



Housing Assistance Application Reference Guide

For Landlords and Property Managers receiving payments
through the Massachusetts Emergency Housing Payment
Assistance Portal

Getting Started: Requirements

This guide will take you through creating a profile and applying for housing assistance for a tenant from the Commonwealth of Massachusetts, using the “Massachusetts Emergency Housing Payment Assistance Portal.” The application described in this guide is for the Residential Assistance for Families in Transition program (RAFT). 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 Massachusetts Emergency Housing Payment Assistance Portal. If you are struggling with your application, you can contact your local Regional Admin 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:

- An email address
- Personal identification
- W-9 for property owner or authorized agent
- Authorization of agent, if applicable
- Proof of ownership for unit

Terms

This guide will serve as a detailed walkthrough for submitting the landlord 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 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

What You Will See on The Application

Below are the things you will see on the application and what to do when you encounter them:

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

Buttons: Select them to navigate to other pages



Getting Started: What You Will See on The Application

[LEARN MORE](#)

Radio Buttons: Identifiable by the circles next to the text, these are used to select options from a brief list. You may select only one option.

Select the statement that best describes your living situation *

- Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.
- Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions).

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

Relation to Applicant *

-- Clear --

Advocate Organization

Friend

Family Member

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

123 Main St, Falmouth, MA 02540, USA

123 Main St, Falmouth, MA 02540, USA

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

123 North Main Street, Falmouth, MA 02540, USA

123 West Main Street, Falmouth, MA 02540, USA

powered by Google

Checkboxes: Identifiable by the squares next to the text, these are used to select multiple options from a short list. You may select as many as you need.



Getting Started: What You Will See on The Application

I, or someone in my household: *

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

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

Date of Birth *

October 2022

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

Today

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

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? *

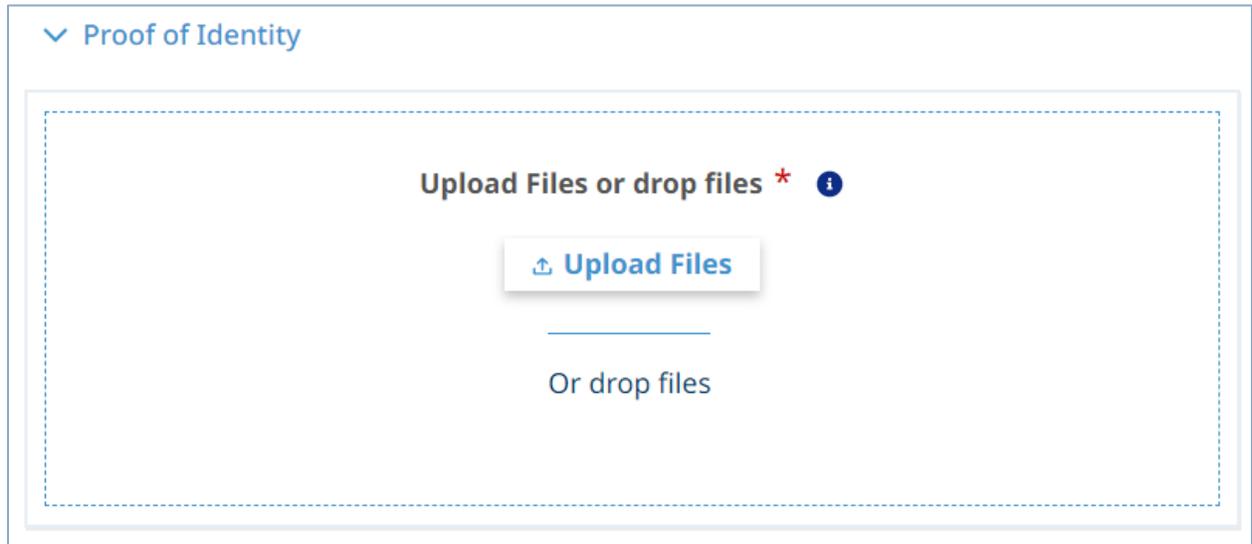
Yes No



Getting Started: Uploading Files

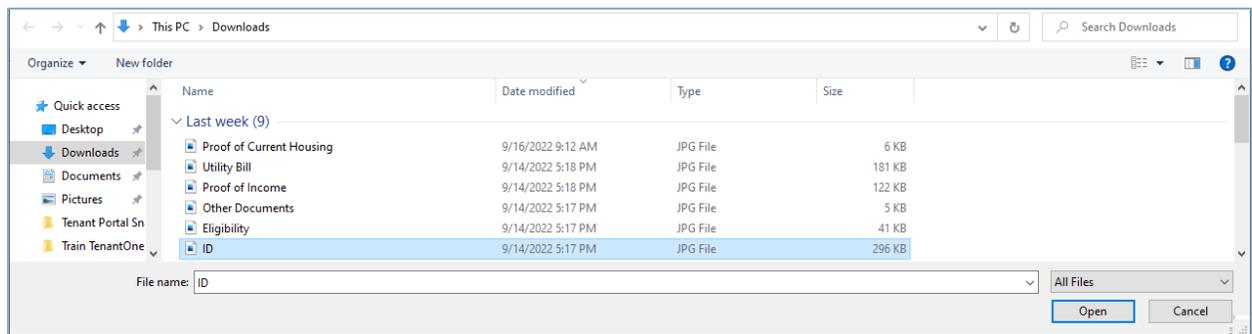
Uploading Files

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



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

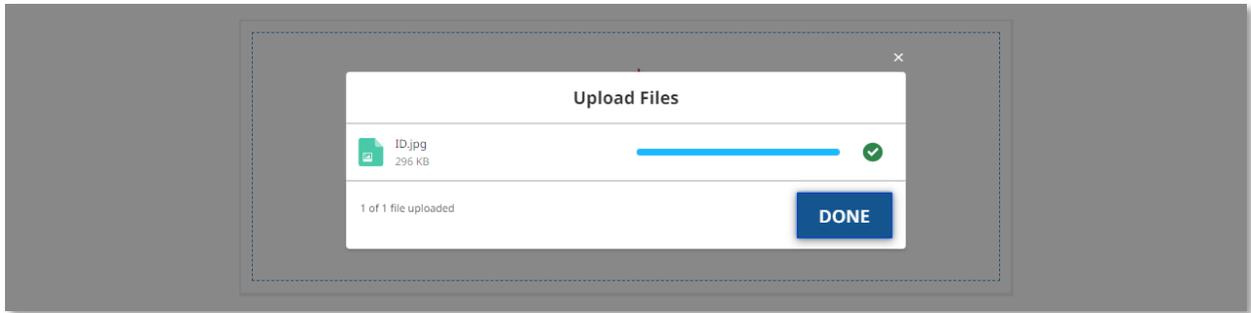
The supported file formats are bmp, jpeg, jpg, png, pdf, rtf, gif, heic. The maximum supported file size is: 10 MB. Editable office files (such as Word or Excel) are not permitted.



You will receive a confirmation notice once your files have uploaded successfully.



Getting Started: Uploading Files



Alternatively, you may drag and drop the file from your computer to the upload box.

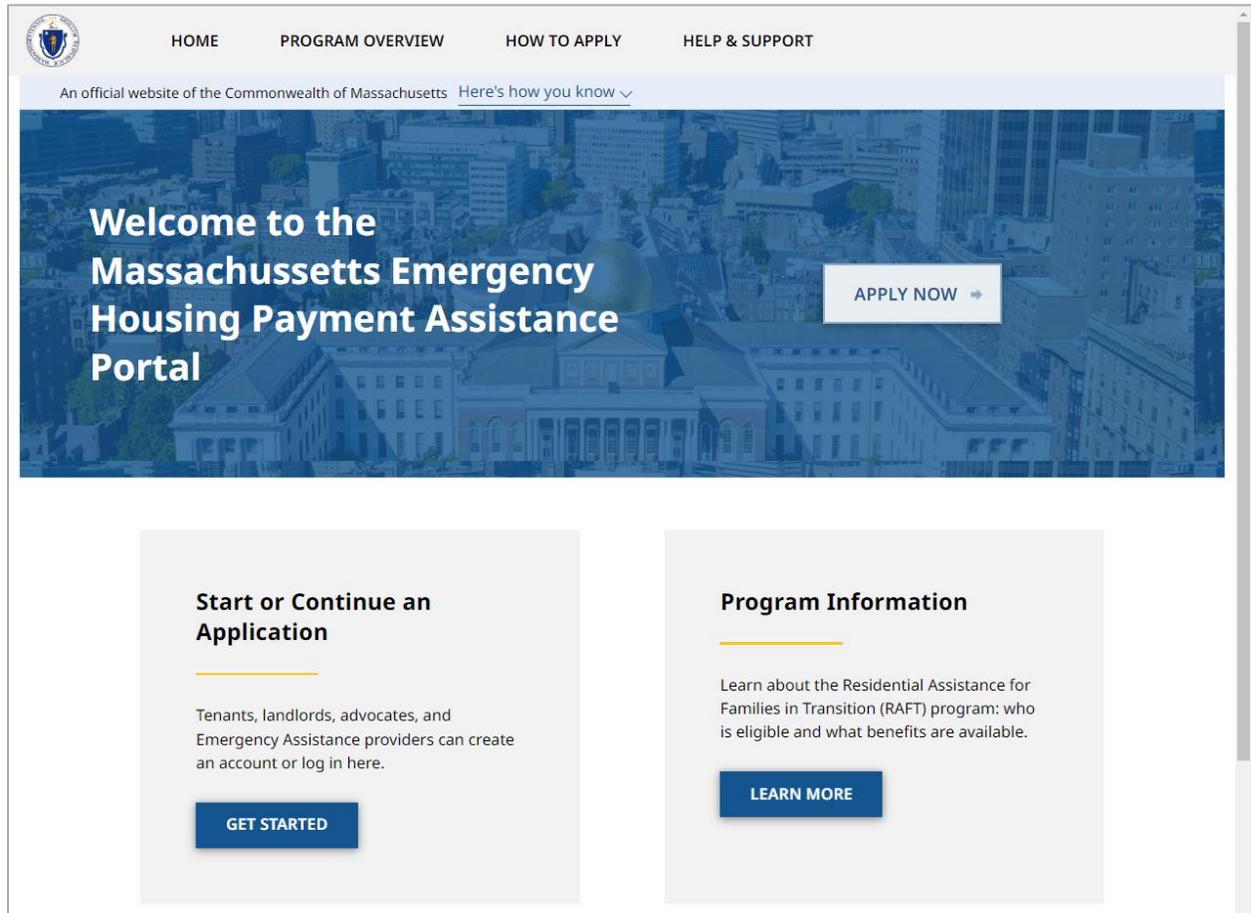
If you accidentally upload the incorrect file, you can select the  icon to remove that file.



Registering an Account

Creation and Login

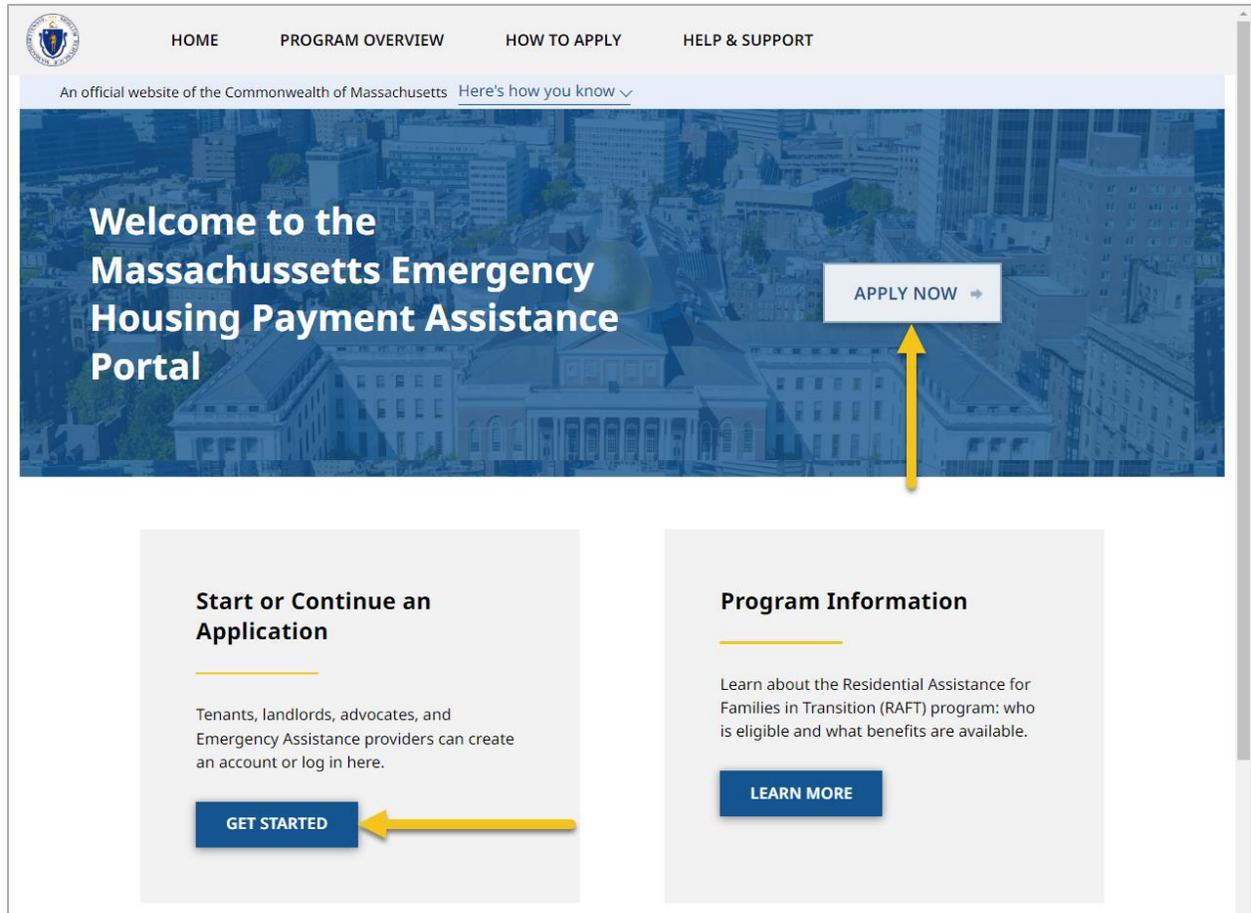
The first step to applying for assistance is to visit <https://applyhousinghelp.mass.gov/s/login/>



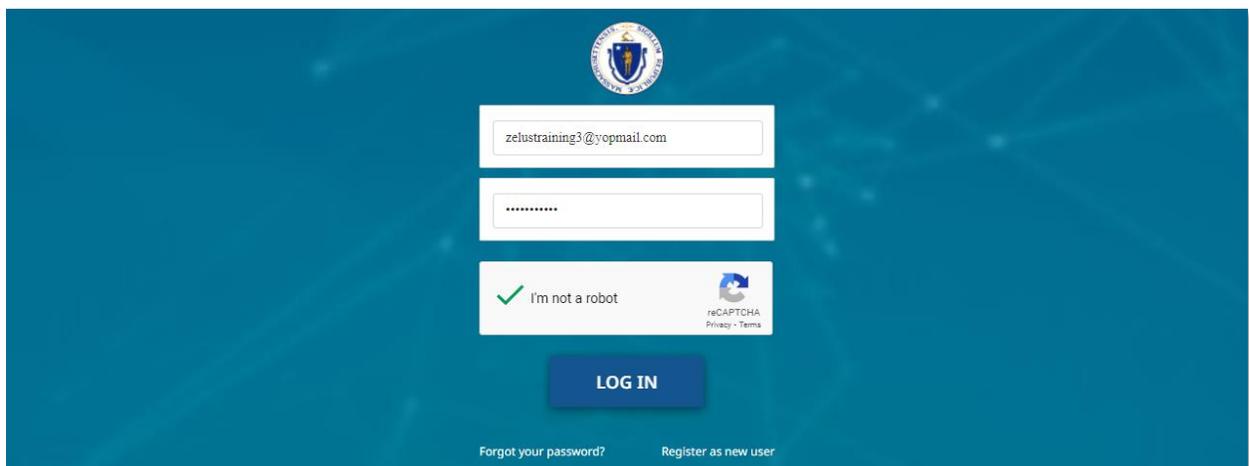
To either log in to your existing account or create a new account, you must select either the **Apply Now** button or the **Get Started** button under the "Start or Continue an Application" section.



Registering an Account: Creation and Login



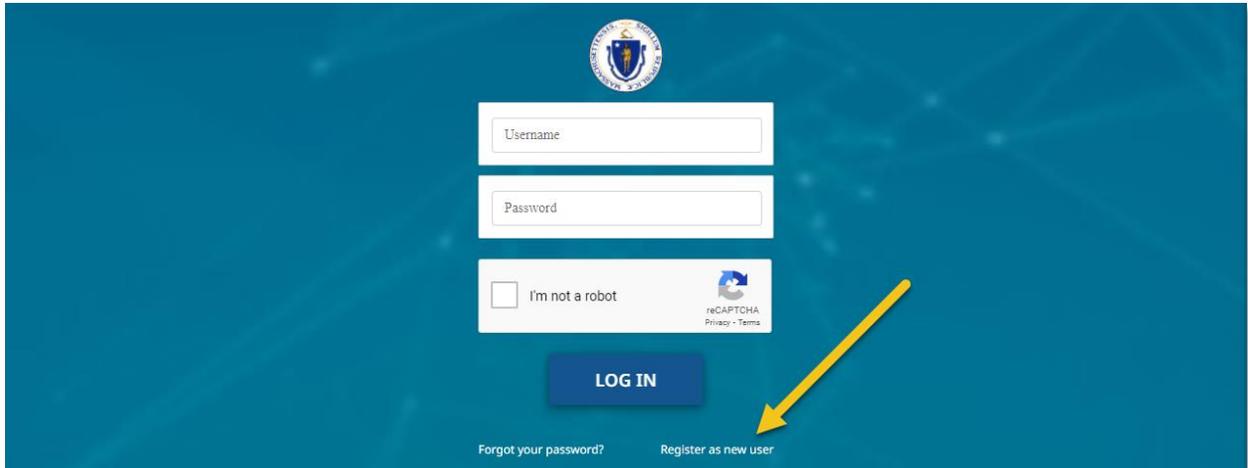
If you already have an account, enter your email, password, and complete the reCAPTCHA verification check, then select **Log In**.



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



Registering an Account: Creation and Login



The “User Registration” page requires you to enter the following information to create your account:

- First Name
- Last Name
- Email
- Confirm Email
- Please provide your preferred language
 - You must select the dropdown box and select from the available options
- Please select the category that best describes your role
 - If you are a landlord or owner, choose **Landlord/Owner**
 - If you are a property manager, choose **Property Manager**
- Do you operate as an Individual or Business
 - This will only appear after selecting your role as a Landlord/Owner or Property Manager



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

The screenshot shows the 'User Registration' page. At the top, there is a navigation bar with 'HOME', 'PROGRAM OVERVIEW', and 'HELP & SUPPORT'. Below this is a header indicating it's an official website of the Commonwealth of Massachusetts with a link 'Here's how you know'. The main heading is 'User Registration', followed by a link for already registered users. A paragraph explains that the email address is the username. The registration form includes fields for First Name (Train), Last Name (PMTwo), Email (zelustraining18@yopmail.com), and Confirm Email (same as Email). There is a dropdown for Preferred Language (English) and radio buttons for role selection (Landlord/Owner is selected) and business type (Business is selected). A reCAPTCHA 'I'm not a robot' box is present, and a blue 'SUBMIT' button is at the bottom.

HOME PROGRAM OVERVIEW HELP & SUPPORT

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

User Registration

[If you are already registered, click here to login.](#)

The email address you use in your application is 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.

* First Name: Train

* Last Name: PMTwo

* Email: zelustraining18@yopmail.com

* Confirm Email: zelustraining18@yopmail.com

* Preferred Language: English

* Please select the category that best describes your role

Tenant Tenant Advocate Landlord/Owner Property Manager
 EA Shelter Provider/EA Diversion Worker

* Do you operate as an Individual or Business?

Individual Business

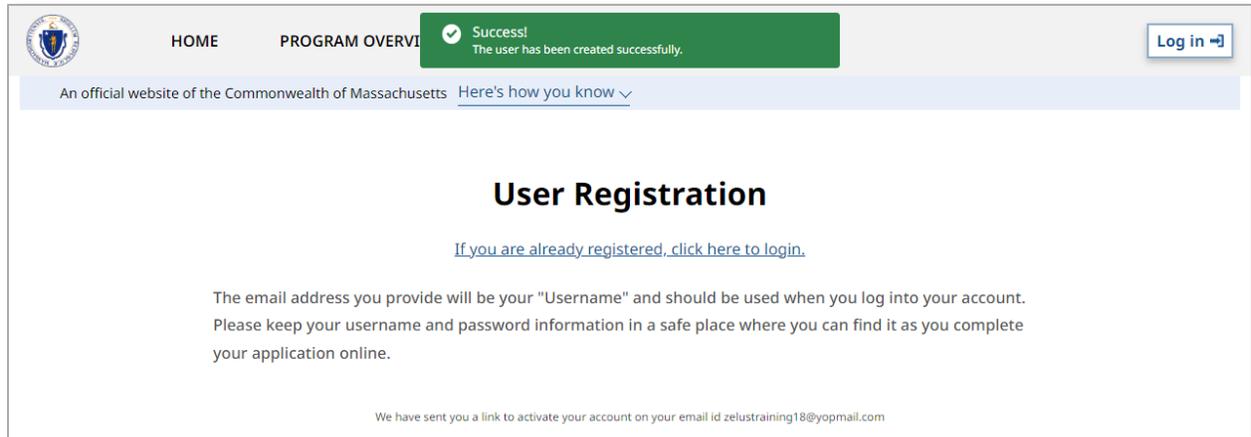
I'm not a robot reCAPTCHA

SUBMIT

The following page informs you that you have been sent a link to activate your account at the email provided. You should also see a temporary green banner indicating that the account was successfully created.



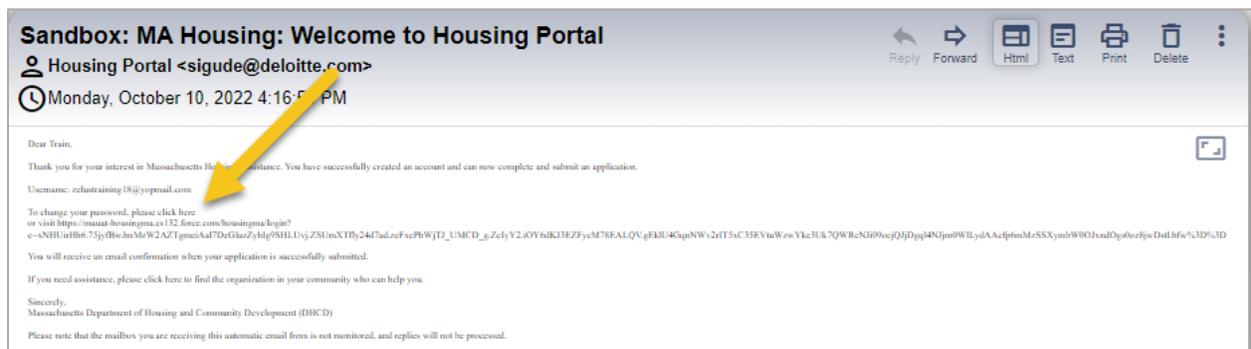
Registering an Account: Creation and Login



To activate your account, you must navigate to the inbox of the email you provided and find the verification email from **no-reply-dhs@massmail.state.ma.us**. 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.



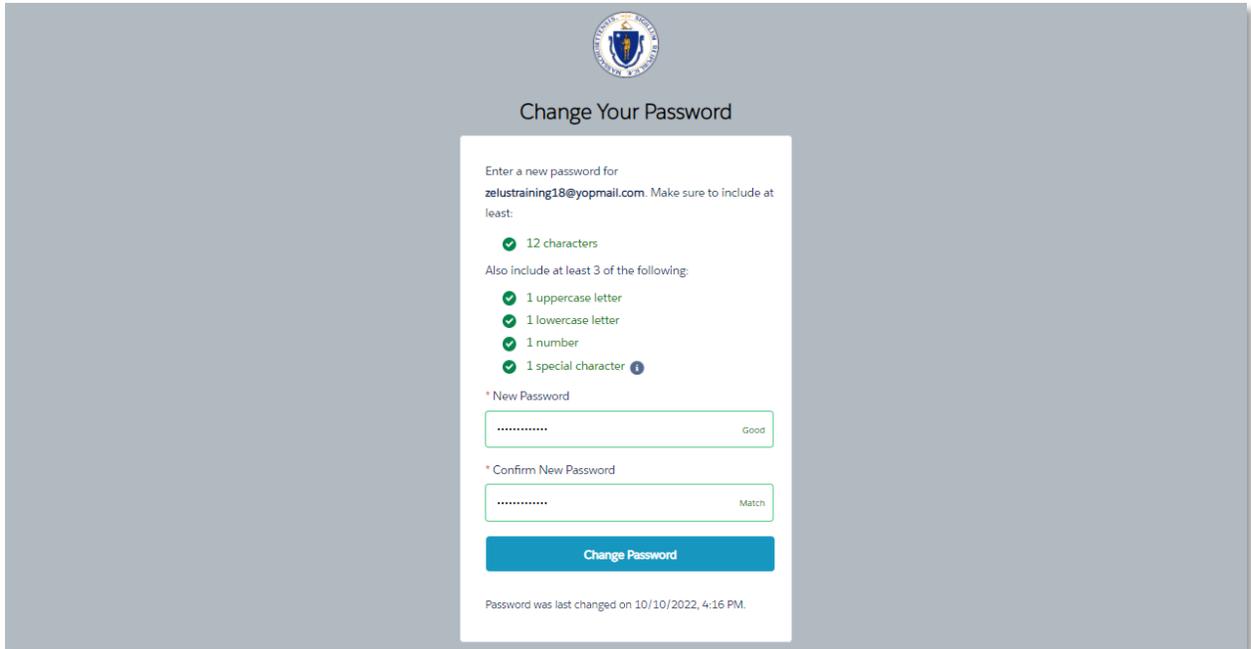
Follow the guidelines for creating a new password. It must meet the following requirements:

- 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



The screenshot shows a web form titled "Change Your Password" with the University of Massachusetts Lowell logo at the top. The form is set for the user "zelustraining18@yopmail.com". It lists password requirements: 12 characters, 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character. There are two input fields: "New Password" (marked "Good") and "Confirm New Password" (marked "Match"). A blue "Change Password" button is at the bottom, with a timestamp "Password was last changed on 10/10/2022, 4:16 PM." below it.

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



Registering an Account: Creation and Login

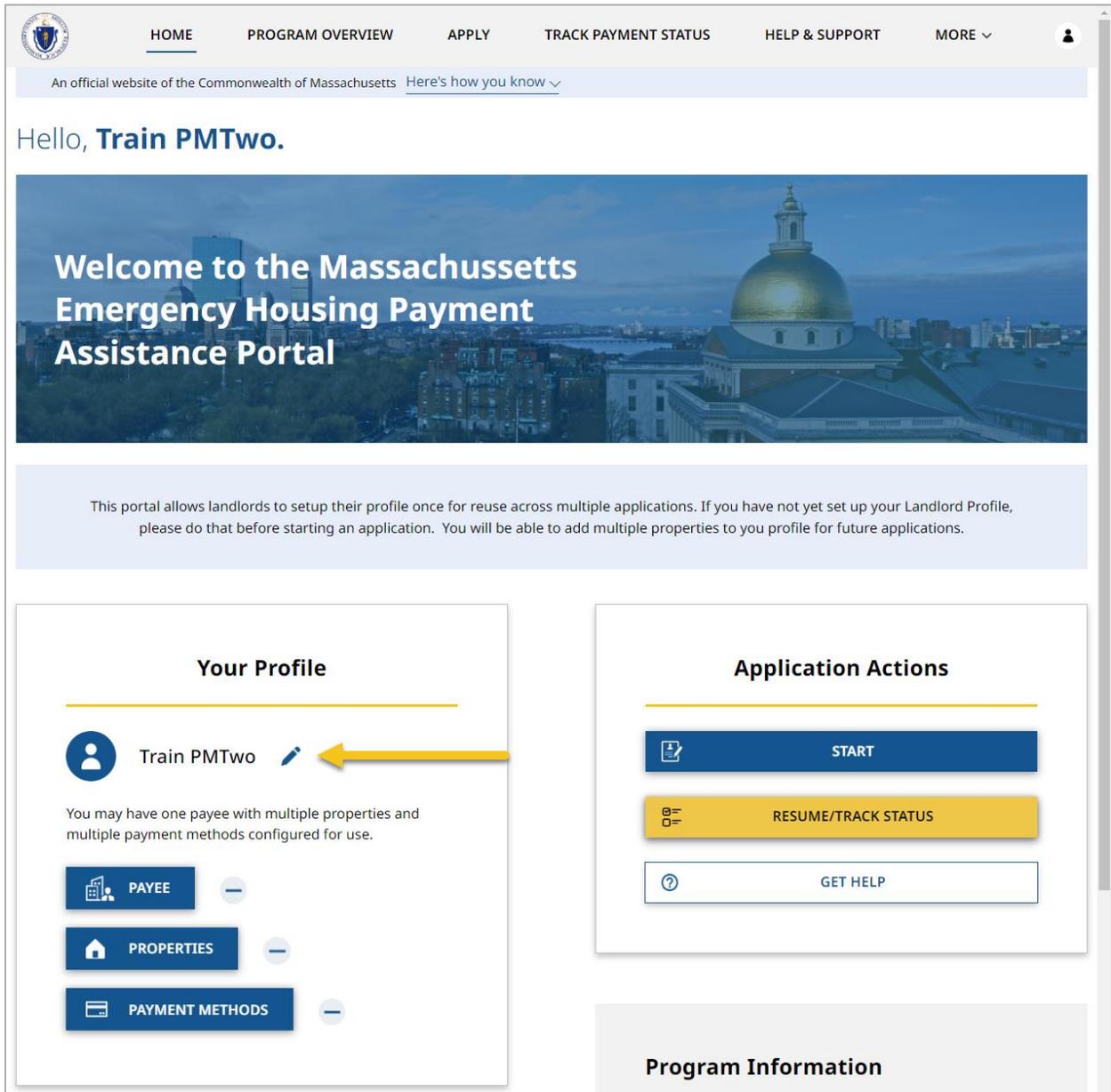
The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation bar with the following links: HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. A user profile icon is visible in the top right corner. 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 features a personalized greeting: "Hello, Train PMTwo." Below this is a large banner image of the Massachusetts State House dome with the text "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". A light blue box contains the text: "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." The interface is divided into two main columns. The left column, titled "Your Profile", shows the user's name "Train PMTwo" with an edit icon. Below this, there is a message: "You may have one payee with multiple properties and multiple payment methods configured for use." Three buttons are listed: "PAYEE", "PROPERTIES", and "PAYMENT METHODS", each with a minus sign to its right. The right column, titled "Application Actions", contains three buttons: "START" (blue), "RESUME/TRACK STATUS" (yellow), and "GET HELP" (white with a question mark icon). At the bottom right, there is a section titled "Program Information".



Setting Up Your Profile

From the Home Page you can set up your profile. If you wish to complete all three sections, Payee, Payment and Property, at once you can select the  icon. If you only need to setup or edit one section, you can select the **Payee**, **Properties**, or **Payment Methods** buttons to adjust their respective sections.

If this is your first time setting up your account, it is recommended to fill out each section in order as they appear on screen.



The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a banner reads "Hello, Train PMTwo." and "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". A message states: "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." The main content area is divided into two columns. The left column, titled "Your Profile", shows the user's name "Train PMTwo" with a pencil icon next to it, which is highlighted by a yellow arrow. Below this are three buttons: "PAYEE", "PROPERTIES", and "PAYMENT METHODS", each with a minus sign to its right. The right column, titled "Application Actions", contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom right, there is a section for "Program Information".



Setting Up Your Profile: Set up Payee

Set up Payee

The Payee is the individual or business who will receive any payment from a tenant's application for housing assistance. This information is collected over several pages, and the information required to complete it will vary depending on if you created your account as a business or as an individual (including property manager).

Select **Payee** to begin filling out the Payee information.

The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a banner reads "Hello, Train PMTwo." and "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". A message states: "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." The main content area is divided into two sections: "Your Profile" and "Application Actions". In the "Your Profile" section, the user's name "Train PMTwo" is displayed with a profile icon and an edit icon. Below this, there is a note: "You may have one payee with multiple properties and multiple payment methods configured for use." Three buttons are shown: "PAYEE", "PROPERTIES", and "PAYMENT METHODS", each with a minus sign to its right. A yellow arrow points to the "PAYEE" button. The "Application Actions" section contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom right, there is a "Program Information" section.



Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner

Setting up a Payee as an Individual Landlord/Owner

If you created your account as an Individual Landlord/Owner, you will be brought to the “Payee/Owner Information” page.

The “Payee/Owner Information” page gathers general information about the individual receiving payment and is made up of several sections.

The “Individual Details” section gathers information about the individual receiving the payment, and requires the following information:

- First Name
- Last Name
- Date of Birth
- Sex
- SSN or ITIN
- Re-Enter SSN or ITIN



Note that most of this information will be automatically filled based on your account information.

Payee/Owner Information

Landlord/Owner
Property Manager

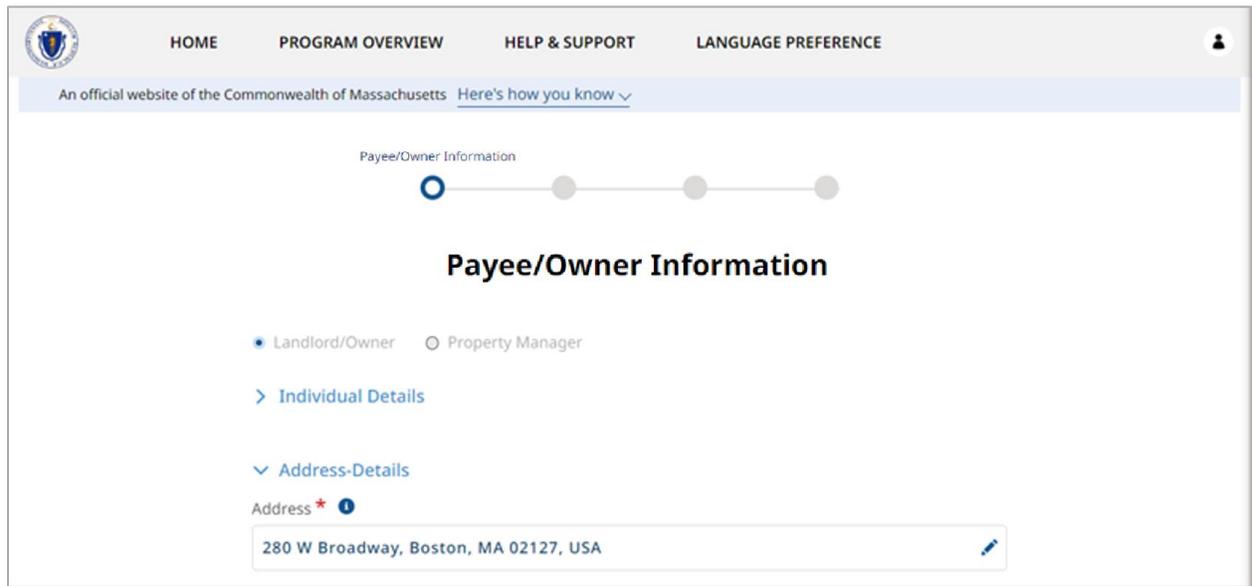
Individual Details

First Name: Train
Middle Name:
Last Name: LLThree
Suffix:
Date of Birth*: 05/14/1974
Sex*: Male
SSN or ITIN*: 135-79-2468
Re-Enter SSN or ITIN*: 135-79-2468



Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner

The “Address-Details” section contains the address associated with the individual receiving payment.



The screenshot shows a web form titled "Payee/Owner Information" on the Commonwealth of Massachusetts website. The navigation bar includes "HOME", "PROGRAM OVERVIEW", "HELP & SUPPORT", and "LANGUAGE PREFERENCE". 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 form has a progress indicator at the top with four steps, the first of which is active. The form title "Payee/Owner Information" is centered. Below the title are two radio buttons: "Landlord/Owner" (selected) and "Property Manager". There are two expandable sections: "Individual Details" (expanded) and "Address-Details" (collapsed). Under "Address-Details", there is a label "Address" with a red asterisk and a blue information icon. The address field contains the text "280 W Broadway, Boston, MA 02127, USA" and has a blue edit icon on the right.

The “Contact Details” section collects information about how to contact the individual receiving payment, and requires the following information:

- Phone Number
- Re-enter Phone Number
- Phone Type
- Email
- Re-enter Email
- Preferred method of contact
- Preferred language

Select **Validate Your Information** once you have completed the “Payee/Owner Information” page.



Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner

The screenshot displays the 'Payee/Owner Information' form on the official website of the Commonwealth of Massachusetts. The page features a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, there is a progress indicator with four steps, the first of which is highlighted. The form is titled 'Payee/Owner Information' and includes radio buttons for 'Landlord/Owner' (selected) and 'Property Manager'. There are three expandable sections: 'Individual Details', 'Address-Details', and 'Contact Details'. The 'Contact Details' section contains several fields: 'Phone number' and 'Re-enter Phone Number' (both containing '(234) 555-9876'), 'Phone Type' (with 'Mobile' selected and 'Home' as an option), 'Email' and 'Re-enter Email' (both containing 'zelustraining16@yopmail.com'), 'Preferred method of contact' (set to 'Email'), and 'Preferred language' (set to 'English'). A blue button labeled 'VALIDATE YOUR INFORMATION' is located at the bottom right of the form.

If you have successfully entered correct information, your information will be validated.

If you have an error the information will not be validated, and you will be given then option to go back and edit.

Select **Next** to when your information has been verified.



Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner



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

- Proof of Identity
- W-9

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 **Submit** when you have completed the "Upload Documents" page to finalize your Payee information.



Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

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

Upload Documents

Upload Documents

> Upload Proof of Identity

▼ Upload W-9

W-9 *

Upload Files

Or drop files

Property Manager Authorization.jpg

PREVIOUS SUBMIT



Setting Up Your Profile: Setting up a Payee as a Business Landlord/Owner

Setting up a Payee as a Business Landlord/Owner

If you created your account as an Business Landlord/Owner, you will be brought to the “Payee/Owner Information” page.

The “Payee/Owner Information” page gathers general information about the individual receiving payment and is made up of several sections.

The “Business Details” section gathers information about the individual receiving the payment, and requires the following information:

- Payee Legal Name
- EIN/TIN as Registered with IRS
- Re-Enter EIN/TIN as Registered with IRS

The screenshot displays the 'Payee/Owner Information' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this is a banner for the Commonwealth of Massachusetts. The main content area features a progress bar with four steps, the first of which is active. The title 'Payee/Owner Information' is prominently displayed. Below the title, there is a question: 'Do you operate as an Individual or Business? *'. There are two radio buttons: 'Individual' and 'Business', with 'Business' selected. A 'Business Details' section is expanded, showing three input fields: 'Payee Legal Name *' (filled with 'John Smith'), 'EIN/TIN as Registered with IRS *' (filled with '123456543'), and 'Re-Enter EIN/TIN as Registered with I...' (filled with '123456543').

The “Business Registered Address” section documents the business contact information, and requires the following:

- Business Phone Number
- Re-Enter Business Phone Number
- Address

Select **Validate Your Information** once you have completed the “Payee/Owner Information” page.



Setting Up Your Profile: Setting up a Payee as a Business Landlord/Owner

The screenshot shows the 'Payee/Owner Information' form on the Commonwealth of Massachusetts website. The navigation bar includes 'HOME', 'PROGRAM OVERVIEW', 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. Below the navigation bar, there is a progress indicator with four steps, the first of which is highlighted. The main heading is 'Payee/Owner Information'. The form asks 'Do you operate as an Individual or Business?' with radio buttons for 'Individual' and 'Business' (selected). Below this are expandable sections for 'Business Details' and 'Business Registered Address'. The 'Business Registered Address' section contains two phone number fields: 'Business Phone Number' and 'Re-Enter Business Phone Number', both containing '(214) 555-1212'. Below the phone numbers is an 'Address' field containing '1113 Shadetree Ln, Allen, TX 75013, USA'. A 'powered by Google' logo is visible at the bottom right of the address field. A blue button labeled 'VALIDATE YOUR INFORMATION' is positioned at the bottom center of the form.

If you have successfully entered correct information, your information will be validated.

If you have an error the information will not be validated, and you will be given then option to go back and edit.

Select **Next** to when your information has been verified.

The screenshot shows the 'Validate your Information' confirmation screen. The heading is 'Validate your Information'. Below the heading is a green checkmark icon followed by the text: 'Your information has been successfully validated. Please click "Next" to save the information.' At the bottom of the screen, there are two buttons: 'UPDATE INFO AND RETRY' on the left and 'NEXT' on the right.



Setting Up Your Profile: Setting up a Payee as a Business Landlord/Owner

The “Upload Documents” page requires you to upload the following information:

- Proof of Identity
- W-9

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 **Submit** when you have completed the “Upload Documents” page to finalize your Payee information.

The screenshot displays the 'Upload Documents' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this is a banner for the Commonwealth of Massachusetts. A progress indicator shows four steps, with the third step, 'Upload Documents', being the current active step. The main heading is 'Upload Documents'. Underneath, there are two expandable sections: '> Upload Proof of Identity' and 'v Upload W-9'. The 'Upload W-9' section is expanded to show a file upload interface. It includes a 'W-9 *' label, an 'Upload Files' button, and the text 'Or drop files'. A file named 'Property Manager Authorization.jpg' is shown in the upload area. At the bottom of the page, there are 'PREVIOUS' and 'SUBMIT' buttons.



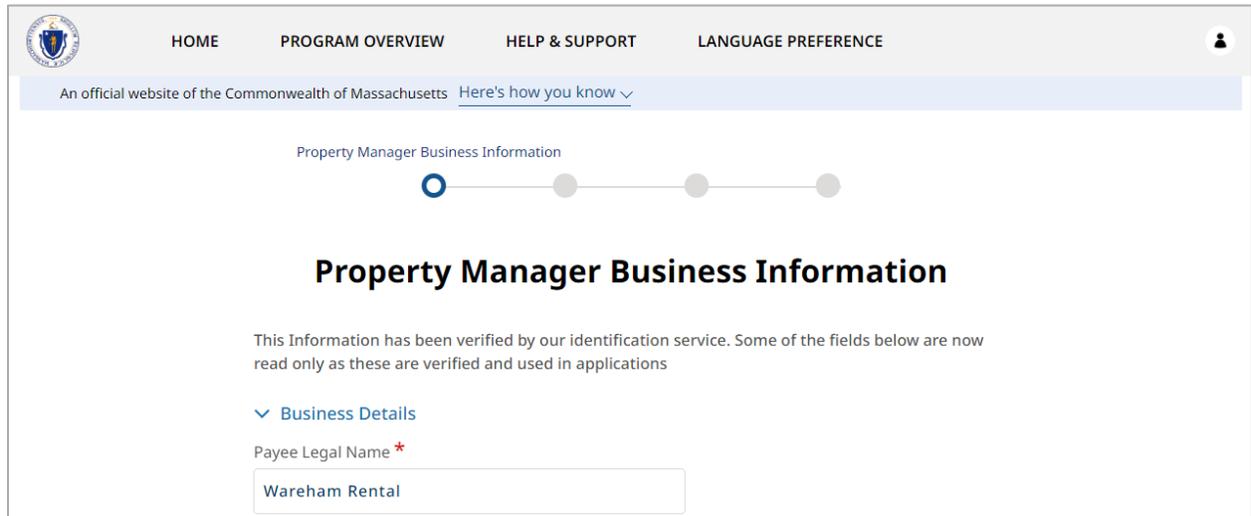
Setting Up Your Profile: Setting up a Payee as a Business Property Manager

Setting up a Payee as a Business Property Manager

If you created your account as a Business Property Manager, you will be brought to the “Property Manager Business Information” page.

The “Property Manager Business Information” page gets general information about the property manager/property management company and is made up of several sections.

The “Business Details” section requires the Payee’s legal name.



The screenshot shows the 'Property Manager Business Information' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, there is a header for 'Property Manager Business Information' with a progress indicator showing four steps, the first of which is active. The main heading is 'Property Manager Business Information'. Below this, there is a note: 'This Information has been verified by our identification service. Some of the fields below are now read only as these are verified and used in applications'. Underneath, there is a section for 'Business Details' with a dropdown arrow. Below this, there is a text input field for 'Payee Legal Name' with a red asterisk indicating it is required. The text 'Wareham Rental' is entered in the field.

The “Business Registered Address” section requires the following general information:

- Business Phone Number
- Re-Enter Business Phone Number
- Address

Select **Next** when you have completed the “Property Manager Business Information” page.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows a web form titled "Property Manager Business Information" on the official website of the Commonwealth of Massachusetts. The page has a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a progress indicator with four steps, the first of which is active. The form content includes a verification notice, expandable sections for "Business Details" and "Business Registered Address", and input fields for "Business Phone Number", "Re-Enter Business Phone Number", and "Address". A "NEXT" button is located at the bottom right of the form.

Property Manager Business Information

Property Manager Business Information

This Information has been verified by our identification service. Some of the fields below are now read only as these are verified and used in applications

> Business Details

▼ Business Registered Address

Business Phone Number *

Re-Enter Business Phone Number *

Address *

NEXT

The "Upload Documents" page requires you to upload the Property Manager Authorization.

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.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

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

Upload Documents

Upload Documents

Upload Documents

Upload Property Manager Authorization

Property Manager Authorization *

Upload Files

Or drop files

Property Manager Authorization.jpg

PREVIOUS NEXT

The “Payee/Owner Information” page collects information about property owner to received payment, and first requires you to select if you operate as an individual or as a business.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

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

Payee/Owner Information

Payee/Owner Information

Do you operate as an Individual or Business ? *

Individual Business

If you selected **Individual**, you must fill out several sections. The sections are:

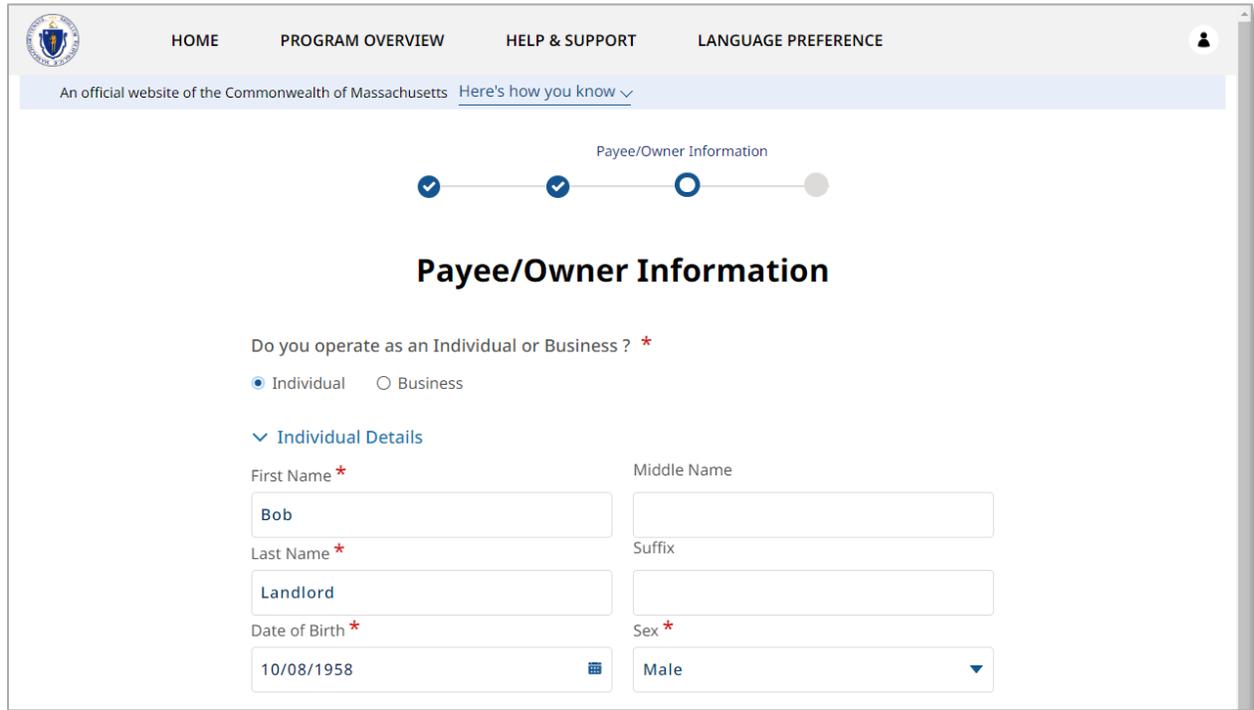
- Individual Details
- Address Details
- Contact Details



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The “Individual Details” section requires the following general information about the individual who owns the property:

- First Name
- Last Name
- Date of Birth
- Sex



The screenshot displays a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this is a header indicating it is an official website of the Commonwealth of Massachusetts. The main content area features a progress indicator with four steps, where the second step, 'Payee/Owner Information', is currently active. The form title is 'Payee/Owner Information'. The first question is 'Do you operate as an Individual or Business? *', with 'Individual' selected. Under the 'Individual Details' section, there are input fields for First Name (filled with 'Bob'), Middle Name, Last Name (filled with 'Landlord'), Suffix, Date of Birth (filled with '10/08/1958'), and Sex (filled with 'Male').

The “Address Details” section requires the address where payment will be sent.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows a web form titled "Payee/Owner Information" on the official website of the Commonwealth of Massachusetts. The page has a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a progress indicator with four steps: the first two are completed (checked), the third is the current step (highlighted), and the fourth is not started. The form content includes a question: "Do you operate as an Individual or Business ? *". There are two radio button options: "Individual" (selected) and "Business". Below this are two expandable sections: "> Individual Details" and "v Address Details". Under "Address Details", there is a text input field for "Address *", which contains the text "123 Sandwich Road Wareham MA 02571". A small blue pencil icon is visible at the end of the input field.

The "Contact Details" section requires the following contact information about the payee:

- Phone Number
- Re-enter Phone Number
- Phone Type
- Email
- Re-enter Email
- Preferred method of contact
- Preferred language

Select **Validate Your Information** when you have completed the "Payee/Owner Information" as an Individual.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows the 'Payee/Owner Information' form on the MA Housing Assistance Application Reference Guide website. The form is for an individual and includes the following fields:

- Do you operate as an Individual or Business? *
 - Individual
 - Business
- > Individual Details
- > Address Details
- ▼ Contact Details
 - Phone number * (222) 555-7788
 - Re-enter Phone Number * (222) 555-7788
 - Phone Type *
 - Mobile
 - Home
 - Email * zelustraining18@yopmail.com
 - Re-enter Email * zelustraining18@yopmail.com
 - Preferred method of contact * Email
 - Preferred language * English

Buttons: PREVIOUS, VALIDATE YOUR INFORMATION

If you selected **Business**, you must fill out several sections. The sections are:

- Business Details
- Business Registered Address

The "Business Details" section requires the following general information about the business:

- Payee Legal Name
- EIN/TIN as Registered with IRS
- Re-Enter EIN/TIN as Registered with IRS



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

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

Payee/Owner Information

✓ — ✓ — ○ — ●

Payee/Owner Information

Do you operate as an Individual or Business ? *

Individual Business

Business Details

Payee Legal Name *

Wareham Rental

EIN/TIN as Registered with IRS * ⓘ

222334444

Re-Enter EIN/TIN as Registered with I...

222334444

The “Business Registered Address” Section requires the following contact information about the business:

- Business Phone Number
- Re-Enter Business Phone Number
- Address

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as a Business.



Setting Up Your Profile: Setting up a Payee as a Business Property Manager

The screenshot shows the 'Payee/Owner Information' form. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows four steps, with the first two completed (indicated by blue checkmarks) and the current step, 'Payee/Owner Information', highlighted. The form title is 'Payee/Owner Information'. The first question is 'Do you operate as an Individual or Business? *' with radio buttons for 'Individual' and 'Business' (selected). Below this is a link for '> Business Details'. The next section is 'Business Registered Address' with a dropdown arrow. It contains two input fields for 'Business Phone Number *' and 'Re-Enter Business Phone Number *', both containing '(222) 555-7788'. Below these is an 'Address *' field containing '123 Sandwich Road Wareham MA 02571'. At the bottom, there are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

If your validation is successful, you will receive a Validate your Information success screen. Select **Next** to when your information has been verified.

The screenshot shows the 'Validate your Information' success screen. The title is 'Validate your Information'. Below the title is a green checkmark icon followed by the text: 'Your information has been successfully validated. Please click "Next" to save the information.' At the bottom, there are two buttons: 'UPDATE INFO AND RETRY' and 'NEXT'.

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

- Proof of Identity

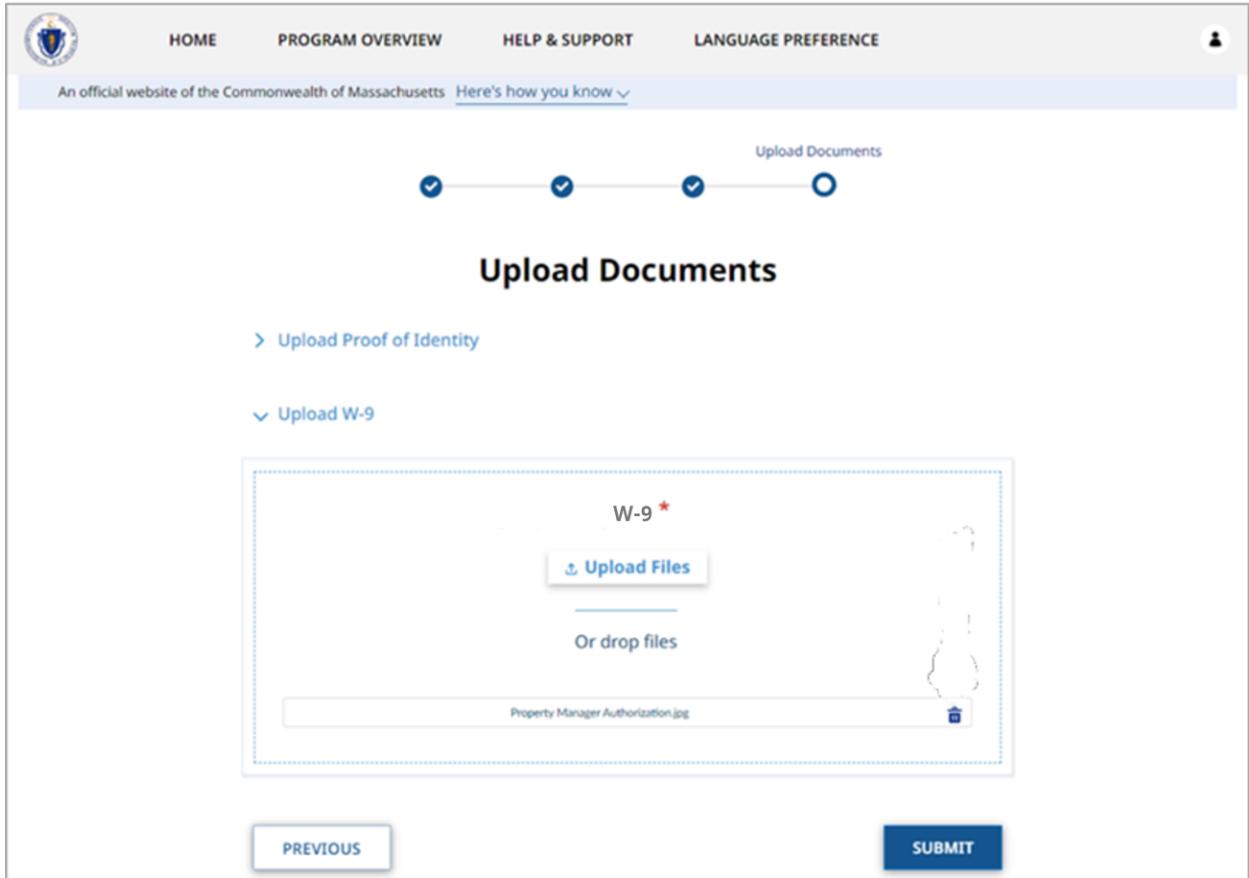


Setting Up Your Profile: Setting up a Payee as a Business Property Manager

- W-9

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 **Submit** when you have completed the “Upload Documents” page to finalize your Payee information.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

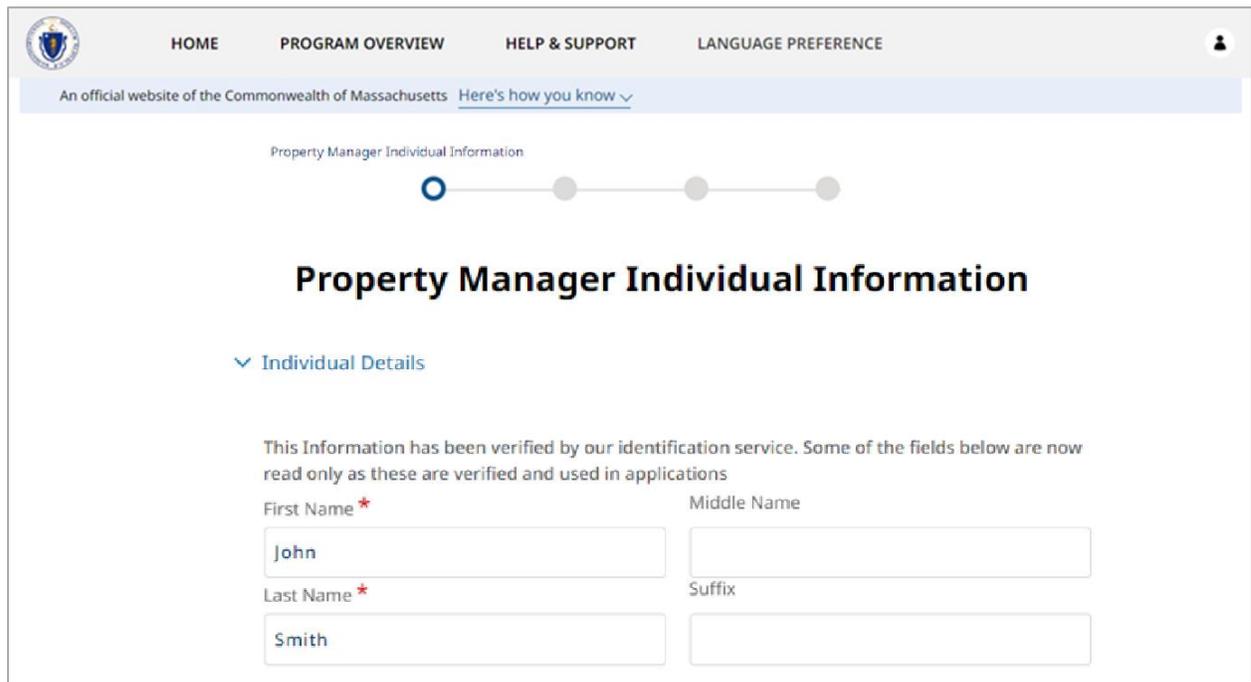
Setting up a Payee as an Individual Property Manager

If you created your account as an Individual Property Manager, you will be brought to the “Property Manager Individual Information” page.

The “Property Manager Individual Information” page gets general information about the property manager/property management company and is made up of several sections.

The “Individual Details” section requires the following:

- First Name
- Last Name



The screenshot shows the "Property Manager Individual Information" page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, there is a header for "Property Manager Individual Information" with a progress indicator showing four steps, with the first step being active. The main heading is "Property Manager Individual Information". Underneath, there is a section titled "Individual Details" with a dropdown arrow. A note states: "This Information has been verified by our identification service. Some of the fields below are now read only as these are verified and used in applications". The form contains four input fields: "First Name" (with a red asterisk) containing "John", "Middle Name", "Last Name" (with a red asterisk) containing "Smith", and "Suffix".

The “Address Details” section contains the address for the property manager.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot shows a web form titled "Property Manager Individual Information". At the top, there is a navigation bar with links for "HOME", "PROGRAM OVERVIEW", "HELP & SUPPORT", and "LANGUAGE PREFERENCE". Below the navigation bar, there is a sub-header "Property Manager Individual Information" with a progress indicator consisting of four circles, the first of which is filled. The main title "Property Manager Individual Information" is centered. Below the title, there are two expandable sections: "> Individual Details" and "v Address Details". The "Address" field is expanded, showing the text "1113 Shadetree Ln, Allen, TX 75013, USA" with a red asterisk and an information icon to its left, and a blue pencil icon to its right.

The "Contact Details" section contains contact information for the property manager, and requires the following information:

- Phone Number
- Re-enter Phone Number
- Phone Type
- Email
 - This field will be automatically filled in with the information entered from the account creation process
- Re-enter Email
 - This field will be automatically filled in with the information entered from the account creation process
- Preferred method of contact
- Preferred language

Select **Next** when you have completed the "Property Manager Business Information" page.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot shows a web form titled "Property Manager Individual Information" on the official website of the Commonwealth of Massachusetts. The page has a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a sub-header "Property Manager Individual Information" with a progress indicator showing four steps, with the first step being active. The main heading is "Property Manager Individual Information". On the left side, there are three expandable sections: "Individual Details", "Address Details", and "Contact Details". The "Contact Details" section is expanded, showing the following fields:

- Phone number * (214) 555-1212
- Re-enter Phone Number * (214) 555-1212
- Phone Type * (Radio buttons for Mobile and Home, with Mobile selected)
- Email * llpropmanagerind@yopmail.com
- Re-enter Email * llpropmanagerind@yopmail.com
- Preferred method of contact * (Dropdown menu with "Email" selected)
- Preferred language * (Dropdown menu with "English" selected)

A blue "NEXT" button is located at the bottom right of the form.

The "Upload Documents" page requires you to upload the Property Manager Authorization.

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.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

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

Upload Documents

Upload Documents

Upload Documents

Upload Property Manager Authorization

Property Manager Authorization *

Upload Files

Or drop files

Property Manager Authorization.jpg

PREVIOUS NEXT

The “Payee/Owner Information” page collects information about property owner to received payment, and first requires you to select if you operate as an individual or as a business.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

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

Payee/Owner Information

Payee/Owner Information

Do you operate as an Individual or Business ? *

Individual Business

If you selected **Individual**, you must fill out several sections. The sections are:

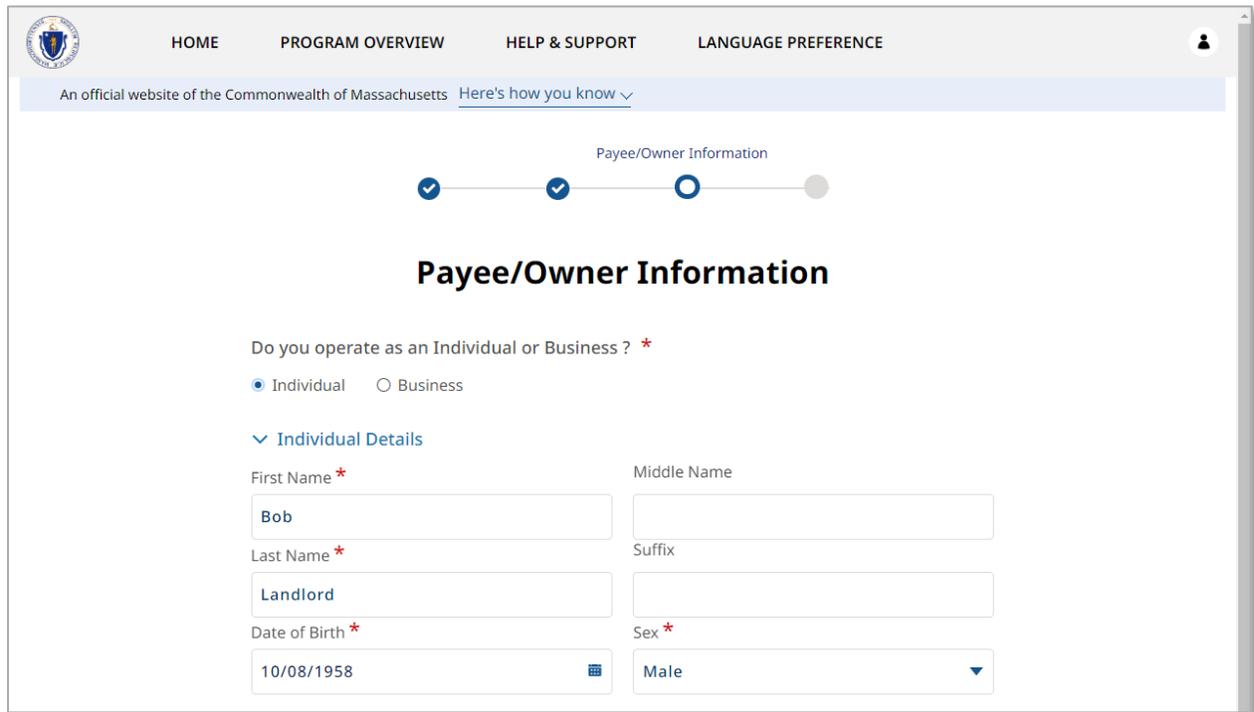
- Individual Details
- Address Details
- Contact Details



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The “Individual Details” section requires the following general information about the individual who owns the property:

- First Name
- Last Name
- Date of Birth
- Sex



The screenshot displays a web application interface for setting up a profile. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a header indicates it is an official website of the Commonwealth of Massachusetts. The main content area features a progress indicator with four steps, where the second step, 'Payee/Owner Information', is currently active. The form title is 'Payee/Owner Information'. The first question is 'Do you operate as an Individual or Business? *', with 'Individual' selected. Under the 'Individual Details' section, there are input fields for First Name (filled with 'Bob'), Middle Name, Last Name (filled with 'Landlord'), Suffix, Date of Birth (filled with '10/08/1958'), and Sex (filled with 'Male').

The “Address Details” section requires the address where payment will be sent.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot shows the 'Payee/Owner Information' section of a web application. At the top, there is a navigation bar with links for 'HOME', 'PROGRAM OVERVIEW', 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. Below the navigation bar, there is a header for 'Payee/Owner Information' with a progress indicator showing four steps, with the first two completed. The main heading is 'Payee/Owner Information'. The form contains a question: 'Do you operate as an Individual or Business ? *'. There are two radio buttons: 'Individual' (selected) and 'Business'. Below this, there are two expandable sections: '> Individual Details' and '∨ Address Details'. Under 'Address Details', there is a text input field for 'Address *' with a red asterisk and a blue information icon. The address entered is '123 Sandwich Road Wareham MA 02571'. There is a blue pencil icon to the right of the input field.

The “Contact Details” section requires the following contact information about the payee:

- Phone Number
- Re-enter Phone Number
- Phone Type
- Email
- Re-enter Email
- Preferred method of contact
- Preferred language

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as an Individual.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot shows the 'Payee/Owner Information' form on the MA Housing Assistance Application Reference Guide website. The form is for an individual property manager and includes the following sections and fields:

- Navigation:** HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE. A user profile icon is in the top right.
- Progress:** A progress bar with four steps. The first two are completed (checked), and the third is the current step (highlighted).
- Title:** Payee/Owner Information
- Question:** Do you operate as an Individual or Business? *
 - Individual
 - Business
- Expandable Sections:**
 - > Individual Details
 - > Address Details
 - ▼ Contact Details
- Form Fields:**
 - Phone number * (222) 555-7788
 - Re-enter Phone Number * (222) 555-7788
 - Phone Type *
 - Mobile
 - Home
 - Email * zelustraining18@yopmail.com
 - Re-enter Email * zelustraining18@yopmail.com
 - Preferred method of contact * Email (dropdown)
 - Preferred language * English (dropdown)
- Buttons:** PREVIOUS, VALIDATE YOUR INFORMATION

If you selected **Business**, you must fill out several sections. The sections are:

- Business Details
- Business Registered Address

The "Business Details" section requires the following general information about the business:

- Payee Legal Name
- EIN/TIN as Registered with IRS
- Re-Enter EIN/TIN as Registered with IRS



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

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

Payee/Owner Information

Do you operate as an Individual or Business ? *

Individual Business

Business Details

Payee Legal Name *

Wareham Rental

EIN/TIN as Registered with IRS * ⓘ

222334444

Re-Enter EIN/TIN as Registered with I...

222334444

The “Business Registered Address” Section requires the following contact information about the business:

- Business Phone Number
- Re-Enter Business Phone Number
- Address

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as a Business.



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

The screenshot shows the 'Payee/Owner Information' form. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows four steps, with the first two completed. The main heading is 'Payee/Owner Information'. The form asks 'Do you operate as an Individual or Business?' with radio buttons for 'Individual' and 'Business' (selected). Below this, there are expandable sections for 'Business Details' and 'Business Registered Address'. The 'Business Registered Address' section contains two input fields for 'Business Phone Number' and 'Re-Enter Business Phone Number', both containing '(222) 555-7788'. Below these is an 'Address' field containing '123 Sandwich Road Wareham MA 02571'. At the bottom of the form, there are two buttons: 'PREVIOUS' and 'VALIDATE YOUR INFORMATION'.

If your validation is successful, you will receive a Validate your Information success screen. Select **Next** to when your information has been verified.

The screenshot shows the 'Validate your Information' success screen. The main heading is 'Validate your Information'. Below the heading, there is a green checkmark icon followed by the text: 'Your information has been successfully validated. Please click "Next" to save the information.' At the bottom of the screen, there are two buttons: 'UPDATE INFO AND RETRY' and 'NEXT'.

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

- Proof of Identity



Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

- W-9

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 **Submit** when you have completed the “Upload Documents” page to finalize your Payee information.

The screenshot displays the 'Upload Documents' page on the Commonwealth of Massachusetts website. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress bar indicates the current step is 'Upload Documents', which is the fourth of four steps. The main heading is 'Upload Documents'. There are two expandable sections: 'Upload Proof of Identity' and 'Upload W-9'. The 'Upload W-9' section is expanded, showing a file upload area. The area contains a 'W-9' label with a red asterisk, an 'Upload Files' button, and the text 'Or drop files'. A file named 'Property Manager Authorization.jpg' is shown in the drop area. At the bottom of the page, there are 'PREVIOUS' and 'SUBMIT' buttons.



Setting Up Your Profile: Set up Properties

Set up Properties

Properties are the properties you manage or own. This information is collected over several pages.

Select **Properties** to begin filling out the property information.

The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a banner area displays the user's name, "Hello, Train PMTwo.", and a large heading: "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". A text box below the banner explains that the portal allows landlords to set up their profile for reuse across multiple applications. The main content area is divided into two columns. The left column, titled "Your Profile", shows the user's name "Train PMTwo" and three buttons: "PAYEE" (with a green checkmark), "PROPERTIES" (with a minus sign and a yellow arrow pointing to it), and "PAYMENT METHODS" (with a minus sign). The right column, titled "Application Actions", contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom of the right column, there is a section for "Program Information".

The "Property Information" page allows you to add new properties, as well as listing out all previously created properties to your account. Note that the list will be empty until the first property has been added.



Setting Up Your Profile: Set up Properties

Select **Add Property** to add a new property.

Property Name	Property Address	Owner	Active
Happy Town A...	125 MILK STBO...	Renting Friends	<input checked="" type="checkbox"/>

ADD PROPERTY

The “Property Details” page collects information about a single property, and requires the following information:

- Property Name
- Property Address

If you created your account as a Property Manager, you must also provide the following information:

- Owner
 - These may only be selected from the list of owners created in the Payee section of the account.

Select **Confirm Address** when you have completed the “Property Details” page



Setting Up Your Profile: Set up Properties

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Property Details

Property Details

Property Information

Owner

Renting Friends

Property Name *

Happy Town Apartments

Property Address *

125 Milk St, Boston, MA 02110, USA

PREVIOUS CONFIRM ADDRESS

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 US Postal Service Format**. Select **Use the Address You Entered** only if the USPS recommended address is inaccurate.

Select **Validate Property** once you have confirmed the address.



Setting Up Your Profile: Set up Properties

Confirm Property Address

To serve you quickly, we want to confirm your address

You Entered:	USPS Address Recommended Format (US Postal Service):
125 Milk Street	125 MILK ST
Boston	BOSTON
MA	MA
02110	02109 -

Address Selected: *

USE THE ADDRESS YOU ENTERED USE THE US POSTAL SERVICE FORMAT

PREVIOUS VALIDATE PROPERTY

The “Upload Documents” page requires you to upload the following information:

- Property Ownership Document
 - This may be a digital copy of the deed or other proof that the property is owned by the individual entered

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 **Submit** to finalize the “Properties” section of your account.



Setting Up Your Profile: Set up Properties

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Upload Documents

Upload Documents

Upload Documents

Upload Property Details

Property ownership Document *

Upload Files

Or drop files

Property Ownership Document.jpg

PREVIOUS SUBMIT



Setting Up Your Profile: Set up Payment Methods

Set up Payment Methods

The “Payment Method” is how the Payee will receive any payment from a tenant’s application for housing assistance. This information is collected over several pages.

Select **Payment Methods** to begin adding a new payment method.

The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a banner reads "Hello, Train PMTwo." and "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". A message states: "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." The main content area is divided into two columns. The left column, titled "Your Profile", shows the user's name "Train PMTwo" and three status indicators: "PAYEE" (checked), "PROPERTIES" (checked), and "PAYMENT METHODS" (unchecked). A yellow arrow points to the "PAYMENT METHODS" indicator. The right column, titled "Application Actions", contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom right, there is a section for "Program Information".

The “Payment Information” page allows you to add new payment methods, as well as listing out all previously created payment methods to your account. Note that the list will be empty until the first payment method has been added.



Setting Up Your Profile: Set up Payment Methods

Select **Add Payment Method** to add a new payment method.

The screenshot shows the 'Payment Informations' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, there is a progress indicator with three circles; the first circle is filled, indicating the current step. The main heading is 'Payment Informations'. Below this, there is a table with the following data:

Preferred Payment	Account Number or Chec...	Active
Check	280 W BROADWAY BO...	<input checked="" type="checkbox"/>

At the bottom right of the table, there is a blue button labeled 'ADD PAYMENT METHOD'.

The “Payment Information” page collects information on how your Payee will receive payment and is made up of several sections.

The “Payment Details” section requires the following information:

- Preferred Method of Payment
- Payment Method Nickname

The screenshot shows the 'Payment Information' page. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, there is a progress indicator with three circles; the first circle is filled with a checkmark, and the second circle is filled, indicating the current step. The main heading is 'Payment Information'. Below this, there is a section titled 'Payment Details' with a dropdown arrow. The section contains two fields:

Preferred Method of Payment *
ACH

Payment Method Nickname * ⓘ
Account 1

Depending on the “Preferred Method of Payment” selected, you will be required to fill out a second section.

If you chose **ACH** you must enter the following details in the “ACH Details” section:

- Name on the Account



Setting Up Your Profile: Set up Payment Methods

- Account Type
- Account Number
- Re-Enter Account Number
- Routing Number
- Re-Enter Routing Number

The screenshot shows a web form titled "Payment Information" with a progress indicator at the top showing three steps, with the second step (Payment Information) being the active one. The form is divided into two sections: "Payment Details" and "ACH Details".

Payment Details

- Preferred Method of Payment * (Dropdown menu): ACH
- Payment Method Nickname * ⓘ (Text input): Account 1

ACH Details

- Name on the Account (Text input): Train LLThree
- Account Type * (Dropdown menu): Savings
- Account Number * (Text input): 1234567
- Re-Enter Account Number * (Text input): 1234567
- Routing Number * (Text input): 10010101
- Re-Enter Routing Number * (Text input): 10010101

At the bottom of the form, there are two buttons: "PREVIOUS" and "VALIDATE YOUR INFORMATION".

If you selected **Check** you must enter the following details in the “Check Details” section:

- Name
- Address

In either case, select **Validate your Information** when you have completed the “Payment Information” page.



Setting Up Your Profile: Set up Payment Methods

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Payment Information

Payment Information

Payment Information

Payment Details

Preferred Method of Payment *

Payment Method Nickname *

Check Details

Check Addressed To

Address *

PREVIOUS VALIDATE YOUR INFORMATION

If you selected Check, you will be brought to the “Confirm Address” page.

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 US Postal Service Format**. Select **Use the Address You Entered** only if the USPS recommended address is inaccurate.

Select **Submit** once you have confirmed the address to create your payment method.



Setting Up Your Profile: Set up Payment Methods

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Confirm Address

Confirm Address

You Entered:	USPS Address Recommended Format (US Postal Service):
280 West Broadway	280 W BROADWAY
Boston	BOSTON
MA	MA
02127	02127 - 1913

Address Selected: *

USE THE ADDRESS YOU ENTERED USE THE US POSTAL SERVICE FORMAT

PREVIOUS SUBMIT

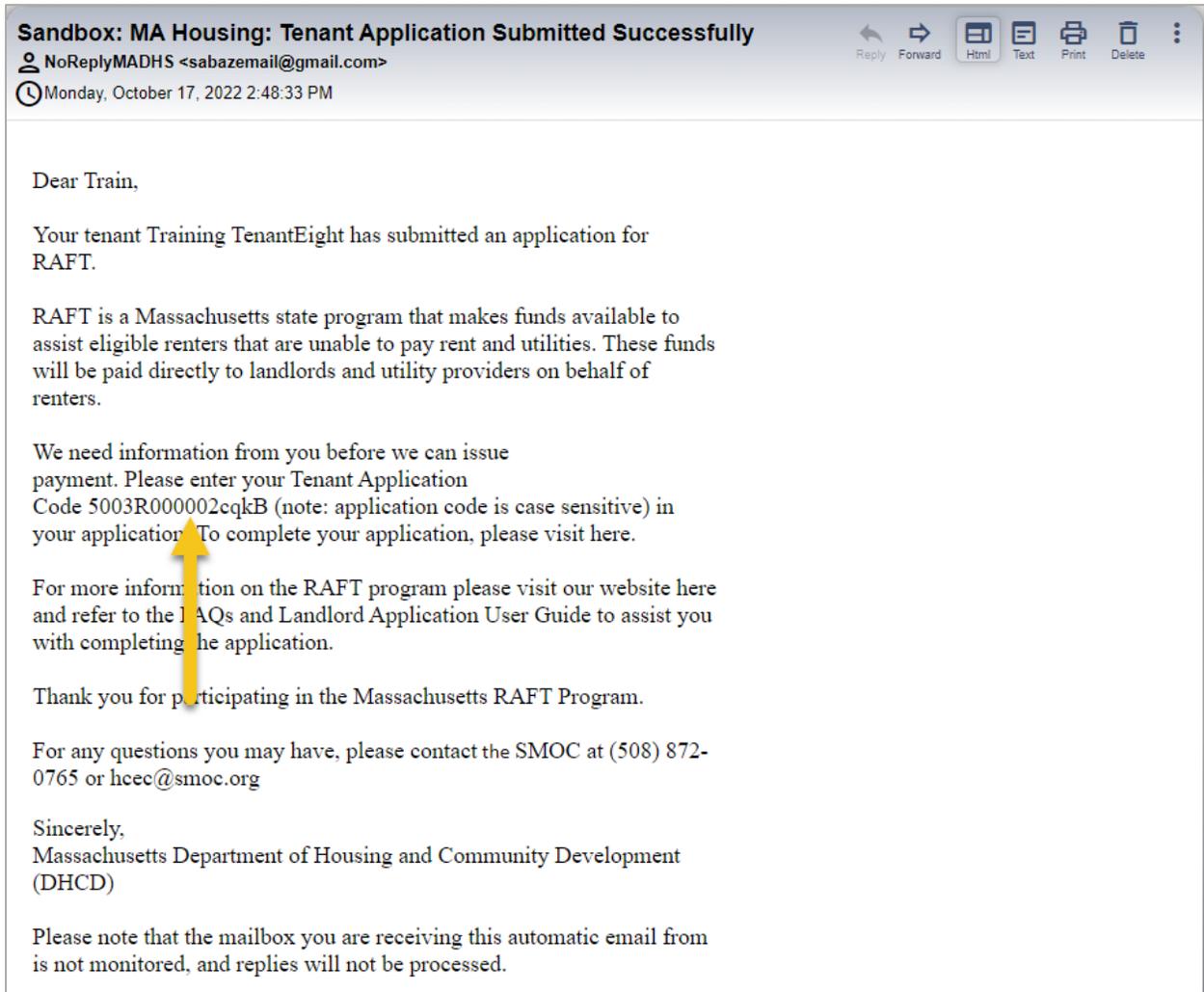


Receiving an Application from a Tenant

Collecting your Tenant Application Code

If one of your tenants applies for housing assistance identifying you as their landlord, you will receive an email notification.

This email provides a Tenant Application Code. You will need this code to complete your portion of the application, so be sure to copy it before moving onward.



Starting a New Application: Application for a tenant in need of assistance

Starting a New Application

Application for a tenant in need of assistance

As a landlord, you can start the application process for one of your tenants in need of housing assistance.

Log in to your landlord account and select the **Start** button to start the application.

The screenshot displays the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a message reads: "An official website of the Commonwealth of Massachusetts. Here's how you know". The main content area features a greeting: "Hello, Train LLThree." followed by a large banner with the text: "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". Below the banner, a message states: "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." The interface is divided into two main sections: "Your Profile" and "Application Actions". The "Your Profile" section shows the user's name "Train LLThree" with an edit icon, and three status indicators: "PAYEE" (checked), "PROPERTIES" (checked), and "PAYMENT METHODS" (checked). A yellow arrow points from the "Your Profile" section to the "Application Actions" section. The "Application Actions" section contains three buttons: "START" (blue), "RESUME/TRACK STATUS" (yellow), and "GET HELP" (white). At the bottom right, there is a "Program Information" section.

Review the "Instructions" page for your understanding, making note of the information you will need to input.

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



Starting a New Application: Application for a tenant in need of assistance

The screenshot shows the 'Instructions' page of the MA Housing Assistance Application Reference Guide. The page has a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 contains a progress indicator with seven steps, the first of which is highlighted. The title 'Instructions' is centered. The text provides instructions for completing the application, including a note about the benefit limit and income eligibility as of August 1, 2022, and a 'NEXT' button at the bottom right.

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

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

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.

Instructions

Instructions

Instructions for Completing the Application

The following application will guide you through the application for RAFT. Note that as of August 1, 2022, the Emergency Housing Payment Assistance program has a benefit limit of \$10,000 and an income eligibility limit of 60% 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:

About your Tenant Information, Property and Payment details for the application

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

NEXT

The “Tenant and Rent Details” page contains several sections detailing your tenant’s general information and the information of the lease.

The first section contains your tenant’s general information, which requires the following items:

- Tenant First Name
- Tenant Last Name
- Tenant Email Address
- Re-Enter Tenant Email Address
- Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application?
 - Selecting **Yes** will require you to enter the Tenant Application Code
- Has the tenant been issued a notice to Quit(NTQ)
- Has an eviction summons been filed
 - Selecting **Yes** will require you to enter the Next Court Hearing Date



Starting a New Application: Application for a tenant in need of assistance

- Note that you can access free mediation to help resolve challenges with your tenant, outside of court by visiting **<https://www.mass.gov/info-details/eviction-diversion-initiative-legal-services-and-mediation#faq:-learn-how-community-mediation-can-help-tenants-stay-in-their-homes>**

- Rental Start Date

Additionally, you can enter the following optional information:

- Rental End Date



Starting a New Application: Application for a tenant in need of assistance

The screenshot shows a web application interface for the Commonwealth of Massachusetts. The top navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. 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." A progress indicator shows six steps, with the first step, "Tenant and Rent Details", marked as complete with a blue checkmark. The main heading is "Tenant and Rent Details". The form contains the following fields and questions:

- Tenant First Name *: Train
- MI: (empty)
- Tenant Last Name *: TenantTwo
- Tenant Email Address *: zelustraining2@yopmail.com
- Re-Enter Tenant Email Address *: zelustraining2@yopmail.com
- Have you received an email confirmation from the MA RAFT/Homebase Program that your tenant submitted an application? *: Yes No
- Has the tenant been issued a notice to Quit (NTQ) *: Yes No
- Has an eviction summons been filed? *: Yes No
- Rental Start Date *: 08-25-2022
- Rental End Date: (empty)

The "Rent Details" section contains general information about your rental agreement, and requires the following information:

- Total Overdue Rent
- Number of Overdue Rent Months
- Does the tenant require the payment of a security deposit at this time?
 - Selecting **Yes** will require you to enter the amount for the security deposit
- Monthly Rent Amount

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



Starting a New Application: Application for a tenant in need of assistance

▼ Rent Details

Total Overdue Rent *

of Overdue Rent Months *

Does the tenant require the payment of a security deposit at this time? * Yes No

Monthly Rent Amount *

The “Payment Details” page contains information about how the payment will be received.

Note that a Payee must have been created for this account, as the options available will only appear if that section is filled out.

The “Payment Details” page requires the following information:

- Landlord/Owner
 - Note that this will be automatically filled out if you created a Payee during your account setup
- Select Payment Method Nickname

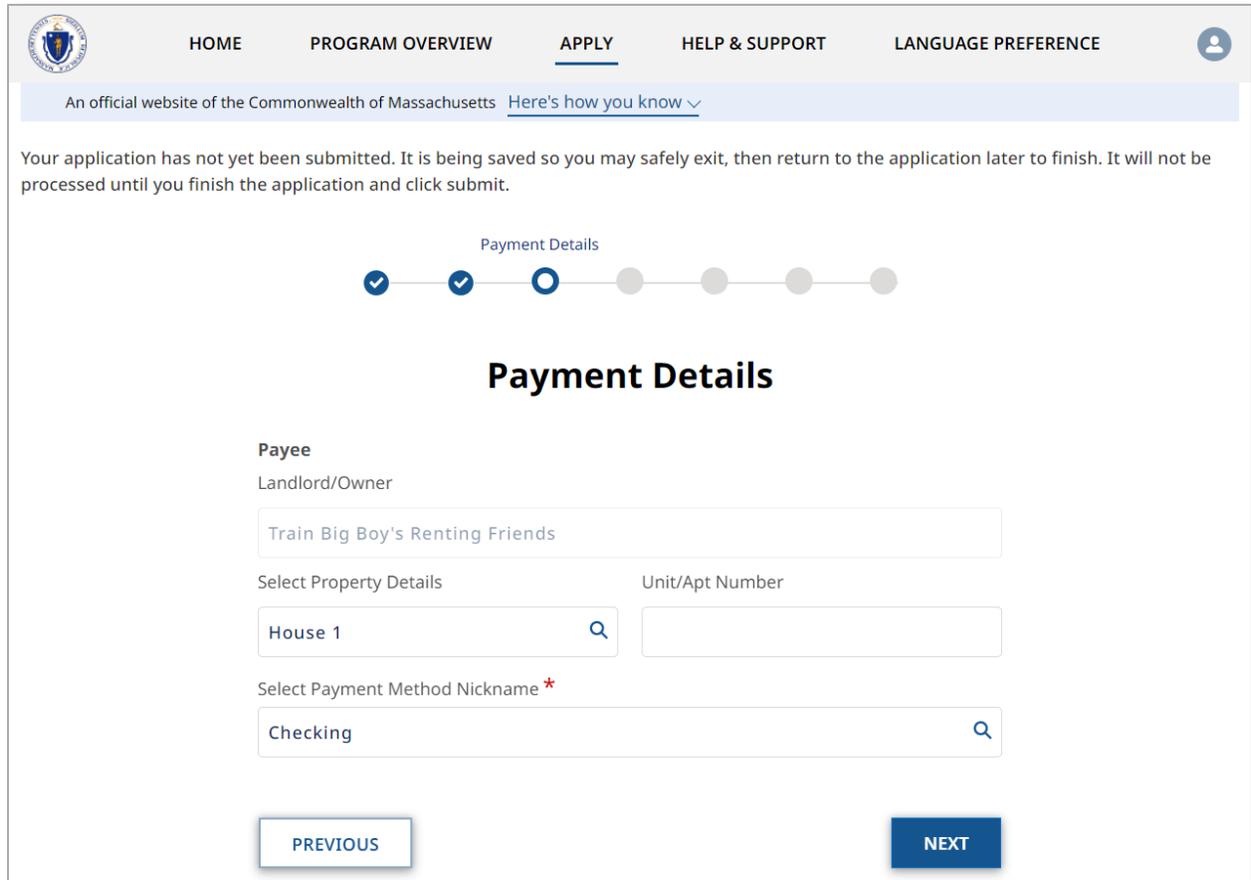
You may also enter the following optional information:

- Select Property Details
- Unit/Apt Number

Select **Next** when you have completed the “Payment Details” page.



Starting a New Application: Application for a tenant in need of assistance



The screenshot shows a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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." A progress indicator shows a sequence of seven steps, with the third step, "Payment Details", currently active and highlighted in blue. The main content area is titled "Payment Details" and contains several form fields: "Payee" (Landlord/Owner) with a dropdown menu showing "Train Big Boy's Renting Friends"; "Select Property Details" (House 1) and "Unit/Apt Number" (empty); and "Select Payment Method Nickname" (Checking). At the bottom of the form, there are two buttons: "PREVIOUS" and "NEXT".

The "Upload Documents" page requires you to upload documents relevant to your rental agreement. This will require the following:

- Verification of Current Housing (which may be any of the following):
 - Lease
 - Tenancy Agreement
 - Tenancy at Will form
 - Other verification of housing such as a letter from the landlord

To upload the document, select the **Upload Files** button.



Starting a New Application: Application for a tenant in need of assistance

The screenshot shows a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a light blue banner contains the text: "An official website of the Commonwealth of Massachusetts [Here's how you know](#)".

The main content area features a progress indicator with seven steps. The first three steps are marked with blue checkmarks, the fourth step is a blue circle with a white checkmark, and the remaining three steps are grey circles. The text "Upload Documents" is centered above the progress indicator.

Upload Documents

Verification of Current Housing

Verification of Current Housing: This can include a signed copy of any one of these:

- Lease, or
- Tenancy Agreement, or
- Tenancy at Will form, or
- Other verification of housing such as a letter from the landlord

Upload Files * ⓘ

 [Upload Files](#)

Or drop files

At the bottom of the page, there are two buttons: "PREVIOUS" (light blue) and "NEXT" (dark blue).

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.



Starting a New Application: Application for a tenant in need of assistance

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

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

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.

Upload Documents

Upload Documents

Verification of Current Housing

Verification of Current Housing: This can include a signed copy of any one of these:

- Lease, or
- Tenancy Agreement, or
- Tenancy at Will form, or
- Other verification of housing such as a letter from the landlord

Upload Files * ⓘ

Upload Files

Or drop files

Proof of Current Housing.jpg

PREVIOUS NEXT

The “Review Application” page shows all of the information that you have entered so far. If any of the summary information is incorrect, select the **Previous** button to go back and correct the information.

Alternatively you may select the incorrect page on the Navigation Bar that the top.

Select **Next** when you have verified that your information is accurate.



Starting a New Application: Application for a tenant in need of assistance

The screenshot shows the 'Review Application' page of the MA Housing Assistance application system. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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'. 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.' Below this is a progress indicator with six steps: the first four are marked with checkmarks, the fifth is a blue circle with a white checkmark, and the sixth is a grey circle. The title 'Review Application' is centered. The main content area is titled 'Please Review Your Information' and includes instructions: 'If any of the below summary information is incorrect please select the previous button to go back to correct the information. If all is correct please select next to sign and submit your application.' The information is organized into sections with expandable headers: 'Landlord/Owner' (Big Boy's Renting Friends), 'Rental Property/Unit Address' (394 OLD SANDWICH RD PLYMOUTH MA 02360-), 'Landlord Phone' (2345555678), 'Landlord Phone Type', 'Landlord Email' (zelustraining13@yopmail.com), and 'Tenant' (Train TenantTwo). At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

The “Sign and Submit” page requires you to mark some statements of affirmation and sign the form.

The “Statements of Affirmations” section covers three stipulations relevant to the application process:

- 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.



Starting a New Application: Application for a tenant in need of assistance

- I have not already received payment for the months of overdue rent and/or future rent listed in this application. If I do receive payment from the tenant or another source for these costs in the future, I will notify the RAA processing this application and return the funds.
- I understand RAFT can only pay up to \$10,000 for overdue rent arrears and up to one month of future rent.

The screenshot shows the 'Sign and Submit' step of the application process. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (highlighted), TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. 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." A progress indicator shows six steps, with the sixth step, 'Sign and Submit', currently active. The main heading is 'Sign and Submit'. Underneath, there is a section titled 'Statements of Affirmations' with three bullet points:

- 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 payment for the months of overdue rent and/or future rent listed in this application. If I do receive payment from the tenant or another source for these costs in the future, I will notify the RAA processing this application and return the funds.
- I understand RAFT can only pay up to \$10,000 for overdue rent arrears and up to one month of future rent.

Next, read through the “Landlord/Property Owner Certification” section until you are asked to electronically sign.

When you have fully read the section, select the **Electronically Sign** button to sign the document.

The screenshot shows a button labeled 'ELECTRONICALLY SIGN' in white text on a blue background. A yellow arrow points to the right of the button. Below the button, there is a red dot followed by the text 'Pending Electronic Signature'.

Select **Next** once you have completed the “Statements of Affirmations” and signed the form.



Starting a New Application: Application for a tenant in need of assistance

Signed By	Signed Date
Big Boy's Renting Friends	09/29/2022

[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).

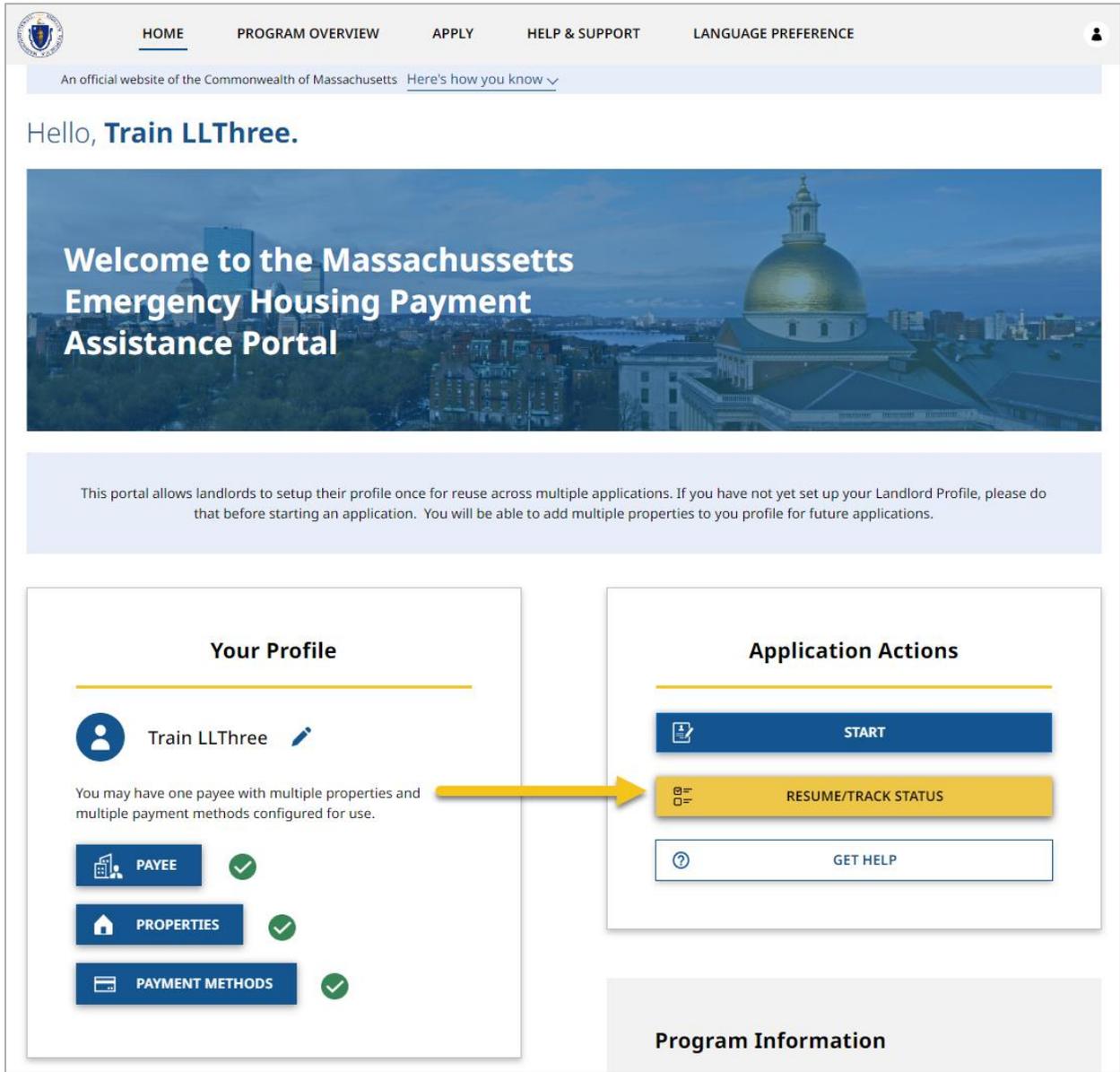
Select **Done** to close out of the page.

The screenshot shows the top navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation is a light blue banner with the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know". The main content area contains a message: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." Below this is a progress indicator consisting of seven circles connected by a line. The first six circles contain a checkmark, and the seventh circle is empty and labeled "Confirmation". A yellow arrow points from the word "Confirmation" in the progress indicator to the word "Confirmation" in the main text below. The main text reads: "Your rental assistance application # 00001359 was submitted. We'll update you on your application status throughout the approval process by email, phone or text message. Refer to application # 00001359 if you contact us. You may also be eligible for free or low-cost legal help or mediation. Click [here](#) to learn more. Thank you!" At the bottom right of the page is a blue button labeled "DONE".



Tracking the Status of your Applications

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/Track Status** button from the "Home" page.



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:



Tracking the Status of your Applications: Application for a tenant in need of assistance

- 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
- Ready for Payment – The application has been approved for payment, but no payment has been issued
- Paid – Payment has been issued
- Closed – The case is finished and can no longer be accessed or edited

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

← Back

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 CASES ALL CASES

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001726 ...

Case Type
Landlord Application

Rental Property

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001463 ...

Case Type
Landlord Application

Rental Property
125 MILK ST, 7, BOSTON, MA 02109-



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 three dots on the right of that application.

The screenshot displays the 'Application Status' page on the MA Housing Assistance website. At the top, there is a navigation menu with links for HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the menu is a breadcrumb trail: 'An official website of the Commonwealth of Massachusetts > Here's how you know >'. A 'Back' button is located on the left. The main heading is 'Application Status'. A light blue box contains a message: '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](#)'. Below this are two buttons: 'RECENT CASES' and 'ALL CASES'. A progress bar shows the stages: 'Not Submitted' (highlighted in yellow), 'Submitted', 'Under Review', 'Ready for Payment', 'Paid', and 'Closed'. Below the progress bar, a specific application is listed with Case Number #00001726, Case Type Landlord Application, and Rental Property. A yellow arrow points to the three dots menu on the right of the application card.

Select **Edit** to continue working on your existing application.



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

HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE

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

Back

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 CASES **ALL CASES**

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001726

Case Type
Landlord Application

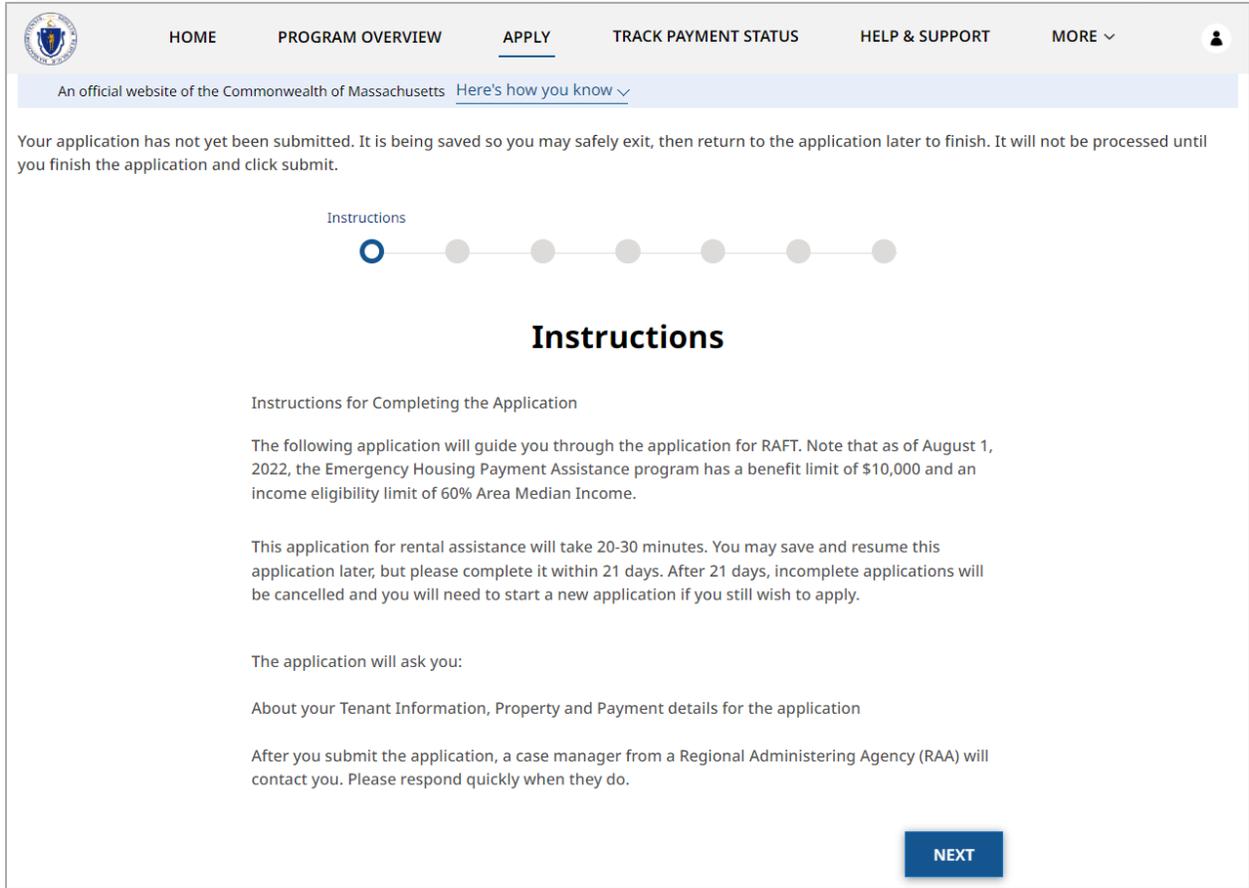
Rental Property

...
Edit
Withdraw

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



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



The screenshot shows a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation menu with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation 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". The main content area displays a progress bar with seven steps, where the first step, labeled "Instructions", is highlighted with a blue circle. Below the progress bar, the heading "Instructions" is centered. The text below reads: "Instructions for Completing the Application", "The following application will guide you through the application for RAFT. Note that as of August 1, 2022, the Emergency Housing Payment Assistance program has a benefit limit of \$10,000 and an income eligibility limit of 60% 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:", "About your Tenant Information, Property and Payment details for the application", and "After you submit the application, a case manager from a Regional Administering Agency (RAA) will contact you. Please respond quickly when they do." At the bottom right of the content area, there is a blue button labeled "NEXT".

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

To withdraw an application that has not yet been submitted select the three dots on the right of that application.



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

HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE

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

← Back

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 CASES ALL CASES

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001726

Case Type
Landlord Application

Rental Property

Select **Withdraw** to withdraw your application.



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

HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE

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

← Back

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 CASES ALL CASES

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001726

Case Type
Landlord Application

Rental Property

Edit
Withdraw

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.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

Withdraw Application

Reason for Withdrawal *

No longer in need of assistance

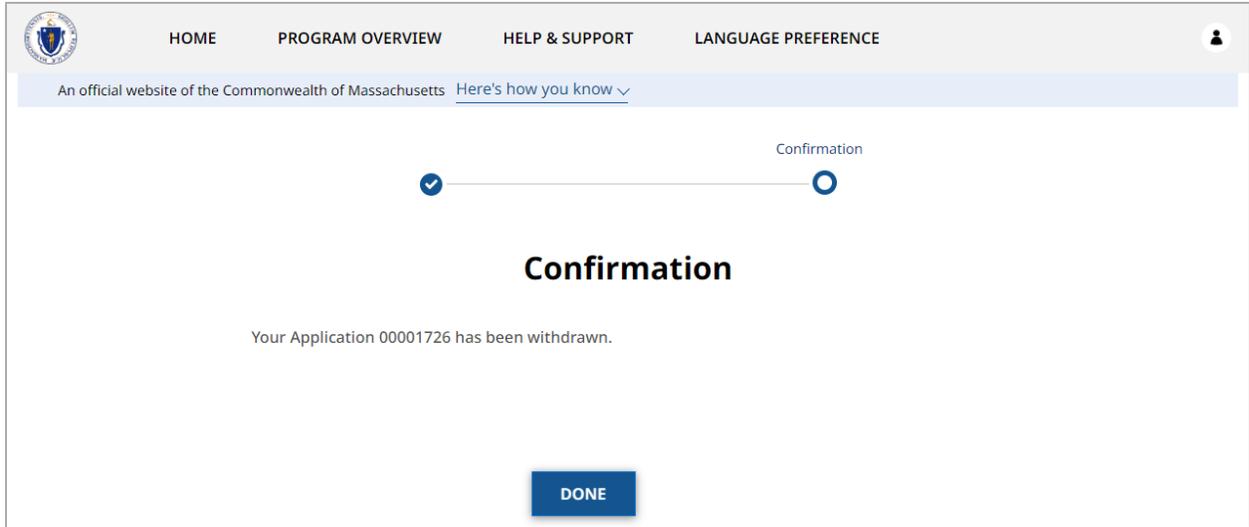
NEXT

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

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

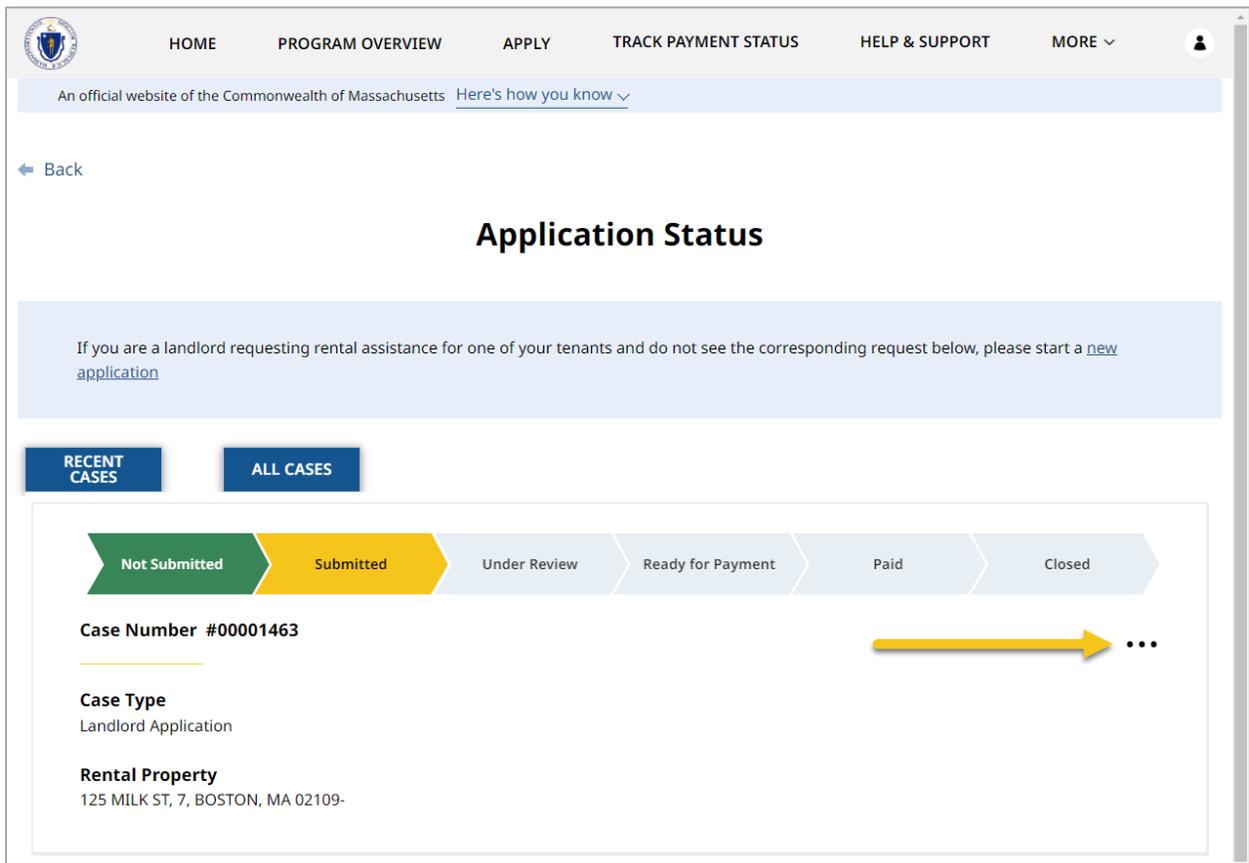


Tracking the Status of your Applications: Reviewing applications that have been submitted



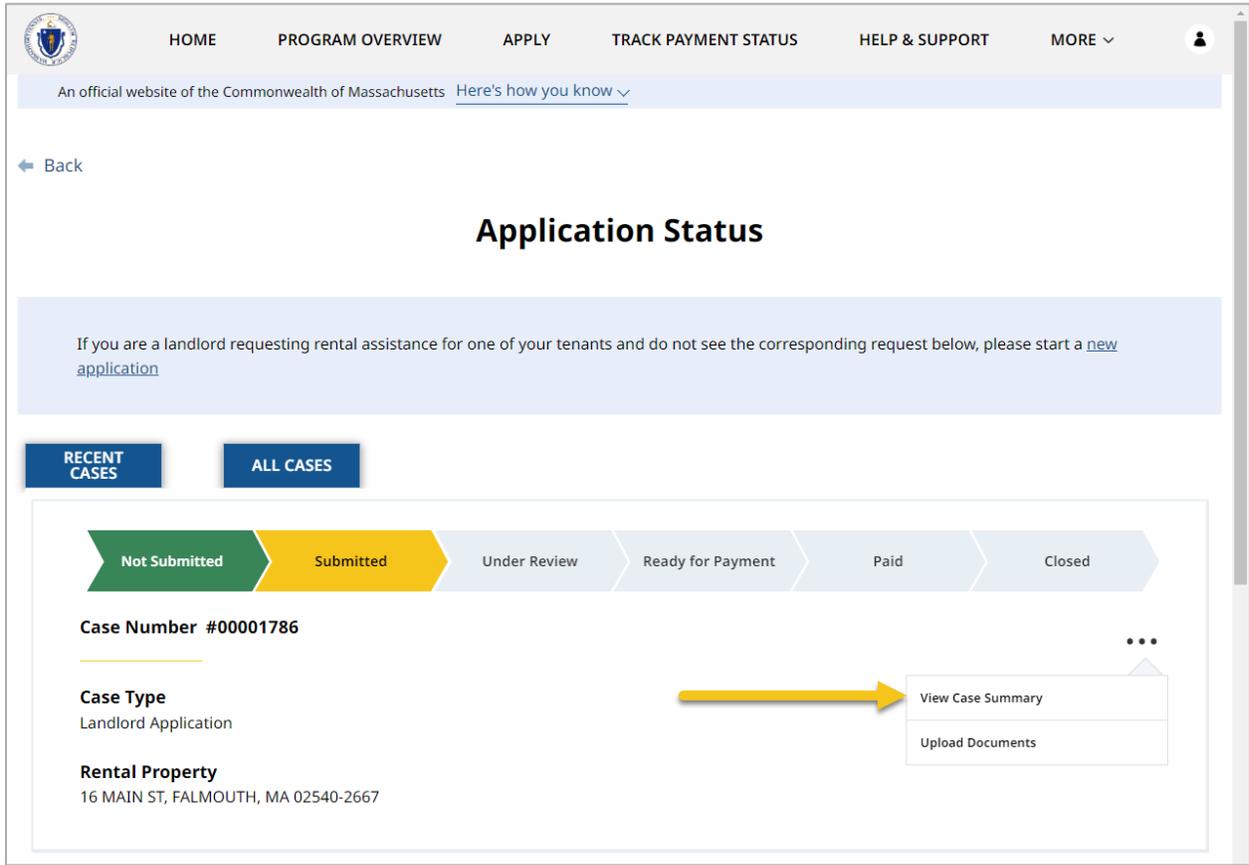
Reviewing applications that **have** been submitted

Applications that have been submitted cannot be edited. However, you can review the information entered during the initial submission by selecting the three dots on the right of that application.



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

Select **View Case Summary** to begin reviewing.



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



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

Case Summary

Case Summary

Individual Name
Train LLThree

Phone
2345559876

Email
zelustraining4@yopmail.com

Rental Property/Unit Address
16 MAIN ST FALMOUTH MA 02540-2667

Tenant
Train TenantFour

Rent Details

Number of Arrea...	Overdue Rent	Monthly Rent Am...	Security Deposit
1	\$510.00		\$255.00

Statements of Affirmations

- 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 payment for the months of overdue rent and/or future rent listed in this application. If I do receive payment from the tenant or another source for these costs in the future, I will notify the RAA processing this application and return the funds.
- I understand RAFT can only pay up to \$7,000 for overdue rent arrears and up to one month of future rent.

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

Signed By
Train LLThree

Signed Date
2022-10-11

DONE

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 three dots on the right of that application.



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

HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE ▾

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

← Back

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 CASES ALL CASES

Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00001463

Case Type
Landlord Application

Rental Property
125 MILK ST, 7, BOSTON, MA 02109-

Select **Upload Documents** to begin uploading.



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

The screenshot shows the 'Application Status' page for case #00001786. The page features a navigation menu at the top with links for HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation menu is a blue banner 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 side. The main heading is 'Application Status'. Below this is a light blue box with the text: '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](#)'. There are two buttons: 'RECENT CASES' and 'ALL CASES'. A progress bar shows the status of the application: '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, the case details are listed: 'Case Number #00001786', 'Case Type Landlord Application', and 'Rental Property 16 MAIN ST, FALMOUTH, MA 02540-2667'. A dropdown menu is open, showing 'View Case Summary' and 'Upload Documents' options. A yellow arrow points to the 'Upload Documents' option.

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 upload a file, select the **Upload Files** button.



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

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

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

Upload Documents

If an RAA has contacted you requesting additional documents, or you have additional documents you would like the RAA to consider when processing your application, please upload documentation using the upload button and select the type of documentation you are providing.

The list of documents already uploaded :

Document Name
CurrentHousing-Proof of Current Housing

[Upload Additional Documents](#)

Upload Files

 [Upload Files](#)

Or drop files

DONE

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** once you have all attachments uploaded.



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

The screenshot shows a web interface for uploading documents. At the top, there is a navigation bar with the following links: HOME, PROGRAM OVERVIEW, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a light blue banner contains the text: "An official website of the Commonwealth of Massachusetts" followed by a link "Here's how you know" with a dropdown arrow. The main heading is "Upload Documents". Below this, a paragraph explains that if an RAA has requested additional documents or if the user has additional documents to be considered, they should be uploaded using the provided button. A section titled "The list of documents already uploaded :" contains a table with two columns: "Document Name" and "CurrentHousing-Proof of Current Housing". Below the table is a link "Upload Additional Documents" with a dropdown arrow. A large dashed box contains the "Upload Files" section, which includes an "Upload Files" button, the text "Or drop files", and a file upload area showing a file named "W9.jpg" with a trash icon. At the bottom of the page is a blue "DONE" button.

HOME PROGRAM OVERVIEW HELP & SUPPORT LANGUAGE PREFERENCE

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

Upload Documents

If an RAA has contacted you requesting additional documents, or you have additional documents you would like the RAA to consider when processing your application, please upload documentation using the upload button and select the type of documentation you are providing.

The list of documents already uploaded :

Document Name
CurrentHousing-Proof of Current Housing

▾ Upload Additional Documents

Upload Files

[Upload Files](#)

Or drop files

W9.jpg

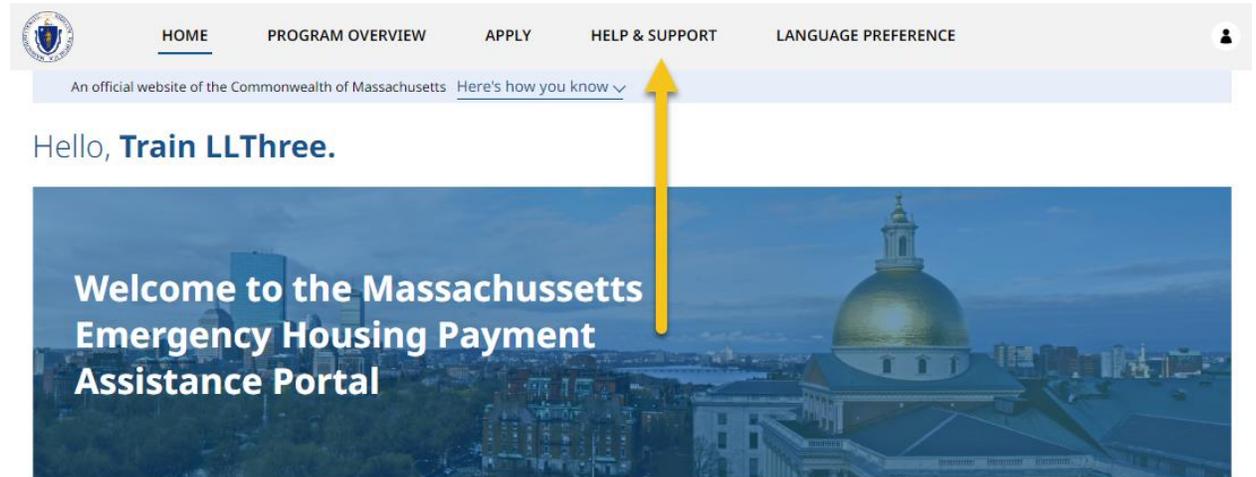
DONE



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.



The assistance page will guide you on the best way to contact your RAA for assistance.

To begin, you must select a community you are a part of, using the **Select a Community** dropdown box. Select the box to begin.

Select a Community:

dhcd
Massachusetts

Regional Admin Agency:

Program Income Eligibility Limits	Household Size	Metropolitan Area:
No Data Currently Available		

Select from the options available.



Troubleshooting: Contacting your RAA

Select a Community:

Regional Admin Agency:

Select your city/town from the drop-down menu

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 DHCD'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:							
		Household Size							
Program	% of AMI	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons
RAFT	50%	\$38,050	\$43,500	\$48,950	\$54,350	\$58,700	\$63,050	\$67,400	\$71,750

Once a community has been selected, you will be given the following information about the RAA:

- Name
- Location
- Phone Number
- Program Eligibility Limits

Contact the RAA to assist you further.

Select a Community:

Regional Admin Agency: [Housing Assistance Corporation](#)
460 West Main Street
Hyannis, MA 02601
508-771-5400
[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 DHCD'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: Barnstable Town, 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%	\$38,050	\$43,500	\$48,950	\$54,350	\$58,700	\$63,050	\$67,400	\$71,750



Resources: Contacting your RAA

Resources

[How Landlords Can Apply for RAFT](#)

[How to Apply for Emergency Housing Payment Assistance \(Tenants\)](#)

