



# Tenancy Preservation Program (TPP)

*EOHLC Office Hours*

Thursday, October 9, 2025



# WELCOME



## Asking Questions

**We will be monitoring the chat for questions**

- If at any point throughout today's session you have any questions, please send those in the chat. We will have a question break at the end of today's session as well
- You can also raise your hand during our question break if you would prefer to come off mute and share your question verbally
- We will make sure to share today's presentation and with everyone after the session



# AGENDA

- Tenancy Preservation Program (TPP)
  - Welcome our presenter David Eng from MassHousing

*Questions Break*

# **The Tenancy Preservation Program:**

## **An overview of TPP services**

**RAA Office Hours**  
**October 9, 2025**

**David Eng, MassHousing**

# MassHousing Background

MassHousing is an independent, **quasi-public** agency created in 1966 and charged with providing financing for affordable housing in Massachusetts.

The Agency raises capital by selling bonds and lends the proceeds to low- and moderate-income homebuyers and homeowners, and to developers who build or preserve **affordable and/or mixed-income rental housing**.

MassHousing does not use taxpayer dollars to sustain its operations, although it administers some **publicly funded programs on behalf of the Commonwealth**.

Since its inception, MassHousing has provided more than \$29 billion for affordable housing.

# Tenancy Preservation Program History

- MassHousing stakeholder meetings 1997-98
  - Residents with behavioral health disorders at-risk for eviction
  - Community providers unable to assist residents refusing services
  - Property Managers reluctant to evict vulnerable residents
- Springfield pilot program 1999
  - Collaboration with Housing Court and Dept. of Mental Health
  - Embed community social worker in Housing Court to
    - Identify underlying cause of lease violating behavior
    - Develop housing stability (reasonable accommodation) plan
    - Make recommendations to the Court, Landlord, and Resident

# What TPP is + What TPP does

- The Tenancy Preservation Program (TPP) is a short-term homelessness prevention program, operating collaboratively with the **Housing Court Department** and functioning as a neutral party to the landlord and tenant.
- TPP works with individuals and families with **disabilities**, behavioral health disorders, and complex health needs, facing eviction because of **causally connected** to the disability or health condition.
- TPP specialists assess the reasons for the eviction and the underlying disability/health issues, identify needed services, develop a **housing stability plan** to maintain the tenancy, and monitor the household until stabilized.

# What TPP is not + What TPP does not do

- TPP is not a housing search program.
  - If a tenant has already lost their eviction case and must vacate the unit, TPP can not open the case.
  - If an open TPP case ends in eviction, TPP will refer the household to emergency shelter and housing search services (if they are available).
- TPP is not a substitute for longer-term case management.
  - TPP services are short-term, intended to stabilize the tenancy and refer to other longer-term community-based services.
  - Once housing stability plan goals are met, TPP will close the case.
- TPP does not provide emergency rental assistance. For TPP clients, TPP supports the tenant with their RAFT application.

# TPP Eligibility

- Disability (ADA definition): a person who has a physical or mental impairment that substantially limits one or more major life activity
- Lease Violation causally connected to the disability
  - Nonpayment due to BH disorder and unable to pay subsidized rent share – YES
  - Nonpayment due to job loss – NO
  - Nonpayment due to job loss because of an accident, causing disability – MAYBE (what's the reasonable accommodation?)
- Preservable Tenancy
- Prioritize Housing Court cases and subsidized tenancies
  - Upstream/Pre-Notice to Quit cases are eligible but not prioritized and may be waitlisted.

# TPP Case Consultations

- TPP provides consultation services to:
  - Tenants who are determined to be ineligible or are waitlisted for TPP services.
  - Case managers supporting tenants in an eviction case. In some instances, TPP may open a case if there's an identified need not being met through the existing services.
  - The Housing Court and litigants, as needed.
- Consultations are for information and referrals.

# TPP RAFT Good Cause Template

- Limited to TPP cases (not consultations)
- Signed by the TPP Director (or similar mgmt. position)
- Details will provide enough information to explain how the disability led to the nonpayment but will not disclose any protected health information. Example:
  - “Mr. Smith’s disability affects his memory, organizational ability, and executive functioning which led to his nonpayment of rent.”
  - Backup documentation will be in TPP client file and available for audit, if requested

# TPP RAFT Good Cause Template

[TPP Provider Letterhead]

[Date]

## Tenancy Preservation Program RAFT Good Cause Form

[Client Name], Application [RAFT application number if available], is a client of [TPP Provider Agency]'s Tenancy Preservation Program (TPP). [Client Name] has a disability which directly affected their ability to pay their subsidized rent for [list months behind] and should be considered good cause for nonpayment. Specifically, [1-2 sentences explaining how the disability directly affected the client's ability to pay rent; *disclosing the disability is not required*].

TPP has in place a plan to address the nonpayment moving forward, including [plan details, money management, rep payee, other supports, etc.].

Documentation of [Client Name]'s disability and service plan are in the TPP client files and available for review, if requested.

Thank you for your assistance. Please reach out if you have any questions.

[TPP Staff Signature]

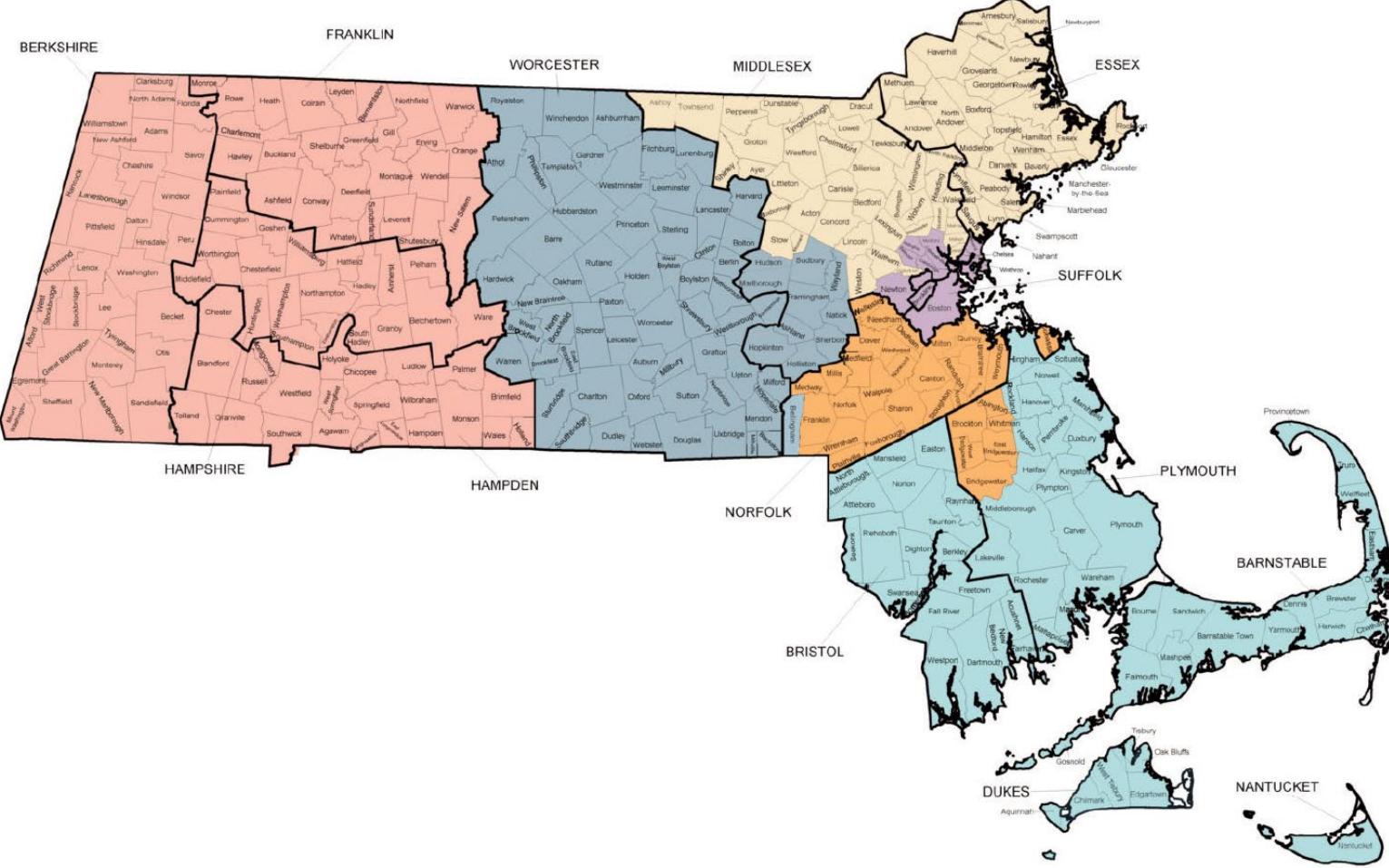
[TPP Staff Name]

[TPP Staff Contact Info]

# Accessing TPP Services

- Referrals can be made directly to the regional programs
  - **Bay Cove Human Services** - Eastern Division
  - **Community Healthlink** - Central Division
  - **Eliot Community Human Services** - Northeast Division
  - **Father Bills & MainSpring** - Metro South & Southeast Divisions
  - **UpSide413** - Western Division
- TPP Statewide Map & Contacts
- Each TPP regional program convenes a local advisory committee. Please consider joining.

# Accessing TPP Services



# Accessing TPP Services

## TPP Contact Information

For general information and referrals, please contact the TPP Director listed.

### WESTERN DIVISION

**Soum Bance, Director**

Berkshire County TPP  
UpSide413  
1 Fenn Street  
Pittsfield, MA 01201  
Phone: 413-344-4843  
[SoumB@upside413.com](mailto:SoumB@upside413.com)

**Bekki Craig, Director**

Pioneer Valley TPP  
UpSide413  
425 Union Street  
West Springfield, MA 01085  
Phone: 413-358-5654  
[BekkiC@upside413.com](mailto:BekkiC@upside413.com)

### EASTERN DIVISION

**Ruth Harel-Garvey, Director**

Bay Cove Human Services  
66 Canal Street  
Boston, MA 02114  
Phone: 617-788-6211  
Fax: 617-371-3100  
[rharel@baycove.org](mailto:rharel@baycove.org)



### CENTRAL DIVISION

**Amy Garner, Director**

Community Healthlink  
162 Chandler Street  
Worcester, MA 01609  
Phone: 508-438-5656  
[agarner@communityhealthlink.org](mailto:agarner@communityhealthlink.org)

### NORTHEAST DIVISION

**Heather Abrams, TPP Clinical Manager**

Eliot Community Human Services  
Northeast Housing Court  
2 Appleton Street  
Lawrence, MA 01841  
Phone: 978-687-7184 ext. 5022328  
Fax: 978-689-7838  
[habrams@eliotchs.org](mailto:habrams@eliotchs.org)

### METRO SOUTH DIVISION

### SOUTHEAST DIVISION

**Michelle Mack, TPP Manager**

Father Bills & MainSpring  
534 New State Highway, Suite 5  
Raynham, MA 02767  
Phone: 781-267-3594  
Fax: 508-822-2260  
[mmack@helpbms.org](mailto:mmack@helpbms.org)

# Questions & Answers

**Need more information?**

David Eng  
MassHousing  
[deng@masshousing.com](mailto:deng@masshousing.com)



## Resources

### **RAA Resource Portal**

**Only for RAA staff**, this resource provides key updates, training and learning opportunities, and helpful information to support programs including FAQs.

### **Zendesk Training Materials**

**Only for RAA staff**, this resource offers helpful info on processing within HHH/Salesforce

### **RAFT Public Resource and Training Portal**

Resources are available for **public** community-based organizations and other partners with information about the RAFT program.



# THANK YOU!

