

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:

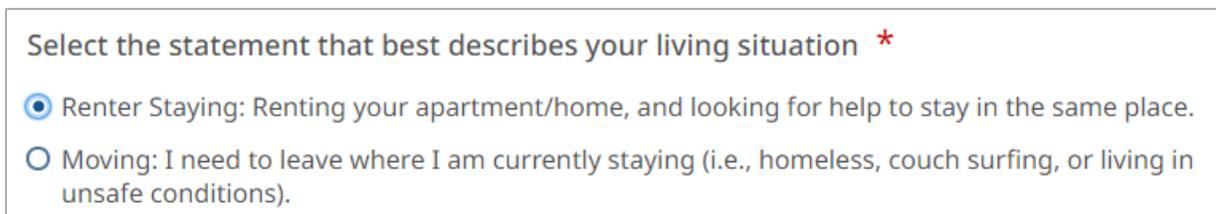
Text Boxes: Select into the box and type out a response

A rectangular text input box with a light gray border and a subtle drop shadow. The word "Username" is written in a light gray font inside the box.

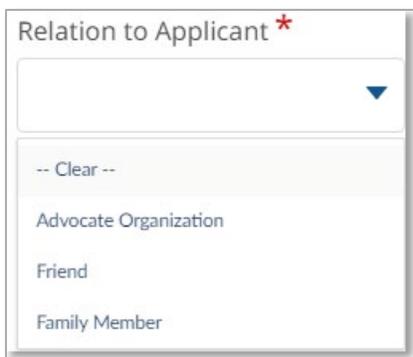
Buttons: Select them to navigate to other pages



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.

A form with a light gray border and drop shadow. At the top, it says "Select the statement that best describes your living situation *". Below this are two radio button options: "Renter Staying: Renting your apartment/home, and looking for help to stay in the same place." (which is selected) and "Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions)."

Dropdown Boxes: Identifiable by the downward arrow, these open a small window to navigate through both short and long lists of options. You may only select one option.

A dropdown menu with a light gray border and drop shadow. The title is "Relation to Applicant *". The menu is open, showing a list of options: "-- Clear --", "Advocate Organization", "Friend", and "Family Member". A blue downward arrow is visible in the top right corner of the dropdown box.

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

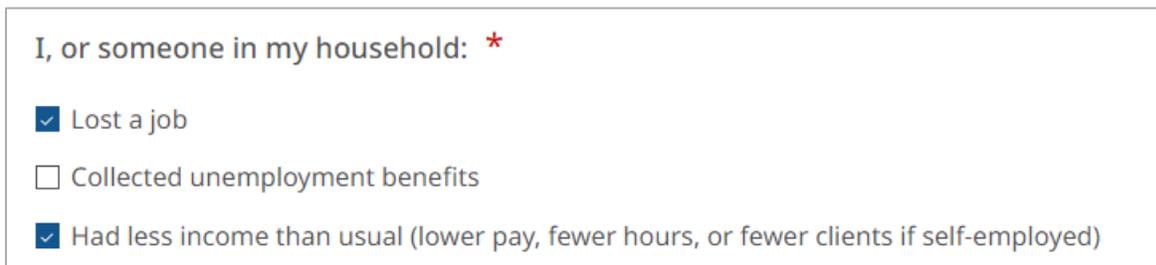
123 Old Main Road, Falmouth, North Falmouth, MA 02556, USA

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.



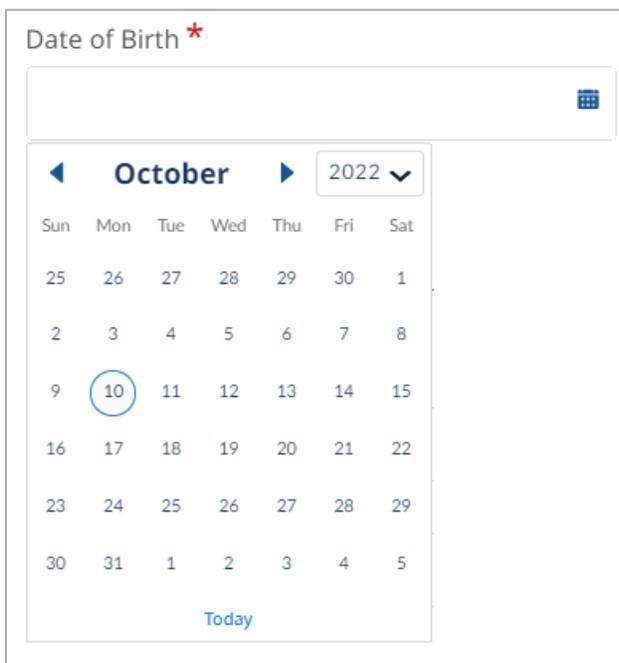
I, or someone in my household: *

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

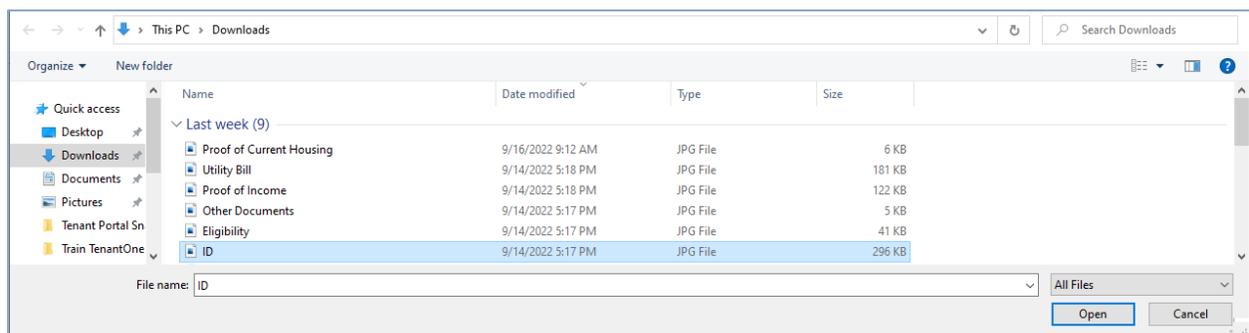
* Upload Files or drop files ⓘ

[Upload Files](#)

Or drop files

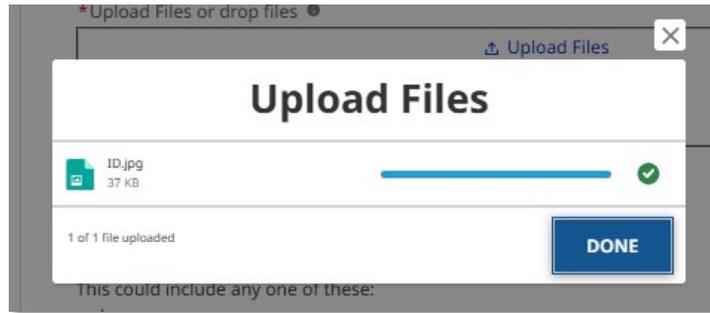
This will allow you to navigate to where the file is saved and select it for upload.

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

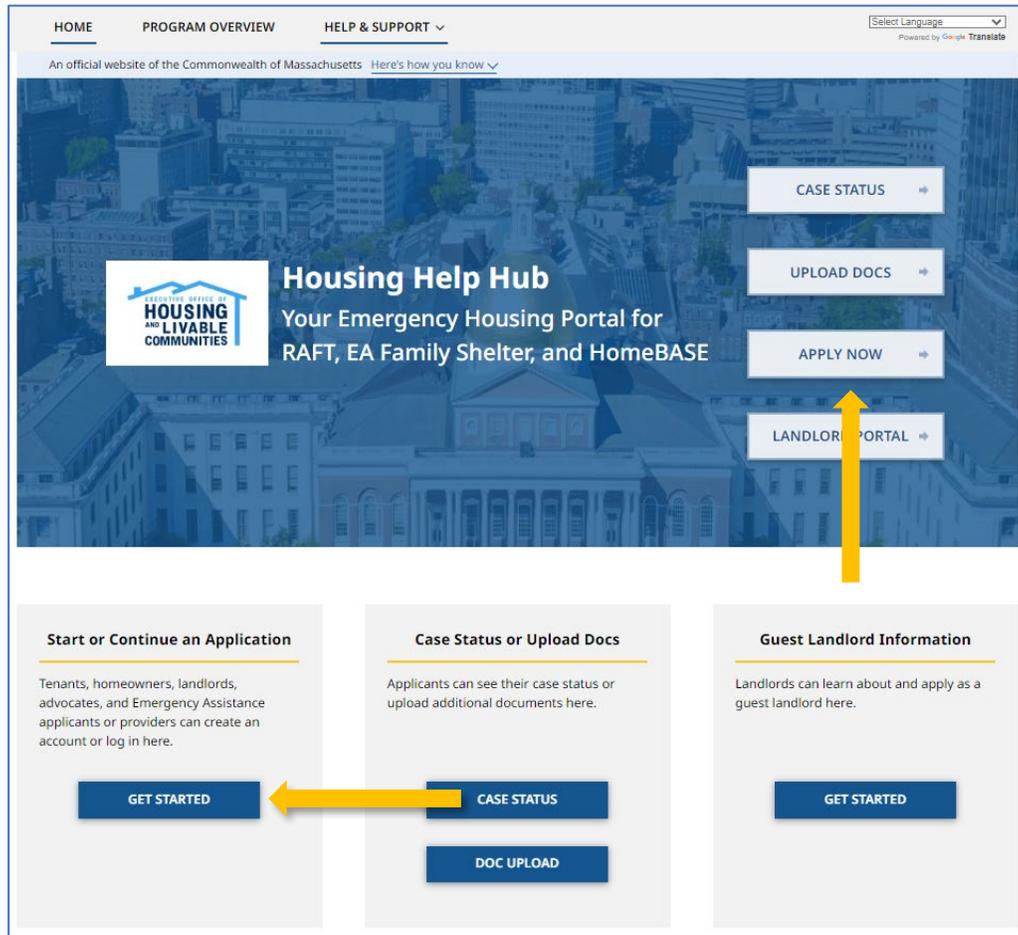
The screenshot shows the Housing Help Hub website. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, and HELP & SUPPORT. A language selection dropdown is in the top right corner, and a note indicates the site is powered by Google Translate. Below the navigation is a banner with a cityscape background. On the left is the logo for the Executive Office of Housing and Livable Communities. The main heading is "Housing Help Hub" with the subtitle "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". On the right side of the banner are four buttons: CASE STATUS, UPLOAD DOCS, APPLY NOW, and LANDLORD PORTAL. Below the banner are three main content areas:

- Start or Continue an Application:** Text describes that tenants, homeowners, landlords, advocates, and Emergency Assistance applicants or providers can create an account or log in here. A "GET STARTED" button is at the bottom.
- Case Status or Upload Docs:** Text states that applicants can see their case status or upload additional documents here. Buttons for "CASE STATUS" and "DOC UPLOAD" are at the bottom.
- Guest Landlord Information:** Text explains that landlords can learn about and apply as a guest landlord here. A "GET STARTED" button is at the bottom.



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
Username

*Password
Password

I'm not a robot 

LOG IN

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

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
Username

*Password
Password

I'm not a robot 

LOG IN

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

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

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



Registering an Account: Creation and Login

The screenshot shows the 'User Registration' page. At the top, there is a navigation bar with 'HOME', 'PROGRAM OVERVIEW', and 'HELP & SUPPORT' with a dropdown arrow. A 'Log in' button with a right-pointing arrow is in the top right corner. Below the navigation bar, a light blue banner reads 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know' and a dropdown arrow. The main heading is 'User Registration' in bold black text, followed by the subtext 'Already registered? Click here to [login](#).' Below this, a prompt says 'Please select the option that fits you the best:'. There are three green buttons with white text and a small '+' 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 [ⓘ]		
<input type="text"/>	<input type="text"/>		
			
* Date of Birth	* Social Security Number (SSN) [ⓘ]		
<input type="text" value="MM/DD/YYYY"/>	<input type="text"/>		
			
	<input type="checkbox"/> I do not have a SSN		
* Email	* Re-enter Email		
<input type="text"/>	<input type="text"/>		
			
* Country Code	* Phone Number	* Re-enter Country Code	* Re-enter Phone Number
<input type="text" value="1"/>	<input type="text" value="000-000-0000"/>	<input type="text"/>	<input type="text" value="000-000-0000"/>
			
* Preferred Language			
<input type="text"/>			

I'm not a robot 

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.

HOME PROGRAM OVERVIEW HELP & SUPPORT Log in

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

User Registration

Already registered? Click here to [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. -

RAFT

I am assisting someone who needs help with payment.

You are a **friend**, or you work as an **advocate**, and are applying for payment assistance on behalf of someone's family.

SELECT

RAFT

I have landlord consent and need help with payment.

If you have **consent from landlord(s)** to establish their profile, Submit applications, Communicate and take action on applications on their behalf, please select this option.

SELECT

HomeBASE

I am a shelter provider helping with HomeBASE or Diversion.

You are an EA Family **Shelter Provider** or EA **Diversion Provider**.

SELECT

I own or manage property and need to apply for assistance for my renter. +

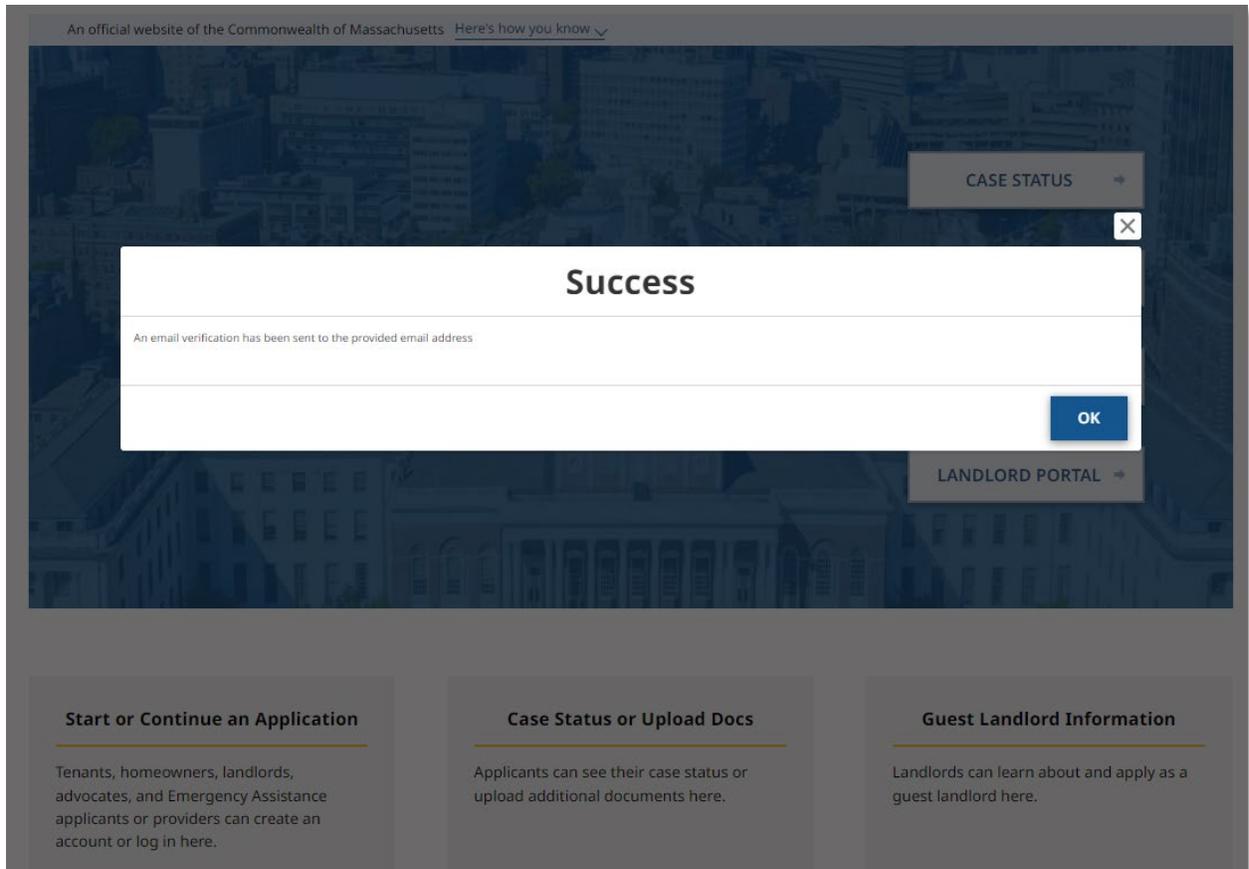
After you select **I am assisting someone who needs help with payment**, enter the following information to create your account:

- 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

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.



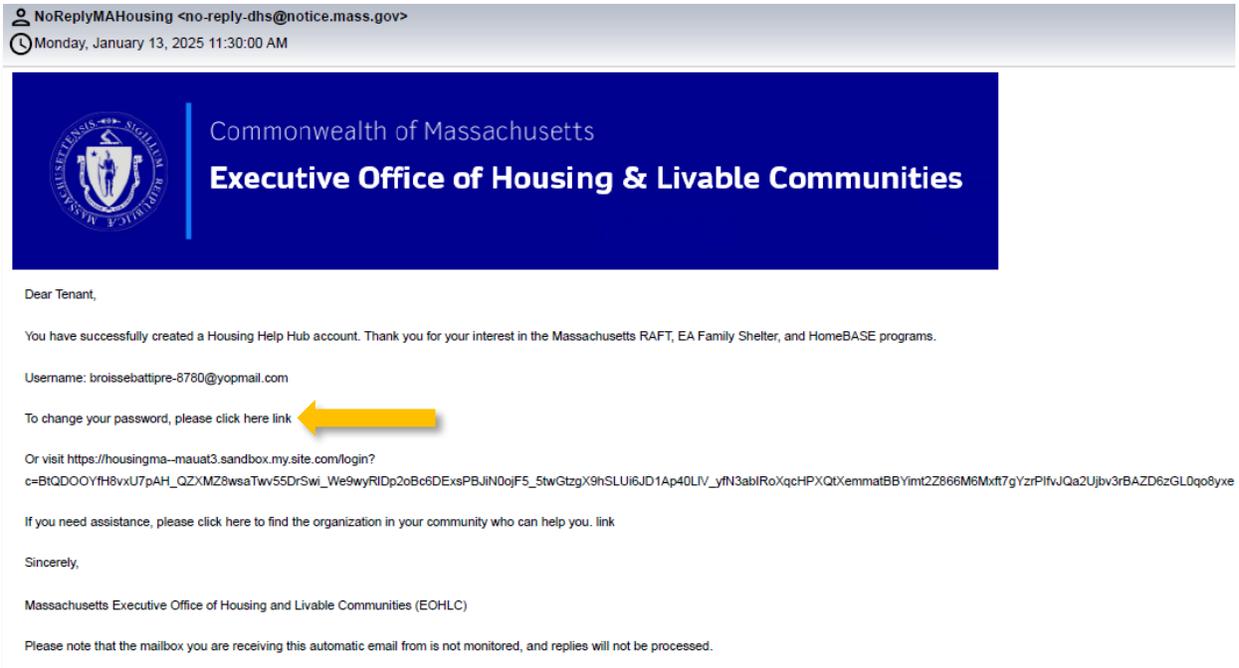
To activate your account, you must navigate to the email inbox you provided and find the verification email from **no-reply-dhs@notice.mass.gov**. Please do not send a reply to that email address.

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 **broisebattipre-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, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT (with a dropdown arrow), LANGUAGE PREFERENCE, and MORE (with a dropdown arrow). Below the navigation bar, a blue banner reads "Hello, Tenant Test." followed by a large blue header area with the text "Housing Help Hub" and "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". The RAFT logo is also visible. Below the header, there are two main columns. The left column is titled "Need help with housing payments?" and contains a section for "RAFT Application Actions" with buttons for "START", "RESUME", and "GET HELP". The right column is titled "Need help finding a safe place?" and contains a section for "EA Family Shelter Application Actions" with buttons for "START", "RESUME", and "GET HELP". Below these are two sections for "RAFT Program Information" and "EA Family Shelter Program Information", each with 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.

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.

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

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

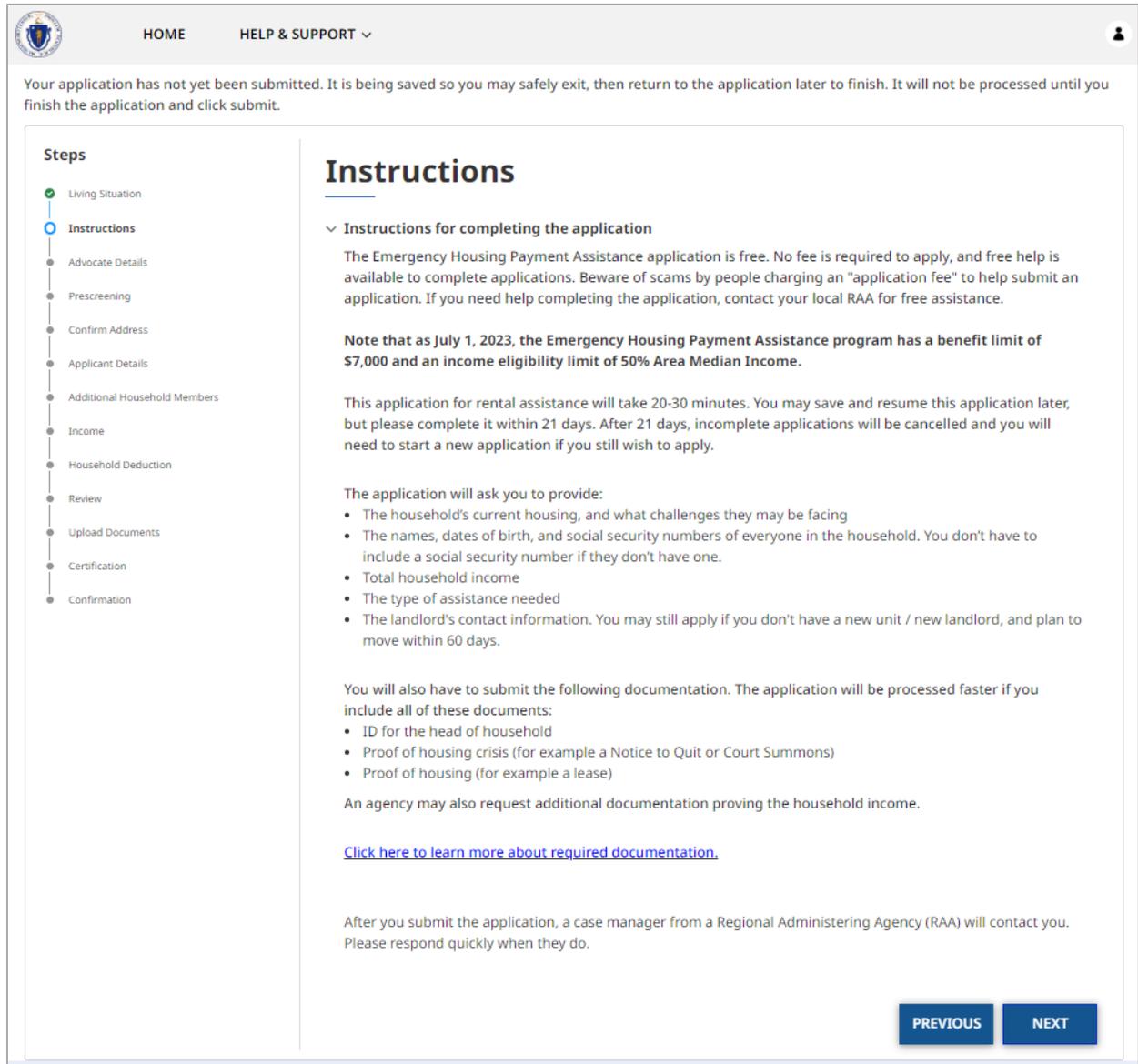
Review the “Instructions” page for your understanding, making note of the required documentation for submission.

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 a web application interface for starting a new tenant application. At the top, there are navigation links for 'HOME' and 'HELP & SUPPORT'. 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 various stages of the application process. The 'Prescreening' step is currently active and highlighted. Below the steps, the 'Prescreening' section is expanded to show 'Applicant Details'. This section includes two input fields: '* # of Household Members' with a dropdown menu set to '3', and '* Household Annual Income' with a text box containing '\$ 30,000.00'. A note explains that as the user types their address, suggested matching addresses will appear for selection. Below this, a question asks 'What is the address for the rental unit you are seeking assistance for?'. The address field contains '100 Cambridge St, Boston, MA 02114, USA' and the 'Unit/Apt Number' field contains '3003'. Two questions with radio button options are also present: '* Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?' (with 'No' selected) and '* Is the tenant's name on the lease?' (with 'Yes' 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 a web application interface for the MA Housing Assistance Application. At the top, there is a navigation bar with 'HOME' and '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 titled 'Steps' and lists the following steps in a vertical sequence:

- 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
- Confirmation

The 'Prescreening' section is titled 'Prescreening' and contains the following content:

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

Next, complete the “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 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 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. On the right is the 'Prescreening' section, which is expanded to show 'Renter - Housing Crisis' options. The options are:

- > Applicant Details
- > Hardship
- ▼ Renter - 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 from my landlord saying I owe rent
- 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.
- Someone I live with is currently hurting me, threatening to hurt me, or making me or my family feel unsafe

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

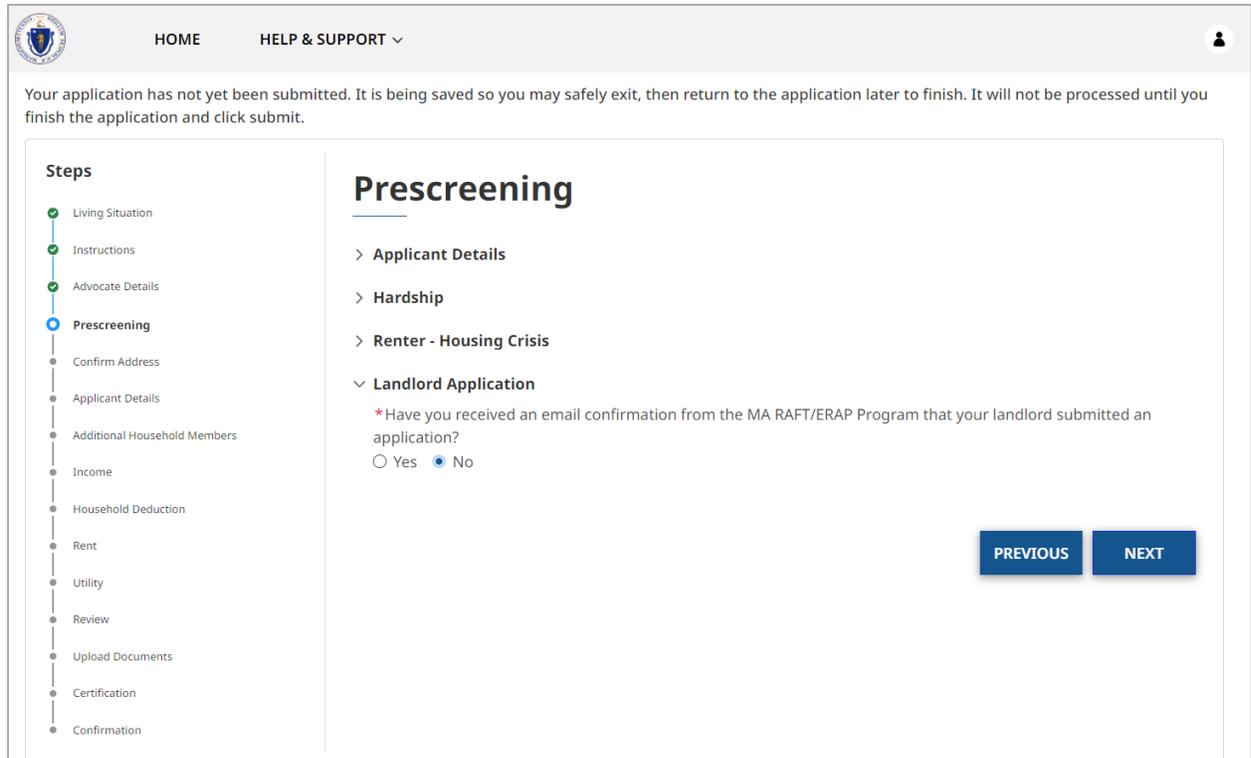
Finally, complete the “Landlord Application” section. This section is to indicate whether or not you have received an email confirmation from the MA RAFT/ERAP Program that your landlord submitted an application.

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 rental and/or utility expense assistance



The screenshot shows a web application interface for a tenant 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 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, Upload Documents, Certification, and Confirmation. On the right is the 'Prescreening' section, which includes expandable sections for 'Applicant Details', 'Hardship', 'Renter - Housing Crisis', and 'Landlord Application'. Under 'Landlord Application', there is 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' (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 a web application interface for a tenant 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 titled 'Confirm Address'. On the left, a vertical 'Steps' list shows the progress of the application, with 'Confirm Address' highlighted in blue. The steps listed are: Living Situation, Instructions, Advocate Details, Prescreening, Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents, Certification, and Confirmation.

The 'Confirm Address' section contains the following text: 'We want to make sure we have your address right.' Below this, there are two columns of address information:

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 address information, there is a question: '*Which address should we use?'. There are two buttons: 'Use the Address You Entered' and 'Use the recommended address'. At the bottom right of the form, there are two buttons: 'PREVIOUS' and 'CONTINUE'.

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 displays a web application interface for starting a new tenant 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 is a 'Steps' sidebar with a vertical list of application stages: 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, the 'Prescreen Outcome' section displays 'Total Annual Income: \$30000' and 'City of Residence: BOSTON'. A green banner with a checkmark icon contains the text 'You may be eligible for Assistance, Continue Application'. Below this banner 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 a web application. On the left, a 'Steps' sidebar lists various stages of the application process, with 'Applicant Details' currently selected. The main content area is titled 'Applicant Details' and includes a note stating that the applicant's date of birth, social security number, and email are tied to their account and cannot be changed. Below this note is the 'Application Information' section, which contains several form fields: 'First Name' (Tenant), 'MI' (empty), 'Last Name' (Test), 'Suffix' (empty), '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). There is also a checkbox for 'I do not have a social security number (SSN)' which is unchecked.



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 shows the 'Applicant Details' section of the MA Housing Assistance Application Reference Guide. The page has a header with 'HOME' and 'HELP & SUPPORT' links, and a sub-header 'An official website of the Commonwealth of Massachusetts'. A 'Steps' sidebar on the left lists various stages of the application process, with 'Applicant Details' currently selected. The main content area is titled 'Applicant Details' and includes a note about the applicant's information being tied to their account. Below this, there are sections for 'Application Information' and 'Applicant Mailing Address'. The 'Applicant Mailing Address' section contains two input fields: '*Address Line 1' with the value '100 Cambridge St, Boston, MA 02114, USA' and 'Unit/Apt Number' with the value '3003'. At the bottom right, there are 'PREVIOUS' and 'NEXT' navigation buttons.

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 15 items: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details (highlighted), 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.' Below this are three expandable sections: 'Application Information', 'Applicant Mailing Address', and 'Applicant Contact Details'. The 'Applicant Contact Details' section is expanded and contains: a phone number field with '(617) 000-0000', a re-enter phone number field with '(617) 000-0000', a phone type selection with 'Mobile' selected and 'Other' unselected, a consent checkbox for text messages with 'Yes' selected and 'No' unselected, an email field with 'broissebattipre-8780@yopmail.com', a re-enter email field with 'broissebattipre-8780@yopmail.com', and a preferred method of contact dropdown menu with 'Email' selected. At the bottom right are 'PREVIOUS' and 'NEXT' buttons.

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' (with a dropdown arrow). Below this is a header with the state seal and the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. On the left side, there 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, Rent, Utility, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Additional Household Members' and contains the following text: '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 text is a form with two columns: 'FIRST NAME' and 'RELATIONSHIP TO HEAD OF HOUSEHOLD'. To the right of the form is a large blue button labeled 'ADD HOUSEHOLD MEMBERS'. Below this button are two smaller blue buttons labeled 'PREVIOUS' and 'NEXT'. A yellow arrow points from the 'ADD HOUSEHOLD MEMBERS' button towards the 'PREVIOUS' and 'NEXT' buttons.

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

* First Name: Member * Last Name: One

* Date of Birth: 08/08/1980 Age: 44

* SSN/TIN: 444-55-4444 This member does not have a social security number (SSN)

* 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

* Relationship to Head of Household: Spouse

* Race: Multi-racial * Ethnicity: 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 displays the 'Income' section of the MA Housing Assistance Application Reference Guide. The page is titled 'Income' and features a sidebar on the left with a 'Steps' list. The 'Income' step is currently selected and highlighted in blue. The main content area contains five questions, each with radio button options for 'Yes' and 'No'. The questions are:

- 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) 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
- 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

At the bottom of the form, there is a red asterisk followed by the text: '*I affirm I have no income, and I understand the organization processing my application may verify that this is true.' Below this text are two radio button options: Yes and No. At the bottom right of the form, there are two blue buttons: 'PREVIOUS' and '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 rental and/or utility expense assistance

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

The screenshot displays the 'Income' step of the application process. On the left, a 'Steps' sidebar lists various stages, with 'Income' highlighted. The main content area is titled 'Income' and contains several 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 entering income details:

HOUSEHOLD MEMBER	TOTAL ANNUAL INCOME

A yellow arrow points to a blue 'ADD INCOME' button. Below the table, two error messages are displayed in pink boxes:

- 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

At the bottom right, there 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.



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.

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: Tenant Test

*Type of Income: Earned Income/Salaries/Wages

*How Often are you paid?: Biweekly (every other week)

*Amount: \$ 960.00

Total Annual Income: \$ 24,960.00

Monthly Household Income: \$ 2,080.00

CANCEL 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 shows 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 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

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 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** (highlighted with a blue circle), 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.' 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, there is a table for 'Income Deductions' with columns for 'EXPENSE' and 'DEDUCTION AMOUNT'. A yellow arrow points from the table to a blue 'ADD DEDUCTIONS' button, with 'PREVIOUS' and 'NEXT' buttons below it.

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 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** (highlighted), 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.' 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'. A table titled 'Income Deductions' has two columns: 'EXPENSE' and 'DEDUCTION AMOUNT'. The table contains one row: 'Child support' with a deduction amount of '\$ 5,200.00'. At the bottom right of the table are three buttons: 'ADD DEDUCTIONS', 'PREVIOUS', and '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 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, and **Rent** (highlighted). The main content area is titled 'Rent' and includes the following text: 'Subsidized Housing' with a dropdown arrow, followed by 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)?' with radio buttons for 'Yes' (selected) and 'No'. Below this is another question: '* What caused non-payment?' with radio buttons for 'A one time expense (Car repair, funeral expenses, medical bills, childcare expenses, etc)', 'A temporary reduction in income (reduced hours, medical leave, etc.)' (selected), and '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 form on the official website of the Commonwealth of Massachusetts. The page features a navigation menu on the left with 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 several required fields: Landlord Type (Company selected), 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 selected). 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 contains '1 Ashburton Pl, Boston, MA 02108, USA' and a separate box for Unit/Apt Number is empty. A final question asks 'Does your landlord live at the property where you rent your unit?' with 'No' selected.

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 a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with '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 titled 'Steps' on the left, listing various stages of the application process: 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 'Rent' section is expanded, showing three sub-sections: '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 input field containing '\$ 600.00', and '*Total Overdue Rent' with a text input field containing '\$ 1,800.00'. At the bottom right of the form, there are two blue buttons labeled 'PREVIOUS' and 'NEXT'.

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 a web application interface for the Commonwealth of Massachusetts. The top navigation bar includes 'HOME' and 'HELP & SUPPORT'. Below the navigation bar, there is a header for 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area is titled 'Utility' and features a 'Steps' sidebar on the left. The sidebar lists various steps, with 'Utility' currently selected and highlighted. The main form area is titled 'Add Utility' and contains a table with two columns: 'UTILITY TYPE' and 'AMOUNT DUE'. A yellow arrow points to the 'ADD UTILITY' button, which is highlighted in blue. Below the 'ADD UTILITY' button are two smaller buttons: 'PREVIOUS' and 'NEXT'.

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

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

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

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



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

Add Utility

* Utility Type: Gas

* Amount Due: \$ 250.00

* Do you know the Account Number? Yes No

* Account Number: 0123456789

* 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

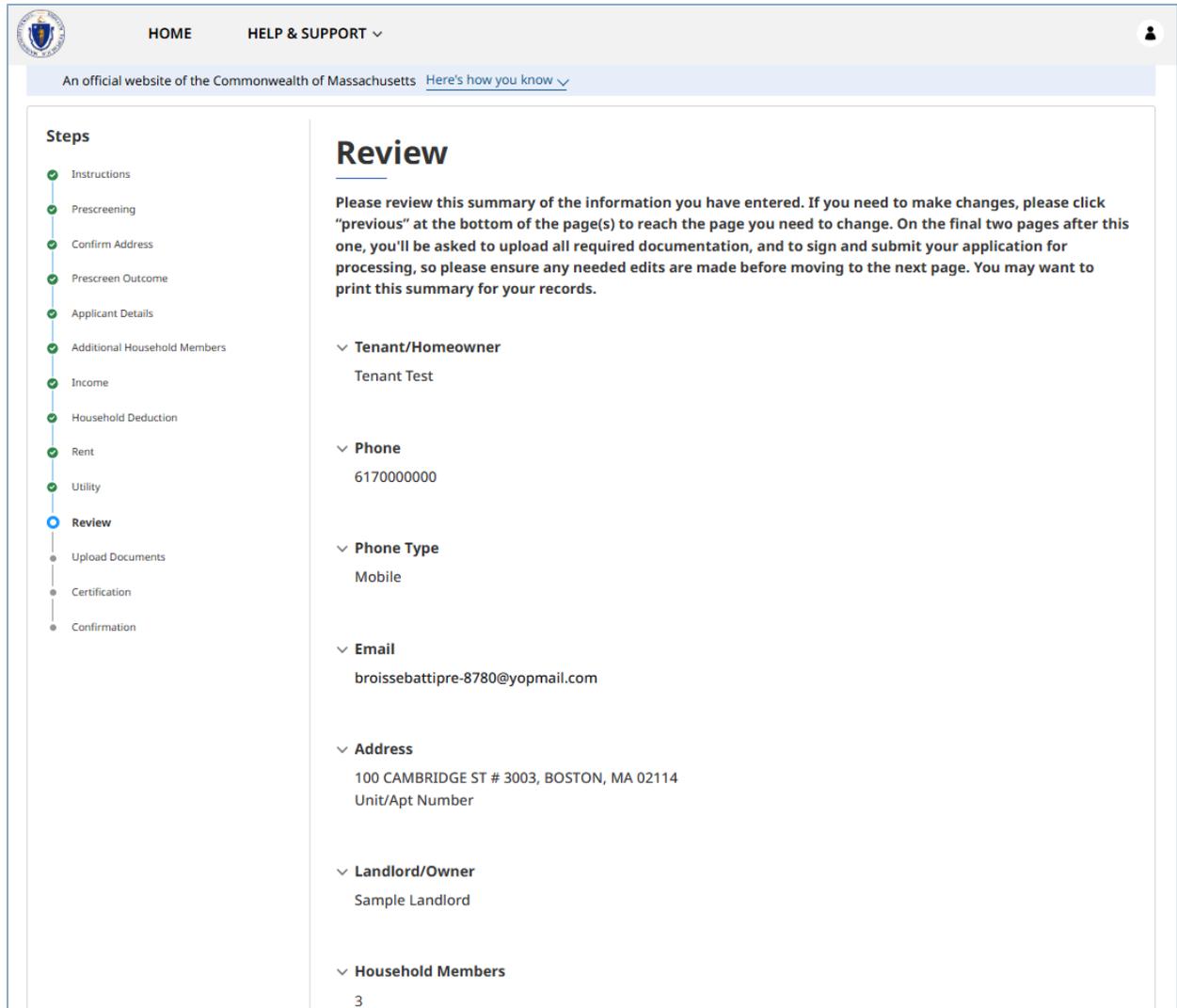
The screenshot shows a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). Below this is a header indicating it is an official website of the Commonwealth of Massachusetts, with a link 'Here's how you know' and a dropdown arrow. The main content area is divided into two sections. On the left, a vertical 'Steps' sidebar lists 15 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 section is titled 'Utility' and contains an 'Add Utility' form. The form has two columns: 'UTILITY TYPE' and 'AMOUNT DUE'. The first row shows 'Gas' under 'UTILITY TYPE' and '\$ 250.00' under 'AMOUNT DUE'. To the right of the form are three buttons: 'ADD UTILITY', 'PREVIOUS', and '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



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' (with a dropdown arrow). Below this is a header with the state seal and 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 application stages: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Review (highlighted with a blue circle), Upload Documents, Certification, and Confirmation. The right column, titled 'Review', contains a paragraph of instructions: '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.' Below the instructions are several expandable sections, each with a dropdown arrow: '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), and '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 displays the 'Upload Documents' page of the MA Housing Assistance application. On the left, a vertical 'Steps' menu lists various stages of the application process, with 'Upload Documents' highlighted in blue. The main content area is titled 'Upload Documents' and includes the following elements:

- Instructions:** A paragraph stating that the page contains optional upload fields and that file names and dates of previous uploads are noted below each field.
- Proof of Identity:** A section with a dropdown arrow, listing valid IDs such as Drivers License, State ID, US Passport, Military ID, etc.
- File Upload Area:** A box with the text '* Upload Files or drop files' and a red error indicator. It contains an 'Upload Files' button and the text 'Or drop files'. Below this, a file named 'TEST DOC.pdf' is shown with its upload date and time.
- Other Document Categories:** A list of expandable sections including 'Proof of Housing', 'Verification of Eligible Housing Crisis', 'Other Documents', 'Proof of Income', and 'Utility Shut Off Notice'.
- Navigation:** 'PREVIOUS' and 'NEXT' buttons at the bottom right.

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 displays the 'Certification' step of the application process on the official website of the Commonwealth of Massachusetts. The page features a navigation menu on the left with 15 steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Review, Upload Documents, Certification (highlighted), and Confirmation. The main content area is titled 'Certification' and includes a dropdown menu for 'Application Certification and Contract (Tenant/Mover/Homeowner)'. Under this, there is a 'Statement of Affirmation' section with three radio button options for affirmation. Below this is an 'Authorization and Release' section containing two paragraphs of text explaining the use of personal information and the release of information to various agencies for verification purposes.

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

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

Certification

> Application Certification and Contract (Tenant/Mover/Homeowner)

ELECTRONICALLY SIGN

⊘ Pending Electronic Signature

PREVIOUS 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.

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)

Signed By	Signed Date
<i>Tenant Test</i>	01/24/2025

PREVIOUS NEXT

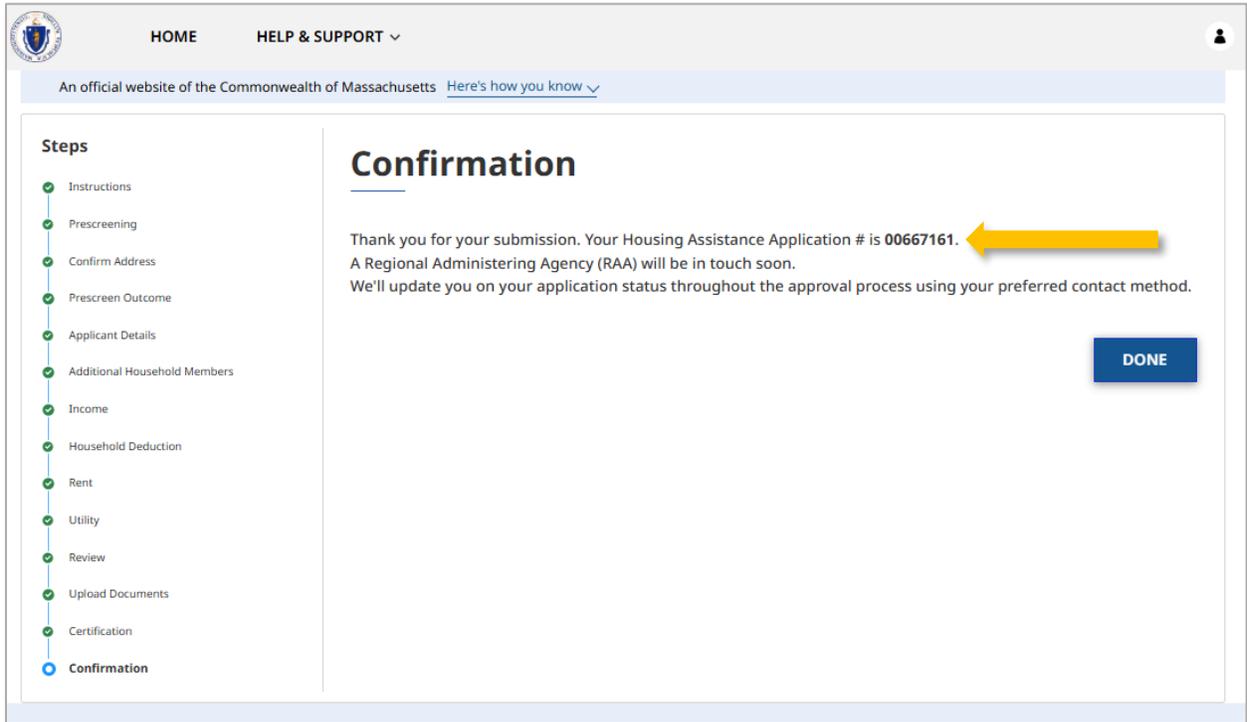
! The “Confirmation” page confirms that your application has been submitted successfully.

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 a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). Below this is a banner stating '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 15 steps, each with a green checkmark, except for the final step 'Confirmation', which has a blue circle. The right section is titled 'Confirmation' and contains the following text: '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'. A blue 'DONE' button is located in the bottom right corner of the main content area.



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.

The screenshot shows the MA Housing Assistance website interface. At the top, there is a navigation bar with links for 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 page is divided into two main sections: "Need help with housing payments?" and "Need help finding a safe place?". The "Need help with housing payments?" section contains "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 this are three buttons: "START" (blue), "RESUME" (yellow), and "GET HELP" (white). A yellow arrow points to the "START" button. The "Need help finding a safe place?" section contains "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 this are three buttons: "START" (blue), "RESUME" (yellow), and "GET HELP" (white).

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 shows a web 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 titled 'Steps' and lists various stages of 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 'Living Situation' section is expanded, showing a warning: '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 with radio button options. The first question is: '*Select the statement that best describes your living situation'. The options are: '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. The second question is: '*Do you know the new landlord for the property and address you're moving to?'. The options are 'Yes' and 'No'. The 'No' option is selected. 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 of the section, 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 displays a web application interface for a tenant 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 titled 'Steps' on the left, listing various stages of the application process. The 'Living Situation' step is currently selected and highlighted. The main content area is titled 'Living Situation' and contains the following text and options:

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.

*Do you know the new landlord for the property and address you're moving to?

- Yes
- No

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.

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

- Yes
- 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 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.

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
- Moving/Additional Expenses
- 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 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 a web application interface for starting a new tenant 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 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, Review, Upload Documents, Certification, and Confirmation. On the right is the 'Prescreening' section, which includes a question: '* Do you plan to move in the next 60 days?' with radio buttons for 'Yes' (selected) and 'No'. Below this is a collapsed 'Applicant Details' section containing two input fields: '* # of Household Members' and '* Household Annual Income'. A note follows: 'Note: If you are homeless, please provide an address where you may collect mail.' Below the note is a paragraph of 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.' This is followed by two input fields: '* Where do you live now?' and 'Unit/Apt Number'. At the bottom is another input field: '* 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

The screenshot displays the 'Prescreening' step of a tenant application. The top navigation bar includes 'HOME' and 'HELP & SUPPORT'. 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.'

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

*Household Annual Income

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?

Unit/Apt Number

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?

Unit/Apt Number

*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 Reference Guide. At the top, there is a navigation bar with 'HOME' and '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 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, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. On the right is the 'Prescreening' section, which includes a sub-section for 'Applicant Details' and a 'Hardship' section. The 'Hardship' section contains the instruction 'Please tell us the challenges you have faced.' and a list of options with checkboxes. The first option is '*I, or someone in my household:' followed by several checkboxes. The checkbox for 'Had a roommate or household member move out, stop paying rent, or die, leaving me with higher housing costs' is checked.

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 starting a new tenant 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 vertical 'Steps' list with 17 items: 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 is the 'Prescreening' section, which includes a list of categories with expandable arrows: Applicant Details, Hardship, and Moving- Housing Crisis. Under 'Moving- Housing Crisis', there is a paragraph of instructions followed by a list of checkboxes for housing or utility needs. Below this is a section for 'Utilities Assistance' with another list of checkboxes.

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

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
- Rent
- Utility

Prescreening

- > Applicant Details
- > Hardship
- > Moving- Housing Crisis
- > Landlord Application
 - *Have you received an email confirmation from the MA RAFT/ERAP Program that your landlord submitted an application?
 Yes No

PREVIOUS 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.

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
- Rent
- Utility
- Moving/Additional Expenses

Confirm Address

We want to make sure we have your address right.

You Entered: 100 Cambridgeside Place 505 Cambridge MA 02141	USPS Address Recommended Format (US Postal Service): 100 CAMBRIDGESIDE PL # 505 CAMBRIDGE MA 02141 - 2218
---	--

*Which address should we use?

PREVIOUS CONTINUE

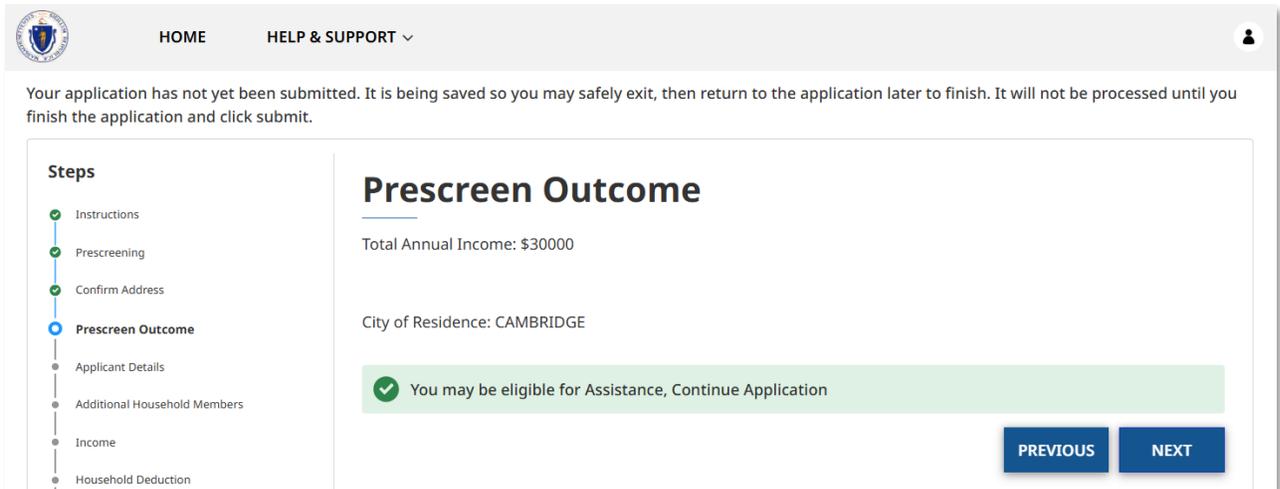


Starting a New Tenant Application: Application for those in need of moving expenses assistance

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.



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

- Instructions
- Prescreening
- Confirm Address
- Prescreen Outcome**
- Applicant Details
- Additional Household Members
- Income
- Household Deduction

Prescreen Outcome

Total Annual Income: \$30000

City of Residence: CAMBRIDGE

You may be eligible for Assistance, Continue Application

PREVIOUS 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 a web application. On the left is a vertical 'Steps' sidebar with 14 items: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details (highlighted), 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 the following fields:

- * First Name**: Text input with 'Tenant' entered.
- MI**: Text input.
- * Last Name**: Text input with 'Test' entered.
- Suffix**: Text input.
- * Date of Birth**: Date picker with '07/07/1977' selected.
- Age**: Text input with '47' entered.
- * Gender**: Radio button selection with 'Non-Binary' selected. Other options include Woman (Girl, if child), Man (Boy, if child), Culturally Specific Identity (e.g. Two-Spirit), Transgender, Questioning, Different Identity, Do not know, and Prefer not to answer.
- Social Security #**: Text input with '555-66-5555' entered. A checkbox 'I do not have a social security number (SSN)' is present and unchecked.
- * Race**: Dropdown menu with 'Multi-racial' selected.
- * Ethnicity**: Dropdown menu with 'Non-Hispanic/Non-Latino' selected.
- * Employment Status**: Dropdown menu with 'Employed Part-Time' selected.
- * Type of ID**: Dropdown menu with 'Driver's License' selected.
- * Drivers License State**: Dropdown menu with 'MA' selected.
- Drivers License Number**: Text input with '5555555555555555' entered.
- * Expiration Date**: Date picker with '07-07-2028' selected.



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 state seal, 'HOME', and 'HELP & SUPPORT'. Below the header is a navigation 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 columns. The left column 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', and 'Moving/Additional Expenses'. The right column is titled 'Applicant Details' and contains the following text: '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 text are two expandable sections: '> Application Information' and 'v Applicant Mailing Address'. The 'Applicant Mailing Address' section contains the following text: '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 'Steps' sidebar lists various stages: 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 sections for 'Application Information', 'Applicant Mailing Address', and 'Applicant Contact Details'. The 'Applicant Contact Details' section contains fields for phone number, email, and preferred method of contact, along with a consent checkbox for text messages. 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 a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). Below this is a header indicating it's an official website with a link 'Here's how you know'. A 'Steps' sidebar on the left lists: 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 is titled 'Additional Household Members' and contains the instruction: '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 form titled 'Additional Household Members' with two input fields: 'FIRST NAME' and 'RELATIONSHIP TO HEAD OF HOUSEHOLD'. To the right of these fields is a large blue button labeled 'ADD HOUSEHOLD MEMBERS', which is pointed to by a yellow arrow. Below the 'ADD HOUSEHOLD MEMBERS' button are two smaller blue buttons: '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

* First Name Member	* Last Name One
* Date of Birth 08/08/1980	Age 44
* SSN/TIN 444-55-4444	<input type="checkbox"/> This member does not have a social security number (SSN)
* Gender <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	
* Relationship to Head of Household Spouse	
* Race Multi-racial	* Ethnicity 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
- 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.

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 shows a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). 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 content area is divided into two columns. The left column, titled 'Steps', contains a vertical list of application steps: 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 right column, titled 'Income', contains five questions, each with radio button options for 'Yes' and 'No'. The first question is 'Do you or your family member(s) have any income from your current job?' with 'No' selected. The second question is 'Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?' with 'No' selected. The third question is 'Do you or your family member(s) have any other income to report? This includes any rental property income, if you are a landlord.' with 'No' selected. The fourth question is 'Do you or your family member(s) receive any Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?' with 'No' selected. The fifth question is 'Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?' with 'No' selected. At the bottom of the right column, there 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 of the form, there are two blue buttons: 'PREVIOUS' and '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' form in the MA Housing Assistance Application Reference Guide. The form is titled 'Income' and includes a 'Steps' sidebar on the left. The 'Income' section contains several questions with radio button options for 'Yes' and 'No'. A table for 'Income' has columns for 'HOUSEHOLD MEMBER' and 'TOTAL ANNUAL INCOME'. A yellow arrow points to the 'ADD INCOME' button. A red error message states: 'You've indicated you have wages type of income but you haven't yet entered income details for this. Please enter the income details'. There are 'PREVIOUS' and 'NEXT' buttons at the bottom right.

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
Tenant Test

* Type of Income
Earned Income/Salaries/Wages

* How Often are you paid?
Monthly (once a month)

* Amount
\$ 2,500.00

Total Annual Income
\$ 30,000.00

Monthly Household Income
\$ 2,500.00

CANCEL **SAVE**

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

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

ADD INCOME

PREVIOUS **NEXT**



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**.

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

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
---------	------------------

ADD DEDUCTIONS **PREVIOUS** **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: Childcare or care for a sick household member

*Frequency: Daily (every day)

*Amount (Before Taxes): \$ 10.00

Deduction Amount: \$ 3,650.00

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.

- Child support.
- Childcare or care for a sick/incapacitated household member.
- 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**

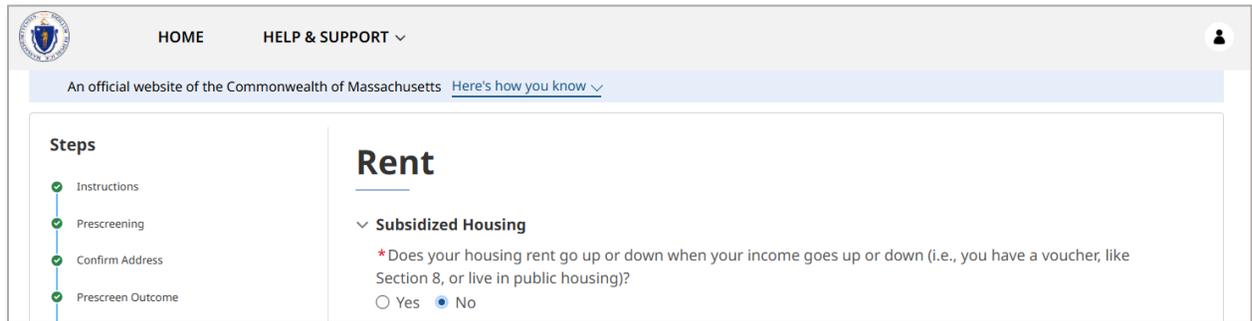
If you selected that you know the new landlord for the property you're moving to in the "Living Situation" section, you will be brought to the "Rent" page.

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 official website of the Commonwealth of Massachusetts. The navigation bar includes 'HOME' and 'HELP & SUPPORT'. Below the navigation bar, there is a section titled 'Steps' with a vertical list of four items: 'Instructions', 'Prescreening', 'Confirm Address', and 'Prescreen Outcome'. The 'Rent' section is highlighted, and it contains a sub-section titled 'Subsidized Housing'. Below this, there 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)?'. The question has two radio button options: 'Yes' and 'No', with 'No' 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 displays the 'Rent' section of a tenant application form on the official website of the Commonwealth of Massachusetts. The page features a navigation menu on the left with steps: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, **Rent** (highlighted), Utility, Moving/Additional Expenses, Review, Upload Documents, Certification, and Confirmation. The main content area is titled 'Rent' and includes a sub-section for 'Subsidized Housing' and 'Landlord Information'. The form fields are as follows:

- Landlord Type:** Radio buttons for Individual, Company, and Property Management Company (selected).
- Company Name:** Text input field containing 'The Management Co'.
- Landlord First Name:** Text input field containing 'Manager'.
- Landlord Last Name:** Text input field containing 'Example'.
- Landlord Email:** Text input field containing 'veikutresouje-5259@yopmail.com'. A checkbox 'I don't have an email for the landlord' is present and unchecked.
- Landlord Phone:** Text input field containing '(555) 555-4444'.
- Landlord Phone Type:** Radio buttons for Mobile and Other (selected). A checkbox 'I don't have a phone number for the landlord' is present and unchecked.
- Landlord Address:** Text input field containing '1 Ashburton Pl, Boston, MA 02108, USA'.
- Unit/Apt Number:** Text input field containing '909'.
- Does your landlord live at the property where you rent your unit?:** Radio buttons for Yes and No (selected).

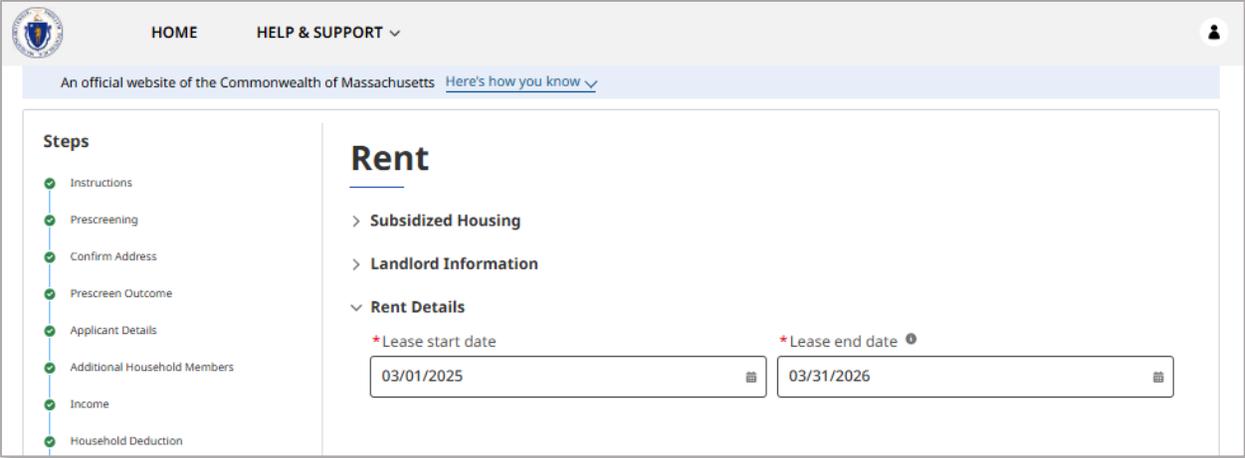
Below the phone fields, there is a note: 'As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual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

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 a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). Below this is a 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, Prescreen Outcome, Applicant Details, Additional Household Members, Income, and Household Deduction. The right column, titled 'Rent', contains a sub-section 'Rent Details' which is expanded. Under 'Rent Details', there are two input 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 their right. Above these fields are expandable sections for 'Subsidized Housing' and 'Landlord Information'.

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 displays 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 reads 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area is titled 'Rent' and is part of a multi-step process. On the left, a 'Steps' sidebar lists 16 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 'Rent' section contains the following fields and questions:

- Subsidized Housing**: >
- Landlord Information**: >
- Rent Details**: >
- Add Rent Due Details**: ▾
 - *What is your monthly rent?
 - *Do you require first months rent? Yes No
 - Do you require last months rent? Yes No
 - *Do you require a security deposit? Yes No
 - *Security Deposit Amount?

At the bottom right of the form, there 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 displays the 'Utility' step of the application process. On the left, a vertical 'Steps' list shows the progress through various stages, with 'Utility' highlighted in blue. The main content area is titled 'Utility' and contains a form labeled 'Add Utility'. The 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 'ADD UTILITY' button are two smaller buttons: 'PREVIOUS' and 'NEXT'. The top navigation bar includes 'HOME', 'HELP & SUPPORT', and a user profile icon. The footer of the page includes the state seal and the text 'MA Housing Assistance Application Reference Guide'.

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 * Amount Due

Oil \$ 200.00

* Do you know the Account Number?

Yes No

Company Name

Kutty's Fuel Oil

CANCEL **SAVE**

Add Utility

* Utility Type * Amount Due

Oil \$ 200.00

* Do you know the Account Number?

Yes No

* Provider Legal Business Name Provider Legal Business Phone

Cambridge Oil Provider (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 in the application process. On the left, a 'Steps' sidebar lists various stages from 'Instructions' to 'Confirmation', with 'Utility' highlighted. The main content area is titled 'Utility' and features a table for adding utilities. The table has two columns: 'UTILITY TYPE' and 'AMOUNT DUE'. One entry is visible: 'Oil' with an amount of '\$ 200.00'. Below the table are three buttons: 'ADD UTILITY', 'PREVIOUS', and 'NEXT'.

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 shows a web application interface for the Commonwealth of Massachusetts. The header includes the state seal, 'HOME', 'HELP & SUPPORT', and a user profile 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 titled 'Moving/Additional Expenses' and contains a form with the following elements:

- A 'Steps' sidebar on the left with 17 items, where 'Moving/Additional Expenses' is the current step.
- A question: '*Do you require assistance with moving expenses?' with radio buttons for 'Yes' (selected) and 'No'.
- A section titled 'Add Moving or Additional Expense (If known)' with a table for inputting expense details.
- A yellow arrow pointing to a blue button labeled 'ADD MOVING OR ADDITIONAL EXPENSE'.
- Two blue buttons labeled 'PREVIOUS' and 'NEXT' below the main button.

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

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

Add Moving or Additional Expense (If known)

* Expense Category: Moving

* Estimated Amount: \$ 800.00

* Company Name: The Moving Pros

CANCEL SAVE

You must repeat this process for each additional expense.

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



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

The screenshot displays the 'Moving/Additional Expenses' step in a web application. The page header includes 'HOME' and 'HELP & SUPPORT' with a dropdown arrow. Below the header, it states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A 'Steps' sidebar on the left lists various stages: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Moving/Additional Expenses (highlighted with a blue circle), Review, Upload Documents, Certification, and Confirmation. 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 is a section 'Add Moving or Additional Expense (If known)' with a table:

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

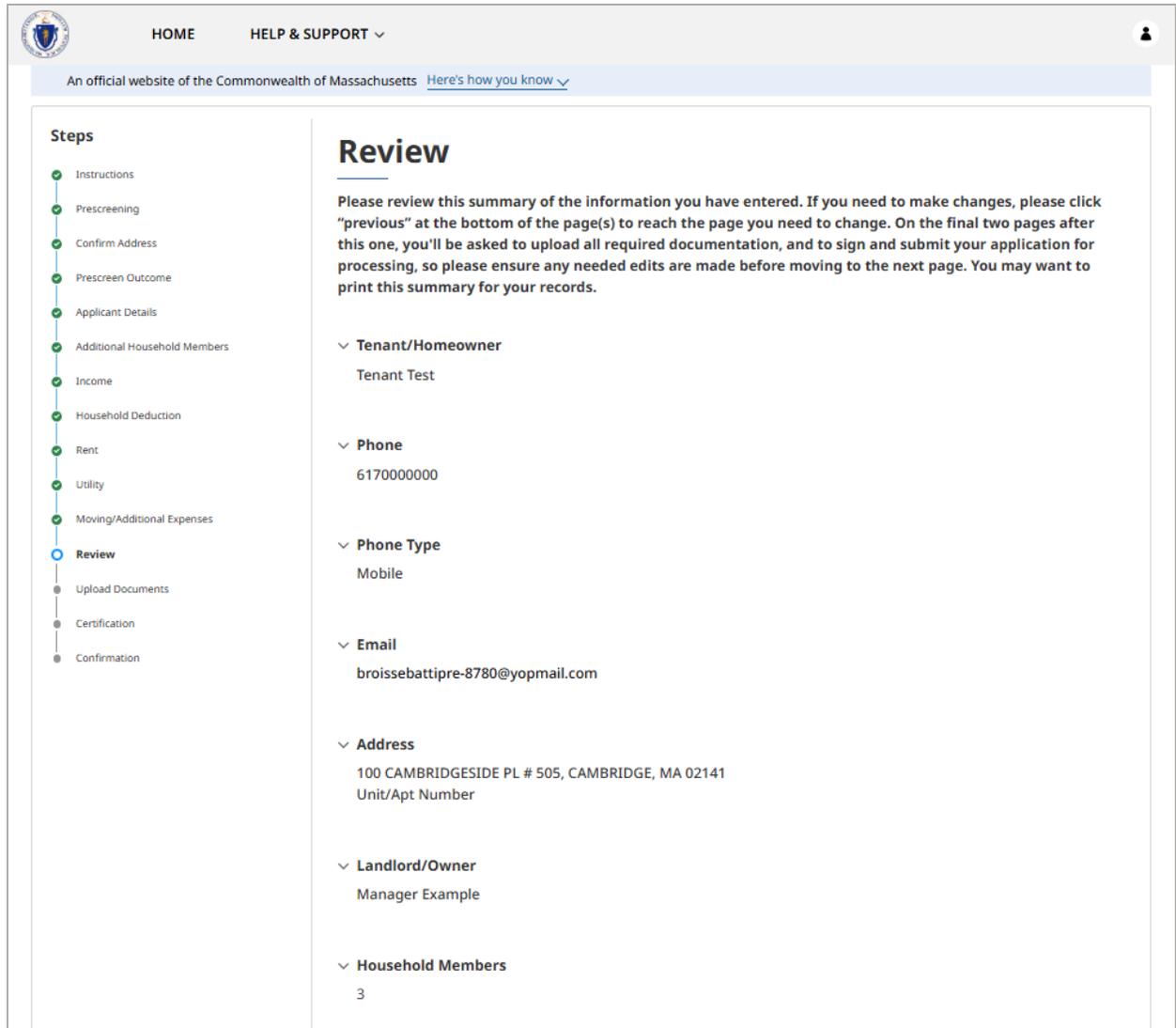
Navigation buttons are located at the bottom right: 'ADD MOVING OR ADDITIONAL EXPENSE', 'PREVIOUS', and 'NEXT'.

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 moving expenses assistance



The screenshot shows a web application interface for a tenant application. At the top, there is a 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'. The main content area is divided into two columns. The left column, titled 'Steps', contains a vertical list of application stages: Instructions, Prescreening, Confirm Address, Prescreen Outcome, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Utility, Moving/Additional Expenses, **Review** (highlighted with a blue circle), Upload Documents, Certification, and Confirmation. The right column, titled 'Review', contains a paragraph of instructions: '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.' Below the instructions are several expandable sections, each with a downward arrow icon: 'Tenant/Homeowner' (Tenant Test), 'Phone' (6170000000), 'Phone Type' (Mobile), 'Email' (brousebattipre-8780@yopmail.com), 'Address' (100 CAMBRIDGESIDE PL # 505, CAMBRIDGE, MA 02141, Unit/Apt Number), 'Landlord/Owner' (Manager Example), and '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 Reference Guide. The page is part of an official website of the Commonwealth of Massachusetts. It features a navigation menu on the left with steps from 'Instructions' to 'Confirmation'. The main content area is titled 'Upload Documents' and includes instructions on optional uploads. A section for 'Proof of Identity' lists valid IDs and provides an upload field with a file named 'TEST DOC.pdf' uploaded on 2/12/2025 at 03:56 PM. Other sections like 'Proof of Housing', 'Verification of Eligible Housing Crisis', 'Other Documents', 'Proof of Income', 'Utility Shut Off Notice', and 'Upload Furniture/Moving Invoice' are listed with expandable arrows. 'PREVIOUS' and 'NEXT' buttons are at the bottom right.



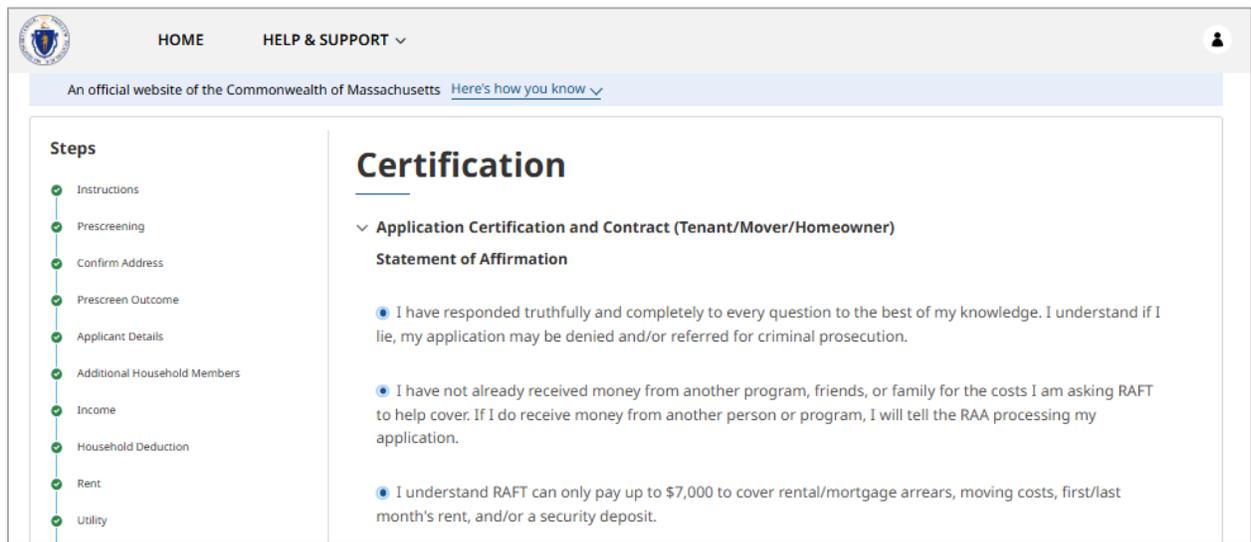
Starting a New Tenant Application: Application for those in need of moving expenses assistance

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.

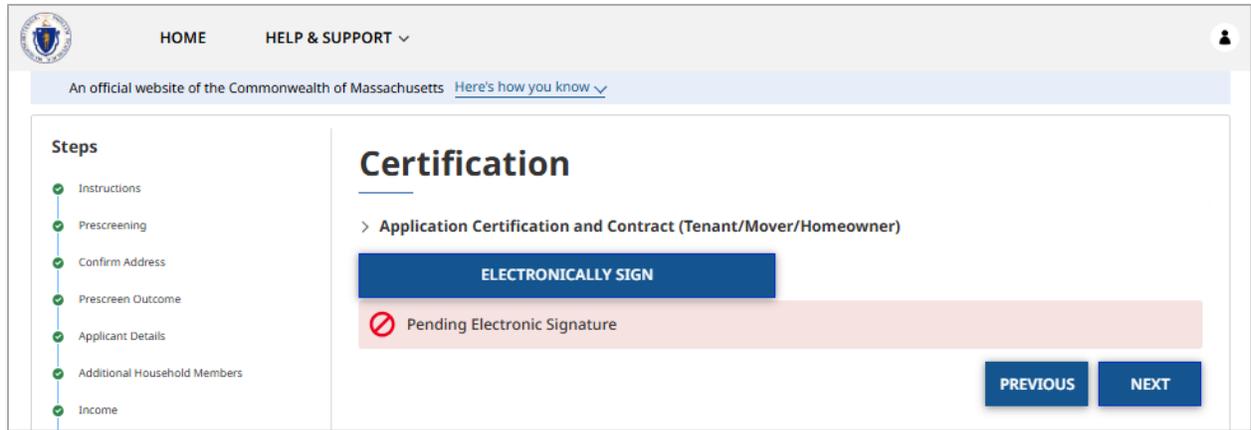


The screenshot shows a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with 'HOME' and 'HELP & SUPPORT' (with a dropdown arrow). Below this is a header with the state seal and the text 'An official website of the Commonwealth of Massachusetts' and 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, 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 sub-section 'Statement of Affirmation'. This section contains three radio button options, all of which are selected (indicated by a blue dot): 1. '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.' 2. '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.' 3. '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.

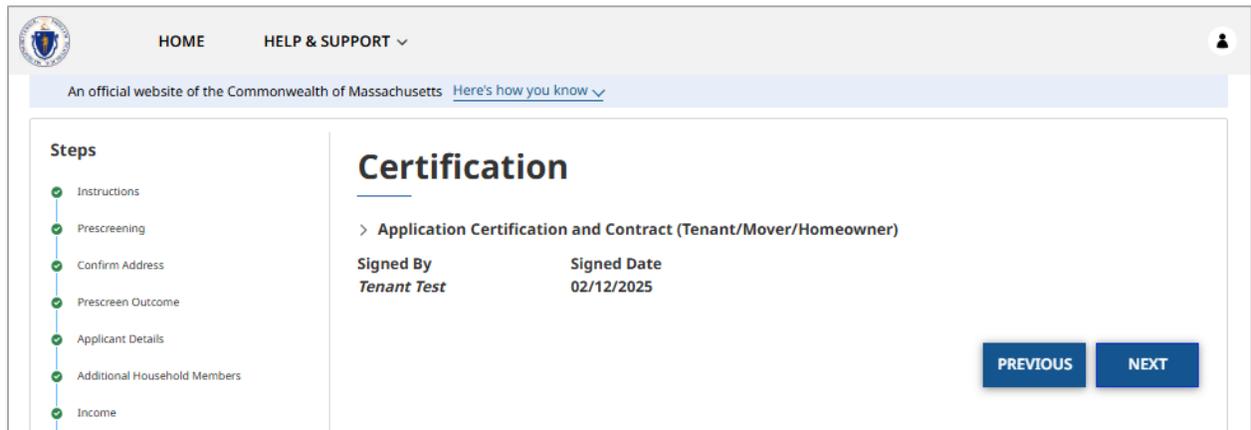


Starting a New Tenant Application: Application for those in need of moving expenses assistance



The button will automatically enter your name and the date.

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



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

Be sure to document your **Assistance Application Number** for later reference. This number will be used to track the progress of your application with your assigned Regional Administering Agency (RAA).

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



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

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' (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. On the left side, there is a vertical 'Steps' list with 16 items, each preceded by a green checkmark. The 'Confirmation' step at the bottom is highlighted with a blue circle. The main content area is titled 'Confirmation' and contains the following text: 'Thank you for your submission. Your Housing Assistance Application # is 00667413.' A yellow arrow points to the application number. Below this, it says 'A Regional Administering Agency (RAA) will be in touch soon.' and 'We'll update you on your application status throughout the approval process using your preferred contact method.' A blue 'DONE' button is located on the right side of the confirmation text.

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 a web application interface for a tenant advocate 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' navigation menu with a vertical line and circular markers for each step: 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 text is a question: '*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

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
- 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.

PREVIOUS NEXT

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

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
- Tenant Search
- Tenant Search Result
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- Review
- Upload Documents
- Certification
- Confirmation

Advocate Details

* Advocate First Name MI * Advocate Last Name

Advocate [] Tester

* Relation to Applicant * Advocate Email

Advocate Organization botteilouteitto-5103@yopmail.com

* Phone Number * Advocate Organization

(555) 666-7777 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 displays the 'Prescreening' step of a tenant advocate 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 titled 'Prescreening' and features a 'Steps' sidebar on the left. The sidebar lists the following steps: Living Situation, Instructions, Advocate Details, Prescreening (current step), Confirm Address, Tenant Search, Tenant Search Result, Applicant Details, Additional Household Members, Income, Household Deduction, Rent, Review, Upload Documents, Certification, and Confirmation.

The 'Applicant Details' section contains two input fields: '*# of Household Members' with a dropdown menu showing '1', and '*Household Annual Income' with a text box containing '\$ 12,000.00'. Below these fields, a paragraph explains that suggested matching addresses will appear as the user types, and that users can either select a suggested address or keep their full address and use a pencil icon to edit individual fields (Street Address, City, State, and Zip).

The next section asks, 'What is the address for the rental unit you are seeking assistance for?'. It features a text box with the address '100 Cambridge St, Boston, MA 02114, USA' and a 'Unit/Apt Number' field with the value '5005'. Below this, 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?
 Yes No
- *Is the tenant's name on the lease?
 Yes No

At the bottom of the 'Applicant Details' section, there are three expandable options: '> Hardship', '> Renter - Housing Crisis', and '> Landlord Application'. At the bottom right of the form, 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 Advocate Application: Application for those in need of moving expenses assistance

The screenshot displays a web application interface for starting a new tenant advocate 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 titled 'Confirm Address' and includes a 'Steps' sidebar on the left. The sidebar lists the following steps: 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 'Confirm Address' section contains the following text: 'We want to make sure we have your address right.'

Under 'You Entered:', the address is listed as: 100 Cambridge Street, 5005, Boston, MA, 02114.

Under 'USPS Address Recommended Format (US Postal Service):', the address is listed as: 100 CAMBRIDGE ST # 5005, BOSTON, MA, 02114 - 2509.

A question asks: '*Which address should we use?'. Below this question are two buttons: 'Use the Address You Entered' and 'Use the recommended address'. The 'Use the recommended address' button is highlighted in blue.

At the bottom right of the main content area, there 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 starting a new tenant advocate 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 stages: 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 is the 'Prescreen Outcome' section, which displays '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'. Below this banner are two blue buttons labeled '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 displays a web application interface for starting a new tenant advocate 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 is a 'Steps' sidebar with a vertical list of 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. The form title is 'Tenant Search' with a blue underline. Below the title is a instruction: '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 the value 'Sample', '* Last Name' with the value 'Tenant', '* Date of Birth' with the value '08/24/1995' and a calendar icon, and 'Social Security #' with the value '111-22-3333'. 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

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

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

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

PREVIOUS 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

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

- 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 MI * Last Name Suffix

* Date of Birth Age

* 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 # I do not have a social security number (SSN)

* Race * Ethnicity

* Employment Status * Type of ID

* Expiration Date

> Applicant Mailing Address

Applicant Contact Details

* Phone Number * Re-enter Phone Number * Phone Type Mobile Other

* Email * Re-enter Email

* Preferred method of contact * Preferred language



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.”

The screenshot shows the Housing Help Hub website interface. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT (with a dropdown arrow), LANGUAGE PREFERENCE, and MORE (with a dropdown arrow). Below the navigation bar, a banner reads "Hello, Tenant Test." and "Housing Help Hub Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". The main content area is divided into two columns. The left column is titled "Need help with housing payments?" and contains a section for "RAFT Application Actions". This section includes 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 question mark icon). A yellow arrow points to the "RESUME" button. The right column is titled "Need help finding a safe place?" and contains a section for "EA Family Shelter Application Actions". This section includes 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 question mark icon).



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

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



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.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE MORE

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

← Back

Application Status

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

Recent Cases All Cases

Not Submitted Submitted Under Review Closed

Case Number #00667248

Case Type
Letter Of Intent

EDIT WITHDRAW

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

*Household Annual Income

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? ✎ Unit/Apt Number

*Where might you move?

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

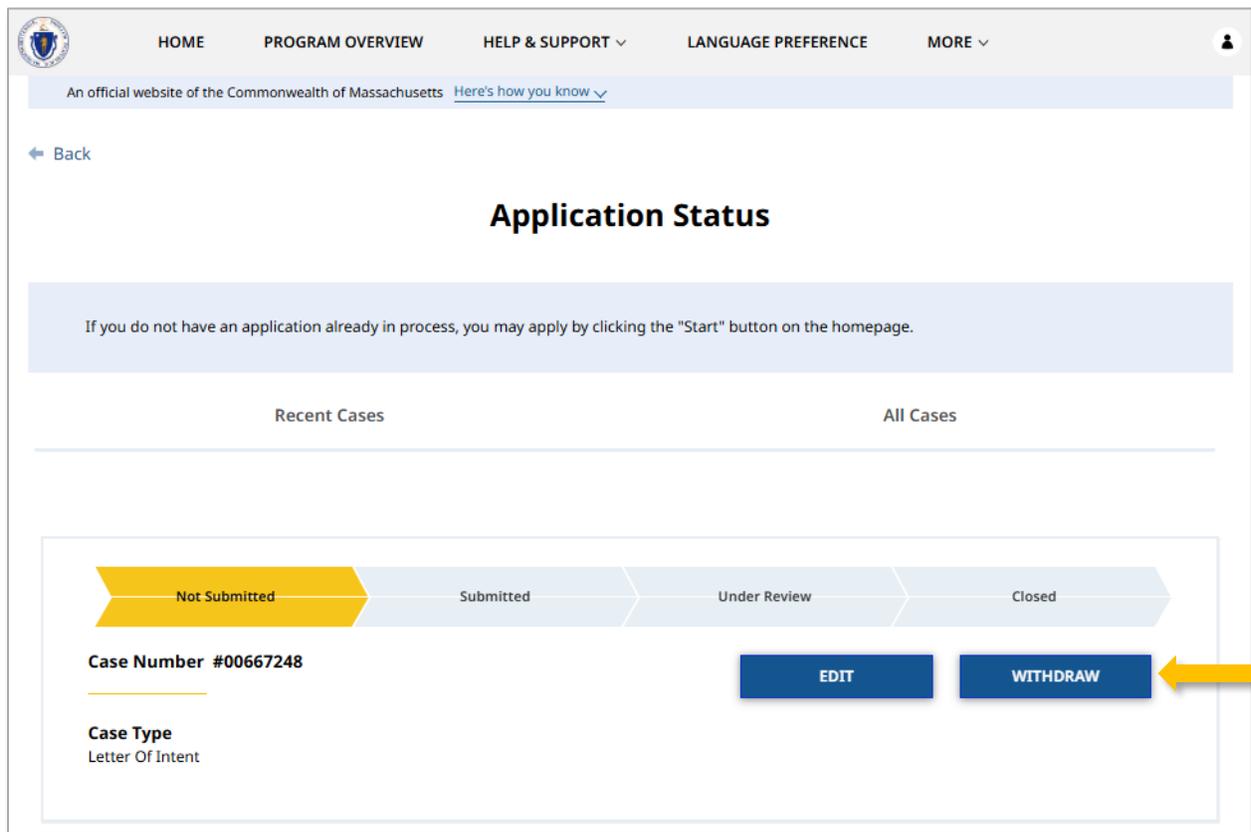
*Do you plan to use rental voucher in the new unit, like MRVP, Section 8 or emergency housing voucher?
 Yes No



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

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

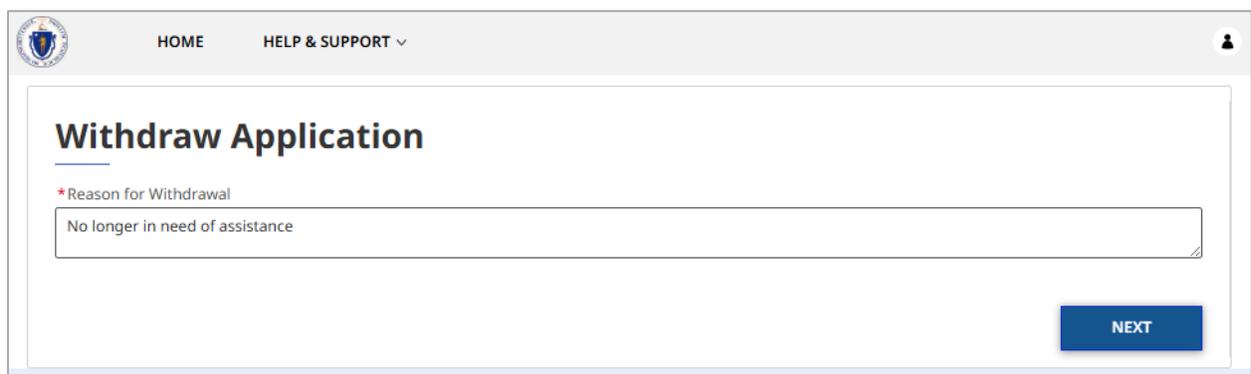
To withdraw an application that has not yet been submitted select the **Withdraw** button.



The screenshot shows the 'Application Status' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation bar, there is a message: 'An official website of the Commonwealth of Massachusetts Here's how you know'. The main heading is 'Application Status'. Below this, there is a message: '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, there 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 card for Case Number #00667248, Case Type Letter Of Intent. There are two buttons: 'EDIT' and 'WITHDRAW'. A yellow arrow points to the 'WITHDRAW' button.

The "Withdraw Application" page requires you to provide a reason for your decision to withdraw your application.

Select **Next** once you have entered your reason for withdrawing.



The screenshot shows the 'Withdraw Application' page. At the top, there is a navigation bar with links for HOME and HELP & SUPPORT. The main heading is 'Withdraw Application'. Below the heading, there is a label: '* Reason for Withdrawal'. There is a text input field containing the text 'No longer in need of assistance'. At the bottom right, there is a blue button labeled 'NEXT'.

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. At the top, there is a navigation menu with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation is a header with the state seal and the text 'An official website of the Commonwealth of Massachusetts'. The main content area features a 'Back' button and a title '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'. The main content area displays 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' and case type 'Letter Of Intent' are shown. A yellow arrow points to the 'APPLY FOR ASSISTANCE' button, and a 'VIEW CASE SUMMARY' button is also visible.

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

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
- 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.

The screenshot displays the 'Application Status' page for a submitted application. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation bar, there is a 'Back' button and a heading 'Application Status'. A message states: '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 main content area shows a progress bar with six stages: 'Not Submitted' (green), 'Submitted' (yellow), 'Under Review' (light blue), 'Ready for Payment' (light blue), 'Paid' (light blue), and 'Closed' (light blue). Below the progress bar, there are three buttons: 'WITHDRAW', 'VIEW CASE SUMMARY', and 'UPLOAD DOCUMENTS'. The 'VIEW CASE SUMMARY' button is highlighted with a yellow arrow. The case details include Case Number #00667161, Case Type RAFT Application, and 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 EOHLIC for payment details.

Today's Date
01/24/2025

Case Summary

Case Status Submitted	Assigned RAA MHB
Program RAFT Application	Case Number 00667161
Tenant Tenant Test	Email broissebattipre-8780@yopmail.com
Phone 617000000	Advocate Name/Organization Sample Advocate / Sample Advocate Org
Living Situation/Housing Crisis Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.	Landlord Sample Landlord
Rental Property/Unit Address 100 CAMBRIDGE ST # 3003 BOSTON MA 02114	Household Members 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, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation bar, there 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, there is a message: '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'. The 'Recent Cases' tab is active. Below the tabs, there is a progress bar with stages: Not-Submitted, Submitted, Under Review, Ready for Payment, Paid, and Closed. The 'Submitted' stage is highlighted in yellow. Below the progress bar, there is a case card for Case Number #00667161. The case type is 'RAFT Application' and the rental property is '100 CAMBRIDGE ST # 3003, BOSTON, MA02114'. There are three buttons: 'WITHDRAW', 'VIEW CASE SUMMARY', and 'UPLOAD DOCUMENTS'. A yellow arrow points from the 'Submitted' stage to the 'WITHDRAW' button.

The "Withdraw Application" page requires you to provide a reason for your decision to withdraw your application.

Select **Next** once you have entered your reason for withdrawing.

The screenshot shows the 'Withdraw Application' page. At the top, there is a navigation bar with links for HOME and HELP & SUPPORT. The main heading is 'Withdraw Application'. Below the heading, there is a form with a label '*Reason for Withdrawal'. The text 'No longer in need of assistance' is entered in the text area. There is a 'NEXT' button at the bottom right of the form.



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.

The screenshot shows the 'Application Status' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation bar, there is a header with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. A 'Back' button is visible on the left. The main heading is 'Application Status'. Below this, there 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.' Underneath, there are two tabs: 'Recent Cases' and 'All Cases'. The main content area features a progress bar with six stages: 'Not Submitted' (green), 'Submitted' (yellow), 'Under Review' (light blue), 'Ready for Payment' (light blue), 'Paid' (light blue), and 'Closed' (light blue). Below the progress bar, there is a case card for Case Number #00667161. The case card includes a 'Case Type' of 'RAFT Application' and 'Rental Property' at '100 CAMBRIDGE ST # 3003, BOSTON, MA02114'. To the right of the case card, there are three buttons: 'WITHDRAW', 'VIEW CASE SUMMARY', and 'UPLOAD DOCUMENTS'. A yellow arrow points from the 'Submitted' stage of the progress bar to the 'UPLOAD DOCUMENTS' button.

The "Upload Documents" page will give you a list of all the documents you have already uploaded, as well as giving you the option to upload additional documents.

To learn more about how to upload files, please visit the [Uploading Files](#) section of this guide and repeat the process there for all required fields.

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



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

HOME HELP & 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

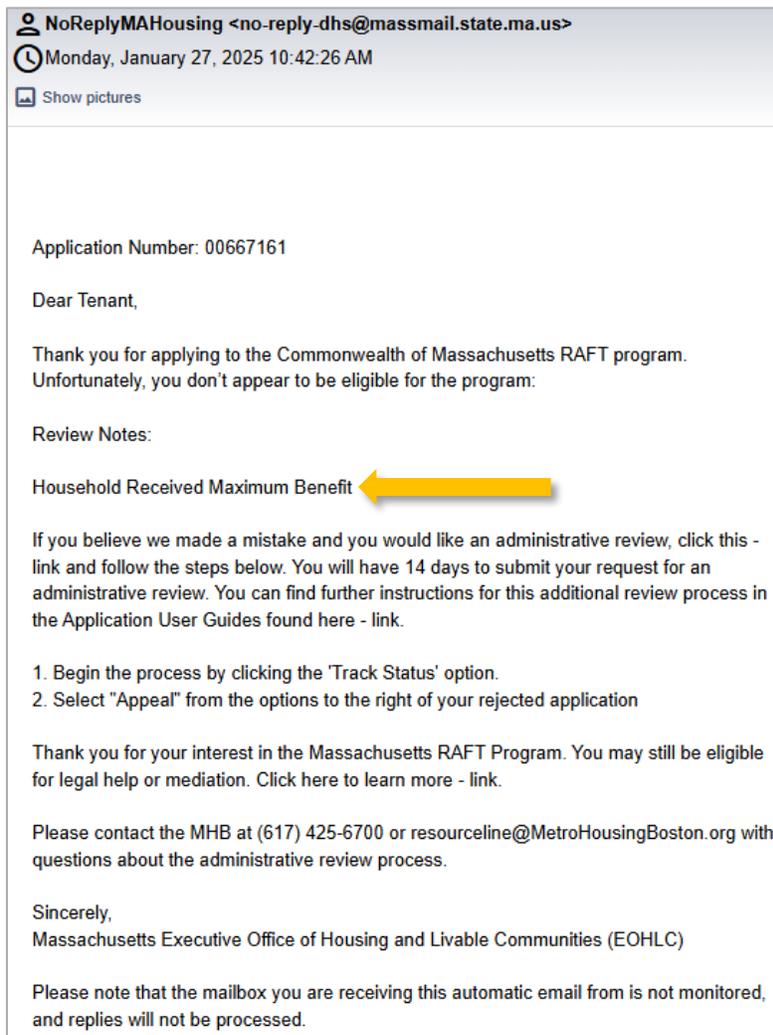
Requesting an Administrative Review

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.

The screenshot shows the 'Application Status' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation bar, there is a header with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. A 'Back' button is located on the left. The main heading is 'Application Status'. Below this, there 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.' Underneath, there are two tabs: 'Recent Cases' and 'All Cases'. A progress bar shows the stages: Not Submitted, Submitted, Under Review, Ready for Payment, Paid, and Denied. The 'Denied' stage is highlighted in yellow. Below the progress bar, there is a case card for Case Number #00667161, Case Type RAFT Application, and Rental Property 100 CAMBRIDGE ST # 3003, BOSTON, MA02114. Two buttons are visible: 'VIEW CASE SUMMARY' and 'REQUEST ADMINISTRATIVE REVIEW/APEAL'. A yellow arrow points to the 'REQUEST ADMINISTRATIVE REVIEW/APEAL' button.

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

The screenshot shows the 'Enter Administrative Review Information' page. At the top, there is a navigation bar with links for HOME and HELP & SUPPORT. Below the navigation bar, there is a header with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. A 'Back' button is located on the left. The main heading is 'Enter Administrative Review Information'. Below this, there is a light blue box with the text: '*Please state specifically why you believe our determination is incorrect. You will also be able to provide any doc...'. A text input field is provided for the user to enter their response. A 'NEXT' button is located at the bottom right of the page.

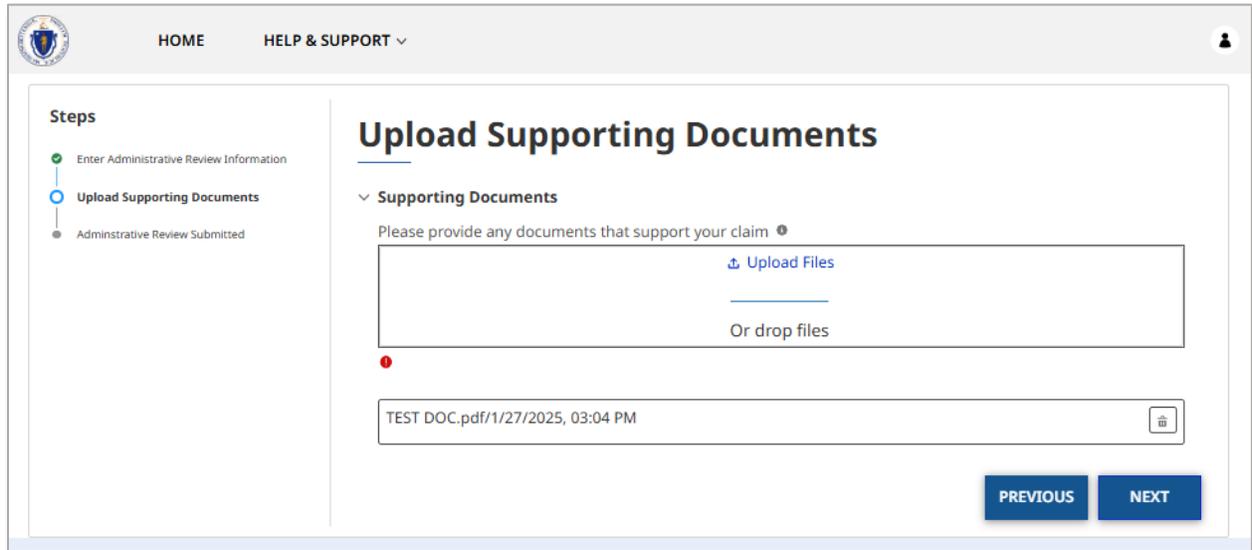


Tracking the Status of your Applications: Requesting an Administrative Review

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.

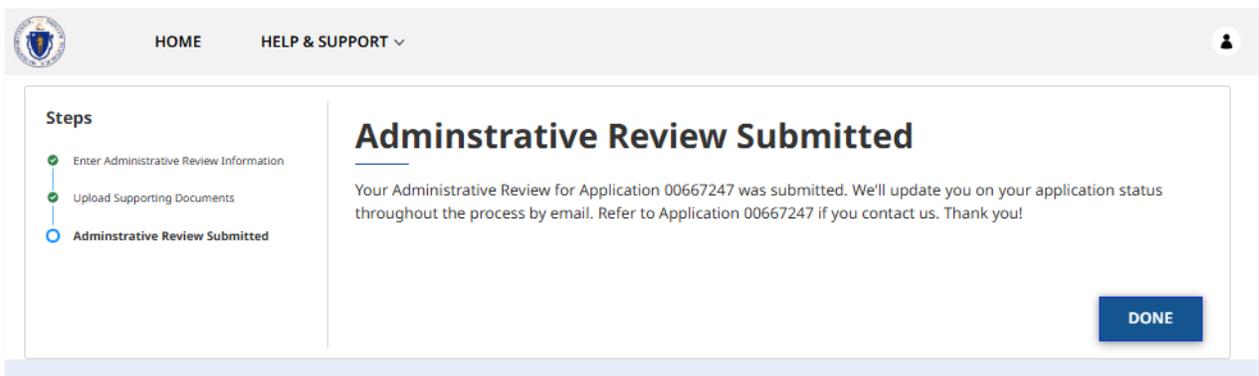
Select **Next** when you have completed the “Upload Supporting Documents” page to finalize your request for an Administrative Review.



The screenshot shows a web interface with a navigation bar at the top containing a logo, 'HOME', 'HELP & SUPPORT', and a user icon. On the left, a 'Steps' sidebar lists three steps: 'Enter Administrative Review Information' (completed), 'Upload Supporting Documents' (current step), and 'Administrative Review Submitted'. The main content area is titled 'Upload Supporting Documents' and includes a 'Supporting Documents' section with the instruction 'Please provide any documents that support your claim'. Below this is a file upload area with an 'Upload Files' button and the text 'Or drop files'. A red error indicator is visible below the upload area. A file named 'TEST DOC.pdf/1/27/2025, 03:04 PM' is shown in a list below. 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 in the previous screenshot. The 'Steps' sidebar now shows 'Enter Administrative Review Information' and 'Upload Supporting Documents' as completed steps, and 'Administrative Review Submitted' as the current step. The main content area is titled 'Administrative Review Submitted' and contains 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 of the main content area.

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

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE MORE

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

← Back

Application Status

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

Recent Cases All Cases

Not Submitted Submitted Under Review Closed

Appeal Number #00667247

WITHDRAW UPLOAD DOCUMENTS

Not Submitted Submitted Under Review Ready for Payment Paid Denied

Case Number #00667161

VIEW CASE SUMMARY REQUEST ADMINISTRATIVE REVIEW/APPEAL

Case Type
RAFT Application

Rental Property
100 CAMBRIDGE ST # 3003, BOSTON, MA02114



Troubleshooting: Contacting your RAA

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 displays the website's navigation bar with the following items: HOME, PROGRAM OVERVIEW, HELP & SUPPORT (highlighted with a yellow arrow), LANGUAGE PREFERENCE, and MORE. Below the navigation bar is a header with the text "Hello, Tenant Test." and a "Housing Help Hub" banner. The banner includes the logo for the Executive Office of Housing and Livable Communities and the text "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". Below the banner 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, including buttons for START, RESUME, and GET HELP. At the bottom of each section is a "RAFT Program Information" or "EA Family Shelter Program Information" box 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 a web form with a header bar containing the text "Select a Community:" and a dropdown menu. A yellow arrow points to the dropdown menu. Below the header is a section labeled "Regional Admin Agency:" with several empty input fields. The form includes several paragraphs of text providing instructions and important information. At the bottom, there is a table titled "Program Income Eligibility Limits" with a header row "Household Size" and a "Metropolitan Area:" label.

Select from the options available.

This screenshot shows the same form as above, but with the "Select a Community:" dropdown menu open, displaying a list of community names. The list includes: Bedford, Belchertown, Bellingham, Belmont, Berkley, Berlin, Bernardston, Beverly, Billerica, Blackstone, Blandford, Bolton, Boston, Bourne, Boxborough, Boxford, Boylston, Braintree, Brewster, and Bridgewater. The "Blandford" option is highlighted. The rest of the form, including the "Regional Admin Agency:" fields and the "Program Income Eligibility Limits" table, remains visible in the background.



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

[Apply Now](#)



Select your city/town from the drop-down menu above to get contact information for a regional agency and review income-limits for the programs.

Check the table below, displaying the regional income limits by household size for the selected community, to see if you meet the income criteria for EOHLA's emergency housing payment assistance programs.

IMPORTANT: When you apply, you will have to document your income, housing, and other household information. It is **very important you submit a complete application with required documentation.** If your application does not have all required documents, or accurate contact information, it will take additional time to process.

We encourage you to review the application for the Residential Assistance for Families in Transition (RAFT) program before submitting it to your regional agency. Most agencies continue to operate remotely and offices may not be open to the public, and we encourage you to visit their website.

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



Resources: Contacting your RAA

Resources

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

[Determine your Regional Admin Agency](#)

