Housing Assistance Application Reference Guide

For tenants applying for housing assistance through the Housing Help Hub

Last Updated: June 13, 2025

Executive Office of Housing and Livable Communities (EOHLC)

This guide will take you through applying for housing assistance 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](#).

> **!**
>
> Note that a RAFT application can only be filled out and submitted online through the Housing Hep 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

Requirements

You are required to provide the following to complete your RAFT application:

- A personal email address
- Identification for head of household
- Verification of current housing such as your lease
- Verification of eligible housing crisis such as a notice of eviction

You may also be asked for additional documents depending on your situation, such as a recent pay stub to verify income.

Terms

This guide will serve as a detailed walkthrough for submitting the tenant 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 RAA or community-based organization, 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.

> !
>
> Note that if you are an Advocate, that this document uses direct language, using the term "you" throughout. When "you" is used, it is in reference to the Tenant / Applicant. Questions and consents will differ from those seen by applicants who register as Tenants.

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:

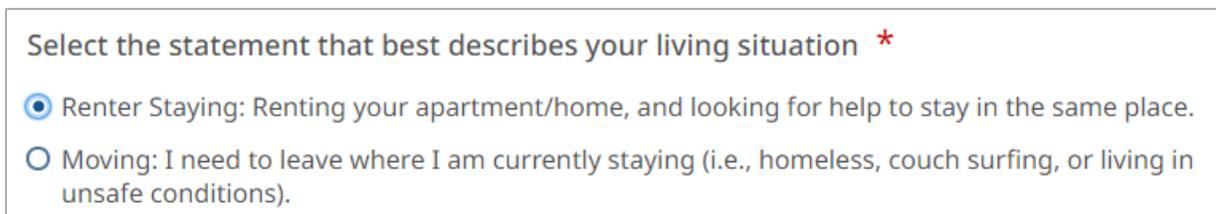**Text Boxes**: Select into the box and type out a response

Username

Buttons: Select them to navigate to other pages

LEARN MORE

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.

Select the statement that best describes your living situation *

⦿ 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.
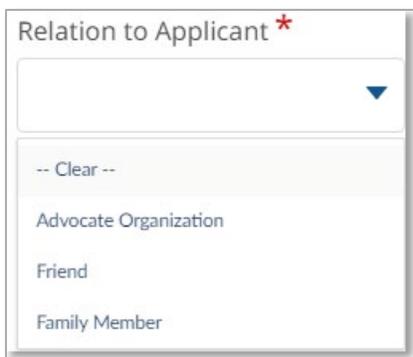
Relation to Applicant *

▼

-- Clear --

Advocate Organization

Friend

Family Member

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

123 Main St, Falmouth, MA 02540, USA

123 Main St, Falmouth, MA 02540, USA
123 Old Main Road, Falmouth, North Falmouth, MA 02556, USA
123 North Main Street, Falmouth, MA 02540, USA
123 West Main Street, Falmouth, MA 02540, USA

powered by Google

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.
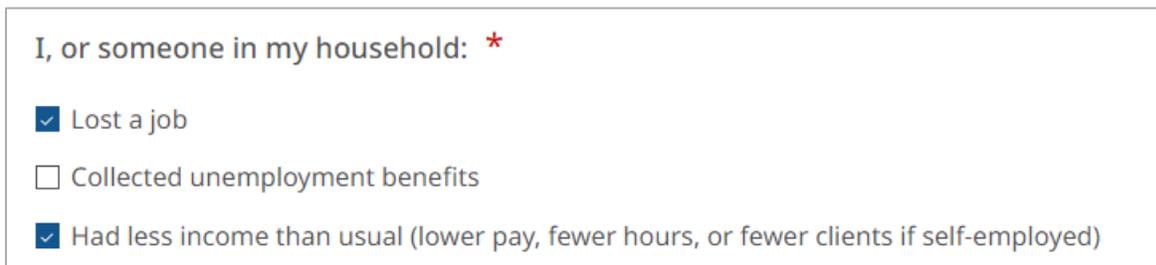
I, or someone in my household: *

☑ Lost a job
☐ Collected unemployment benefits
☑ Had less income than usual (lower pay, fewer hours, or fewer clients if self-employed)

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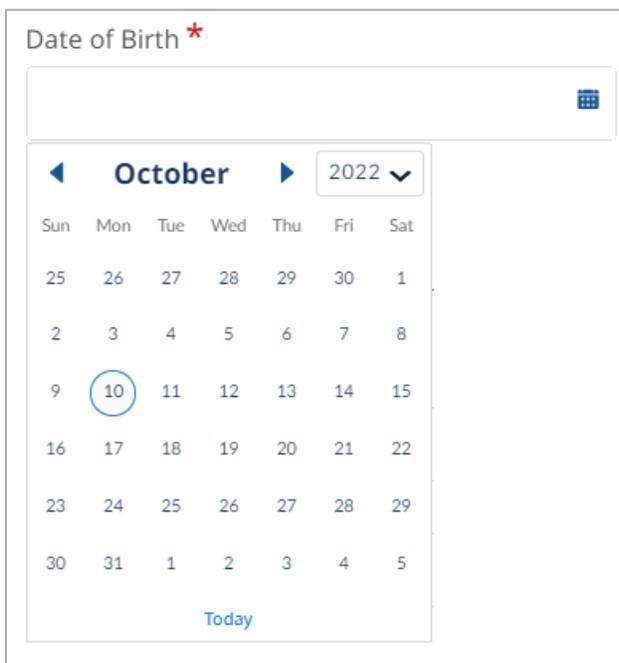
Date of Birth *

◀	October		▶	2022 ⌄		
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today

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

Uploading Files

This guide will assist you in uploading files for your application. To upload files, you must first select the **Upload Files** button.

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.
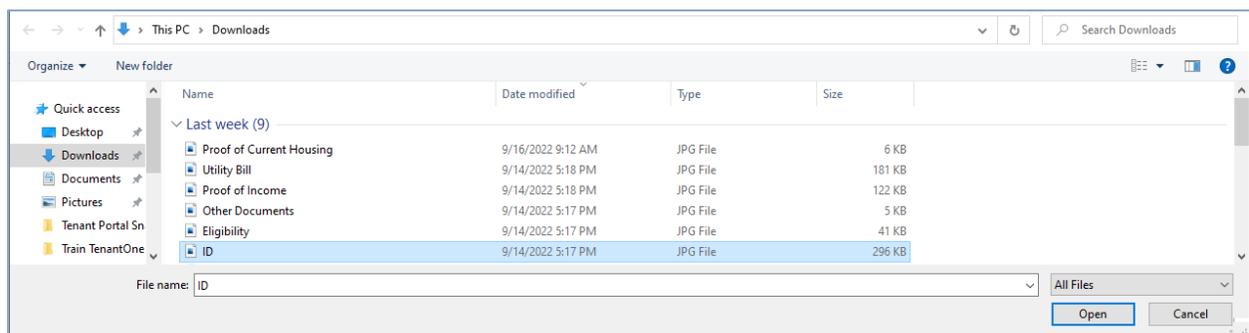
You will receive a confirmation notice once your files have uploaded successfully.
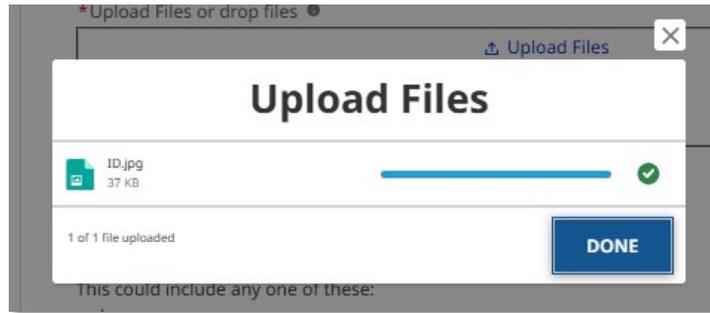
Alternatively, you may drag and drop the file from your computer to the upload box.

If you accidentally upload the incorrect file, you can select the 🗑 icon to remove that file.

Registering an Account

Creation and Login

If you do not have a user account with the "Housing Help Hub," you must create one. This account will contain basic information about yourself, including whether you are an applicant or an advocate.

The first step to applying for RAFT assistance is to visit applyhousinghelp.mass.gov

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.
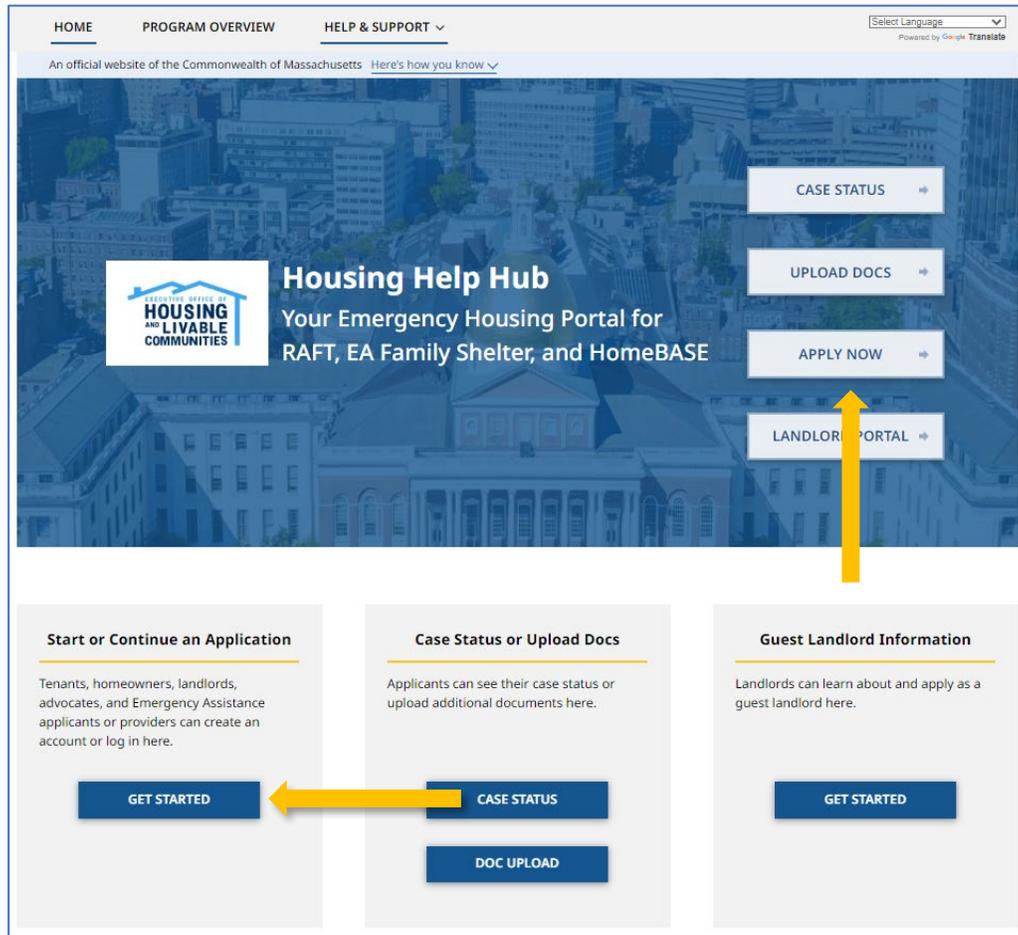
If you already have an account, enter your email, password, and complete the reCAPTCHA verification check, then select **Log In**.

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

The "User Registration" page requires you to select the option that fits you the best::

- If you are applying for yourself, choose **I need to apply for help for me or my family**
- If you are applying on behalf of someone else as a friend or advocate, choose **I need to help someone else apply**

If you selected **I need to apply for help for me or my family**, enter the following information to create your account:

- First Name
- Last Name
- Date of Birth
- Social Security Number (SSN)
  - If you do not have a SSN, select the **I do not have a SSN** checkbox and leave the **Social Security Number (SSN)** text box blank
- Email
- Re-enter Email
- Country Code
- Phone Number
- Re-enter Country Code
- Re-enter phone Number
- Preferred Language

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.

You must also complete the reCAPTCHA verification check before you can proceed.

Select **Submit** once you have completed the "User Registration" page.

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.   +

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 you 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. 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, 中国人, Kreyòl ayisyen, 한국, русский, and Tiếng Việt.
Fields marked by * are required.

* First Name ❸

* Last Name ❸

❶

❶

* Date of Birth

* Social Security Number (SSN) ❸

MM/DD/YYYY   📅

❶

☐ I do not have a SSN

* Email

* Re-enter Email

❶

❶

* Country Code

* Phone Number

* Re-enter Country Code

* Re-enter Phone Number

1

000-000-0000

000-000-0000

❶

❶

❶

❶

* Preferred Language

☐ I'm not a robot   reCAPTCHA
                      Privacy - Terms

SUBMIT

If you selected **I need to help someone else apply**, choose the **I am assisting someone who needs help with payment** RAFT option.

After you select **I am assisting someone who needs help with payment**, enter the following information to create your account:

- First Name
- Last Name
- Email
- Re-enter Email
- Country Code
- Phone Number
- Re-enter Country Code
- Re-enter Phone Number
- Preferred Language
- Relation to Applicant
    - If you select Advocate Organization, you will be required to select an option from the Advocate Organization dropdown box.

> **!** 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.

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 you 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, 中国人, Kreyòl ayisyen, ไทย, русский, and Tiếng Việt. Fields marked by * are required.

* First Name ⊙

* Last Name ⊙

* Email

* Re-enter Email

* Country Code
1

* Phone Number
000-000-0000

* Re-enter Country Code

* Re-enter Phone Number
000-000-0000

* Preferred Language

* Relation to Applicant
Advocate Organization

* Advocate Organization ⊙

❶ Complete this field.

☐ I'm not a robot   reCAPTCHA
                      Privacy - Terms

SUBMIT

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.
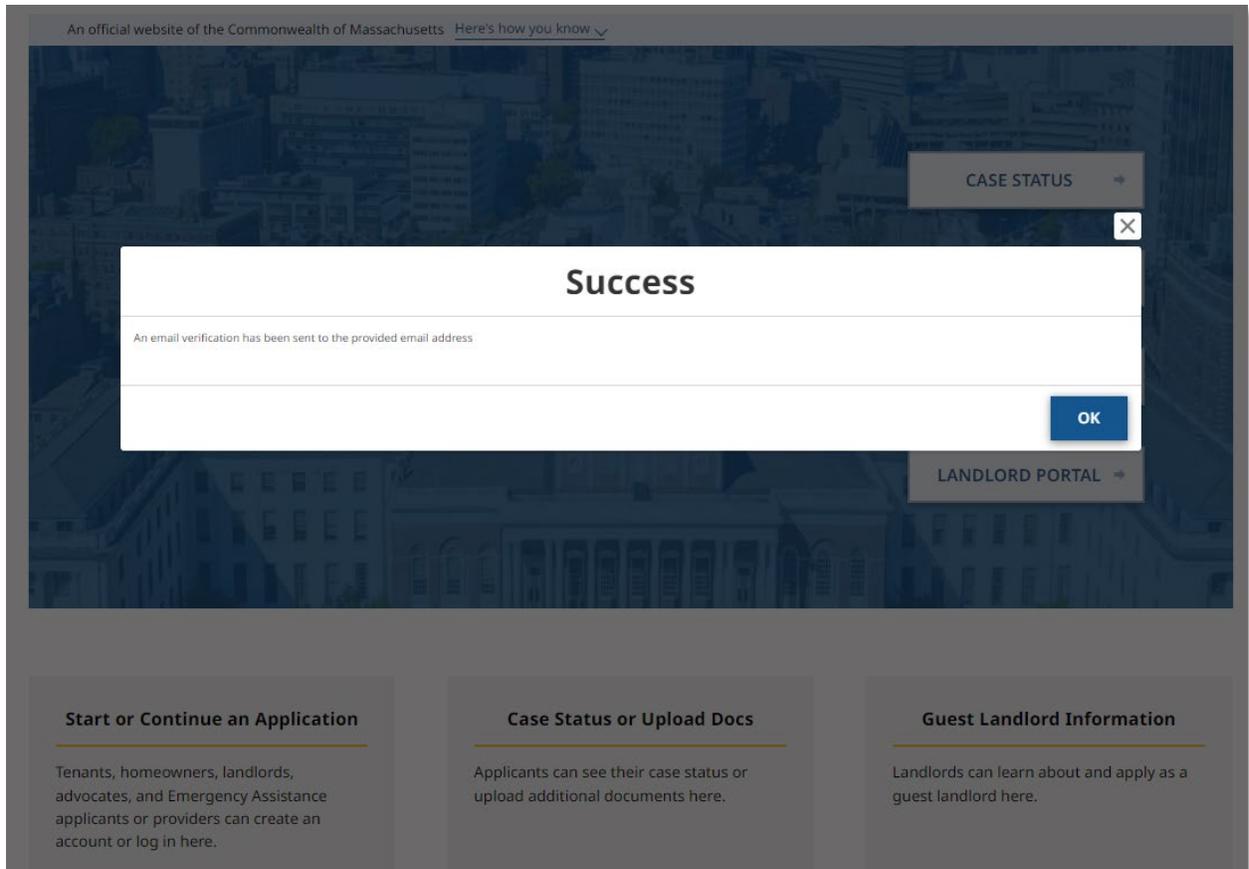
To activate your account, you must navigate to the email inbox you provided and find the verification email from **no-reply-dhs@notice.mass.gov**. Please do not send a reply to that email address.

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.

> NoReplyMAHousing <no-reply-dhs@notice.mass.gov>
> Monday, January 13, 2025 11:30:00 AM
>
> **Commonwealth of Massachusetts**
> **Executive Office of Housing & Livable Communities**
>
> Dear Tenant,
>
> 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: broissebattipre-8780@yopmail.com
>
> To change your password, please click here link
>
> Or visit https://housingma--mauat3.sandbox.my.site.com/login?
> c=BtQDOOYfH8vxU7pAH_QZXMZ8wsaTwv55DrSwi_We9wyRIDp2oBc6DExsPBJiN0ojF5_5twGtzgX9hSLUi6JD1Ap40LIV_yfN3ablRoXqcHPXQtXemmatBBYimt2Z866M6Mxft7gYzrPlfvJQa2Ujbv3rBAZD6zGL0qo8yxe
>
> 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.

Once you have changed your password, you should be logged in to the Housing Help Hub and are ready to start your application.

Starting a New Tenant Application

Application for those in need of rental and/or utility expense assistance

> **!**
>
> If you are looking to apply for assistance with moving fees, please see "Application for those in need of moving expenses assistance"

First, log into your account and select the **Start** button under RAFT Application Actions.

Select the one option from each section in "Living Situation" that most fits your situation. If you need assistance with paying overdue rent, you will likely select **Renter Staying: Renting your apartment/home, and looking for help to stay in the same place**.

If you created your account as a Tenant, you may also optionally select another person, such as an advocate, that you can designate to assist you with the application process. If

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

you do not wish to have an advocate associated with your application, select **No** to proceed.

> !
>
> You do not need to include your landlord here as they will be notified about your application. You can include others (friends, family members or community-based organization staff) that you would like to also receive email notifications.

Select **Next** once you have completed the "Living Situation" page.

Review the "Instructions" page for your understanding, making note of the required documentation for submission.

To learn more about the required documentation, select the link on the page that says Click here to learn more about required documentation.

Select **Next** once you have reviewed the "Instructions" page.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

If you chose to have an advocate on the "Living Situation" page, you will be brought to "Advocate Details" page. If you did not choose to have an advocate you may move directly to the "Prescreening" section of this guide.

The "Advocate Details" page requires the following information:

- Advocate First Name
- Advocate Last Name
- Relation to Applicant
    - Selecting **Advocate Organization** will require you to enter the name of the organization
- Advocate Email

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

- Advocate Phone Number

Select **Next** once you have completed the "Advocate Details" page.

The "Prescreening" page contains several sections which will help to determine your eligibility for RAFT. The page is made of several collapsible sections and each section must be filled out completely to proceed.

First, complete the "Applicant Details" section. This will include the following pieces of information about the tenant:

- # of Household Members (including yourself)
- Household Annual Income
- What is the address for the rental unit you are seeking assistance for?
  - Unit/Apt Number (if applicable)
- 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.
- Is the tenant's name on the lease?

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

Next, complete the "Hardship" section by selecting all the challenges that apply to your situation. You must select at least one of the following options:

- Lost a job
- Collected unemployment benefits
- Had less income than usual (lower pay, fewer hours, or fewer clients if self-employed)
- Had to miss work, or stop working, or work fewer hours due to a health or medical need
- Had to miss work, or stop working, to take care of someone with health or medical needs
- Had to miss work, or stop working, or work fewer hours because my child's school or daycare was closed, or because my child had online school
- Had a roommate or household member move out, stop paying rent, or die, leaving me with higher housing costs
- Had higher bills than usual (for example, medical bills, transportation costs, childcare costs, funeral costs, rent, utilities, etc.)

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

- Had income that was too low to pay for basic household expenses (for example, food, clothing, rent, utilities, cleaning supplies, etc.)

Next, complete the "Renter - Housing Crisis" section by selecting all the challenges that apply to your situation. You must select at least one of the following options if you are seeking assistance paying your landlord:

- I have received a Notice to Quit from my landlord saying I owe rent
- I have been to court or have a court date scheduled about being evicted
    - Selecting this will require you to enter the next court date or select **I don't know**
- I have been evicted through a court process and I have to leave my home.
- Someone I live with is currently hurting me, threatening to hurt me, or making me or my family feel unsafe

You must select at least one of the following options if you are seeking assistance paying your utility provider(s):

- I have received a shut-off notice
    - Selecting this will create a new section of the application to complete regarding utilities.
- My service has been shutoff

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

- o Selecting this will create a new section of the application to complete regarding utilities.
- My heating oil or heating gas tank is empty and I cannot pay to refill it
  - o Selecting this will create a new section of the application to complete regarding utilities.

Finally, complete the "Landlord Application" section. This section is to indicate whether or not you have received an email confirmation from the MA RAFT/ERAP Program that your landlord submitted an application.

Selecting **Yes** will require you to enter the Landlord Application Code, which will be in the email you received notifying you that your landlord has completed their portion of the application.

Select **Next** when you have completed the "Prescreening" page.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

The "Confirm 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 recommended address**. Select **Use the Address You Entered** only if the USPS recommended address is inaccurate.

Select **Continue** once you have confirmed the address.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

The "Prescreen Outcome" will confirm whether you may be eligible for assistance.

Note that this is only a preliminary screening and does not confirm your eligibility, regardless of the outcome. You may continue filling out the form even if the prescreen says you may be ineligible.

Select **Next** once you have reviewed the prescreen outcome.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

The "Applicant Details" page details the general information about the tenant or applicant. The page contains several sections, and each section must be filled out completely.

First, the "Application Information" section requires you to fill in the following general information about yourself:

- First Name
- Last Name
- Date of Birth
- Gender
- Applicant Social Security Number
    - If the Applicant does not have a social security number, you can select the checkbox labeled "I do not have a social security number (SSN)."
- Race
- Ethnicity
- Employment Status
- Type of ID
    - If you select **Driver's License** you will be prompted for the following:
        - Driver's License State
        - Driver's License Number
        - Expiration Date

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

- o If you select **US Passport** or **Valid Foreign Passport** you will be promoted for the following:
  - Expiration Date

Applicant Details

As the applicant (head of household) your date of birth, social security number, and email are tied to your account and cannot be changed.

∨ **Application Information**

*First Name	MI	*Last Name	Suffix
Tenant		Test	

*Date of Birth	Age
07/07/1977	47

*Gender
- ○ Woman (Girl, if child)
- ○ Man (Boy, if child)
- ○ Culturally Specific Identity (e.g. Two-Spirit)
- ○ Transgender
- ● Non-Binary
- ○ Questioning
- ○ Different Identity
- ○ Do not know
- ○ Prefer not to answer

Social Security #
555-66-5555

☐ I do not have a social security number (SSN)

*Race	*Ethnicity
Multi-racial	Non-Hispanic/Non-Latino

*Employment Status	*Type of ID
Employed Part-Time	Driver's License

*Drivers License State	Drivers License Number
MA	5555555555555555555

*Expiration Date
07-07-2028

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

Next, fill in the "Applicant Mailing Address" with your address. This may have been filled out automatically from the previous section.

Finally, the "Applicant Contact Details" section requires you to input the following information about yourself:

- 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

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

Select **Next** when you have completed the "Applicant Details" page.

The "Additional Household Members" page requires you to fill in information about the other people living in your residence.

To add a new member, select **Add Household Members**.

> ⚠ You do not need to enter the head of household in this section, as your data has already been provided. Only enter other members of the household in this section.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

The "Additional Household Members" form requires you to enter the following information about the member you are adding:

- First Name
- Last Name
- Date of Birth
- SSN/TIN
    - If your household member does not have a social security number, you can select the checkbox labeled "This member does not have a social security number (SSN)."
- Gender
- Relationship to Head of Household
- Race
- Ethnicity

Once completed, select **Save** to add a member to your household.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

You must repeat this process for each additional household member.

Select **Next** once you have added each household member.

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The "Income" section indicates how much income your household is currently generating, and requires the following information:

- Do you or your family member(s) have any income from your current job?
- Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?
- Do you or your family member(s) have any other income to report? This includes any rental property income, if you are a landlord.
- Do you or your family member(s) receive any Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?
- Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?

Additional information will be required based on your selection, as detailed in the following paragraphs.

Selecting **No** for all options will ask you to affirm you have no income, and you understand the organization processing your application may verify that this is true.

Selecting **Yes** for one or more options will require you to indicate the total annual income for each household member that it applies to.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

To add a new income, select **Add Income**.

The "Income" form requires you to fill in the following information:

- Household member name
- Type of Income
- How often are you paid?
- Amount

Note that at the end of the application you will be asked to prove the income you enter with documentation such as:

- Two paystubs dated within the last 60 days
- Unemployment printout(s) showing weekly payment amount
- Award letter(s) for benefits such as Social Security, TAFDC, SNAP, MassHealth, etc.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

Once you have filled out the "Income" form, select **Save** to add that income to your application.

You must repeat this process for each additional source of income.

Select **Next** once you have added each source of income.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance
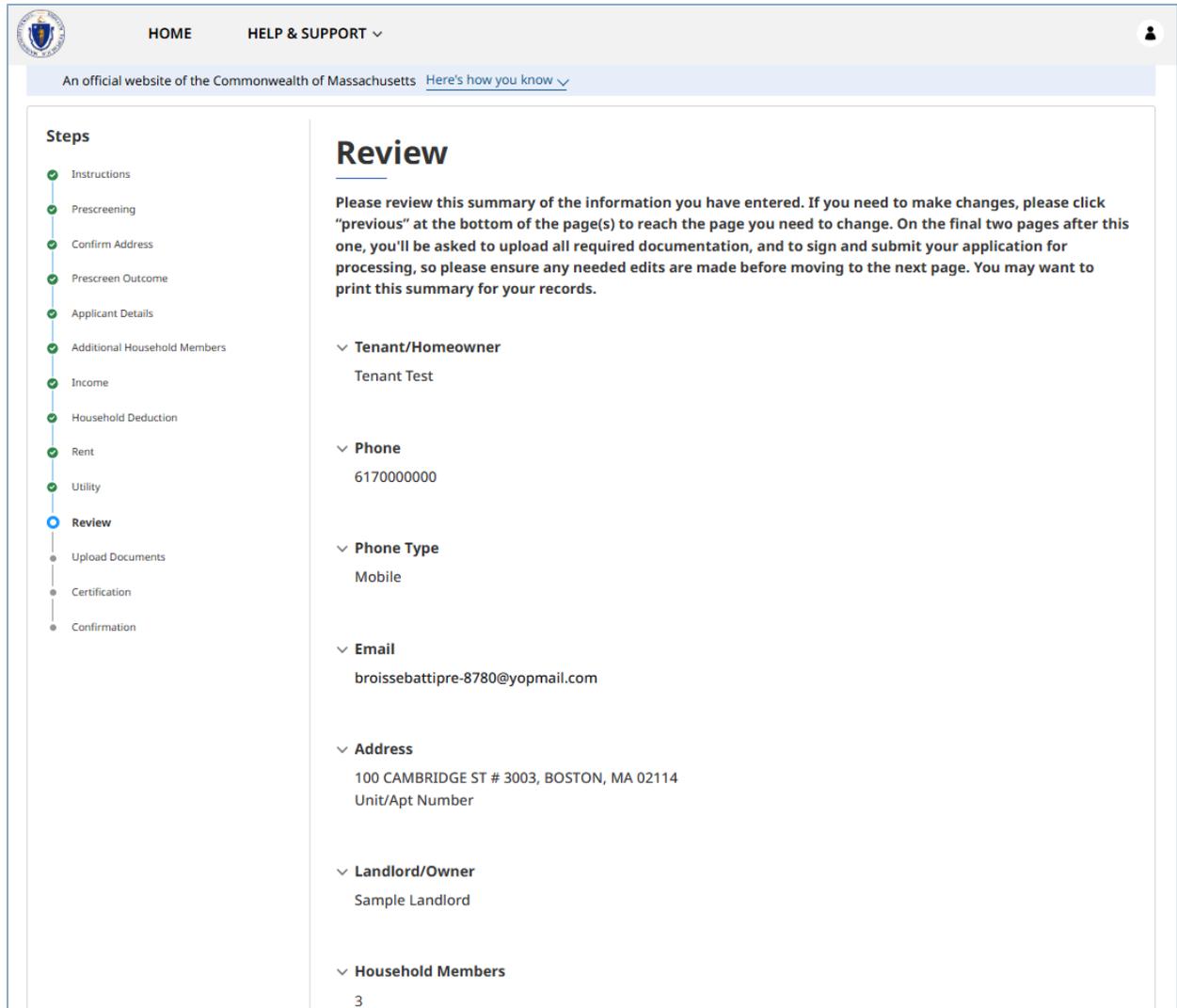

The "Household Deduction" page indicates expenses that can be subtracted from your total income, such as Child support, Childcare or care for a sick/incapacitated household member, and Tuition and fees for vocationally related part-time education.

Selecting **Yes** on this page will require you to indicate the deduction amount for each expense that it applies to.

To add a new deduction, select **Add Deductions**.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

The "Income Deductions" form requires you to fill in the following information:

- Expense
- Frequency
- Amount (Before Taxes)

! Note that at the end of the application, you will be asked to upload documentation showing these expenses and proof of payment. You must include two, and they must be dated within the last 60 days.

Once you have filled out the "Income Deductions" form, select **Save** to add that deduction to your application.

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You must repeat this process for each additional deduction.

Select **Next** once you have added each deduction.

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If you selected one of the options in the "Hardship" section of the "Prescreening" page indicating you need help paying your landlord, you will be brought to the "Rent" page. The "Rent" page contains several sections and must be filled out completely.

First, the "Subsidized Housing" section asks if you currently live in housing where your rent goes up or down when your income goes up or down, such as Section 8 or public housing.

Selecting **Yes** in this section will require you to enter the reason your household has fallen behind on rent.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

Next, the "Landlord Information" section requires you to fill in basic information about your landlord. Note that if you are currently renting from a company, you may use a Point of Contact from the company for the personal information. You must answer the following:

- Landlord Type
    - o Selecting **Company** or **Property Management Company** requires you to enter the Company Name.
- Landlord First Name
- Landlord Last Name
- Landlord Email
- Landlord Phone
- Landlord Phone Type
- Landlord Address
- Does your landlord live at the property where you rent your unit?

!

Note that if you do not have your landlord's email or phone number you can select either the **I don't have an email for the landlord** or **I don't have a phone number for the landlord** options**.** However, you must fill in at least one of those methods of contact to proceed. It is strongly encouraged that you provide your landlord's email contact to ensure prompt processing of your application.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

Finally, the "Add Rent Due Details" section requires the following information about your rental agreement:

- How many months behind are you?
  - If you live in subsidized housing, the maximum benefit available is 6 months.
- What is your monthly rent?
- Total Overdue Rent

Select **Next** once you have completed the "Rent" section.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

If you selected one of the utilities options in the "Hardship" section of the "Prescreening" page, you will be brought to the "Utility" page.

The "Utility" page requires you to enter each unpaid utility as well as the amount due.

To add a new utility, select **Add Utility**.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

The "Add Utility" form requires the following information about your unpaid utility:

- Utility Type
- Amount Due
- Do you know the Account Number?
    - Selecting **Yes** will require you to enter the account number.
- Company Name
- Utility Provider Legal Business Name
- Utility Provider Legal Business Phone

If you locate the company within the "Company Name" field, you will not need to fill in the "Utility Provider Legal Business Name" or "Utility Provider Legal Business Phone" fields and they will disappear. Conversely, if you fill in the "Utility Provider Legal Business Name" and "Utility Provider Legal Business Phone" fields, the "Company Name" field will disappear. A screenshot of each will be shown below.

In either case, select **Save** to add the utility to your application.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

Add Utility

*Utility Type

| Gas   ▼ |

*Amount Due

| $ 250.00 |

*Do you know the Account Number?

● Yes   ○ No

*Account Number

| 0123456789 |

Company Name

| National Grid - Gas   ✏ |

CANCEL   SAVE

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

You must repeat this process for each additional utility.

Select **Next** once you have added each utility.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

The "Review" page allows you to review your information for accuracy. If you need to correct something, select the **Previous** button to navigate to the page that is inaccurate. Additionally, you can select the incorrect page from the dots on the left (under "Steps").

Select **Next** once you have finalized and verified the "Review" page.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

The "Upload Documents" page requires you to upload the following documents to the application:

- Proof of Identity
- Proof of Current Housing
- Verification of Eligible Housing Crisis
- Proof of Income

You may also upload the following optional documents:

- Other Documents
    - This may be anything that can help validate any of the information you entered throughout the application

Additionally, if utilities are included in your application, you will be required to upload a utility shut off notice to the "Utility Shut Off Notice" section.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

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 to finalize your application.

The "Certification" page requires you to affirm the following information:

- 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 money from another program, friends, or family for the costs I am asking RAFT to help cover. If I do receive money from another person or program, I will tell the RAA processing my application.
- I understand RAFT can only pay up to $7,000 to cover rental/mortgage arrears, moving costs, first/last month's rent, and/or a security deposit.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

Additional information can be found below the affirmation section under "Authorization and Release**".**

Select each to affirm the three statements.

Once you have affirmed, select the **Electronically Sign** button to sign the document.

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

The button will automatically enter your name and the date.

Select **Next** once you have completed the "Statement of Affirmation" and signed the application.

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).

Starting a New Tenant Application: Application for those in need of rental and/or utility expense assistance

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

Application for those in need of moving expenses assistance

> **!** If you are looking to apply for assistance with rental or utility expenses, please see ["Application for those in need of rental and/or utility expense assistance"](#)

First, log into your account and select the **Start** button under RAFT Application Actions.

Next, select the options in "Living Situation" that most fit your situation. If you need assistance with moving fees, you will likely select **Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions)**.

Once selected, you will be given the option to select if you know the new landlord for the property you are moving to.

!

Note that you may still apply if you don't have a new unit/new landlord and plan to have a unit within 60 days. If your application is approved, this will generate a Letter of Intent. To convert a Letter of Intent application that has been approved into a RAFT application when you have identified a new unit, please see "Converting Letter of Intent applications that have been approved" (note that you will also receive an email from **no-reply-DHS@notice.mass.gov** with instructions on how to convert your Letter of Intent application once it has been approved).

If you have a unit and landlord, then providing an email contact for your new landlord will help your application be processed faster.

If you created your account as a Tenant, you may also optionally select another person, such as an advocate, that you can designate to assist you with the application process. If you do not wish to have an advocate associated with your application, select **No** to proceed.

!

You do not need to include your landlord here as they will be notified about your application. You can include others (friends, family members or community-based organization staff) that you would like to also receive email notifications.

Select **Next** once you have completed the "Living Situation" page.

Review the "Instructions" page for your understanding, making note of the required documentation for submission.

To learn more about the required documentation, select the link on the page that says [Click here to learn more about required documentation.](#)

Select **Next** once you have reviewed the "Instructions" page.

Steps

- ✓ Living Situation
- ○ Instructions
- Advocate Details
- Prescreening
- Confirm Address
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- Moving/Additional Expenses
- Review
- Upload Documents
- Certification
- 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 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.

The application will ask you to provide:
- The household's current housing, and what challenges they may be facing
- The names, dates of birth, and social security numbers of everyone in the household. You don't have to include a social security number if they don't have one.
- Total household income
- The type of assistance needed
- The landlord's contact information. You may still apply if you don't have a new unit / new landlord, and plan to move within 60 days.

You will also have to submit the following documentation. The application will be processed faster if you include all of these documents:
- ID for the head of household
- Proof of housing crisis (for example a Notice to Quit or Court Summons)
- Proof of housing (for example a lease)

An agency may also request additional documentation proving the household income.

Click here to learn more about required documentation.

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

PREVIOUS   NEXT

If you chose to have an advocate on the "Living Situation" page, you will be brought to "Advocate Details" page, where you must provide the following information:

- Advocate First Name
- Advocate Last Name
- Relation to Applicant
  - Selecting **Advocate Organization** will require you to enter the name of the organization
- Advocate Email
- Advocate Phone Number

Starting a New Tenant Application: Application for those in need of moving expenses assistance

Select **Next** once you have completed the "Advocate Details" page.

The "Prescreening" page contains several sections and must be filled out completely.

> ! Note that if you indicated on the "Living Situation" page that you do not know specifically where you are moving to, you must confirm that you plan to move in the next 60 days and select the city/town that you might move to.

First, complete the "Applicant Details" section. This will include the following pieces of information:

- # of Household Members (including you)
- Household Annual Income
- Where do you live now?
  - Unit/Apt Number (if applicable)
- What is the address of the unit you're moving into?
  - Unit/Apt Number (if applicable)
- 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.
- Is the tenant's name on the lease?
- Do you plan to use rental voucher in the new unit, like MRVP, Section 8 or emergency housing voucher?

Starting a New Tenant Application: Application for those in need of moving expenses assistance

Next, complete the "Hardship" section by selecting all the challenges that apply to your situation. You must select at least one of the following options:

- Lost a job
- Collected unemployment benefits
- Had less income than usual (lower pay, fewer hours, or fewer clients if self-employed)
- Had to miss work, or stop working, or work fewer hours due to a health or medical need

- Had to miss work, or stop working, to take care of someone with health or medical needs
- Had to miss work, or stop working, or work fewer hours because my child's school or daycare was closed, or because my child had online school
- Had a roommate or household member move out, stop paying rent, or die, leaving me with higher housing costs
- Had higher bills than usual (for example, medical bills, transportation costs, childcare costs, funeral costs, rent, utilities, etc.)
- Had income that was too low to pay for basic household expenses (for example, food, clothing, rent, utilities, cleaning supplies, etc.)

Next, complete the "Moving - Housing Crisis" section by selecting all the challenges that apply to your situation. You must select at least one of the following options:

- I have received a Notice to Quit that says my lease will be terminated if I do not pay all rent owed.
- I do not have a current lease and have received a notice that I need to leave my residence.
- I have been to court or have a court date scheduled about being evicted
  - Selecting this will require you to enter the next court date or select **I don't know**.

- I have been evicted through a court process and I have to leave my home.
- I'm couch-surfing or doubled up, and can't stay anymore
- I'm currently homeless (e.g., sleeping in shelter, a car, or outside.)
- Someone I live with is currently hurting me, threatening to hurt me, or making me or my family feel unsafe
- The Board of Health or my healthcare provider says I need to leave my residence because the unit is not safe or healthy for me.
- Other: (Please explain the circumstances that will cause you to be homeless within 30 days)
- I have received a shut-off notice
  - Selecting this will create a new section of the application to complete regarding utilities.
- My service has been shutoff
  - Selecting this will create a new section of the application to complete regarding utilities.
- My heating oil or heating gas tank is empty and I cannot pay to refill it
  - Selecting this will create a new section of the application to complete regarding utilities.

!

Note that selecting any of the last three options will create new sections of the application to complete regarding utilities.

Finally, complete the "Landlord Application" section. This section is to indicate whether or not you have received an email confirmation from the MA RAFT/ERAP Program that your landlord submitted an application.

Selecting **Yes** will require you to enter the Landlord Application Code, which will be in the email you received notifying you that your landlord has completed their portion of the application.

Select **Next** when you have completed the "Prescreening" page.

Starting a New Tenant Application: Application for those in need of moving expenses assistance

The "Confirm 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 recommended address**. Select **Use the Address You Entered** only if the USPS recommended address is inaccurate.

Select **Continue** once you have confirmed the address.

> ❗ The "Prescreen Outcome" will confirm whether you may be eligible for assistance.
>
> Note that this is only a preliminary screening and does not confirm your eligibility, regardless of the outcome. You may continue filling out the form even if the prescreen says you may be ineligible.

Select **Next** once you have reviewed the prescreen outcome.

The "Applicant Details" page contains several sections and must be filled out completely.

First, the "Application Information" section requires you to fill in the following general information:

- First Name
- Last Name
- Date of Birth
- Gender
- Applicant Social Security Number
  - If you do not have a social security number, you can select the checkbox labeled "I do not have a social security number (SSN)."
- Race
- Ethnicity
- Employment Status
- Type of ID
  - If you select **Driver's License** you will be prompted for the following:
    - Driver's License State
    - Driver's License Number
    - Expiration Date

o If you select **US Passport** or **Valid Foreign Passport** you will be promoted for the following:

  ▪ Expiration Date

Applicant Details

As the applicant (head of household) your date of birth, social security number, and email are tied to your account and cannot be changed.

∨ **Application Information**

*First Name	MI	*Last Name	Suffix
Tenant		Test	

*Date of Birth	Age
07/07/1977 📅	47

*Gender
- ○ Woman (Girl, if child)
- ○ Man (Boy, if child)
- ○ Culturally Specific Identity (e.g. Two-Spirit)
- ○ Transgender
- ● Non-Binary
- ○ Questioning
- ○ Different Identity
- ○ Do not know
- ○ Prefer not to answer

Social Security #

555-66-5555   ☐ I do not have a social security number (SSN)

*Race	*Ethnicity
Multi-racial ▾	Non-Hispanic/Non-Latino ▾

*Employment Status	*Type of ID
Employed Part-Time ▾	Driver's License ▾

*Drivers License State	Drivers License Number
MA ▾	5555555555555555555

*Expiration Date

07-07-2028 📅

Starting a New Tenant Application: Application for those in need of moving expenses assistance

Next, fill in the "Applicant Mailing Address" with your address. This may have been filled out automatically from the previous section.

Finally, the "Applicant Contact Details" section requires you to input 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 housing assistance.
- Email
- Re-enter Email
- Preferred method of contact

Select **Next** when you have completed the "Applicant Details" page.

The "Additional Household Members" page requires you to fill in information about the other people living in your residence.

To add a new member, select **Add Household Members**.

> You do not need to enter the head of household in this section, as your data has already been provided. Only enter other members of the household in this section.

The "Additional Household Members" form requires the following information about the member you are adding:

- First Name
- Last Name
- Date of Birth
- SSN/TIN
  - If your household member does not have a social security number, you can select the checkbox labeled "This member does not have a social security number (SSN)."
- Gender
- Relationship to Head of Household
- Race
- Ethnicity

Once completed, select **Save** to add a member to your household.

You must repeat this process for each additional household member.

Select **Next** once you have added each household member.

The "Income" section indicates how much income your household is currently generating, and requires the following information:

- Do you or your family member(s) have any income from your current job?
- Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?
- Do you or your family member(s) have any other income to report? This includes any rental property income, if you are a landlord.
- Do you or your family member(s) receive any Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?
- Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?

Additional information will be required based on your selection, as detailed in the following paragraphs.

Selecting **No** for all options will ask you to affirm you have no income, and you understand the organization processing your application may verify that this is true.

Selecting **Yes** for one or more options will require you to indicate the total annual income for each household member that it applies to.

To add a new income, select **Add Income**.

The "Income" form requires you to fill in the following information:

- Household member name
- Type of Income
- How often are you paid?
- Amount

> **!**
>
> Note that at the end of the application you will be asked to prove the income you enter with documentation such as:
>
> - Two paystubs dated within the last 60 days
> - Unemployment printout(s) showing weekly payment amount
> - Award letter(s) for benefits such as Social Security, TAFDC, SNAP, MassHealth, etc.

Once you have filled out the "Income" form, select **Save** to add that income to your application.

You must repeat this process for each additional source of income.

Select **Next** once you have added each source of income.

The "Household Deduction" page indicates expenses that can be subtracted from your total income, such as Child support, Childcare or care for a sick/incapacitated household member, and Tuition and fees for vocationally related education (cannot be full-time).

Selecting **Yes** on this page will require you to indicate the deduction amount for each expense that it applies to.

To add a new deduction, select **Add Deductions**.

The "Income Deductions" form requires you to fill in the following information:

- Expense
- Frequency
- Amount (Before Taxes)

Note that at the end of the application, you will be asked to provide documentation showing these expenses and proof of payment. You must include two, and they must be dated within the last 60 days.

Once you have filled out the "Income Deductions" form, select **Save** to add that deduction to your application.

You must repeat this process for each additional deduction.

Select **Next** once you have added each deduction.

If you selected that you know the new landlord for the property you're moving to in the "Living Situation" section, you will be brought to the "Rent" page.

The "Rent" page contains several sections and must be filled out completely.

Starting a New Tenant Application: Application for those in need of moving expenses assistance

First, the "Subsidized Housing" section asks if you currently live in housing where your rent goes up or down when your income goes up or down, such as Section 8 or public housing.

Next, the "Landlord Information" section requires the following basic information about your landlord. Note that if you are currently renting from a company, you may use a Point of Contact from the company for the personal information. You must answer the following:

- Landlord Type
  - Selecting **Company** or **Property Management Company** requires you to enter the name of the Landlord Company/Property Management Company.
- Landlord First Name
- Landlord Last Name
- Landlord Email
- Landlord Phone
- Landlord Phone Type
- Landlord Address
- Does your landlord live at the property where you rent your unit?

! Note that if you do not have your landlord's email or phone number you can select **I don't have an email for the landlord** or **I don't have a phone number for the landlord** respectively. However, you must have at least one of those methods of contact to proceed. It is strongly encouraged that you provide your landlord's email contact to ensure prompt processing of your application.

The "Rent Details" section requires the following information about your upcoming lease:

- Lease start date
- Lease end date

Starting a New Tenant Application: Application for those in need of moving expenses assistance

The "Add Rent Due Details" section requires the following information about the assistance you are requesting:

- What is your monthly rent?
- Do you require first month's rent?
- Do you require last month's rent?
- Do you require a security deposit?
  - If you select **Yes,** you will be required to answer: "Security Deposit Amount?"

Select **Next** when you have completed the "Rent" page.

If you selected that you know the new landlord for the property you're moving to in the "Living Situation" section, and selected that you need assistance with utilities, you will be brought to the "Utility" page.

The "Utility" page requires you to enter each unpaid utility as well as the amount due.

To add a new utility, select **Add Utility**.

The "Add Utility" form requires the following information about your unpaid utility:

- Utility Type
- Amount Due
- Do you know the Account Number?
  - Selecting **Yes** will require you to enter the account number.
- Company Name
- Utility Provider Legal Business Name
- Utility Provider Legal Business Phone

If you locate the company within the "Company Name" field, you will not need to fill in the "Utility Provider Legal Business Name" or "Utility Provider Legal Business Phone" fields and they will disappear. Conversely, if you fill in the "Utility Provider Legal Business Name" and "Utility Provider Legal Business Phone" fields, the "Company Name" field will disappear. A screenshot of each will be shown below.

In either case, select **Save** to add the utility to your application.

Add Utility

*Utility Type
| Oil ▾ |

*Amount Due
| $ 200.00 |

*Do you know the Account Number?
○ Yes ● No

Company Name
| Kutty's Fuel Oil ✎ |

CANCEL   SAVE

Add Utility

*Utility Type
| Oil ▾ |

*Amount Due
| $ 200.00 |

*Do you know the Account Number?
○ Yes ● No

*Provider Legal Business Name
| Cambridge Oil Provider |

Provider Legal Business Phone
| (111) 222-3333 |

CANCEL   SAVE

You must repeat this process for each additional utility.

Select **Next** once you have added each utility.

If you selected that you know the new landlord for the property you're moving to in the "Living Situation" section, you will be brought to the "Moving/Additional Expenses" page.

The "Moving/Additional Expenses" page requires you to indicate whether or not you require assistance with moving expenses.

> Note that an RAA case worker will work with you to select eligible moving companies and furnishings as part of the application process. If you pay for expenses with ineligible moving companies now, the money cannot be paid back later.

Selecting **Yes** requires you to enter each expense.

Select the **Add Moving or Additional Expense** button to add a new expense to the application.

The "Add Moving or Additional Expense" form requires you to fill in the following information about your expense:

- Expense Category
- Estimated Amount
- Company Name

Select **Save** to add the expense to your application.

Add Moving or Additional Expense (If known)

*Expense Category

| Moving ▾ |

*Estimated Amount

$ 800.00

*Company Name

The Moving Pros

CANCEL   SAVE

You must repeat this process for each additional expense.

Select **Next** once you have added each expense.

The "Review" page allows you to review your information for accuracy. If you need to correct something, select the **Previous** button to navigate to the page that is inaccurate. Additionally, you can select the incorrect page from the dots on the left (under "Steps").

Select **Next** once you have finalized and verified the "Review" page.

Starting a New Tenant Application: Application for those in need of moving expenses assistance

Monthly Household Income
$ 2,500.00

Annual Household Income
$ 30,000.00

Monthly Deductions
$ 304.16

Annual Deductions
$ 3,650.00

Income And Deduction Summary
$ 26,350.00

Total Rent Assistance Requested
$ 4,000.00

Total Utility Assistance Requested
$ 200.00

Total Moving Expense Assistance Requested
$ 800.00

Tenant Application Code
500ep0000028sLR

PREVIOUS   NEXT

The "Upload Documents" page requires you to upload the following documents to the application:

- Proof of Identity
- Proof of Housing
- Verification of Eligible Housing Crisis
- Proof of Income

You may also upload the following optional documents:

- Other Documents

Additionally, if utilities are included in your application, you will be required to upload a utility shut off notice to the "Utility Shut Off Notice" section.

If furniture/moving expenses are included in your application, you will be required to upload an invoice to the "Upload Furniture/Moving Invoice" section.

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 to finalize your application.

The "Certification" page requires you to affirm the following information:

- 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 money from another program, friends, or family for the costs I am asking RAFT to help cover. If I do receive money from another person or program, I will tell the RAA processing my application.
- I understand RAFT can only pay up to $7,000 to cover rental/mortgage arrears, moving costs, first/last month's rent, and/or a security deposit.

Additional information can be found below the affirmation section under "Authorization and Release**"**.

Select each to affirm the three statements.

Once you have affirmed, select the **Electronically Sign** button to sign the document.

Starting a New Tenant Application: Application for those in need of moving expenses assistance

The button will automatically enter your name and the date.

Select **Next** once you have completed the "Statement of Affirmation" and signed the application.

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.

Starting a New Tenant Application: Application for those in need of moving expenses assistance

An official website of the Commonwealth of Massachusetts   Here's how you know ⌄

Steps

- ✓ Instructions
- ✓ Prescreening
- ✓ Confirm Address
- ✓ Prescreen Outcome
- ✓ Applicant Details
- ✓ Additional Household Members
- ✓ Income
- ✓ Household Deduction
- ✓ Rent
- ✓ Utility
- ✓ Moving/Additional Expenses
- ✓ Review
- ✓ Upload Documents
- ✓ Certification
- ○ **Confirmation**

Confirmation

Thank you for your submission. Your Housing Assistance Application # is **00667413**.
A Regional Administering Agency (RAA) will be in touch soon.
We'll update you on your application status throughout the approval process using your preferred contact method.

DONE

Starting a New Tenant Advocate Application

This section of the guide will provide an overview of the tenant advocate application and highlight the application sections that you—the advocate—will see in the tenant advocate portal only. Once you have reviewed this section, please see "Application for those in need of rental and/or utility expense assistance" or "Application for those in need of moving expenses assistance" for more detailed application instructions if needed.

First, log into your advocate account and select the **Start** button under RAFT Application Actions.

Starting a New Tenant Advocate Application: Application for those in need of moving expenses assistance

Complete the "Living Situation" page and select **Next**.

Select **Next** once you have reviewed the "Instructions" page.

Starting a New Tenant Advocate Application: Application for those in need of moving expenses assistance

Fill in the required information on the "Advocate Details" page. You must also select the checkbox confirming that you have consent to submit the application on behalf of the applicant you are assisting and communicate about and take actions on the application on behalf of the applicant. Once you have completed the "Advocate Details" page, including the consent checkbox, select **Next**.

Starting a New Tenant Advocate Application: Application for those in need of moving expenses assistance

Complete the "Prescreening" page and select **Next**.

Starting a New Tenant Advocate Application: Application for those in need of moving expenses assistance

The "Confirm 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 recommended address**. Select **Use the Address You Entered** only if the USPS recommended address is inaccurate.

Select **Continue** once you have confirmed the address.

Starting a New Tenant Advocate Application: Application for those in need of moving expenses assistance

The "Prescreen Outcome" will confirm whether the tenant you are assisting may be eligible for assistance.

> **!** Note that this is only a preliminary screening and does not confirm the eligibility of the tenant you are assisting, regardless of the outcome. You may continue filling out the form even if the prescreen says the tenant may be ineligible.

Select **Next** once you have reviewed the prescreen outcome.

Starting a New Tenant Advocate Application: Application for those in need of moving expenses assistance

The "Tenant Search" page requires the following information about the tenant you are assisting:

- First Name
- Last Name
- Date of Birth
- Social Security Number (If the tenant does not have a social security number, you can select the checkbox labeled "I do not have a social security number (SSN)")

Select **Next** after you have entered the tenant's information.

Starting a New Tenant Advocate Application: Application for those in need of moving expenses assistance

If you entered information about a tenant that you <u>have not</u> completed an application for before, or you entered incorrect information about a tenant that you <u>have</u> completed an application for before, you will be taken to the "Tenant Search Result" page. Select **Previous** to return to the "Tenant Search" page to alter your search and try again if you have completed an application for the tenant before. Select **Next** if you are assisting a tenant with their application for the first time.

Starting a New Tenant Advocate Application: Application for those in need of moving expenses assistance

Complete the "Applicant Details" page and select **Next**. Note that if you are filling out the application for a tenant that you have assisted before, the application will not let you edit their Date of Birth or Social Security Number in the "Application Information" section or their Email Address in the "Applicant Contact Details" section.

Starting a New Tenant Advocate Application: Application for those in need of moving expenses assistance

Complete the rest of the application by following the steps in <u>"Application for those in need of rental and/or utility expense assistance"</u> or <u>"Application for those in need of moving expenses assistance"</u>.

Tracking the Status of your Applications

Getting Started

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** button from the "Home" page under "RAFT Application Actions."

Here you will see 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 landlord 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
- Approved – The Letter of Intent application was approved
- Expired – The Letter of Intent has expired (90 days after approval)

Additionally, you can see the type of case that has been requested. This will either be:

- RAFT Application for renters and movers who know where they are moving to
- Letter of Intent for movers who do not know where they are moving to
- Administrative Review for applicants who disagree with a decision to deny their application

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

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

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

Withdrawing applications that **have not yet** been submitted

To withdraw an application that has not yet been submitted select the **Withdraw** button.

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

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

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

Converting Letter of Intent applications that have been approved

Letter of Intent applications that have been approved must be converted into a RAFT application for the new landlord to receive RAFT funding for your move-in costs. Once you have identified a new unit, you will need to do the following to convert your Letter of Intent application:

Select the **Apply for Assistance** button to the right of your approved Letter of Intent application.

Follow the application steps to complete a RAFT move-in application; please see "Application for those in need of moving expenses assistance" for detailed application instructions if needed.

Tracking the Status of your Applications: Converting Letter of Intent applications that have been approved

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 the **View Case Summary** button.

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

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

Withdrawing applications that **have** been submitted

To withdraw an application that has been submitted select the **Withdraw** button.

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

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

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 the **Upload Documents** button.

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 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 **Done** when you have completed the "Upload Documents" page to finalize your application.

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

Upload Documents

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
UtilityNotice	TEST DOC.PDF	01/24/2025
ProofOfIncome	TEST DOC.PDF	01/24/2025
ProofOfIncome	TEST DOC.PDF	01/24/2025
HousingCrisis	TEST DOC.PDF	01/24/2025
ProofOfHousing	TEST DOC.PDF	01/24/2025
ProofOfIdentity	TEST DOC.PDF	01/24/2025

✕ Upload Additional Documents

Upload Documents

⬆ Upload Files

Or drop files

DONE

Requesting an Administrative Review

If your application was denied you will receive an email that includes a reason for denial and describes the steps to request an Administrative Review of that decision.

> **!** Timed out applications are not eligible for an Administrative Review; instead you may re-apply. Applications can time out if you or your Landlord neglected to provide appropriate detail in the required timeframe:
>
> - Additional documentation or information requested by an RAA must be submitted within 14 days of the request.
> - Moving applications must be completed within 90 days of your Letter of Intent (LOI) approval.

   👤 NoReplyMAHousing <no-reply-dhs@massmail.state.ma.us>

   🕑 Monday, January 27, 2025 10:42:26 AM

   🖼 Show pictures

Application Number: 00667161

Dear Tenant,

Thank you for applying to the Commonwealth of Massachusetts RAFT program. Unfortunately, you don't appear to be eligible for the program:

Review Notes:

Household Received Maximum Benefit ⬅

If you believe we made a mistake and you would like an administrative review, click this - link and follow the steps below. You will have 14 days to submit your request for an administrative review. You can find further instructions for this additional review process in the Application User Guides found here - link.

1. Begin the process by clicking the 'Track Status' option.
2. Select "Appeal" from the options to the right of your rejected application

Thank you for your interest in the Massachusetts RAFT Program. You may still be eligible for legal help or mediation. Click here to learn more - link.

Please contact the MHB at (617) 425-6700 or resourceline@MetroHousingBoston.org with questions about the administrative review process.

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.

To request an Administrative Review for an application that was denied, select the **Request Administrative Review/Appeal** button.

The "Enter Administrative Review Information" page will ask you to provide a reason why you believe the decision to deny your application should be reconsidered. Select **Next** once you've entered your response.

The "Upload Supporting Documents" page allows you to upload any additional documents that support your request for an Administrative Review.

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 Supporting Documents" page to finalize your request for an Administrative Review.

The "Administrative Review Submitted" page will provide you a confirmation that your request for an Administrative Review was submitted with a new application number.

Select **Done** to return to the "Application Status" page.

Once your request for an Administrative Review has been submitted, a new case will be opened to continue the assistance process. You may track this status like any other case in the "Application Status" page.

HOME   PROGRAM OVERVIEW   HELP & SUPPORT ⌄   LANGUAGE PREFERENCE   MORE ⌄

An official website of the Commonwealth of Massachusetts Here's how you know ⌄

⬅ Back

Application Status

If you do not have an application already in process, you may apply by clicking the "Start" button on the homepage.

Recent Cases   All Cases

| Not Submitted | Submitted | Under Review | Closed |

Appeal Number #00667247

[WITHDRAW]   [UPLOAD DOCUMENTS]

| Not Submitted | Submitted | Under Review | Ready for Payment | Paid | Denied |

Case Number #00667161

[VIEW CASE SUMMARY]   [REQUEST ADMINISTRATIVE REVIEW/APPEAL]

Case Type
RAFT Application

Rental Property
100 CAMBRIDGE ST # 3003, BOSTON, MA02114

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**.

Troubleshooting: Contacting your RAA

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 from the options 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.

Select a Community:	Blandford ⌄		
Regional Admin Agency:	Way Finders 1780 Main Street Springfield , MA 01103 413-233-1600 info@wayfinders.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.

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 EOHLC'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								Metropolitan Area: **Springfield, MA MSA**	
					Household Size				
Program	**% of AMI**	**1 Person**	**2 Persons**	**3 Persons**	**4 Persons**	**5 Persons**	**6 Persons**	**7 Persons**	**8 Persons**
RAFT	50%	$38,350	$43,800	$49,300	$54,750	$59,150	$63,550	$67,900	$72,300
RAFT	60%	$46,020	$52,560	$59,160	$65,700	$70,980	$76,260	$81,480	$86,760

Resources

[Apply for RAFT (emergency help for housing costs)](#)

[Determine your Regional Admin Agency](#)