

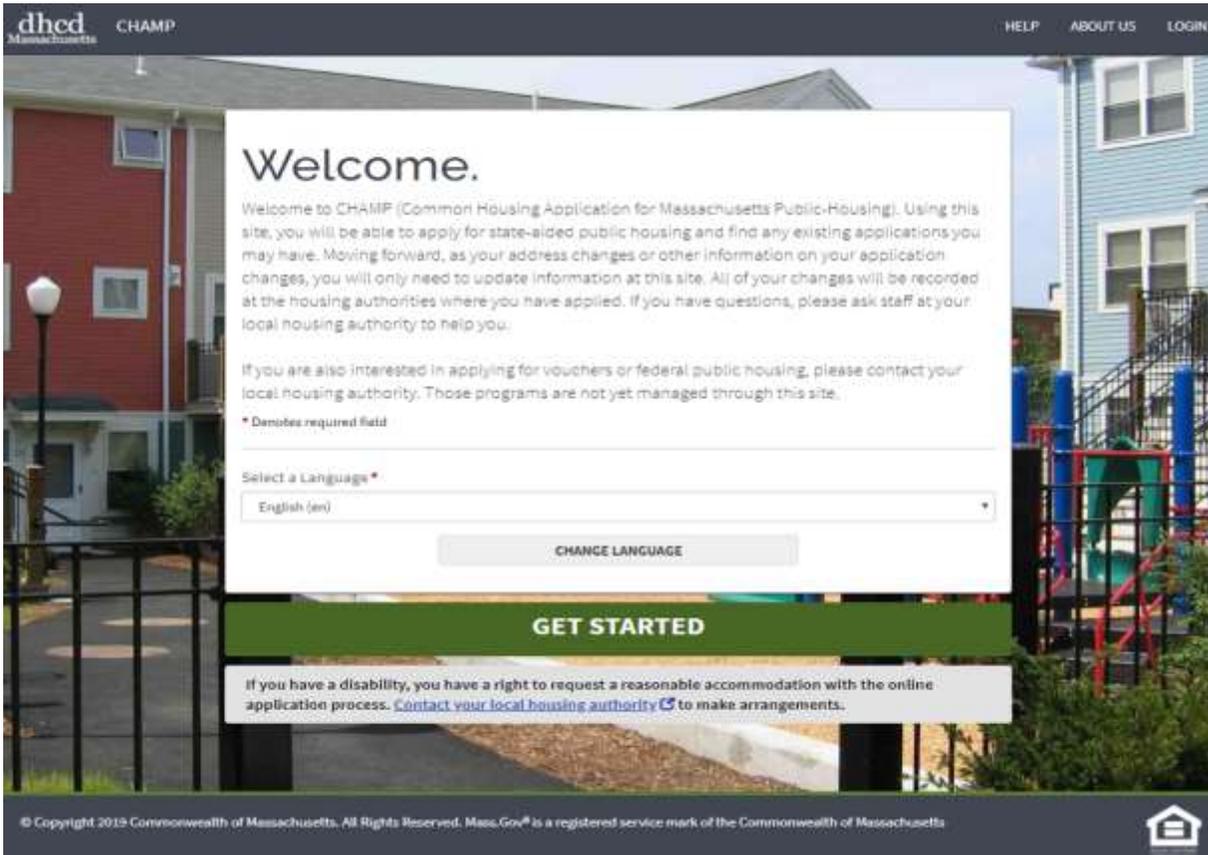
## New Applicants – Create a CHAMP Account and Apply for the First Time

Step 1: Go to <https://mass.gov/applyforpublichousing>

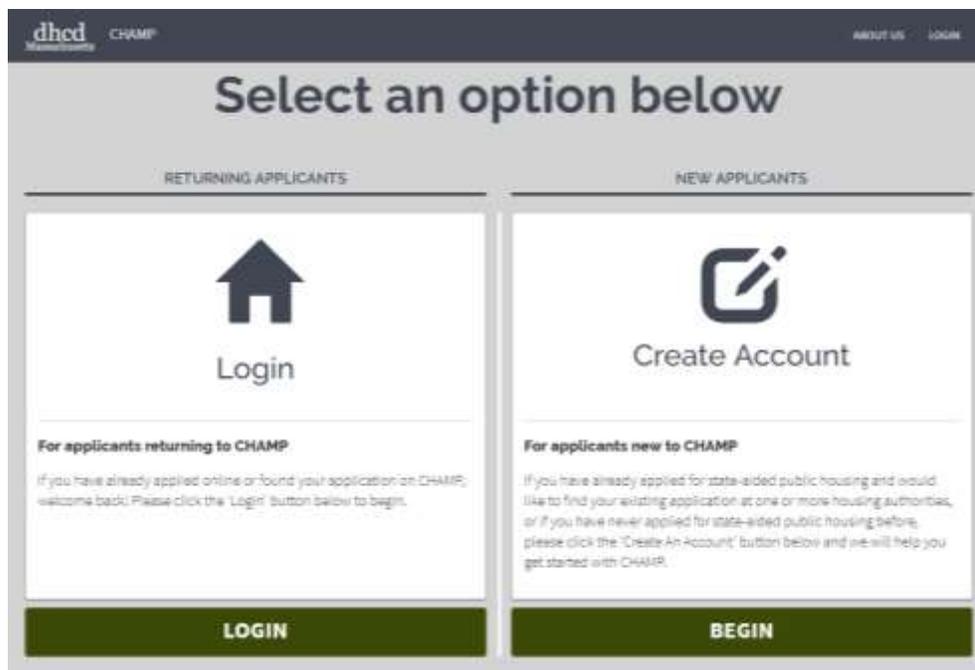
This is the CHAMP website where you can apply for state-aided public housing online.

Select your preferred language – Currently the CHAMP application is available in English, Spanish, Chinese, Haitian Creole, Khmer, Portuguese, Russian, and Vietnamese.

Click “Get Started”



Step 2: Click “Begin” under the “Create Account” section on the right side of the page.



**Step 3: Search to see if you have a previous application using your first name, last name, date of birth, and social security number (if you have one).**

If you do not have a social security number, click “Create a new application” listed in blue and skip to step 5 below.

website.

Please provide the following information and click the 'CHECK THE SYSTEM' button below to retrieve your existing application(s).

If you have never applied for state-aided Public Housing, you can create a new application here: [Create new application](#)

If you have applied for housing in the past but can't access your application online, please call one of the housing authorities where you applied. Here is a list of [local housing authorities' phone numbers](#) .

\* Denotes required field

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First Name \*  Last Name \*

Date of Birth \*

Please provide one of the following:

- Social Security Number and Date of Birth **or**,
- Local Housing Authority and Control Number **or**,
- Last name (filled in above) and Application ID

Social Security Number



Next, you will be asked to create a username and password so that you can access and update your CHAMP application in the future. When you first create an account **you will be required to use an email address as your username**, if you do not have an email address you can either create one online, or submit a paper CHAMP application. If you ever forget your password, the email you choose for a username will be used to recover your account.

Create a password using the rules shown below, select your preferred language, and click “I’m not a robot.” Complete the security check and click “CHECK THE SYSTEM.”

The image shows a 'Create Login' form with several fields and a button. Red arrows point to the following elements:

- Email Required:** A red arrow points to the 'Username' input field, which is required to be an email address.
- Password:** A red arrow points to the 'Password' input field.
- Re-enter Password:** A red arrow points to the 'Re-enter Password' input field.
- Select a Language:** A red arrow points to the language selection dropdown menu.
- I'm not a robot:** A red arrow points to the reCAPTCHA checkbox.
- CHECK THE SYSTEM:** A red arrow points to the green button at the bottom of the form.

**Create Login**

**Username**  
Please provide an email address below. This will be your username for the CHAMP website and the primary mode of contact for Housing Authorities. It is also required for resetting your password if you forget it and cannot log in.

Username \*

**Password Rules**  
Passwords must be **8 characters long** and contain three of the following types of characters: **uppercase letters, lowercase letters, numbers, or special characters** (for example !, @, #).

Password \*      Re-enter Password \*

Select a Language \*  
English (en)

I'm not a robot      reCAPTCHA Privacy - Terms

**CHECK THE SYSTEM**

#### Step 4: Once you have clicked “CHECK THE SYSTEM” there are two potential outcomes

**Outcome 1:** You clicked the “CHECK THE SYSTEM” and CHAMP did not find a previous application. If this happens, you can either “Try a Different Search” with new information or click “Create a New Application.”

## We can't find your application in our system

We can't seem to match your information with an existing application. If you have applied for housing in the past, it is important to find your application(s) because that affects your place on the waiting list. You will come to the top of the waiting list more quickly with an older application date. Please try again with the tips below:

- For the combination of Date of Birth and Social Security Number, please make sure that numbers have been entered correctly for the month, day, year and all digits of your Social Security Number;
- For the combination of Local Housing Authority (LHA) and Control Number, please
  - Make sure that the control number is typed accurately;
  - Make sure that you list an LHA where you have previously applied and that the application is still active (the LHA can tell you if your application is no longer active for some reason);
  - Be sure that the control number you enter is correct. If you have lost your control number, the LHA can look it up for you.
  - If you have applied to more than one LHA, each one will have given you a different control number. Make sure you're using the control number provided by the LHA that you listed. If you have applied to more than one LHA, try a different LHA and the control number that LHA gave you.
  - Try social security number instead.

If you have applied for housing in the past but can't access your application online, please call one of the housing authorities where you applied. Here is a list of [local housing authorities' phone numbers](#).

When you call your LHA, please keep in mind that your application may no longer be active; this can be for a number of reasons, including a failure to respond to a waiting list update. If you do not have an active application, you can fill out a new application online.

[TRY A DIFFERENT SEARCH](#)

[CREATE A NEW APPLICATION](#)

**Note:** If you are certain you have applied for state-aided public housing before and you are not able to find your previous application, please contact a [Local Housing Authority](#) and they will be able to assist you. Remember, it is always better to access your previously submitted application as it will have the timestamp from when you originally applied.

**If you select “Create a New Application,” skip to Step 5 and follow the instructions below.**

## Outcome 2: You were able to find your existing application in CHAMP.

Before you can make updates to your existing application, you will be asked to review your personal information and complete the Fair Information Practices Act Statement of Rights and Notice to Applicants.

After you have read and understood the Fair Information and Practices Statement of Rights and Notice to Applicants check the box at the bottom of the page and click "I ACCEPT."

### Review personal information

Please review the personal information below.

Username / Email	Example@test.com
Password	*****
Name	Example Example
Date of Birth	Jan. 1, 1990
Default Language	en

**I NEED TO START OVER**

Select "I need to start over" if you would like to make any changes.

### Fair Information Practices Act Statement of Rights and Notice to Applicants

#### Fair Information Act - Statement of Rights

Local Housing Authorities collect information about applicants and tenants for their housing programs as required by law in order to determine eligibility, amount of rent, and correct apartment size. The information collected is used to manage the housing programs, to protect the public's financial interest, and to verify the accuracy of information submitted. Where permitted by law, it may be released to government agencies, other housing authorities, and to civil or criminal investigators and prosecutors. Otherwise, the information will be kept confidential and only used by housing authority staff in the course of their duties.

The Fair Information Practices Act established requirements governing housing authorities' use and disclosure of the information it collects. Applicants may give or withhold their permission when requested by the housing authority to provide information. However, failure to permit the housing authority to obtain the required information may result in delay or ineligibility for programs. The provision of false or incomplete information is a criminal offense punishable by fines and/or imprisonment.

As an applicant, you have the following rights in regards to the information collected about you.

- No information may be used for any purpose other than those described above without your consent.
- No information may be disclosed to any person other than those described above without your consent. If we receive a legal order to release the information, we will notify you.
- You or your authorized representative have a right to inspect and copy any information collected about you.
- You may ask questions and receive answers from the housing authority about how we collect and use your information.
- You may object to the collection, maintenance, dissemination, use, accuracy, completeness, or type of information we hold about you. If you object, we will investigate your objection and will either correct the problem or make your objection part of the file. If you are dissatisfied, you may appeal to a local housing authority where you have applied and it will notify you in writing of its decision and of your right to appeal to the Department of Housing and Community Development.

#### Notice to Applicants

- This online web application is an optional internet service provided by the Massachusetts Department of Housing and Community Development (DHCD). Use of this service is your choice.
- Information from your existing applications have been transferred to this online site. When more than one applications had conflicting information, for example different addresses, the application information with the newer date was used. Please update all information in your online application. If you feel that transferred information that effects your status on a waitlist is not accurate, please change it or contact your local housing authority.
- The online application may be subject to data transmission errors that may make the application incomplete. Please complete your application online or contact your local housing authority. DHCD is not responsible for these errors.

I have read and understand this Fair Information Practices Statement of Rights and Notice to Applicants.

**I ACCEPT**

For instructions on how to update your existing application, skip to step 7 below.

**Step 5: To create a new application, enter your first name, last name, and date of birth (these are required fields).**

You will also need to create a username and password so that you can access and update your CHAMP application in the future. When you first create an account you will be required to use an email address as your username, if you do not have an email address you can either create one online, or submit a paper CHAMP application. If you ever forget your password, the email you choose for a username will be used to recover your account.

Create a password using the rules below, select your preferred language, and click "I'm not a robot." After you have completed the security check click "Sign Up."

Please pay close attention to the asterisked (\*) questions. If these questions are left blank, CHAMP will not allow you to submit a new application.

The screenshot shows the 'Create a new application' page on the CHAMP website. The page has a dark header with the 'dhed Massachusetts' logo and 'CHAMP' text on the left, and 'HELP', 'ABOUT US', and 'LOGIN' links on the right. The main heading is 'Create a new application'. Below this is a white form box containing the following elements:

- Introductory text: "If you want to file a new application for state-aided public housing, click the 'Sign Up' button to begin."
- Asterisk legend: "\* Denotes required field"
- First Name \* and Last Name \* input fields.
- Date of Birth \* section with YEAR, MONTH, and DAY dropdown menus.
- Username section with a heading "Username" and explanatory text: "Please provide an email address below. This will be your username for the CHAMP website and the primary mode of contact for Housing Authorities. It is also required for resetting your password if you forget it and cannot log in." Below this is a "Username \*" input field.
- Password Rules section with text: "Passwords must be 8 characters long and contain three of the following types of characters: uppercase letters, lowercase letters, numbers, or special characters (for example !, @, #)."
- Password \* and Re-enter Password \* input fields.
- Select a Language \* dropdown menu with "English (en)" selected.
- Security check: "I'm not a robot" checkbox and reCAPTCHA logo with "Privacy Terms" link.

At the bottom of the form is a large green button labeled "SIGN UP".

## Step 6: Review your personal information and complete the Fair Information Practices Act Statement of Rights and Notice to Applicants.

After you have read and understood the Fair Information and Practices Statement of Rights and Notice to Applicants check the box at the bottom of the page and click "I ACCEPT."

### Review personal information

Please review the personal information below.

Username / Email	Example@test.com
Password	*****
Name	Example Example
Date of Birth	Jan. 1, 1990
Default Language	en

**I NEED TO START OVER**

Select "I need to start over" if you would like to make any changes.

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The Fair Information Practices Act established requirements governing housing authorities' use and disclosure of the information it collects. Applicants may give or withhold their permission when requested by the housing authority to provide information. However, failure to permit the housing authority to obtain the required information may result in delay or ineligibility for programs. The provision of false or incomplete information is a criminal offense punishable by fines and/or imprisonment.

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- No information may be used for any purpose other than those described above without your consent.
- No information may be disclosed to any person other than those described above without your consent. If we receive a legal order to release the information, we will notify you.
- You or your authorized representative have a right to inspect and copy any information collected about you.
- You may ask questions and receive answers from the housing authority about how we collect and use your information.
- You may object to the collection, maintenance, dissemination, use, accuracy, completeness, or type of information we hold about you. If you object, we will investigate your objection and will either correct the problem or make your objection part of the file. If you are dissatisfied, you may appeal to a local housing authority where you have applied and it will notify you in writing of its decision and of your right to appeal to the Department of Housing and Community Development.

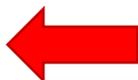
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- The online application may be subject to data transmission errors that may make the application incomplete. Please complete your application online or contact your local housing authority. DHCD is not responsible for these errors.

I have read and understand this Fair Information Practices Statement of Rights and Notice to Applicants.



**I ACCEPT**



## Step 7: After you have reached the Applicant Homepage, follow the steps below to complete your application

Near the top of the homepage you will see an alert that says “Your application isn’t submitted yet!” This alert will appear until you complete:

“**My Application Form**” (Step 1) – Including Head of Household Information, Housing Type, Current Housing Situation, Employment and Veteran Status, Accessibility, and Household Makeup.

“**Add Housing Selections**” (Step 2) – Apply to housing programs by making selections at specific housing authorities.

“**Review and Submit Your Application**” (Step 3) – Your application will not be added to a waitlist until you have filled in all the required (\*) fields, reviewed your application, and clicked “Submit.”

The CHAMP application has six sections where applicants need to provide information. Click on “WORK ON MY APPLICATION FORM” and follow the directions on each page.

Once you have completed the required fields in the first three sections, reviewed your application, and clicked “Submit” your application will be added to the waitlist(s) at each housing authority you have selected in Step 2, Housing Selections.

The screenshot shows the CHAMP applicant homepage. At the top, there is a navigation bar with the dhcd Massachusetts logo, the text 'CHAMP', and links for HOME, SETTINGS, HELP, ABOUT US, and LOGOUT. A green bar below the navigation bar indicates the user is 'SIGNED IN AS: Example Applicant'. The main heading is 'Home page of Example Applicant'. Below this is a welcome message and a 'PRINT YOUR PROFILE' button. A prominent alert box states 'Your application isn't submitted yet!' with a warning icon and instructions to complete steps 1 through 3. A light blue notification bar at the bottom of the alert area says 'A confirmation email has been sent to the following email address(es): example@example1.com'. The main content area is titled 'STEP 1 My Application Form' and includes instructions to complete the form. A list of application progress steps is shown: 1. Contact Information, 2. Housing type, 3. Current Housing Situation, 4. Employment & Veteran Status, 5. Accessibility, and 6. Household Makeup. A large green button labeled 'WORK ON MY APPLICATION FORM' is highlighted with a red border and a red arrow pointing to it from the left. To the right of the main content is a 'Useful Information' section with three tips regarding application updates and waiting periods. At the bottom right, there is a note about the site being for state-aided public housing with a link for more information.

dhcd Massachusetts CHAMP HOME SETTINGS HELP ABOUT US LOGOUT

SIGNED IN AS: Example Applicant

## Home page of Example Applicant

Welcome to your Home screen! This page will serve as your guide through the application process. Going through the steps below will help you to submit information necessary to file an application for state-aided public housing in Massachusetts. If you have already submitted one or more paper applications, your applications should be in the system, but it's important to make sure all of your information is still up-to-date, including your housing selections. It is important to only apply to those housing authorities where you are willing to live.

[PRINT YOUR PROFILE](#)

**⚠ Your application isn't submitted yet!**

Please complete steps 1 through 3 below to submit your application.

A confirmation email has been sent to the following email address(es): example@example1.com

### STEP 1 My Application Form

Please complete your application form. After the application has been submitted, it can be updated at any time. Please be sure to make changes to your application if any of your information changes.

**Application Progress**

1. Contact Information
2. Housing type
3. Current Housing Situation
4. Employment & Veteran Status
5. Accessibility
6. Household Makeup

**WORK ON MY APPLICATION FORM**

#### Useful Information

**Tip:** After filling out your Application and making a housing selection, you will be able to Submit your application.

**Tip:** Visit the Department of Housing and Community Development website [for additional information.](#)

**Tip:** Update your application information as it changes. Applicants who do not log on for 2 years will receive a letter requesting an update. Failure to respond result in you being taken off lists and needing to reapply.

This site is just for state-aided public housing. [Learn more about applying for vouchers and federal programs.](#)