



SHERA Portal User Guide

Standard Operating Procedures

Last Updated: July 14, 2021



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WELCOME TO THE SHERA PORTAL

This portal services the Subsidized Housing Emergency Rental Assistance (SHERA) Program. SHERA provides qualified owners of affordable rental housing and Local Housing Authorities with an expedited path to apply for federal Emergency Rental Assistance on behalf of income-eligible tenants.

[Login Now!](#)

Only pilot owner-entities are allowed to register on or after April 8, 2021.



ABOUT THIS GUIDE



This Subsidized Housing Emergency Rental Assistance Program (SHERA) **User Guide** has been developed to support Property Managers, Owners and Staff with step-by-step instructions to register and apply for SHERA through the online portal:

<https://sherafunding.mass.gov/en-US/Home/Index>.

Note that all data contained in this guide is fake and has been created specifically for training purposes.

We are ready to help!

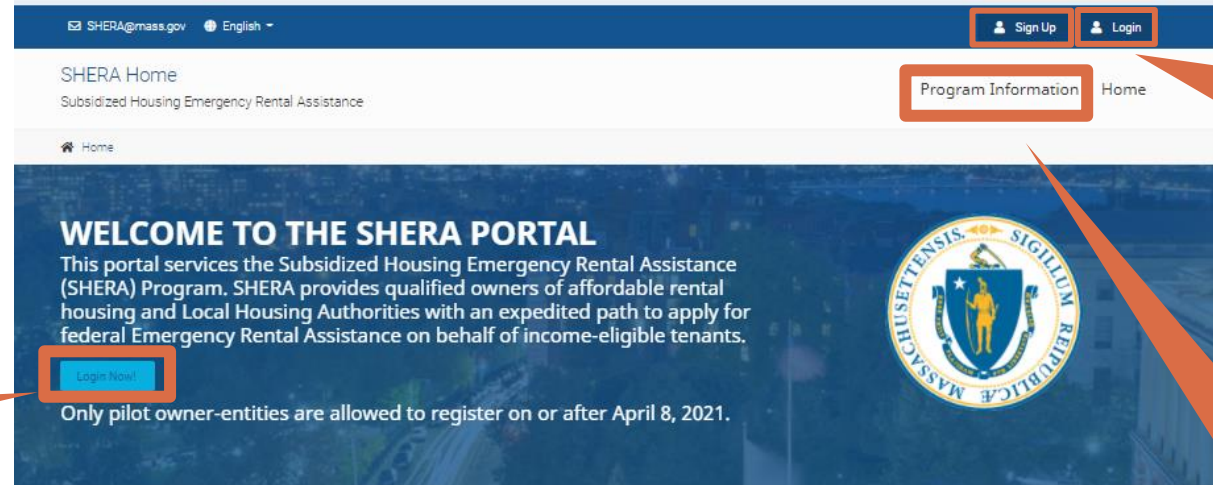
Several resources are available to help you learn more and the SHERA Program and how to apply:

1. Resources posted on the [SHERA Program Information Page](#)
2. After reviewing materials, if you have questions related to SHERA, please [submit a support ticket](#) on the Portal.

SHERA PORTAL OVERVIEW



- Several Actions can be taken from the “Home” Screen of the SHERA Portal.



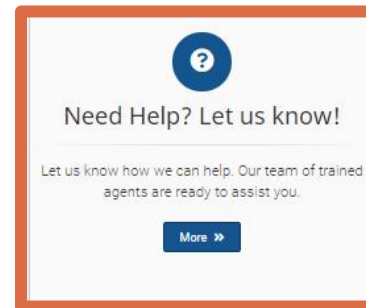
Here users can Login to the SHERA Portal

Here users can Sign Up and Login to the SHERA Portal (needed before applying)

Here users can access SHERA Program & Policy documents, application guides and form letter templates to send to tenants

Here users can submit a support ticket if they have questions about SHERA through the **Service Request** page

Steps to Complete the Application



Here users see important program information, news & announcements

Attention Pilot Users: More self-service options are available if you Login Now! Don't have an account? Register Here!

News & Announcements

Program Information

21 April 2021

Please visit the Program Information page to learn more about the SHERA Program and policies.



BEFORE STARTING YOUR SHERA APPLICATION



STEPS TO COMPLETE YOUR SHERA APPLICATION



Before you start on your SHERA application, there are a few actions **you must first take** in order to be ready to apply, in the following order. **Not completing these tasks will prevent funds from reaching you:**

1

**Obtain a
Project ID and
Register on the
SHERA Portal***



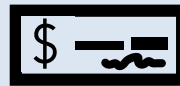
2

**Update your
W-9**



3

**Request
Direct
Deposit**



4

**Read & e-sign:
Compliance
Certification
Owner Agreement**



5

**Import
Units/Tenant
Claims**



*If you have received a Project ID for your property(ies) via email, you can register and submit claims on the SHERA Portal. If you have not received a Project ID, you can submit your property to be pre-screened for eligibility by completing the SHERA Pre-Screening Form located here: https://www.mass.gov/forms/shera-pre-screening-form?auHash=zCvIv4WueNbOlP7yrzmNFlyHbI5Pn_PdwajajEol7Y.

BEFORE STARTING YOUR SHERA APPLICATION

Steps to complete



Before you start on your SHERA application, there are a few actions **you must first take** in order to be ready to apply, in the following order. **Not completing these tasks will prevent funds from reaching you:**

1. You must **Update your W-9**
 - The W-9 information must match exactly with the property owner's W-9 on file with the IRS, including the Federal Tax Classification. Work with your finance department as needed.
2. You must **Request Direct Deposit**
 - Direct deposit information must match your bank records exactly. Work with your finance department as needed.
3. In order to demonstrate program compliance, you must read and e-sign the **Compliance Certification** and the **Owner Agreement**
4. Once you have completed all the above, you may **Import Units/Tenants**
 - This is how you submit an actual application with tenant claims


AVAILABLE ACTIONS

 Owner Home

 Import Units/Tenants

 Update your W-9

 Request Direct Deposit

 Compliance Certification

 Owner Agreement



ACCOUNT CREATION





Before you can use the SHERA portal, you will need to register as a user, affiliated with at least one eligible property. Before you can submit an application for rental assistance for residents of a specific property, you will need to register that property.

- In order to register as a user, you will need the **Tax ID number** for at least one property with which you are affiliated. This is the 9-digit number in the property's VV-9, which you will also need to upload as part of the process. The system doesn't require you enter in the dashes.
- In order to register a property, you will need the **project number**, a unique number assigned to each eligible property. You will be provided with this number along with your invitation to participate in the program.

*Please note that multiple users can be associated with each property, and each user can be associated with multiple properties. But you will only need information about one site in order to accomplish your initial registration as a user.

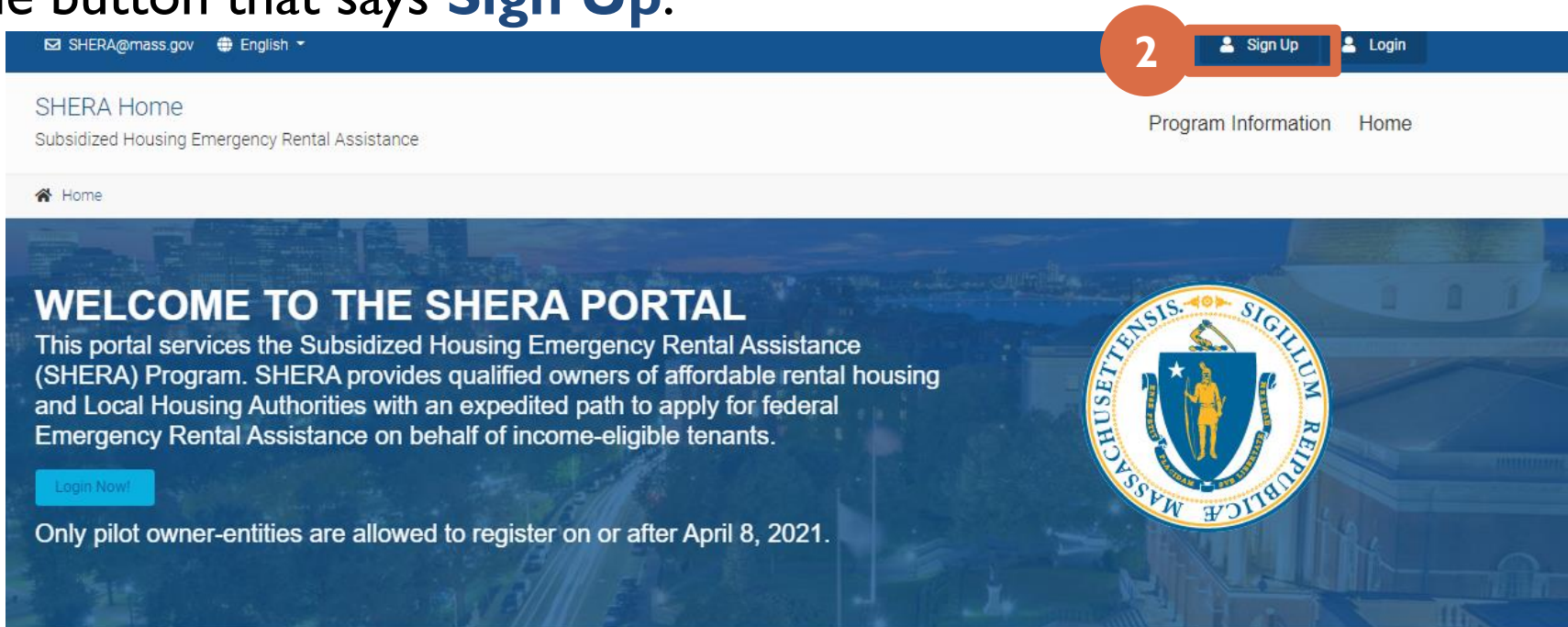


REGISTERING AS AN INDIVIDUAL USER

REGISTERING AS AN INDIVIDUAL USER



1. Access SHERA Funding Home page: <https://sherafunding.mass.gov/en-US/Home/Index>.
2. Click on the button that says **Sign Up**.



Steps to Complete the Application



7/13/2021

REGISTERING AS AN INDIVIDUAL USER



3. Next, fill in the information requested, starting with your **name** and **email**. Choose a **password** and enter that under “password” and “confirm password.”
 - Passwords must:
 - Be at least 8 characters
 - Have at least one non letter or digit character
 - Have at least one lowercase ('a'-'z')
 - Have at least one uppercase ('A'-'Z')
4. You will need to enter the **Tax ID/TIN** of one project with which you are affiliated, and which has received an invitation to participate in SHERA. This is the number on the W-9, which you will be uploading later in the process.
3. Check the box that shows you agree to the Terms and the Privacy Policy, and then click on the box that says, **Register Account**.

The registration form is divided into three main sections, each highlighted with an orange border and a numbered circle:

- Step 3:** This section contains input fields for "First Name", "Last Name", "Email", "Password", and "Confirm Password". The "Email" field is pre-filled with "testowner@nanmckay.com". The "Password" and "Confirm Password" fields are masked with dots and have a lock icon on the right.
- Step 4:** This section contains a single input field labeled "The Tax ID or TIN of any of your projects" with a document icon on the right.
- Step 5:** This section contains a checkbox labeled "I agree to the Terms and Privacy Policy" and a blue button labeled "✓ Register Account".

REGISTERING AS AN INDIVIDUAL USER



7. You will get a message asking you to confirm your email:

- Check your email for the confirmation.
If you do not receive this confirmation immediately, be sure to check your spam folder!
 - **Email Sender:** Massachusetts SHERA
SHERA@nanmckay.com
 - **Email Subject Line:** Please confirm your account
- Once you have the email, click on the words **Confirm Account!** to proceed.

Home » Auth » Send Confirmation Email

✓ The account was successfully created.

Confirm your Email Address.


Please check your email and confirm your email address.

If you are not receiving the email, please check your **SPAM or JUNK Folder** to be sure that our emails are not being detected as spam. If you find a message wrongly classified as spam, you can unmark the message. Just select the message, and click the Not Spam button that appears at the options of your current view. Unmarking a message will automatically move it to your inbox.

If you need us to resend the confirmation email, please click the button below.

Resend Confirmation Email

SHERA@MASS.GOV

 Nan Mckay & Associates Inc. on behalf of:
Subsidized Housing Emergency Rental Assistance
SHERA

7

Please confirm your account by clicking this link: [Confirm Account!](#)

REGISTERING AS AN INDIVIDUAL USER



8. Once you've confirmed your account, you will be taken to a login page.

SHERA Home

Subsidized Housing Emergency Rental Assistance

Program Information Home

Home » Auth » Confirm Email

Email Confirmation

8

Thank you for confirming your email. Please [Click Here to Login!](#)

9. Use your new password and your email address to log in.

SHERA Home

Subsidized Housing Emergency Rental Assistance

Program Information Home

Home » Auth » Login

Owner Section

9

WELCOME TO THE SHERA PORTAL

This portal services the Subsidized Housing Emergency Rental Assistance (SHERA) and its affiliated programs. You can login to register eligible properties, upload information for arrearage claims, check the status of pending applications, and get information about the program. If you don't have an account, please use the link on the right to create one: you will need the Tax ID number for at least one eligible property in order to do so.

Secure Access

Complete Online Transactions

Upload Documents

Login

Email

Password

☐ Remember me?

[Forgot Password?](#)

[OK, LOG IN](#)

REGISTERING AS AN INDIVIDUAL USER



10. Once you have logged in, you will be asked to enter a **mobile phone number** for **two-factor authentication**.

11. Check your text messages for the **code** and enter it when prompted.

Subsidized Housing Emergency Rental Assistance (SHERA)
Subsidized Housing Emergency Rental Assistance

Step 1 of 2

Setup your account with two-factor authentication.

Please enter a mobile phone you would like to use for SMS verification. **This setup is required.**

Phone Number

Send code via SMS

10

NOTE: As an important part of the portal's security, every time you login to the SHERA portal in the future, you will be sent a confirmation code to this number.

How does two-factor authentication help me?

Two-factor authentication (2FA) adds an extra layer of security to your account. After you enter your username and password to login, you will be prompted to enter a verification code sent to your device. If you are using your personal computer or device, you can select an option to remember the device. In some instances you may be prompted to re-enter a code, like when you're logging in from an unrecognized device.

REGISTERING AS AN INDIVIDUAL USER



12. From this point on, you will start at the home page to the SHERA Portal. Click on **Owner Section** to work further on registering your properties or applying for rental arrearage assistance.

The screenshot shows the SHERA Home page. At the top, there is a blue header bar with the email 'SHERA@mass.gov', a language dropdown set to 'English', and a welcome message 'Welcome Penny Lane'. Below the header, the page title 'SHERA Home' is followed by the subtitle 'Subsidized Housing Emergency Rental Assistance'. Navigation links for 'Program Information' and 'Home' are present. A red circle with the number '12' and an orange box highlights the 'Owner Section' link. The main content area features a large blue banner with the text 'WELCOME TO THE SHERA PORTAL' and a description of the program's purpose. The Massachusetts state seal is visible on the right side of the banner.

SHERA Home
Subsidized Housing Emergency Rental Assistance

Program Information Home

Home

12 Owner Section

WELCOME TO THE SHERA PORTAL

This portal services the Subsidized Housing Emergency Rental Assistance (SHERA) Program. SHERA provides qualified owners of affordable rental housing and Local Housing Authorities with an expedited path to apply for federal Emergency Rental Assistance on behalf of income-eligible tenants.

Only pilot owner-entities are allowed to register on or after April 8, 2021.



OWNER/ PROPERTY MANAGER HOME



The Owner Home page will be your launchpad for most of the activities you'll conduct on the site.

User Main Information

Penny Lane

Property Manager

Email: [REDACTED]@ma.com

Total Projects/Properties: 0

Total Submitted Applications: 0

Payments Overview

Requested	0 payment - \$0.000
Approved	0 payment - \$0.000
Under Review	0 payment - \$0.000
Pending	0 payment - \$0.000
Denied	0 payment - \$0.000

Your Projects

AVAILABLE ACTIONS

 [Owner Home](#)

 [Manage Profile](#)

 [Import Units/Tenants](#)

Here the user can return to the Owner Home page

Here the user can manage settings in their profile

Here the user can import applications/tenant claims

Here the user can import applications/tenant claims

[Add Project/Property](#)



MANAGE PROFILE



MANAGE PROFILE



SHERA PORTAL - UNDER DEVELOPMENT

SHERA@mass.gov

English

Welcome AA BB

SHERA Home

Subsidized Housing Emergency Rental Assistance

Program Information

Home

Home >> Auth >> Manage

Owner Section

Manage Profile

Website Account

Username / Email: [redacted]@gmail.com

Password: [redacted]

Phone Number: [redacted]

Two-Factor Authentication: Enabled

Change Password

Change Phone Number

Personal Information

Full Name: AA BB

NEED HELP?

You can contact our Client Call Center at or by email to SHERA@mass.gov.

Here the user can change their password

Here the user can change the phone number they use for two-factor authentication



REGISTERING A PROPERTY

To add a property, you will need to know the Tax ID (TIN) and the Property ID number.

- You should be able to get the Tax ID for the site based on your affiliation with the sponsor/owner or the property manager.
- The Property ID will be sent to you via email along with your invitation to participate in the program.

Once you have collected this information, you are ready to register one or more properties.

REGISTERING A PROPERTY



- I. Click on the **Add Project/Property** button from the Owner Main page.

User Main Information

Penny Lane

Property Manager

Email: lauriegould@mac.com

Total Projects/Properties: 0

Total Submitted Applications: 0

AVAILABLE ACTIONS

 [Owner Home](#)

 [Manage Profile](#)

 [Import
Units/Tenants](#)

Payments Overview

Requested 0 payment - \$0.000

Approved 0 payment - \$0.000

Under 0 payment - \$0.000

Review

Pending 0 payment - \$0.000

Denied 0 payment - \$0.000

Your Projects



[Add Project/Property](#)

REGISTERING A PROPERTY



2. Enter the [Project ID number](#) sent to you along with the invitation to participate in SHERA. Enter the [Tax ID](#). **BE SURE TO USE THE DASHES WHEN ENTERING BOTH.**
3. When you are done, click the **Add Project** button.

Add Project

Instructions: Please enter the following information. You can also upload all your properties, along with the tenants' information [HERE!](#)

Property or Project ID

Tax ID or TIN

13-700

13-7000000

2

3

Cancel

Add Project

REGISTERING A PROPERTY



- Once you have entered this project information, you will see the property listed under **Your Projects**.
- You can complete further registration tasks by clicking on the **View Project Details** tab.

Your Projects

4

Add Project/Property

Q

Search...

Project ID	Development Name	Borrower Name	TIN	Units	
13-700	700 Street Residences	AP 13 LIMITED PARTNERSHIP	**-*****	87	<div>View Project Details</div>

<

1

>

10

Showing 1 to 1 of 1 entries

REGISTERING A PROPERTY

Update your W-9



- Once you have added a property, you can use the View Project Details page to click on **Update your W-9**. You will need to input the information from your W-9 and complete this step before payment can be issued.

[Home](#) >> [Owners](#) >> [Property Details](#)Owner Section

Project Information

Project ID: 16-500
Development Name: 114 RODEO DR
Borrower Name: 102 ACADEMY PARTNERSHIP LLC
TIN: **_*****
Owner: SUNSET MANAGEMENT
Management Company: JJ RESIDENTIAL
Total Units: 1

W-9 Pending

Direct Deposit Pending

← Back to Owner Home

6

AVAILABLE ACTIONS

Owner Home

Import Units/Tenants

Update your W-9

Request Direct Deposit

Compliance Certification

Owner Agreement

7/13/2021

26

REGISTERING A PROPERTY

Update your W-9





6a. Select type of submission, either a new W-9 or updating an existing W-9 form already in the system.





IRS W-9 FORM


To serve you better, please enter the information below to validate your record with us.


Type of Submission


Main Information


Validate


Confirm


Finish

6a

Type of Submission

Step 1 of 5

Are you submitting a new W-9 application or modifying an existing one? (of the person or business)

☒ New W-9 Form

☐ Update an Existing W-9 Form

☒ **Release of Information Acceptance:**

By proceeding with this request, you are authorizing Subsidized Housing Emergency Rental Assistance and its agents to verify the information you provide with the Internal Revenue Service (IRS) and/or other third-party systems for identity verification and fraud avoidance.

[Next >>](#)

REGISTERING A PROPERTY

Update your W-9



6b. Update an existing or submit a new W-9 form by providing the required information.

IMPORTANT: The Property Owner's W-9 information must match exactly with the record on file with the IRS, including the Federal Tax Classification. Without exactly matching W-9 information, your application cannot be paid.

Note: If there is no first or last name, and only a business name you should leave those fields blank.



IRS W-9 FORM

To serve you better, please enter the information below to validate your record with us.

Type of Submission

Main Information

Validate

Confirm

Finish

6b

Main Information

Step 2 of 5

First Name (as shown on your income tax return)

LastName

Business name (disregarded entity name, if different from above)

Federal Tax Classification (of the person or business)

- ☐ Individual/sole proprietor or single-member LLC
- ☐ C Corporation
- ☐ S Corporation
- ☐ Partnership
- ☐ Trust/estate
- ☐ Limited liability company
- ☐ Other

Address (number, street, and apt. or suite no.)

City

State

ZipCode

REGISTERING A PROPERTY

Update your W-9



6c. Confirmation is completed after validation of data through a text code validation.

6c

IRS W-9 FORM

To serve you better, please enter the information below to validate your record with us.

Type of Submission

Main Information

Validate

Confirm

Finish

Accept, Sign and Validate

Step 3 of 5

☐ Under penalties of perjury, I certify that:

1. The Social Security Number or the Taxpayer Identification Number (TIN) entered in the previous step is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.
4. My name in the field below will serve as signature for this online submission.
5. I have read and accept the Terms and Conditions.

Full Name (this will serve as your signature)

Validate with your Mobile Phone or Email ?

-- Select --

* Additional data and sms fees may apply.

<< Back

Next >>

REGISTERING A PROPERTY

Update your W-9



6d. Once all steps have been complete you will receive your confirmation number.

The submitted information will be validated against IRS records. DHCD may reach out if the information cannot be validated.

6d

IRS W-9 FORM

To serve you better, please enter the information below to validate your record with us.

Type of Submission

Main Information

Validate

Confirm

Finish

All Done!

Step 5 of 5

Thank you! The information was successfully validated and received.
Your confirmation number is E7███4.

Start Over ↺

REGISTERING A PROPERTY

Request Direct Deposit



7. From the View Project Details page, you can also click on the **Request Direct Deposit** link to request electronic transfer of any arrearage payments, and to enter information about the bank account to which you want funds to be sent. ACH payment is currently the only payment offering for SHERA, so you will need to complete the request for direct deposit.

[Home](#) >> [Owners](#) >> [Property Details](#)Owner Section

Project Information

Project ID: 16-500
Development Name: 114 RODEO DR
Borrower Name: 102 ACADEMY PARTNERSHIP LLC
TIN: **_*****
Owner: SUNSET MANAGEMENT
Management Company: JJ RESIDENTIAL
Total Units: 1

W-9 Pending

Direct Deposit Pending

[← Back to Owner Home](#)

AVAILABLE ACTIONS

- [Owner Home](#)
- [Import Units/Tenants](#)
- [Update your W-9](#)
- [Request Direct Deposit](#)**
- [Compliance Certification](#)
- [Owner Agreement](#)

REGISTERING A PROPERTY

Request Direct Deposit



7a. Select the Type of Submission; either 'New Request for Direct Deposit' or 'Change current Direct Deposit information.'

SHERA Home
Subsidized Housing Emergency Rental Assistance

Program Information Home

Home » Direct Deposit Step1 Owner Section

DIRECT DEPOSIT ENROLLMENT REQUEST FORM

To serve you better, please enter the information below to validate your record with us.

Type of Submission Main Information Validate Confirm Finish

7a Type of Submission Step 1 of 5

Are you submitting a new W-9 application or modifying an existing one? (of the person or business)

☐ New Request for Direct Deposit

☐ Change Current Direct Deposit Information

Enter the Application Number or the Tenant

☐ Information Release Acceptance:

By proceeding with this request, you are authorizing SHERA and its agents to verify the information you provide with third-party systems for identity verification and fraud avoidance.

Next »

REGISTERING A PROPERTY

Request Direct Deposit



7b. Enter Payee Information including name, Tax ID, address and contact information.

IMPORTANT: Direct deposit information must exactly match your bank records. Work with your finance department as needed.

Without exactly matching Direct Deposit information, your application cannot be paid.

7b

Customer / Vendor / Payee Information

Step 1 of 5

First Name

Last Name

Enter the Social Security Number or Tax I.D.

Format: 555-55-5555 OR 55-5555555

Daytime Phone Number

E-mail Address

Address (number, street, and apt. or suite no.)

City

State

-- State --

ZipCode

Direct Deposit Information

Type of Bank Account (Select one)

☐ Checking

☐ Savings

REGISTERING A PROPERTY

Compliance Certification



8. From the View Project Details page, you can also click on the **Compliance Certification** link to sign the [Owner Compliance Certification form](#) online. You will need to use your mobile number during this process for authentication.

[Home](#) >> [Owners](#) >> [Property Details](#)Owner Section

Project Information

Project ID: 16-500
Development Name: 114 RODEO DR
Borrower Name: 102 ACADEMY PARTNERSHIP LLC
TIN: **_*****
Owner: SUNSET MANAGEMENT
Management Company: JJ RESIDENTIAL
Total Units: 1

W-9 Pending

Direct Deposit Pending

[← Back to Owner Home](#)

AVAILABLE ACTIONS

- [Owner Home](#)
- [Import Units/Tenants](#)
- [Update your W-9](#)
- [Request Direct Deposit](#)
- [Compliance Certification](#)**
- [Owner Agreement](#)

8

REGISTERING A PROPERTY Compliance Certification



8a. Click **Sign Document** to begin the Owner Compliance Certification process.

[Home](#) » [View](#) » owner compliance certification

Owner Compliance Certification

INSTRUCTIONS FOR SIGNING DOCUMENTS ONLINE

USING YOUR MOBILE NUMBER TO AUTHENTICATE.

After entering a valid phone number, we will send you a 4-digit verification PIN via sms for you to enter on the following page.

Country Code:

1

Phone Number:

3051112222

Sms Me

- 1) **COUNTRY CODE.** The Country Code is always 1.
- 2) **MOBILE NUMBER.** Enter your mobile number without dashes.

Click below to sign this document.

8a

Sign Document

REGISTERING A PROPERTY

Compliance Certification



8b. Enter your name and email to then click **Proceed to Document**.

To sign this document please enter your name and email:

[Proceed To Document](#)

8b

REGISTERING A PROPERTY Compliance Certification



8c. Enter the requested information.

SHERA | Subsidized Housing Emergency Rental Assistance Program

**SHERA Program
Owner Compliance Training Certification**

Tax ID:

Owner Name:

Designated Management Agent Name (if applicable):

Note: Massachusetts housing authorities are not required to complete this certification

A. Demonstration of compliance experience
Check the answer that best describes your compliance experience

☐ Manage with a property management company that is currently approved by MassHousing, MHP, or DHCD.
Name of property management company:

☐ Self-manage with current HUD Form 2530 Previous Participation Certification

☐ Self-manage with a consultant with three years of compliance experience who has one of the approved compliance certifications checked below.
Name of consultant:

☐ Self-manage with a staff person who has three years of compliance experience who has one of the approved compliance certifications checked below.
Name of staff person:

B. List of approved compliance certifications (check all that apply)

☐ AHCP – Accredited Housing Compliance Professional – AHTCS
☐ C3P Tax Credit Certification – Spectrum
☐ COS – Certified Occupancy Specialist – National Center for Housing Management
☐ HCV – Housing Choice Specialist – Nan McKay
☐ HCCP – Housing Credit Certified Professional – US Housing Consultants
☐ MPHA – Massachusetts Public Housing Administrator – MassNAHRO
☐ SHCM – Specialist in Housing Credit Management – NAHMA
☐ TaCCs – NAHRO/Quadel

Other certification title:

Certification awarded by (name of organization):

Description or link to certification:

1

SHERA | Subsidized Housing Emergency Rental Assistance Program

SHERA | Subsidized Housing Emergency Rental Assistance Program

C. Authorized Signature

Sign Here

Signature Date

Name:

Title:

2

SHERA | Subsidized Housing Emergency Rental Assistance Program

REGISTERING A PROPERTY Compliance Certification



8d. Once you have entered all the required information, you will be able to click **Submit Signature**.

Owner Certification

From SHERA Nan McKay

[Need Help?](#)

8d

Submit Signature

8e. Next, enter your mobile number and click **SMS Me** to authenticate your signature.

After entering a valid phone number, we will send you a 4-digit verification PIN via sms for you to enter on the following page.

Country Code:

1

Phone Number:

5555555555

8e

Sms Me

REGISTERING A PROPERTY

Owner Agreement



9. From the View Project Details page, you can also click on the **Owner Agreement** link to sign the [Owner Agreement form](#) online. You will need to use your mobile number during this process for authentication.

[Home](#) >> [Owners](#) >> [Property Details](#)Owner Section

Project Information

Project ID: 16-500

Development Name: 114 RODEO DR

Borrower Name: 102 ACADEMY PARTNERSHIP LLC

TIN: **_*****

Owner: SUNSET MANAGEMENT

Management Company: JJ RESIDENTIAL

Total Units: 1

W-9 Pending

Direct Deposit Pending

← Back to Owner Home

AVAILABLE ACTIONS

[Owner Home](#)

[Import Units/Tenants](#)

[Update your W-9](#)

[Request Direct Deposit](#)

[Compliance Certification](#)

9

[Owner Agreement](#)

REGISTERING A PROPERTY Owner Agreement



9a. Click **Sign Document** to begin the Owner Agreement process.

[Home](#) >> [View](#) >> [owner agreement](#)

Owner Agreement

INSTRUCTIONS FOR SIGNING DOCUMENTS ONLINE

USING YOUR MOBILE NUMBER TO AUTHENTICATE.

After entering a valid phone number, we will send you a 4-digit verification PIN via sms for you to enter on the following page.

Country Code:

1

Phone Number:

3051112222

Sms Me

- 1) **COUNTRY CODE.** The Country Code is always 1.
- 2) **MOBILE NUMBER.** Enter your mobile number without dashes.

Click below to sign this document.

9a

Sign Document

REGISTERING A PROPERTY Owner Agreement



9b. Enter your name and email to then click **Proceed to Document**.

To sign this document please enter your name and email:

9b

REGISTERING A PROPERTY Owner Agreement



9c. Enter the requested information.

OWNER AGREEMENT
SUBSIDIZED HOUSING EMERGENCY RENTAL ASSISTANCE (SHERA) PROGRAM

THIS AGREEMENT ("Agreement") is entered into by and between
[Enter Text...] ("Owner"), who owns the rent-restricted
residential property located at
[Enter Text...] (the "Development") in
The Commonwealth of Massachusetts (the "Commonwealth"), and the Commonwealth, acting
by and through the Department of Housing and Community Development ("DHCD"). This
Agreement shall become effective on the date this Agreement is signed by the Owner
("Effective Date").

WHEREAS, The Commonwealth has received a portion of the federal assistance provided
for under section 501 of Division N of the Consolidated Appropriations Acts, 2021, Pub. L. No.
116-260, enacted December 27, 2020 (the "Act," and the funds available thereunder, the
"Emergency Rental Assistance (ERA) Funds"); and

WHEREAS, the Act along with any regulations and guidance promulgated by the U.S.
Department of Treasury thereunder, as may be amended or supplemented from time to time,
prescribe certain requirements for the eligibility, use, and reporting of ERA Funds (collectively,
the "Emergency Rental Assistance (ERA) Program"); and

WHEREAS, DHCD has contracted with Massachusetts Housing Finance Agency ("MassHousing")
and the Massachusetts Housing Partnership Fund Board ("MHP") (DHCD, MassHousing and MHP are
hereinafter collectively referred to as "Administrators") for the administration and operation of a
program to qualify, document, and facilitate the disbursement of ERA Funds consistent with
the federal ERA Program, such program, as further described in the Policy and Program
Overview, dated April 8, 2021, incorporated by reference herein and made a part hereof,
hereinafter referred to as the "Subsidized Housing Emergency Rental Assistance (SHERA)
Program;" and

WHEREAS, this Agreement will govern the Owner's participation in the SHERA Program for
the benefit of Eligible Households (defined below) residing at the Owner's Development.

NOW, THEREFORE, in consideration of the foregoing and the mutual promises herein, the
receipt and sufficiency of which is hereby acknowledged, the parties hereto mutually agree a
follows:

A. Definitions:

1. "Eligible Households" means one or more natural persons or a family who
resides at the Development, is determined by Owner to be eligible for ERA
Funds under this Agreement and the ERA Program, and has not engaged in

1

SHERA Owner Agreement v2

4. **Owner's Designated Management Agent**

- a. Owner may designate a third-party to act on its behalf for purposes of
fulfilling the Owner's obligations under this Agreement (a "Management
Agent") by providing the name, address, and contact information for such
third party immediately following this paragraph. If so designated, any
reference to Owner hereunder shall include the Management Agent.

Management Agent
Company Name: [Enter Text...]
Authorized Representative: [Enter Text...]
Address: [Enter Text...]
Phone: [Enter Text...]
Email: [Enter Text...]

- b. Administrators are entitled to rely on the applications, certifications,
instructions or any other document or information provided by Owner or
any Management Agent, conclusively without liability, provided such
reliance is made in good faith and in the absence of negligence or willful
misconduct.

C. Application Requirements: Owner shall timely and diligently conduct, obtain and
document all required eligibility verification and prepare and submit an application
for payment, as set forth below for each Eligible Household that has signed a
Tenant Certification.

1. **Eligibility.**

- a. **Income Verification.** Owner shall determine and document each Eligible
Household's income in one of the following ways:
- i. Eligible Household has completed an income certification during
calendar year 2020 or 2021 in connection with a local, state, or
federal government assistance program indicating household
income at or below 80% Area Median Income (AMI), as published
by the U.S. Department of Housing and Urban Development in
accordance with 42 U.S.C. 1437a(b)(2), available under the heading
for "Access Individual Income Limits Areas" at
<https://www.huduser.gov/portal/datasets/il.html>;
- ii. Owner has received documentation of income for calendar year
2020 in the form of a filed 2020 IRS Form 1040 for each member of
the household over eighteen years old, if filing separately;
- iii. Owner has received documentation of income for at least two
consecutive months prior to application showing income at or

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SHERA Owner Agreement v2

- f. **Counterparts.** This Agreement may be executed by the parties hereto in separate
counterparts, each of which when so executed shall constitute an original, but all
of which together shall constitute one and the same instrument.

- g. **Electronic Signatures.** This Agreement may be executed by electronic signature,
which shall be considered as an original signature for all purposes, shall be
binding on the parties and shall have the same force and effect, for all purposes,
as an original signature. Without limitation, in addition to electronically
produced signatures, "electronic signature" shall include faxed versions of an
original signature or electronically scanned and transmitted versions (e.g., via
pdf) of an original signature.

- h. **Management Agent Certification.** If this Agreement is signed by the
Management Agent identified in Section B.4(a), hereof, Management Agent
certifies under the pains and penalties of perjury that it is duly authorized to sign
this Agreement on behalf of Owner.

IN WITNESS WHEREOF, Owner has caused this Agreement to be executed by its duly
authorized officer on the date written below.

OWNER [Sign Here]

By: _____ Date: MM/DD/YYYY

Name: [Enter Text...]

Title: [Enter Text...]

11

SHERA Owner Agreement v2



REGISTERING A PROPERTY Owner Agreement



9d. Once you have entered all the required information, you will be able to click **Submit Signature**.

Owner Certification
From SHERA Nan McKay
[Need Help?](#)

9d

Submit Signature

9e. Next, enter your mobile number and click **SMS Me** to authenticate your signature.

After entering a valid phone number, we will send you a 4-digit verification PIN via sms for you to enter on the following page.

Country Code:

1

Phone Number:

5555555555

Sms Me

9e



SUBMITTING AN APPLICATION (IMPORTING UNIT / TENANTS)

SUBMITTING AN APPLICATION (IMPORTING UNIT / TENANTS)

Excel File Template



- I. From the owner section, you can click on the **Import Units/ Tenants** link to submit an application.

[Home](#) >> [Owners](#) >> [Property Details](#)Owner Section

Project Information

Project ID: 16-500
Development Name: 114 RODEO DR
Borrower Name: 102 ACADEMY PARTNERSHIP LLC
TIN: **_*****
Owner: SUNSET MANAGEMENT
Management Company: JJ RESIDENTIAL
Total Units: 1

[← Back to Owner Home](#)

W-9 Pending
Direct Deposit Pending

AVAILABLE ACTIONS

- [Owner Home](#)
- [Import Units/Tenants](#)
- [Update your W-9](#)
- [Request Direct Deposit](#)
- [Compliance Certification](#)
- [Owner Agreement](#)

SUBMITTING AN APPLICATION (IMPORTING UNIT / TENANTS)

Excel File Template



2. Download the Excel template from the main Import Data screen. Complete the template by inputting the required information for each tenant. Each row in the template represents a new unit/tenant claim. OR

- You can design a report from your property management software and import that report directly. The portal will accept .xls, .xlsx or .csv files.
- **Note:** Import is easiest if you match the data field names exactly and follow data field formatting instructions

SHERA Home

Subsidized Housing Emergency Rental Assistance

Program Information Home

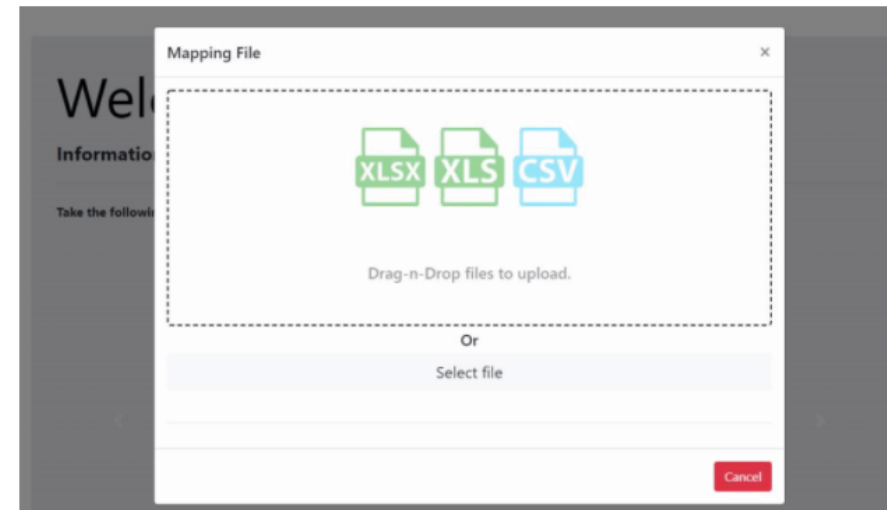
Home » Owners » Import Data

Owner Section

Import Data into the Owner Portal

Follow these steps to upload your tenants information. For this process, you can use your own template or excel file. You can also use [this Excel File Template](#) for your convenience.

2



1. UPLOAD FROM YOUR COMPUTER A .CSV, .XLS OR .XLSX (SPREAD SHEET) DOCUMENT.

START MAPPING

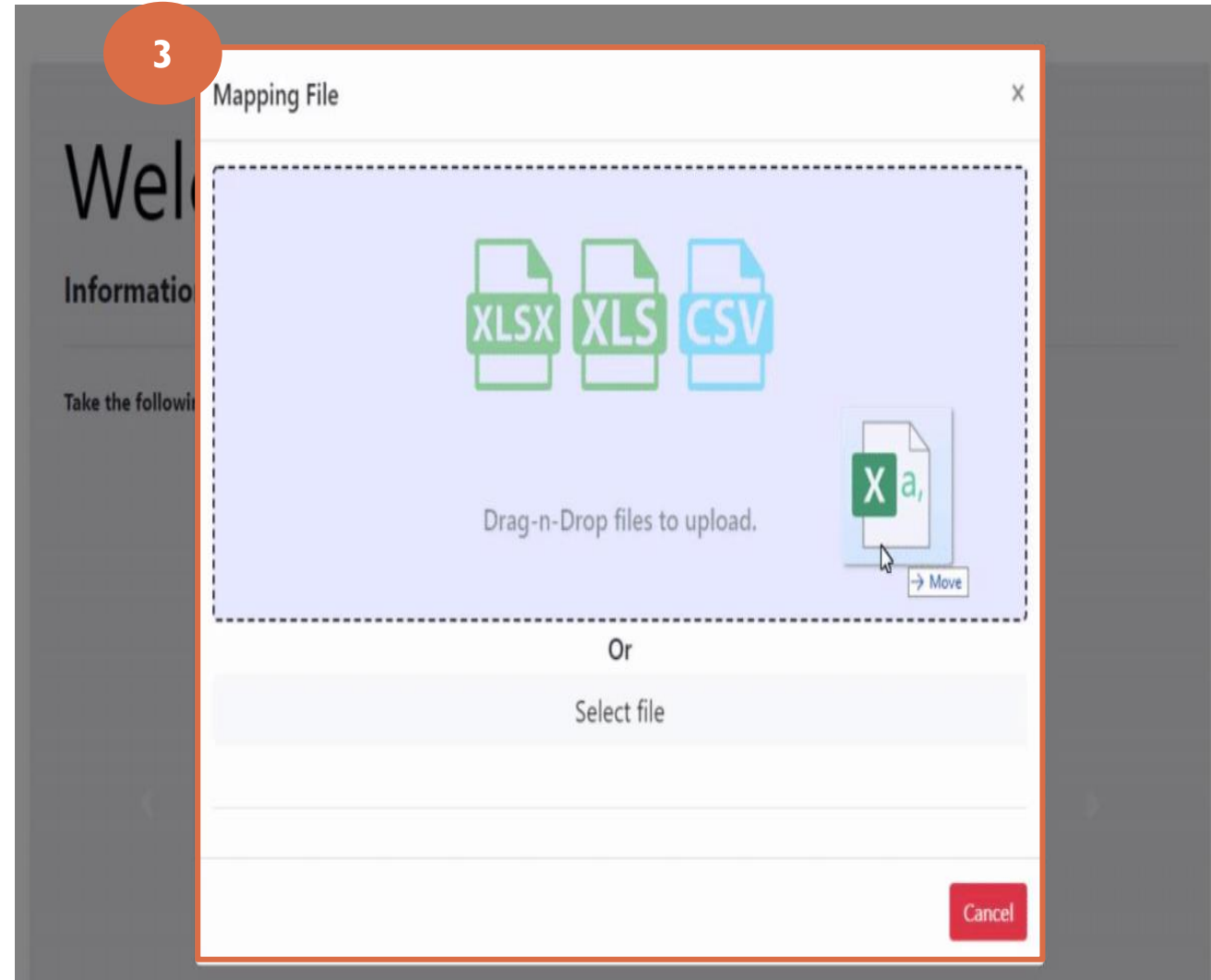
NOTE: The [Excel file Template \(SHERA Application Data Fields\)](#) is also available for download on the SHERA Program Information Page. Users should reference the [Instructions SHERA Application Data Fields Reference Guide](#) for full instructions on completing the template.

SUBMITTING AN APPLICATION (IMPORTING UNIT / TENANTS)

Excel File Template



3. Select the file from the folder section or drag and drop the file in the upload area.
4. Upload successful message will appear with a count of the tenant records uploaded.



SUBMITTING AN APPLICATION (IMPORTING UNIT / TENANTS)

Auto Matching Fields



5. After the initial upload, match each Fields found on your file with the NMA Portal Fields
 - Auto Match can be used if the Excel template from the SHERA portal was used, or if the data field names in your file match the NMA Portal fields **exactly**
 - **Note:** The **red** fields are mandatory

MAPPING FILE

Instructions: Map the fields from your file to the fields in the NMA Portal. Just drag and drop each one of the corresponding fields, OR for your convenience, if the fields names match, just click Auto-Match. If a NMA Portal Field is highlighted in **RED**, it is a required field.

Clear Auto-match Continue

Fields found on your file	NMA Portal Fields
Project_ID	Project_ID
Unit_Number	Unit_Number
Street_Address	Street_Address
City	City
State	State
Zip	Zip
Head_of_Household_First_Name	Head_of_Household_First_Name
Head_of_Household_Last_Name	Head_of_Household_Last_Name
Head_of_Household_Initial	Head_of_Household_Initial
Head_of_Household_DOB	Head_of_Household_DOB
Head_of_Household_Last_4_SSN	Head_of_Household_Last_4_SSN
Head_of_Household_Gender	Head_of_Household_Gender
Head_of_Household_Race	Head_of_Household_Race
Head_of_Household_Ethnicity	Head_of_Household_Ethnicity
Head_of_Household_Cellphone	Head_of_Household_Cellphone

SUBMITTING AN APPLICATION (IMPORTING UNIT / TENANTS)

Validate Records and Fix Errors



6. Verify all data before the final upload.

- Any row that does not have information or has incorrect information will be highlighted yellow and any invalid field will be highlighted red.
- Note:** Until all invalid rows are fixed, you cannot proceed with the upload

AUTOMAPPER

Verify the information and make sure there are no errors. Yellow rows indicate that the information provided is wrong or missing. Please navigate through the data and fix any errors. Once the errors are resolved you may continue.

Invalid Records (0) Valid Records (4) Total Records (4)

Invalid Total	Tenant Portion of Monthly rent	Total Arrears Owed	Household Gross Income	Unemployed Member 90 Day Prospect	Amount Due April 2020	Amount Due May 2020	Amount Due June 2020	Amount Due July 2020	Amount Due August 2020
	500	1500	15000	None	100	200	300	100	200
	600	3000	12500	None	200	300	200	200	300
	800	4000	10500	None	300	100	100	300	100
	500	1500	15000	None	100	200	300	100	200

Valid Row/Field Invalid Row Invalid Field

Finish Cancel

6

SUBMITTING AN APPLICATION (IMPORTING UNIT / TENANTS)

Confirmation and Import



7. This is the final page that will confirm and upload the information to the system. Check all checkboxes and click send to confirm and upload the information.
- Note: Once the information has been uploaded it cannot be edited

AUTOMAPPER

DOCUMENT CONFIRMATION
INFORMATION MANAGEMENT SYSTEM

4 RECORDS WILL BE IMPORTED TO THE SYSTEM

! IMPORTANT

By submitting this application, you are affirming that:

- All of the information is accurate to the best of your knowledge
- You have secured tenant affirmations and permissions as required
- You can provide the required backup documentation upon request
- You will apply all assistance received to discharge tenant arrearages
- You will continue to abide by all of the other commitments in the Owner Contract.

☐
☐
☐
☐

I certify that I have read and understood the commitments in the Owner Contract, and that I will adhere to all required conditions.

I certify that all of the information submitted is true, correct, and validated to the best of my abilities.

I certify that all of the tenants on whose behalf I am submitting this application have authorized me to do so, and that they have provided written attestation to the accuracy of the information they have provided.

I certify that I am authorized to submit this application on behalf of the owner/agent.

SEND

Cancel

7



NEED HELP/ LET US KNOW SECTION

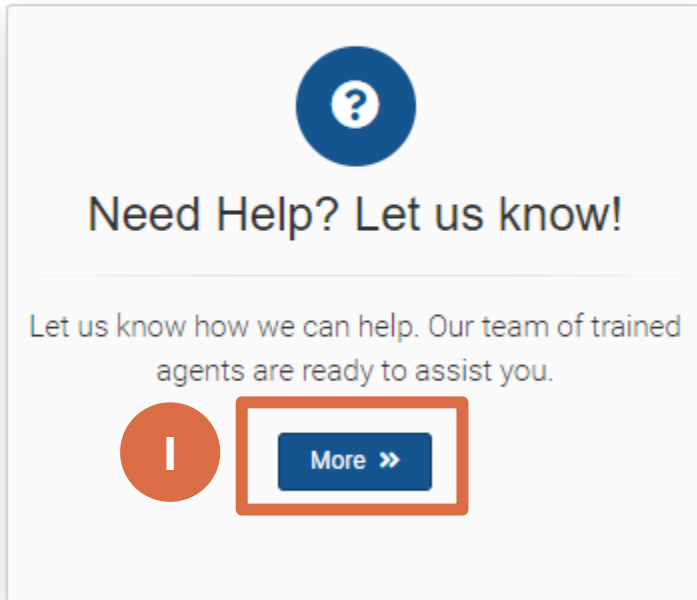




NEED HELP?/ LET US KNOW

1. If you have questions, you can submit them on the front page of the SHERA Portal. Click on the box labeled **More**.

Steps to Complete the Application

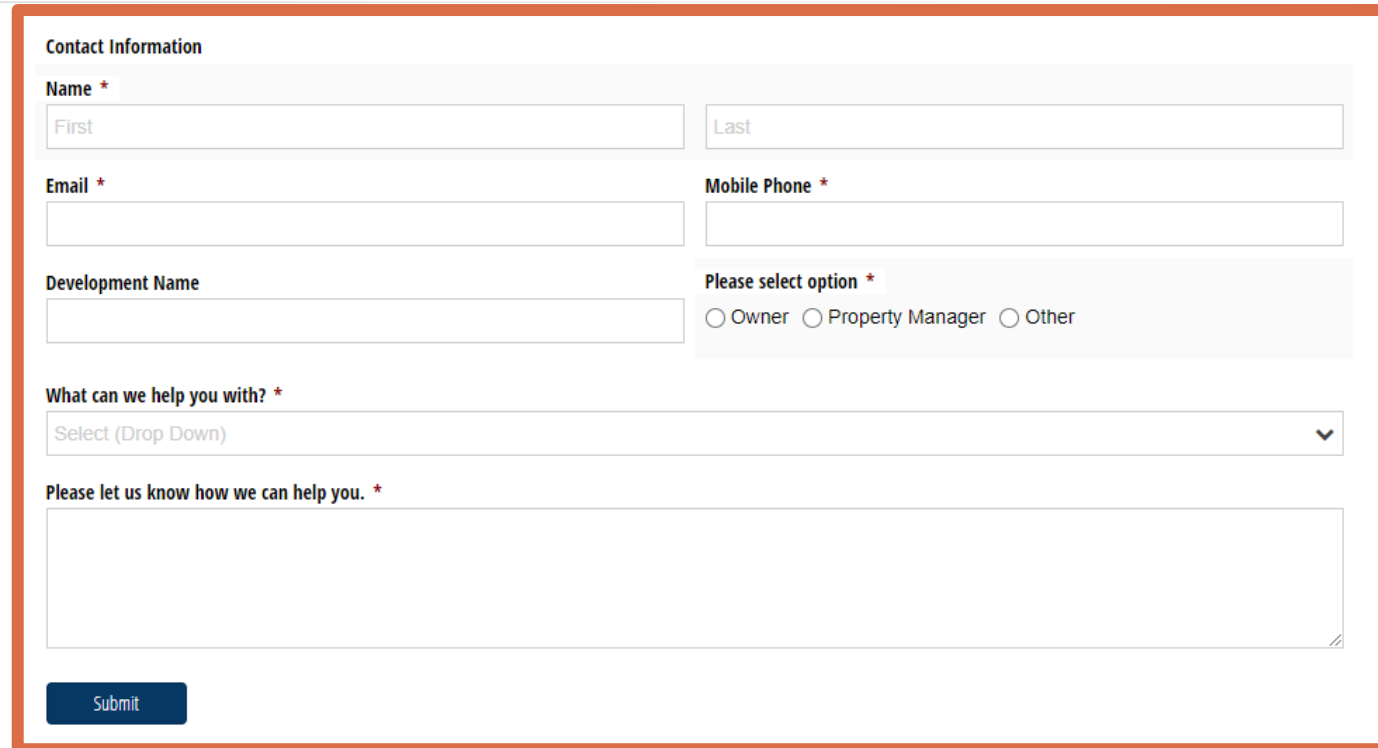


The screenshot shows a white box with a blue circle containing a question mark at the top. Below it, the text 'Need Help? Let us know!' is displayed. Underneath, a smaller line of text reads 'Let us know how we can help. Our team of trained agents are ready to assist you.' At the bottom left is a red circle with the number '1'. To its right is a blue button with the text 'More >>' which is highlighted with a red rectangular border.

2. Please fill out the Service Request form as completely as you can, so your question can be directed to the people who will be best equipped to answer. Please be sure to include your **Property** or **Tax ID** and your **Project ID** if you have already registered.

Service Request

2



The screenshot shows a 'Service Request' form with a red border. It includes the following fields: 'Contact Information' section with 'Name *' (split into 'First' and 'Last' text boxes) and 'Email *' (text box); 'Mobile Phone *' (text box); 'Development Name' (text box); 'Please select option *' with radio buttons for 'Owner', 'Property Manager', and 'Other'; 'What can we help you with? *' (dropdown menu showing 'Select (Drop Down)'); and 'Please let us know how we can help you. *' (large text area). A blue 'Submit' button is at the bottom.



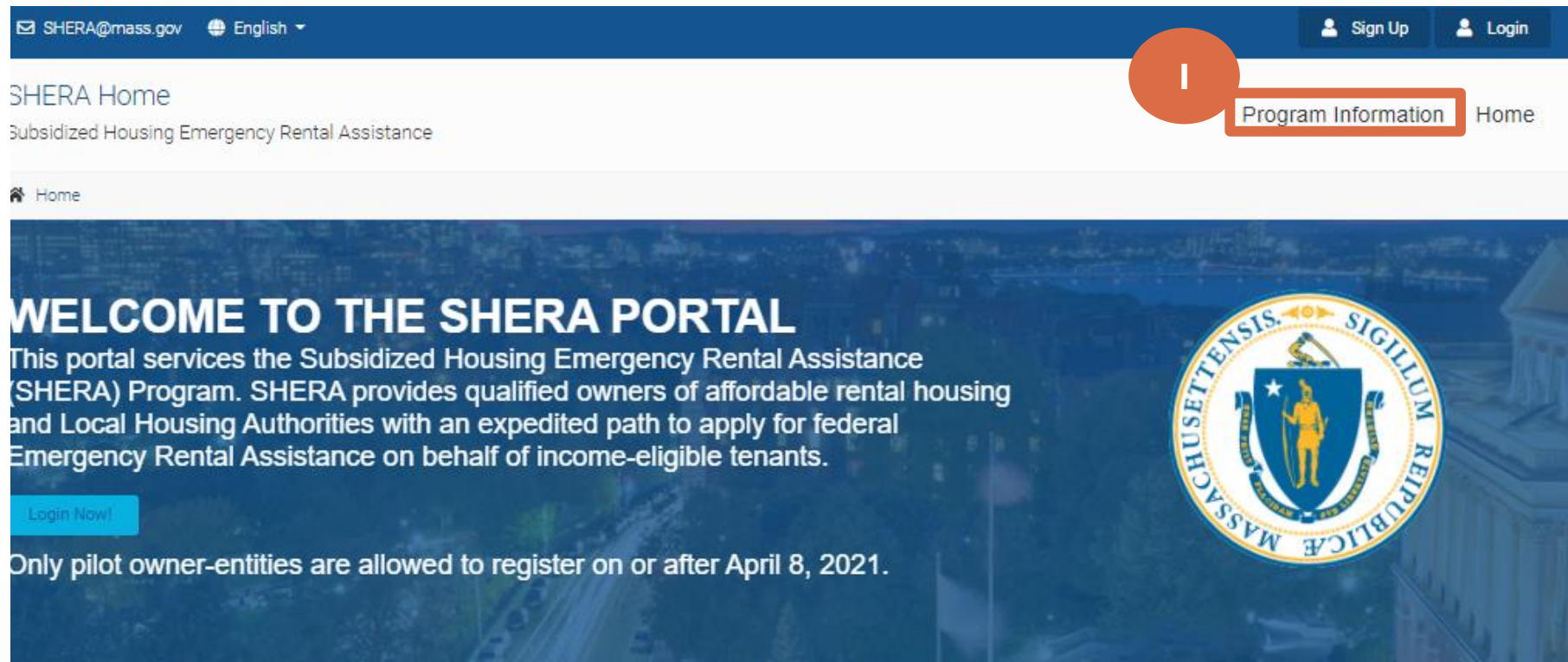
TENANT COMMUNICATIONS AND RESOURCES



TENANT COMMUNICATIONS AND RESOURCES





1. In the top right corner of the SHERA Portal Homepage, click **Program Information**.







- 2. Click this link to visit the SHERA Program Information site, which is a resource for all the latest documents which an owner or property manager may need when they're working with the SHERA program.

 SHERA@mass.gov

 English ▾

 Sign Up


 Login

SHERA Home

Subsidized Housing Emergency Rental Assistance

Program Information

Home

 Home

>> View

>> program information

Program Information

2

To learn more about the SHERA program and for supporting documentation, please visit [this link](#). Please note that this will take you out of the SHERA portal to a new web page.



3. Click this link to return to the SHERA portal.
4. Use the Table of Contents to navigate to the list of relevant resources.
5. There are several Form Letters for owners to send to tenants under the SHERA Tenant Communications section

Subsidized Housing Emergency Rental Assistance (SHERA) Program for Owners

Trainings and additional information for owners of subsidized housing can be found [here](#).

This portal services the Subsidized Housing Emergency Rental Assistance (SHERA) Program. SHERA provides qualified owners of affordable rental housing and Local Housing Authorities with an expedited path to apply for federal Emergency Rental Assistance on behalf of income-eligible tenants.

The SHERA Portal homepage can be found [here](#).

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TABLE OF CONTENTS

- ✓ SHERA Program & Policy Information
- ✓ Application Materials
- ✓ SHERA Tenant Communications
- ✓ SHERA Webinar / Training Materials

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NOTE: Users can reference the [SHERA Tenant Notification Instructions](#)

Reference Guide to understand which form letters to send to tenants at which stage of the program.