

Notification to Tenant: SHERA Tenant Ineligibility Notice (Non-Participation Record and Notice of Outstanding Arrearages)

Last Updated: October 28, 2021

Purpose:	If a tenant or their representative declines to sign the tenant certification, is otherwise unresponsive to the owner’s request to participate, or if the owner has determined that a tenant is not eligible, the owner shall send the tenant a notice documenting tenant’s failure to participate, identifying outstanding arrears still due, and information on other eviction diversion resources.
To:	Tenant Head of Household
From:	Property Owner / Authorized Agent on Letterhead
Timing (When to send):	When owner has determined application ineligibility or tenant is choosing non-participation
Subject:	SHERA Tenant Ineligibility Notice (Non-Participation Record and Notice of Outstanding Arrearages)
Attachments:	N/A

TEXT BELOW:

From Owner to Tenant on Owner/Property Manager Letterhead

SHERA Tenant Ineligibility Notice

Date: _____ Owner/Property Manager: _____

Applicant Name: _____

Address, City and Zip: _____

This notice is to inform you that the Owner/Property Manager has determined that your household is not eligible for SHERA and will not be submitting a claim for SHERA rental assistance on your behalf.

Reasons for Ineligibility (check all reasons that apply)

- You or your representative has not completed, signed, or submitted the Tenant Certification.
- You or your designated representative have not responded within 14 days of the-Tenant Outreach letter we sent you; and we have tried to reach you unsuccessfully at least once by phone, text, or e-mail over a 10 calendar-day period to request your interest in participating;
- You or your designated representative have confirmed in writing that you do not wish to participate.
- Over-Income:** Your household income exceeds the program income limit (80% of Area Median Income).



- Ineligible Rent Owed:** Your application requested assistance (1) with rent that is not yet overdue; (2) for more than 18 total months of rent; or (3) with rent for months not included in the eligible SHERA period, which started on April 1, 2020.
- Identical Benefits:** Your household received, or has been approved to receive, other benefits that cover the same expenses requested through SHERA for the same time period.
- Other Reason:** Your household is ineligible for some other reason explained below:

Please note your current rent arrearages still due is \$_____.

If you have any questions about this notice or for assistance understanding this notice, language assistance, or reasonable accommodations, please contact [*insert phone number and email address of contact*].

Administrative Review

If you disagree with the Owner/Property Manager’s determination above, you may request the Owner/Property Manager to review its determination.

To request a review, you must send a written request that includes a **written statement and supporting documentation of why you believe the determination is incorrect**. This written request must be emailed, mailed or hand delivered within 15 calendar days of the date of this Notice to:

(Property Manager contact information, including email address and mailing address)

Reviews will be performed by a staff member of the Owner/Property Manager who did not make the initial ineligibility determination. An administrative review is different from a hearing. No testimony will be taken. The Owner/Property Manager will only review your written explanation and supporting documentation during this process. During the Owner/Property Manager’s review, all aspects of your eligibility may be reviewed.

The Owner/Property Manager will notify you of the decision within 15 calendar days of receiving your written request at the mailing or email address you provided. There is no appeal after this finding.

OTHER HOUSING ASSISTANCE RESOURCES AVAILABLE TO YOU

- **Regional Administering Agency (RAA):** RAAs administer the Emergency Rental Assistance Program (ERAP) which offers help to eligible households with rental arrears, prospective rent, moving costs and utility costs.
 - **Website:** To find your RAA go here: <https://hedfuel.azurewebsites.net/raa.aspx>.
- **COVID Eviction Legal Help Project (CELHP):** Through six regional legal aid programs CELHP assists low-income tenants with referrals, legal information, and legal representation for COVID-related evictions statewide in Housing Court. A lawyer can advise you about the law, refer you to resources, fill out and file court papers, and represent you. A lawyer can help advise you before a case gets to court or if a case is in court.



- **Website:** <https://evictionlegalhelp.org/>
- **Community Mediation Centers:** You can get free pre-court mediation for COVID-19 related lease disputes between you and your landlord. Mediation is a confidential, voluntary and non-judgmental process where a neutral third party (the mediator) helps people resolve differences based on what is important to them.
 - **Website:** <https://www.resolutionma.org/housing>
- **Housing Consumer Education Centers (HCEC):** HCECs can refer you to other resources pertaining to housing stability.
 - **Website:** To find your regional HCEC go here <https://www.masshousinginfo.org/>

