New and Returning Applicants – Creating an account in CHAMP

Go to https://mass.gov/applyforpublichousing

This is the CHAMP website where you can apply for state-aided public housing online.

Select your preferred language and by clicking the click “Get Started.”
Currently the CHAMP application is available in English, Spanish, Chinese, Haitian Creole, Khmer, Portuguese, Russian, and Vietnamese. To Change your language select your language from the dropdown and click “Change Language”

Click “Begin” under the “Create Account” section on the right side of the page.
Create a CHAMP account by following the instructions listed in “Step 1”

When you first create an account, you will be required to use an email address as your username. If you do not have an email address, you can either create one online or submit a paper CHAMP application instead. If you forget your password, the email you choose for a username will be used to recover your account.

Next, create a password using the rules shown below, re-enter your password, select your preferred language, and click “I’m not a robot.” Complete the security check and click “CREATE USER.”
Verify the email address you have chosen as a username in “Step 2”

The email address you used as your username will be listed onscreen below the email verification steps. If you have spelled your email address wrong you can change it using the optional “Change your email” section.

Once you are sure everything is spelled correctly and you are using the correct email address, click “Send Me An Email” CHAMP will send you a verification email. Before you can create a new application, click the link in the email sent to you. If you do not receive an email, return to the “Create User Login” page and try again to be sure your email address was spelled correctly. If you continue to have trouble, please contact a Local Housing Authority.

Step 2: Verify your Email Address

Please verify the email address you are using as your username, and then we will help you find or get started with your application.

Click the button to verify your email

Once you do that, you must:

1. Check your email
2. Follow the link in the email sent to you by CHAMP
3. Continue your application

Your current email is [Email Address]

In order to continue you must first verify your email address by clicking the button below and following the link sent to your email by CHAMP.

Change your email (optional)

If you would like to change your email address at this time, you may do so below. Each time you edit your email address, you will be required to verify your email address.

New Username (Email)*

[Email Address]

CHANGE
Review and Complete the Statement of Rights and Notice to Applicants in “Step 3”

After you have read and understood the Fair Information and Practices Statement of Rights and Notice to Applicants, check the box at the bottom of the page and click “I ACCEPT.”
Check the CHAMP System for any Previous Applications in “Step 4”

After following the link in your email, search to see if you have a previous application in the system using your first name, last name, date of birth, and social security number, OR LHA Control Number, OR Application ID Number.

If you do not have a Social Security Number, OR LHA Control Number, OR Application ID Number, check the box at the bottom of the page and click “Check the System.”
Once you have clicked “CHECK THE SYSTEM” there are two potential outcomes:

**Outcome 1:** You clicked the “Check the System” and CHAMP did not find a previous application. If this happens, you can either “Try a Different Search” with new information or click “Create a New Application.” If you selected “Create a New Application,” follow the instructions below.

**Note:** If you believe you may have applied for state-aided public housing before but you are unable to find your previous application, please contact a Local Housing Authority and they will be able to assist you. Remember, it is always better to access your previously submitted application as it will have the timestamps from when you originally applied.

**Outcome 2:** You were able to find your existing application in CHAMP.

**Follow the Steps on the Applicant Homepage to Complete Your Application:**

Near the top of your application homepage, you will see an alert that says: “Your application isn’t submitted yet!” Your application will not be ready to submit or on a waitlist until you complete:

“**My Application Form**” (Step 1) – Including Head of Household Information, Housing Type, Current Housing Situation, Employment and Veteran Status, Accessibility, and Household Makeup.

“**Add Housing Selections**” (Step 2) – Apply to housing programs by making selections at specific housing authorities.

“**Review and Submit Your Application**” (Step 3) – Your application will not be added to a waitlist until you have filled in all the required (*) fields, reviewed your application, and clicked “Submit.”
Once you have completed all the required fields in the first three sections, review your application, and click “Submit.” Your application will now be active on the waitlist(s) at each housing authority you selected in Step 2, Housing Selections.

Click on “WORK ON MY APPLICATION FORM” and follow the directions on each page. While completing or updating your application, please pay close attention to the asterisked (*) questions. CHAMP will not allow you to submit a new application if these questions are left blank.