



FY24 RAFT Program

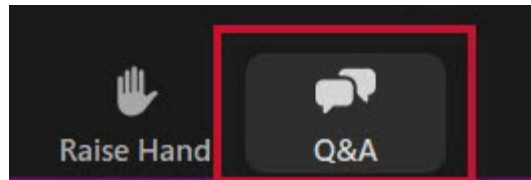
Landlord and Property Manager Training

March 13 & 19, 2024

Asking Questions

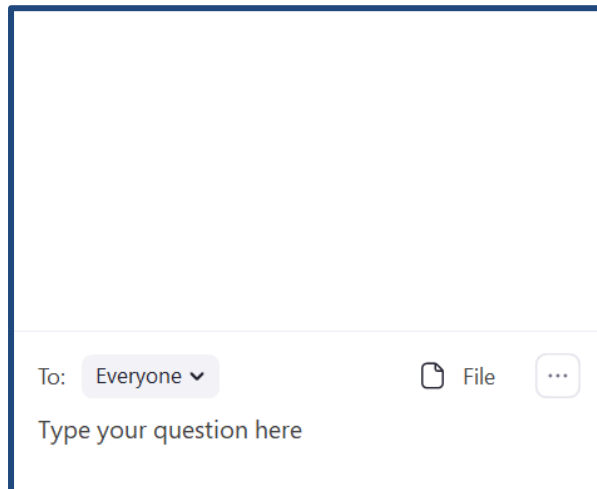
We will be monitoring the Q&A for questions

1



Click “Q&A” to submit a question

2



Enter your question into the “Q&A” box

THIS CALL IS BEING RECORDED



MEET YOUR EOHLC FACILITATORS



Ricky Hartman

Senior Program Coordinator, Eviction Diversion

Amy Mullen

RAFT and HCEC Program Director

Molly Butman

Senior Database Management Specialist

Jestina Walcott

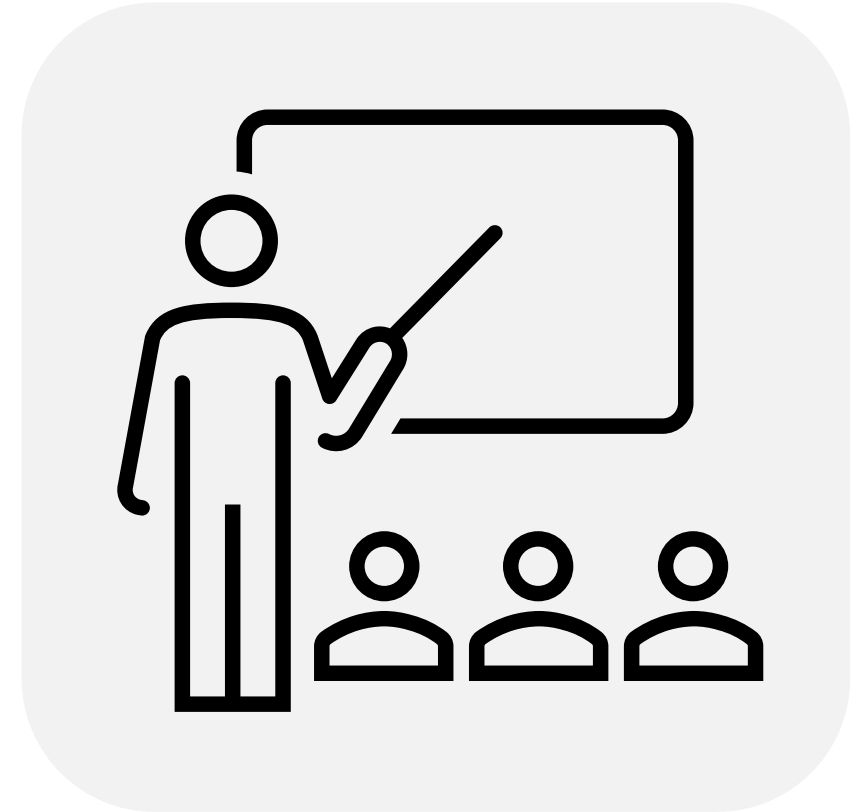
RAFT and HCEC Technical Assistance Supervisor

Melissa Donalds

RAFT and HCEC Program Coordinator

Jackie Buttarro

RAFT and HCEC Program Coordinator



Purpose



Discuss the **FY24 RAFT Program**, including program policies and the application process

Goal



Provide landlords and property managers with **guidance and continued support** related to RAFT



Our Journey Today 1 HOUR



Welcome, Goals, & Objectives

5 mins



Fiscal Year 2024 RAFT Policies



RAFT Policy Overview



Application Portal Overview

50 mins



Questions



Support & Resources

5 mins



FY24 RAFT



FY24: \$7,000 benefit cap, no stipends for prospective rent, and homeowner assistance

Goal: Prioritize assistance for households most in need and maintain housing stability for our most vulnerable residents



- Applications for RAFT must come through the statewide application for Emergency Housing Payment Assistance, also known as the Massachusetts Emergency Housing Payment Assistance Portal, or End to End (E2E)
- For landlord payment, every application must include a tenant application and a landlord application
- Applications are automatically routed to 11 Regional Administering Agencies (RAAs) and the Rental Assistance Processing (RAP) Center based on geography and processing capacity at each organization



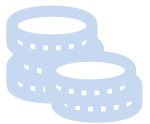
RAFT POLICY OVERVIEW



HOUSING ELIGIBILITY



BENEFIT CAP



ELIGIBLE USES OF FUNDS



INCOME VERIFICATION



REQUIRED DOCUMENTATION



ELIGIBILITY

Applicant households must meet certain eligibility criteria to be eligible for RAFT

1

Risk of homelessness/housing instability in MA

2

Currently renting or moving to a new rental

For homeowner assistance, must be owner occupants of the property in question (does not apply to landlords)

3

Income at or below 50% of Area Median Income (AMI)

RENTER HOUSING CRISES



- ✓ **NOTICE TO QUIT**
- ✓ **EVICTION**
- ✓ **DOUBLED UP AND MUST LEAVE/OVERCROWDING**
- ✓ **HEALTH & SAFETY**
- ✓ **DOMESTIC VIOLENCE**
- ✓ **FIRE/FLOOD/NATURAL DISASTER**
- ✓ **UTILITY SHUTOFF**
- ✓ **OTHER CRISIS THAT WILL RESULT IN IMMINENT HOUSING LOSS**

HOMEOWNER HOUSING CRISES



**THREE OR MORE MONTHS
BEHIND ON MORTGAGE**



RIGHT TO CURE NOTICE



FORECLOSURE



BEHIND ON PROPERTY TAXES



**BEHIND ON
OTHER HOMEOWNERSHIP PAYMENTS**



UTILITY SHUTOFF



BENEFIT CAP



The maximum benefit limit for RAFT is \$7,000 per household in any rolling 12-month period

- Eligible households can receive RAFT in a combination of benefit types and more than once in a given year, as long as the total assistance does **not** exceed \$7,000 within any rolling 12-month period
- **Example:** A household previously received \$3,000 in RAFT on 3/1/2024. The household applies for RAFT again on 1/1/2025. Now the maximum the household can receive is \$4,000.



ELIGIBLE USES OF FUNDS



RAFT MAY BE USED FOR

- ✓ Rent arrears
- ✓ Start-up costs (first, last, security)
- ✓ Moving costs
- ✓ Utility arrears (minimum required to get service restored or protected)
- ✓ Furniture (up to \$1,000)
- ✓ Mortgage arrears, for homeowners
- ✓ Property taxes, homeowner's insurance, or other costs, for homeowner applicants

- Under the previous RAFT application process, a household needed to identify a unit before the RAA/RAP Center could make an eligibility determination
- The application portal now includes a “Letter of Intent” process
- An applicant can be found eligible *before* they locate a unit and will be given a Letter of Intent to provide landlords when searching for a unit
- Tenants will have 60 days to locate a unit with an automatic 30-day extension
- When the tenant locates a unit, they will log back into the system and submit their RAFT application
- At that time, the landlord will need to complete the landlord application
- Tenant eligibility does not have to be re-assessed

Reminders regarding RAFT applicants with income-based rental subsidies (e.g. Section 8, MRVP, public housing, etc.):



Households with income-based rental subsidies *cannot* receive payment for more than six months of rent arrears in a rolling 12-month period







Households residing in subsidized housing must demonstrate good cause for nonpayment

- Hardship or increase in expenses would be considered good cause
- Good cause is required for assistance with arrears only, not other benefit types
- If the household is unable to provide verification of good cause for the full period of their rental arrears, the household must submit verification demonstrating the RAFT benefit will resolve the current housing crisis (i.e., a plan for the remaining balance that RAFT cannot cover)



INCOME VERIFICATION

-  Categorical income eligibility through **MassHealth and/or DTA** verification
-  Categorical income eligibility through **subsidized housing** income verification
-  Income verification using **pay stubs, benefit letters**, or other documentation
-  Self-attestation of **zero income** and **cash income**



REQUIRED DOCUMENTATION

REQUIRED LANDLORD DOCUMENTATION



- 1 Application field responses
- 2 W-9 for property owner or authorized agent
- 3 Proof of identity for property owner or authorized agent
- 4 Authorization of agent, if applicable
- 5 Proof of ownership for unit

REQUIRED TENANT/HOMEOWNER DOCUMENTATION



- 1 Application field responses
- 2 Identification for head of household
- 3 Verification of current housing (e.g. lease, tenancy agreement or tenancy at will form)
- 4 Verification of eligible housing crisis (documentation will depend on housing crisis)
- 5 Verification of income, or verification of presumed income eligibility

HOUSING CRISIS LIST (RENTERS)



| HOUSING CRISIS | VERIFICATION (EXAMPLES) |
|---|--|
| Notice to Quit | <ul style="list-style-type: none">▪ Notice to quit that meets criteria in the next slide |
| Eviction | <ul style="list-style-type: none">▪ Summary process summons and complaint (court summons) |
| Doubled up and must leave/ Overcrowding | <ul style="list-style-type: none">▪ Letter from primary tenant/landlord that verifies that family is asked to leave▪ Documentation to demonstrate unit is too small for household (e.g. letter from landlord) |
| Health & safety | <ul style="list-style-type: none">▪ Documentation to demonstrate a serious health and safety risk that prevents continued residency (e.g. failed inspection report) |
| Domestic violence | <ul style="list-style-type: none">▪ Documentation to support allegation connected to inability to stay safely▪ Self-statement from applicant |
| Fire/Flood/Natural disaster | <ul style="list-style-type: none">▪ Report of fire, flood, or natural disaster |
| Utility shutoff | <ul style="list-style-type: none">▪ Current shutoff notice or verification that service has already been disconnected▪ For deliverable fuel, invoice from utility company for one delivery of fuel |
| Other crisis that will result in imminent housing loss | <ul style="list-style-type: none">▪ Documentation to demonstrate that family will imminently be homeless within 30 days |

To Be Considered an Allowable Notice to Quit Under FY24 RAFT, the Notice Must Meet at Least the Following Criteria:

- Written statement from the landlord to the tenant (usually with the title “Notice to Quit” or “Notice Terminating Tenancy”) that states that the tenancy is being terminated
- Includes the date of the notice
- Includes the date that the tenancy will be terminated (actual dates meet this requirement, as do phrases like “within 30 days” or “14 day notice to quit”)
- Includes the name of the leaseholder
- Includes the rental address
- Includes the amount due, or, if for something other than nonpayment, includes the reason for the termination

HOUSING CRISIS LIST (HOMEOWNERS)



| HOUSING CRISIS | VERIFICATION (EXAMPLES) |
|--|--|
| Three or more months behind on mortgage | <ul style="list-style-type: none">▪ Mortgage statement showing three months' missed payments. The three payments do not have to be delinquent; in other words, it is acceptable for two payments to be past due and the third payment to be listed as a current charge, as long as the homeowner has already received the bill for it |
| Right to cure notice | <ul style="list-style-type: none">▪ 90 day right to cure notice dated within the last 60 days |
| Foreclosure | <ul style="list-style-type: none">▪ Notice of intent to foreclose dated within the last 60 days, or foreclosure notice of sale dated within the last 60 days |
| Behind on property taxes | <ul style="list-style-type: none">▪ Documentation showing there is currently a lien on the property from the city or town |
| Behind on other homeownership payments | <ul style="list-style-type: none">▪ Documentation showing that other payments are putting the homeowner applicant at risk of foreclosure, such as notice of an impending lien for unpaid taxes or other payments, bill or notice for payment from a reverse mortgage company (for those with reverse mortgages), or other documentation that the RAA recognizes as putting the household at imminent risk of foreclosure |



APPLICATION PORTAL OVERVIEW

OVERVIEW OF APPLICATION PORTAL



- Visit <https://applyhousinghelp.mass.gov/> to apply through the Landlord/Owner Portal or Property Manager Portal
- All applications where payment is made to a landlord require a tenant application and a corresponding landlord application
- It is recommended that landlords register before creating a landlord application, but if needed can apply as a "guest landlord"

REGISTERING AN ACCOUNT IN THE PORTAL



1. Navigate to <https://applyhousinghelp.mass.gov/> and click Get Started
2. Register as a new user with the role Landlord/Owner or Property Manager
 - Both roles require choosing whether you operate as an Individual or a Business

The screenshot shows the 'User Registration' page of the applyhousinghelp.mass.gov portal. The page has a navigation bar with links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. A 'Log in' button is in the top right. Below the navigation bar is a blue banner with the text 'An official website of the Commonwealth of Massachusetts' and a link 'Here's how you know'. The main heading is 'User Registration'. Below this is a link: 'If you are already registered, click here to login.' A red warning message states: 'The email address you provide will be your "Username" and should be used when you log into your account. Please keep your username and password information in a safe place where you can find it as you complete your application online.' A section titled '*What type of user registration do you need?' contains six radio button options arranged in two rows of three. The first row includes: 'Tenant/Homeowner - If you are a renter, mover or homeowner(not a landlord) seeking assistance, please select this registration option.', 'Tenant/Homeowner Advocate - If you have consent from a renter, mover or homeowner(not a landlord) to apply, communicate, and take actions on their behalf from application intake through to application decision, please select this registration option.', and 'EA Shelter Provider/EA Diversion Worker'. The second row includes: 'Landlord/Owner - If you are a property owner seeking assistance for a renter or mover for your property, please select this registration option.', 'Property Manager - If you manage property for other property owners, please select this registration option.', and 'Landlord Advocate - 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.' Below these options are input fields for '*First Name' and '*Last Name'. Further down are fields for '*Email' and '*Confirm Email'. At the bottom is a dropdown menu for '*Preferred Language' with the text 'Select an Option'.

GUEST LANDLORD OPTION



- **Account registration** is strongly encouraged as it has several advantages over using the **Guest Landlord** option:
 - Only need to register and upload ownership/payee documents once
 - Will be able to track payments
 - Can change payment methods
 - Can save and resume applications

Welcome to the Massachusetts
Emergency Housing Payment
Assistance Portal

APPLY NOW →

UPLOAD DOCS →

CASE STATUS →

Start or Continue an Application

Tenants, homeowners, landlords, advocates, and Emergency Assistance providers can create an account or log in here.

GET STARTED

Case Status or Doc Upload

Applicants can see their case status or upload additional documents here.

CASE STATUS

DOC UPLOAD

Guest Landlord Information



Landlord can learn about and apply as a guest landlord here.

GET STARTED



- First, set up the Payee/Property/Payment Method information



This portal allows landlords to setup their profile once for reuse across multiple applications. If you have not yet set up your Landlord Profile, please do that before starting an application. You will be able to add multiple properties to you profile for future applications. For language assistance, please contact your local RAA.



Your Profile

 Landlord Tester 


You may have one payee with multiple properties and multiple payment methods configured for use.


 PAYEE 


 PROPERTIES 

 PAYMENT METHODS 

Application Actions

 START

 RESUME/TRACK STATUS

 GET HELP

Program Information



Payee/Owner Information

Payee/Owner Information

Do you operate as an Individual or Business ? *

Individual

Business

Individual Details

Please enter the First Name, Last Name, SSN or ITIN information that matches the payee's W9. Once entered and verified these fields will no longer be editable and will be used in applications.

First Name *

Middle Name

Landlord

Last Name *

Suffix

Tester

Date of Birth *

05/01/1970

SSN or ITIN *

Re-Enter SSN or ITIN *

111-00-1111

111-00-1111

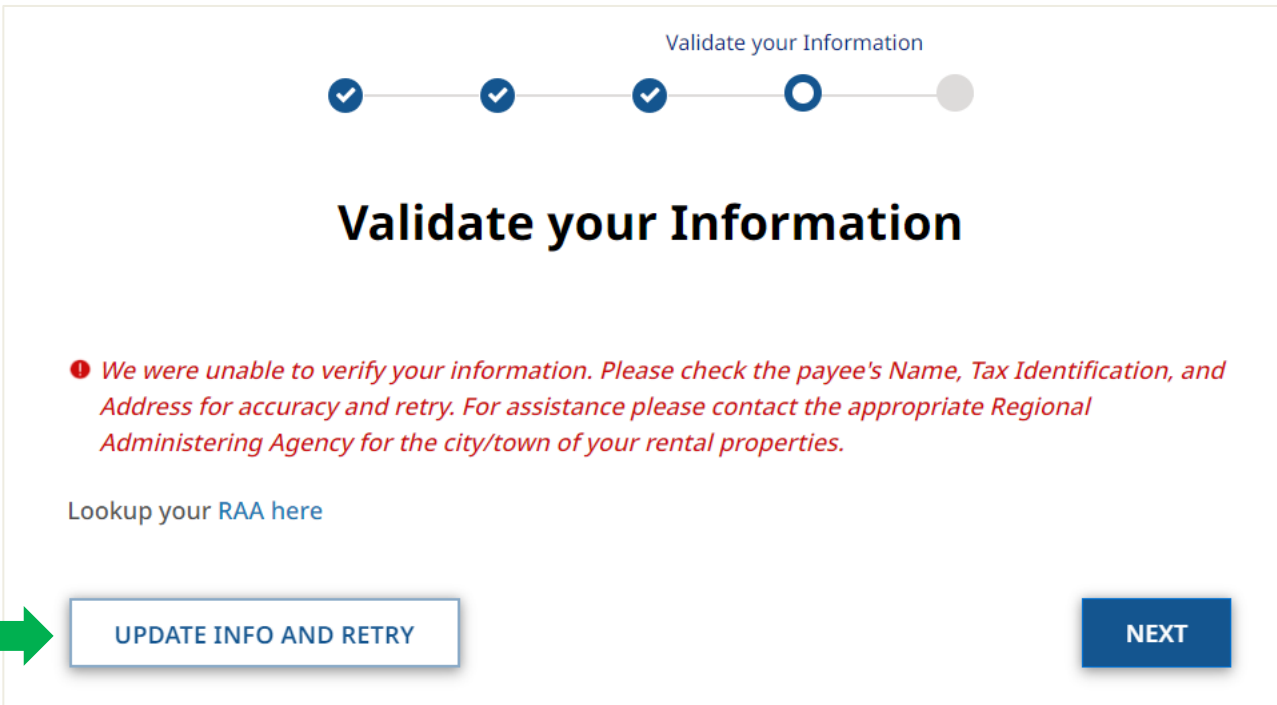
Address Details

Contact Details

VALIDATE YOUR INFORMATION



- If you see the error message below after filling out Payee/Owner Information, use the UPDATE INFO AND RETRY button to navigate back and double check all information



Validate your Information

Validate your Information

❗ We were unable to verify your information. Please check the payee's Name, Tax Identification, and Address for accuracy and retry. For assistance please contact the appropriate Regional Administering Agency for the city/town of your rental properties.

Lookup your [RAA here](#)

UPDATE INFO AND RETRY **NEXT**

LANDLORD/OWNER PROFILE SETUP



Property Information

Property Information

When adding your properties, please give each a name/nickname that is readily identifiable for your use in applications, as this name will appear in a dropdown menu that you will select from when completing applications. If you have large property developments with multiple street addresses it is recommended that you enter multiple property names/nicknames reflecting the multiple street addresses. Should you make a mistake when adding a property, you may inactivate a property names/nicknames that you no longer wish to use in completing applications.

Property Information

| Property Name | Property Address | Owner | Active |
|---------------|------------------|-------|--------|
|---------------|------------------|-------|--------|

ADD PROPERTY



Property Details

✓

Property Details

▼ Property Information

Landlord/Owner (If you are unable to find the correct payee, property, or payment method in the below dropdown menus, please edit your profile: [here](#))

John Landlord

Property Name *

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.

Property Address *

PREVIOUS

CONFIRM ADDRESS



Payment Method

Payment Method

Payment Information

| Payment Name | Account #/Check Mailing Address | Owner Name | Active |
|--------------|---------------------------------|------------|--------|
|--------------|---------------------------------|------------|--------|

ADD PAYMENT METHOD

Payment Information

Payment Information

Payment Details

Preferred Method of Payment *
Direct Deposit

Payment Method Nickname *
checking

Direct Deposit Details

Field "Name on the Account" contains the validated Payee/Owner name and is not editable.
Name on the Account
John Landlord

Account Type *

Account Number *

Re-Enter Account Number *

Routing Number *

Re-Enter Routing Number *

PREVIOUS

VALIDATE YOUR INFORMATION

- After three green check marks display, start filling out an application

This portal allows landlords to setup their profile once for reuse across multiple applications. If you have not yet set up your Landlord Profile, please do that before starting an application. You will be able to add multiple properties to you profile for future applications. For language assistance, please contact your local RAA.

Your Profile



Landlord Tester 

You may have one payee with multiple properties and multiple payment methods configured for use.



PAYEE



PROPERTIES



PAYMENT METHODS



Application Actions



START



RESUME/TRACK STATUS



GET HELP



Program Information



PROPERTY MANAGER PROFILE SETUP





- Similar process but need to fill out property manager information and can include multiple payees. Also, must upload an authorization form.



This portal allows landlords to setup their profile once for reuse across multiple applications. If you have not yet set up your Landlord Profile, please do that before starting an application. You will be able to add multiple properties to you profile for future applications.
For language assistance, please contact your local RAA.



Your Profile

 **Property Testmanagement** 


You may have multiple payee with multiple properties and multiple payment methods configured for use.


 **PAYEE** 


 **PROPERTIES** 

 **PAYMENT METHODS** 

Application Actions

 **START**

 **RESUME/TRACK STATUS**

 **GET HELP**

Program Information



Property Manager Information

Property Manager Information

Business Details

Property Manager Legal Name *

Property Testmanagement

Business Registered Address

Business Phone Number *

(555) 555-5555

Re-Enter Business Phone Number *

(555) 555-5555

Please enter the Incorporated Address for the company.

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.

Address *

100 Cambridge St, Boston, MA 02114, USA

NEXT



Owner Information

✓

Owner Information

Owner Details

| Individual/Business | Owner Name | Active | |
|---------------------|-----------------|--------|-----------------|
| Business | LANDLORD SAMPLE | ✓ | ▼ |
| Individual | John Smith | ✓ | ▼ |
| Individual | Owner Testing | ✓ | ▼ |
| Business | Company Generic | ✓ | ▼ |
| Individual | Owner Property | ✓ | <div>Edit</div> |



PROPERTY MANAGER PROFILE SETUP



Owner Details

The fields are shown as read-only in edit mode, you may inactivate the owner you no longer wish to use in your profile. To deactivate the below record, please uncheck the checkbox below.

Individual/Business

☐ Individual ☒ Business

Owner Name

Company Generic

Contact Details

5656565656

☒ Active ⓘ

Business Details

Payee Legal Name

Company Generic

EIN/TIN as Registered with IRS

555665555

Re-Enter EIN/TIN as Registered with IRS

555665555

Business Registered Address

Business Phone Number *

(565) 656-5656

Re-Enter Business Phone Number *

(565) 656-5656

Address Details

100 CAMBRIDGE ST BOSTON MA 02114

Preferred language

English ▼

CANCEL

SAVE



PROPERTY MANAGER PROFILE SETUP



Upload Documents

✓ ✓ ✓ ○ ● ● ● ● ●


Upload Documents

> Upload Proof of Identity

> Upload W-9

✓ Upload Property Manager Authorization

Property Manager Authorization * ⓘ

 [Upload Files](#)

Or drop files

PREVIOUS SUBMIT

- **Fill out the application details and upload all required documents**
 - Save and resume functionality is enabled
 - Applicants have 21 days to complete and submit the application
- **If tenant or tenant advocate initiates the application**
 - Landlord will receive an email notification with a Tenant Application Code
 - Landlord must log into landlord account and start an application
 - When prompted under Tenant and Rent Details, landlord must select “Yes” when asked about email confirmation and then enter Tenant Application Code
 - Landlord must upload required landlord documentation, sign, and submit
- **If landlord initiates the application**
 - Landlord must select “No” when asked about email confirmation and will not enter a Tenant Application Code
 - When landlord completes application, tenant will receive an email notification with a Landlord Application Code, which must be entered in the tenant/tenant advocate application

- If tenant or tenant advocate initiates:

Tenant and Rent Details

✓ ○ ● ● ● ● ●


Tenant and Rent Details

Tenant First Name * MI ⓘ Tenant Last Name *

Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application? *

☒ Yes ☐ No

Tenant Application Code * ⓘ



- If landlord initiates:

Tenant and Rent Details

✓ ○ ● ● ● ● ●

Tenant and Rent Details

Tenant First Name * MI ⓘ Tenant Last Name *

Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application? *

☐ Yes ☒ No

Tenant Email Address * Re-Enter Tenant Email Address * ⓘ

- Email notification to landlord if tenant or tenant advocate applies first (note Tenant Application Code):

Dear Landlord Example,

Your tenant Tenant Example, living at 333 Fake Blvd Unit# 7Boston MA 02114, has submitted an application for RAFT.

RAFT is a Massachusetts state program that makes funds available to assist eligible renters that are unable to pay rent and utilities. These funds will be paid directly to landlords and utility providers on behalf of renters. [Click here to learn more about Massachusetts housing programs.](#)

As Tenant Example's landlord or property manager, we need information from you before we can issue payment:

1. Please [click here](#) to register as a new user, or log in if you or your organization has already received assistance through our new system.
2. Once you have logged in, complete Your Profile on the left side of the window with information about the property you own/manage.
3. Then, click "Start" on the right to complete the application for your tenant Tenant Example. The application will ask about their lease, how much they owe, and their Tenant Application Code: 5003R000005gGOH (note: application code is case sensitive)

Thank you for participating in the Massachusetts RAFT Program.

For more information about the application process, [click here](#) for a detailed guide. For any other questions you may have, please contact MHB at (617) 425-6700 or resourceline@MetroHousingBoston.org.

Sincerely,
Massachusetts Executive Office of Housing and Livable Communities (EOHLC)

Please note that the mailbox you are receiving this automatic email from is not monitored, and replies will not be processed.



- Email notification to tenant if landlord applies first (note Landlord Application Code):

Dear Tenant,

Your landlord has submitted an application for rental and/or utility assistance through the Commonwealth of Massachusetts RAFT program. RAFT can help cover your overdue rent and utilities. These funds will be paid directly to landlords and utility providers on behalf of renters.

Please complete and submit the tenant application form within 21 calendar days of the date of this email.

Please enter your Landlord Application Code 5003R000007L1rd (note: application code is case sensitive) in your application. To complete your application, please click [here](#).

For more information on RAFT please visit our website [here](#).

Thank you for participating in the Massachusetts RAFT Program.

Sincerely,
Massachusetts Executive Office of Housing and Livable Communities
(EOHLC)

Please note that the mailbox you are receiving this automatic email from is not monitored, and replies will not be processed.

HOW TO CHECK APPLICATION STATUS FOR SUBMITTED APPLICATIONS



- Log into account to view recent or all submitted cases
- Status bar shows where each application currently is in the process
- Unsubmitted applications can be edited before submission
- Submitted applications cannot be edited, but additional documents may be uploaded

Application Status

If you are a landlord requesting rental assistance for one of your tenants and do not see the corresponding request below, please start a [new application](#)

Recent CasesAll Cases

Not Submitted

Submitted

Under Review

Ready for Payment

Paid

Closed

Case Number #00079663

Case Type
Landlord Application

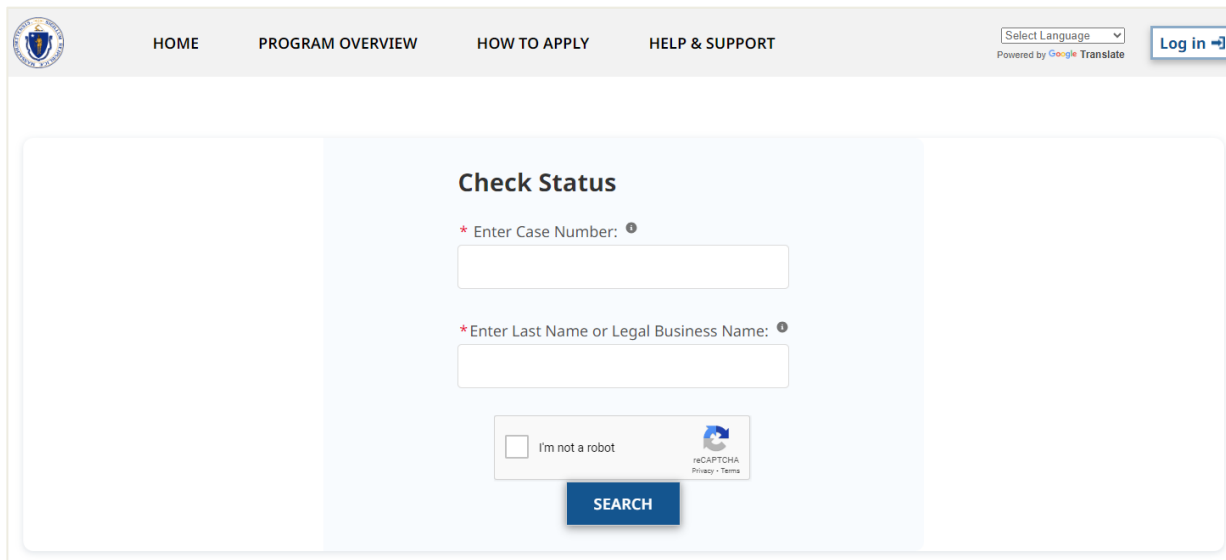
Rental Property
100 CAMBRIDGE ST, BOSTON, MA02114-2509

Tenant/Homeowner Name
Tenant Tester

HOW TO CHECK APPLICATION STATUS FOR SUBMITTED APPLICATIONS




- [Case Search Site](#) is a faster way of checking application status!

A screenshot of the "Check Status" form on the Case Search Site. The form is titled "Check Status" and contains two input fields: "Enter Case Number:" and "Enter Last Name or Legal Business Name:". Below these fields is a reCAPTCHA widget with the text "I'm not a robot" and a "SEARCH" button. The form is set against a light blue background.

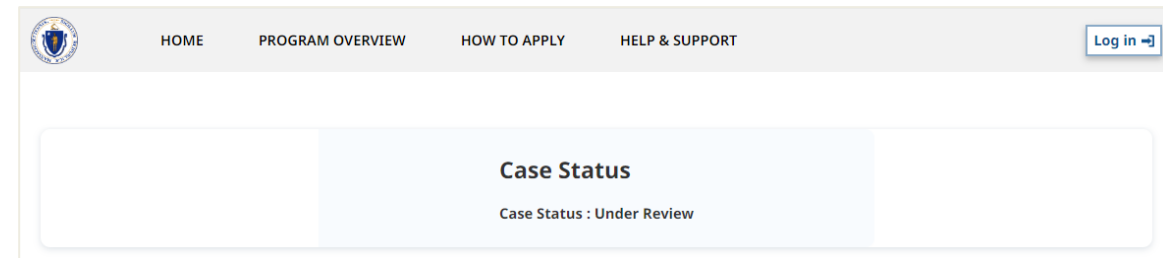
Check Status

* Enter Case Number: [?]

* Enter Last Name or Legal Business Name: [?]

☐ I'm not a robot  reCAPTCHA
Privacy - Terms

SEARCH

A screenshot of the "Case Status" result page. The page is titled "Case Status" and displays the status "Case Status : Under Review". The page has a light blue background and a white border.

Case Status

Case Status : Under Review

CASE STATUS DEFINITIONS



| Status | Definition |
|-----------------------------|--|
| Not Submitted | The application has been started, but not submitted. Unsubmitted applications will be deleted after 21 days. |
| Submitted | The application has been submitted and is awaiting a match with a tenant application. |
| Under Review | The application has been matched with a tenant application. An RAA or the RAP Center is determining eligibility and reviewing documentation. |
| Ready for Payment | The application was approved and has been submitted for payment. Checks and direct deposits will be issued during the RAA's next check run. Status not applicable to LOI applications. |
| Paid | Payment has been issued to the landlord. Status not applicable to LOI applications. |
| Closed / Denied / Withdrawn | The application was either closed (timed out), denied due to ineligibility, or withdrawn. |
| Approved | "Approved" status is only for LOI applications. |



HOME

PROGRAM OVERVIEW

APPLY

TRACK PAYMENT STATUS

HELP & SUPPORT

MORE ▾



Payment Summary

Payment Details

Search

| Application Number | Tenant Name | Payment Date | Payment Method | Payment Method Nickname | ACH Account Number | Payment Amount | Payment Status | Payment Type | Payment Nu |
|--------------------|-------------|--------------|----------------|-------------------------|--------------------|----------------|--------------------|--------------|------------|
| ██████ | ██████ | 4/1/2023 | Check | ██████ | | ██████ | Payment Successful | ARR | ██████ |
| ██████ | ██████ | 4/14/2023 | Check | ██████ | | ██████ | Payment Successful | ARR | ██████ |
| ██████ | ██████████ | 5/1/2023 | Check | ██████ | | ██████ | Payment Successful | ARR | ██████ |
| ██████ | ██████████ | 5/9/2023 | Check | ██████ | | ██████ | Payment Successful | ARR | ██████ |
| ██████ | ██████████ | 5/9/2023 | Check | ██████ | | ██████ | Payment Successful | ARR | ██████ |
| ██████ | ██████████ | 5/12/2023 | Check | ██████ | | ██████ | Payment Successful | ARR | ██████ |
| ██████ | ██████████ | 5/19/2023 | Check | ██████ | | ██████ | Payment Successful | SEC | ██████ |
| ██████ | ██████████ | 5/19/2023 | Check | ██████ | | ██████ | Payment Successful | FMR | ██████ |
| ██████ | ██████████ | 6/16/2023 | ACH | ██████████ | ██████ | ██████ | Payment Successful | ARR | ██████ |
| ██████ | ██████████ | 7/1/2023 | ACH | ██████████ | ██████ | ██████ | Payment Successful | SEC | ██████ |



QUESTIONS

1

[RAFT Public Resource and Training Portal](#)

Trainings, reference guides, and other resources are available with information about state programs intended to help prevent evictions and preserve housing stability in Massachusetts

2

Meeting Materials

The slides from this session will be shared with you, and a recording will be uploaded to the Training Portal

3

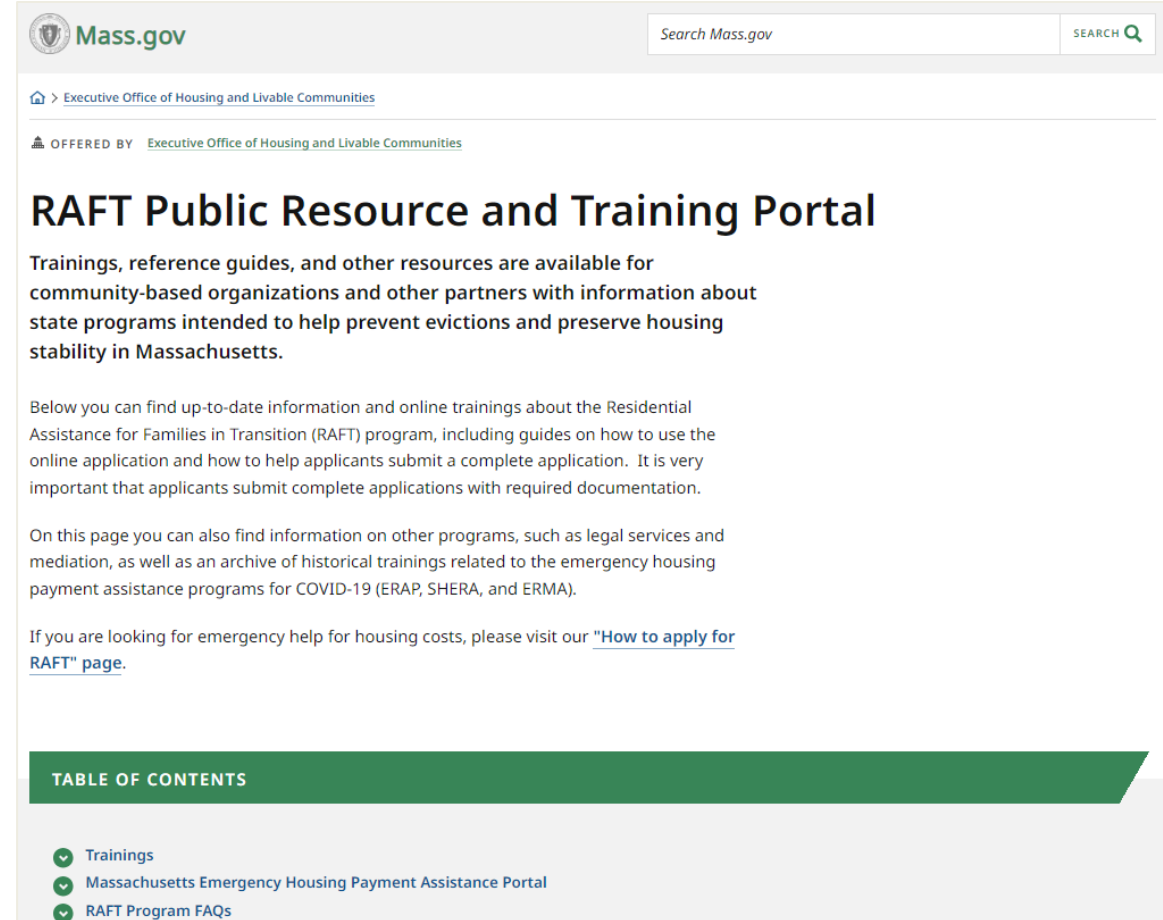
Regional Administering Agencies (RAAs)

For case-specific questions, please reach out to the [RAA](#) processing your application

4

[Housing assistance for MA landlords](#)

Learn about your role in housing assistance programs and find information on programs that support you as a landlord



The screenshot shows the RAFT Public Resource and Training Portal on the Mass.gov website. The page header includes the Mass.gov logo and a search bar. The breadcrumb trail indicates the page is part of the Executive Office of Housing and Livable Communities. The main heading is "RAFT Public Resource and Training Portal". Below this, a paragraph states that trainings, reference guides, and other resources are available for community-based organizations and other partners with information about state programs intended to help prevent evictions and preserve housing stability in Massachusetts. A paragraph follows, stating that below the user can find up-to-date information and online trainings about the Residential Assistance for Families in Transition (RAFT) program, including guides on how to use the online application and how to help applicants submit a complete application. It is very important that applicants submit complete applications with required documentation. Another paragraph states that on this page the user can also find information on other programs, such as legal services and mediation, as well as an archive of historical trainings related to the emergency housing payment assistance programs for COVID-19 (ERAP, SHERA, and ERMA). A link is provided for users looking for emergency help for housing costs, directing them to the "How to apply for RAFT" page. At the bottom, there is a green bar with the text "TABLE OF CONTENTS" and a list of links: "Trainings", "Massachusetts Emergency Housing Payment Assistance Portal", and "RAFT Program FAQs".

Mass.gov

Search Mass.gov

Executive Office of Housing and Livable Communities

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RAFT Public Resource and Training Portal

Trainings, reference guides, and other resources are available for community-based organizations and other partners with information about state programs intended to help prevent evictions and preserve housing stability in Massachusetts.

Below you can find up-to-date information and online trainings about the Residential Assistance for Families in Transition (RAFT) program, including guides on how to use the online application and how to help applicants submit a complete application. It is very important that applicants submit complete applications with required documentation.

On this page you can also find information on other programs, such as legal services and mediation, as well as an archive of historical trainings related to the emergency housing payment assistance programs for COVID-19 (ERAP, SHERA, and ERMA).

If you are looking for emergency help for housing costs, please visit our ["How to apply for RAFT" page](#).

TABLE OF CONTENTS

- Trainings
- Massachusetts Emergency Housing Payment Assistance Portal
- RAFT Program FAQs