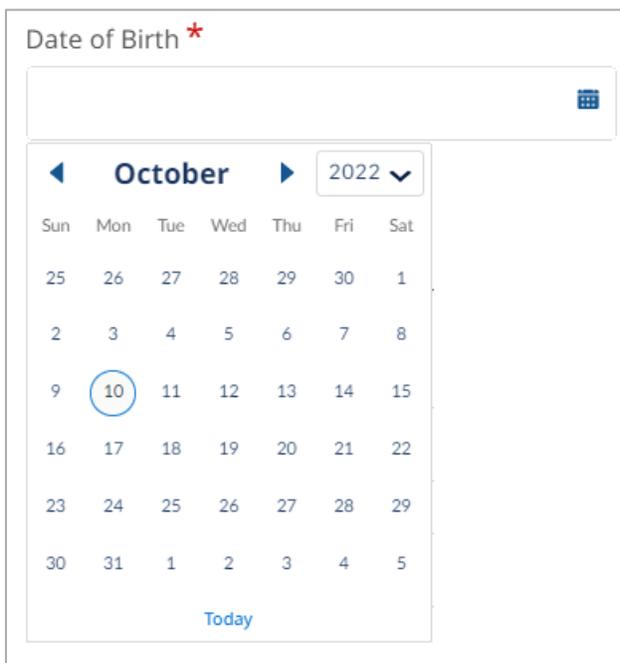
**Auto-fill Box:** Identifiable by the pencil icon, these will attempt to automatically locate what you are typing online as you type it in.



**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.

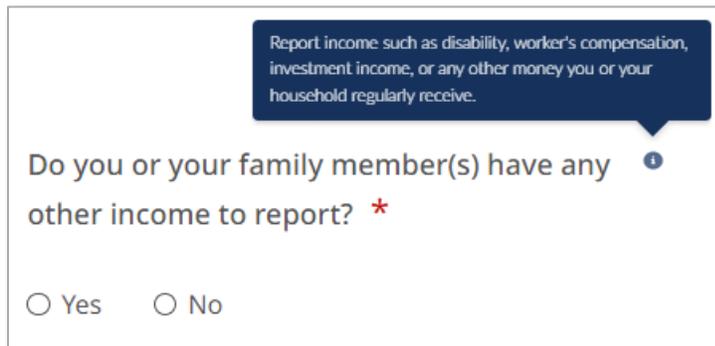


**Date Selection Box:** Identifiable by the calendar icon in the box, this allows you to select an exact date.



## Getting Started: Uploading Files

**Additional Information Tooltip:** This small icon will provide additional information to any given field by hovering or selecting it.



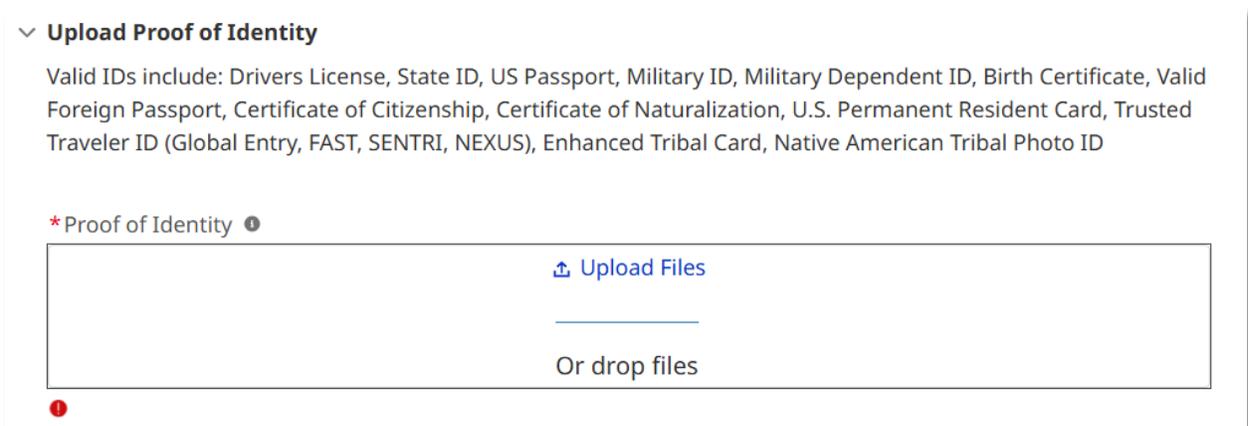
Report income such as disability, worker's compensation, investment income, or any other money you or your household regularly receive.

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.



▼ **Upload Proof of Identity**

Valid IDs include: Drivers License, State ID, US Passport, Military ID, Military Dependent ID, Birth Certificate, Valid Foreign Passport, Certificate of Citizenship, Certificate of Naturalization, U.S. Permanent Resident Card, Trusted Traveler ID (Global Entry, FAST, SENTRI, NEXUS), Enhanced Tribal Card, Native American Tribal Photo ID

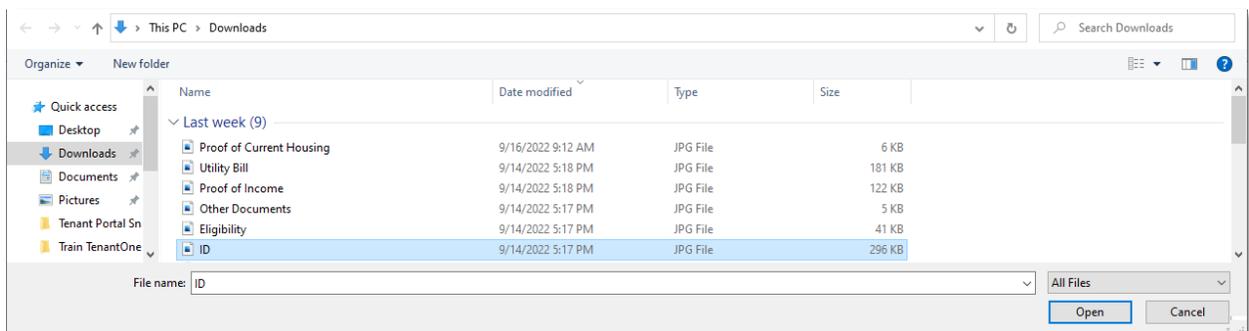
\* Proof of Identity ⓘ

[Upload Files](#)

Or drop files

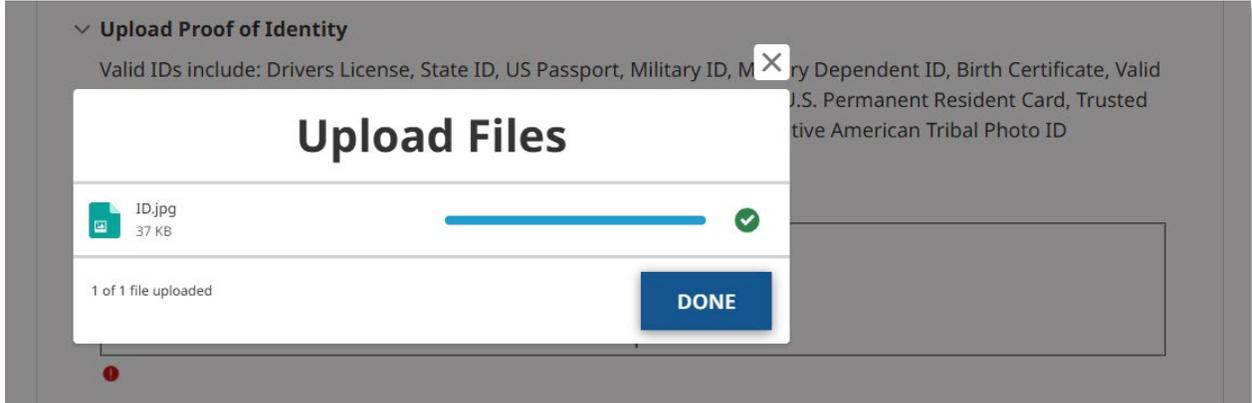
This will allow you to navigate to where the file is saved and select it for upload.

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.



## Getting Started: Uploading Files

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/>

The screenshot shows the homepage of the Housing Help Hub. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, and HELP & SUPPORT. A language selection dropdown is in the top right corner. Below the navigation is a banner with a blue-tinted cityscape background. On the left of the banner is the logo for the Executive Office of Housing and Livable Communities. The main heading is "Housing Help Hub" followed by the subtitle "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". On the right side of the banner are four white buttons with blue text and arrows: "CASE STATUS", "UPLOAD DOCS", "APPLY NOW", and "LANDLORD PORTAL". Below the banner are three white boxes with blue headers and descriptions. The first box is titled "Start or Continue an Application" and describes the process for tenants, homeowners, landlords, advocates, and emergency assistance applicants. The second box is titled "Case Status or Upload Docs" and describes where applicants can check their case status or upload documents. The third box is titled "Guest Landlord Information" and describes where landlords can learn about and apply as a guest landlord. Each box contains a blue button with white text: "GET STARTED" for the first and third boxes, and "CASE STATUS" and "DOC UPLOAD" for the second box.



## 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.

The screenshot shows the Housing Help Hub website. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, and HELP & SUPPORT. A language selection dropdown is in the top right corner. Below the navigation bar, a banner features the Housing Help Hub logo and the text "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". To the right of the banner are four buttons: CASE STATUS, UPLOAD DOCS, APPLY NOW, and LANDLORD PORTAL. A yellow arrow points to the APPLY NOW button. Below the banner are three main sections: "Start or Continue an Application", "Case Status or Upload Docs", and "Guest Landlord Information". The "Start or Continue an Application" section contains a "GET STARTED" button, which is pointed to by a yellow arrow. The "Case Status or Upload Docs" section contains "CASE STATUS" and "DOC UPLOAD" buttons. The "Guest Landlord Information" section contains a "GET STARTED" button.



## 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**.

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

**LOG IN**

[Forgot your password?](#) [Register as new user](#)



## Registering an Account: Creation and Login

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

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

**LOG IN**

[Forgot your password?](#) [Register as new user](#)

The “User Registration” page requires you to select the account registration option that best describes your role. As a landlord, you must select the option that says, “I own or manage property and need to apply for assistance for my renter.”

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. +



## Registering an Account: Creation and Login

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.**

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.**

The screenshot shows the 'User Registration' page. At the top, there is a navigation bar with 'HOME', 'PROGRAM OVERVIEW', and 'HELP & SUPPORT' with a dropdown arrow. A 'Log in' button is in the top right. Below the navigation bar, it says 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'User Registration' with a sub-link 'Already registered? Click here to login.' Below this, it asks the user to select the option that fits best. There are 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 for 'RAFT or HomeBASE'. The first box is for 'I am a property owner operating under one tax ID number and need help with payment.' and the second is for 'I manage property under multiple tax ID numbers and need help with payment.' Both boxes have a 'SELECT' button at the bottom.

The “User Registration” page also requires you to enter the following information to create your account:

- First Name
- Last Name
- Email
- Re-enter Email
- Preferred Language
  - You must select the dropdown box and select from the available options
- Do you operate as an Individual or Business?
  - Select the **Individual** or **Business** radio button
  - Your answer to this question needs to match your W-9



## Registering an Account: Creation and Login



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 (Property Owner or Property Manager) and operating mode (Individual or Business) have been designated on an account they cannot be changed. If you registered 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.

**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, ལྷོ་ཡི་སྐད་, 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?

<p>Individual - If your W9 indicates you are an individual and you are <input type="radio"/> seeking payment to your individual name (first name, last name), please select this registration option.</p>	<p>Business - If your W9 indicates you are a company and you are <input type="radio"/> seeking payment to your company name, please select this registration option.</p>
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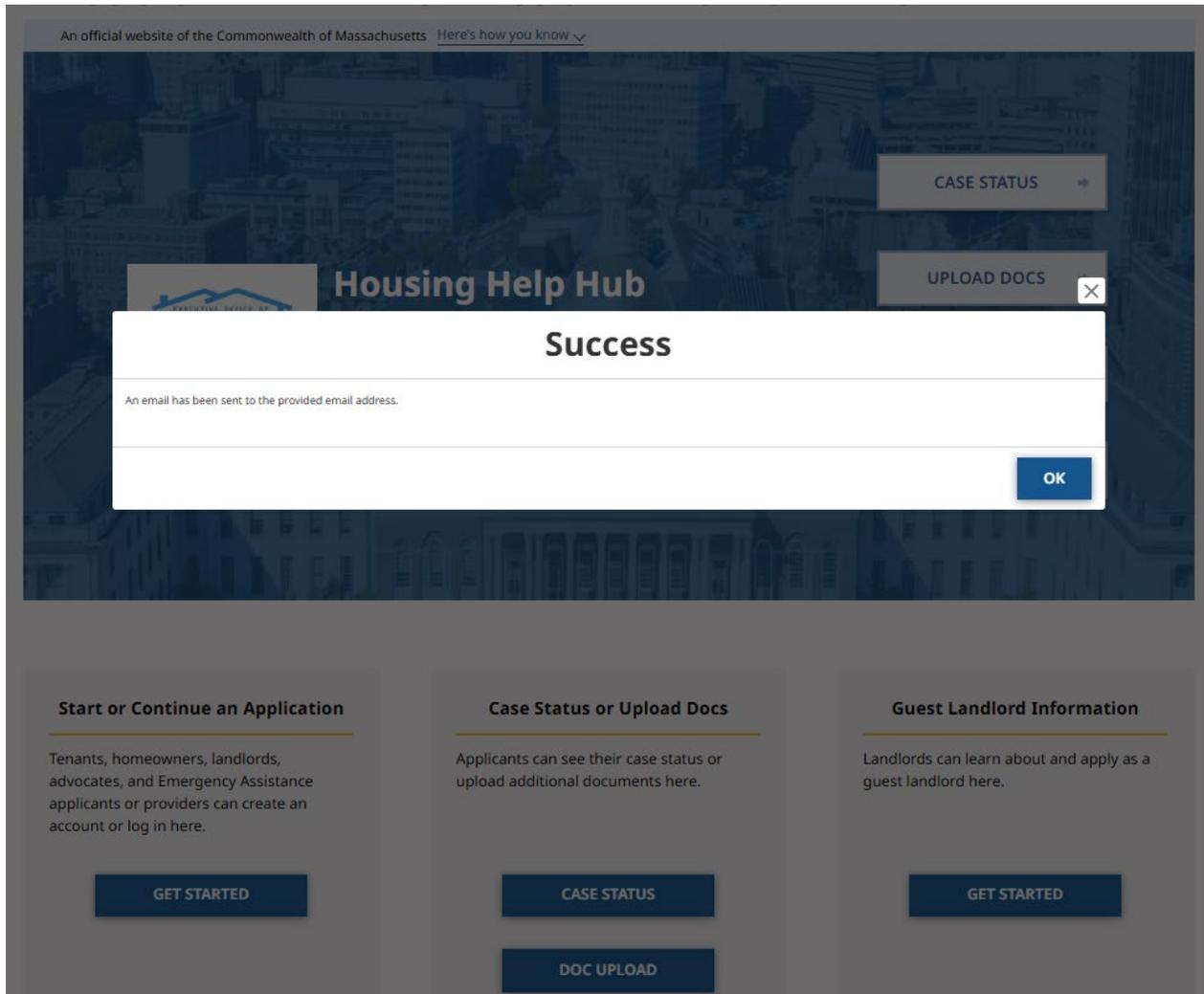
I'm not a robot

**SUBMIT**



## Registering an Account: Creation and Login

After selecting **Submit** when you have completed the “User Registration” page, you will be taken to the Housing Help Hub home page, where a “Success” pop-up window will appear. The “Success” pop-up window will say that an email verification has been sent to the provided email address.



To activate your account, you must navigate to the inbox of the email you provided and find the verification email from **no-reply-dhs@notice.mass.gov**. 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.



## Registering an Account: Creation and Login

Dear Landlord,

You have successfully created a Housing Help Hub account. Thank you for your interest in the Massachusetts RAFT, EA Family Shelter, and HomeBASE programs.

Username: praucotibraqua-1302@yopmail.com

To change your password, please click here link



Or visit [https://housingma--mauat3.sandbox.my.site.com/login?](https://housingma--mauat3.sandbox.my.site.com/login?c=adYr_nUyMiKxq3ej6zPEAgz0D_TRhg2kp3nc38LoAroVrveGsnuGtCKRVNIXJA6NhIBSYGJ5NVrv.bB7psn8nWwhKEyBxiHVjrrUcR_FEYp3m9Nmb4gF3fzBoe2sG)

[c=adYr\\_nUyMiKxq3ej6zPEAgz0D\\_TRhg2kp3nc38LoAroVrveGsnuGtCKRVNIXJA6NhIBSYGJ5NVrv.bB7psn8nWwhKEyBxiHVjrrUcR\\_FEYp3m9Nmb4gF3fzBoe2sG](https://housingma--mauat3.sandbox.my.site.com/login?c=adYr_nUyMiKxq3ej6zPEAgz0D_TRhg2kp3nc38LoAroVrveGsnuGtCKRVNIXJA6NhIBSYGJ5NVrv.bB7psn8nWwhKEyBxiHVjrrUcR_FEYp3m9Nmb4gF3fzBoe2sG)

If you need assistance, please click here to find the organization in your community who can help you. [link](#)

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.

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.



## Registering an Account: Creation and Login



### Change Your Password

Enter a new password for **praucotibraqua-1302@yopmail.com**. Make sure to include at least:

- ✓ 12 characters

Also include at least 3 of the following:

- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character ⓘ

\* New Password

..... Good

\* Confirm New Password

..... Match

\*=required

**Change Password**

Password was last changed on 3/24/2025, 4:08 PM.

Once you have changed your password, you should be logged in to the landlord application portal and are ready to set up your profile and then start your application.



## Registering an Account: Creation and Login

The screenshot shows the Housing Help Hub website. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar is a header with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know". The main content area features a large blue banner with the text "Hello, Landlord Sample." and "Housing Help Hub Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". Below the banner is a paragraph explaining the portal's purpose: "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." The interface is divided into two main sections: "Your Profile" and "Application Actions". The "Your Profile" section shows the user's name "Landlord Sample" and three buttons: "PAYEE", "PROPERTIES", and "PAYMENT METHODS", each with a minus sign. The "Application Actions" section contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom of the page, there is a "Program Information" section.

HOME PROGRAM OVERVIEW TRACK PAYMENT STATUS HELP & SUPPORT MORE

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

Hello, **Landlord Sample.**

### Housing Help Hub

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

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

Landlord Sample

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

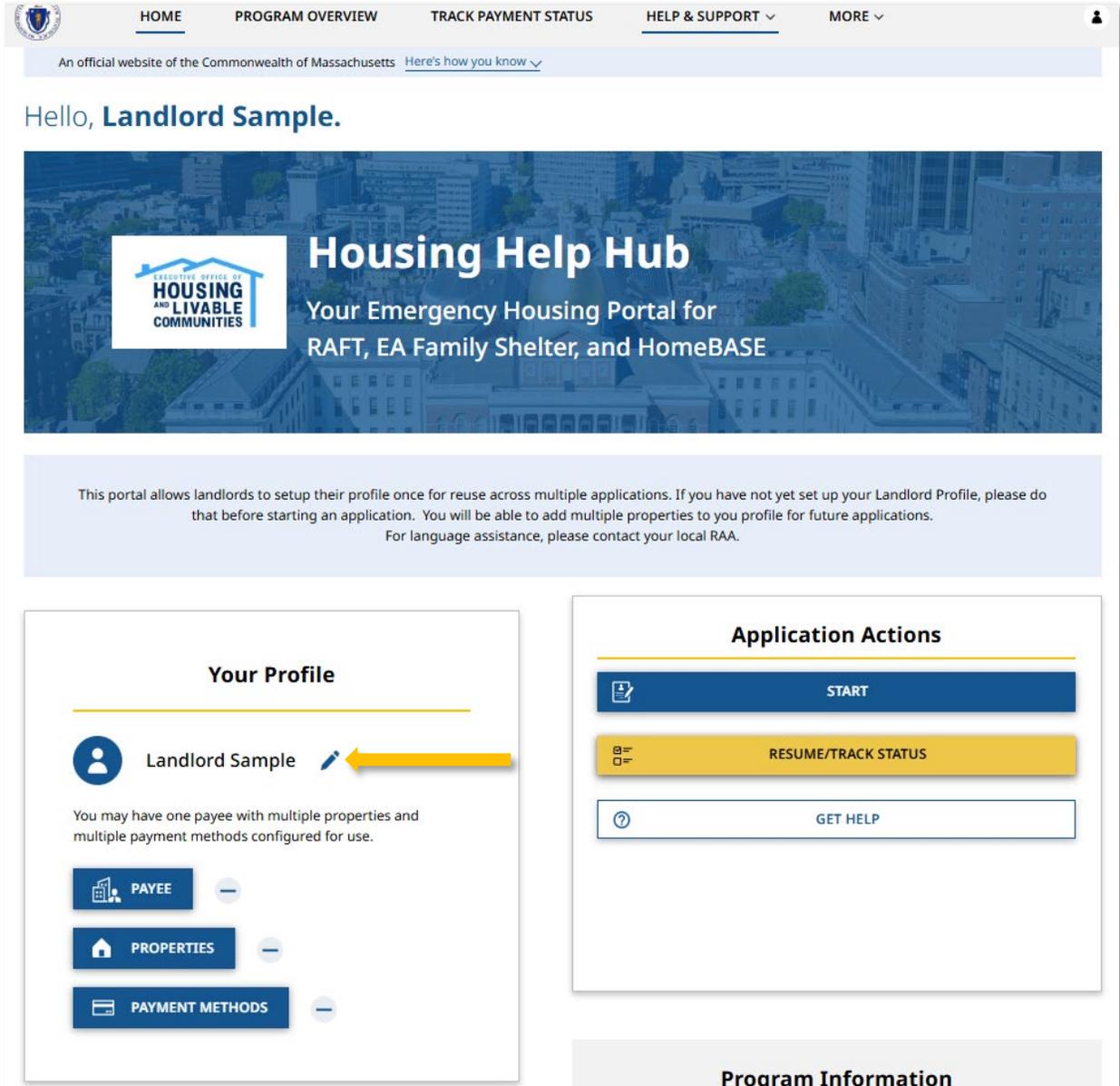
#### Program Information



## Setting Up Your Profile

From the Home Page you can set up your profile. If you wish to complete all three sections—Payee, Properties, and Payment Methods—at once you can select the  icon. If you only need to set up 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.



The screenshot shows the Housing Help Hub website interface. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a greeting reads "Hello, Landlord Sample." The main header features the "Housing Help Hub" logo and the text "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". A central message states: "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." The interface is divided into two main sections: "Your Profile" and "Application Actions".

**Your Profile**

Landlord Sample  ←

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**



## Setting Up Your Profile: Set up Payee

### 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.

The screenshot shows the Housing Help Hub website interface. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, there is a greeting: "Hello, Landlord Sample." The main header area features the Housing Help Hub logo and the text "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". A message below the header states: "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." The main content area is divided into two columns. The left column is titled "Your Profile" and shows the user's name "Landlord Sample" with an edit icon. Below this, there is a list of profile sections: "PAYEE", "PROPERTIES", and "PAYMENT METHODS", each with a minus sign icon. A yellow arrow points to the "PAYEE" button. The right column is titled "Application Actions" and contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom of the page, there is a section titled "Program Information".



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

### Setting up a Payee as an Individual Property Owner

If you created your account as an Individual Property 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.

The screenshot shows the 'Payee/Owner Information' form on the MA Housing Assistance website. The page header includes 'HOME' and 'HELP & SUPPORT' with a dropdown arrow. Below the header is a navigation bar 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 content area is divided into two columns. The left column, titled 'Steps', contains three items: 'Payee/Owner Information' (selected with a blue circle), 'Validate your Information', and 'Upload Documents'. The right column, titled 'Payee/Owner Information', contains the following sections: 1. A question '\* Do you operate as an Individual or Business?' with radio buttons for 'Individual' (selected) and 'Business'. 2. A section titled 'Individual Details' with a dropdown arrow, containing the instruction: '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.' 3. A row of two input fields: '\* First Name' (containing 'Landlord') and 'Middle Name' (empty). 4. A row of two input fields: '\* Last Name' (containing 'Sample') and 'Suffix' (empty with a dropdown arrow). 5. A single input field for '\* Date of Birth' (containing '03/11/1970'). 6. A row of two input fields: '\* SSN or ITIN' (containing '987-65-4321') and '\* Re-Enter SSN or ITIN' (containing '987-65-4321').



## Setting Up Your Profile: Setting up a Payee as an Individual Property 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 screenshot shows a web form titled "Payee/Owner Information" on the official website of the Commonwealth of Massachusetts. The page has a navigation bar with "HOME" and "HELP & SUPPORT" links, and a user profile icon. Below the navigation bar, there is a "Steps" sidebar with three items: "Payee/Owner Information" (selected), "Validate your Information", and "Upload Documents". The main content area is titled "Payee/Owner Information" and contains the following sections:

- \* Do you operate as an Individual or Business ?**  
 Individual  Business
- > Individual Details**
- ∨ Address Details**  
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.  
The address entered must be recognized as a valid USPS mailing address.
- \* Address**
- Unit/Apt Number**

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
  - If you select mobile, you must also select if you consent to receiving text messages regarding your application.
- Email
- Re-enter Email
- Preferred method of contact

Select **Validate Your Information** once you have completed the “Payee/Owner Information” page.



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

The screenshot shows a web form titled "Payee/Owner Information" on the Commonwealth of Massachusetts website. The page has a header with the state seal, "HOME", and "HELP & SUPPORT". A navigation bar below the header says "An official website of the Commonwealth of Massachusetts" and "Here's how you know". On the left, a "Steps" sidebar lists: "Payee/Owner Information" (selected), "Validate your Information", and "Upload Documents". The main form area has a title "Payee/Owner Information" and a question: "\* Do you operate as an Individual or Business?" with radio buttons for "Individual" (selected) and "Business". Below this are expandable sections: "> Individual Details", "> Address Details", and "v Contact Details". The "Contact Details" section contains: "Phone number" (input: (123) 456-7890) and "Re-enter Phone Number" (input: (123) 456-7890); "\* Phone Type" (radio buttons: "Mobile" selected, "Other"); "\* I consent to receiving text messages regarding housing assistance. Message & Data rates may apply." (radio buttons: "Yes" selected, "No"); "Email" (input: praucotibraqua-1302@yopmail.com) and "Re-enter Email" (input: praucotibraqua-1302@yopmail.com); and "\* Preferred method of contact" (dropdown menu: "Email"). A blue button labeled "VALIDATE YOUR INFORMATION" is at the bottom right.

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 **Next** once you have confirmed the address.



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

The screenshot shows the 'Confirm Address' step of the application process. On the left, a 'Steps' sidebar lists: Payee/Owner Information (completed), Confirm Address (current step), Validate your Information, and Upload Documents. The main content area is titled 'Confirm Address' and displays the user's input: 'You Entered: 100 Cambridge Street, Boston, MA, 02114'. To the right, the 'USPS Address Recommended Format (US Postal Service): 100 CAMBRIDGE ST, BOSTON, MA, 02114 - 2509' is shown. Below the input, a red asterisk indicates an error: '\*Address Selected: Use the US Postal Service Format'. At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

If you have successfully entered correct information, your information will be validated.

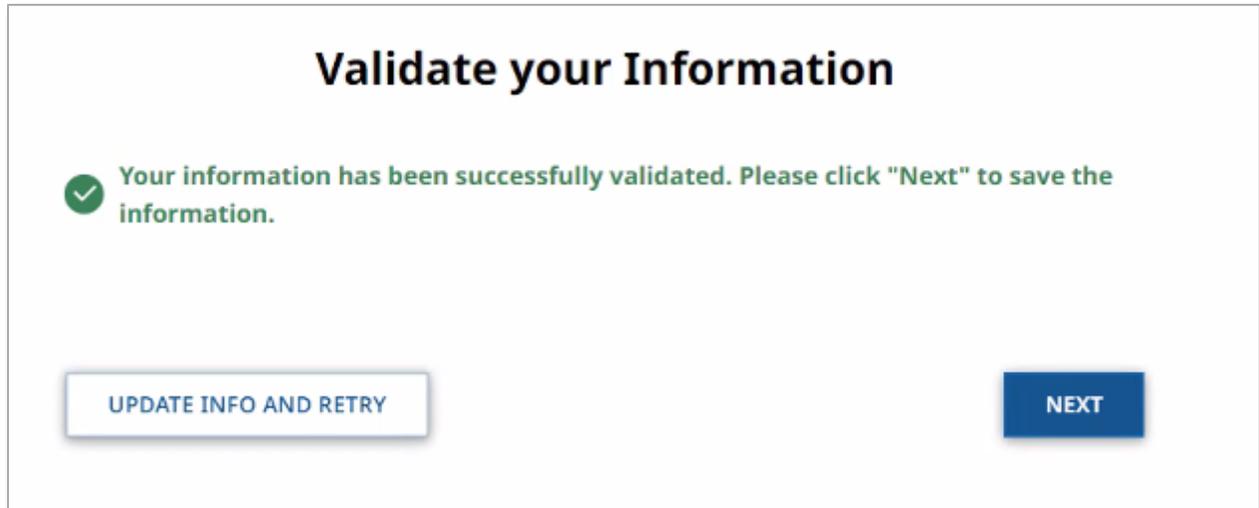
If you have an error the information will not be validated, and you must go back and edit by selecting **Update Info and Retry** in order to move forward.

The screenshot shows the 'Validate your Information' step. The 'Steps' sidebar is updated: Payee/Owner Information and Validate your Information are completed, while Upload Documents remains. The main content area is titled 'Validate your Information' and features a red error message box: '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.' Below the message is a link: 'Lookup your RAA here'. At the bottom right, there are 'UPDATE INFO AND RETRY' and 'NEXT' buttons.

Select **Next** when you are satisfied that your information is correct.



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



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 Property Owner

The screenshot shows a web interface for the MA Housing Assistance Application Reference Guide. At the top, there is a navigation bar with the state seal, 'HOME', and 'HELP & SUPPORT'. Below this is a banner for the Commonwealth of Massachusetts. The main content area is titled 'Upload Documents' and is part of a multi-step process. The 'Steps' sidebar on the left shows 'Payee/Owner Information' as the first step and 'Upload Documents' as the current step. The 'Upload Documents' section is divided into two parts: 'Upload Proof of Identity' and 'Upload W-9'. Each part includes a list of valid IDs, a file upload area with an 'Upload Files' button and 'Or drop files' text, and a red error indicator. At the bottom right, there are 'PREVIOUS' and 'SUBMIT' buttons.

**Steps**

- Payee/Owner Information
- Upload Documents**

## Upload Documents

**Upload Proof of Identity**

Valid IDs include: Drivers License, State ID, US Passport, Military ID, Military Dependent ID, Birth Certificate, Valid Foreign Passport, Certificate of Citizenship, Certificate of Naturalization, U.S. Permanent Resident Card, Trusted Traveler ID (Global Entry, FAST, SENTRI, NEXUS), Enhanced Tribal Card, Native American Tribal Photo ID

\*Proof of Identity ⓘ

[Upload Files](#)

Or drop files

**Upload W-9**

\*W-9 ⓘ

[Upload Files](#)

Or drop files

**PREVIOUS** **SUBMIT**



## Setting Up Your Profile: Setting up a Payee as a Business Property Owner

### Setting up a Payee as a Business Property Owner

If you created your account as a Business Property 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:

- Legal Name
- EIN/TIN as Registered with IRS
- Re-Enter EIN/TIN as Registered with IRS

The screenshot shows the 'Payee/Owner Information' form on the Commonwealth of Massachusetts website. The page has a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar, there is a header for 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area is titled 'Payee/Owner Information' and includes a 'Steps' sidebar with 'Payee/Owner Information' and 'Upload Documents'. The form contains the following sections and fields:

- Do you operate as an Individual or Business?** with radio buttons for 'Individual' and 'Business' (selected).
- Business Details** section with instructions: 'Please enter the Company Legal Name and EIN/TIN information that matches the payee's W9/IRS information. If the company name contains an '&' please substitute 'and' instead. Please enter nine digits in the EIN/TIN field, omitting any dashes (-). Once entered and verified these fields will no longer be editable and will be used in applications.'
- \* Legal Name** field with the value 'Landlord Business'.
- \* EIN/TIN as Registered with IRS** field with the value '123456789'.
- \* Re-Enter EIN/TIN as Registered with IRS** field with the value '123456789'.

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.



## Setting Up Your Profile: Setting up a Payee as a Business Property Owner

The screenshot shows a web form titled "Payee/Owner Information" on the Commonwealth of Massachusetts website. The page includes a navigation bar with "HOME" and "HELP & SUPPORT" links, and a user profile icon. Below the navigation is a blue banner with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know".

The main content area is divided into two sections. On the left is a "Steps" sidebar with two items: "Payee/Owner Information" (the current step, indicated by a blue circle) and "Upload Documents".

The "Payee/Owner Information" section has a heading "Payee/Owner Information" and a question: "\* Do you operate as an Individual or Business?". There are two radio buttons: "Individual" (unselected) and "Business" (selected).

Below this is a section for "Business Details" with a dropdown arrow. Underneath is "Business Registered Address" with a dropdown arrow. This section contains two input fields for "Business Phone Number" and "Re-Enter Business Phone Number", both containing the value "(111) 222-3333".

Text instructions follow: "Please enter the Incorporated Address for the company." and "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." Below this is a note: "The address entered must be recognized as a valid USPS mailing address."

At the bottom of the form is an address input field with a pencil icon on the right. The field contains "100 Cambridge St, Boston, MA 02114, USA". To the right of this field is a "Unit/Apt Number" input field.

A blue button labeled "VALIDATE YOUR INFORMATION" is located at the bottom right of the form.

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 **Next** once you have confirmed the address.



## Setting Up Your Profile: Setting up a Payee as a Business Property Owner

The screenshot shows the 'Confirm Address' step of the application process. On the left, a 'Steps' sidebar lists 'Payee/Owner Information' (completed), 'Confirm Address' (current step), and 'Upload Documents'. The main content area is titled 'Confirm Address' and displays the user's input: 'You Entered: 100 Cambridge Street, Boston, MA, 02114'. To the right, it shows the 'USPS Address Recommended Format (US Postal Service): 100 CAMBRIDGE ST, BOSTON, MA, 02114 - 2509'. A message states '\* Address Selected:' followed by a blue button labeled 'Use the US Postal Service Format'. At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

If you have successfully entered correct information, your information will be validated.

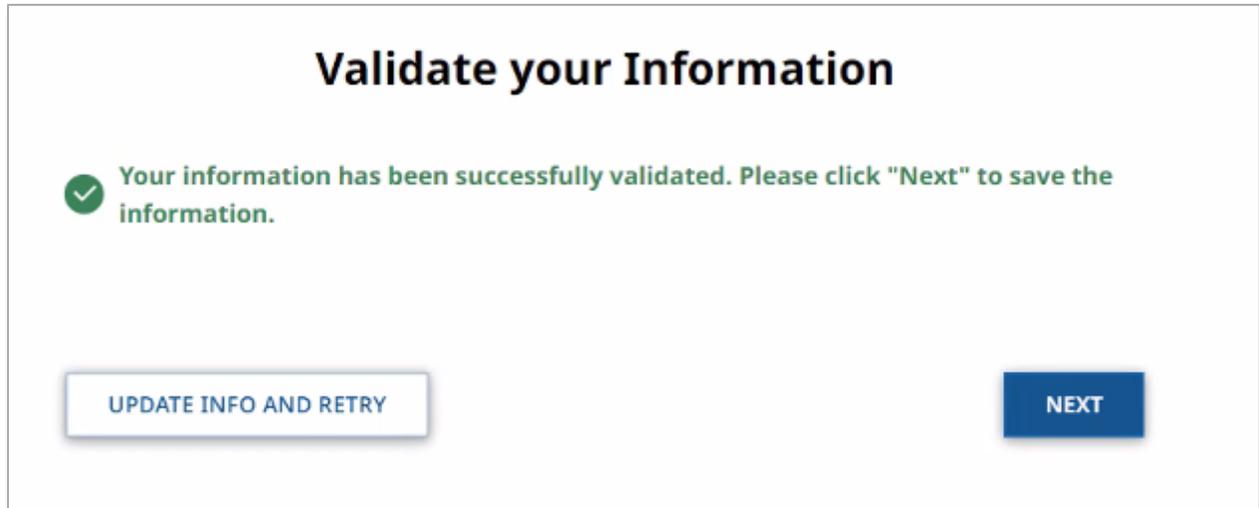
If you have an error the information will not be validated, and you must go back and edit by selecting **Update Info and Retry** in order to move forward.

The screenshot shows the 'Validate your Information' step. The 'Steps' sidebar is updated to show 'Validate your Information' as the current step. The main content area is titled 'Validate your Information' and features a red error message: '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.' Below the message is a link: 'Lookup your RAA here'. At the bottom right, there are 'UPDATE INFO AND RETRY' and 'NEXT' buttons.

Select **Next** when you are satisfied your information is correct.



**Setting Up Your Profile:** Setting up a Payee as a Business Property Owner



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 a Business Property Owner

The screenshot shows a web interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with the state seal, 'HOME', and 'HELP & SUPPORT'. Below this is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area is titled 'Upload Documents' and is part of a multi-step process. The 'Steps' sidebar on the left shows 'Payee/Owner Information' as a completed step and 'Upload Documents' as the current step. The 'Upload Documents' section is divided into two parts: 'Upload Proof of Identity' and 'Upload W-9'. Each part includes a list of valid document types, a required field label, an 'Upload Files' button, and a 'Or drop files' instruction. Red error indicators are present below each upload area. At the bottom right, there are 'PREVIOUS' and 'SUBMIT' buttons.

**Steps**

- Payee/Owner Information
- Upload Documents

## Upload Documents

▼ **Upload Proof of Identity**

Valid IDs include: Drivers License, State ID, US Passport, Military ID, Military Dependent ID, Birth Certificate, Valid Foreign Passport, Certificate of Citizenship, Certificate of Naturalization, U.S. Permanent Resident Card, Trusted Traveler ID (Global Entry, FAST, SENTRI, NEXUS), Enhanced Tribal Card, Native American Tribal Photo ID

\* Proof of Identity ⓘ

[Upload Files](#)

Or drop files

▼ **Upload W-9**

\* W-9 ⓘ

[Upload Files](#)

Or drop files

**PREVIOUS** **SUBMIT**



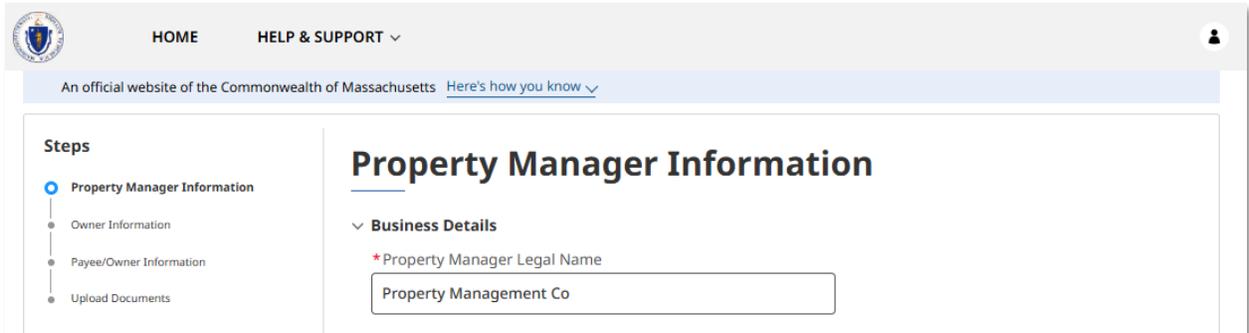
## Setting Up Your Profile: Setting up a Payee as a Business Property Manager

### 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 Information” page prior to the Payee pages.

The “Property Manager Information” page gets general information about the property manager/property management company and is made up of several sections. Do not enter Payee information on this page (you will enter Payee information on the next page).

The “Business Details” section requires the Property Manager’s legal name.



The screenshot shows a web interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). Below this is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area is divided into two columns. The left column, titled 'Steps', contains a vertical list of steps: 'Property Manager Information' (highlighted with a blue circle), 'Owner Information', 'Payee/Owner Information', and 'Upload Documents'. The right column is titled 'Property Manager Information' and contains a section for 'Business Details' (with a dropdown arrow). Under 'Business Details', there is a red asterisk indicating a required field: '\*Property Manager Legal Name'. Below this is a text input field containing the text 'Property Management Co'.

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 Information” page.



## Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows the 'Property Manager Information' page. On the left, a 'Steps' sidebar lists: Property Manager Information (selected), Owner Information, Payee/Owner Information, and Upload Documents. The main content area is titled 'Property Manager Information' and includes sections for 'Business Details' and 'Business Registered Address'. Under 'Business Registered Address', there are two input fields for the business phone number, both containing '(987) 654-3210'. Below these is a text prompt: 'Please enter the Incorporated Address for the company.' and a paragraph explaining address suggestions. An address input field contains '100 Cambridge St, Boston, MA 02114, USA'. A 'NEXT' button is located at the bottom right.

The “Owner Information” page shows you property owner details and a list of documents already uploaded. Select **Add Owner** to add a property owner.

The screenshot shows the 'Owner Information' page. The 'Steps' sidebar on the left lists: Property Manager Information, Owner Information (selected), Payee/Owner Information, and Upload Documents. The main content area is titled 'Owner Information' and features a 'REFRESH DATA' button. Below it is the 'Owner Details' section with a table:

INDIVIDUAL/BUSINESS	OWNER NAME	ACTIVE

Below the table is the text 'The list of documents already uploaded:' followed by another table:

DOCUMENT TYPE	DOCUMENT NAME	DATE UPLOADED

At the bottom right, there are 'PREVIOUS' and 'ADD OWNER' buttons.

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.



## Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows a web interface for setting up a profile. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). Below this is a banner for the Commonwealth of Massachusetts with a link 'Here's how you know' (with a dropdown arrow). The main content area is titled 'Payee/Owner Information'. On the left, a 'Steps' sidebar lists: 'Property Manager Information' (checked), 'Owner Information' (checked), 'Payee/Owner Information' (selected with a blue circle), 'Validate your Information', and 'Upload Documents'. The main form area asks '\*Do you operate as an Individual or Business?' with radio buttons for 'Individual' (selected) and 'Business'. Below this are three expandable sections: '> Individual Details', '> Address Details', and '> Contact Details'. At the bottom right, there are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

If you selected **Individual**, you must fill out several sections. The sections are:

- Individual Details
- Address Details
- Contact Details

The “Individual Details” section requires the following general information about the individual who owns the property:

- First Name
- Last Name
- Date of Birth
- SSN or ITIN
- Re-Enter SSN or ITIN



## Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows a web application interface for setting up a profile. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area is divided into two sections. On the left is a 'Steps' sidebar with five items: 'Property Manager Information', 'Owner Information', 'Payee/Owner Information' (which is highlighted with a blue circle), 'Validate your Information', and 'Upload Documents'. The right section is titled 'Payee/Owner Information' and contains a form. The form starts with a question: '\* Do you operate as an Individual or Business?' with radio buttons for 'Individual' (selected) and 'Business'. Below this is a section for 'Individual Details' with a dropdown arrow. A note reads: '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.' The form fields are: '\* First Name' (text input with 'Landlord'), 'Middle Name' (text input), '\* Last Name' (text input with 'Tester'), 'Suffix' (dropdown menu), '\* Date of Birth' (date picker with '07/07/1977'), '\* SSN or ITIN' (text input with '987-65-4321'), and '\* Re-Enter SSN or ITIN' (text input with '987-65-4321').

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 screenshot shows a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar, a banner reads 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area is titled 'Payee/Owner Information'. On the left, a 'Steps' sidebar lists: 'Property Manager Information', 'Owner Information', 'Payee/Owner Information' (highlighted), 'Validate your Information', and 'Upload Documents'. The main form area has a heading 'Payee/Owner Information' and a question: '\* Do you operate as an Individual or Business?' with radio buttons for 'Individual' (selected) and 'Business'. Below this are sections for 'Individual Details' and 'Address Details'. The 'Address Details' section contains instructions: '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.' and a note: 'The address entered must be recognized as a valid USPS mailing address.' At the bottom, there are two input fields: '\*Address' containing '100 Cambridge St, Boston, MA 02114, USA' and 'Unit/Apt Number' which is empty.

The “Contact Details” section requires the following contact information about the payee:

- Phone Number
- Re-enter Phone Number
- Phone Type
  - If you select mobile, you must also select if you consent to receiving text messages regarding your application.
- 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

The screenshot shows a web form titled "Payee/Owner Information" on the official website of the Commonwealth of Massachusetts. The form is part of a multi-step process, with "Payee/Owner Information" being the current step. The form includes the following sections and fields:

- Steps:** A vertical list of steps on the left side of the form, with "Payee/Owner Information" highlighted in blue. The steps are: Property Manager Information, Owner Information, Payee/Owner Information, Validate your Information, and Upload Documents.
- Payee/Owner Information:** The main title of the form.
- Do you operate as an Individual or Business?:** A question with two radio button options: "Individual" (selected) and "Business".
- Individual Details:** A section header with a right-pointing chevron.
- Address Details:** A section header with a right-pointing chevron.
- Contact Details:** A section header with a downward-pointing chevron.
- Phone number:** A text input field containing "(555) 555-5555".
- Re-enter Phone Number:** A text input field containing "(555) 555-5555".
- Phone Type:** A question with two radio button options: "Mobile" (selected) and "Other".
- Consent:** A question: "\* I consent to receiving text messages regarding housing assistance. Message & Data rates may apply." with two radio button options: "Yes" (selected) and "No".
- Email:** A text input field containing "vauwunecraque-6877@yopmail.com".
- Re-enter Email:** A text input field containing "vauwunecraque-6877@yopmail.com".
- Preferred method of contact:** A dropdown menu with "Email" selected.
- Preferred language:** A dropdown menu with "English" selected.
- Navigation:** Two buttons at the bottom right: "PREVIOUS" and "VALIDATE YOUR INFORMATION".

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:

- 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

HOME HELP & SUPPORT

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

**Steps**

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

### Payee/Owner Information

\*Do you operate as an Individual or Business ?  
 Individual  Business

Business Details

Please enter the Company Legal Name and EIN/TIN information that matches the payee's W9/IRS information. If the company name contains an '&' please substitute 'and' instead. Please enter nine digits in the EIN/TIN field, omitting any dashes (-). Once entered and verified these fields will no longer be editable and will be used in applications.

\* Legal Name

\* EIN/TIN as Registered with IRS

\* Re-Enter EIN/TIN as Registered with IRS

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.)
- Preferred language

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as a Business.



## Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows a web form titled "Payee/Owner Information" on the Commonwealth of Massachusetts website. The page has a header with the state seal, "HOME", and "HELP & SUPPORT". A navigation bar indicates it's an official website with a link "Here's how you know". On the left, a "Steps" sidebar shows four steps: "Property Manager Information", "Owner Information", "Payee/Owner Information" (which is highlighted with a blue circle), and "Upload Documents".

The main content area is titled "Payee/Owner Information" and contains the following sections:

- A question: "\*Do you operate as an Individual or Business?" with radio buttons for "Individual" and "Business". The "Business" option is selected.
- A section titled "> Business Details" which is expanded to show "Business Registered Address".
- Two input fields for phone numbers: "Business Phone Number" and "Re-Enter Business Phone Number", both containing "(999) 999-9999".
- Text instructions: "Please enter the Incorporated Address for the company." and "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." Below this is a note: "The address entered must be recognized as a valid USPS mailing address."
- An address input field labeled "\* Address" containing "100 Cambridge St, Boston, MA 02114, USA" and a "Unit/Apt Number" field which is empty. A pencil icon is visible in the address field.
- A language selection dropdown labeled "\* Preferred language" set to "English".
- At the bottom right, there are two buttons: "PREVIOUS" and "VALIDATE YOUR INFORMATION".

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 **Next** once you have confirmed the address.



## Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows the 'Confirm Address' step in the application process. On the left, a 'Steps' sidebar lists: Property Manager Information (checked), Owner Information (checked), Payee/Owner Information (checked), Confirm Address (selected with a blue circle), and Upload Documents (greyed out). The main content area is titled 'Confirm Address'. It displays 'You Entered:' followed by the address: 100 Cambridge Street, Boston, MA, 02114. To the right, it shows the 'USPS Address Recommended Format (US Postal Service):' as 100 CAMBRIDGE ST, BOSTON, MA, 02114 - 2509. Below the entered address, it says '\*Address Selected:' and provides a blue button labeled 'Use the US Postal Service Format'. At the bottom right, there are two blue buttons: 'PREVIOUS' and 'NEXT'.

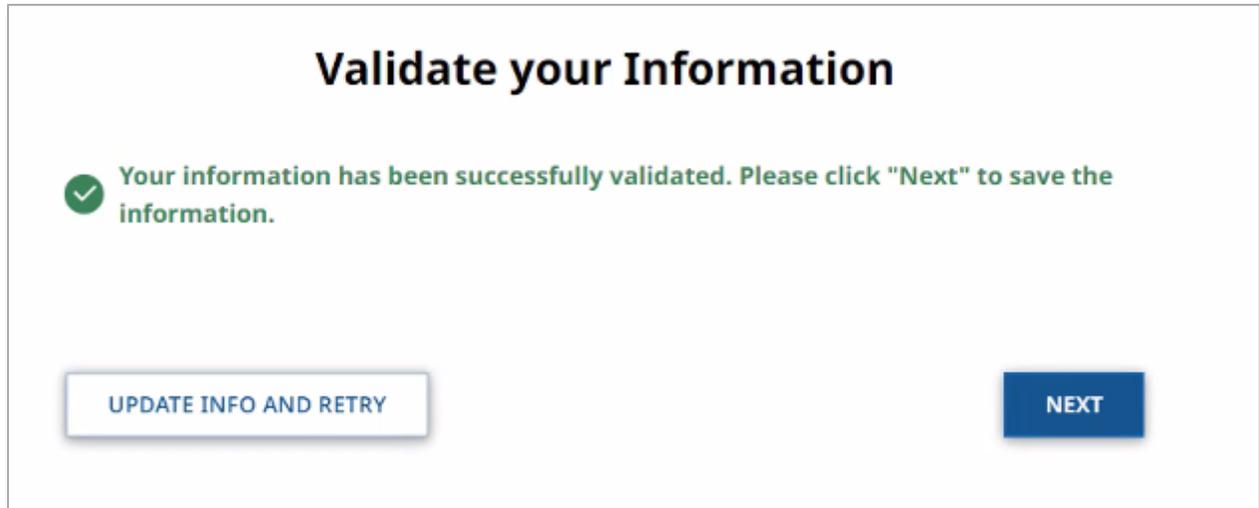
If your validation is successful, you will receive a success screen. If your validation is not successful, you must go back and edit by selecting **Update Info and Retry** in order to move forward. Even if your information is not validated at this stage, an RAA may work with you to validate it later prior to payment.

The screenshot shows the 'Validate your Information' step. The 'Steps' sidebar is updated: 'Validate your Information' is now selected with a blue circle. The main content area is titled 'Validate your Information'. A pink error message box contains a red circle with a slash and the text: '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.' Below the message is a link: 'Lookup your RAA here'. At the bottom right, there are two blue buttons: 'UPDATE INFO AND RETRY' and 'NEXT'.

Select **Next** when you are satisfied your information is correct.



**Setting Up Your Profile:** Setting up a Payee as a Business Property Manager



The “Upload Documents” page requires you to upload the following information:

- Proof of Identity
- W-9
- 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 **Submit** when you have completed the “Upload Documents” page to finalize your Payee information.



# Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot displays a web application interface for setting up a profile. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar is a banner for the Commonwealth of Massachusetts. The main content area is divided into two sections: 'Steps' on the left and 'Upload Documents' on the right. The 'Steps' section lists four steps: 'Property Manager Information', 'Owner Information', 'Payee/Owner Information', and 'Upload Documents', with the last step being the active one. The 'Upload Documents' section is titled 'Upload Documents' and contains three sub-sections: 'Upload Proof of Identity', 'Upload W-9', and 'Upload Property Manager Authorization'. Each sub-section includes a list of valid IDs, a file upload button, and a 'drop files' area. At the bottom right, there are 'PREVIOUS' and 'SUBMIT' buttons.

**Steps**

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

## Upload Documents

▼ **Upload Proof of Identity**

Valid IDs include: Drivers License, State ID, US Passport, Military ID, Military Dependent ID, Birth Certificate, Valid Foreign Passport, Certificate of Citizenship, Certificate of Naturalization, U.S. Permanent Resident Card, Trusted Traveler ID (Global Entry, FAST, SENTRI, NEXUS), Enhanced Tribal Card, Native American Tribal Photo ID

\*Proof of Identity ●

[Upload Files](#)

Or drop files

▼ **Upload W-9**

\*W-9 ●

[Upload Files](#)

Or drop files

▼ **Upload Property Manager Authorization**

\*Property Manager Authorization ●

[Upload Files](#)

Or drop files

**PREVIOUS** **SUBMIT**



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

### 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 Information” page.

The “Property Manager Information” page gets general information about you as the property manager and is made up of several sections. Do not enter Payee information on this page (you will enter Payee information on the next page).

The “Individual Details” section requires the following:

- First Name
- Last Name

The screenshot shows the 'Property Manager Information' page on the Commonwealth of Massachusetts website. The page has a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). Below the navigation bar is a 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. On the left side, there is a 'Steps' sidebar with four items: 'Property Manager Information' (selected with a blue circle), 'Owner Information', 'Payee/Owner Information', and 'Upload Documents'. The main content area is titled 'Property Manager Information' and contains a section for 'Individual Details'. This section has two rows of input fields. The first row has a field for '\* First Name' containing the text 'Property' and a field for 'Middle Name'. The second row has a field for '\* Last Name' containing the text 'Manager' and a field for 'Suffix'.

The “Address Details” section contains the address for the property manager.

The screenshot shows the 'Property Manager Information' page on the Commonwealth of Massachusetts website, specifically the 'Address Details' section. The page layout is identical to the previous screenshot, including the navigation bar, banner, and sidebar. The main content area is titled 'Property Manager Information' and contains a section for 'Address Details'. This section includes a paragraph of text: '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.' Below this text is a single input field for '\* Address' containing the text '100 Cambridge St, Boston, MA 02114, USA'. A small pencil icon is visible at the end of the input field.



## 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
  - If you select mobile, you must also select if you consent to receiving text messages regarding your application.
- 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

Select **Next** when you have completed the “Property Manager Information” page.

The screenshot shows a web browser window with the MA Housing Assistance website. The page title is "Property Manager Information". On the left, there is a "Steps" sidebar with four items: "Property Manager Information" (selected), "Owner Information", "Payee/Owner Information", and "Upload Documents". The main content area is titled "Property Manager Information" and contains several sections:

- Individual Details**: A section with a right-pointing chevron.
- Address Details**: A section with a right-pointing chevron.
- Contact Details**: A section with a downward-pointing chevron, containing:
  - \* Phone number: A text input field with the value "(987) 654-3210".
  - \* Re-enter Phone Number: A text input field with the value "(987) 654-3210".
  - \* Phone Type: Radio buttons for "Mobile" (selected) and "Other".
  - \* I consent to receiving text messages regarding housing assistance. Message & Data rates may apply. Radio buttons for "Yes" (selected) and "No".
  - \* Email: A text input field with the value "troisselluttausoi-1093@yopmail.com".
  - \* Re-enter Email: A text input field with the value "troisselluttausoi-1093@yopmail.com".
  - \* Preferred method of contact: A dropdown menu with "Email" selected.

A blue "NEXT" button is located at the bottom right of the form.



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

The “Owner Information” page shows you property owner details and a list of documents already uploaded. Select **Add Owner** to add a property owner.

The screenshot shows the 'Owner Information' page. On the left, a 'Steps' sidebar lists: Property Manager Information (checked), Owner Information (selected), Payee/Owner Information, and Upload Documents. The main content area is titled 'Owner Information' and features a 'REFRESH DATA' button. Below this is the 'Owner Details' section with a table:

INDIVIDUAL/BUSINESS	OWNER NAME	ACTIVE
---------------------	------------	--------

Below the table is the text 'The list of documents already uploaded:' followed by another table:

DOCUMENT TYPE	DOCUMENT NAME	DATE UPLOADED
---------------	---------------	---------------

At the bottom right of the page are two buttons: 'PREVIOUS' and 'ADD OWNER'.

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.

The screenshot shows the 'Payee/Owner Information' page. On the left, a 'Steps' sidebar lists: Property Manager Information (checked), Owner Information (checked), Payee/Owner Information (selected), and Upload Documents. The main content area is titled 'Payee/Owner Information' and features a question: '\* Do you operate as an Individual or Business ?' with radio buttons for 'Individual' and 'Business'. At the bottom right of the page are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

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
- SSN or ITIN
- Re-Enter SSN or ITIN

The screenshot displays the 'Payee/Owner Information' section of the MA Housing Assistance Application Reference Guide. The page header includes the state seal, 'HOME', 'HELP & SUPPORT', and a user profile icon. Below the header is a navigation bar with 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main content area is divided into a sidebar and a main form area. The sidebar, titled 'Steps', lists five steps: 'Property Manager Information', 'Owner Information', 'Payee/Owner Information' (which is highlighted with a blue circle), 'Validate your Information', and 'Upload Documents'. The main form area is titled 'Payee/Owner Information' and contains the following fields and options:

- A radio button question: '\* Do you operate as an Individual or Business ?' with 'Individual' selected and 'Business' unselected.
- A collapsed section titled 'Individual Details' with a downward arrow. Below it is a note: '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: Text input field containing 'Sample'.
- Middle Name: Text input field.
- \* Last Name: Text input field containing 'Owner'.
- Suffix: Dropdown menu.
- \* Date of Birth: Text input field containing '06/07/1967' with a calendar icon.
- \* SSN or ITIN: Text input field containing '987-65-4321'.
- \* Re-Enter SSN or ITIN: Text input field containing '987-65-4321'.

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 screenshot shows a web application interface for setting up a profile. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar is a banner for the Commonwealth of Massachusetts. The main content area is divided into two columns. The left column, titled 'Steps', contains a vertical list of steps: 'Property Manager Information', 'Owner Information', 'Payee/Owner Information' (which is highlighted with a blue circle), 'Validate your Information', and 'Upload Documents'. The right column, titled 'Payee/Owner Information', contains a form. At the top of this section is a question: '\* Do you operate as an Individual or Business?' with radio buttons for 'Individual' (selected) and 'Business'. Below this are two sections: '> Individual Details' and 'v Address Details'. The 'Address Details' section contains a paragraph of instructions: '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.' Below this is a note: 'The address entered must be recognized as a valid USPS mailing address.' At the bottom of the form are two input fields: '\* Address' with the value '100 Cambridge St, Boston, MA 02114, USA' and a pencil icon, and 'Unit/Apt Number' which is empty.

The “Contact Details” section requires the following contact information about the payee:

- Phone Number
- Re-enter Phone Number
- Phone Type
  - If you select mobile, you must also select if you consent to receiving text messages regarding your application.
- 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

HOME HELP & SUPPORT

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

**Steps**

- Property Manager Information
- Owner Information
- Payee/Owner Information**
- Validate your Information
- Upload Documents

### Payee/Owner Information

\* Do you operate as an Individual or Business ?  
 Individual  Business

> Individual Details

> Address Details

∨ Contact Details

Phone number (123) 456-7890 Re-enter Phone Number (123) 456-7890

\* Phone Type  
 Mobile  Other

\* I consent to receiving text messages regarding housing assistance. Message & Data rates may apply.  
 Yes  No

Email vauwunecraque-6877@yopmail.com Re-enter Email vauwunecraque-6877@yopmail.com

\* Preferred method of contact Email Preferred language English

PREVIOUS VALIDATE YOUR INFORMATION

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:

- 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 screenshot shows a web form titled "Payee/Owner Information" on the official website of the Commonwealth of Massachusetts. The form is for a business and includes the following fields:

- Steps:** Property Manager Information, Owner Information, Payee/Owner Information (selected), Upload Documents.
- Do you operate as an Individual or Business?** Individual (radio button), Business (radio button, selected).
- Business Details:** Please enter the Company Legal Name and EIN/TIN information that matches the payee's W9/IRS information. If the company name contains an '&' please substitute 'and' instead. Please enter nine digits in the EIN/TIN field, omitting any dashes (-). Once entered and verified these fields will no longer be editable and will be used in applications.
- \* Legal Name:** Owner Rentals
- \* EIN/TIN as Registered with IRS:** 123456789
- \* Re-Enter EIN/TIN as Registered with IRS:** 123456789

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.)
- Preferred language

Select **Validate Your Information** when you have completed the "Payee/Owner Information" as a Business.



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

The screenshot shows a web form titled "Payee/Owner Information" on the Commonwealth of Massachusetts website. The page has a header with the state seal, "HOME", and "HELP & SUPPORT". A navigation bar below the header says "An official website of the Commonwealth of Massachusetts" and "Here's how you know". On the left, a "Steps" sidebar lists: "Property Manager Information" (checked), "Owner Information" (checked), "Payee/Owner Information" (selected), and "Upload Documents". The main content area is titled "Payee/Owner Information" and contains the following sections:

- A question: "\* Do you operate as an Individual or Business?" with radio buttons for "Individual" and "Business" (selected).
- A section for "Business Details" which is expanded to show "Business Registered Address".
- Two input fields for "Business Phone Number" and "Re-Enter Business Phone Number", both containing "(987) 654-3210".
- Text: "Please enter the Incorporated Address for the company."
- Text: "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."
- Text: "The address entered must be recognized as a valid USPS mailing address."
- An "\* Address" field containing "100 Cambridge St, Boston, MA 02114, USA" and a "Unit/Apt Number" field.
- A "\* Preferred language" dropdown menu set to "English".
- Two buttons at the bottom right: "PREVIOUS" and "VALIDATE YOUR INFORMATION".

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 **Next** once you have confirmed the address.



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

The screenshot shows the 'Confirm Address' step of the application process. On the left, a 'Steps' sidebar lists: Property Manager Information, Owner Information, Payee/Owner Information, Confirm Address (highlighted), and Upload Documents. The main content area is titled 'Confirm Address' and displays the following information:

**You Entered:**  
100 Cambridge Street  
Boston  
MA  
02114

**USPS Address Recommended Format (US Postal Service):**  
100 CAMBRIDGE ST  
BOSTON  
MA  
02114 - 2509

\*Address Selected:  
[Use the US Postal Service Format](#)

Navigation buttons: PREVIOUS, NEXT

If your validation is successful, you will receive a success screen. If your validation is not successful, you must go back and edit by selecting **Update Info and Retry** in order to move forward. Even if your information is not validated at this stage, an RAA may work with you to validate it later prior to payment.

The screenshot shows the 'Validate your Information' step of the application process. On the left, a 'Steps' sidebar lists: Property Manager Information, Owner Information, Payee/Owner Information, Validate your Information (highlighted), and Upload Documents. The main content area is titled 'Validate your Information' and displays the following 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.

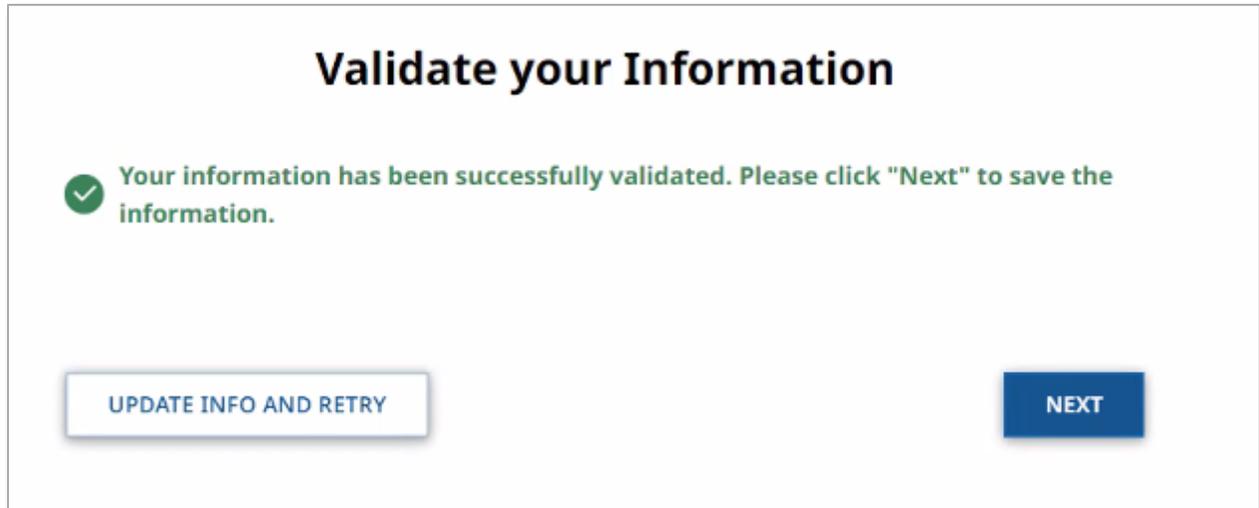
Lookup your RAA [here](#)

Navigation buttons: UPDATE INFO AND RETRY, NEXT

Select **Next** 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
- 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 **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 Property Manager

The screenshot shows a web interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). Below this is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know' (with a dropdown arrow). On the left side, there is a 'Steps' sidebar with four items: 'Property Manager Information', 'Owner Information', 'Payee/Owner Information', and 'Upload Documents' (which is highlighted with a blue circle). The main content area is titled 'Upload Documents' and contains three sections, each with a red error indicator (a small red circle) below it:

- Upload Proof of Identity**: Includes a list of valid IDs: Drivers License, State ID, US Passport, Military ID, Military Dependent ID, Birth Certificate, Valid Foreign Passport, Certificate of Citizenship, Certificate of Naturalization, U.S. Permanent Resident Card, Trusted Traveler ID (Global Entry, FAST, SENTRI, NEXUS), Enhanced Tribal Card, Native American Tribal Photo ID. Below this is a form field with a red asterisk and the label '\*Proof of Identity'. The field contains an 'Upload Files' button and the text 'Or drop files'.
- Upload W-9**: Includes a form field with a red asterisk and the label '\*W-9'. The field contains an 'Upload Files' button and the text 'Or drop files'.
- Upload Property Manager Authorization**: Includes a form field with a red asterisk and the label '\*Property Manager Authorization'. The field contains an 'Upload Files' button and the text 'Or drop files'.

At the bottom right of the main content area, there are two buttons: 'PREVIOUS' and 'SUBMIT'.



## Setting Up Your Profile: Set up Properties

### Set up Properties

Properties are the properties you manage or own (where your tenants live). This information is collected over several pages.

Select **Properties** to begin filling out the property information.

The screenshot shows the Housing Help Hub website. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a greeting says "Hello, Landlord Sample." The main header features the "Housing Help Hub" logo and the text "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". A message below the header states: "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." The main content area is divided into two columns. The left column is titled "Your Profile" and contains three buttons: "PAYEE" with a green checkmark, "PROPERTIES" with a yellow arrow pointing to it, and "PAYMENT METHODS". The right column is titled "Application Actions" and contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom of the page, there is a "Program Information" section.

The "Rental Property Information" page allows you to add new rental properties, as well as listing out all previously created rental 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 Rental Property** to add a new property.

HOME PROGRAM OVERVIEW TRACK PAYMENT STATUS HELP & SUPPORT MORE

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

**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**

The “Rental Property Details” page collects information about a single rental 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 (The building address only—do not include unit/apartment numbers here. You will be asked to specify the unit/apartment number when filling out an individual application)

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 “Rental Property Details” page.



## Setting Up Your Profile: Set up Properties

The screenshot shows a web application interface for setting up a profile. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar is a header with the state seal and the text "An official website of the Commonwealth of Massachusetts". The main content area is titled "Rental Property Details" and contains a "Steps" sidebar on the left with three items: "Rental Property Information" (completed), "Rental Property Details" (current step), and "Confirm Property Address". The main form area is titled "Rental Property Information" and includes a dropdown menu for "Landlord/Owner" with the value "Landlord Sample". Below this is a required field for "Property Name" with the value "Sample Apartments". A note explains that as the user types their address, suggested matching addresses will appear. Below this is another required field for "Property Address" with the value "1 Ashburton Pl, Boston, MA 02108, USA". At the bottom right of the form are two buttons: "PREVIOUS" and "CONFIRM ADDRESS".

The “Confirm Property 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.



## Setting Up Your Profile: Set up Properties

The screenshot shows the 'Confirm Property Address' page. The navigation bar includes 'HOME', 'PROGRAM OVERVIEW', 'TRACK PAYMENT STATUS', 'HELP & SUPPORT', and 'MORE'. The page header states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A 'Steps' sidebar on the left shows three steps: 'Rental Property Information' (completed), 'Rental Property Details' (completed), and 'Confirm Property Address' (current step). The main content area is titled 'Confirm Property Address' and includes the text 'To serve you quickly, we want to confirm your address'. It displays 'You Entered:' information: '1 Ashburton Place', 'Boston', 'MA', '02108'. To the right, it shows the 'USPS Address Recommended Format (US Postal Service)': '1 ASHBURTON PL', 'BOSTON', 'MA', '02108 - 1518'. Below this, a '\*Address Selected:' section contains two buttons: 'Use the Address You Entered' and 'Use the US Postal Service Format'. At the bottom right, there are 'PREVIOUS' and 'VALIDATE PROPERTY' buttons.

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.

The screenshot shows the 'Upload Documents' page. The navigation bar is the same as in the previous screenshot. The page header is the same. The 'Steps' sidebar on the left shows four steps: 'Rental Property Information' (completed), 'Rental Property Details' (completed), 'Confirm Property Address' (completed), and 'Upload Documents' (current step). The main content area is titled 'Upload Documents' and includes a dropdown menu for 'Upload Property Details'. Below this, there is a '\*Property ownership Document' label and a large empty box for file upload. To the right of the box is a link 'Upload Files' and the text 'Or drop files'. At the bottom right, there are 'PREVIOUS' and 'SUBMIT' buttons.



## Setting Up Your Profile: Set up Payment Methods

### 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 screenshot shows the Housing Help Hub website interface. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a banner reads "Hello, Landlord Sample." and "Housing Help Hub" with the tagline "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". A message below the banner states: "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 your profile for future applications. For language assistance, please contact your local RAA." The main content area is divided into two columns. The left column, titled "Your Profile", shows a user profile for "Landlord Sample" with a pencil icon for editing. Below the profile, there are three status indicators: "PAYEE" with a green checkmark, "PROPERTIES" with a green checkmark, and "PAYMENT METHODS" with a minus sign and a yellow arrow pointing to it. The right column, titled "Application Actions", contains three buttons: "START" (blue), "RESUME/TRACK STATUS" (yellow), and "GET HELP" (white with a question mark icon). At the bottom of the page, there is a "Program Information" section.

The “Payment Method” 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.



## Setting Up Your Profile: Set up Payment Methods

The screenshot shows the 'Payment Method' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, there is a header for the Commonwealth of Massachusetts. The main content area is titled 'Payment Method' and includes a 'Steps' sidebar with 'Payment Method' selected. The 'Payment Information' section contains a table with columns for PAYMENT NAME, ACCOUNT #/CHECK MAILING ADDRESS, OWNER NAME, and ACTIVE. A blue button labeled 'ADD PAYMENT METHOD' is located at the bottom right of the form.

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

The screenshot shows the 'Payment Information' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, there is a header for the Commonwealth of Massachusetts. The main content area is titled 'Payment Information' and includes a 'Steps' sidebar with 'Payment Information' selected. The 'Payment Details' section contains a dropdown menu for '\* Preferred Method of Payment' with options for Direct Deposit and Check, and a text input field for '\* Payment Method Nickname'. Two blue buttons, 'PREVIOUS' and 'VALIDATE YOUR INFORMATION', are located at the bottom right of the form.

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 will only appear for Property Manager accounts)
- Account Type
- Account Number
- Re-Enter Account Number
- Routing Number
- Re-Enter Routing Number

Select **Validate your Information** when you have completed the “Payment Information” page.

The screenshot shows the 'Payment Information' form on the MA Housing Assistance Application Reference Guide website. The form is titled 'Payment Information' and is part of a multi-step process. The 'Steps' sidebar on the left indicates that 'Payment Information' is the current step, with 'Payment Method' completed and 'Validate your Information' pending. The form is divided into two main sections: 'Payment Details' and 'Direct Deposit Details'. In the 'Payment Details' section, the 'Preferred Method of Payment' is set to 'Direct Deposit' and the 'Payment Method Nickname' is 'Checking 1'. The 'Direct Deposit Details' section includes a note that the 'Name on the Account' field is not editable. The fields for 'Name on the Account' (Landlord Sample), 'Account Type' (Checking), 'Account Number' (123456789), 'Re-Enter Account Number' (123456789), 'Routing Number' (101010101), and 'Re-Enter Routing Number' (101010101) are all filled out. There are red error icons below the 'Routing Number' and 'Re-Enter Routing Number' fields. At the bottom right, there are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

If your validation is successful, you will receive a success screen. If your validation is not successful, you must go back and edit by selecting **Update Info and Retry** in order to move forward.



## Setting Up Your Profile: Set up Payment Methods

# Validate your Information

 **Your information has been successfully validated. Please click "Next" to save the information.**

UPDATE INFO AND RETRYNEXT

HOME   PROGRAM OVERVIEW   TRACK PAYMENT STATUS   HELP & SUPPORT ▾   MORE ▾

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

### Steps

- Payment Method
- Payment Information
- Validate your Information

## Validate your Information

 The Direct Deposit Information you submitted could not be verified. Please correct your information and try again.

UPDATE INFO AND RETRY   SUBMIT

If your validation is still not successful after you have gone back and edited your information, you must upload a copy of a cancelled/voided check in order to finish setting up your direct deposit payment method. Select **Submit** to go to the "Upload Documents" page.

HOME   PROGRAM OVERVIEW   TRACK PAYMENT STATUS   HELP & SUPPORT ▾   MORE ▾

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

### Steps

- Payment Method
- Payment Information
- Validate your Information
- Upload Documents

## Validate your Information

The payment information could not be verified. To continue trying to set up a direct deposit payment method, please upload a copy of a cancelled/voided check on the next screen. Alternately you may instead follow the steps to set up a check payment method.

UPDATE INFO AND RETRY   SUBMIT



## Setting Up Your Profile: Set up Payment Methods

The “Upload Documents” page requires you to upload the following information:

- Cancelled/Voiced Check

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 “Payment Methods” section of your account.

The screenshot shows the "Upload Documents" page. On the left, a "Steps" sidebar lists: "Payment Method" (completed), "Payment Information" (completed), "Validate your Information" (completed), and "Upload Documents" (current step). The main heading is "Upload Documents". Below it, a message states: "The direct deposit payment method could not be verified. Please upload a copy of cancelled/voiced check to proceed." A section titled "Upload Cancelled/Voiced Check" contains a sub-label "\* Cancelled/Voiced Check" and a file upload area with a red error dot, an "Upload Files" button, and the text "Or drop files". At the bottom right, there are "PREVIOUS" and "SUBMIT" buttons.

If you selected **Check** you must enter the following details in the “Check Details” section:

- Check Payable To (Dropdown menu of Payee(s) set up in your profile will only appear for Property Manager accounts)
- Address (This mailing address will be used for both Check payments and for Annual 1099 statements.)

Select **Validate your Information** when you have completed the “Payment Information” page.



## Setting Up Your Profile: Set up Payment Methods

The screenshot shows a web form titled "Payment Information" on the official website of the Commonwealth of Massachusetts. The navigation bar includes "HOME", "PROGRAM OVERVIEW", "TRACK PAYMENT STATUS", "HELP & SUPPORT", and "MORE". A sidebar on the left shows a "Steps" list with "Payment Method" (completed), "Payment Information" (current), and "Confirm Address". The main form area is divided into sections: "Payment Details" with fields for "Preferred Method of Payment" (set to "Check") and "Payment Method Nickname" (set to "Account 1"); "Check Details" with a "Check Payable to" field containing "Landlord Sample" and explanatory text about address validation; and an "Address" field containing "100 Cambridge St, Boston, MA 02114, USA" and a "Unit/Apt Number" field. At the bottom right are "PREVIOUS" and "VALIDATE YOUR INFORMATION" buttons.

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

HOME PROGRAM OVERVIEW TRACK PAYMENT STATUS HELP & SUPPORT MORE

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

### Steps

- Payment Method
- Payment Information
- Confirm Address

## Confirm Address

**You Entered:**  
100 Cambridge Street  
Boston  
MA  
02114

**USPS Address Recommended Format (US Postal Service):**  
100 CAMBRIDGE ST  
BOSTON  
MA  
02114 - 2509

\*Address Selected:  
[Use the US Postal Service Format](#)

PREVIOUS SUBMIT



## 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.

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](mailto: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.



**Starting a New Application:** Application for a tenant in need of assistance

## 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.

The screenshot shows the 'Housing Help Hub' website. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a greeting says 'Hello, Landlord Sample.' The main banner features the 'EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES' logo and the text 'Housing Help Hub - Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE'. A message below the banner states: '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.' The interface is divided into two main sections: 'Your Profile' and 'Application Actions'. The 'Your Profile' section shows 'Landlord Sample' with a profile icon and a pencil icon, and three status indicators: 'PAYEE' (checked), 'PROPERTIES' (checked), and 'PAYMENT METHODS' (checked). A yellow arrow points from the 'Your Profile' section to the 'START' button in the 'Application Actions' section. The 'Application Actions' section contains three buttons: 'START' (blue), 'RESUME/TRACK STATUS' (yellow), and 'GET HELP' (white with a question mark icon). At the bottom, there is a 'Program Information' section.

Review the “Instructions” page for your understanding, making note of the information you will need to input.



## Starting a New Application: Application for a tenant in need of assistance

Select **Next** once you have reviewed the “Instructions” page.

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, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. 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." The main content area is titled "Instructions" and contains the following text:

**Steps**

- Instructions (selected)
- Tenant and Rent Details
- Information - Not Verified
- Payment Details
- Review Application
- Upload Documents
- Sign and Submit
- Confirmation

**Instructions**

Instructions for completing the application

The Emergency Housing Payment Assistance application is free. No fee is required to apply, and free help is available to complete applications. Beware of scams by people charging an "application fee" to help submit an application. If you need help completing the application, contact your local RAA for free assistance.

**Note that as July 1, 2023, the Emergency Housing Payment Assistance program has a benefit limit of \$7,000 and an income eligibility limit of 50% Area Median Income.**

This application for rental assistance will take 10-15 minutes. You may save and resume this application later, but please complete it within 21 days. After 21 days, incomplete applications will be cancelled and you will need to start a new application if you still wish to apply.

Be honest - if you give inaccurate or incomplete information, your application may be delayed or denied.

The application will ask you:  
About your Tenant Information, Property and Payment details for the application

After you submit the application, a case manager from a Regional Administering Agency (RAA) will contact you. Please respond quickly when they do.

**NEXT**

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
- 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
  - Selecting **No** will require you to enter and re-enter the Tenant Email Address
- Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?
  - Selecting **Yes** will require you to enter their name
- Rental Start Date
- Rental End Date (Optional)



**Starting a New Application:** Application for a tenant in need of assistance

- Monthly Rent Amount
- 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 Tenant** will require you to answer mover questions while selecting **Existing Tenant** 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

HOME PROGRAM OVERVIEW TRACK PAYMENT STATUS HELP & SUPPORT MORE

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.

### 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

\* Do you or an immediate family member work for an organization that administers RAFT, ERAF, or HomeBASE?  
 Yes  No

✓ Rent Details

\* Rental Start Date

Rental End Date

\* Monthly Rent Amount

\* Is the tenant renting or moving into subsidized housing?  
 Yes  No

\* Is your tenant a new tenant who needs move in assistance or an existing tenant who needs assistance with overdue rent?  
 New Tenant  Existing Tenant

\* Does the tenant require the payment of a Security Deposit at this time?  
 Yes  No

\* How much is the Security Deposit?

\* Does the tenant require the payment of First and/or Last Month's Rent at this time?  
 Yes  No

\* How much is the First Month's Rent?  \* How much is the Last Month's Rent?



**Starting a New Application:** Application for a tenant in need of assistance

Overdue rent questions are:

- Total Overdue Rent
- Number of Overdue Months
- Has the tenant been issued a Notice to Quit (NTQ)?
- Has an eviction summons been filed?
  - Selecting **Yes** will ask you to enter the Next Court Hearing Date
  - 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-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.



## Starting a New Application: Application for a tenant in need of assistance

**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

\* Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?  
 Yes  No

∨ **Rent Details**

\* Rental Start Date

Rental End Date

\* Monthly Rent Amount

\* Is the tenant renting or moving into subsidized housing?  
 Yes  No

\* Is your tenant a new tenant who needs move in assistance or an existing tenant who needs assistance with overdue rent?  
 New Tenant  Existing Tenant

\* Total Overdue Rent  \* #of Overdue Months

Click [here](#) to learn more about an NTQ

\* Has the tenant been issued a notice to Quit(NTQ)  
 Yes  No

\* Has an eviction summons been filed?  
 Yes  No

Did you know that you can access free mediation to help resolve challenges with your tenant, outside of court?  
Visit: <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->

Next Court Hearing Date

**PREVIOUS** **NEXT**



## Starting a New Application: Application for a tenant in need of assistance

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
  - 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 Property Details from the dropdown menu listing the Properties created during your profile setup
- Select Payment Method Nickname from the dropdown menu listing the Payment Methods created during your profile setup

If applicable to your tenant, enter the following information:

- Unit/Apt Number

Select **Next** when you have completed the “Payment Details” page.

The screenshot displays the 'Payment Details' page of the MA Housing Assistance Application Reference Guide. The page features a navigation menu at the top with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. A sidebar on the left lists the application steps: Instructions, Tenant and Rent Details, Payment Details (highlighted), Review Application, Upload Documents, Sign and Submit, and Confirmation. The main content area is titled 'Payment Details' and includes a 'Payee' section with a text input field containing 'Landlord Sample'. Below this are two dropdown menus: '\*Select Property Details' with 'Sample Apartments' selected, and '\*Select Payment Method Nickname' with 'Account 1' selected. A 'Unit/Apt Number' input field contains the number '3'. At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons. A message at the top of the page 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.'



**Starting a New Application:** Application for a tenant in need of assistance

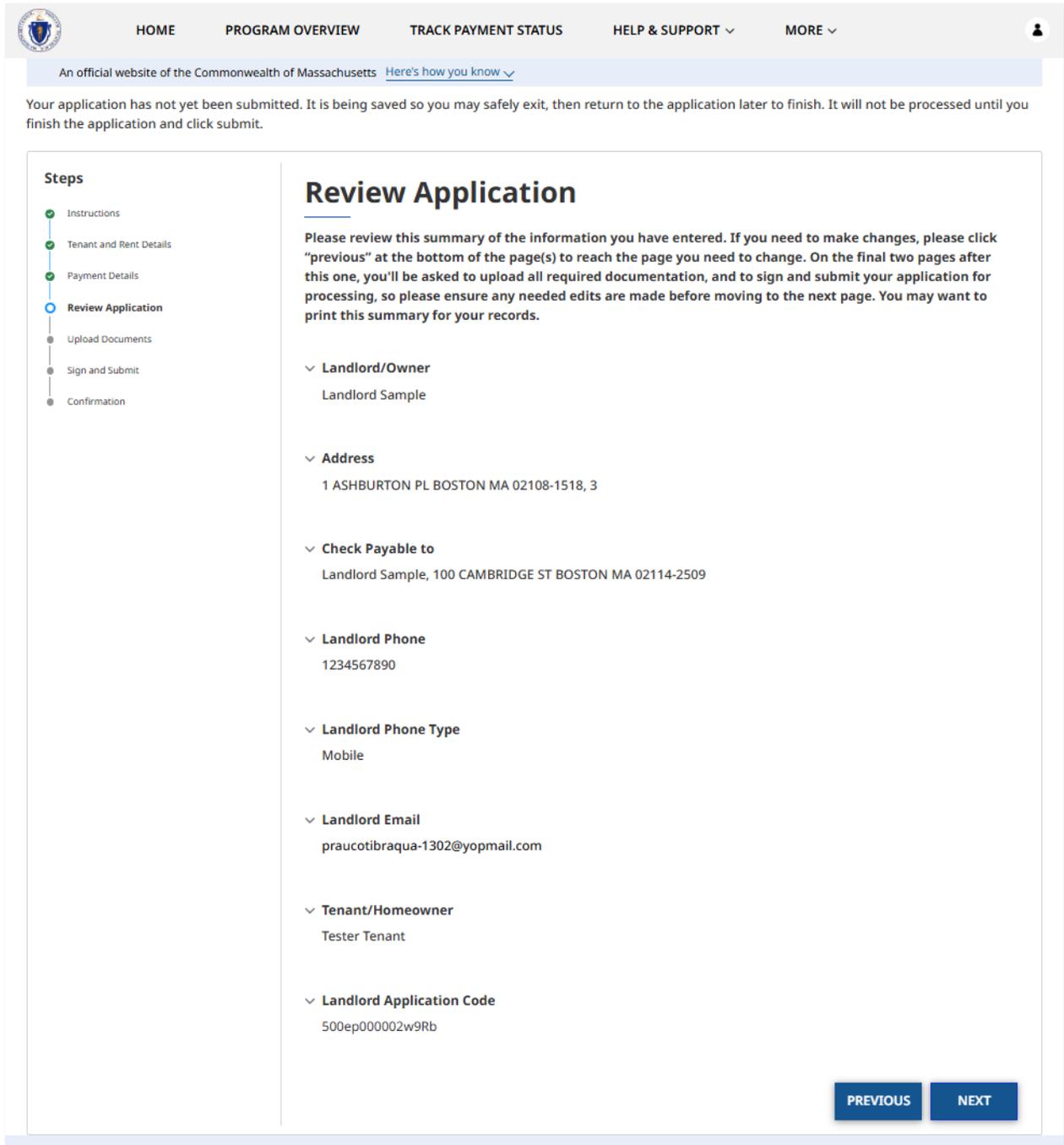
The “Review Application” page shows all of the information that you have entered so far. If any of the summary information is incorrect, select the **Previous** button to go back and correct the information.

Alternatively, you may select the incorrect page on the Navigation Bar (“Steps”) on the left.

Select **Next** when you have verified that your information is accurate.



# Starting a New Application: Application for a tenant in need of assistance



The screenshot shows a web application interface for reviewing a housing assistance application. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar is a header for the Commonwealth of Massachusetts. A message states that the application has not yet been submitted and is being saved. The main content area is titled "Review Application" and contains a list of steps on the left and a summary of the entered information on the right. The summary includes fields for Landlord/Owner, Address, Check Payable to, Landlord Phone, Landlord Phone Type, Landlord Email, Tenant/Homeowner, and Landlord Application Code. At the bottom right, there are "PREVIOUS" and "NEXT" buttons.

**Steps**

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

## Review Application

Please review this summary of the information you have entered. If you need to make changes, please click "previous" at the bottom of the page(s) to reach the page you need to change. On the final two pages after this one, you'll be asked to upload all required documentation, and to sign and submit your application for processing, so please ensure any needed edits are made before moving to the next page. You may want to print this summary for your records.

- Landlord/Owner  
Landlord Sample
- Address  
1 ASHBURTON PL BOSTON MA 02108-1518, 3
- Check Payable to  
Landlord Sample, 100 CAMBRIDGE ST BOSTON MA 02114-2509
- Landlord Phone  
1234567890
- Landlord Phone Type  
Mobile
- Landlord Email  
praucotibraqua-1302@yopmail.com
- Tenant/Homeowner  
Tester Tenant
- Landlord Application Code  
500ep000002w9Rb

[PREVIOUS](#) [NEXT](#)



## 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:

- Proof of 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.

The screenshot shows the 'Upload Documents' page. The navigation bar at the top includes 'HOME', 'PROGRAM OVERVIEW', 'TRACK PAYMENT STATUS', 'HELP & SUPPORT', and 'MORE'. Below the navigation bar, there is a message: '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.' The main content area is titled 'Upload Documents' and contains the following text: 'This page contains optional upload fields. The file names for documents you have previously uploaded are noted below each field with the date of the previous upload. Please click the upload button(s) to upload only the additional documents that your RAA has requested of you.' Below this text, there are two sections: 'Proof of Housing' and 'Other'. Each section has an 'Upload Files' button and a red error indicator. A yellow arrow points to the 'Upload Files' button in the 'Proof of Housing' section. At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

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 screenshot displays the 'Upload Documents' step of an application process. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. 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.' The main content area is titled 'Upload Documents' and includes instructions: 'This page contains optional upload fields. The file names for documents you have previously uploaded are noted below each field with the date of the previous upload. Please click the upload button(s) to upload only the additional documents that your RAA has requested of you.' A section titled 'Proof of Housing' lists requirements: 'Proof of Housing: This can include a signed copy of any one of these: Lease, or Tenancy Agreement, or Tenancy at Will form, or Other verification of housing such as a letter from the landlord.' Below this, there is a 'Proof of Housing' section with an 'Upload Files' button and a text box containing 'TEST DOC.pdf/4/1/2025, 03:52 PM'. At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

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.
- 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.



## Starting a New Application: Application for a tenant in need of assistance

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, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. 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." The main content area is titled "Sign and Submit" and contains a "Statements of Affirmations" section with three radio button options:

- 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.
- 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.

A "Steps" sidebar on the left indicates the current progress: Instructions, Tenant and Rent Details, Payment Details, Review Application, Upload Documents, Sign and Submit (highlighted), and Confirmation.

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.

The screenshot shows a button labeled "ELECTRONICALLY SIGN" with a yellow arrow pointing to it from the right. Below the button is a pink bar with a red circle and slash icon and the text "Pending Electronic Signature". At the bottom right, there are two blue buttons labeled "PREVIOUS" and "NEXT".

Select **Next** once you have completed the “Statements of Affirmations” and signed the form.

The screenshot shows a form with two fields: "Signed By" with the value "Landlord Sample" and "Signed Date" with the value "04/01/2025". At the bottom right, there are two blue buttons labeled "PREVIOUS" and "NEXT".

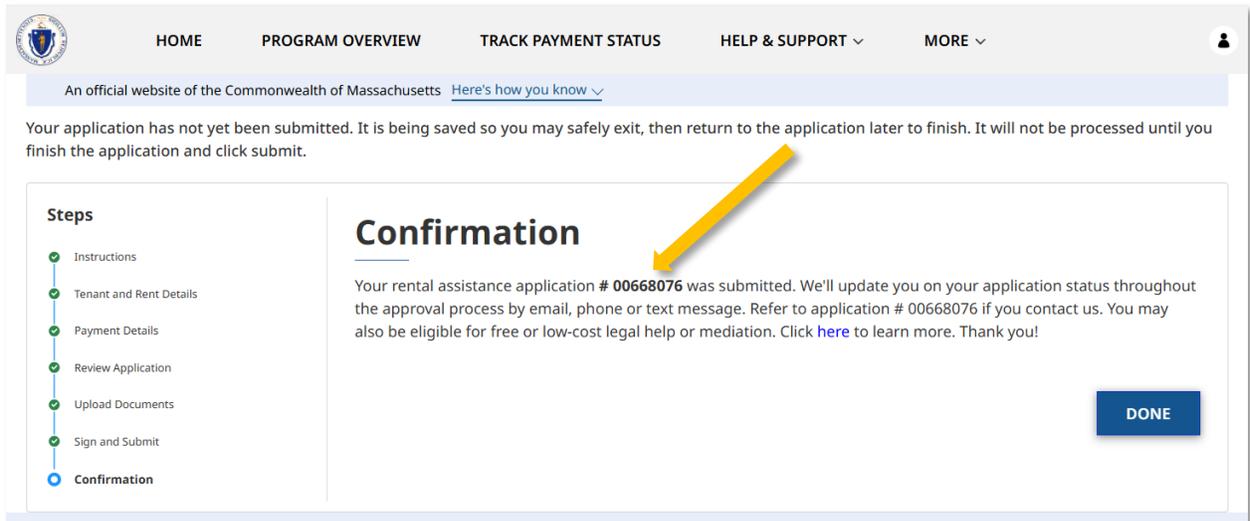


**Starting a New Application:** Application for a tenant in need of assistance

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.



## 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.

The screenshot shows the Housing Help Hub website. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a greeting says "Hello, Landlord Sample." The main banner features the logo for the Executive Office of Housing and Livable Communities and the text "Housing Help Hub - Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". A message below the banner states: "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." The interface is divided into two main sections: "Your Profile" and "Application Actions". The "Your Profile" section shows the user's name "Landlord Sample" with an edit icon, and three status indicators: "PAYEE" (checked), "PROPERTIES" (checked), and "PAYMENT METHODS" (checked). The "Application Actions" section contains three buttons: "START", "RESUME/TRACK STATUS" (highlighted in yellow), and "GET HELP". A yellow arrow points from the "RESUME/TRACK STATUS" button in the "Application Actions" section to the "Landlord Sample" text in the "Your Profile" section. At the bottom, there is a "Program Information" section.



## **Tracking the Status of your Applications:** Application for a tenant in need of assistance

The “Application Status” page will show 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
- Submitted – The application has been submitted but is awaiting a match with a tenant application
- Under Review – The application has been matched and an RAA is ensuring the case is eligible for payment and has the necessary information. The Under Review status may also show one of four sub-statuses if applicable:
  - Request for Additional Information from Tenant
  - Request for Additional Information from Landlord
  - Request for Additional Documents from Tenant
  - Request for Additional Documents from Landlord
- Ready for Payment – The application has been approved for payment, but no payment has been issued
- Paid – Payment has been issued
- Closed – The case was timed out and can no longer be accessed or edited
- Denied – The case was denied due to ineligibility
- Withdrawn – The case was withdrawn



# Tracking the Status of your Applications: Application for a tenant in need of assistance

HOME PROGRAM OVERVIEW TRACK PAYMENT STATUS HELP & SUPPORT MORE

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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 #00668121** EDIT WITHDRAW

**Case Type**  
Landlord Application

**Rental Property**

Not Submitted Submitted Under Review Ready for Payment Paid Closed

**Case Number #00668076** WITHDRAW VIEW CASE SUMMARY  
UPLOAD DOCUMENTS

**Case Type**  
Landlord Application

**Sub Status**  
Under Review

**Rental Property**  
1 ASHBURTON PL, 3, BOSTON, MA02108-1518



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

## Editing applications that **have not yet** been submitted

To edit an application that has not yet been submitted select the **Edit** button on the right of that application.

HOME PROGRAM OVERVIEW TRACK PAYMENT STATUS HELP & SUPPORT MORE

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

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### 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 #00668121

EDIT WITHDRAW

Case Type  
Landlord Application

Rental Property

Here you will be able to review what you have entered and edit as needed.



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

The screenshot displays a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with the following links: HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. A user profile icon is visible in the top right corner. Below the navigation bar, a light blue banner contains the text: "An official website of the Commonwealth of Massachusetts" followed by a link "Here's how you know".

The main content area features a message: "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."

On the left side, there is a vertical "Steps" list with the following items: Instructions (highlighted with a blue circle), Tenant and Rent Details, Information - Not Verified, Payment Details, Review Application, Upload Documents, Sign and Submit, and Confirmation.

The "Instructions" section is titled "Instructions" and contains the following text:

Instructions for completing the application

The Emergency Housing Payment Assistance application is free. No fee is required to apply, and free help is available to complete applications. Beware of scams by people charging an "application fee" to help submit an application. If you need help completing the application, contact your local RAA for free assistance.

**Note that as July 1, 2023, the Emergency Housing Payment Assistance program has a benefit limit of \$7,000 and an income eligibility limit of 50% Area Median Income.**

This application for rental assistance will take 10-15 minutes. You may save and resume this application later, but please complete it within 21 days. After 21 days, incomplete applications will be cancelled and you will need to start a new application if you still wish to apply.

Be honest - if you give inaccurate or incomplete information, your application may be delayed or denied.

The application will ask you:  
About your Tenant Information, Property and Payment details for the application

After you submit the application, a case manager from a Regional Administering Agency (RAA) will contact you. Please respond quickly when they do.

A blue "NEXT" button is located at the bottom right of the instructions section.



**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 **Withdraw** button on the right of that application.

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## 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 #00668121** EDIT WITHDRAW

**Case Type**  
Landlord Application

**Rental Property**

The “Withdraw Application” page requires you to provide a reason for your decision to withdraw your application.



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

Select **Next** once you have entered your reason for withdrawing.

The screenshot shows the 'Withdraw Application' page. At the top, there is a navigation bar with the MA Housing Assistance logo, 'HOME', and 'HELP & SUPPORT' with a dropdown arrow. Below the navigation bar is a 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 content area is divided into two columns. The left column, titled 'Steps', contains two items: 'Withdraw Application' with a blue circle icon and 'Confirmation' with a grey circle icon. The right column, titled 'Withdraw Application', contains a red asterisk followed by the text '\*Reason for Withdrawal' and a text input field containing 'No longer in need of assistance'. At the bottom right of the right column is a blue button labeled 'NEXT'.

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

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

The screenshot shows the 'Confirmation' page. At the top, there is a navigation bar with the MA Housing Assistance logo, 'HOME', and 'HELP & SUPPORT' with a dropdown arrow. Below the navigation bar is a 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 content area is divided into two columns. The left column, titled 'Steps', contains two items: 'Withdraw Application' with a green circle icon and 'Confirmation' with a blue circle icon. The right column, titled 'Confirmation', contains the text 'Your Application 00668121 has been withdrawn.' At the bottom right of the right column is a blue button labeled 'DONE'.



## 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 **View Case Summary** on the right of that application.

The screenshot shows the 'Application Status' page on the MA Housing Assistance website. The page has a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar is a header with the state seal and a 'Back' button. The main content area is titled 'Application Status' and includes a message for landlords. Below this are two tabs: 'Recent Cases' and 'All Cases'. The 'Recent Cases' tab is active, showing a progress bar with stages: Not Submitted, Submitted, Under Review, Ready for Payment, Paid, and Withdrawn. The first case, #00668121, is in the 'Withdrawn' status. The second case, #00668076, is in the 'Under Review' status. A yellow arrow points to the 'VIEW CASE SUMMARY' button for the second case. Other buttons for 'WITHDRAW', 'UPLOAD DOCUMENTS', and 'VIEW CASE SUMMARY' are visible for the second case.

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 Withdrawn

Case Number #00668121

Case Type  
Landlord Application

Rental Property

Not-Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00668076

WITHDRAW

VIEW CASE SUMMARY

UPLOAD DOCUMENTS

Case Type  
Landlord Application

Sub Status  
Under Review

Rental Property  
1 ASHBURTON PL, 3, BOSTON, MA02108-1518



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

You can view general information about the case, as well as the signed contract.

HOME HELP & SUPPORT 

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

### Case Summary

**Individual Name**  
Landlord Sample

**Phone**  
1234567890

**Email**  
brousebattipre-8780@yopmail.com

**Rental Property/Unit Address**  
1 ASHBURTON PL BOSTON MA 02108-1518

**Tenant**  
Tester Tenant

**Landlord Application Code**  
500ep000002w9Rb

Rent Details

NUMBER OF ARREARAGE MONTHS	OVERDUE RENT	MONTHLY RENT AMOUNT	SECURITY DEPOSIT
2	\$4,800.00	\$2,400.00	\$0.00

**Statements of Affirmations**

- 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.
- 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.

**Landlord/Property Owner Certification**

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

**Signed By**  
Landlord Sample

**Signed Date**  
04/01/2025

**DONE**



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

## 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 **Upload Documents** on the right of that application.

The screenshot shows the 'Application Status' page on the MA Housing Assistance website. The page has a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar is a header with the state seal and a link to 'Here's how you know'. The main content area is titled 'Application Status' and includes a message for landlords. Below this are two tabs: 'Recent Cases' and 'All Cases'. The first case card shows a status flow: Not Submitted, Submitted, Under Review, Ready for Payment, Paid, and Withdrawn. The second case card shows a status flow: Not Submitted, Submitted, Under Review, Ready for Payment, Paid, and Closed. It includes buttons for 'WITHDRAW', 'VIEW CASE SUMMARY', and 'UPLOAD DOCUMENTS'. A yellow arrow points to the 'UPLOAD DOCUMENTS' button.



**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 **Upload Files**.

The screenshot shows the 'Upload Documents' page. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT'. Below that, a banner reads 'An official website of the Commonwealth of Massachusetts'. The main heading is 'Upload Documents'. A paragraph explains that if an RAA has contacted you, you received an NFL-16 from EOHL, or you have additional documents, you should use the upload button.

The first section, 'The list of documents already uploaded:', contains a table:

DOCUMENT TYPE	DOCUMENT NAME	DATE UPLOADED
VerificationOfCurrentHousing	TEST DOC.PDF	04/01/2025

Below this is a section 'Upload Additional Documents' with a large text input area. A yellow arrow points to the 'Upload Files' link. Below the input area is the text 'Or drop files'.

The second section, 'The list of documents already uploaded - Profile:', contains a table:

DOCUMENT TYPE	DOCUMENT NAME	DATE UPLOADED
PropertyOwnershipDocument	TEST DOC.PDF	03/28/2025
W9	TEST DOC.PDF	03/25/2025
ProofofIdentity	ID.JPG	03/25/2025

Below the profile table are three expandable sections: '> Upload Proof of Identity', '> Upload W-9', and '> Upload Property Details'. A blue 'DONE' button is located at the bottom right of the page.

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.



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

Select **Done** once you have all attachments uploaded.

The screenshot shows the 'Upload Documents' page. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). Below the navigation bar, a blue banner reads 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know' and a dropdown arrow. The main heading is 'Upload Documents'. Below the heading, a paragraph explains that if an RAA has contacted you requesting additional documents, you received an NFL-16 from EOHLC requesting additional documents, or you have additional documents to be considered when processing your application, please upload documentation using the upload button.

The list of documents already uploaded:

DOCUMENT TYPE	DOCUMENT NAME	DATE UPLOADED
VerificationOfCurrentHousing	TEST DOC.PDF	04/01/2025

Upload Additional Documents

Upload Documents

[Upload Files](#)

Or drop files

TEST DOC.pdf

The list of documents already uploaded - Profile:

DOCUMENT TYPE	DOCUMENT NAME	DATE UPLOADED
PropertyOwnershipDocument	TEST DOC.PDF	03/28/2025
W9	TEST DOC.PDF	03/25/2025
ProofofIdentity	ID.JPG	03/25/2025

> Upload Proof of Identity

> Upload W-9

> Upload Property Details

**DONE**



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

## Withdrawing applications that **have** been submitted

To withdraw an application that has been submitted select **Withdraw** on the right of that application.

The screenshot shows the 'Application Status' page on the official website of the Commonwealth of Massachusetts. The page has a navigation bar with links for HOME, PROGRAM OVERVIEW, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar is a header with the state seal and a 'Back' button. The main heading is 'Application Status'. A light blue box contains 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](#)'. Below this are two tabs: 'Recent Cases' and 'All Cases'. The first case card shows a progress bar with steps: Not Submitted, Submitted, Under Review, Ready for Payment, Paid, and Withdrawn. The 'Withdrawn' step is highlighted in yellow. Below the progress bar, the case details are: Case Number #00668121, Case Type Landlord Application, and Rental Property. The second case card shows a progress bar with steps: Not Submitted, Submitted, Under Review, Ready for Payment, Paid, and Closed. The 'Under Review' step is highlighted in yellow. Below the progress bar, there is a yellow arrow pointing to a 'WITHDRAW' button, and another 'WITHDRAW' button below it. To the right of the 'WITHDRAW' buttons is a 'VIEW CASE SUMMARY' button. Below the progress bar, the case details are: Case Number #00668076, Case Type Landlord Application, Sub Status Under Review, and Rental Property 1 ASHBURTON PL, 3, BOSTON, MA02108-1518.



**Tracking the Status of your Applications:** Withdrawing applications that have 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 screenshot shows the 'Withdraw Application' page. At the top, there is a navigation bar with the MA Housing Assistance logo, 'HOME', and 'HELP & SUPPORT' with a dropdown arrow. Below the navigation bar, it says 'An official website of the Commonwealth of Massachusetts' and 'Here's how you know' with a dropdown arrow. The main content area is divided into two sections. On the left, under the heading 'Steps', there are two items: 'Withdraw Application' (which is selected with a blue circle) and 'Confirmation' (which is not selected). On the right, the heading 'Withdraw Application' is displayed. Below the heading, there is a label '\* Reason for Withdrawal' and a text input field containing the text 'No longer in need of assistance'. At the bottom right of the main content area, there is a blue button labeled 'NEXT'.

The “Confirmation” page will verify that your withdrawal has completed.

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

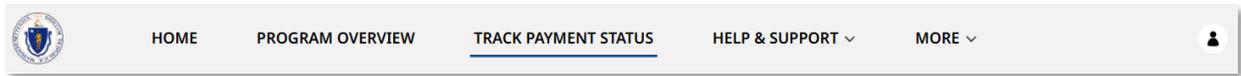
The screenshot shows the 'Confirmation' page. At the top, there is a navigation bar with the MA Housing Assistance logo, 'HOME', and 'HELP & SUPPORT' with a dropdown arrow. Below the navigation bar, it says 'An official website of the Commonwealth of Massachusetts' and 'Here's how you know' with a dropdown arrow. The main content area is divided into two sections. On the left, under the heading 'Steps', there are two items: 'Withdraw Application' (which is not selected) and 'Confirmation' (which is selected with a blue circle). On the right, the heading 'Confirmation' is displayed. Below the heading, the text 'Your Application 00668076 has been withdrawn.' is shown. At the bottom right of the main content area, there is a blue button labeled 'DONE'.



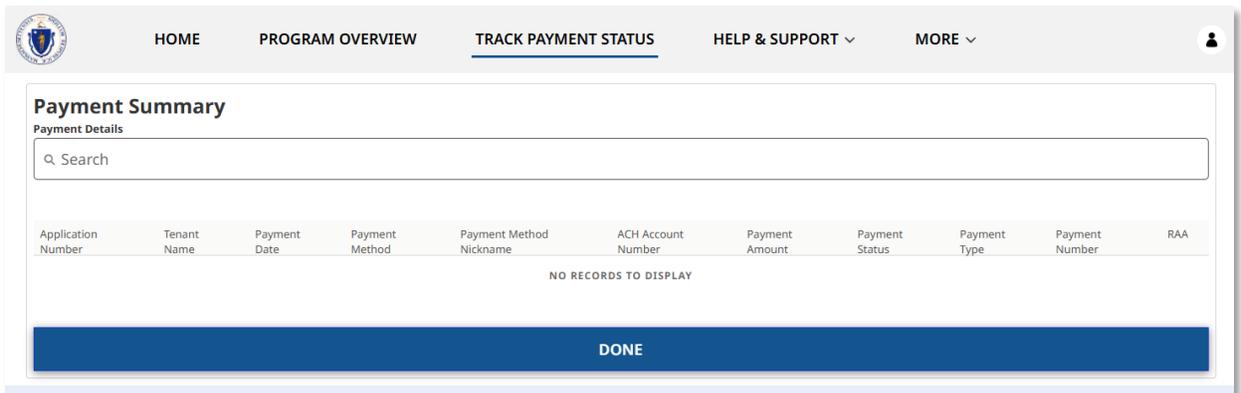
**Tracking the Status of your Applications:** Tracking Payment Status for applications that have been approved

## 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.



## Guest Landlord Information and Application

### Submitting an application as a Guest Landlord

Select the **Get Started** button under Guest Landlord Information.

The screenshot shows the Housing Help Hub website interface. At the top, there are navigation links for HOME, PROGRAM OVERVIEW, and HELP & SUPPORT. A language selection dropdown is in the top right corner. Below the navigation is a banner for the Housing Help Hub, featuring the logo of the Executive Office of Housing and Livable Communities and the text: "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". On the right side of the banner, there are four buttons: CASE STATUS, UPLOAD DOCS, APPLY NOW, and LANDLORD PORTAL. Below the banner, there are three columns of information:

- Start or Continue an Application:** Tenants, homeowners, landlords, advocates, and Emergency Assistance applicants or providers can create an account or log in here. A **GET STARTED** button is shown.
- Case Status or Upload Docs:** Applicants can see their case status or upload additional documents here. Buttons for **CASE STATUS** and **DOC UPLOAD** are shown.
- Guest Landlord Information:** Landlords can learn about and apply as a guest landlord here. A **GET STARTED** button is shown.

A yellow arrow points from the **CASE STATUS** button in the second column to the **GET STARTED** button in the third column.



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

Then select **Continue as a Guest**.

The screenshot shows the 'Housing Help Hub' website. At the top left is the state seal and the word 'HOME'. At the top right is a 'Log in' button. The main banner features the 'EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES' logo and the text 'Housing Help Hub Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE'. Below the banner is a light blue box with text: 'Thank you for your interest in applying as a Guest Landlord. To ensure this approach best meets your needs, 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.' This is followed by two sections: 'As a Registered Landlord:' with three numbered points, and 'As a Guest Landlord:' with two numbered points. At the bottom, there are two columns: 'Actions' with four buttons ('REGISTER AS A LANDLORD', 'CONTINUE AS A GUEST', 'GUEST CASE STATUS', 'GUEST DOC UPLOAD') and 'Program Info' with a 'LEARN MORE' button. A yellow arrow points to the 'CONTINUE AS A GUEST' button.

HOME Log in

### Housing Help Hub

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

Thank you for your interest in applying as a Guest Landlord. To ensure this approach best meets your needs, 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:**

1. You would enter your details and upload your documents into a secure profile once for repeat use across multiple tenant applications.
2. You would have 'save and resume' functionality for applications you start and need additional time to finish in a later session.
3. You may log into the Landlord Portal to check detailed application and payment status for all applications you have submitted.

**As a Guest Landlord:**

1. You would enter your details, upload your documents, and complete an application for each tenant being applied for in a single session.
2. You may query the system for summary application status.

#### Actions

- REGISTER AS A LANDLORD
- CONTINUE AS A GUEST
- GUEST CASE STATUS
- GUEST DOC UPLOAD

#### Program Info

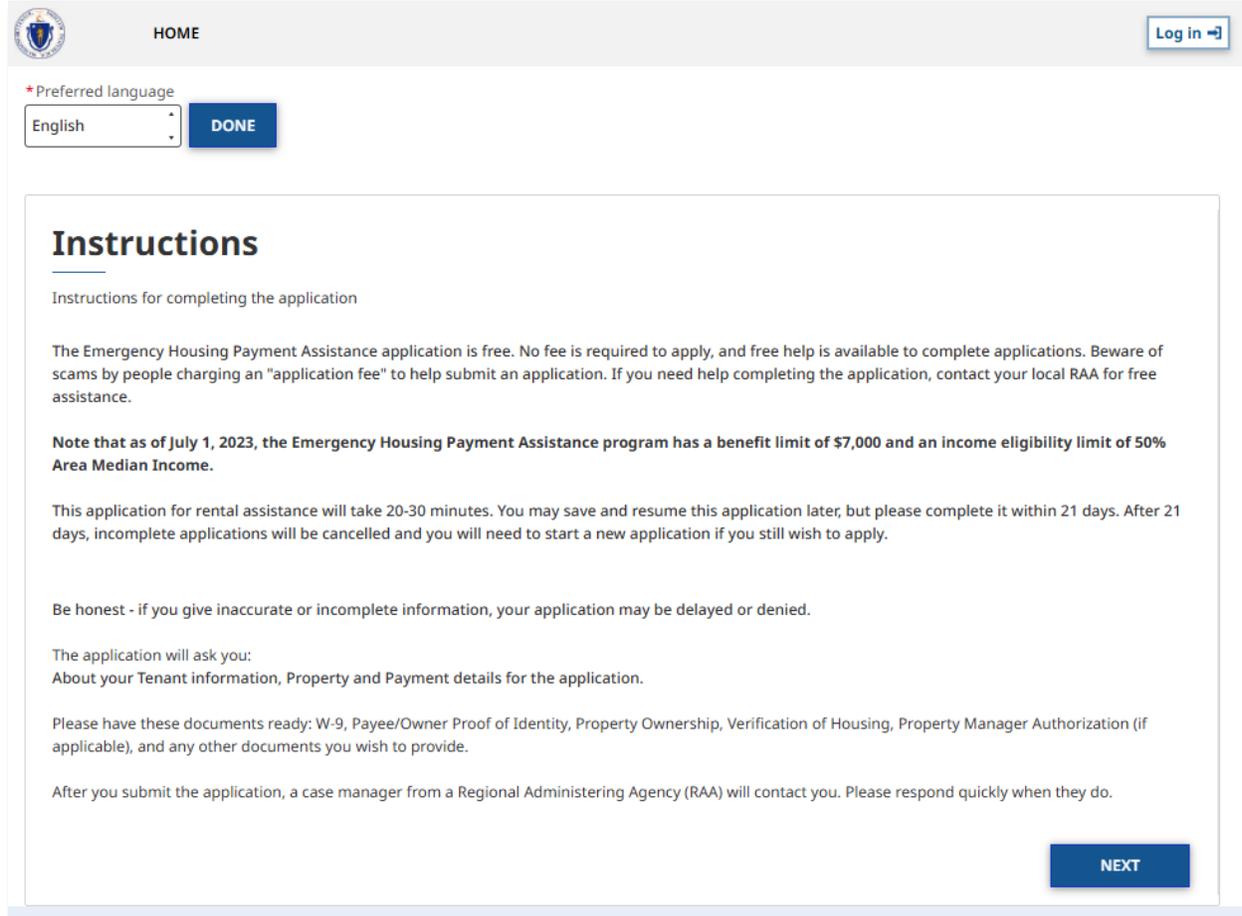
Learn about the EOHLC Emergency Housing Payment Assistance Program: who is eligible and what benefits are available.

LEARN MORE



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

Read the instructions and select **Next**.



The screenshot shows a web application interface. At the top left is a logo and the word "HOME". At the top right is a "Log in" button. Below the logo is a "Preferred language" dropdown menu set to "English" with a "DONE" button. The main content area is titled "Instructions" and contains the following text:

Instructions for completing the application

The Emergency Housing Payment Assistance application is free. No fee is required to apply, and free help is available to complete applications. Beware of scams by people charging an "application fee" to help submit an application. If you need help completing the application, contact your local RAA for free assistance.

**Note that as of July 1, 2023, the Emergency Housing Payment Assistance program has a benefit limit of \$7,000 and an income eligibility limit of 50% Area Median Income.**

This application for rental assistance will take 20-30 minutes. You may save and resume this application later, but please complete it within 21 days. After 21 days, incomplete applications will be cancelled and you will need to start a new application if you still wish to apply.

Be honest - if you give inaccurate or incomplete information, your application may be delayed or denied.

The application will ask you:  
About your Tenant information, Property and Payment details for the application.

Please have these documents ready: W-9, Payee/Owner Proof of Identity, Property Ownership, Verification of Housing, Property Manager Authorization (if applicable), and any other documents you wish to provide.

After you submit the application, a case manager from a Regional Administering Agency (RAA) will contact you. Please respond quickly when they do.

A "NEXT" button is located at the bottom right of the instructions box.

Select the category that best describes your role.

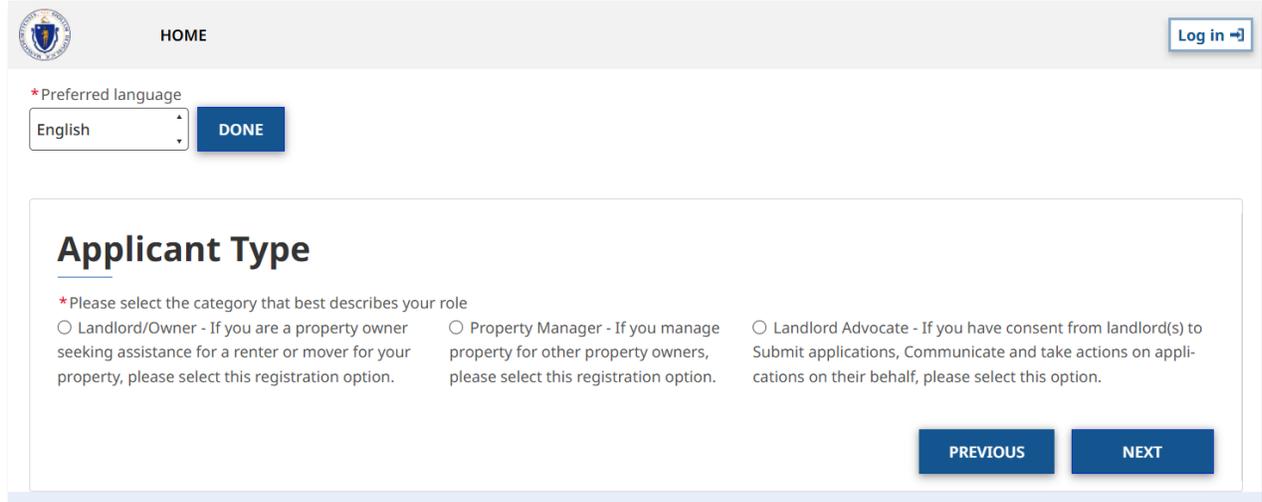
Selecting Property Manager will allow you to enter details about you and the property owner, will provide you with the opportunity to upload required documents demonstrating the agreement you have with the property owner to act on their behalf, and will provide ongoing notifications to you regarding 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.



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

Once complete, select **Next**.



The screenshot shows a web application interface. At the top left is the MA Housing Assistance logo. The word "HOME" is centered in the top navigation bar. On the top right is a "Log in" button with a user icon. Below the navigation bar is a "Preferred language" section with a dropdown menu set to "English" and a blue "DONE" button. The main content area is titled "Applicant Type" and contains a required field instruction: "\* Please select the category that best describes your role". There are three radio button options: "Landlord/Owner - If you are a property owner seeking assistance for a renter or mover for your property, please select this registration option.", "Property Manager - If you manage property for other property owners, please select this registration option.", and "Landlord Advocate - If you have consent from landlord(s) to Submit applications, Communicate and take actions on applications on their behalf, please select this option." At the bottom right of the form are two blue buttons: "PREVIOUS" and "NEXT".

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**

HOMELog in

\* Preferred language  
English **DONE**

### 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  Middle Name

\* Last Name  Suffix

\* Date of Birth

\* SSN or ITIN  \* Re-Enter SSN or ITIN

> Address Details  
> Contact Details

**PREVIOUS** **VALIDATE YOUR INFORMATION**



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

Your address must be USPS formatted. Confirm if it is correct and select **Next**, or select **Previous** if you need to make revisions.

The screenshot shows a web interface for confirming an address. At the top, there is a 'HOME' link and a 'Log in' button. Below this is a language selection dropdown set to 'English' with a 'DONE' button. The main section is titled 'Confirm Address' and is divided into two columns. The left column, 'You Entered:', shows the address '100 Cambridge Street, Boston, MA, 02114'. The right column, 'USPS Address Recommended Format (US Postal Service):', shows the formatted address '100 CAMBRIDGE ST, BOSTON, MA, 02114 - 2509'. Below the address comparison is a section '\*Address Selected:' with a blue button that says 'Use the US Postal Service Format'. At the bottom right of the main content area are two blue buttons: 'PREVIOUS' and 'NEXT'.

If you have successfully entered correct information, your information will be validated. If your validation is not successful, you must go back and edit by selecting **Update Info and Retry** in order to move forward. Even if your information is not validated at this stage, an RAA may work with you to validate it later prior to payment.

The screenshot shows a web interface for validating information. At the top, there is a 'HOME' link and a 'Log in' button. Below this is a language selection dropdown set to 'English' with a 'DONE' button. The main section is titled 'Validate your Information'. A red error message box with a red circle and slash icon contains the text: '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.' Below the error message is a link that says 'Lookup your RAA here'. At the bottom right of the main content area are two blue buttons: 'UPDATE INFO AND RETRY' and 'NEXT'.



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

Select **Next** 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 RETRYNEXT

Enter the Rental Property Address and unit number your tenant resides in and select **Confirm Address**.

HOMELog in 

\* Preferred language

English

DONE

### Rental Property Details

▼ **Rental Property Information**

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

Unit/Apt Number

PREVIOUSCONFIRM ADDRESS

The "Confirm Property 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.



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

Select **Validate Property** once you have confirmed the address.

The screenshot shows the 'Confirm Property Address' page. At the top left is the MA Housing Assistance logo and the word 'HOME'. At the top right is a 'Log in' button. Below the logo is a language selection dropdown set to 'English' with a 'DONE' button. The main heading is 'Confirm Property Address' with the subtext 'To serve you quickly, we want to confirm your address'. It displays two address formats: 'You Entered' (1 Ashburton Place, Boston, MA, 02108) and 'USPS Address Recommended Format (US Postal Service):' (1 ASHBURTON PL, BOSTON, MA, 02108 - 1518). Below this is an 'Address Selected' dropdown with two options: 'Use the Address You Entered' and 'Use the US Postal Service Format'. At the bottom right are 'PREVIOUS' and 'VALIDATE PROPERTY' buttons.

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

The screenshot shows the 'Payment Information' page. At the top left is the MA Housing Assistance logo and the word 'HOME'. At the top right is a 'Log in' button. Below the logo is a language selection dropdown set to 'English' with a 'DONE' button. The main heading is 'Payment Information' with a sub-heading 'Payment Details'. Under 'Payment Details' is a dropdown menu for '\* Preferred Method of Payment' with options: '-- Clear --', 'Direct Deposit', and 'Check'. At the bottom right are 'PREVIOUS' and 'VALIDATE YOUR INFORMATION' buttons.



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

Enter the Tenant and Rent Details.

HOMELog in

\* Preferred language  
English **DONE**

### 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

\* Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?  
 Yes  No

▼ **Rent Details**

\* Rental Start Date

Rental End Date

\* Monthly Rent Amount

\* Is the tenant renting or moving into subsidized housing?  
 Yes  No

\* Is your tenant a new tenant who needs move in assistance or an existing tenant who needs assistance with overdue rent?  
 New Tenant  Existing Tenant

**PREVIOUS** **NEXT**



Review the application.

HOME Log in ↗

\* Preferred language  
English DONE

## Review Application

Please review this summary of the information you have entered. If you need to make changes, please click "previous" at the bottom of the page(s) to reach the page you need to change. On the final two pages after this one, you'll be asked to upload all required documentation, and to sign and submit your application for processing, so please ensure any needed edits are made before moving to the next page. You may want to print this summary for your records.

- ∨ **Landlord/Owner**  
Sample Landlord
  
- ∨ **Address**  
1 Ashburton Pl, Boston, MA 02108, USA 1001
  
- ∨ **Last 3 or 4 digits of Account Number**  
1212
  
- ∨ **Landlord Phone**  
5556667777
  
- ∨ **Landlord Phone Type**  
Other
  
- ∨ **Landlord Email**  
praucotibraqua-1302@yopmail.com
  
- ∨ **Tenant/Homeowner**  
Sample Tenant

PREVIOUS NEXT



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

Mark the Statements of Affirmation, then Electronically Sign.

HOME Log in ↗

\* Preferred language  
English DONE

### Sign and Submit

**Statements of Affirmations**

- 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.
- 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.

Signing your name in the signature field below, constitutes signing this document electronically. An electronic signature has the same meaning, validity and effect as a handwritten signature.

**ELECTRONICALLY SIGN**

Pending Electronic Signature

I'm not a robot 

Please verify captcha to proceed.

**PREVIOUS** **NEXT**

The “Upload Documents” page requires you to upload the following information:

- W-9
- Proof of Identity
- Property Ownership (if applicable)
- Property Management Authorization (if applicable)
- Proof of Housing
- 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.



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

The screenshot shows the 'Upload Documents' section of the application. At the top, there is a 'HOME' link and a 'Log in' button. Below that is a 'Preferred language' dropdown menu set to 'English' with a 'DONE' button. The main content area is titled 'Upload Documents' and contains a section for 'Upload Payee/Owner W-9'. This section has an 'Upload Files' button and a text box that says 'Or drop files'. Below this, a file named 'TEST DOC.pdf' is shown with a timestamp of '4/4/2025, 04:59 PM'. There are four expandable sections: 'Upload Payee/Owner Proof of Identity', 'Upload Property Details', 'Upload Verification of Housing', and 'Upload Other Documents'. A 'NEXT' button is located at the bottom right of the page.

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.

The screenshot shows the 'Confirmation' page. At the top, there is a 'HOME' link and a 'Log in' button. Below that is a 'Preferred language' dropdown menu set to 'English' with a 'DONE' button. The main content area is titled 'Confirmation' and contains the following text: 'Your application has been successfully submitted. We've sent you an email with your application number. If you didn't receive the email, or have questions, please contact your Regional Administering Agency (RAA) and share your Guest Confirmation Code # a00ep000000EdjFEA0. Find your RAA here We'll update you on your application status throughout the approval process by email or phone. You may also be eligible for free or low-cost legal help or mediation. Click here to learn more. Thank you!'. A 'DONE' button is located at the bottom right of the page.



## Uploading Additional Documents

You may use your application number to upload additional documents the RAA may request of you.

The screenshot shows the 'Housing Help Hub' website. At the top left is the state seal and the word 'HOME'. At the top right is a 'Log in' button. The main banner features the 'EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES' logo and the text 'Housing Help Hub Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE'. Below the banner is a light blue box with the following text: 'Thank you for your interest in applying as a Guest Landlord. To ensure this approach best meets your needs, 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.' This is followed by two sections: 'As a Registered Landlord:' with three numbered points, and 'As a Guest Landlord:' with two numbered points. At the bottom, there are two columns: 'Actions' with four buttons ('REGISTER AS A LANDLORD', 'CONTINUE AS A GUEST', 'GUEST CASE STATUS', 'GUEST DOC UPLOAD') and 'Program Info' with a paragraph and a 'LEARN MORE' button. A yellow arrow points to the 'GUEST DOC UPLOAD' button.

HOME Log in

### Housing Help Hub

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

Thank you for your interest in applying as a Guest Landlord. To ensure this approach best meets your needs, 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:**

1. You would enter your details and upload your documents into a secure profile once for repeat use across multiple tenant applications.
2. You would have 'save and resume' functionality for applications you start and need additional time to finish in a later session.
3. You may log into the Landlord Portal to check detailed application and payment status for all applications you have submitted.

**As a Guest Landlord:**

1. You would enter your details, upload your documents, and complete an application for each tenant being applied for in a single session.
2. You may query the system for summary application status.

#### Actions

- REGISTER AS A LANDLORD
- CONTINUE AS A GUEST
- GUEST CASE STATUS
- GUEST DOC UPLOAD

#### Program Info

Learn about the EOHLC Emergency Housing Payment Assistance Program: who is eligible and what benefits are available.

LEARN MORE



## Guest Landlord Information and Application: Uploading Additional Documents

HOMELog in

### Find my case to upload documents

\* Enter Case Number or ETO Case Number:

\* Enter Last Name or Legal Business Name:

I'm not a robot 

**NEXT**

HOMELog in

## Upload Documents

If an RAA has contacted you requesting additional documents, you received an NFL-16 from EOHLIC requesting additional documents, or you have additional documents to be considered when processing your application, please upload documentation using the upload button.

**Upload Additional Documents (e.g., Proof of Housing [i.e., Lease, tenancy agreement, tenancy at will form], Property Manager Authorization [if applicable], Rent Share/Ledger [if applicable])**

Upload Files

[Upload Files](#)

Or drop files

**DONE**



## Obtaining Summary Application Status

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

The screenshot shows the 'Housing Help Hub' website. At the top left is the state seal and the word 'HOME'. At the top right is a 'Log in' button. The main banner features the 'EMERGENCY OFFICE OF HOUSING AND LIVABLE COMMUNITIES' logo and the text 'Housing Help Hub Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE'. Below the banner is a light blue box with text: 'Thank you for your interest in applying as a Guest Landlord. To ensure this approach best meets your needs, 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.' This is followed by two sections: 'As a Registered Landlord:' with three numbered points, and 'As a Guest Landlord:' with two numbered points. At the bottom, there are two columns: 'Actions' with four buttons ('REGISTER AS A LANDLORD', 'CONTINUE AS A GUEST', 'GUEST CASE STATUS', 'GUEST DOC UPLOAD') and 'Program Info' with a 'LEARN MORE' button. A yellow arrow points to the 'GUEST CASE STATUS' button.

HOME Log in

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2. You may query the system for summary application status.

#### Actions

- REGISTER AS A LANDLORD
- CONTINUE AS A GUEST
- GUEST CASE STATUS**
- GUEST DOC UPLOAD

#### Program Info

Learn about the EOHLC Emergency Housing Payment Assistance Program: who is eligible and what benefits are available.

LEARN MORE

## Guest Landlord Information and Application: Obtaining Summary Application Status

 HOME [Log in](#)

### Check Status

\* Enter Case Number or ETO Case Number: ?

•

\* Enter Last Name or Legal Business Name: ?

•

I'm not a robot   
reCAPTCHA  
Privacy - Terms

SEARCH

 HOME [Log in](#)

### Case Status

Case Status: Submitted



## Troubleshooting: Contacting your RAA

# Troubleshooting

## 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 and then select **RAFT**.



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 a Community:

**Regional Admin Agency:**

Select your city/town from the drop-down menu above to get contact information for a regional agency and review income-limits for the programs.

Check the table below, displaying the regional income limits by household size for the selected community, to see if you meet the income criteria for EOHLIC's emergency housing payment assistance programs.

**IMPORTANT:** When you apply, you will have to document your income, housing, and other household information. It is **very important you submit a complete application with required documentation**. If your application does not have all required documents, or accurate contact information, it will take additional time to process.

We encourage you to review the application for the Residential Assistance for Families in Transition (RAFT) program before submitting it to your regional agency. Most agencies continue to operate remotely and offices may not be open to the public, and we encourage you to visit their website.

Program Income Eligibility Limits	Household Size	Metropolitan Area:
No Data Currently Available		



## Troubleshooting: Contacting your RAA

Select from the options available.

Select a Community: [Dropdown Menu]

Regional Admin Agency: [Field]

Select your city/town from the drop-down menu

Check the table below, displaying the regional income limits for payment assistance programs.

**IMPORTANT:** When you apply, you will have to provide the following required documentation. If your application does not include this information, it will be rejected.

We encourage you to review the application for the selected community to continue to operate remotely and offices may not be open.

Program Income Eligibility Limits	Household Size	Metropolitan Area:
No data currently available		

Once a community has been selected, you will be given the following information about the RAA:

- Name
- Location
- Phone Number
- Email
- Program Income Eligibility Limits

Contact the RAA to assist you further.



## Troubleshooting: Contacting your RAA

Select a Community: Falmouth ▾



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**Regional Admin Agency:**

[Housing Assistance Corporation](#)  
 255 Independence Drive  
 Hyannis , MA 02601  
 508-771-5400  
[Prevention@haconcapecod.org](mailto:Prevention@haconcapecod.org)

[Apply Now](#)



Google Maps

Select your city/town from the drop-down menu above to get contact information for a regional agency and review income-limits for the programs.

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Program Income Eligibility Limits		Metropolitan Area: <b>Barnstable Town, MA MSA</b>							
		Household Size							
Program	% of AMI	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons
RAFT	50%	\$44,300	\$50,650	\$56,950	\$63,300	\$68,400	\$73,450	\$78,500	\$83,600
RAFT	60%	\$53,160	\$60,780	\$68,340	\$75,960	\$82,080	\$88,140	\$94,200	\$100,320



**Resources:** Contacting your RAA

## Resources

[How Landlords Can Apply for RAFT](#)

[How to Apply for RAFT \(emergency help for housing costs\)](#) (Tenants)

