

# Housing Assistance Application Reference Guide

For tenants applying for housing assistance through the  
Housing Help Hub

Last Updated: June 13, 2025

## Getting Started: Requirements

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](https://www.mass.gov).



Note that a RAFT application can only be filled out and submitted online through the Housing Help 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.





## Getting Started: What You Will See on The Application

### 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:

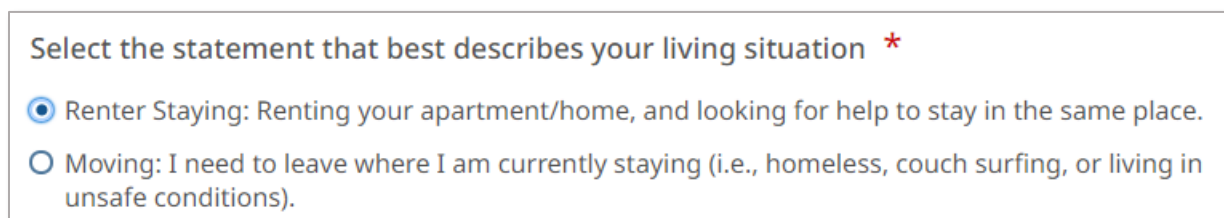
**Text Boxes:** Select into the box and type out a response



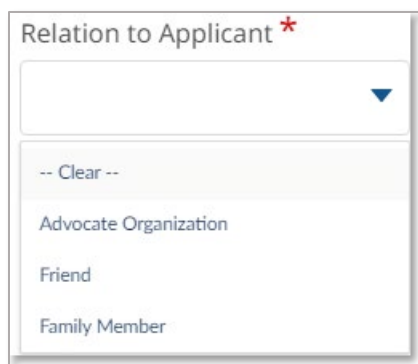
**Buttons:** Select them to navigate to other pages



**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.



**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.



## Getting Started: What You Will See on The Application

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

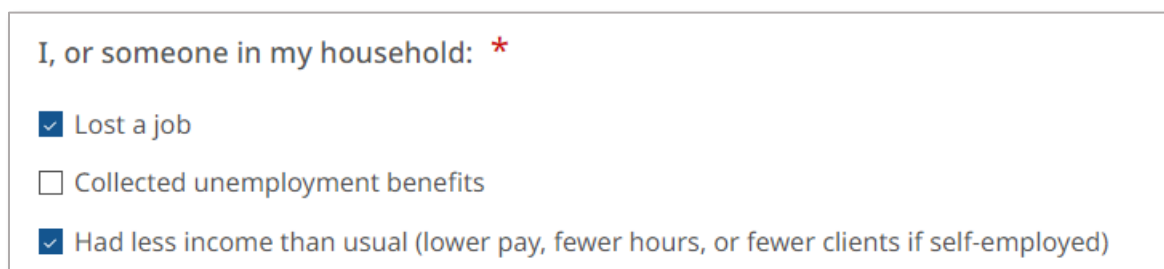


123 Main St, Falmouth, MA 02540, USA

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.



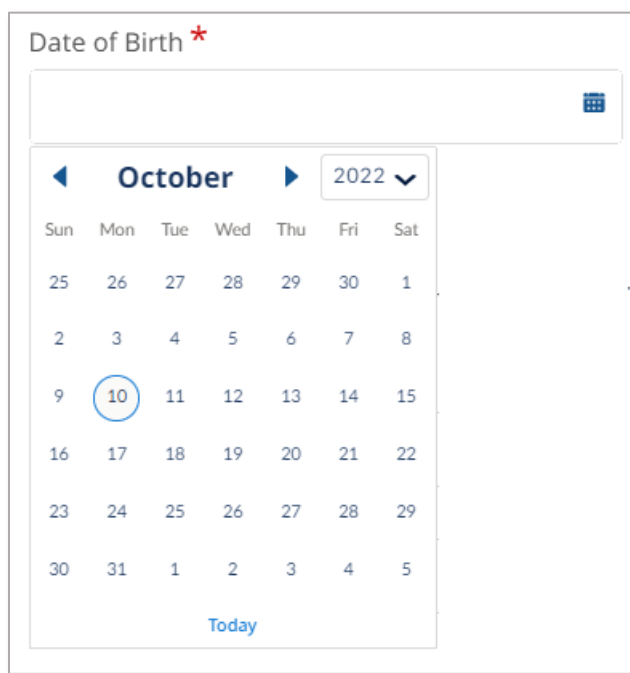
I, or someone in my household: \*

☒ 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

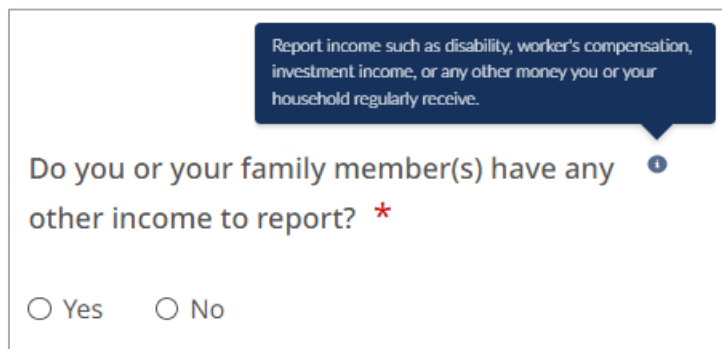
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today



## Getting Started: Uploading Files

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



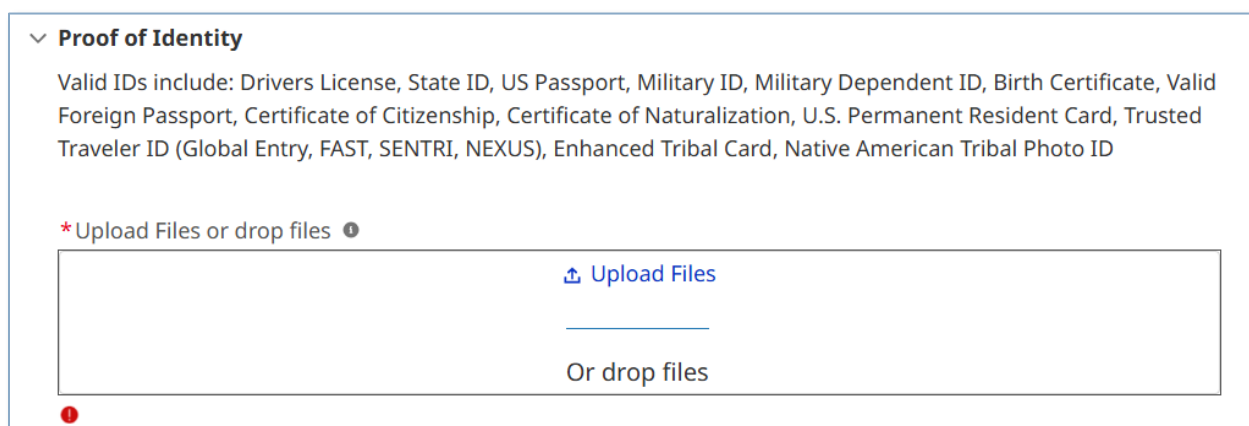
Report income such as disability, worker's compensation, investment income, or any other money you or your household regularly receive.

Do you or your family member(s) have any other income to report? \*

☐ Yes ☐ No

## Uploading Files

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



▼ **Proof of Identity**

Valid IDs include: Drivers License, State ID, US Passport, Military ID, Military Dependent ID, Birth Certificate, Valid Foreign Passport, Certificate of Citizenship, Certificate of Naturalization, U.S. Permanent Resident Card, Trusted Traveler ID (Global Entry, FAST, SENTRI, NEXUS), Enhanced Tribal Card, Native American Tribal Photo ID

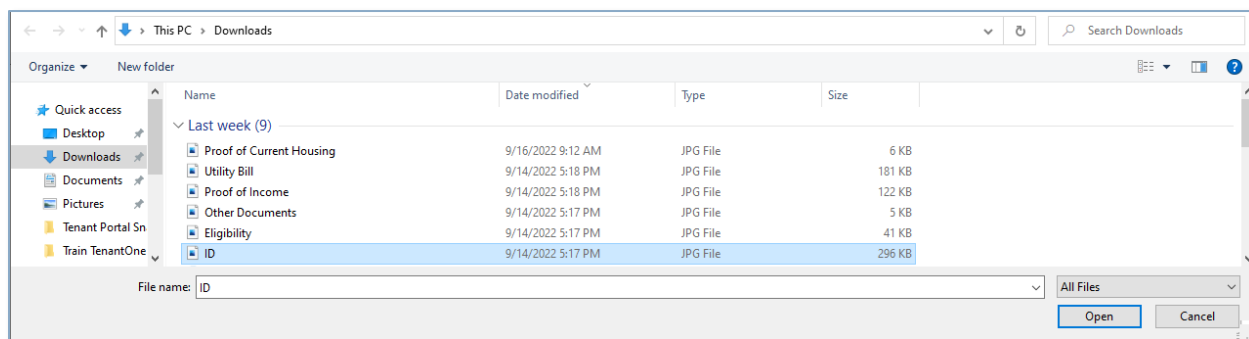
\* Upload Files or drop files ⓘ

[Upload Files](#)

Or drop files

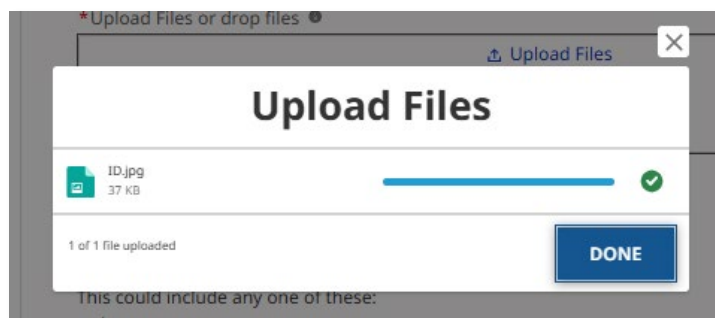
This will allow you to navigate to where the file is saved and select it for upload.

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.




## Getting Started: Uploading Files

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.

▼ **Proof of Identity**

Valid IDs include: Drivers License, State ID, US Passport, Military ID, Military Dependent ID, Birth Certificate, Valid Foreign Passport, Certificate of Citizenship, Certificate of Naturalization, U.S. Permanent Resident Card, Trusted Traveler ID (Global Entry, FAST, SENTRI, NEXUS), Enhanced Tribal Card, Native American Tribal Photo ID

\* Upload Files or drop files ⓘ

[Upload Files](#)

Or drop files

❗

ID.jpg/2/13/2025, 10:59 AM 

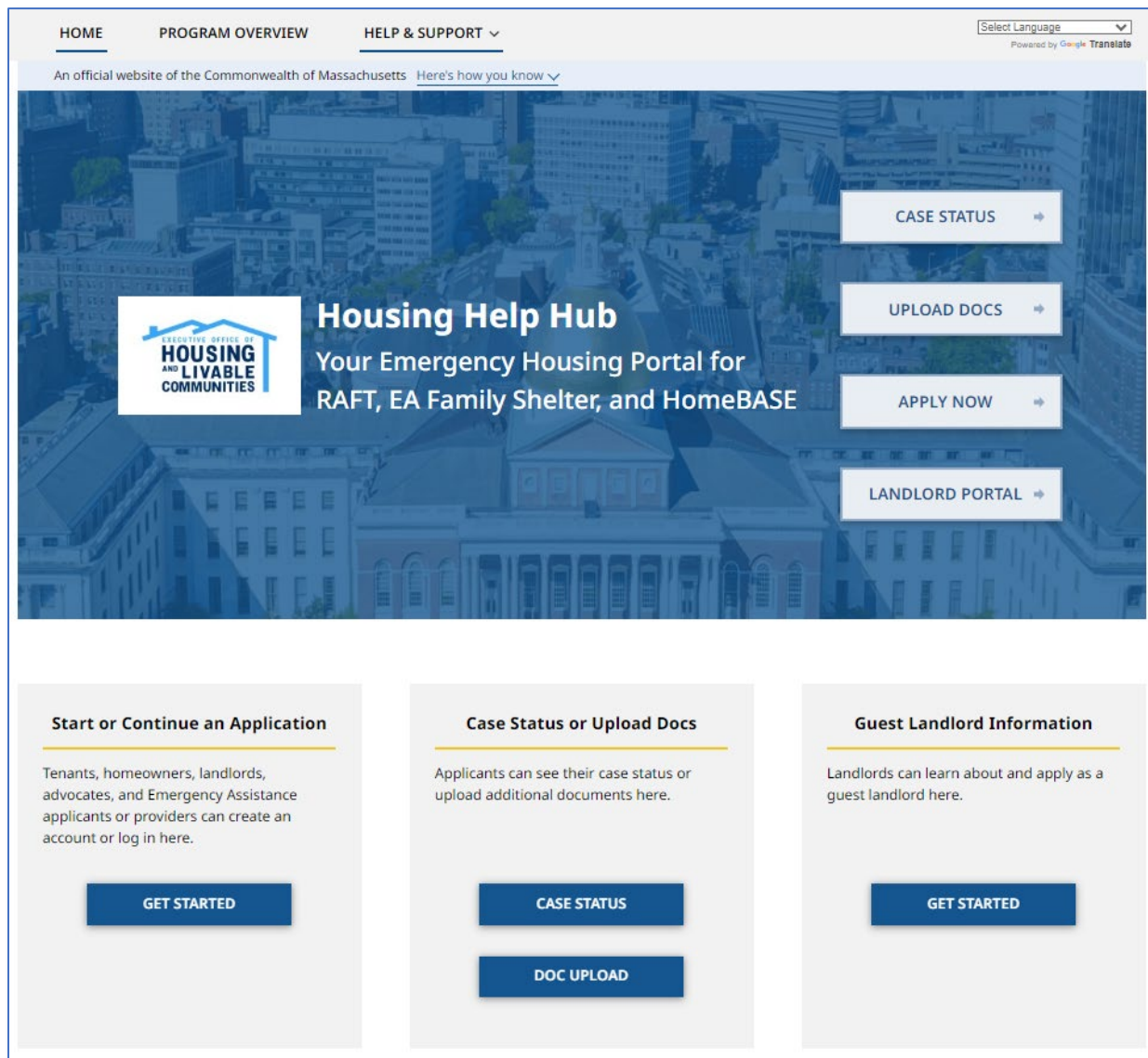


## Registering an Account

### Creation and Login

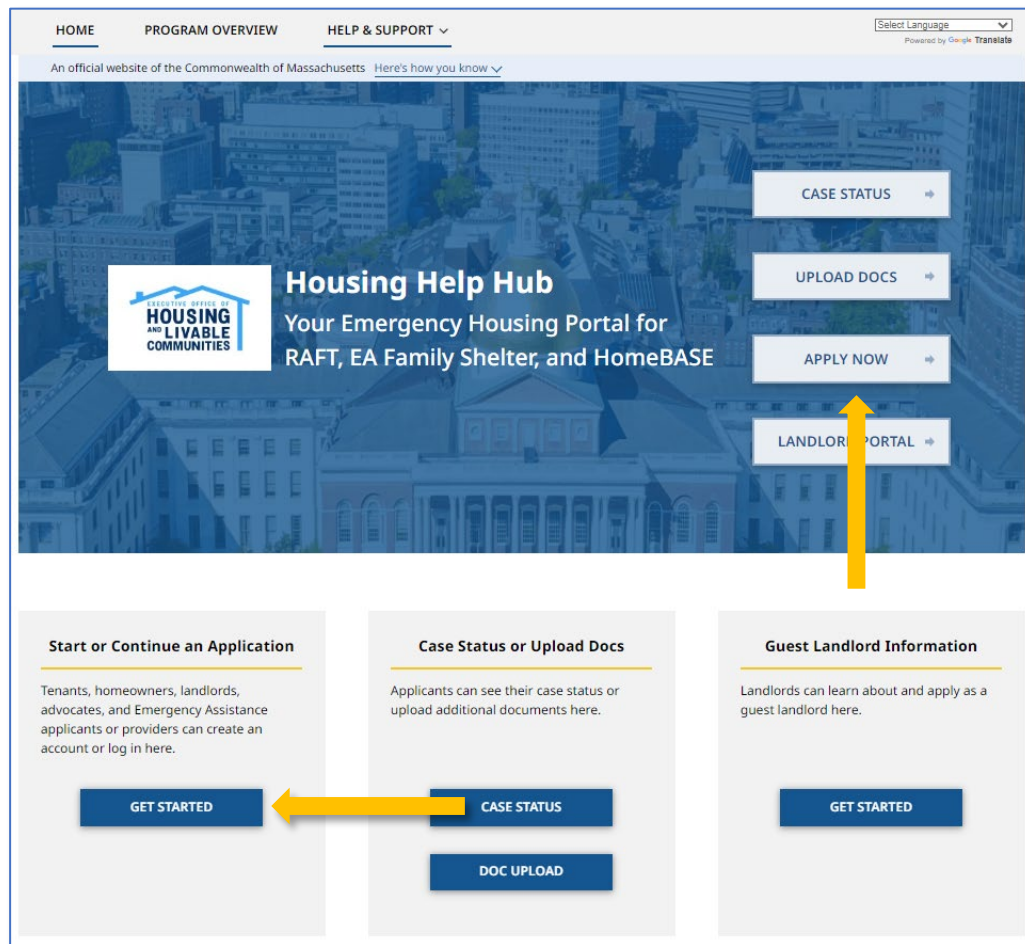
If you do not have a user account with the “Housing Help Hub,” you must create one. This account will contain basic information about yourself, including whether you are an applicant or an advocate.

The first step to applying for RAFT assistance is to visit [applyhousinghelp.mass.gov](https://applyhousinghelp.mass.gov)



## Registering an Account: Creation and Login

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**.



## Registering an Account: Creation and Login

An official website of the Commonwealth of Massachusetts [Here's how you know](#) ✓

 | Apply Housing Help MA




Welcome to the Massachusetts Housing Help Hub.

### Login

\* indicates required field

\*Username


\*Password

☐ I'm not a robot 

[Forgot your password?](#) [Register as new user](#)

**LOG IN**

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




Welcome to the Massachusetts Housing Help Hub.

### Login

\* indicates required field

\*Username

\*Password

☐ I'm not a robot 

[Forgot your password?](#) [Register as new user](#)

**LOG IN**

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**



## Registering an Account: Creation and Login

The screenshot shows the 'User Registration' page. At the top is a navigation bar with links for HOME, PROGRAM OVERVIEW, and HELP & SUPPORT. A 'Log in' button is in the top right. Below the navigation bar is a header section with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main heading is 'User Registration' with a sub-link 'Already registered? Click here to login.' Below this is a prompt: 'Please select the option that fits you the best:'. There are three green buttons with white text and a '+' icon on the right: 'I need to apply for help for me or my family.', 'I need to help someone else apply.', and 'I own or manage property and need to apply for assistance for my renter.'

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.





## Registering an Account: Creation and Login

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 your 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, 中國人, Kreyòl ayisyen, ខ្មែរ, русский, and Tiếng Việt.

Fields marked by \* are required.

\* First Name ⓘ

\* Last Name ⓘ

\* Date of Birth

MM/DD/YYYY

\* Social Security Number (SSN) ⓘ

☐ I do not have a SSN

\* 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

☐ I'm not a robot

  
reCAPTCHA  
Privacy - Terms

SUBMIT



## Registering an Account: Creation and Login

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.



## Registering an Account: Creation and Login



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 your 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, 中國人, Kreyòl ayisyen, བོད་སྐད་, 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 \*

Complete this field.

☐ I'm not a robot

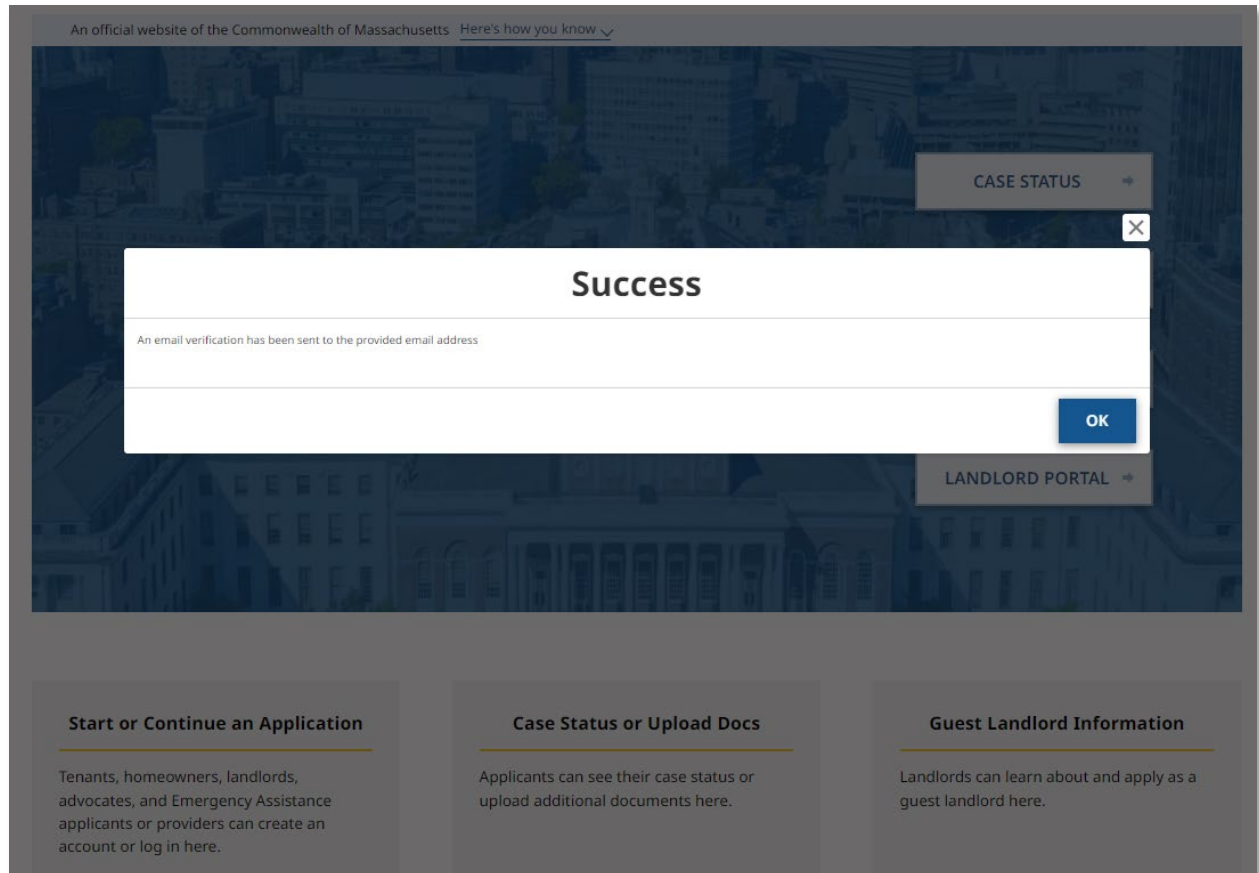
  
reCAPTCHA  
Privacy - Terms

SUBMIT



## Registering an Account: Creation and Login

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.



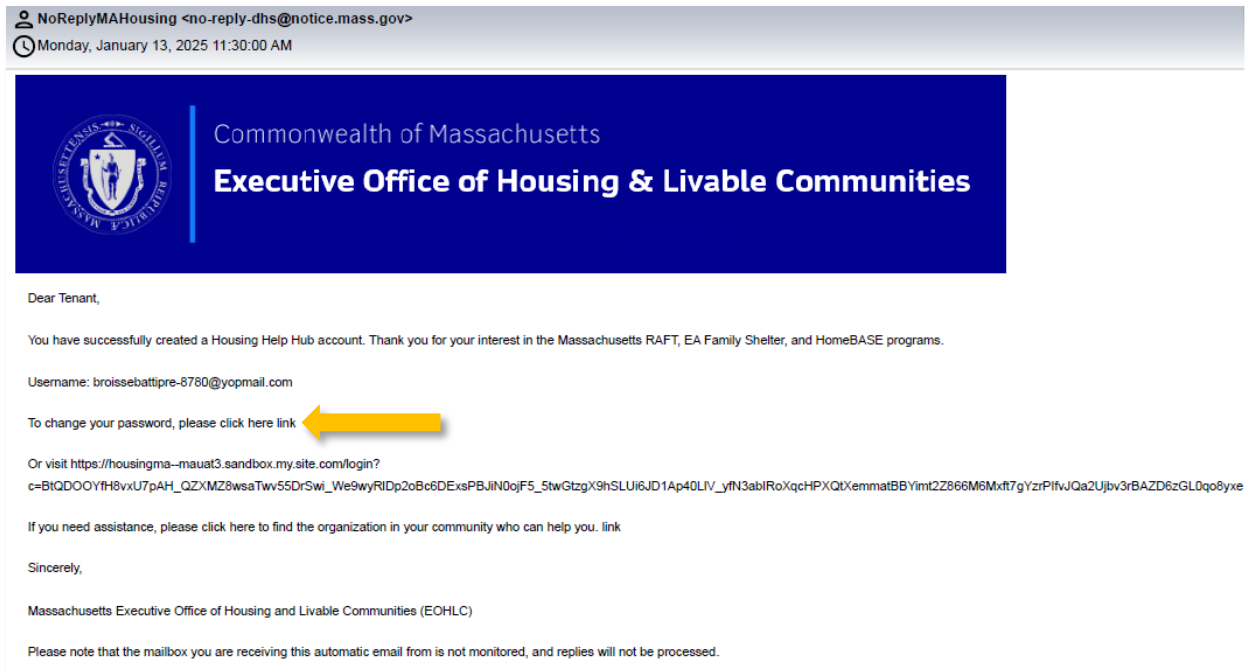
To activate your account, you must navigate to the email inbox you provided and find the verification email from **no-reply-dhs@notice.mass.gov**. Please do not send a reply to that email address.

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.



## Registering an Account: Creation and Login




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.



## Registering an Account: Creation and Login



### Change Your Password

Enter a new password for **broissebattipre-8780@yopmail.com**. Make sure to include at least:

- ✓ 12 characters

Also include at least 3 of the following:

- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character ⓘ

\* New Password

..... Good

\* Confirm New Password

..... Match

\*=required

**Change Password**

Password was last changed on 1/13/2025, 11:29 AM.

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



## Registering an Account: Creation and Login

The screenshot shows the Housing Help Hub website. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT (with a dropdown arrow), LANGUAGE PREFERENCE, and MORE (with a dropdown arrow). Below the navigation bar is a light blue banner with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know" with a dropdown arrow. The main content area starts with a greeting "Hello, **Tenant Test.**". Below this is a large blue banner with a cityscape background. On the left of the banner is the logo for the "MASSACHUSETTS DEPARTMENT OF HOUSING AND LIVABLE COMMUNITIES". To the right of the logo, the text reads "Housing Help Hub" in large white font, followed by "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE" in smaller white font. Below the banner are two columns. The left column is titled "Need help with housing payments?" and contains a section "RAFT Application Actions" with a description: "Tenants, Advocates, Community Benefit Organizations, and Emergency Providers can start, update, or track the status of an application here." Below the description are three buttons: "START" (blue), "RESUME" (yellow), and "GET HELP" (white with a blue border). The right column is titled "Need help finding a safe place?" and contains a section "EA Family Shelter Application Actions" with a description: "Families or Advocates helping families seeking Emergency Shelter can start, update, or track the status of their application here." Below the description are three buttons: "START" (blue), "RESUME" (yellow), and "GET HELP" (white with a blue border). At the bottom of each column are sections for "RAFT Program Information" and "EA Family Shelter Program Information", each with a description and a "LEARN MORE" button.

HOME PROGRAM OVERVIEW HELP & SUPPORT ▾ LANGUAGE PREFERENCE MORE ▾

An official website of the Commonwealth of Massachusetts [Here's how you know ▾](#)

Hello, **Tenant Test.**

**Housing Help Hub**  
Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE

**Need help with housing payments?**

**RAFT Application Actions**  
Tenants, Advocates, Community Benefit Organizations, and Emergency Providers can start, update, or track the status of an application here.

**START**

**RESUME**

**GET HELP**

**Need help finding a safe place?**

**EA Family Shelter Application Actions**  
Families or Advocates helping families seeking Emergency Shelter can start, update, or track the status of their application here.

**START**

**RESUME**

**GET HELP**

**RAFT Program Information**  
Learn about the Residential Assistance for Families in Transition (RAFT) program: who is eligible and what benefits are available.

**LEARN MORE**

**EA Family Shelter Program Information**  
Learn about the Emergency Housing Assistance (EA) Family Shelter Program: who is eligible and what benefits are available.

**LEARN MORE**





**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



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.

The screenshot displays the MA Housing Assistance Application Reference Guide interface. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation bar, a banner reads "Hello, Tenant Test." and "Housing Help Hub" with the subtitle "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". The main content area is divided into two columns. The left column, titled "Need help with housing payments?", contains the "RAFT Application Actions" section. This section includes a description: "Tenants, Advocates, Community Benefit Organizations, and Emergency Providers can start, update, or track the status of an application here." and three buttons: "START" (blue), "RESUME" (yellow), and "GET HELP" (white). A yellow arrow points to the "START" button. The right column, titled "Need help finding a safe place?", contains the "EA Family Shelter Application Actions" section. This section includes a description: "Families or Advocates helping families seeking Emergency Shelter can start, update, or track the status of their application here." and three buttons: "START" (blue), "RESUME" (yellow), and "GET HELP" (white).

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.

The screenshot shows the 'Living Situation' page of the MA Housing Assistance Application. The top navigation bar includes a logo, 'HOME', 'HELP & SUPPORT', and a user profile icon. A message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' On the left, a 'Steps' sidebar lists: Living Situation (active), Instructions, Advocate Details, Prescreening, Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Living Situation' and contains the following text: 'Please review and respond to this question carefully as you will not be able to edit your response after completing the prescreening page. After prescreening, if you find your living situation response is incorrect, you will need to withdraw the application and start over.' Below this, there are two questions: 1. '\*Select the statement that best describes your living situation' with options: 'Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.' (selected), 'Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions).', and 'Homeowner: Living in your home, and looking for help paying your mortgage to remain in your home or help with other housing costs.' 2. '\*Is there someone else, like an advocate, we should also send information about your application status to?' with options: 'Yes' (selected) and 'No'. A blue 'NEXT' button is located at the bottom right of the form area.

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

HOME HELP & SUPPORT

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

### Steps

- Living Situation
- Instructions
- Advocate Details
- Prescreening
- Confirm Address
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- 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. 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.

HOME HELP & SUPPORT

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

**Steps**

- Living Situation
- Instructions
- Advocate Details**
- Prescreening
- Confirm Address
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- Review
- Upload Documents
- Certification
- Confirmation

### Advocate Details

\* Advocate First Name MI \* Advocate Last Name

Sample Advocate

\* Relation to Applicant \* Advocate Email

Advocate Organization botteilouteitto-5103@yopmail.com

\* Phone Number \* Advocate Organization

(555) 666-7777 Sample Advocate Org

PREVIOUS NEXT

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

The screenshot displays the 'Prescreening' step of a tenant application. On the left, a vertical 'Steps' sidebar lists the following steps: Living Situation, Instructions, Advocate Details, Prescreening (highlighted with a blue circle), Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Prescreening' and includes a section for 'Applicant Details'. This section contains two input fields: '\* # of Household Members' with a dropdown menu showing '3', and '\* Household Annual Income' with a text box showing '\$ 30,000.00'. Below these fields, there is a paragraph of instructions about address suggestions and a question: 'What is the address for the rental unit you are seeking assistance for?'. This question has two input fields: a text box containing '100 Cambridge St, Boston, MA 02114, USA' and a 'Unit/Apt Number' box containing '3003'. At the bottom, there are two questions with radio button options: '\* Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?' with 'Yes' and 'No' options (where 'No' is selected), and '\* Is the tenant's name on the lease?' with 'Yes' and 'No' options (where 'Yes' is selected).

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.)

The screenshot shows the MA Housing Assistance Application interface. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

The main content area is divided into two sections. On the left, a 'Steps' sidebar lists the application process: Living Situation, Instructions, Advocate Details, **Prescreening** (highlighted with a blue circle), Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Review, Upload Documents, Certification, and Confirmation. On the right, the 'Prescreening' section is titled and contains two expandable sections: 'Applicant Details' and 'Hardship'. The 'Hardship' section is expanded, showing a prompt: 'Please tell us the challenges you have faced..'. Below this, there is a list of challenges with checkboxes. The first challenge is '\* I, or someone in my household:' followed by several options. The last two options are checked: 'Had higher bills than usual (for example, medical bills, transportation costs, childcare costs, funeral costs, rent, utilities, etc.)' and '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

- 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.

The screenshot shows the 'Prescreening' section of the MA Housing Assistance Application. On the left is a 'Steps' sidebar with a vertical list of steps: Living Situation, Instructions, Advocate Details, Prescreening (highlighted with a blue circle), Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Review, and Upload Documents. The main content area is titled 'Prescreening' and contains three expandable sections: 'Applicant Details', 'Hardship', and 'Renter - Housing Crisis'. The 'Renter - Housing Crisis' section is expanded, showing instructions to highlight housing or utility needs. It includes three checkboxes: 'I have received a Notice to Quit from my landlord saying I owe rent' (checked), 'I have been to court or have a court date scheduled about being evicted', and 'I have been evicted through a court process and I have to leave my home.' Below this is a 'Utilities Assistance' section with two checkboxes: 'I have received a shut-off notice' (checked) and 'My heating oil or heating gas tank is empty and I cannot pay to refill it'.

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 screenshot displays the MA Housing Assistance Application web interface. At the top, there is a navigation bar with a logo on the left, 'HOME' and 'HELP & SUPPORT' in the center, and a user profile icon on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

The main content area is divided into two sections. On the left, a 'Steps' sidebar lists the application process: Living Situation, Instructions, Advocate Details, Prescreening (highlighted with a blue circle), Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents, Certification, and Confirmation. On the right, the 'Prescreening' section is active. It contains expandable sections: 'Applicant Details', 'Hardship', 'Renter - Housing Crisis', and 'Landlord Application'. The 'Landlord Application' section is expanded, showing a question: '\* Have you received an email confirmation from the MA RAFT/ERAP Program that your landlord submitted an application?'. Below the question are two radio buttons: 'Yes' and 'No', with 'No' selected. At the bottom right of the main content area, there are two blue buttons: 'PREVIOUS' and 'NEXT'.

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 screenshot displays the 'Confirm Address' step of the MA Housing Assistance Application. The top navigation bar includes the state seal, 'HOME', 'HELP & SUPPORT', and a user profile icon. A message at the top states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

The 'Steps' sidebar on the left lists the following steps: Living Situation, Instructions, Advocate Details, Prescreening, **Confirm Address** (highlighted with a blue circle), Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents, Certification, and Confirmation.

The main content area is titled 'Confirm Address' and includes the text: 'We want to make sure we have your address right.'

It compares the user's input with the USPS recommended format:

You Entered:	USPS Address Recommended Format (US Postal Service):
100 Cambridge Street	100 CAMBRIDGE ST # 3003
3003	BOSTON
Boston	MA
MA	02114 - 2509
02114	

Below the comparison, a question asks: '\* Which address should we use?'. Two buttons are provided: 'Use the Address You Entered' and 'Use the recommended address'. At the bottom right, there are 'PREVIOUS' and 'CONTINUE' buttons.

! 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 screenshot shows a web application interface for the MA Housing Assistance Application. At the top, there is a navigation bar with a logo on the left, 'HOME' and 'HELP & SUPPORT' in the center, and a user profile icon on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

The main content area is divided into two sections. On the left is a 'Steps' sidebar with a vertical list of application steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome (highlighted with a blue circle), Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents, Certification, and Confirmation. On the right is the 'Prescreen Outcome' section. It displays 'Total Annual Income: \$30000' and 'City of Residence: BOSTON'. Below this, a green banner with a checkmark icon contains the text 'You may be eligible for Assistance, Continue Application'. At the bottom right of this section are two blue buttons labeled 'PREVIOUS' and 'NEXT'.

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

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

The screenshot displays the 'Applicant Details' section of the MA Housing Assistance Application. The interface includes a top navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. On the left, a 'Steps' sidebar lists the application process: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details (current step), Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Applicant Details' and includes a note: 'As the applicant (head of household) your date of birth, social security number, and email are tied to your account and cannot be changed.' The 'Application Information' section contains the following fields:

- \*First Name**: Text input with value 'Tenant'.
- MI**: Text input.
- \*Last Name**: Text input with value 'Test'.
- Suffix**: Text input.
- \*Date of Birth**: Date picker with value '07/07/1977'.
- Age**: Text input with value '47'.
- \*Gender**: Radio button selection with options: Woman (Girl, if child), Man (Boy, if child), Culturally Specific Identity (e.g. Two-Spirit), Transgender, Non-Binary (selected), Questioning, Different Identity, Do not know, and Prefer not to answer.
- Social Security #**: Text input with value '555-66-5555'.
- ☐ I do not have a social security number (SSN)
- \*Race**: Dropdown menu with value 'Multi-racial'.
- \*Ethnicity**: Dropdown menu with value 'Non-Hispanic/Non-Latino'.
- \*Employment Status**: Dropdown menu with value 'Employed Part-Time'.
- \*Type of ID**: Dropdown menu with value 'Driver's License'.
- \*Drivers License State**: Dropdown menu with value 'MA'.
- Drivers License Number**: Text input with value '55555555555555555555'.
- \*Expiration Date**: Date picker with value '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.

The screenshot displays the 'Applicant Details' section of the MA Housing Assistance Application. The page has a header with the state seal, 'HOME', and 'HELP & SUPPORT'. Below the header is a navigation bar with 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main content area is divided into two columns. The left column, titled 'Steps', lists the application process: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details (highlighted with a blue circle), Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents, Certification, and Confirmation. The right column, titled 'Applicant Details', contains a sub-section 'Applicant Mailing Address'. It includes a text input field for 'Address Line 1' with the value '100 Cambridge St, Boston, MA 02114, USA' and a 'Unit/Apt Number' field with the value '3003'. Below these fields are buttons for 'PREVIOUS' and 'NEXT'.

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 screenshot shows the 'Applicant Details' page of the MA Housing Assistance Application. On the left is a 'Steps' sidebar with a vertical list of steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details (highlighted with a blue circle), Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Applicant Details' and includes a sub-header 'Application Information'. Below this, there are sections for 'Applicant Mailing Address' and 'Applicant Contact Details'. The 'Applicant Contact Details' section contains fields for phone number, email, and a consent checkbox. The phone number fields are labeled '\*Phone Number' and '\*Re-enter Phone Number', both containing '(617) 000-0000'. The email fields are labeled '\*Email' and '\*Re-enter Email', both containing 'broissebattipre-8780@yopmail.com'. There is a '\*Phone Type' section with radio buttons for 'Mobile' (selected) and 'Other'. A consent checkbox is labeled '\*I consent to receiving text messages regarding housing assistance. Message & Data rates may apply.' with 'Yes' selected. At the bottom, there is a '\*Preferred method of contact' dropdown menu set to 'Email'. Navigation buttons 'PREVIOUS' and 'NEXT' are at the bottom right.

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 screenshot shows a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar, a banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area is titled 'Additional Household Members'. On the left, a 'Steps' sidebar lists the application process: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members (highlighted with a blue circle), Income, Household Deduction, Rent, Utility, Review, Upload Documents, Certification, and Confirmation. The main form area has a heading 'Additional Household Members' and a sub-heading 'Please include information about 2 household members from the Prescreen you said live with you. Please do not include yourself as you have already entered your information in the Applicant Details.' Below this, there is a table with two columns: 'FIRST NAME' and 'RELATIONSHIP TO HEAD OF HOUSEHOLD'. A yellow arrow points from the 'ADD HOUSEHOLD MEMBERS' button to the table. At the bottom right of the form, there are three buttons: 'ADD HOUSEHOLD MEMBERS', 'PREVIOUS', and 'NEXT'.

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


### Additional Household Members

<p><b>* First Name</b></p> <input type="text" value="Member"/>	<p><b>* Last Name</b></p> <input type="text" value="One"/>
<p><b>* Date of Birth</b></p> <input type="text" value="08/08/1980"/>	<p><b>Age</b></p> <input type="text" value="44"/>
<p><b>* SSN/TIN</b></p> <input type="text" value="444-SS-4444"/>	
<p><input type="checkbox"/> This member does not have a social security number (SSN)</p>	
<p><b>* Gender</b></p> <p> <input type="radio"/> Woman (Girl, if child)  <input checked="" type="radio"/> Man (Boy, if child)  <input type="radio"/> Culturally Specific Identity (e.g. Two-Spirit)  <input type="radio"/> Transgender  <input type="radio"/> Non-Binary  <input type="radio"/> Questioning  <input type="radio"/> Different Identity  <input type="radio"/> Do not know  <input type="radio"/> Prefer not to answer         </p>	
<p><b>* Relationship to Head of Household</b></p> <input type="text" value="Spouse"/>	
<p><b>* Race</b></p> <input type="text" value="Multi-racial"/>	<p><b>* Ethnicity</b></p> <input type="text" value="Hispanic/Latino"/>

CANCEL SAVE

You must repeat this process for each additional household member.

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



HOME

HELP & SUPPORT ▾

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

Review

Upload Documents

Certification

Confirmation

## Additional Household Members

Please include information about 2 household members from the Prescreen you said live with you. Please do not include yourself as you have already entered your information in the Applicant Details.

Additional Household Members

FIRST NAME	RELATIONSHIP TO HEAD OF HOUSEHOLD
Member	Spouse ▾
Second	Child ▾

ADD HOUSEHOLD MEMBERS

PREVIOUS

NEXT

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

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.

The screenshot shows the 'Income' section of the MA Housing Assistance Application. On the left is a 'Steps' sidebar with a vertical list of steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, **Income** (highlighted with a blue circle), Household Deduction, Rent, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Income' and contains five questions, each with radio button options for 'Yes' and 'No'. All 'No' options are selected. The questions are: 1. 'Do you or your family member(s) have any income from your current job?' 2. 'Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?' 3. 'Do you or your family member(s) have any other income to report? This includes any rental property income, if you are a landlord.' 4. 'Do you or your family member(s) receive any Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?' 5. 'Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?' At the bottom of the main area is an affirmation statement: '\*I affirm I have no income, and I understand the organization processing my application may verify that this is true.' with 'Yes' selected. At the bottom right are 'PREVIOUS' and 'NEXT' buttons. The top of the page has a header with the state seal, 'HOME', 'HELP & SUPPORT', and a user icon. A banner below the header reads 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'.

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 screenshot shows the 'Income' step of the MA Housing Assistance Application. On the left, a 'Steps' sidebar lists the application process from 'Instructions' to 'Confirmation', with 'Income' highlighted. The main content area is titled 'Income' and contains four questions with radio button answers. Below the questions is a table for entering income details. The table has two columns: 'HOUSEHOLD MEMBER' and 'TOTAL ANNUAL INCOME'. A yellow arrow points from the 'ADD INCOME' button to the table. Below the table, there are two red error messages: 'You've indicated you have wages type of income but you haven't yet entered income details for this. Please enter the income details' and 'You've indicated you have other type of income but you haven't yet entered income details for this. Please enter the income details'. At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

**Steps**

- Instructions
- Prescreening
- Confirm Address
- Prescreen Outcome
- Applicant Details
- Additional Household Members
- Income**
- Household Deduction
- Rent
- Review
- Upload Documents
- Certification
- Confirmation

### Income

• Do you or your family member(s) have any income from your current job?  
☒ Yes ☐ No

• Do you or your family member(s) receive any Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?  
☐ Yes ☒ No

• Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?  
☐ Yes ☒ No

• Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?  
☐ Yes ☒ No

• Do you or your family member(s) have any other income to report? This includes any rental property income, if you are a landlord.  
☒ Yes ☐ No

HOUSEHOLD MEMBER	TOTAL ANNUAL INCOME

**ADD INCOME**

**You've indicated you have wages type of income but you haven't yet entered income details for this. Please enter the income details**

**You've indicated you have other type of income but you haven't yet entered income details for this. Please enter the income details**

**PREVIOUS** **NEXT**

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.

The screenshot shows a web form titled "Income". At the top, a note states: "Note: you will be asked to prove the income you enter with documentation such as:" followed by a bulleted list: "• Two paystubs dated within the last 60 days", "• Unemployment printout(s) showing weekly payment amount", and "• Award letter(s) for benefits such as Social Security, TAFDC, SNAP, MassHealth, etc.".

The form contains several input fields:

- A field labeled "\*Household member" with a search icon, containing the text "Tenant Test".
- A dropdown menu labeled "\*Type of Income" with the selected option "Earned Income/Salaries/Wages".
- A dropdown menu labeled "\*How Often are you paid?" with the selected option "Biweekly (every other week)".
- A text input field labeled "\*Amount" containing "\$ 960.00".
- A summary section at the bottom with two fields: "Total Annual Income" showing "\$ 24,960.00" and "Monthly Household Income" showing "\$ 2,080.00".

At the bottom right of the form, there are two buttons: "CANCEL" and "SAVE".

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 screenshot displays the 'Income' step of a tenant application. On the left, a 'Steps' sidebar lists the application process: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, **Income** (current step), Household Deduction, Rent, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Income' and contains four questions with radio button options:

- Do you or your family member(s) have any income from your current job?  
☒ Yes ☐ No
- Do you or your family member(s) receive any Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?  
☐ Yes ☒ No
- Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?  
☐ Yes ☒ No
- Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?  
☐ Yes ☒ No
- Do you or your family member(s) have any other income to report? This includes any rental property income, if you are a landlord.  
☒ Yes ☐ No

Below the questions is a table for reporting income:

HOUSEHOLD MEMBER	TOTAL ANNUAL INCOME
Tenant Test	\$ 24,960.00
Member One	\$ 5,040.00

At the bottom right of the form are three buttons: 'ADD INCOME', 'PREVIOUS', and 'NEXT'.

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 screenshot shows the 'Household Deduction' step in the MA Housing Assistance Application Reference Guide. The page has a header with the MA seal, 'HOME', and 'HELP & SUPPORT'. Below the header is a navigation bar with 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main content area is titled 'Household Deduction' and includes a list of steps on the left: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction (highlighted), Rent, Utility, Review, Upload Documents, Certification, and Confirmation. The 'Household Deduction' section contains a list of eligible expenses: 1. Child support, 2. Childcare or care for a sick/incapacitated household member, and 3. Tuition and fees for vocationally-related education (cannot be full-time). Below this is a question: '\* Do you or a member of your household currently pay for any of the expenses listed above?' with radio buttons for 'Yes' (selected) and 'No'. A table titled 'Income Deductions' has two columns: 'EXPENSE' and 'DEDUCTION AMOUNT'. A yellow arrow points from the table to the 'ADD DEDUCTIONS' button. Below the table are 'PREVIOUS' and 'NEXT' buttons.

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.



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

HOME HELP & SUPPORT

## Income Deductions

At the end of the application, you will be asked to provide documentation showing these expenses. This could be payment history from the Massachusetts Department of Revenue, checks you paid to the person who has custody of your child or a letter from the person who has custody. Documents must show the amounts paid and be from the last 60 days.

\* Expense \* Frequency

Child support Weekly (once a week)

\* Amount (Before Taxes) Deduction Amount

\$ 100.00 \$ 5,200.00

CANCEL SAVE

You must repeat this process for each additional deduction.

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



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

The screenshot shows the 'Household Deduction' step in the MA Housing Assistance Application. The left sidebar lists the steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, **Household Deduction**, Rent, Utility, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Household Deduction' and includes the following text:

Some expenses you might have can be subtracted from your income to make you eligible.

1. Child support.
2. Childcare or care for a sick/incapacitated household member.
3. Tuition and fees for vocationally-related education (cannot be full-time).

\* Do you or a member of your household currently pay for any of the expenses listed above?

☒ Yes ☐ No

EXPENSE	DEDUCTION AMOUNT
Child support	\$ 5,200.00

Buttons: ADD DEDUCTIONS, PREVIOUS, NEXT

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.

The screenshot shows the 'Rent' step in the MA Housing Assistance Application. The left sidebar lists the steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, **Rent**, Utility, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Rent' and includes the following text:

Subsidized Housing

\* Does your housing rent go up or down when your income goes up or down (i.e., you have a voucher, like Section 8, or live in public housing)?

☒ Yes ☐ No

\* What caused non-payment?

☐ A one time expense (Car repair, funeral expenses, medical bills, childcare expenses, etc)

☒ A temporary reduction in income (reduced hours, medical leave, etc.)

☐ Loss of a job



**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
  - 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

The screenshot displays the 'Rent' section of a tenant application on the official website of the Commonwealth of Massachusetts. The page features a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. A sidebar on the left lists the application steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent (highlighted), Utility, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Rent' and includes a 'Subsidized Housing' section. Under 'Landlord Information', there are fields for Landlord Type (Individual, Company, Property Management Company), Company Name (Renting Company Inc), Landlord First Name (Sample), Landlord Last Name (Landlord), Landlord Email (hennixeutiti-3057@yopmail.com), Landlord Phone ((444) 444-4444), and Landlord Phone Type (Mobile, Other). There are also checkboxes for 'I don't have an email for the landlord' and 'I don't have a phone number for the landlord'. A text box for Landlord Address (1 Ashburton Pl, Boston, MA 02108, USA) and a field for Unit/Apt Number are present. A final question asks if the landlord lives at the property where the unit is rented, with 'Yes' and 'No' options.

HOME HELP & SUPPORT

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
- Review
- Upload Documents
- Certification
- Confirmation

### Rent

> Subsidized Housing

Landlord Information

\* Landlord Type

☐ Individual

☒ Company

☐ Property Management Company

\* Company Name

Renting Company Inc

\* Landlord First Name

Sample

\* Landlord Last Name

Landlord

\* Landlord Email

hennixeutiti-3057@yopmail.com

☐ I don't have an email for the landlord

\* Landlord Phone

(444) 444-4444

\* Landlord Phone Type

☒ Mobile ☐ Other

☐ I don't have a phone number for the landlord

As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.

\* Landlord Address

1 Ashburton Pl, Boston, MA 02108, USA

Unit/Apt Number

\* Does your landlord live at the property where you rent your unit?

☐ Yes ☒ No

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

The screenshot displays the 'Rent' step of a multi-step application process. On the left, a vertical 'Steps' sidebar lists the following steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, **Rent** (highlighted with a blue circle), Utility, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Rent' and includes expandable sections for 'Subsidized Housing', 'Landlord Information', and 'Add Rent Due Details'. Under 'Add Rent Due Details', there are three input fields: '\* # of months behind?' with a dropdown menu showing '3', '\*What is your monthly rent ?' with a text box containing '\$ 600.00', and '\*Total Overdue Rent' with a text box containing '\$ 1,800.00'. At the bottom right of the form are two blue buttons labeled 'PREVIOUS' and 'NEXT'. The top of the page features a navigation bar with 'HOME', 'HELP & SUPPORT', and a user profile icon, along with a banner stating 'An official website of the Commonwealth of Massachusetts'.

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 screenshot shows the 'Add Utility' form within a web application. On the left, a 'Steps' sidebar lists the application process from 'Instructions' to 'Confirmation', with 'Utility' currently selected and highlighted. The main content area is titled 'Utility' and contains a form labeled 'Add Utility'. This form has two input fields: 'UTILITY TYPE' and 'AMOUNT DUE'. A yellow arrow points from the 'AMOUNT DUE' field towards the 'ADD UTILITY' button. Below the input fields are three buttons: 'ADD UTILITY' (in blue), 'PREVIOUS' (in blue), and 'NEXT' (in blue). The top of the page features a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon.

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

HOME

HELP & SUPPORT

# 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

**Add Utility**

\* Utility Type: Gas ▼

\* Amount Due: \$ 250.00

\* Do you know the Account Number?  
☒ Yes ☐ No

\* Account Number: 0123456789

\* Provider Legal Business Name: The Gas Co

Provider Legal Business Phone: (777) 777-7777

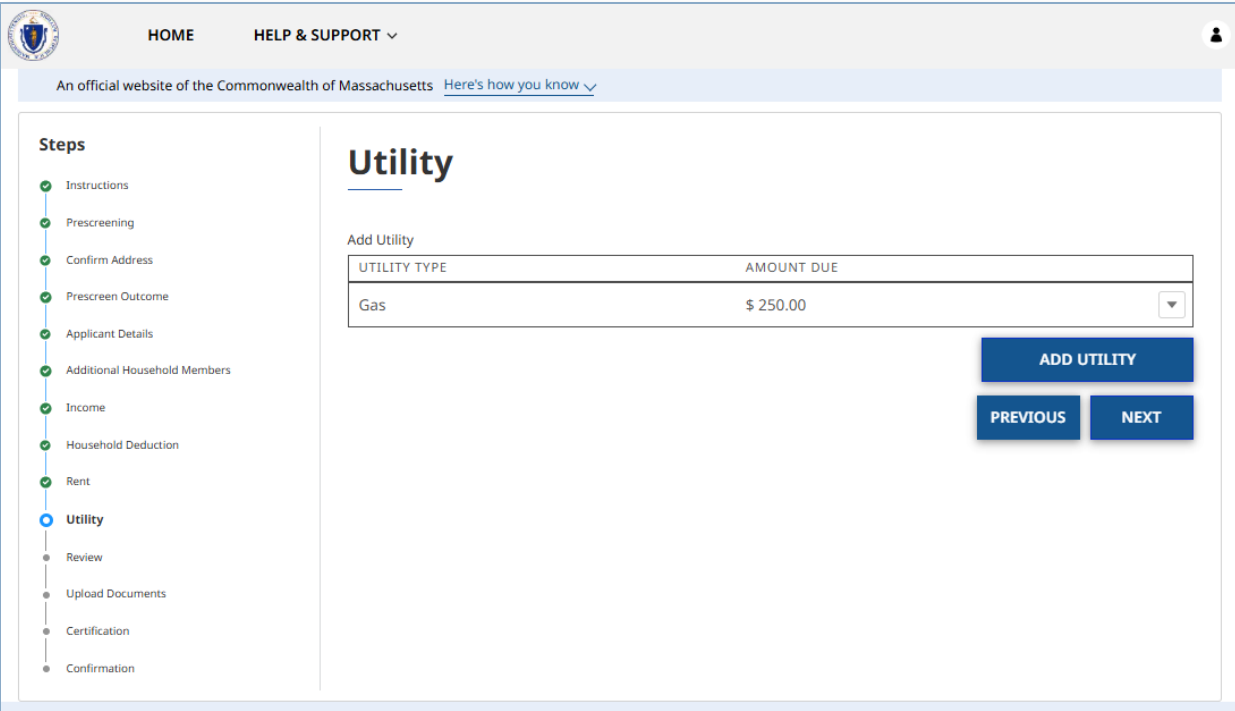
**CANCEL** **SAVE**

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 screenshot displays the 'Utility' step of the application process. On the left, a 'Steps' sidebar lists the following steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, **Utility** (highlighted with a blue circle), Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Utility' and features a table for adding utilities. The table has two columns: 'UTILITY TYPE' and 'AMOUNT DUE'. A single row is visible with 'Gas' in the first column and '\$ 250.00' in the second. To the right of the table is a dropdown arrow. Below the table are three buttons: 'ADD UTILITY', 'PREVIOUS', and 'NEXT'. The top navigation bar includes 'HOME', 'HELP & SUPPORT', and a user profile icon. A banner at the top states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'.

UTILITY TYPE	AMOUNT DUE
Gas	\$ 250.00



**ADD UTILITY**

**PREVIOUS** **NEXT**

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

HOMEHELP & SUPPORT ▾

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
- Review**
- Upload Documents
- Certification
- Confirmation

## Review

Please review this summary of the information you have entered. If you need to make changes, please click "previous" at the bottom of the page(s) to reach the page you need to change. On the final two pages after this one, you'll be asked to upload all required documentation, and to sign and submit your application for processing, so please ensure any needed edits are made before moving to the next page. You may want to print this summary for your records.

▾ Tenant/Homeowner

Tenant Test

▾ Phone

6170000000

▾ Phone Type

Mobile

▾ Email

brousebattipre-8780@yopmail.com

▾ Address

100 CAMBRIDGE ST # 3003, BOSTON, MA 02114  
Unit/Apt Number

▾ Landlord/Owner

Sample Landlord

▾ Household Members

3



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

✓ Monthly Household Income	\$ 2,500.00
✓ Annual Household Income	\$ 30,000.00
✓ Monthly Deductions	\$ 433.33
✓ Annual Deductions	\$ 5,200.00
✓ Income And Deduction Summary	\$ 24,800.00
✓ Total Rent Assistance Requested	\$ 1,800.00
✓ Total Utility Assistance Requested	\$ 250.00
✓ Tenant Application Code	500ep000001jCxK

[PREVIOUS](#)[NEXT](#)

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 screenshot shows the 'Upload Documents' page of the MA Housing Assistance Application system. The page has a header with the state seal, 'HOME', and 'HELP & SUPPORT'. Below the header is a navigation bar with 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. On the left is a 'Steps' sidebar with a vertical list of steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents (highlighted with a blue circle), Certification, and Confirmation. The main content area is titled 'Upload Documents' and contains a paragraph: 'This page contains optional upload fields. The file names for documents you have previously uploaded are noted below each field with the date of the previous upload. Please click the upload button(s) to upload only the additional documents that your RAA has requested of you.' Below this is a section for 'Proof of Identity' with a list of valid IDs. A red asterisk indicates a required upload. There is a large text box with an 'Upload Files' button and an 'Or drop files' option. Below the text box is a list of previously uploaded files, showing 'TEST DOC.pdf' with a timestamp. At the bottom are expandable sections for 'Proof of Housing', 'Verification of Eligible Housing Crisis', 'Other Documents', 'Proof of Income', and 'Utility Shut Off Notice'. At the bottom right are 'PREVIOUS' and 'NEXT' buttons.

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.

The screenshot shows the 'Certification' step of the MA Housing Assistance Application. On the left is a 'Steps' sidebar with a vertical list of steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents, **Certification** (highlighted with a blue circle), and Confirmation. The main content area is titled 'Certification' and contains three sections: 'Application Certification and Contract (Tenant/Mover/Homeowner)', 'Statement of Affirmation', and 'Authorization and Release'. The 'Statement of Affirmation' section contains three radio button options, all of which are selected. The 'Authorization and Release' section contains two paragraphs of text explaining the use of personal information.

HOME    HELP & SUPPORT ▾

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
- Review
- Upload Documents
- Certification**
- Confirmation

## Certification

▾ **Application Certification and Contract (Tenant/Mover/Homeowner)**

### Statement of Affirmation

☒ 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.

### Authorization and Release

You have provided certain Personal Information (name, address, income, age, etc.) about you, your household and/or the person on whose behalf you are applying (collectively, the "Participant(s)"). It will be used to determine eligibility and the need for financial assistance for the Residential Assistance for Families in Transition (RAFT), Emergency Rental Assistance Program (ERAP) and Emergency Rental and Mortgage Assistance (ERMA) programs (collectively, "Emergency Housing Payment Assistance"), as well as other programs the Massachusetts Executive Office of Housing and Livable Communities (EOHLC) may administer, and to comply with federal and state reporting and record keeping requirements. The information is also used to manage the housing program, to protect the public financial interest and to verify the accuracy of information submitted.

When permitted by law, it may be released to government agencies, local public housing authorities, regional non-profit housing agencies, service providers and civil or criminal investigators and prosecutors. It may also be used for research and program evaluation purposes. Otherwise, the information will be kept confidential and only used by the Regional Agency staff in the course of their duties.

To verify program eligibility, the Regional Agency will provide information about you and/or the Participant to others (agencies, including the Executive Office of Labor and Workforce Development, the Department of Unemployment Assistance [for unemployment insurance and other income information], the Department of Revenue, the Department of Transitional Assistance, MassHealth, and other state agencies, organizations, service providers, employers, your landlord, your mortgage holder or individuals) and receive information from

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 screenshot shows the 'Certification' step of the application process. On the left, a 'Steps' sidebar lists the following steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, and Certification (which is currently selected). The main content area is titled 'Certification' and includes a sub-header '> Application Certification and Contract (Tenant/Mover/Homeowner)'. Below this, there is a blue button labeled 'ELECTRONICALLY SIGN'. A red banner with a white 'X' icon and the text 'Pending Electronic Signature' is displayed below the button. At the bottom right, there are two blue buttons: 'PREVIOUS' and 'NEXT'.

The button will automatically enter your name and the date.

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

This screenshot shows the 'Certification' step after the user has signed the application. The 'Steps' sidebar on the left now includes additional steps: Household Deduction, Rent, Utility, Review, Upload Documents, and Confirmation. The main content area, titled 'Certification', shows the signed information: 'Signed By: Tenant Test' and 'Signed Date: 01/24/2025'. The 'ELECTRONICALLY SIGN' button is no longer present. The 'PREVIOUS' and 'NEXT' buttons remain at the bottom right.

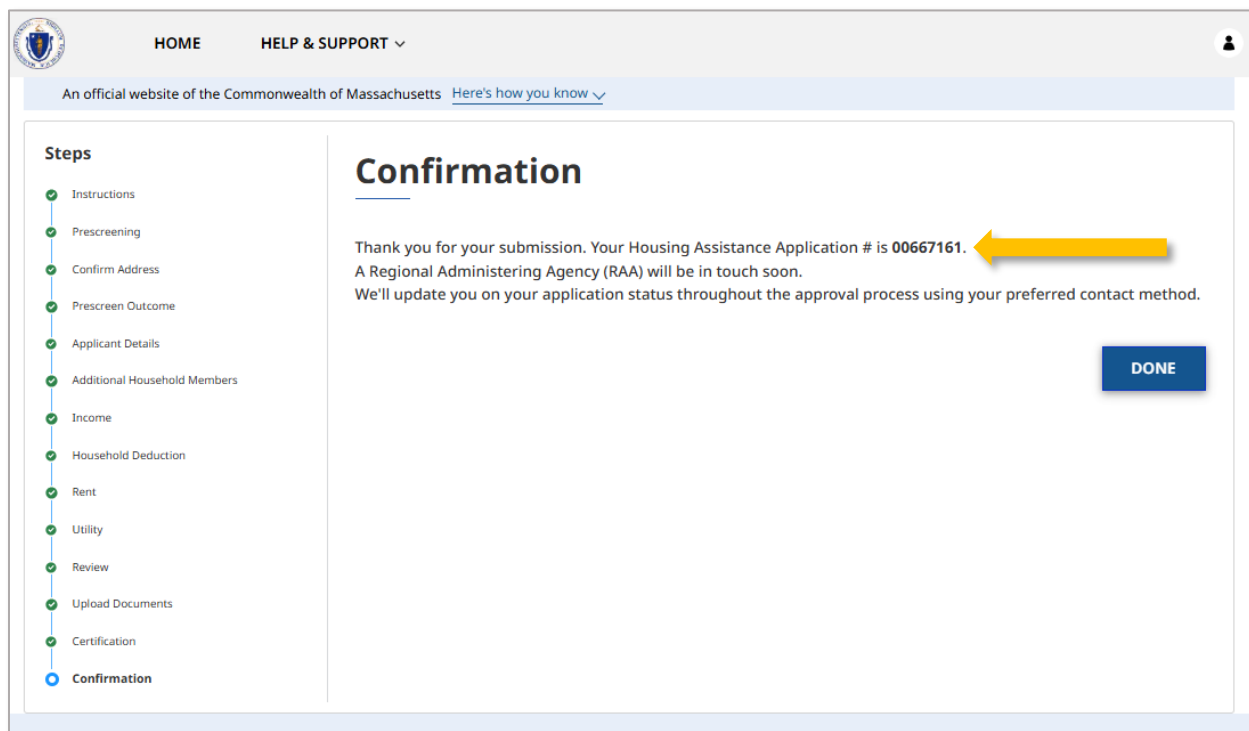
The “Confirmation” page confirms that your application has been submitted successfully.

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.



The screenshot shows the 'Confirmation' page of the MA Housing Assistance Application. The page has a header with the state seal, 'HOME', 'HELP & SUPPORT', and a user icon. Below the header is a blue bar with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main content area is divided into two sections. On the left, under the heading 'Steps', is a vertical list of 15 steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents, Certification, and Confirmation. The 'Confirmation' step is highlighted with a blue circle. On the right, under the heading 'Confirmation', is a message: 'Thank you for your submission. Your Housing Assistance Application # is 00667161. 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.' A yellow arrow points to the application number '00667161'. At the bottom right of the message is a blue button labeled 'DONE'.

**Steps**

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

## Confirmation

Thank you for your submission. Your Housing Assistance Application # is **00667161**.  
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 Application:** Application for those in need of moving expenses assistance

## 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.



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



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.

The screenshot displays the MA Housing Assistance Application Reference Guide interface. At the top, there is a navigation bar with the MA Department of Housing and Community Development logo, 'HOME', 'HELP & SUPPORT', and a user profile icon. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

The main content area is titled 'Steps' and lists the following steps: Living Situation (selected), Instructions, Advocate Details, Prescreening, Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Review, Upload Documents, Certification, and Confirmation.

The 'Living Situation' step is expanded, showing the following text: 'Please review and respond to this question carefully as you will not be able to edit your response after completing the prescreening page. After prescreening, if you find your living situation response is incorrect, you will need to withdraw the application and start over.'

Below this text, there are two questions with radio button options:

- \*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).
  - ☐ Homeowner: Living in your home, and looking for help paying your mortgage to remain in your home or help with other housing costs.
- \*Do you know the new landlord for the property and address you're moving to?
  - ☐ Yes
  - ☒ No

Below the questions, there is a note: 'If you answer "No" to this question, then as a result of this application you may receive a letter of intent to use in your housing search.'

At the bottom, there is a final note: 'You may still apply if you don't have a new unit / new landlord, and plan to have a unit within 60 days. 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.



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

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

The screenshot shows the 'Living Situation' page of the MA Housing Assistance Application. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' The main content area is divided into two sections. On the left, a 'Steps' sidebar lists the application process: Living Situation (selected), Instructions, Advocate Details, Prescreening, Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Review, Upload Documents, Certification, and Confirmation. The right section is titled 'Living Situation' and contains the following text: 'Please review and respond to this question carefully as you will not be able to edit your response after completing the prescreening page. After prescreening, if you find your living situation response is incorrect, you will need to withdraw the application and start over.' Below this, there are three questions with radio button options: 1. 'Select the statement that best describes your living situation' with options: '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).', and 'Homeowner: Living in your home, and looking for help paying your mortgage to remain in your home or help with other housing costs.' The 'Moving' option is selected. 2. 'Do you know the new landlord for the property and address you're moving to?' with options 'Yes' (selected) and 'No'. 3. 'Is there someone else, like an advocate, we should also send information about your application status to?' with options 'Yes' (selected) and 'No'. At the bottom right of the form, there is a blue 'NEXT' button.

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 moving expenses assistance

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 screenshot shows the 'Advocate Details' page of the MA Housing Assistance Application. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' The main content area is divided into two sections. On the left, a 'Steps' sidebar lists the application process: Living Situation, Instructions, Advocate Details (current step), Prescreening, Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The 'Advocate Details' section on the right contains several form fields: Advocate First Name (Sample), MI (empty), Advocate Last Name (Advocate), Relation to Applicant (Advocate Organization), Advocate Email (botteilouteitto-5103@yopmail.com), Phone Number ((555) 666-7777), and Advocate Organization (Sample Advocate Org). At the bottom right of the form, there are 'PREVIOUS' and 'NEXT' buttons.

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.



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

The screenshot displays the 'Prescreening' step of a tenant application. On the left, a 'Steps' sidebar lists the application process: Living Situation, Instructions, Advocate Details, Prescreening (highlighted), Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Prescreening' and contains the following sections:

- A message: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit."
- A question: "\* Do you plan to move in the next 60 days?" with radio buttons for "Yes" (selected) and "No".
- A section titled "Applicant Details" containing:
  - Fields for "\* # of Household Members" and "\* Household Annual Income".
  - A note: "Note: If you are homeless, please provide an address where you may collect mail."
  - Instructions: "As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address."
  - Fields for "\* Where do you live now?" and "Unit/Apt Number".
  - A field for "\* Where might you move?".


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

HOMEHELP & SUPPORT

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

### Steps

- Living Situation
- Instructions
- Advocate Details
- Prescreening**
- Confirm Address
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- Rent
- Moving/Additional Expenses
- Review
- Upload Documents
- Certification
- Confirmation

## Prescreening

Applicant Details

\*# of Household Members

3

\*Household Annual Income

\$ 30,000.00

Note: If you are homeless, please provide an address where you may collect mail.

As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.

\*Where do you live now?

100 Cambridge St, Boston, MA 02114, USA

Unit/Apt Number

3003

As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.

What is the address of the unit you're moving into?

100 Cambridgeside Pl, Cambridge, MA 02141, USA

Unit/Apt Number

505

\*Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?

☐ Yes ☒ No

\*Is the tenant's name on the lease?

☒ Yes ☐ No

\*Do you plan to use rental voucher in the new unit, like MRVP, Section 8 or emergency housing voucher?

☐ Yes ☒ No

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



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

- 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.)

The screenshot shows a web application interface for the MA Housing Assistance Application. At the top, there is a navigation bar with a logo on the left, 'HOME' and 'HELP & SUPPORT' in the center, and a user profile icon on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' The main content area is divided into two sections. On the left, a 'Steps' sidebar lists the application process: Living Situation, Instructions, Advocate Details, Prescreening (highlighted with a blue circle), Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. On the right, the 'Prescreening' section is titled and contains two expandable sections: 'Applicant Details' and 'Hardship'. The 'Hardship' section is expanded, showing a prompt: 'Please tell us the challenges you have faced..'. Below this, there is a red asterisk followed by the text '\*I, or someone in my household:'. A list of checkboxes follows, with the third option selected: 'Had a roommate or household member move out, stop paying rent, or die, leaving me with higher housing costs'. The other options are: '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 higher bills than usual (for example, medical bills, transportation costs, childcare costs, funeral costs, rent, utilities, etc.)', and '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.**



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

- 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.



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

The screenshot displays a web application interface for the MA Housing Assistance Program. At the top, there is a navigation bar with a logo on the left, 'HOME' and 'HELP & SUPPORT' in the center, and a user profile icon on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

The main content area is divided into two sections. On the left, a 'Steps' sidebar lists the application process: Living Situation, Instructions, Advocate Details, Prescreening (highlighted with a blue circle), Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. On the right, the 'Prescreening' section is titled and contains the following content:

- > Applicant Details
- > Hardship
- ▼ Moving- Housing Crisis
  - Please use the section below to highlight any and all housing or utility needs that describe your current situation. (check all that apply)
  - ☒ 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
  - ☐ 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)
- Utilities Assistance (check all that apply)
  - ☐ I have received a shut-off notice
  - ☐ My service has been shutoff
  - ☒ My heating oil or heating gas tank is empty and I cannot pay to refill it

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 screenshot shows the 'Prescreening' step of the application. On the left, a 'Steps' sidebar lists the progression from 'Living Situation' to 'Utility', with 'Prescreening' currently selected. The main content area is titled 'Prescreening' and contains expandable sections for 'Applicant Details', 'Hardship', 'Moving- Housing Crisis', and 'Landlord Application'. The 'Landlord Application' section is expanded, showing a question: '\* Have you received an email confirmation from the MA RAFT/ERAP Program that your landlord submitted an application?' with radio button options for 'Yes' and 'No' (which is selected). At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

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 screenshot shows the 'Confirm Address' step. The 'Steps' sidebar on the left has 'Confirm Address' selected. The main content area is titled 'Confirm Address' and includes the text 'We want to make sure we have your address right.' Below this, it compares the 'You Entered' address (100 Cambridgeside Place, 505, Cambridge, MA 02141) with the 'USPS Address Recommended Format (US Postal Service)' (100 CAMBRIDGESIDE PL # 505, CAMBRIDGE, MA 02141 - 2218). A question '\* Which address should we use?' is followed by two buttons: 'Use the Address You Entered' and 'Use the recommended address' (which is highlighted in blue). 'PREVIOUS' and 'CONTINUE' buttons are at the bottom right.



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

The screenshot shows the 'Prescreen Outcome' page of the MA Housing Assistance Application. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' The main content area is divided into two sections. On the left, a 'Steps' sidebar lists the application process: Instructions, Prescreening, Confirm Address, Prescreen Outcome (highlighted with a blue circle), Applicant Details, Additional Household Members, Income, and Household Deduction. On the right, the 'Prescreen Outcome' section displays 'Total Annual Income: \$30000' and 'City of Residence: CAMBRIDGE'. Below this, a green box with a checkmark icon contains the text: 'You may be eligible for Assistance, Continue Application'. At the bottom right of the main content area, there are two blue buttons: 'PREVIOUS' and 'NEXT'.

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



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

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

The screenshot displays the 'Applicant Details' section of the MA Housing Assistance Application. The page has a header with 'HOME' and 'HELP & SUPPORT' links, and a sub-header stating 'An official website of the Commonwealth of Massachusetts'. A left sidebar lists the application steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details (current), Additional Household Members, Income, Household Deduction, Rent, Utility, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Applicant Details' and includes a note: 'As the applicant (head of household) your date of birth, social security number, and email are tied to your account and cannot be changed.' Below this is the 'Application Information' section with various fields: First Name (Tenant), MI, Last Name (Test), Suffix, Date of Birth (07/07/1977), Age (47), Gender (Non-Binary selected), Social Security # (555-66-5555), Race (Multi-racial), Ethnicity (Non-Hispanic/Non-Latino), Employment Status (Employed Part-Time), Type of ID (Driver's License), Drivers License State (MA), Drivers License Number (5555555555555555), and Expiration Date (07-07-2028).

**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

### 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: Tenant MI: Last Name: Test Suffix:

\* Date of Birth: 07/07/1977 Age: 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: Multi-racial \* Ethnicity: Non-Hispanic/Non-Latino

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

\* Drivers License State: MA Drivers License Number: 5555555555555555

\* 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.

The screenshot shows the 'Applicant Details' section of the MA Housing Assistance Application Reference Guide. The page has a header with the MA state seal, 'HOME', and 'HELP & SUPPORT'. Below the header is a navigation bar with 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main content area is divided into two columns. The left column, titled 'Steps', lists the application process: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details (highlighted with a blue circle), Additional Household Members, Income, Household Deduction, Rent, Utility, and Moving/Additional Expenses. The right column, titled 'Applicant Details', contains instructions: 'As the applicant (head of household) your date of birth, social security number, and email are tied to your account and cannot be changed.' Below this are expandable sections: 'Application Information' and 'Applicant Mailing Address'. The 'Applicant Mailing Address' section contains instructions: 'As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.' At the bottom of this section are two input fields: '\*Address Line 1' with the value '100 Cambridgeside Pl, Cambridge, MA 02141, USA' and a pencil icon, and 'Unit/Apt Number' with the value '505'.

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.





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

The screenshot displays the 'Applicant Details' step in a web application. On the left, a vertical 'Steps' sidebar lists the application process: Instructions, Prescreening, Confirm Address, Prescreen Outcome, **Applicant Details** (highlighted with a blue circle), Additional Household Members, Income, Household Deduction, Rent, Utility, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Applicant Details' and includes a note: 'As the applicant (head of household) your date of birth, social security number, and email are tied to your account and cannot be changed.' Below this, there are expandable sections for 'Application Information', 'Applicant Mailing Address', and 'Applicant Contact Details'. The 'Applicant Contact Details' section contains fields for phone number, email, and a consent checkbox for text messages. The phone number fields are pre-filled with '(617) 000-0000'. The email fields are pre-filled with 'broissebattipre-8780@yopmail.com'. The 'Preferred method of contact' dropdown is set to 'Email'. At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

HOME HELP & SUPPORT

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

### 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

> Applicant Mailing Address

▼ Applicant Contact Details

\*Phone Number (617) 000-0000 \*Re-enter Phone Number (617) 000-0000 \*Phone Type ☒ Mobile ☐ Other

\*I consent to receiving text messages regarding housing assistance. Message & Data rates may apply.  
☒ Yes ☐ No

\*Email broissebattipre-8780@yopmail.com \*Re-enter Email broissebattipre-8780@yopmail.com

\*Preferred method of contact

PREVIOUS NEXT

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 moving expenses assistance

The screenshot shows the 'Additional Household Members' form. On the left is a 'Steps' sidebar with a vertical list of steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members (highlighted with a blue circle), Income, Household Deduction, and Rent. The main content area has the title 'Additional Household Members' and a paragraph: 'Please include information about 2 household members from the Prescreen you said live with you. Please do not include yourself as you have already entered your information in the Applicant Details.' Below this is a table with two columns: 'FIRST NAME' and 'RELATIONSHIP TO HEAD OF HOUSEHOLD'. A yellow arrow points from the table to a blue button labeled 'ADD HOUSEHOLD MEMBERS'. Below this button are two smaller blue buttons labeled 'PREVIOUS' and 'NEXT'.

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.



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


### Additional Household Members

<p>* First Name</p> <div style="border: 1px solid #ccc; padding: 2px;">Member</div>	<p>* Last Name</p> <div style="border: 1px solid #ccc; padding: 2px;">One</div>
<p>* Date of Birth</p> <div style="border: 1px solid #ccc; padding: 2px;">08/08/1980</div>	<p>Age</p> <div style="border: 1px solid #ccc; padding: 2px;">44</div>
<p>* SSN/TIN</p> <div style="border: 1px solid #ccc; padding: 2px;">444-55-4444</div>	
<p>* Gender</p> <p><input type="radio"/> Woman (Girl, if child)</p> <p><input checked="" type="radio"/> Man (Boy, if child)</p> <p><input type="radio"/> Culturally Specific Identity (e.g. Two-Spirit)</p> <p><input type="radio"/> Transgender</p> <p><input type="radio"/> Non-Binary</p> <p><input type="radio"/> Questioning</p> <p><input type="radio"/> Different Identity</p> <p><input type="radio"/> Do not know</p> <p><input type="radio"/> Prefer not to answer</p>	
<p>* Relationship to Head of Household</p> <div style="border: 1px solid #ccc; padding: 2px;">Spouse</div>	
<p>* Race</p> <div style="border: 1px solid #ccc; padding: 2px;">Multi-racial</div>	<p>* Ethnicity</p> <div style="border: 1px solid #ccc; padding: 2px;">Hispanic/Latino</div>

CANCEL
SAVE

You must repeat this process for each additional household member.

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



HOME

HELP & SUPPORT ▾

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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

## Additional Household Members

Please include information about 2 household members from the Prescreen you said live with you. Please do not include yourself as you have already entered your information in the Applicant Details.

Additional Household Members

FIRST NAME	RELATIONSHIP TO HEAD OF HOUSEHOLD
Member	Spouse ▾
Child	Child ▾

ADD HOUSEHOLD MEMBERS

PREVIOUS

NEXT

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

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.

The screenshot displays the 'Income' section of the MA Housing Assistance Application Reference Guide. On the left, a 'Steps' sidebar lists the application process: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, **Income** (highlighted), Household Deduction, Rent, Utility, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Income' and contains five questions, each with radio button options for 'Yes' and 'No'. The first four questions are: '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.', and 'Do you or your family member(s) receive any Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?'. The fifth question is an affirmation: '\*I affirm I have no income, and I understand the organization processing my application may verify that this is true.' At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

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**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

### Income

• Do you or your family member(s) have any income from your current job?  
☐ Yes ☒ No

• Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?  
☐ Yes ☒ No

• Do you or your family member(s) have any other income to report? This includes any rental property income, if you are a landlord.  
☐ Yes ☒ No

• Do you or your family member(s) receive any Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?  
☐ Yes ☒ No

• Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?  
☐ Yes ☒ No

\*I affirm I have no income, and I understand the organization processing my application may verify that this is true.  
☒ Yes ☐ No

PREVIOUS NEXT

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 moving expenses assistance

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

The screenshot shows the 'Income' section of the MA Housing Assistance Application. On the left is a 'Steps' sidebar with 14 items: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, **Income** (highlighted with a blue circle), Household Deduction, Rent, Utility, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Income' and contains four questions with radio button answers:

- Do you or your family member(s) have any income from your current job? ☒ Yes ☐ No
- Do you or your family member(s) receive any Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)? ☐ Yes ☒ No
- Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job? ☐ Yes ☒ No
- Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support? ☐ Yes ☒ No
- Do you or your family member(s) have any other income to report? This includes any rental property income, if you are a landlord. ☐ Yes ☒ No

Below the questions is a table with two columns: 'HOUSEHOLD MEMBER' and 'TOTAL ANNUAL INCOME'. A yellow arrow points from the 'ADD INCOME' button to the table. Below the table is a red error message: 'You've indicated you have wages type of income but you haven't yet entered income details for this. Please enter the income details'. At the bottom right are 'PREVIOUS' and 'NEXT' buttons.

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.



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

**Income**

Note: 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.

\* Household member:

\* Type of Income:

\* How Often are you paid?:

\* Amount:

Total Annual Income:

Monthly Household Income:

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

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

**HOME** **HELP & SUPPORT**

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**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

**Income**

\* Do you or your family member(s) have any income from your current job?  
☒ Yes ☐ No

\* Do you or your family member(s) receive any Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?  
☐ Yes ☒ No

\* Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?  
☐ Yes ☒ No

\* Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?  
☐ Yes ☒ No

\* Do you or your family member(s) have any other income to report? This includes any rental property income, if you are a landlord.  
☐ Yes ☒ No

Income

HOUSEHOLD MEMBER	TOTAL ANNUAL INCOME
Tenant Test	\$ 30,000.00



**Starting a New Tenant Application:** Application for those in need of moving expenses 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 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 screenshot shows the 'Household Deduction' page. On the left is a sidebar with a list of steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, **Household Deduction** (highlighted), Rent, Utility, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The main content area has the heading 'Household Deduction' and text: 'Some expenses you might have can be subtracted from your income to make you eligible.' followed by a list: 1. Child support, 2. Childcare or care for a sick/incapacitated household member, 3. Tuition and fees for vocationally-related education (cannot be full-time). Below this is a question: '\*Do you or a member of your household currently pay for any of the expenses listed above?' with radio buttons for 'Yes' (selected) and 'No'. At the bottom is a table titled 'Income Deductions' with two columns: 'EXPENSE' and 'DEDUCTION AMOUNT'. A yellow arrow points from the table to a blue button labeled 'ADD DEDUCTIONS'. Below this button are two smaller blue buttons labeled 'PREVIOUS' and 'NEXT'.

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.



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

**Income Deductions**

At the end of the application, you will be asked to provide documentation showing these expenses. Please include proof of payments you made (i.e checks, receipts, or money orders). You must include two, and they must be dated within the last 60 days.

\*Expense:  \*Frequency:

\*Amount (Before Taxes):  Deduction Amount:

**CANCEL SAVE**

You must repeat this process for each additional deduction.

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

**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

### Household Deduction

Some expenses you might have can be subtracted from your income to make you eligible.

1. Child support.
2. Childcare or care for a sick/incapacitated household member.
3. Tuition and fees for vocationally-related education (cannot be full-time).

\* Do you or a member of your household currently pay for any of the expenses listed above?  
☒ Yes ☐ No

EXPENSE	DEDUCTION AMOUNT
Childcare or care for a sick household member	\$ 3,650.00

**ADD DEDUCTIONS**

**PREVIOUS NEXT**

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.

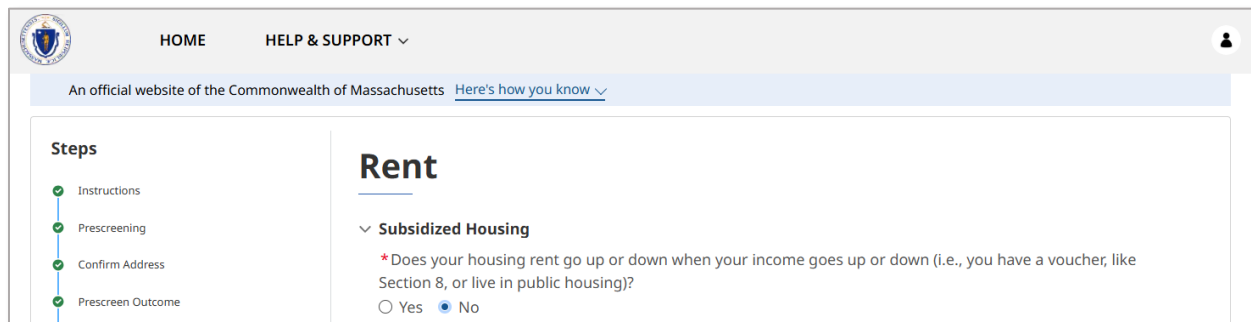
The "Rent" page contains several sections and must be filled out completely.





## 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.

The screenshot shows the MA Housing Assistance Application website. At the top, there is a navigation bar with the MA state seal, 'HOME', and 'HELP & SUPPORT' with a dropdown arrow. Below this is a light blue banner with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know' with a dropdown arrow. The main content area is divided into two columns. The left column, titled 'Steps', contains a vertical list of steps: 'Instructions', 'Prescreening', 'Confirm Address', and 'Prescreen Outcome', each with a green checkmark. The right column, titled 'Rent', contains a section 'Subsidized Housing' with a dropdown arrow. Below this is a question: '\* Does your housing rent go up or down when your income goes up or down (i.e., you have a voucher, like Section 8, or live in public housing)?'. There are two radio button options: 'Yes' and 'No'. The 'No' option is selected.

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.



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

The screenshot shows the 'Rent' section of the MA Housing Assistance Application. On the left is a 'Steps' sidebar with a vertical list of steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, **Rent** (highlighted with a blue circle), Utility, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Rent' and includes a 'Subsidized Housing' section. Under 'Landlord Information', there are several required fields marked with a red asterisk: Landlord Type (radio buttons for Individual, Company, and Property Management Company, with Property Management Company selected), Company Name (text box with 'The Management Co'), Landlord First Name (text box with 'Manager'), Landlord Last Name (text box with 'Example'), Landlord Email (text box with 'veikutresouje-5259@yopmail.com' and a checkbox for 'I don't have an email for the landlord'), Landlord Phone (text box with '(555) 555-4444'), Landlord Phone Type (radio buttons for Mobile and Other, with Other selected), and a checkbox for 'I don't have a phone number for the landlord'. Below these is a note about address suggestions. Then, there are fields for Landlord Address (text box with '1 Ashburton Pl, Boston, MA 02108, USA' and a pencil icon) and Unit/Apt Number (text box with '909'). At the bottom, there is a question: 'Does your landlord live at the property where you rent your unit?' with radio buttons for Yes and No (selected).

HOME HELP & SUPPORT

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

## Rent

> Subsidized Housing

Landlord Information

\* Landlord Type

☐ Individual

☐ Company

☒ Property Management Company

\* Company Name

The Management Co

\* Landlord First Name

Manager

\* Landlord Last Name

Example

\* Landlord Email

veikutresouje-5259@yopmail.com

☐ I don't have an email for the landlord

\* Landlord Phone

(555) 555-4444

\* Landlord Phone Type

☐ Mobile ☒ Other

☐ I don't have a phone number for the landlord

As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.

\* Landlord Address

1 Ashburton Pl, Boston, MA 02108, USA

Unit/Apt Number

909

\* Does your landlord live at the property where you rent your unit?

☐ Yes ☒ No

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 screenshot shows the 'Rent' section of the MA Housing Assistance Application. On the left is a 'Steps' sidebar with a vertical progress bar. The steps are: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, and Household Deduction. The 'Rent' section on the right has a title 'Rent' and three expandable sections: 'Subsidized Housing', 'Landlord Information', and 'Rent Details'. The 'Rent Details' section is expanded, showing two date fields: '\* Lease start date' with the value '03/01/2025' and '\* Lease end date' with the value '03/31/2026'. Both fields have a calendar icon to the right. The top of the page has a navigation bar with 'HOME', 'HELP & SUPPORT', and a user profile icon. Below the navigation bar is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'.

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.



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

The screenshot shows the 'Rent' section of the MA Housing Assistance Application. On the left is a 'Steps' sidebar with 16 items: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, **Rent** (highlighted with a blue circle), Utility, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Rent' and contains the following sections: 'Subsidized Housing', 'Landlord Information', 'Rent Details', and 'Add Rent Due Details'. Under 'Add Rent Due Details', there are three questions: 1) '\*What is your monthly rent ?' with a text input field containing '\$ 2,000.00'. 2) '\*Do you require first months rent?' with radio buttons for 'Yes' (selected) and 'No'. 3) 'Do you require last months rent?' with radio buttons for 'Yes' (selected) and 'No'. Below these are two more questions: 4) '\*Do you require a security deposit?' with radio buttons for 'Yes' (selected) and 'No'. 5) '\*Security Deposit Amount?' with a text input field containing '\$ 2,000.00'. At the bottom right of the form are two blue buttons: 'PREVIOUS' and 'NEXT'.

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**.



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

The screenshot shows the 'Add Utility' form within a web application. On the left, a 'Steps' sidebar lists the application process from 'Instructions' to 'Confirmation', with 'Utility' highlighted. The main content area is titled 'Utility' and contains a form with two input fields: 'UTILITY TYPE' and 'AMOUNT DUE'. A yellow arrow points from the 'AMOUNT DUE' field to the 'ADD UTILITY' button. Below the 'ADD UTILITY' button are 'PREVIOUS' and 'NEXT' buttons. The top navigation bar includes 'HOME', 'HELP & SUPPORT', and a user profile icon. A banner at the top states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'.

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 moving expenses assistance

### 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.



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

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

The screenshot shows the 'Utility' step of the application process. On the left, a 'Steps' sidebar lists the following steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, **Utility** (highlighted with a blue circle), Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Utility' and contains a table for adding utilities. The table has two columns: 'UTILITY TYPE' and 'AMOUNT DUE'. One row is visible with 'Oil' in the 'UTILITY TYPE' column and '\$ 200.00' in the 'AMOUNT DUE' column. Below the table are three buttons: 'ADD UTILITY', 'PREVIOUS', and 'NEXT'. The top navigation bar includes 'HOME', 'HELP & SUPPORT', and a user profile icon. A banner at the top states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'.

UTILITY TYPE	AMOUNT DUE
Oil	\$ 200.00

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.



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

The screenshot displays the 'Moving/Additional Expenses' step in the MA Housing Assistance Application Reference Guide. The interface includes a top navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar, a banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area is titled 'Moving/Additional Expenses' and contains a question: '\*Do you require assistance with moving expenses?' with radio buttons for 'Yes' (selected) and 'No'. Below this, a section titled 'Add Moving or Additional Expense (If known)' features a table with three columns: 'EXPENSE CATEGORY', 'ESTIMATED AMOUNT', and 'COMPANY NAME'. A yellow arrow points from the table to a blue button labeled 'ADD MOVING OR ADDITIONAL EXPENSE'. Below this button are two smaller blue buttons labeled 'PREVIOUS' and 'NEXT'. On the left side of the page, a 'Steps' sidebar lists the application process steps, with 'Moving/Additional Expenses' highlighted as the current step.

EXPENSE CATEGORY	ESTIMATED AMOUNT	COMPANY NAME
------------------	------------------	--------------

**ADD MOVING OR ADDITIONAL EXPENSE**

**PREVIOUS** **NEXT**

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

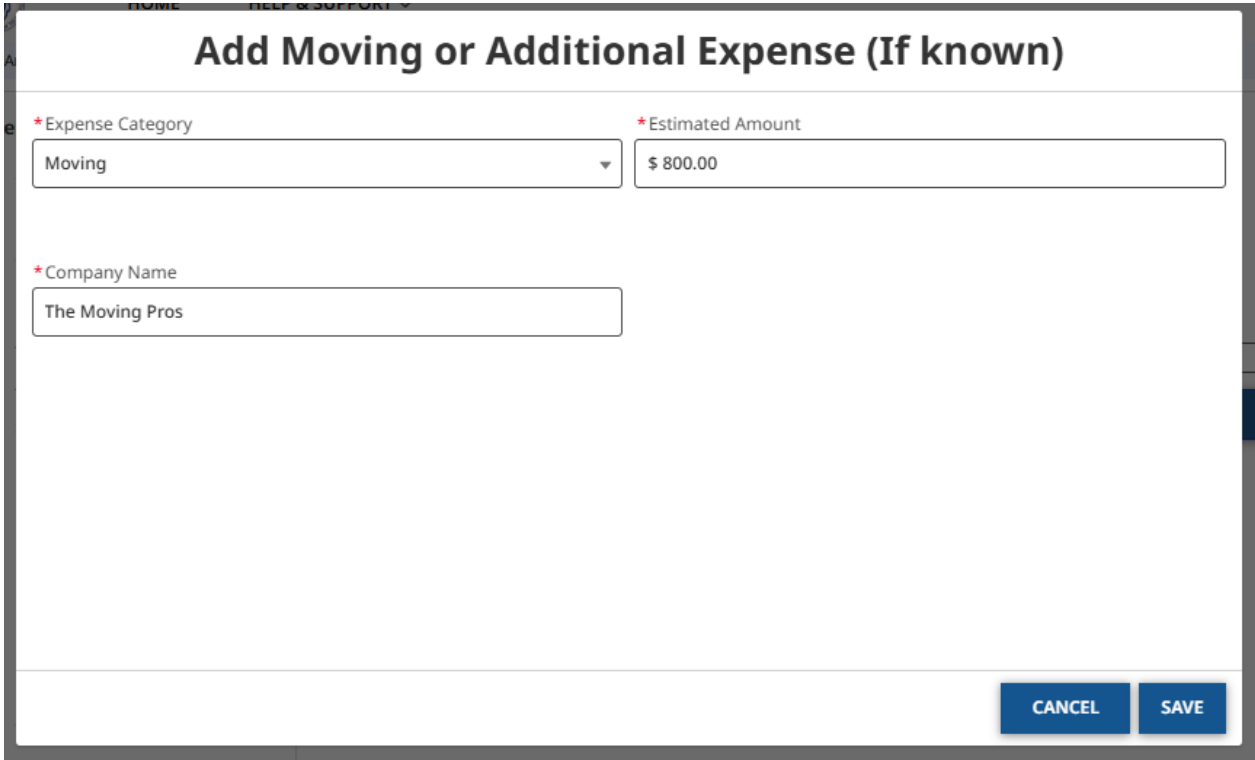
- Expense Category
- Estimated Amount
- Company Name

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





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



The screenshot shows a web form titled "Add Moving or Additional Expense (If known)". At the top, there are navigation links for "HOME" and "HELP & SUPPORT". The form contains three required fields, each marked with a red asterisk: "Expense Category" with a dropdown menu showing "Moving", "Estimated Amount" with a text box containing "\$ 800.00", and "Company Name" with a text box containing "The Moving Pros". At the bottom right of the form are two blue buttons labeled "CANCEL" and "SAVE".

You must repeat this process for each additional expense.

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



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



The screenshot displays the 'Moving/Additional Expenses' step in the MA Housing Assistance Application Reference Guide. The interface includes a top navigation bar with 'HOME' and 'HELP & SUPPORT' links, and a user profile icon. Below the navigation bar, a banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area is divided into two sections. On the left, a 'Steps' sidebar lists the application process: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Moving/Additional Expenses (current step), Review, Upload Documents, Certification, and Confirmation. The 'Moving/Additional Expenses' section on the right features a title, a question 'Do you require assistance with moving expenses?' with 'Yes' selected, and a table for adding expenses. The table has columns for 'EXPENSE CATEGORY', 'ESTIMATED AMOUNT', and 'COMPANY NAME'. A single entry is shown: 'Moving' for '\$ 800.00' from 'The Moving Pros'. Below the table are three buttons: 'ADD MOVING OR ADDITIONAL EXPENSE', 'PREVIOUS', and 'NEXT'.

EXPENSE CATEGORY	ESTIMATED AMOUNT	COMPANY NAME
Moving	\$ 800.00	The Moving Pros

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

HOMEHELP & SUPPORT ▾

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### 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

## Review

Please review this summary of the information you have entered. If you need to make changes, please click "previous" at the bottom of the page(s) to reach the page you need to change. On the final two pages after this one, you'll be asked to upload all required documentation, and to sign and submit your application for processing, so please ensure any needed edits are made before moving to the next page. You may want to print this summary for your records.

- ▾ **Tenant/Homeowner**  
Tenant Test
- ▾ **Phone**  
6170000000
- ▾ **Phone Type**  
Mobile
- ▾ **Email**  
broissebattipre-8780@yopmail.com
- ▾ **Address**  
100 CAMBRIDGESIDE PL # 505, CAMBRIDGE, MA 02141  
Unit/Apt Number
- ▾ **Landlord/Owner**  
Manager Example
- ▾ **Household Members**  
3



## 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



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

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 screenshot shows the 'Upload Documents' page of the MA Housing Assistance Application. The page has a header with the state seal, 'HOME', 'HELP & SUPPORT', and a user icon. Below the header is a navigation bar with 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main content area is divided into two columns. The left column, titled 'Steps', lists the application process: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Moving/Additional Expenses, Review, Upload Documents (highlighted with a blue circle), Certification, and Confirmation. The right column, titled 'Upload Documents', contains instructions: 'This page contains optional upload fields. The file names for documents you have previously uploaded are noted below each field with the date of the previous upload. Please click the upload button(s) to upload only the additional documents that your RAA has requested of you.' Below this is a section for 'Proof of Identity' with a list of valid IDs. A file upload area is shown with a red asterisk, a text input field containing 'TEST DOC.pdf/2/12/2025, 03:56 PM', and a trash icon. Below the upload area is a list of sections to be completed: Proof of Housing, Verification of Eligible Housing Crisis, Other Documents, Proof of Income, Utility Shut Off Notice, and Upload Furniture/Moving Invoice. At the bottom right are 'PREVIOUS' and 'NEXT' buttons.

HOME HELP & SUPPORT

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

## Upload Documents

This page contains optional upload fields. The file names for documents you have previously uploaded are noted below each field with the date of the previous upload. Please click the upload button(s) to upload only the additional documents that your RAA has requested of you.

▼ **Proof of Identity**

Valid IDs include: Drivers License, State ID, US Passport, Military ID, Military Dependent ID, Birth Certificate, Valid Foreign Passport, Certificate of Citizenship, Certificate of Naturalization, U.S. Permanent Resident Card, Trusted Traveler ID (Global Entry, FAST, SENTRI, NEXUS), Enhanced Tribal Card, Native American Tribal Photo ID

\*Upload Files or drop files

[Upload Files](#)

Or drop files

TEST DOC.pdf/2/12/2025, 03:56 PM

> **Proof of Housing**

> **Verification of Eligible Housing Crisis**

> **Other Documents**

> **Proof of Income**

> **Utility Shut Off Notice**

> **Upload Furniture/Moving Invoice**

PREVIOUS NEXT



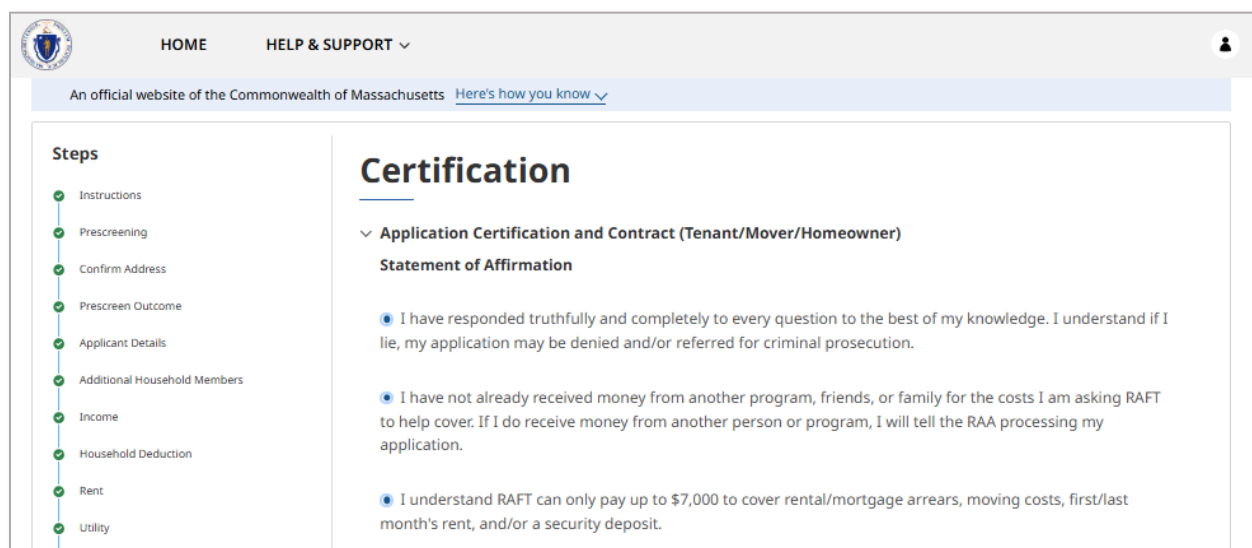
## Starting a New Tenant Application: Application for those in need of moving expenses assistance

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.



The screenshot shows the 'Certification' page of the MA Housing Assistance Application. The page has a header with the MA state seal, 'HOME', and 'HELP & SUPPORT'. Below the header is a navigation bar with 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main content area is divided into two columns. The left column, titled 'Steps', lists the application process steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, and Utility. The right column, titled 'Certification', contains a section for 'Application Certification and Contract (Tenant/Mover/Homeowner)' with a 'Statement of Affirmation'. This section includes three statements, each with a radio button for selection:

- ☒ 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.

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 screenshot shows the 'Certification' step of the application process. On the left, a 'Steps' sidebar lists: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, and Income. The main content area is titled 'Certification' and includes a sub-header '> Application Certification and Contract (Tenant/Mover/Homeowner)'. Below this is a blue button labeled 'ELECTRONICALLY SIGN'. Underneath the button is a red box with a white 'X' icon and the text 'Pending Electronic Signature'. At the bottom right are 'PREVIOUS' and 'NEXT' buttons.

The button will automatically enter your name and the date.

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

This screenshot shows the 'Certification' step after signing. The 'Steps' sidebar remains the same. The main content area now displays 'Signed By' as 'Tenant Test' and 'Signed Date' as '02/12/2025'. The 'ELECTRONICALLY SIGN' button is no longer present, and the 'PREVIOUS' and 'NEXT' buttons remain at the bottom right.

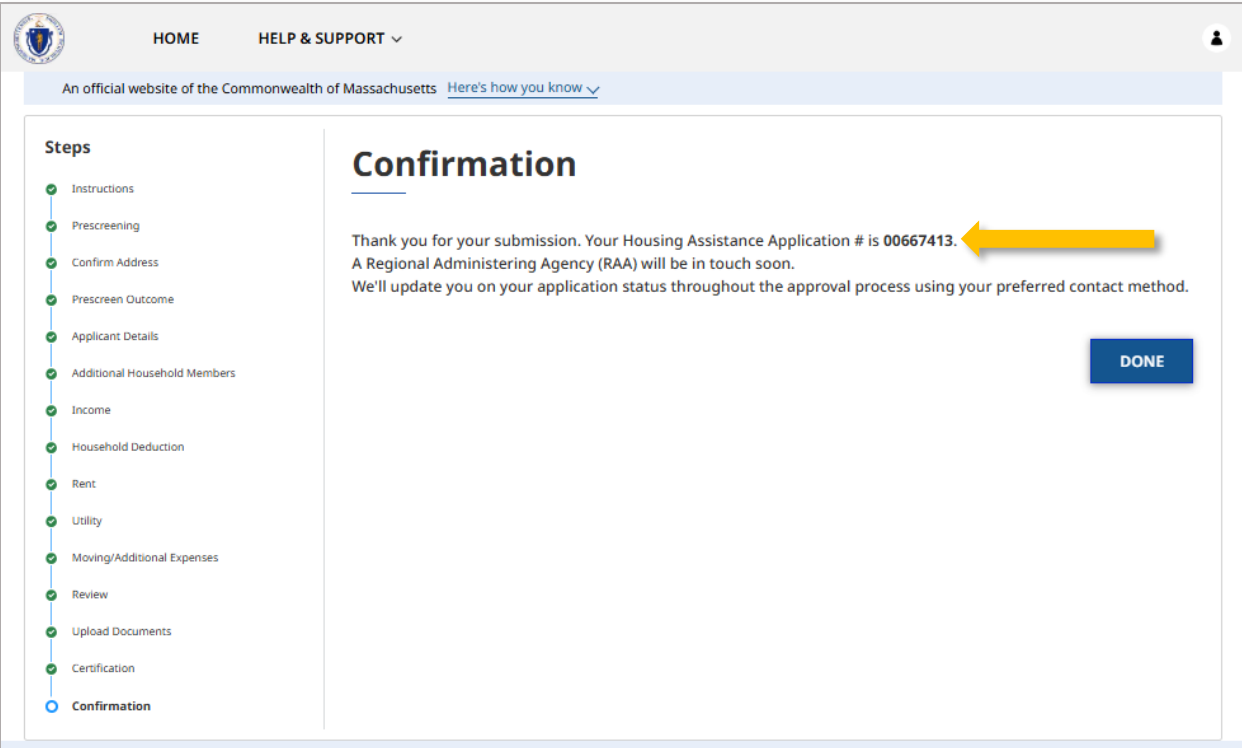
The “Confirmation” page confirms that your application has been submitted successfully.

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



The screenshot shows the 'Confirmation' page of the MA Housing Assistance Application. On the left, a 'Steps' sidebar lists 16 steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The 'Confirmation' step is highlighted with a blue circle. The main content area has a 'Confirmation' heading, followed by a thank-you message and the application number 00667413, which is pointed to by a yellow arrow. A 'DONE' button is located in the bottom right corner.

HOME    HELP & SUPPORT ▾

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:** Application for those in need of moving expenses assistance

## 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.

HOME PROGRAM OVERVIEW **HELP & SUPPORT** LANGUAGE PREFERENCE MORE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Hello, **Advocate Tester.**

## Housing Help Hub

Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE

### Need help with housing payments?

#### RAFT Application Actions

Tenants, Advocates, Community Benefit Organizations, and Emergency Providers can start, update, or track the status of an application here.

**START**

**RESUME**

**GET HELP**

#### RAFT Program Information

Learn about the Residential Assistance for Families in Transition (RAFT) program: who is eligible and what benefits are available.

**LEARN MORE**



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



Complete the “Living Situation” page and select **Next**.

The screenshot shows the 'Living Situation' page of the MA Housing Assistance Application. At the top, there is a navigation bar with the MA state seal, 'HOME', 'HELP & SUPPORT' with a dropdown arrow, and a user profile icon. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' The main content area is divided into two sections. On the left, a 'Steps' sidebar lists 16 steps: Living Situation (highlighted with a blue circle), Instructions, Advocate Details, Prescreening, Confirm Address, Tenant Search, Tenant Search Result, Applicant Details, Additional Household Members, Income, Household Deduction, Review, Upload Documents, Certification, and Confirmation. The right section is titled 'Living Situation' and contains the following text: 'Please review and respond to this question carefully as you will not be able to edit your response after completing the prescreening page. After prescreening, if you find your living situation response is incorrect, you will need to withdraw the application and start over.' Below this is a red asterisk followed by the instruction: '\*Select the statement that best describes your living situation'. There are three radio button options: '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).', and 'Homeowner: Living in your home, and looking for help paying your mortgage to remain in your home or help with other housing costs.' A blue 'NEXT' button is located at the bottom right of the main content area.

Select **Next** once you have reviewed the “Instructions” page.



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

HOMEHELP & SUPPORT

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

### Steps

- Living Situation
- Instructions**
- Advocate Details
- Prescreening
- Confirm Address
- Tenant Search
- Tenant Search Result
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- 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.

PREVIOUSNEXT

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

HOMEHELP & SUPPORT

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

**Steps**

- Living Situation
- Instructions
- Advocate Details**
- Prescreening
- Confirm Address
- Tenant Search
- Tenant Search Result
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- Review
- Upload Documents
- Certification
- Confirmation

### Advocate Details

\* Advocate First Name

Advocate

MI

\* Advocate Last Name

Tester

\* Relation to Applicant

Advocate Organization

\* Advocate Email

botteilouteitto-5103@yopmail.com

\* Phone Number

(555) 666-7777

\* Advocate Organization

Sample Advocate Org

\* Tenant Language Preference

English

☒ Please check this box to confirm you have consent to (1) submit this application on behalf of the applicant, and (2) communicate about and take actions on this application on behalf of the applicant.

PREVIOUS

NEXT

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



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

The screenshot shows the 'Prescreening' step of a tenant advocate application. On the left is a 'Steps' sidebar with a vertical list of steps: Living Situation, Instructions, Advocate Details, Prescreening (highlighted with a blue circle), Confirm Address, Tenant Search, Tenant Search Result, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Prescreening' and contains the following sections:

- Applicant Details**: Includes two input fields: '\* # of Household Members' with a dropdown menu showing '1', and '\* Household Annual Income' with a text box showing '\$ 12,000.00'.
- Address Information**: A paragraph explaining that suggested matching addresses will appear as you type. Below this is a text box for the address containing '100 Cambridge St, Boston, MA 02114, USA' and a 'Unit/Apt Number' text box containing '5005'.
- Employment Question**: '\* Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?' with radio buttons for 'Yes' and 'No' (selected).
- Lease Question**: '\* Is the tenant's name on the lease?' with radio buttons for 'Yes' (selected) and 'No'.
- Application Type**: Three expandable sections: '> Hardship', '> Renter - Housing Crisis', and '> Landlord Application'.
- Navigation**: Two blue buttons at the bottom right labeled 'PREVIOUS' and 'NEXT'.

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 screenshot displays the 'Confirm Address' step of the MA Housing Assistance Application. At the top, a navigation bar includes the state seal, 'HOME', 'HELP & SUPPORT', and a user icon. A message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

The main content area is divided into two sections. On the left, a 'Steps' sidebar lists the application process: Living Situation, Instructions, Advocate Details, Prescreening, Confirm Address (highlighted with a blue circle), Tenant Search, Tenant Search Result, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Review, Upload Documents, Certification, and Confirmation. The right section is titled 'Confirm Address' and contains the text: 'We want to make sure we have your address right.'

Below this text, two columns of address information are shown. The left column, labeled 'You Entered:', lists '100 Cambridge Street', '5005', 'Boston', 'MA', and '02114'. The right column, labeled 'USPS Address Recommended Format (US Postal Service):', lists '100 CAMBRIDGE ST # 5005', 'BOSTON', 'MA', and '02114 - 2509'.

A question, '\*Which address should we use?', is followed by two buttons: 'Use the Address You Entered' and 'Use the recommended address'. At the bottom right of the main content area are two buttons: 'PREVIOUS' and 'CONTINUE'.

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 screenshot displays a web application interface for the MA Housing Assistance Application. At the top, there is a navigation bar with a logo on the left, 'HOME' in the center, and 'HELP & SUPPORT' with a dropdown arrow on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

The main content area is divided into two sections. On the left, a 'Steps' sidebar lists the application process: Instructions, Advocate Details, Prescreening, Confirm Address, **Prescreen Outcome** (highlighted with a blue circle), Tenant Search, Tenant Search Result, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Review, Upload Documents, Certification, and Confirmation. On the right, the 'Prescreen Outcome' section shows 'Total Annual Income: \$12000' and 'City of Residence: BOSTON'. A green banner with a checkmark icon contains the text 'You may be eligible for Assistance, Continue Application'. At the bottom right of this section are two blue buttons: 'PREVIOUS' and 'NEXT'.

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

The screenshot shows the 'Tenant Search' page of the MA Housing Assistance Application. At the top, there is a navigation bar with the MA Housing Assistance logo, 'HOME', 'HELP & SUPPORT', and a user profile icon. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

The main content area is divided into two sections. On the left is a 'Steps' sidebar with a vertical list of application steps: Instructions, Advocate Details, Prescreening, Confirm Address, Prescreen Outcome, **Tenant Search** (highlighted with a blue circle), Tenant Search Result, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Review, Upload Documents, Certification, and Confirmation. On the right is the 'Tenant Search' form. It includes a heading 'Tenant Search' and a sub-heading 'Enter first name, last name, Date of Birth, and Social. If there is no existing tenant associated with you that matches the criteria, you will be prompted to enter their information'. The form contains four input fields: 'First Name' (with 'Sample' entered), 'Last Name' (with 'Tenant' entered), 'Date of Birth' (with '08/24/1995' entered and a calendar icon), and 'Social Security #' (with '111-22-3333' entered). Below these fields is a checkbox labeled 'I do not have a social security number (SSN)'. At the bottom right of the form are two blue buttons: 'PREVIOUS' and 'NEXT'.

If you entered information about a tenant that you have not completed an application for before, or you entered incorrect information about a tenant that you have 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

The screenshot displays the 'Tenant Search Result' page of the MA Housing Assistance Application. The top navigation bar includes the state seal, 'HOME', 'HELP & SUPPORT', and a user profile icon. A message at the top states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

On the left, a 'Steps' sidebar lists the application process from 'Instructions' to 'Confirmation'. The 'Tenant Search Result' step is currently selected and highlighted with a blue circle. The main content area is titled 'Tenant Search Result' and contains the following text:

**Tenant Search Result**



No existing tenant found, you can return to the previous page to alter your search and try again if you have assisted this household in the past. Please ensure you are using the same head of household. If you are assisting this household for the first time, please proceed to the next page to fill out their information

At the bottom right of the main content area, there are two blue buttons: 'PREVIOUS' and 'NEXT'.

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

HOMEHELP & SUPPORT

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

**Steps**

- Instructions
- Advocate Details
- Prescreening
- Confirm Address
- Prescreen Outcome
- Applicant Details**
- Additional Household Members
- Income
- Household Deduction
- Rent
- Review
- Upload Documents
- Certification
- Confirmation

### Applicant Details

**Application Information**

\* First Name

Tenant

MI

\* Last Name

Test

Suffix

\* Date of Birth

07/07/1977

Age

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

Multi-racial

\* Ethnicity

Non-Hispanic/Non-Latino

\* Employment Status

Unemployed

\* Type of ID

US Passport

\* Expiration Date

08-04-2027

> Applicant Mailing Address

**Applicant Contact Details**

\* Phone Number

(555) 555-6666

\* Re-enter Phone Number

(555) 555-6666

\* Phone Type

☐ Mobile ☒ Other

\* Email

brousebattipre-8780@yopmail.com

\* Re-enter Email

brousebattipre-8780@yopmail.com

\* Preferred method of contact

Email

\* Preferred language

English

PREVIOUS

NEXT



## Tracking the Status of your Applications: Getting Started

Complete the rest of the application by following the steps in [“Application for those in need of rental and/or utility expense assistance”](#) or [“Application for those in need of moving expenses assistance”](#).

## 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.”

HOME PROGRAM OVERVIEW **HELP & SUPPORT** LANGUAGE PREFERENCE MORE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Hello, **Tenant Test.**

## Housing Help Hub

Your Emergency Housing Portal for  
RAFT, EA Family Shelter, and HomeBASE

**Need help with housing payments?**

### RAFT Application Actions

Tenants, Advocates, Community Benefit Organizations, and Emergency Providers can start, update, or track the status of an application here.

**START**

**RESUME**

**GET HELP**

**Need help finding a safe place?**

### EA Family Shelter Application Actions

Families or Advocates helping families seeking Emergency Shelter can start, update, or track the status of their application here.

**START**

**RESUME**

**GET HELP**



## Tracking the Status of your Applications: Getting Started

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



## Tracking the Status of your Applications: Getting Started



HOMEPROGRAM OVERVIEWHELP & SUPPORT ▾LANGUAGE PREFERENCEMORE ▾

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 CasesAll Cases

Not Submitted

Submitted

Under Review

Ready for Payment

Paid

Closed

Case Number #00667161

WITHDRAW

VIEW CASE SUMMARY

UPLOAD DOCUMENTS

Case Type

RAFT Application

Rental Property

100 CAMBRIDGE ST # 3003, BOSTON, MA02114



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

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


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

The screenshot shows the 'Application Status' page on the MA Housing Assistance website. The page has a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation bar is a header with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main heading is 'Application Status'. Below this is a light blue box with the text: 'If you do not have an application already in process, you may apply by clicking the "Start" button on the homepage.' There are two tabs: 'Recent Cases' and 'All Cases'. Below the tabs is a progress bar with four stages: 'Not Submitted' (highlighted in yellow), 'Submitted', 'Under Review', and 'Closed'. Below the progress bar, there is a case entry for 'Case Number #00667248' and 'Case Type Letter Of Intent'. A yellow arrow points from the 'Not Submitted' stage to the 'EDIT' button. There is also a 'WITHDRAW' button.

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



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



HOME    **HELP & SUPPORT** ▾

An official website of the Commonwealth of Massachusetts [Here's how you know](#) ▾

**Steps**

- Instructions
- Prescreening**
- Confirm Address
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- Review
- Upload Documents
- Certification
- Confirmation

## Prescreening

\* Do you plan to move in the next 60 days?  
☒ Yes   ☐ No


▾ **Applicant Details**

\* # of Household Members ⓘ  
3 ▾

\* Household Annual Income ⓘ  
\$ 30,000.00

Note: If you are homeless, please provide an address where you may collect mail.

As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.

\* Where do you live now?  
100 Cambridge Street, Boston, MA, 02114 

Unit/Apt Number  
3003

\* Where might you move? ⓘ  
Cambridge ▾

\* Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?  
☐ Yes   ☒ No

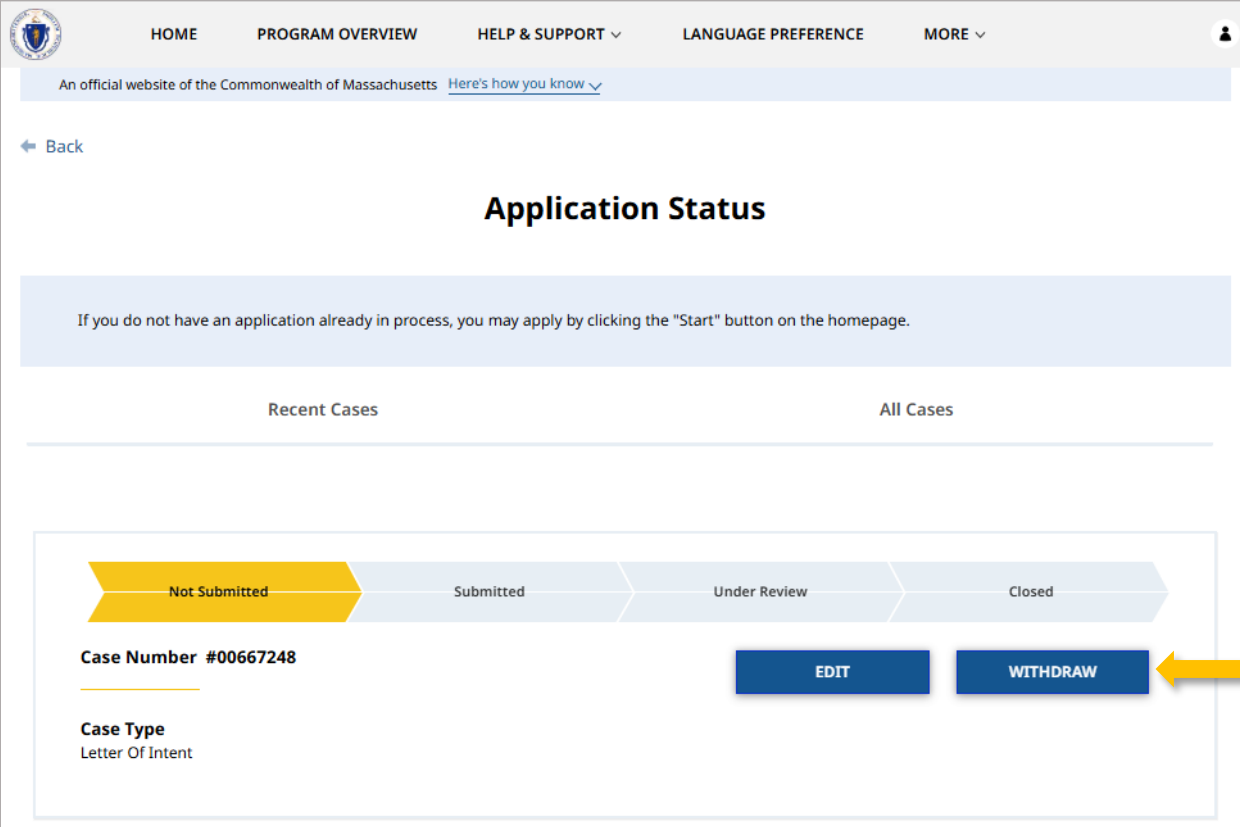
\* Do you plan to use rental voucher in the new unit, like MRVP, Section 8 or emergency housing voucher?  
☐ Yes   ☒ No



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

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

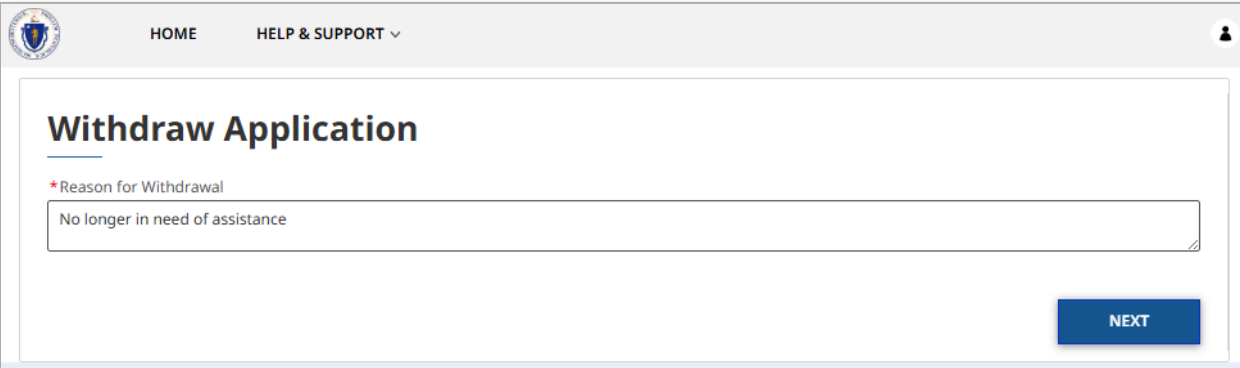
To withdraw an application that has not yet been submitted select the **Withdraw** button.



The screenshot shows the 'Application Status' page. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below this is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A 'Back' button is on the left. The main heading is 'Application Status'. A light blue box contains the text: 'If you do not have an application already in process, you may apply by clicking the "Start" button on the homepage.' Below this are two tabs: 'Recent Cases' and 'All Cases'. A progress bar shows four stages: 'Not Submitted' (highlighted in yellow), 'Submitted', 'Under Review', and 'Closed'. Below the progress bar, the 'Case Number #00667248' is displayed. To the right of the case number are two buttons: 'EDIT' and 'WITHDRAW'. A yellow arrow points to the 'WITHDRAW' button. Below the case number, the 'Case Type' is listed as 'Letter Of Intent'.

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 screenshot shows the 'Withdraw Application' page. At the top, there is a navigation bar with links: HOME and HELP & SUPPORT. Below this is a heading 'Withdraw Application'. A red asterisk indicates a required field: '\*Reason for Withdrawal'. A text input field contains the text 'No longer in need of assistance'. A blue button labeled 'NEXT' is located at the bottom right of the form.

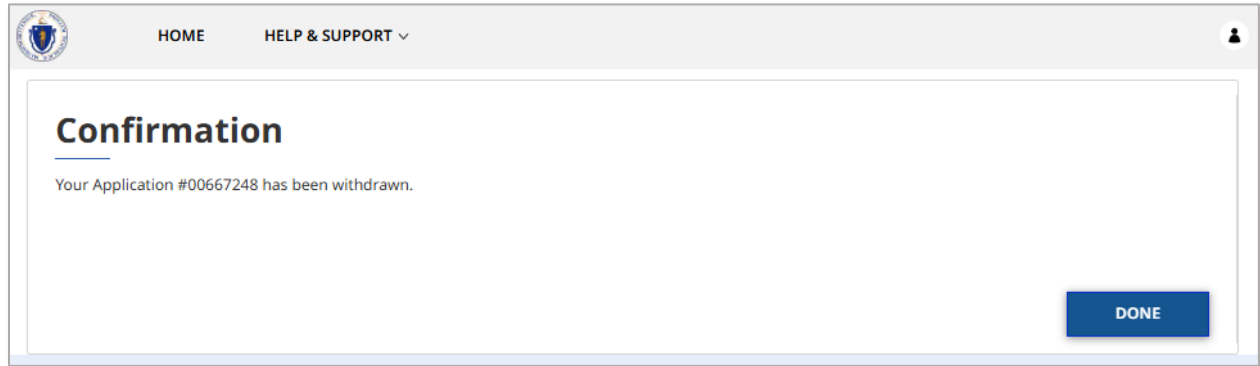
The "Confirmation" page will verify that your withdrawal has completed.





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

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



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

## 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.

The screenshot shows the 'Application Status' page on the MA Housing Assistance website. The page has a navigation bar with links to HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation bar, there is a section titled 'Application Status' with a message: 'If you do not have an application already in process, you may apply by clicking the "Start" button on the homepage.' Below this message, there are two tabs: 'Recent Cases' and 'All Cases'. The 'All Cases' tab is selected. Below the tabs, there is a progress bar with four stages: 'Not-Submitted', 'Submitted', 'Under Review', and 'Approved'. The 'Approved' stage is highlighted in yellow. Below the progress bar, the case number #00667737 is shown, along with the case type 'Letter Of Intent'. Two buttons are visible: 'APPLY FOR ASSISTANCE' and 'VIEW CASE SUMMARY'.

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

HOMEHELP & SUPPORT

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

### Steps

- ☒ Living Situation
- ☐ Prescreening
- ☐ Confirm Address
- ☐ Upload Documents
- ☐ Certification
- ☐ Confirmation

## Living Situation


Please review and respond to this question carefully as you will not be able to edit your response after completing the prescreening page. After prescreening, if you find your living situation response is incorrect, you will need to withdraw the application and start over.

\*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).

☐ Homeowner: Living in your home, and looking for help paying your mortgage to remain in your home or help with other housing costs.

\*Is there someone else, like an advocate, we should also send information about your application status to? 

☐ Yes

☒ No

NEXT



**Tracking the Status of your Applications:** Reviewing applications that have been submitted

## 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.

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 Ready for Payment Paid Closed

**Case Number** #00667161

**WITHDRAW**

**VIEW CASE SUMMARY**

**UPLOAD DOCUMENTS**



**Case Type**  
RAFT Application

**Rental Property**  
100 CAMBRIDGE ST # 3003, BOSTON, MA02114


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



## Tracking the Status of your Applications: Reviewing applications that have been submitted

HOME    **HELP & SUPPORT** ▾

### Case Summary



Commonwealth of Massachusetts  
**Executive Office of Housing & Livable Communities**

Please use your browser's print function to print a copy of this summary. Please refer to Payment Disbursement emails received from EOHLC for payment details.

**Today's Date**  
01/24/2025

### Case Summary

<b>Case Status</b> Submitted	<b>Assigned RAA</b> MHB
<b>Program</b> RAFT Application	<b>Case Number</b> 00667161
<b>Tenant</b> Tenant Test	<b>Email</b> broissebattipre-8780@yopmail.com
<b>Phone</b> 6170000000	<b>Advocate Name/Organization</b> Sample Advocate / Sample Advocate Org
<b>Living Situation/Housing Crisis</b> Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.	<b>Landlord</b> Sample Landlord
<b>Rental Property/Unit Address</b> 100 CAMBRIDGE ST # 3003 BOSTON MA 02114	<b>Household Members</b> Tenant Test , Second Member / Child , Member One / Spouse

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

**Signed By**  
Tenant Test

**Signed Date**  
2025-01-24

**DONE**



**Tracking the Status of your Applications:** Withdrawing applications that have been submitted

## Withdrawing applications that **have** been submitted

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

The screenshot shows the 'Application Status' page. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation bar is a header area with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main heading is 'Application Status'. Below this is a light blue box with the text: 'If you do not have an application already in process, you may apply by clicking the "Start" button on the homepage.' Below this are two tabs: 'Recent Cases' and 'All Cases'. The 'Recent Cases' tab is active. Below the tabs is a horizontal flowchart showing the application process: Not-Submitted (green), Submitted (yellow), Under Review (light blue), Ready for Payment (light blue), Paid (light blue), and Closed (light blue). Below the flowchart, for Case Number #00667161, there is a yellow arrow pointing to a 'WITHDRAW' button, an 'UPLOAD DOCUMENTS' button, and a 'VIEW CASE SUMMARY' button. Below the buttons, the 'Case Type' is listed as 'RAFT Application' and the 'Rental Property' is listed as '100 CAMBRIDGE ST # 3003, BOSTON, MA02114'.

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.

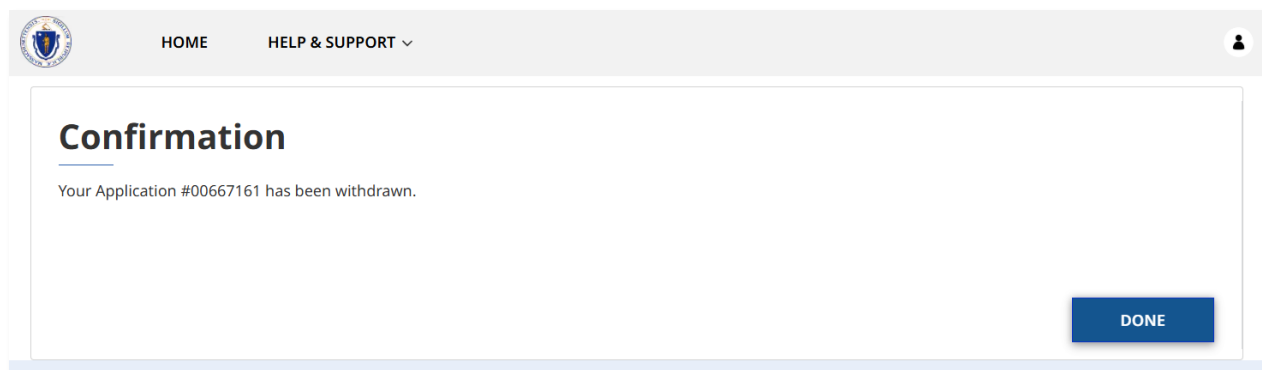
The screenshot shows the 'Withdraw Application' page. At the top is a navigation bar with links: HOME and HELP & SUPPORT. Below the navigation bar is a header area with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main heading is 'Withdraw Application'. Below this is a form with a label '\* Reason for Withdrawal' and a text input field containing the text 'No longer in need of assistance'. Below the input field is a blue 'NEXT' button.



**Tracking the Status of your Applications:** Withdrawing applications that have been submitted

The “Confirmation” page will verify that your withdrawal has completed.

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



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

## 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.

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### 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 Ready for Payment Paid Closed

Case Number #00667161

WITHDRAW VIEW CASE SUMMARY

UPLOAD DOCUMENTS

Case Type  
RAFT Application

Rental Property  
100 CAMBRIDGE ST # 3003, BOSTON, MA02114

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

HOMEHELP & SUPPORT ▾

### 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**



## Tracking the Status of your Applications: Requesting an Administrative Review

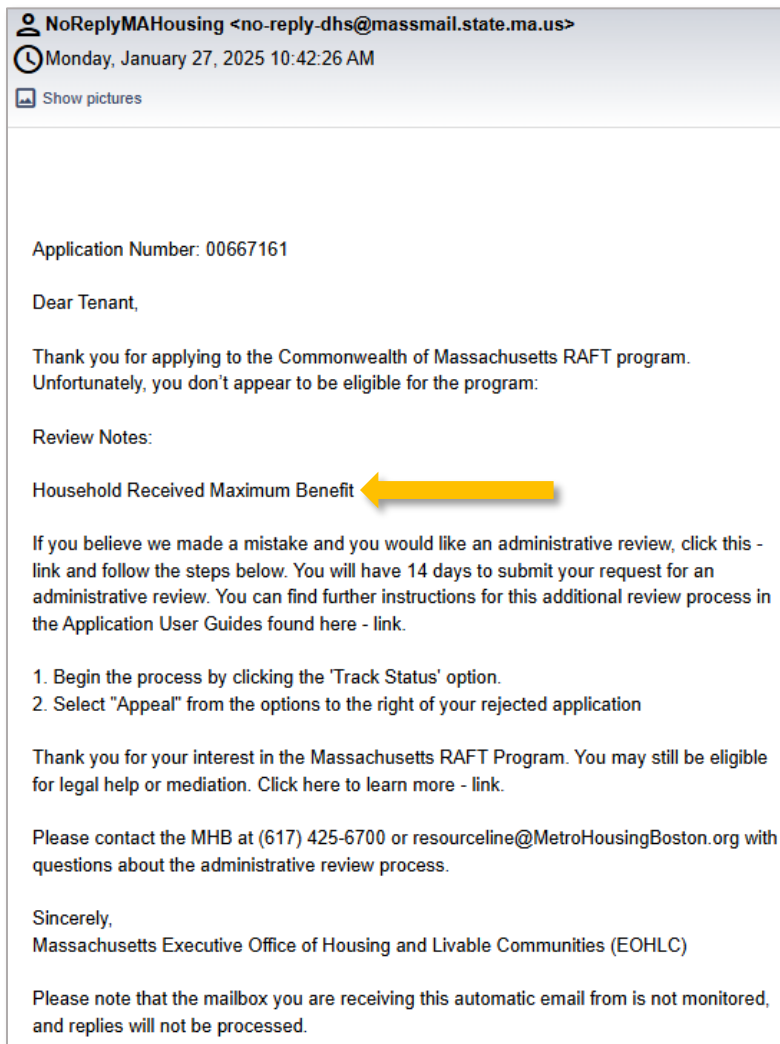
### Requesting an Administrative Review

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.



## Tracking the Status of your Applications: Requesting an Administrative Review

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

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE MORE

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

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### 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 Ready for Payment Paid Denied

**Case Number #00667161**

**Case Type**  
RAFT Application

**Rental Property**  
100 CAMBRIDGE ST # 3003, BOSTON, MA02114

[VIEW CASE SUMMARY](#) [REQUEST ADMINISTRATIVE REVIEW/APEAL](#)

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.

HOME HELP & SUPPORT

Steps

- Enter Administrative Review Information
- Upload Supporting Documents
- Administrative Review Submitted

### Enter Administrative Review Information

\*Please state specifically why you believe our determination is incorrect. You will also be able to provide any doc...

[NEXT](#)



## Tracking the Status of your Applications: Requesting an Administrative Review

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 screenshot shows the 'Upload Supporting Documents' page. At the top, there is a navigation bar with the MA Housing Assistance logo, 'HOME', 'HELP & SUPPORT', and a user profile icon. On the left, a 'Steps' sidebar shows three steps: 'Enter Administrative Review Information' (completed), 'Upload Supporting Documents' (current step), and 'Administrative Review Submitted'. The main content area has the title 'Upload Supporting Documents' and a section 'Supporting Documents'. It prompts the user to 'Please provide any documents that support your claim' and includes an 'Upload Files' button and a text area for dropping files. Below this, a file named 'TEST DOC.pdf' is shown with a timestamp '1/27/2025, 03:04 PM'. At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

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.

The screenshot shows the 'Administrative Review Submitted' page. The navigation bar is the same as the previous page. The 'Steps' sidebar now shows 'Enter Administrative Review Information' and 'Upload Supporting Documents' as completed steps, with 'Administrative Review Submitted' as the current step. The main content area has the title 'Administrative Review Submitted' and a confirmation message: 'Your Administrative Review for Application 00667247 was submitted. We'll update you on your application status throughout the process by email. Refer to Application 00667247 if you contact us. Thank you!'. A 'DONE' button is located at the bottom right.

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.



## Tracking the Status of your Applications: Requesting an Administrative Review



HOMEPROGRAM OVERVIEWHELP & SUPPORT ▾LANGUAGE PREFERENCEMORE ▾

An official website of the Commonwealth of Massachusetts [Here's how you know ▾](#)

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### Application Status

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

Recent CasesAll Cases

Not SubmittedSubmittedUnder ReviewClosed

Appeal Number #00667247

WITHDRAWUPLOAD DOCUMENTS

Not SubmittedSubmittedUnder ReviewReady for PaymentPaidDenied

Case Number #00667161

VIEW CASE SUMMARYREQUEST ADMINISTRATIVE REVIEW/APPEAL

Case Type  
RAFT Application

Rental Property  
100 CAMBRIDGE ST # 3003, BOSTON, MA02114

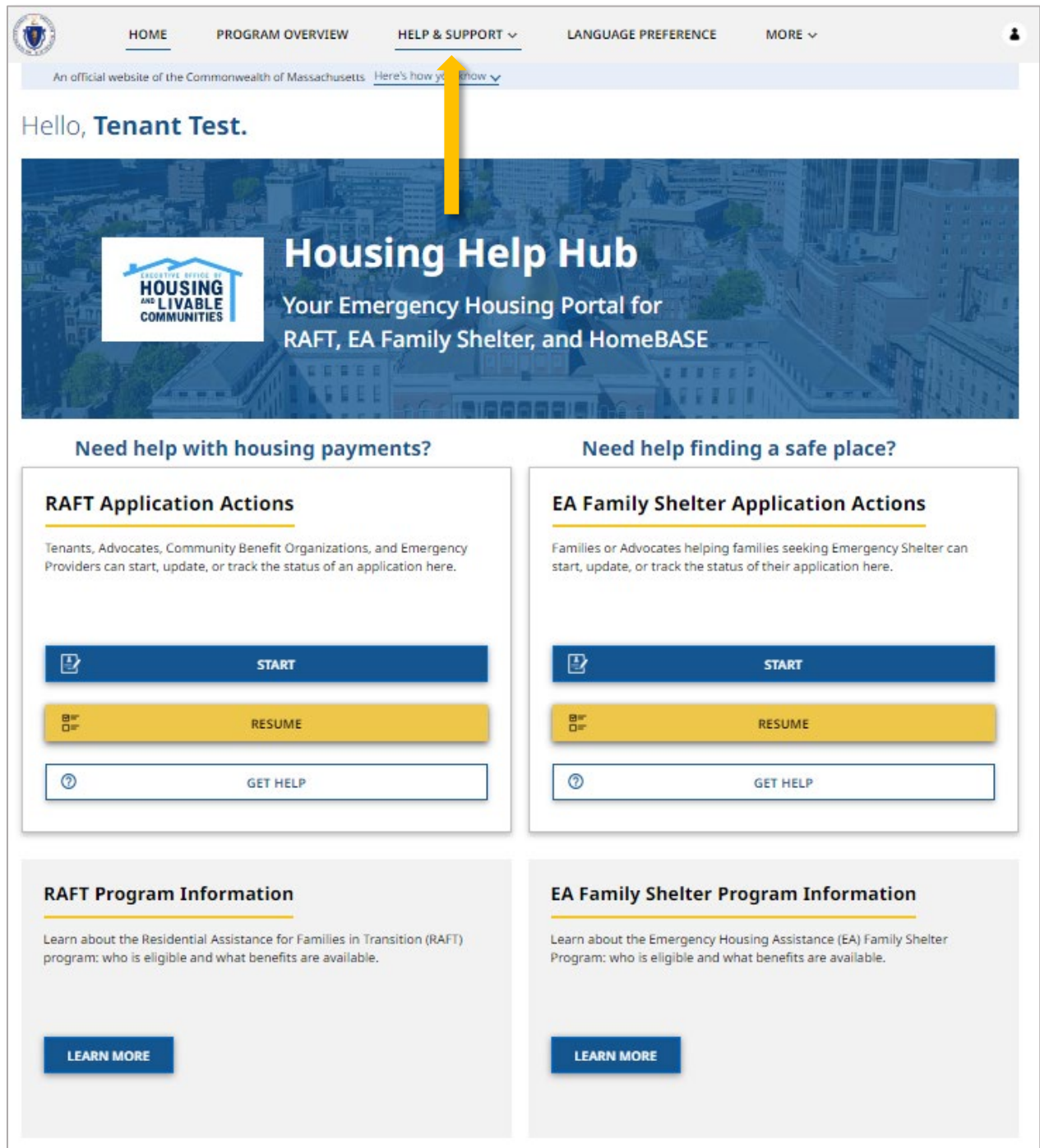
MA Housing Assistance Application Reference Guide

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## 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**.



The screenshot shows the Housing Help Hub website. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, **HELP & SUPPORT** (highlighted with a yellow arrow), LANGUAGE PREFERENCE, and MORE. Below the navigation bar, a greeting says "Hello, Tenant Test." followed by a large banner for the "Housing Help Hub" with the subtitle "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". The banner includes the logo for the Executive Office of Housing and Livable Communities. Below the banner, there are two main sections: "Need help with housing payments?" and "Need help finding a safe place?". Each section contains application actions for RAFT and EA Family Shelter, respectively. The RAFT section includes buttons for "START", "RESUME", and "GET HELP". The EA Family Shelter section includes buttons for "START", "RESUME", and "GET HELP". Below these sections are "RAFT Program Information" and "EA Family Shelter Program Information" sections, each with a "LEARN MORE" button.



## 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.

The screenshot shows the top portion of the MA Housing Assistance Application form. At the top left, there is a label 'Select a Community:' followed by a dropdown menu. A yellow arrow points to the dropdown menu. To the right of the dropdown menu is a small circular logo of the Commonwealth of Massachusetts. Below the dropdown menu is a section labeled 'Regional Admin Agency:' followed by a large empty rectangular box. Below this box, there is a paragraph of text: '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.' This is followed by another paragraph: '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.' Then, a bolded paragraph: '**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.' Below this is another paragraph: '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.' At the bottom, there is a table with two columns: 'Program Income Eligibility Limits' and 'Household Size'. The table has a blue header row and one empty data row. To the right of the table, there is a label 'Metropolitan Area:'.

Select from the options available.

This screenshot shows the same form as the previous one, but with the 'Select a Community' dropdown menu open. The dropdown menu displays a list of communities: Bedford, Belchertown, Bellingham, Belmont, Berkley, Berlin, Bernardston, Beverly, Billerica, Blackstone, Blandford, Bolton, Boston, Bourne, Boxborough, Boxford, Boylston, Braintree, Brewster, and Bridgewater. The community 'Blandford' is highlighted in the list. The rest of the form, including the 'Regional Admin Agency' box, the instructional text, and the 'Program Income Eligibility Limits' table, remains the same as in the previous screenshot.




## Troubleshooting: Contacting your RAA

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](mailto:info@wayfinders.org)  
[Apply Now](#)







**Resources:** Contacting your RAA

## Resources

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

[Determine your Regional Admin Agency](#)

