

# Housing Assistance Application Reference Guide

For tenants applying for housing assistance through the  
Massachusetts Emergency Housing Payment Assistance Portal

## Getting Started: Requirements

This guide will take you through applying for housing assistance 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 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:

- A personal email address
- Identification for head of household
- Verification of current housing such as your lease
- Verification of eligible housing crisis such as a notice of eviction

You may also be asked for additional documents depending on your situation, such as a recent pay stub to verify income.

### Terms

This guide will serve as a detailed walkthrough for submitting the tenant application for RAFT. Some common terms used throughout this guide are:

#### **Applicant**

The person who is requesting RAFT assistance, also known as the Tenant.

#### **Advocate**

Anyone who is assisting the Applicant in submitting the application, such as personnel at your RAA or community-based organization, or a close friend/family member.

#### **Tenant**

The person who is requesting RAFT assistance, also known as the Applicant.

#### **Account**

The unique registration identification associated with the person filling out the application, which allows them to complete and track their progress.



Note that if you are an Advocate, that this document uses direct language, using the term “you” throughout. When “you” is used, it is in reference to the Tenant / Applicant. Questions and consents will differ from those seen by applicants who register as Tenants.



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

### What You Will See on The Application

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

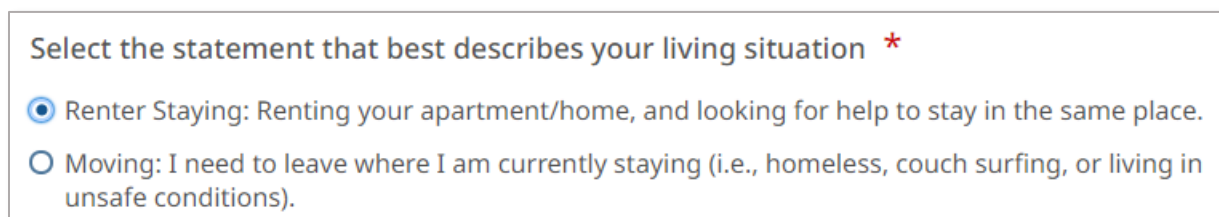
**Text Boxes:** Select into the box and type out a response



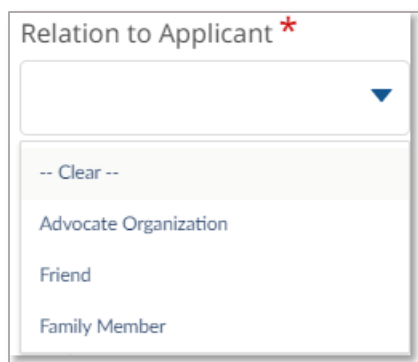
**Buttons:** Select them to navigate to other pages



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



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



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



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

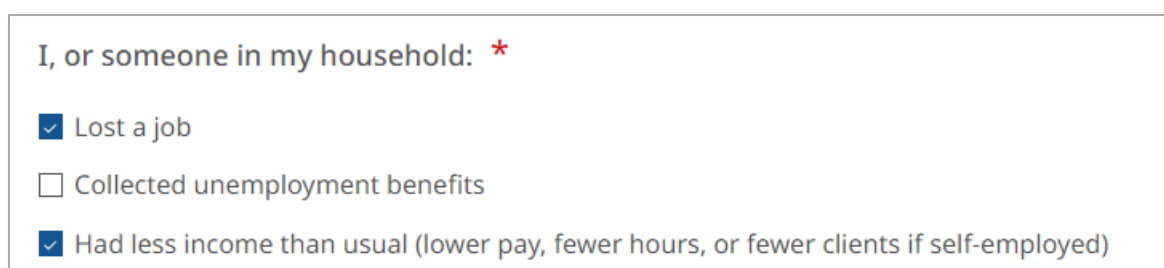


123 Main St, Falmouth, MA 02540, USA

123 Main St, Falmouth, MA 02540, USA  
123 Old Main Road, Falmouth, North Falmouth, MA 02556, USA  
123 North Main Street, Falmouth, MA 02540, USA  
123 West Main Street, Falmouth, MA 02540, USA

powered by Google

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



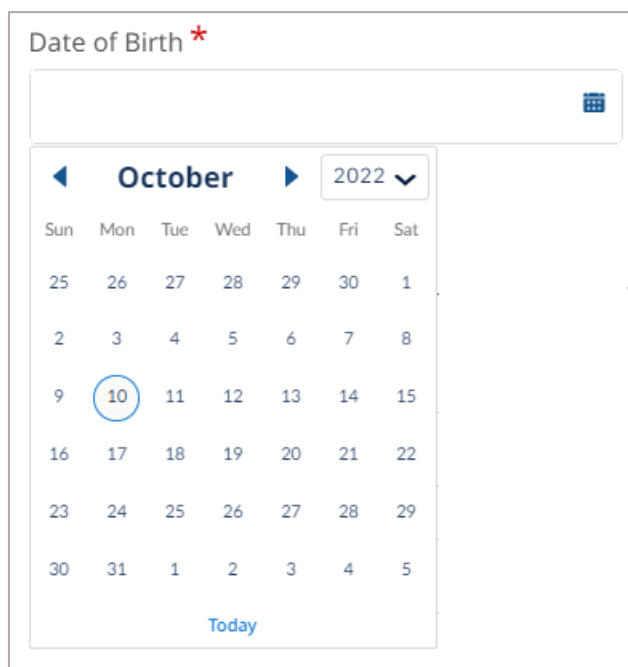
I, or someone in my household: \*

☒ Lost a job

☐ Collected unemployment benefits

☒ Had less income than usual (lower pay, fewer hours, or fewer clients if self-employed)

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



Date of Birth \*

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.



## Getting Started: Uploading Files

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

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

☐ Yes ☐ No

## Uploading Files

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

▼ Proof of Identity

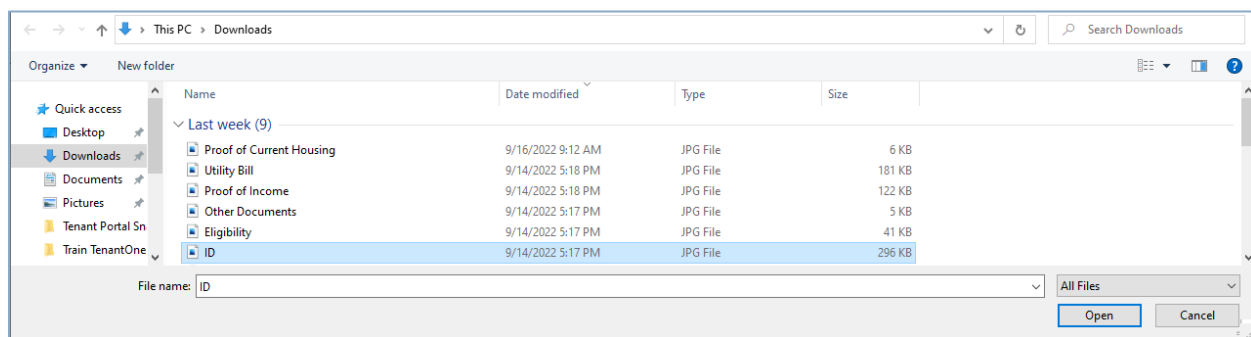
Upload Files or drop files \*

[Upload Files](#)

Or drop files

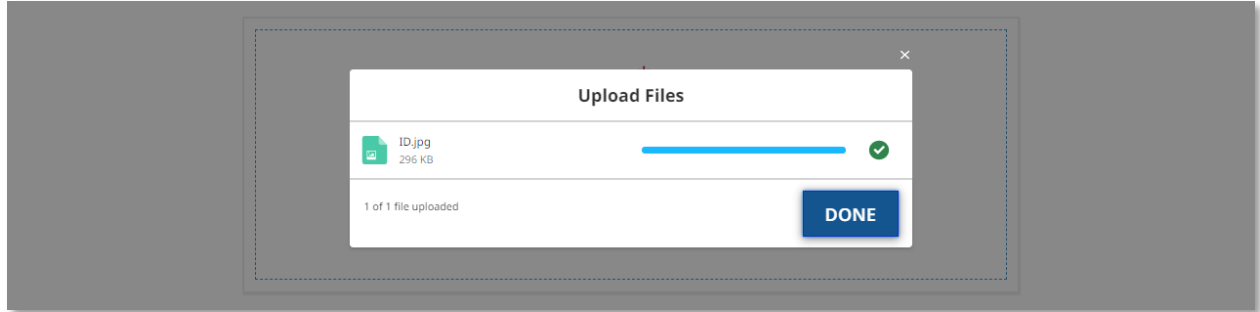
This will allow you to navigate to where the file is saved and select it for upload.

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




## Getting Started: Uploading Files

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



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

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



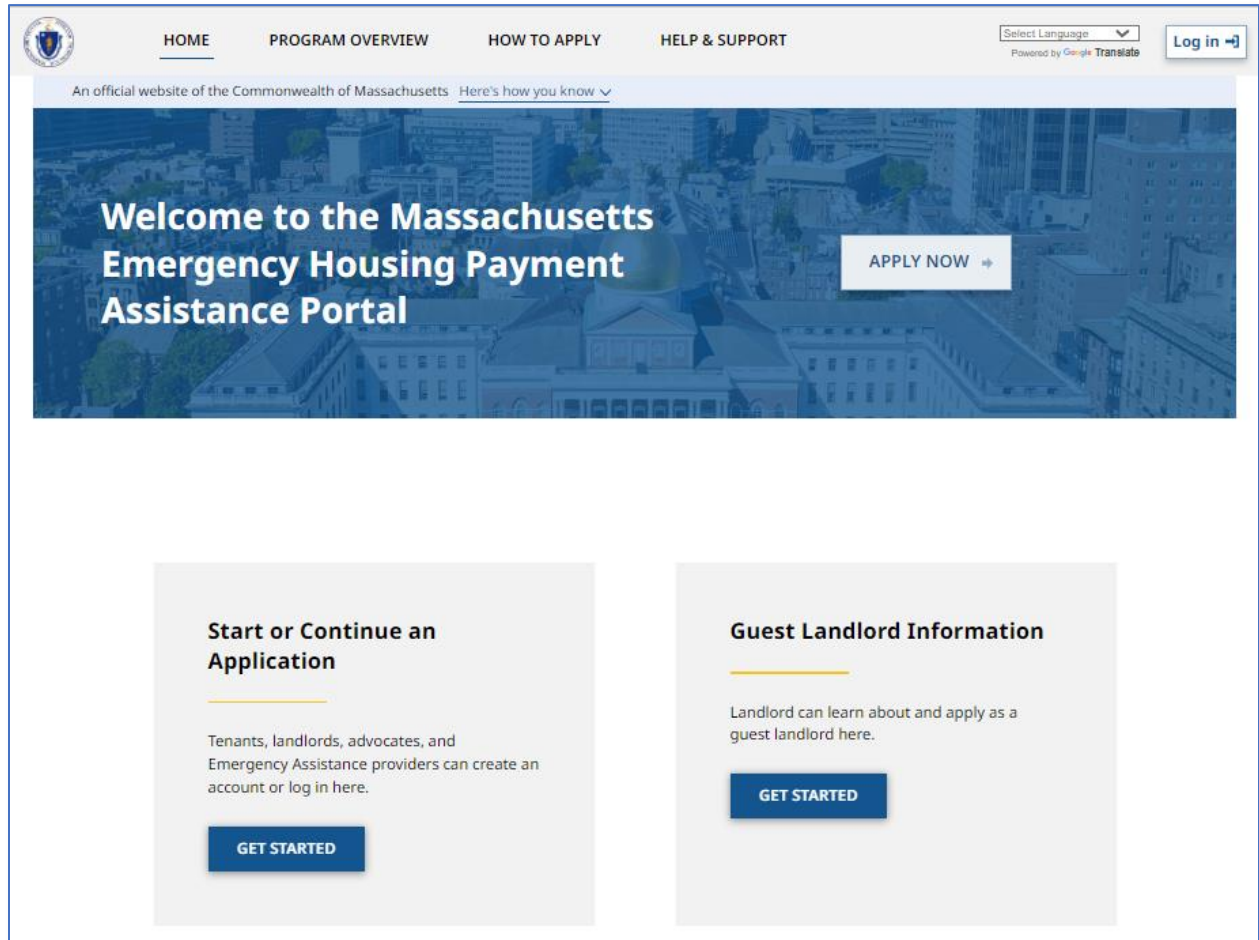


## Registering an Account

### Creation and Login

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

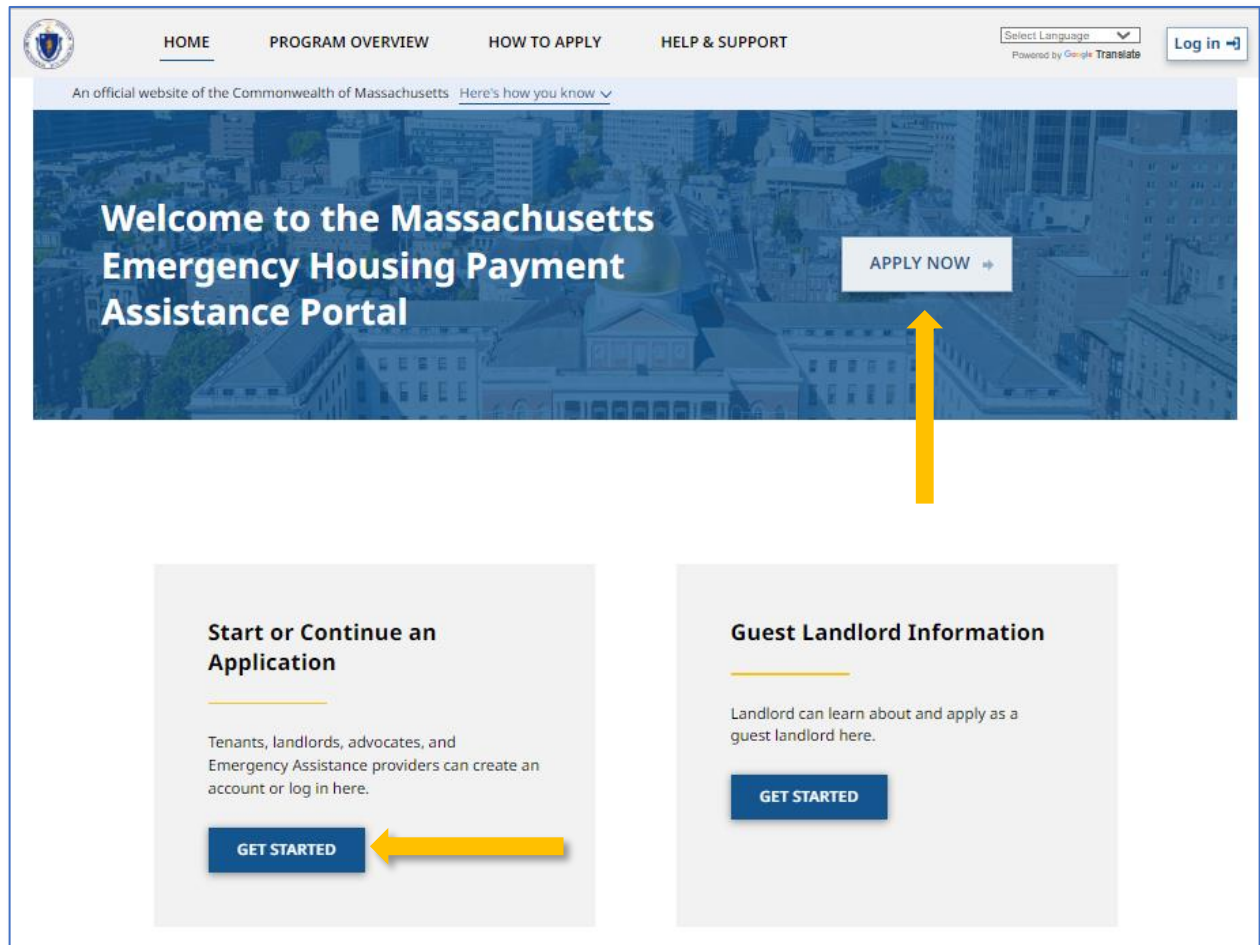
The first step to applying for RAFT assistance is to visit [applyhousinghelp.mass.gov](https://applyhousinghelp.mass.gov)



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**.



## Registering an Account: Creation and Login

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

 | [Apply Housing Help MA](#)




Welcome to the Massachusetts Emergency Housing Payment Assistance Portal.

### Login

\* indicates required field

\*Username


\*Password

☐ I'm not a robot   
reCAPTCHA  
[Privacy](#) - [Terms](#)

**LOG IN**

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

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




Welcome to the Massachusetts Emergency Housing Payment Assistance Portal.

### Login

\* indicates required field

\*Username

\*Password

☐ I'm not a robot   
reCAPTCHA  
[Privacy](#) - [Terms](#)

**LOG IN**

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

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



## Registering an Account: Creation and Login

- First Name
- Last Name
- Email
- Confirm Email
- Preferred language
- Please select the category that best describes your role
  - If you are applying for yourself, choose **Tenant**
  - If you are applying on behalf of someone else, choose **Tenant Advocate**



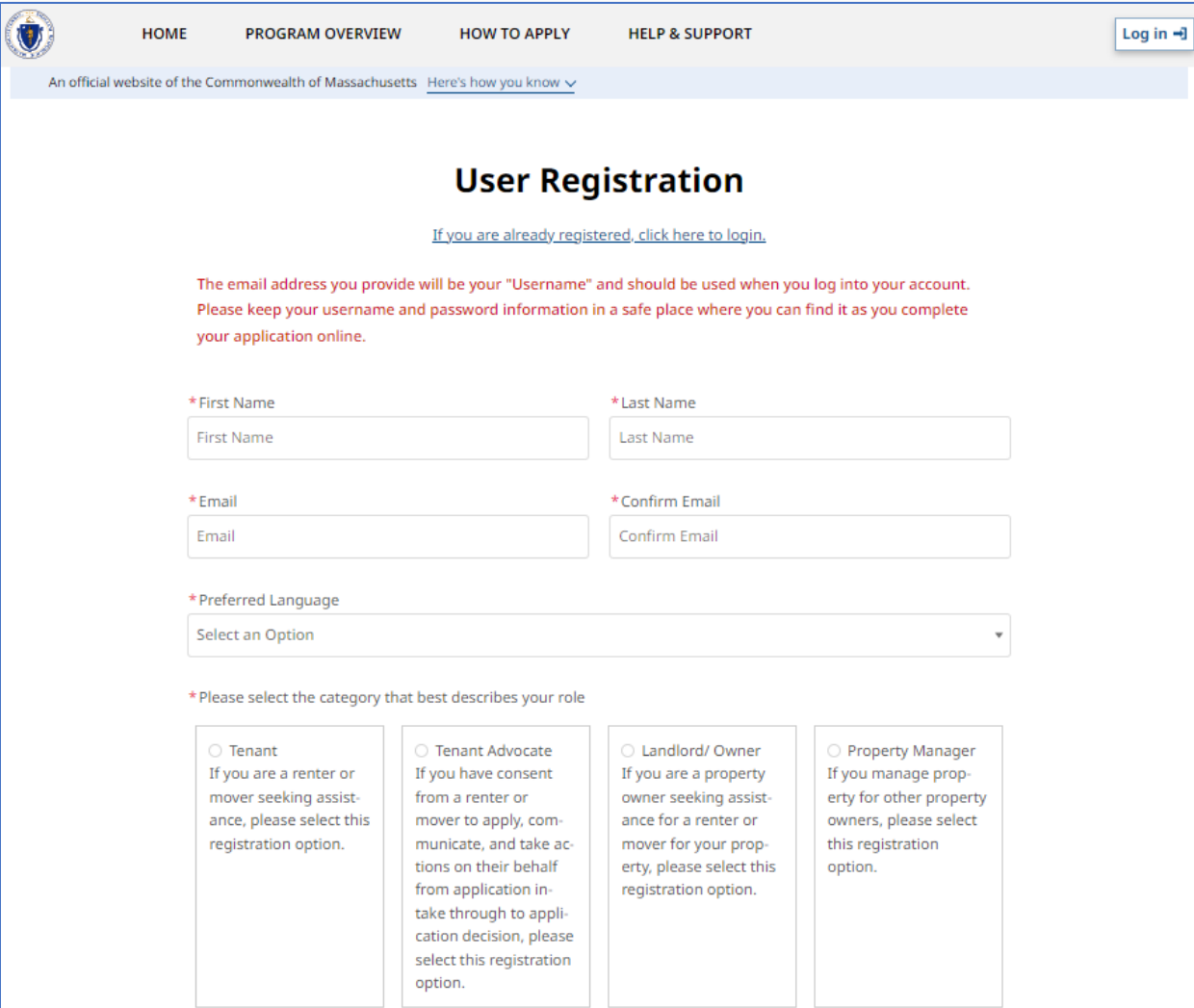
Note that once the user has been designated on this account your name and/or email cannot be changed. Please ensure the email provided is one you always have access to. Any password resets will be sent to this email address. If you do not have an email address, contact your local RAA to assist.

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 of the MA Housing Assistance website. The page has a header with navigation links: HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. A 'Log in' button is in the top right. Below the header, a banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'User Registration'. Below it, a link says 'If you are already registered, click here to login.' A red text block explains that the email address will be the 'Username' and should be kept safe. The registration form includes fields for First Name, Last Name, Email, and Confirm Email. There is a dropdown for Preferred Language and a section for selecting a role: Tenant, Tenant Advocate, Landlord/ Owner, or Property Manager, each with a brief description.

**User Registration**

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

The email address you provide will be your "Username" and should be used when you log into your account. Please keep your username and password information in a safe place where you can find it as you complete your application online.

\* First Name  
First Name

\* Last Name  
Last Name

\* Email  
Email

\* Confirm Email  
Confirm Email

\* Preferred Language  
Select an Option

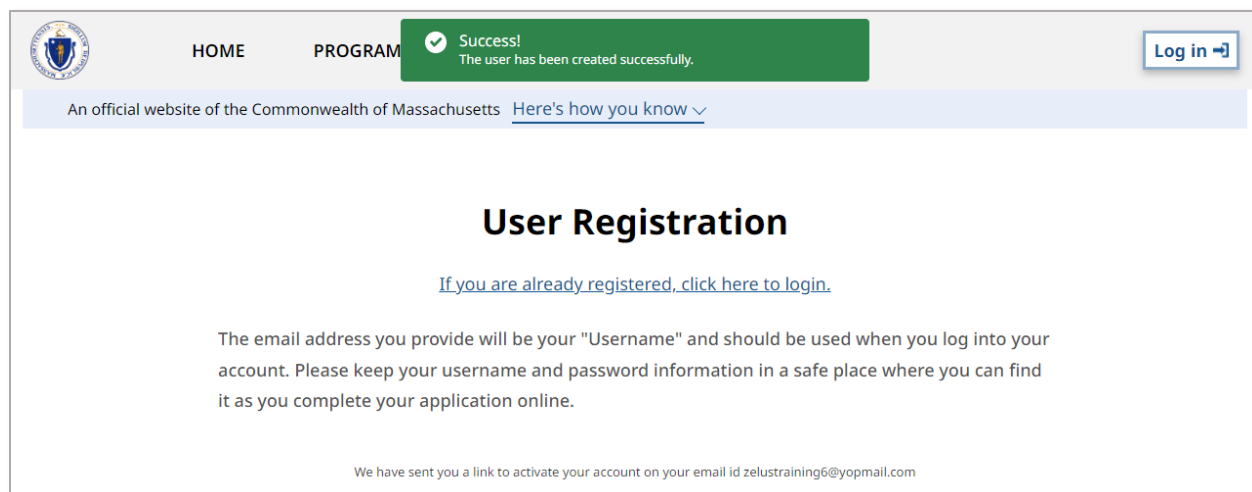
\* Please select the category that best describes your role

- ☐ Tenant  
If you are a renter or mover seeking assistance, please select this registration option.
- ☐ Tenant Advocate  
If you have consent from a renter or mover to apply, communicate, and take actions on their behalf from application intake through to application decision, please select this registration option.
- ☐ Landlord/ Owner  
If you are a property owner seeking assistance for a renter or mover for your property, please select this registration option.
- ☐ Property Manager  
If you manage property for other property owners, please select this registration option.

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.



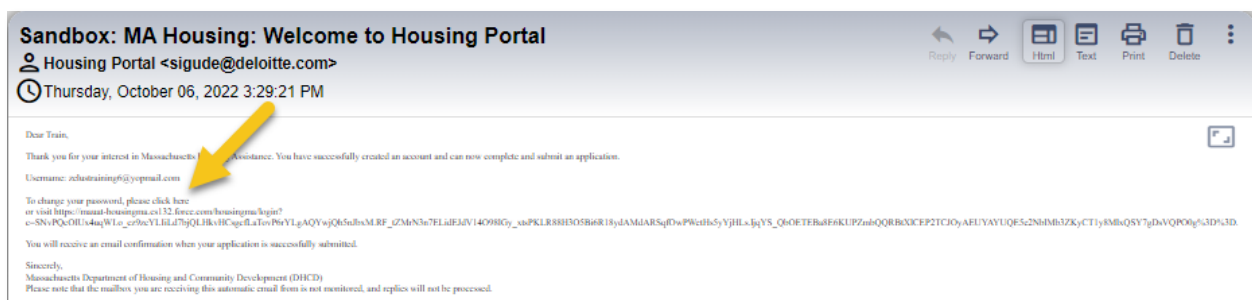
## Registering an Account: Creation and Login



To activate your account, you must navigate to the email inbox 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.



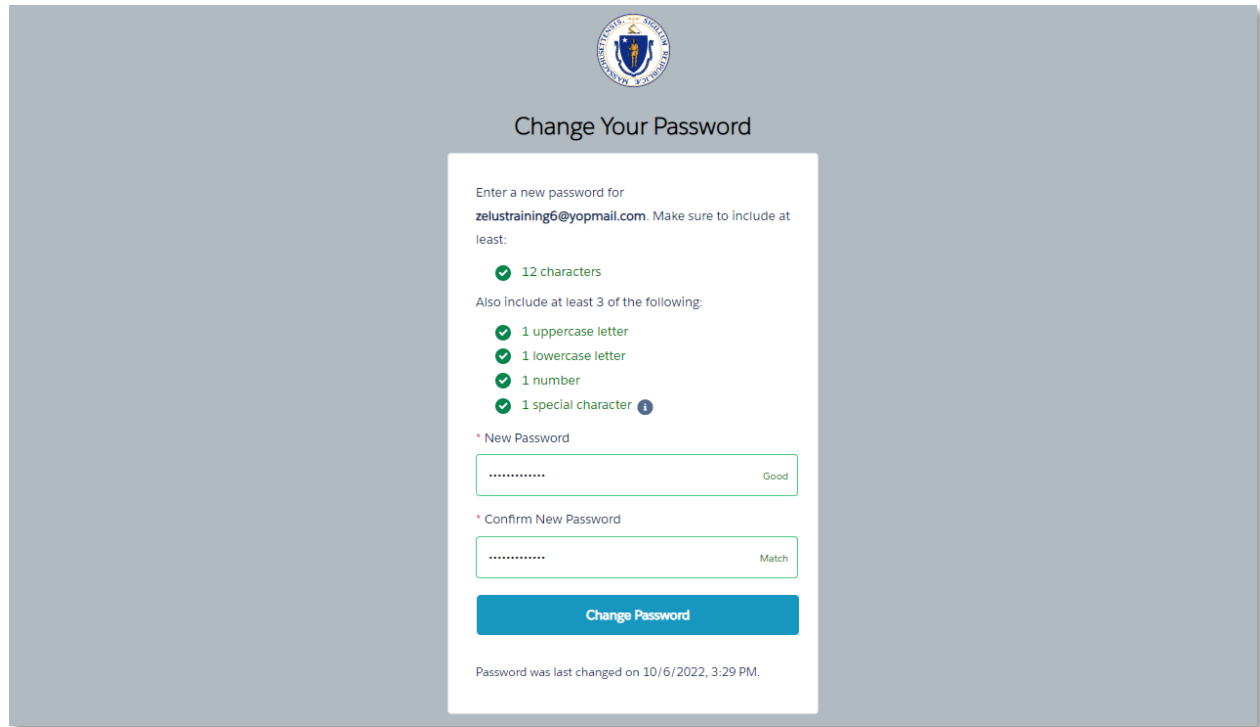
Follow the guidelines for creating a new password. It must meet the following requirements:

- 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



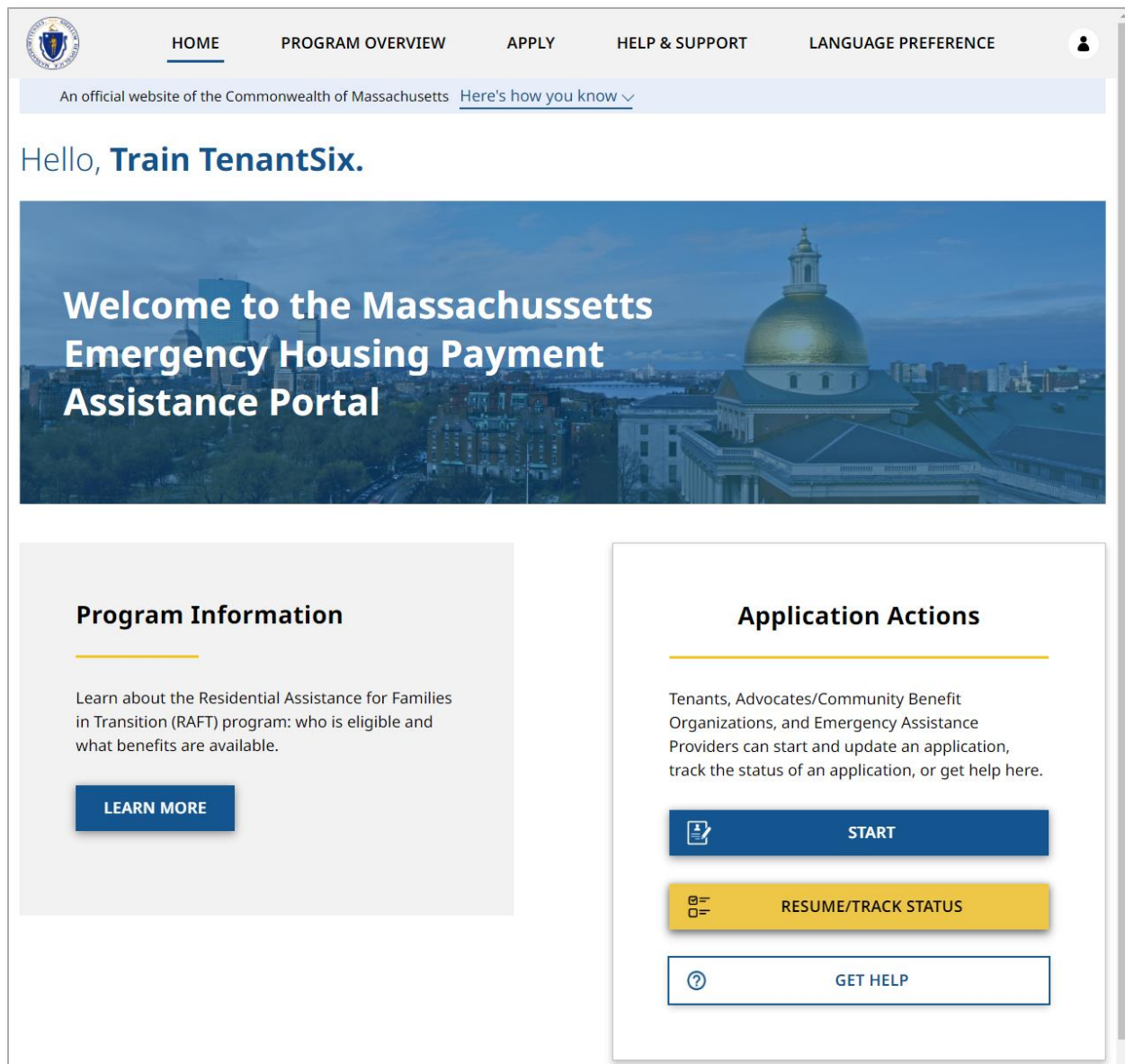
The screenshot shows a web interface for changing a password. At the top center is the Seal of the Commonwealth of Massachusetts. Below it, the heading "Change Your Password" is displayed. The form area contains the following elements:

- Text: "Enter a new password for **zelustraining6@yopmail.com**. Make sure to include at least:"
- Checkmark and text: "12 characters"
- Text: "Also include at least 3 of the following:"
- Four checkmarks with requirements: "1 uppercase letter", "1 lowercase letter", "1 number", and "1 special character".
- Field label: "\* New Password"
- Input field: A text box containing "\*\*\*\*\*" with a "Good" status indicator on the right.
- Field label: "\* Confirm New Password"
- Input field: A text box containing "\*\*\*\*\*" with a "Match" status indicator on the right.
- Button: A blue button labeled "Change Password".
- Footer text: "Password was last changed on 10/6/2022, 3:29 PM."

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 homepage of the Massachusetts Emergency Housing Payment Assistance Portal. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a banner with the text "Hello, Train TenantSix." and a large image of the Massachusetts State House dome. The main content area is divided into two columns. The left column is titled "Program Information" and contains a paragraph about the Residential Assistance for Families in Transition (RAFT) program, followed by a "LEARN MORE" button. The right column is titled "Application Actions" and contains a paragraph about the application process, followed by three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP".

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

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

Hello, **Train TenantSix.**

## Welcome to the Massachusetts Emergency Housing Payment Assistance Portal

### Program Information

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

**LEARN MORE**

### Application Actions

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

**START**

**RESUME/TRACK STATUS**

**GET HELP**





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

## Starting a New Tenant Application

Application for those in need of rental and/or utility expense assistance



If you are looking to apply for assistance with moving fees, please see [“Application for those in need of moving expenses assistance”](#)

First, log into your account and select the **Start** button.

**Program Information**

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

**LEARN MORE**

**Application Actions**

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

**START**

**RESUME/TRACK STATUS**

**GET HELP**



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

Select the one option from each section in “Living Situation” that most fit your situation. If you need assistance with paying overdue rent, you will likely select **Renter Staying: Renting your apartment/home, looking for help to stay in the same place.**

If you created your account as a Tenant, you may also optionally select another person, such as an advocate, that you can designate to assist you with the application process. If you do not wish to have an advocate associated with your application, select **No** to proceed.



You do not need to include your landlord here as they will be notified about your application. You can include others (friends, family members or community-based organization staff) that you would like to also receive email notifications.

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

The screenshot shows the 'Living Situation' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar shows 10 steps, with the first step, 'Living Situation', selected and highlighted with a blue circle. The main heading is 'Living Situation'. Below it, the instruction reads: 'Select the statement that best describes your living situation \*'. There are three radio button options: 1. 'Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.' (selected with a blue dot). 2. 'Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions).' 3. 'Homeowner: Living in your home, and looking for help paying your mortgage to remain in your home or help with other housing costs.' Below these options, another question asks: 'Is there someone else, like an advocate, we should also send information about your application status to? \*'. There are two radio button options: 'Yes' (selected with a blue dot) and 'No'. A blue 'NEXT' button is located at the bottom right of the form area.

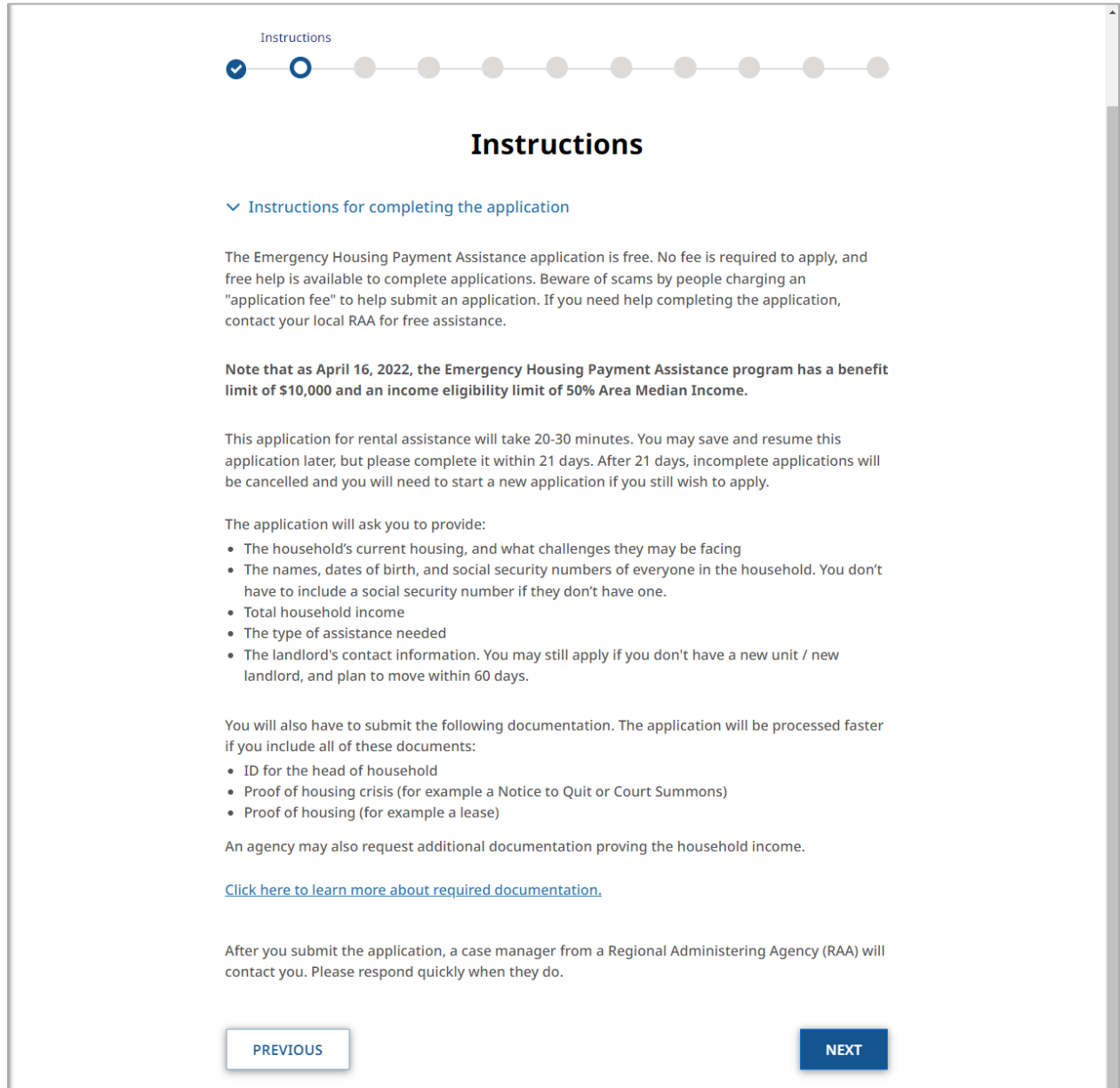
Review the “Instructions” page for your understanding, making note of the required documentation for submission.

To learn more about the required documentation, select the link on the page that says [Select here to learn more about required documentation.](#)



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

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



Instructions

Instructions for completing the application

The Emergency Housing Payment Assistance application is free. No fee is required to apply, and free help is available to complete applications. Beware of scams by people charging an "application fee" to help submit an application. If you need help completing the application, contact your local RAA for free assistance.

**Note that as April 16, 2022, the Emergency Housing Payment Assistance program has a benefit limit of \$10,000 and an income eligibility limit of 50% Area Median Income.**

This application for rental assistance will take 20-30 minutes. You may save and resume this application later, but please complete it within 21 days. After 21 days, incomplete applications will be cancelled and you will need to start a new application if you still wish to apply.

The application will ask you to provide:

- The household's current housing, and what challenges they may be facing
- The names, dates of birth, and social security numbers of everyone in the household. You don't have to include a social security number if they don't have one.
- Total household income
- The type of assistance needed
- The landlord's contact information. You may still apply if you don't have a new unit / new landlord, and plan to move within 60 days.

You will also have to submit the following documentation. The application will be processed faster if you include all of these documents:

- ID for the head of household
- Proof of housing crisis (for example a Notice to Quit or Court Summons)
- Proof of housing (for example a lease)

An agency may also request additional documentation proving the household income.

[Click here to learn more about required documentation.](#)

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

PREVIOUS NEXT

If you chose to have an advocate on the “Living Situation” page, you will be brought to “Advocate Details” page. If you did not choose to have an advocate you may move directly to the “Prescreening” section of this guide.

The “Advocate Details” page requires the following information:

- Advocate First Name
- Advocate Last Name
- Relation to Applicant



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

- Selecting **Advocate Organization** will require you to enter the name of the organization
- Advocate Phone Number
- Advocate Email
- Language Preference of Person You're Applying For (Applicant)

You must also check the boxes to confirm you give consent to the Advocate to submit this application on your behalf and you give consent to communicate with the Advocate regarding this application on your behalf.

Select **Next** once you have completed the "Advocate Details" page.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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.

Advocate Details

Advocate First Name \* Train

Advocate MI

Advocate Last Name \* AdvocateOne

Relation to Applicant \* Friend

Advocate Email \* zelustraining11@yopmail.com

Advocate Phone Number \* (332) 555-4321

Language Preference of Person You're Applying For \* English

☒ Please check this box to confirm you have consent to submit this application on behalf of the applicant.

☒ Please check this box to confirm you have consent to communicate regarding this application on behalf of the client.

PREVIOUS NEXT

The "Prescreening" page contains several sections which will help to determine your eligibility for RAFT. The page is made of several collapsible sections and each section must be filled out completely to proceed.

First, complete the "Applicant Details" section. This will include the following pieces of information about the tenant:

- # of Household Members (including yourself)
- Household Annual Income?
- What is the address for the rental unit you are seeking assistance for?



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

- Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?
  - Selecting **Yes** will require you to enter their name.
- Is the tenant's name on the lease?

The screenshot displays the 'Prescreening' section of the MA Housing Assistance Application. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 bar with 12 steps; the first three are completed (blue checkmarks), the fourth is active (blue circle), and the remaining nine are pending (grey circles). The title 'Prescreening' is centered. Under the 'Applicant Details' section, there are two input fields: '# of Household Members' with a dropdown menu showing '3', and 'Household Annual Income' with a text box showing '\$15,000.00'. Below these is a question: 'What is the address for the rental unit you are seeking assistance for?' with a red asterisk. It includes a text box for the address (showing '564 Massachusetts Ave, Cambridge, MA 02139') and a separate text box for 'Apt/Unit #'. Another question follows: 'Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?' with a red asterisk and radio buttons for 'Yes' and 'No' (with 'No' selected). The final question is 'Is the tenant's name on the lease?' with a red asterisk and radio buttons for 'Yes' (selected) and 'No'.

Next, complete the “Hardship” section by selecting all the challenges that apply to your situation. You must select at least one of the following options:

- Lost a job
- Collected unemployment benefits
- Had less income than usual (lower pay, fewer hours, or fewer clients if self-employed)
- Had to miss work or stop working, or work fewer hours due to a health or medical need
- Had to miss work, or stop working, or work fewer hours to take care of someone with health or medical needs
- Had to miss work, or stop working, or work fewer hours because my child’s school or daycare was closed, or because my child had online school



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

- Had a roommate or household member move out, stop paying rent, or die, leaving me with higher housing costs
- Had higher bills than usual (for example, medical bills, transportation costs, childcare costs, funeral costs, rent, utilities, etc.)
- Had income that was too low to pay for basic household expenses (for example, food, clothing, rent, utilities, cleaning supplies, etc.)

The screenshot shows the 'Prescreening' step of the MA Housing Assistance Application. The top navigation bar includes 'HOME', 'PROGRAM OVERVIEW', 'APPLY' (highlighted), 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. 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 bar with 10 steps; the first three are completed (blue checkmarks), the fourth is the current step (blue circle), and the remaining seven are grey circles. The main heading is 'Prescreening'. Under 'Applicant Details', the 'Hardship' section is expanded. It asks, 'Please tell us the challenges you have faced..'. Below this is the prompt 'I, or someone in my household: \*' followed by a list of hardship options with checkboxes. The selected options are 'Had to miss work, or stop working, or work fewer hours due to a health or medical need' and 'Had income that was too low to pay for basic household expenses (for example, food, clothing, rent, utilities, cleaning supplies, etc.)'.

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

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.

Prescreening

> Applicant Details

▼ Hardship

Please tell us the challenges you have faced..

I, or someone in my household: \*

- ☐ Lost a job
- ☐ Collected unemployment benefits
- ☐ Had less income than usual (lower pay, fewer hours, or fewer clients if self-employed)
- ☒ Had to miss work, or stop working, or work fewer hours due to a health or medical need
- ☐ Had to miss work, or stop working, to take care of someone with health or medical needs
- ☐ Had to miss work, or stop working, or work fewer hours because my child's school or daycare was closed, or because my child had online school
- ☐ Had a roommate or household member move out, stop paying rent, or die, leaving me with higher housing costs
- ☐ Had higher bills than usual (for example, medical bills, transportation costs, childcare costs, funeral costs, rent, utilities, etc.)
- ☒ Had income that was too low to pay for basic household expenses (for example, food, clothing, rent, utilities, cleaning supplies, etc.)

Next, complete the “Renter - Housing Crisis” section by selecting all the challenges that apply to your situation. You must select at least one of the following options if you are seeking assistance paying your landlord:

- I have received a Notice to Quit from my landlord saying I owe rent
- I have been to court or have a court date scheduled about being evicted
  - Selecting this will require you to enter the next court date
- I have been evicted through a court process and I have to leave my home.



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

- Someone I live with is currently hurting me, threatening to hurt me, or making me or my family feel unsafe

You must select at least one of the following options if you are seeking assistance paying your utility provider(s):

- I have received a shut-off notice
  - Selecting this will create a new section of the application to complete regarding utilities.
- My service has been shutoff
  - Selecting this will create a new section of the application to complete regarding utilities.
- My heating oil or heating gas tank is empty and I cannot pay to refill it
  - Selecting this will create a new section of the application to complete regarding utilities.

The screenshot displays the 'APPLY' section of the MA Housing Assistance Application Reference Guide. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 bar with 12 steps; the first three are completed (blue checkmarks), the fourth is the current step (blue circle), and the remaining nine are grey circles. The section is titled 'Prescreening'. It contains three expandable sections: 'Applicant Details', 'Hardship', and 'Renter - Housing Crisis' (which is expanded). Under 'Renter - Housing Crisis', there is a prompt: 'Please use the section below to highlight any and all housing or utility needs that describe your current situation. (check all that apply)'. This is followed by four checkboxes: 'I have received a Notice to Quit from my landlord saying I owe rent' (checked), 'I have been to court or have a court date scheduled about being evicted', 'I have been evicted through a court process and I have to leave my home.', and 'Someone I live with is currently hurting me, threatening to hurt me, or making me or my family feel unsafe'. Below this is another prompt: 'Utilities Assistance (check all that apply)', followed by three checkboxes: 'I have received a shut-off notice' (checked), 'My service has been shutoff', and 'My heating oil or heating gas tank is empty and I cannot pay to refill it'.

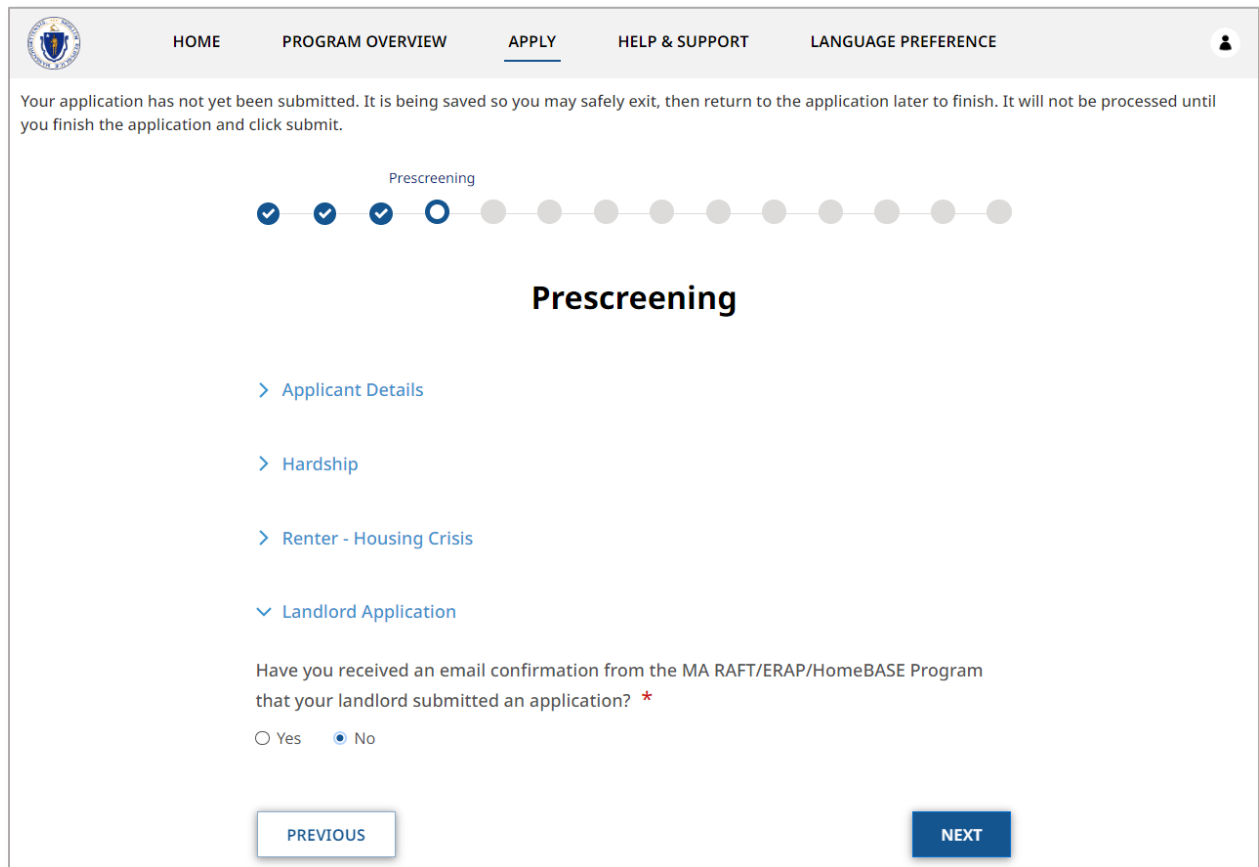


**Starting a New Tenant Application:** Application for those in need of rental and/or utility expense assistance

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

Selecting **Yes** will require you to enter the Landlord Application Code, which will be in the email you received notifying you that your landlord has completed their portion of the application.

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



The screenshot shows the 'Prescreening' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), 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 bar shows 12 steps, with the first three completed (blue checkmarks) and the fourth, 'Prescreening', currently active (blue circle). The main heading is 'Prescreening'. Below it, there are four expandable sections: 'Applicant Details', 'Hardship', 'Renter - Housing Crisis', and 'Landlord Application' (which is expanded). The 'Landlord Application' section contains the question: 'Have you received an email confirmation from the MA RAFT/ERAP/HomeBASE Program that your landlord submitted an application? \*'. Below the question are two radio buttons: 'Yes' and 'No' (selected). At the bottom, there are two buttons: 'PREVIOUS' and 'NEXT'.

The “Confirm Address” page will allow you to confirm the address you entered and may give a United States Postal Service (USPS) recommended address format. If the USPS recommended format accurately displays your address, it is recommended to select **Use the recommended address**. Select **Use the Address You Entered** only if the USPS recommended address is inaccurate.

Select **Continue** once you have confirmed the address.





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

The screenshot shows the 'Confirm Address' step of a web application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 bar with 12 steps; the 4th step, 'Confirm Address', is the current step and is highlighted with a blue circle. The main heading is 'Confirm Address'. The text reads: 'We want to make sure we have your address right.' Below this, there are two columns of address information. The left column is labeled 'You Entered:' and contains '564 Massachusetts Avenue', 'Cambridge', 'MA', and '02139'. The right column is labeled 'USPS Address Recommended Format (US Postal Service):' and contains '564 MASSACHUSETTS AVE', 'CAMBRIDGE', 'MA', and '02139 - 4029'. Below the address information, a question asks 'Which address should we use? \*'. There are two buttons: 'USE THE ADDRESS YOU ENTERED' and 'USE THE RECOMMENDED ADDRESS'. At the bottom, there are two buttons: 'PREVIOUS' and 'CONTINUE'.

The “Prescreen Outcome” will confirm whether you may be eligible for assistance.

Note that this is only a preliminary screening and does not confirm your eligibility, regardless of the outcome. You may continue filling out the form even if the prescreen says you may be ineligible.

Select **Next** once you have reviewed the prescreen outcome.



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

The screenshot shows the 'Prescreen Outcome' page of the MA Housing Assistance Application. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user icon is in the top right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar shows 14 steps; the first 5 are completed (blue circles with checkmarks), the 6th is the current step (blue circle with a white dot), and the remaining 9 are pending (grey circles). The title 'Prescreen Outcome' is centered. Below it, the text 'Total Annual Income: \$15000' and 'City of Residence: Cambridge' is displayed. A green checkmark icon is followed by the text 'You may be eligible for Rental Assistance, Continue Application'. At the bottom are two buttons: 'PREVIOUS' (light blue) and 'NEXT' (dark blue).

The “Applicant Details” page details the general information about the tenant or applicant. The page contains several sections, and each section must be filled out completely.

First, the “Application Information” section requires you to fill in the following general information about yourself:

- First Name
- Last Name
- Date of Birth
- Gender
- Applicant Social Security Number
  - If the Applicant does not have a social security number, you can select the checkbox labeled “I do not have a social security number (SSN).”
- Race
- Ethnicity
- Employment Status
- Type of ID
  - If you select **Driver’s License** you will be prompted for the following:
    - Driver's License State
    - Driver's License Number



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

The screenshot displays the 'Applicant Details' section of a web application. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 bar with 12 steps; the 7th step, 'Applicant Details', is currently active. The form is titled 'Applicant Details' and includes a section for 'Application Information'. The fields are as follows:

First Name *	MI	Last Name *	Suffix
<input type="text" value="Train"/>	<input type="text"/>	<input type="text" value="TenantSix"/>	<input type="text"/>

Date of Birth *	Age
<input type="text" value="10/18/1993"/>	<input type="text" value="28"/>

Gender \*

☐ Male   ☐ Female   ☒ Non-Binary   ☐ Transgender   ☐ Decline to Answer

Social Security # *	<input type="checkbox"/> I do not have a social security number (SSN)
<input type="text" value="555-11-2022"/>	

Race *	Ethnicity *
<input type="text" value="White"/>	<input type="text" value="Non-Hispanic/Non-Latino"/>

Employment Status *	Type of ID *
<input type="text" value="Employed Full-Time"/>	<input type="text" value="Driver's License"/>

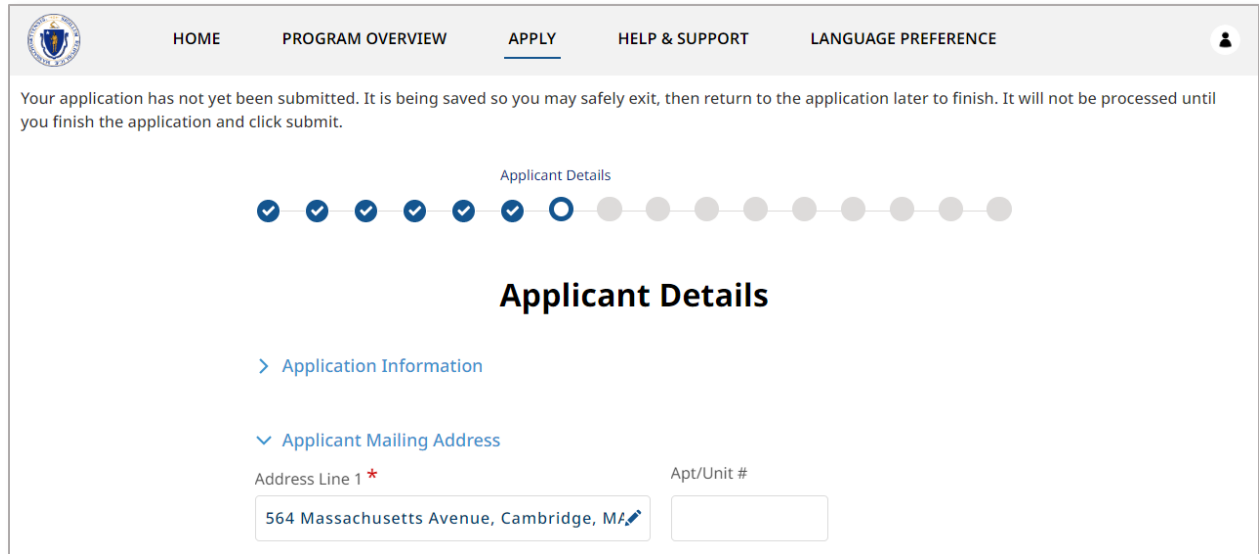
  

Drivers License State *	Drivers License Number *
<input type="text" value="MA"/>	<input type="text" value="111222"/>

Next, fill in the “Applicant Mailing Address” with your address. This may have been filled out automatically from the previous section.



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



The screenshot displays the 'APPLY' section of the MA Housing Assistance Application Reference Guide. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 bar with 14 steps; the first 7 are marked with blue checkmarks, and the 8th step, 'Applicant Details', is highlighted with a blue circle. The 'Applicant Details' section is titled and contains two expandable sections: '> Application Information' and 'v Applicant Mailing Address'. Under 'Applicant Mailing Address', there are two input fields: 'Address Line 1 \*' with the text '564 Massachusetts Avenue, Cambridge, MA' and a blue edit icon, and 'Apt/Unit #' which is currently empty.

Finally, the “Applicant Contact Details” section requires you to input the following information about yourself:

- Phone Number
- Re-enter Phone Number
- Phone Type
  - If you select mobile, you must also select if you consent to receiving text messages regarding your application.
- Email
- Re-enter Email
- Preferred method of contact
- Preferred language



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

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

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

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.

Applicant Details

> Application Information

> Applicant Mailing Address

▼ Applicant Contact Details

Phone Number \* (234) 555-6789

Re-enter Phone Number \* (234) 555-6789

Phone Type \*  
☐ Home  
☒ Mobile

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

Email \* zelustraining6@yopmail.com

Re-enter Email \* zelustraining6@yopmail.com

Preferred method of contact \* Email

Preferred language \* English

PREVIOUS NEXT

The “Additional Household Members” page requires you to fill in information about the other people living in your residence.

To add a new member, select **Add Household Members**.



You do not need to enter the head of household in this section, as your data has already been provided. Only enter other members of the household in this section.



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

The screenshot shows a web application interface for the 'Additional Household Members' form. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar with 15 circles is shown, with the 8th circle highlighted. The title 'Additional Household Members' is centered. Below it, a note says: 'Please include information about the number of household members from the Prescreen you said live with you.' The form has two input fields: 'First Name' and 'Relationship to Head of Household'. A yellow arrow points from the 'Relationship to Head of Household' field to a '+ Add Household Members' link. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

The “Additional Household Members” form requires you to enter the following information about the member you are adding:

- First Name
- Last Name
- Date of Birth
- SSN/TN
  - If your house member does not have a social security number, you can select the checkbox labeled “This member does not have a social security number (SSN).”
- Gender
- Relationship to Head of Household
- Race
- Ethnicity

Once completed, select **Save** to add a member to your household.



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

The screenshot shows a web application interface with a navigation bar at the top containing links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. A message on the left states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." The main content area is a modal titled "Additional Household Members". It contains the following fields: First Name (text input with "Learn"), Last Name (text input with "TenantSix"), Date of Birth (calendar icon, text input with "04/17/1991"), Age (text input with "31"), SSN/TIN (text input with "987-55-4321"), and a checkbox "This member does not have a social security number (SSN)". Below these is a "Gender" section with radio buttons for Male (selected), Female, Non-Binary, Transgender, and Decline to Answer. Then is a "Relationship to Head of Household" dropdown menu with "Spouse" selected. Below that are "Race" and "Ethnicity" dropdown menus with "White" and "Non-Hispanic/Non-Latino" selected respectively. At the bottom right of the modal are "CANCEL" and "SAVE" buttons.

You must repeat this process for each additional household member.

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

The screenshot shows the "Additional Household Members" summary screen. At the top is the same navigation bar as the previous screen. 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 the message is a progress bar with 12 circles. The first 8 circles are blue with white checkmarks, and the 9th circle is a blue ring, indicating the current step. The title "Additional Household Members" is centered. Below the title is a paragraph: "Please include information about the number of household members from the Prescreen you said live with you." Below this is a table with the following data:

First Name	Relationship to Head of Household
Learn	Spouse
Knowledge	Child

At the bottom right of the table is a "+ Add Household Members" link. At the bottom of the screen are "PREVIOUS" and "NEXT" buttons.



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

The “Income” section indicates how much income your household is currently generating, and requires the following information:

- Do you or your family member(s) have any income from your current job?
- Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?
- Do you or your family member(s) have any other income to report?
- Do you or your family member(s) receive any Social Security Income (SSI) or Social Security Disability Income (SSDI)?
- Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?

Additional information will be required based on your selection, as detailed in the following paragraphs.

Selecting **No** for all options will ask you to affirm you have no income, and you understand the organization processing your application may verify that this is true.





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

The screenshot displays the 'Income' section of a tenant application. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 bar with 12 steps; the 8th step, 'Income', is currently active. The 'Income' section contains five questions, each with 'Yes' and 'No' radio button options. The first four questions are marked with a red asterisk (\*). The fifth question is an affirmation statement. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

Income

Do you or your family member(s) have any income from your current job? \*

☐ Yes ☒ No

Do you or your family member(s) receive any Social Security Income (SSI) or Social Security Disability Income (SSDI)? \*

☐ Yes ☒ No

Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job? \*

☐ Yes ☒ No

Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support? \*

☐ Yes ☒ No

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

☐ Yes ☒ No

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

☒ Yes ☐ No

PREVIOUS NEXT

Selecting **Yes** for one or more options will require you to indicate the total annual income for each household member that it applies to.

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



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

The screenshot shows the 'Income' section of a web application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

A progress bar with 14 steps is shown, with the 10th step labeled 'Income' and the 11th step highlighted with a blue circle. Below the progress bar, the title 'Income' is centered.

The form contains five questions, each with a red asterisk indicating it is required:

- Do you or your family member(s) have any income from your current job? \*  
☒ Yes ☐ No
- Do you or your family member(s) receive any Social Security Income (SSI) or Social Security Disability Income (SSDI)? \*  
☐ Yes ☒ No
- Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job? \*  
☐ Yes ☒ No
- Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support? \*  
☐ Yes ☒ No
- Do you or your family member(s) have any other income to report? \*  
☒ Yes ☐ No

Below the questions, a text block states: 'Based on the previous questions, you have mentioned that the household has wages, other income(s) please provide your income details here.'

The 'Income' section features a table with two columns: 'Household member' and 'Total Annual Income'. A yellow arrow points from the table to a '+ Add Income' button. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

The "Income" form requires you to fill in the following information:

- Household member name
- Type of Income
- How often are you paid?
- Amount



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



Note that at the end of the application you will be asked to prove the income you enter with documentation such as:

- Two paystubs dated within the last 60 days
- Unemployment printout(s) showing weekly payment amount
- Award letter(s) for benefits such as Social Security, TAFDC, SNAP, MassHealth, etc.

Once you have filled out the “Income” form, select **Save** to add that income to your application.

**Income**

Note: you will be asked to prove the income you enter with documentation such as:

- Two paystubs dated within the last 60 days
- Unemployment printout(s) showing weekly payment amount
- Award letter(s) for benefits such as Social Security, TAFDC, SNAP, MassHealth, etc.

Household member \*

Type of Income \*

How Often are you paid? \*

Amount \*

Total Annual Income

Monthly Household Income

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

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



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

The screenshot shows the 'Income' section of a web application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar shows 12 steps, with the 10th step, 'Income', currently selected. The main heading is 'Income'. There are four questions with radio button options:

- Do you or your family member(s) have any income from your current job? \*  
☒ Yes ☐ No
- Do you or your family member(s) receive any Social Security Income (SSI) or Social Security Disability Income (SSDI)? \*  
☐ Yes ☒ No
- Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job? \*  
☐ Yes ☒ No
- Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support? \*  
☐ Yes ☒ No

Below these questions, a message states: 'Based on the previous questions, you have mentioned that the household has wages, other income(s) please provide your income details here.'

The 'Income' section contains a table with two columns: 'Household member' and 'Total Annual Income'.

Household member	Total Annual Income
Train TenantSix	\$15,000.00
Learn TenantSix	\$4,800.00

Below the table is a '+ Add Income' link. At the bottom of the form are two buttons: 'PREVIOUS' and 'NEXT'.

The “Household Deduction” page indicates expenses that can be subtracted from your total income, such as Child support, Childcare or care for a sick/incapacitated household member, and Tuition and fees for vocationally related part-time education.

Selecting **Yes** on this page will require you to indicate the deduction amount for each expense that it applies to.

To add a new deduction, select **Add Deductions**.



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

The screenshot shows a web application interface for the MA Housing Assistance program. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." A progress bar shows 14 steps, with the 10th step, "Household Deduction", currently active. The main heading is "Household Deduction". Below it, text says: "Some expenses you might have can be subtracted from your income to make you eligible." followed by a list: 1. Child support, 2. Childcare or care for a sick/incapacitated household member, 3. Tuition and fees for vocationally-related education (cannot be full-time). A question asks: "Do you or a member of your household currently pay for any of the expenses listed above? \*". There are two radio buttons: "Yes" (selected) and "No". Below this is a section titled "Income Deductions" with a table with two columns: "Expense" and "Deduction Amount". A yellow arrow points from the table to a "+ Add Deductions" button. At the bottom, there are "PREVIOUS" and "NEXT" buttons.

The “Income Deductions” form requires you to fill in the following information:

- Expense
- Frequency
- Amount (Before Taxes)



Note that at the end of the application, you will be asked to upload documentation showing these expenses and proof of payment. You must include two, and they must be dated within the last 60 days.

Once you have filled out the “Income Deductions” form, select **Save** to add that deduction to your application.



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

The screenshot shows a web application interface with a navigation bar at the top containing links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. A modal window titled "Income Deductions" is open. It contains the following text: "At the end of the application, you will be asked to provide documentation showing these expenses. This could be payment history from the Massachusetts Department of Revenue, checks you paid to the person who has custody of your child or a letter from the person who has custody. Documents must show the amounts paid and be from the last 60 days." Below this text are four input fields: "Expense" (a dropdown menu with "Child support" selected), "Frequency" (a dropdown menu with "Daily (every day)" selected), "Amount (Before Taxes)" (a text input field with "\$13.00"), and "Deduction Amount" (a text input field with "\$4,745.00"). At the bottom right of the modal are two buttons: "CANCEL" and "SAVE".

You must repeat this process for each additional deduction.

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

The screenshot shows the "Household Deduction" form in the MA Housing Assistance Application. The navigation bar at the top is the same as in the previous screenshot. 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." Below this message is a progress indicator consisting of a horizontal line with 14 circular markers. The first 10 markers are blue with white checkmarks, and the 11th marker is a blue circle with a white dot. The remaining 3 markers are grey. The title "Household Deduction" is centered below the progress indicator. Below the title, the text reads: "Some expenses you might have can be subtracted from your income to make you eligible." followed by a list of three items: "1. Child support.", "2. Childcare or care for a sick/incapacitated household member.", and "3. Tuition and fees for vocationally-related education (cannot be full-time).". Below the list, the text asks: "Do you or a member of your household currently pay for any of the expenses listed above? \*". There are two radio buttons: "Yes" (which is selected) and "No". Below this is a section titled "Income Deductions" which contains a table with two columns: "Expense" and "Deduction Amount". The table has one row with "Child support" in the "Expense" column and "\$4,745.00" in the "Deduction Amount" column. To the right of the table is a blue dropdown arrow. Below the table is a link that says "+ Add Deductions". At the bottom of the form are two buttons: "PREVIOUS" and "NEXT".



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

If you selected one of the options in the “Hardship” section of the “Prescreening” page indicating you need help paying your landlord, you will be brought to the “Rent” page. The “Rent” page contains several sections and must be filled out completely.

First, the “Subsidized Housing” section asks if you currently live in housing where your rent goes up or down when your income goes up or down, such as Section 8 or public housing.

Selecting **Yes** in this section will require you to enter the reason your household has fallen behind on rent.

The screenshot shows the 'Rent' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), 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 bar shows 12 steps, with the 12th step, 'Rent', currently active. The main heading is 'Rent'. Under the heading, there is a section titled 'Subsidized Housing' with a dropdown arrow. The question asks: 'Do you currently live in housing where your rent goes up or down when your income goes up or down (i.e., you have a voucher, like Section 8, or live in public housing)? \*'. There are two radio button options: 'Yes' (selected) and 'No'. Below this, another question asks: 'What caused non-payment? \*'. There are three radio button options: 'A one time expense (Car repair, funeral expenses, medical bills, childcare expenses, etc)', 'A temporary reduction in income (reduced hours, medical leave, etc.)' (selected), and 'Loss of a job'.

Next, the “Landlord Information” section requires you to fill in basic information about your landlord. Note that if you are currently renting from a company, you may use a Point of Contact from the company for the personal information. You must answer the following:

- Landlord Type
  - Selecting **Company** or **Property Management Company** requires you to enter the Company Name.
- Landlord First Name
- Landlord Last Name
- Landlord Email
- Landlord Phone
- Landlord Phone Type



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

- Landlord Address
- Does your landlord live at the property where you rent your unit?



Note that if you do not have your landlord's email or phone number you can select either the **I don't have an email for the landlord** or **I don't have a phone number for the landlord** options. However, you must fill in at least one of those methods of contact to proceed. It is strongly encouraged that you provide your landlord's email contact to ensure prompt processing of your application.

The screenshot displays the 'Rent' section of the application form. At the top, a progress bar shows 12 steps, with the 12th step, 'Rent', highlighted. The form is titled 'Rent' and includes a link to 'Subsidized Housing'. Under the 'Landlord Information' section, there are several fields and options:

- Landlord Type \***: Radio buttons for Individual, Company (selected), and Property Management Company.
- Company Name \***: Text field containing 'Renting Company Incorporated'.
- Landlord First Name \***: Text field containing 'Train'.
- Landlord Last Name \***: Text field containing 'LLTwo'.
- Landlord Email \***: Text field containing 'zelustraining13@yopmail.com'.
- Landlord Phone \***: Text field containing '(890) 555-4321'.
- Landlord Phone Type \***: Radio buttons for Home and Mobile (selected).
- Landlord Address \***: Text field containing '200 S Common St, Lynn, MA 01905, USA'.
- Apt/Unit #**: Text field.
- Does your landlord live at the property where you rent your unit? \***: Radio buttons for Yes and No (selected).

There are also checkboxes for 'I don't have an email for the landlord' and 'I don't have a phone number for the landlord', both of which are currently unchecked.

Finally, the “Add Rent Due Details” section requires the following information about your rental agreement:





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

- How many months behind are you?
  - If you live in subsidized housing, the maximum benefit available is 6 months.
- What is your monthly rent?
- Total Overdue

Select **Next** once you have completed the “Rent” section.

The screenshot shows the 'Rent' section of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 bar with 12 steps; the 11th step, 'Rent', is currently active and highlighted. The 'Rent' section includes three expandable options: 'Subsidized Housing', 'Landlord Information', and 'Add Rent Due Details'. The 'Add Rent Due Details' section is expanded, showing three input fields: '# of months behind?' with a dropdown menu set to '4', 'What is your monthly rent?' with a text box containing '\$250.00', and 'Total Overdue Rent' with a text box containing '\$1,000.00'. Below these fields is a question: 'Do you need help paying future rent? You can receive up to 1 month of future rent through RAFT.' with radio buttons for 'Yes' and 'No' (selected). At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

If you selected one of the utilities options in the “Hardship” section of the “Prescreening” page, you will be brought to the “Utility” page.

The “Utility” page requires you to enter each unpaid utility as well as the amount due.

To add a new utility, select **Add Utility**.



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

The screenshot shows the 'Utility' section of the application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), 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 bar with 12 steps is shown, with the 11th step labeled 'Utility' and the 12th step being the current step. The 'Utility' section has a title 'Utility' and a sub-header 'Add Utility'. Below this, there are two input fields: 'Utility Type' and 'Amount Due'. A yellow arrow points from the 'Add Utility' button to the 'Amount Due' field. At the bottom, there are two buttons: 'PREVIOUS' and 'NEXT'.

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

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

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

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



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

The screenshot shows a web application interface with a top navigation bar containing links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is in the top right. The main content area features a modal window titled "Add Utility". Inside the modal, the "Utility Type" dropdown is set to "Electric". The "Amount Due" field contains "\$100.00". The "Account Number" field contains "1029384756". The "Do you know the Account Number?" question has the "Yes" radio button selected. The "Company Name" field contains "National Grid - Electric". At the bottom right of the modal are "CANCEL" and "SAVE" buttons. In the background, a message states: "Your application has not yet been processed until you finish the application and save it."

This screenshot shows the same "Add Utility" modal window, but with additional fields. The "Utility Type" remains "Electric", "Amount Due" is "\$100.00", and "Account Number" is "1029384756". The "Do you know the Account Number?" question still has "Yes" selected. Two new fields have been added: "Utility Provider Legal Business Name" with the value "Electric Boogie" and "Utility Provider Legal Business Phone" with the value "(918) 555-2736". The "CANCEL" and "SAVE" buttons remain at the bottom right. The background message is the same as in the previous screenshot.

You must repeat this process for each additional utility.

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



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

The screenshot shows the 'Utility' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 bar with 12 steps; the 11th step is labeled 'Utility' and is currently active. The main heading is 'Utility'. Underneath, there is a section titled 'Add Utility' containing a table with two columns: 'Utility Type' and 'Amount Due'. The table has one row with 'Electric' under 'Utility Type' and '\$100.00' under 'Amount Due'. To the right of the table is a '+ Add Utility' button. At the bottom of the page are two buttons: 'PREVIOUS' and 'NEXT'.

Utility Type	Amount Due
Electric	\$100.00

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

- Proof of Identity
- Proof of Current Housing
- Verification of Eligible Housing Crisis

You may also upload the following optional documents:

- Other Documents
  - This may be anything that can help validate any of the information you entered throughout the application
- Proof of Income

Additionally, if utilities are included in your application, you will be required to upload a utility shut off notice to the “Upload Utility Shut Off Notice” section.

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

Select **Next** when you have completed the “Upload Documents” page to finalize your application.



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

The screenshot shows the 'Upload Documents' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 bar with 14 dots; the 12th dot is active, and the 13th and 14th are greyed out. The main heading is 'Upload Documents'. Underneath, there is a section for 'Proof of Identity' with a dashed box containing an 'Upload Files or drop files' prompt, an 'Upload Files' button, and a file input field with 'ID.jpg' and a trash icon. Below this are links for 'Proof of Current Housing', 'Verification of Eligible Housing Crisis', 'Other Documents', 'Proof of Income', and 'Utility Shut Off Notice'. At the bottom are 'PREVIOUS' and 'NEXT' buttons.

The “Review” page allows you to review your information for accuracy. If you need to correct something, select the **Previous** button to navigate to the page that is inaccurate. Additionally, you can select the incorrect page from the dots at the top.

Select **Next** once you have finalized and verified the “Review” page.



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

The screenshot shows the 'Review' stage of a tenant application. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A warning 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 bar with 12 steps; the 12th step, 'Review', is the current active step. The main content area is titled 'Review' and contains a message: 'Please review the information you entered. If you need to make changes, click "previous" at the bottom of the page to reach the page you need to change.' The application details are listed with expandable sections: Tenant (Train TenantSix), Phone (2345556789), Phone Type (Mobile), Email (zelustraining6@yopmail.com), Rental Property/Unit Address (564 Massachusetts Ave, Cambridge, MA 02139, USA, Apt/Unit #), Landlord/Owner (Train LLTwo), Household Members (3), Monthly Household Income (\$1,650.00), Annual Household Income (\$19,800.00), Monthly Deductions (\$395.41), Annual Deductions (\$4,745.00), Income And Deduction Summary (\$15,055.00), Total Rent Assistance Requested (\$1,000.00), and Total Utility Assistance Requested (\$100). At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

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

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.

Review

Please review the information you entered. If you need to make changes, click "previous" at the bottom of the page to reach the page you need to change.

▼ Tenant

Train TenantSix

▼ Phone

2345556789

▼ Phone Type

Mobile

▼ Email

zelustraining6@yopmail.com

▼ Rental Property/Unit Address

564 Massachusetts Ave, Cambridge, MA 02139, USA  
Apt/Unit #

▼ Landlord/Owner

Train LLTwo

▼ Household Members

3

▼ Monthly Household Income

\$1,650.00

▼ Annual Household Income

\$19,800.00

▼ Monthly Deductions

\$395.41

▼ Annual Deductions

\$4,745.00

▼ Income And Deduction Summary

\$15,055.00

▼ Total Rent Assistance Requested

\$1,000.00

▼ Total Utility Assistance Requested

\$100

PREVIOUS NEXT

The "Certification" page requires you to affirm the following information:

- I have responded truthfully and completely to every question to the best of my knowledge. I understand if I lie, my application may be denied and/or referred for criminal prosecution.
- I have not already received money from other programs, friends, or family for the costs I am asking RAFT to help cover. If I do receive money from another person or program to help pay rent, I will tell the RAA processing my application.
- I understand RAFT can only pay up to \$10,000 for overdue rent arrears and up to one month of future rent. I understand I will be responsible for paying my rent in the future, and I cannot rely on RAFT to pay my rent.



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

Additional information can be found below the affirmation section.

Select each to affirm the three statements.

The screenshot shows the 'APPLY' tab of the MA Housing Assistance application. A progress bar at the top indicates that 14 steps are complete, with the 15th step, 'Certification', currently active. Below the progress bar, the 'Certification' section is titled. Under the heading 'Application Certification and Contract (Tenant/Mover)', there is a 'Statement of Affirmation' section. It contains three radio button options, all of which are selected. The first option states: '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.' The second option states: 'I have not already received money from other programs, friends, or family for the costs I am asking RAFT to help cover. If I do receive money from another person or program to help pay rent, I will tell the RAA processing my application.' The third option states: 'I understand RAFT can only pay up to \$10,000 for overdue rent arrears and up to one month of future rent. I understand I will be responsible for paying my rent in the future, and I cannot rely on RAFT to pay my rent.'

Once you have affirmed, select the **Electronically Sign** button to sign the document.

This screenshot is similar to the previous one, showing the 'Certification' section. However, the 'Electronically Sign' button is now visible at the bottom of the page. The progress bar at the top shows that the 'Certification' step is now complete, indicated by a filled circle. The 'Statement of Affirmation' section remains the same, with the same three radio button options selected.

The button will automatically enter your name and the date.



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

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

The screenshot shows the 'Certification' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar with 15 steps is shown, with the 15th step labeled 'Certification' and highlighted. The main heading is 'Certification'. Below it is a link: '> Application Certification and Contract (Tenant/Mover)'. There are two fields: 'Signed By' with the value 'Train TenantSix' and 'Signed Date' with the value '10/06/2022'. At the bottom, there are two buttons: 'PREVIOUS' and 'NEXT'.

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

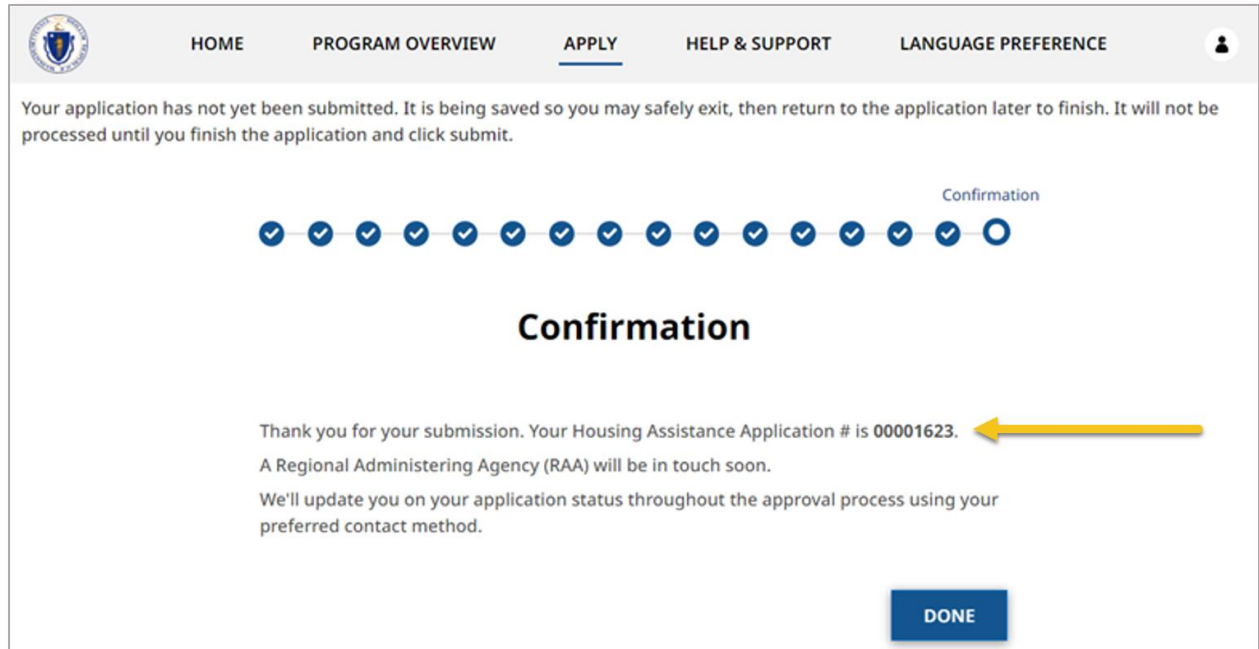
Be sure to document your **Assistance Application Number** for later reference. This number will be used to track the progress of your application with your assigned Regional Administering Agency (RAA).

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





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



The screenshot shows the 'Confirmation' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar with 15 blue circles is shown, with the last circle labeled 'Confirmation'. The main heading is 'Confirmation'. The text reads: 'Thank you for your submission. Your Housing Assistance Application # is 00001623.' A yellow arrow points to the application number. Below this, it says: 'A Regional Administering Agency (RAA) will be in touch soon. We'll update you on your application status throughout the approval process using your preferred contact method.' A blue 'DONE' button is at the bottom right.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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.

Confirmation

Confirmation

Thank you for your submission. Your Housing Assistance Application # is 00001623.

A Regional Administering Agency (RAA) will be in touch soon.

We'll update you on your application status throughout the approval process using your preferred contact method.

DONE



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

Application for those in need of moving expenses assistance



If you are looking to apply for assistance with rental or utility expenses, please see [Application for those in need of rental and/or utility expense assistance](#).

First, log into your account and select the **Start** button.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Hello, **Train TenantSix**.

## Welcome to the Massachusetts Emergency Housing Payment Assistance Portal

### Program Information

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

**LEARN MORE**

### Application Actions

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

**START**

**RESUME/TRACK STATUS**

**GET HELP**

Next, select the options in “Living Situation” that most fit your situation. If you need assistance with moving fees, you will likely select **Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions)**.



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

Once selected, you will be given the option to select if you know the new landlord for the property you are moving to.



Note that you may still apply if you don't have a new unit / new landlord, and plan to have a unit within 60 days. This will generate a Letter of Intent. If you have a unit and landlord, then providing an email contact for your new landlord will help your application be processed faster.

If you created your account as a Tenant, you may also optionally select another person, such as an advocate, that you can designate to assist you with the application process. If you do not wish to have an advocate associated with your application, select **No** to proceed.



You do not need to include your landlord here as they will be notified about your application. You can include others (friends, family members or community-based organization staff) that you would like to also receive email notifications.

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



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

The screenshot shows the 'Living Situation' page of the MA Housing Assistance Application. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user icon is on the right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar labeled 'Living Situation' shows 12 steps, with the first step selected. The main heading is 'Living Situation'. The first question is 'Select the statement that best describes your living situation \*' with three radio button options: 'Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.', 'Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions).', and 'Homeowner: Living in your home, and looking for help paying your mortgage to remain in your home or help with other housing costs.' The second question is 'Do you know the new landlord for the property and address you're moving to? \*' with 'Yes' and 'No' radio button options. A note follows: 'You may still apply if you don't have a new unit / new landlord, and plan to have a unit within 60 days. If you have a unit and landlord, then providing an email contact for your new landlord will help your application be processed faster.' The third question is 'Is there someone else, like an advocate, we should also send information about your application status to? \*' with 'Yes' and 'No' radio button options. A blue 'NEXT' button is at the bottom right.

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

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.

Living Situation

### Living Situation

Select the statement that best describes your living situation \*

☐ Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.

☒ Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions).

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

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

☒ Yes

☐ No

You may still apply if you don't have a new unit / new landlord, and plan to have a unit within 60 days. If you have a unit and landlord, then providing an email contact for your new landlord will help your application be processed faster.

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

☒ Yes

☐ No

**NEXT**

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

To learn more about the required documentation, select the link on the page that says [Select here to learn more about required documentation.](#)

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



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

Instructions

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### Instructions

▼ Instructions for completing the application

The Emergency Housing Payment Assistance application is free. No fee is required to apply, and free help is available to complete applications. Beware of scams by people charging an "application fee" to help submit an application. If you need help completing the application, contact your local RAA for free assistance.

**Note that as April 16, 2022, the Emergency Housing Payment Assistance program has a benefit limit of \$10,000 and an income eligibility limit of 50% Area Median Income.**

This application for rental assistance will take 20-30 minutes. You may save and resume this application later, but please complete it within 21 days. After 21 days, incomplete applications will be cancelled and you will need to start a new application if you still wish to apply.

The application will ask you to provide:

- The household's current housing, and what challenges they may be facing
- The names, dates of birth, and social security numbers of everyone in the household. You don't have to include a social security number if they don't have one.
- Total household income
- The type of assistance needed
- The landlord's contact information. You may still apply if you don't have a new unit / new landlord, and plan to move within 60 days.

You will also have to submit the following documentation. The application will be processed faster if you include all of these documents:

- ID for the head of household
- Proof of housing crisis (for example a Notice to Quit or Court Summons)
- Proof of housing (for example a lease)

An agency may also request additional documentation proving the household income.

[Click here to learn more about required documentation.](#)

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

PREVIOUS

NEXT

If you chose to have an advocate on the "Living Situation" page, you will be brought to "Advocate Details" page, where you must provide the following information:

- Advocate First Name
- Advocate Last Name
- Relation to Applicant
  - Selecting **Advocate Organization** will require you to enter the name of the organization
- Advocate Phone Number
- Advocate Email



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

- Language Preference of Person You're Applying For (Applicant)

You must also check the boxes to confirm you give consent to the Advocate to submit this application on behalf of the yourself and you give consent to communicate with the Advocate regarding this application on your behalf.

Select **Next** once you have completed the "Advocate Details" page.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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.

Advocate Details

Advocate First Name \* Tenant

Advocate MI

Advocate Last Name \* AdvocateOne

Relation to Applicant \* Friend

Advocate Phone Number \* (432) 555-6789

Advocate Email \* zelustraining11@yopmail.

Language Preference of Person You're Applying For \* English

☒ Please check this box to confirm you have consent to submit this application on behalf of the applicant.

☒ Please check this box to confirm you have consent to communicate regarding this application on behalf of the client.

PREVIOUS NEXT

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



Note that if you do not know where you are moving to, you must confirm that you plan to move in the next 60 days.

First, complete the "Applicant Details" section. This will include the following pieces of information:

- # of Household Members (including you)
- Household Annual Income?
- What do you currently live?
- What is the address for the unit you are moving into?



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

- Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE?
  - Selecting **Yes** will require you to enter their name.
- Is the tenant's name on the lease?
- Do you plan to use rental voucher in the new unit, like MRVP, Section 8 or emergency housing voucher?

The screenshot displays the 'Prescreening' section of a web application. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. 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 bar with 12 steps; the first three are completed (blue checkmarks), the fourth is active (blue circle), and the last step is 'Certification' (blue box). The 'Prescreening' section contains the following fields:

- Applicant Details** (expandable section):
  - # of Household Members: 3 (dropdown menu)
  - Household Annual Income: \$15,000.00 (text input)
  - Where do you live now?: 1470 S Washington St, North Attleborough, MA (text input)
  - Apt/Unit #: (empty text input)
  - What is the address of the unit you're moving into?: 388 Elm St, North Attleborough, MA 02760, US (text input)
  - Apt/Unit #: (empty text input)
- Do you or an immediate family member work for an organization that administers RAFT, ERAP, or HomeBASE? \*  
☐ Yes ☒ No
- Is the tenant's name on the lease? \*  
☒ Yes ☐ No
- Do you plan to use rental voucher in the new unit, like MRVP, Section 8 or emergency housing voucher? \*  
☐ Yes ☒ No

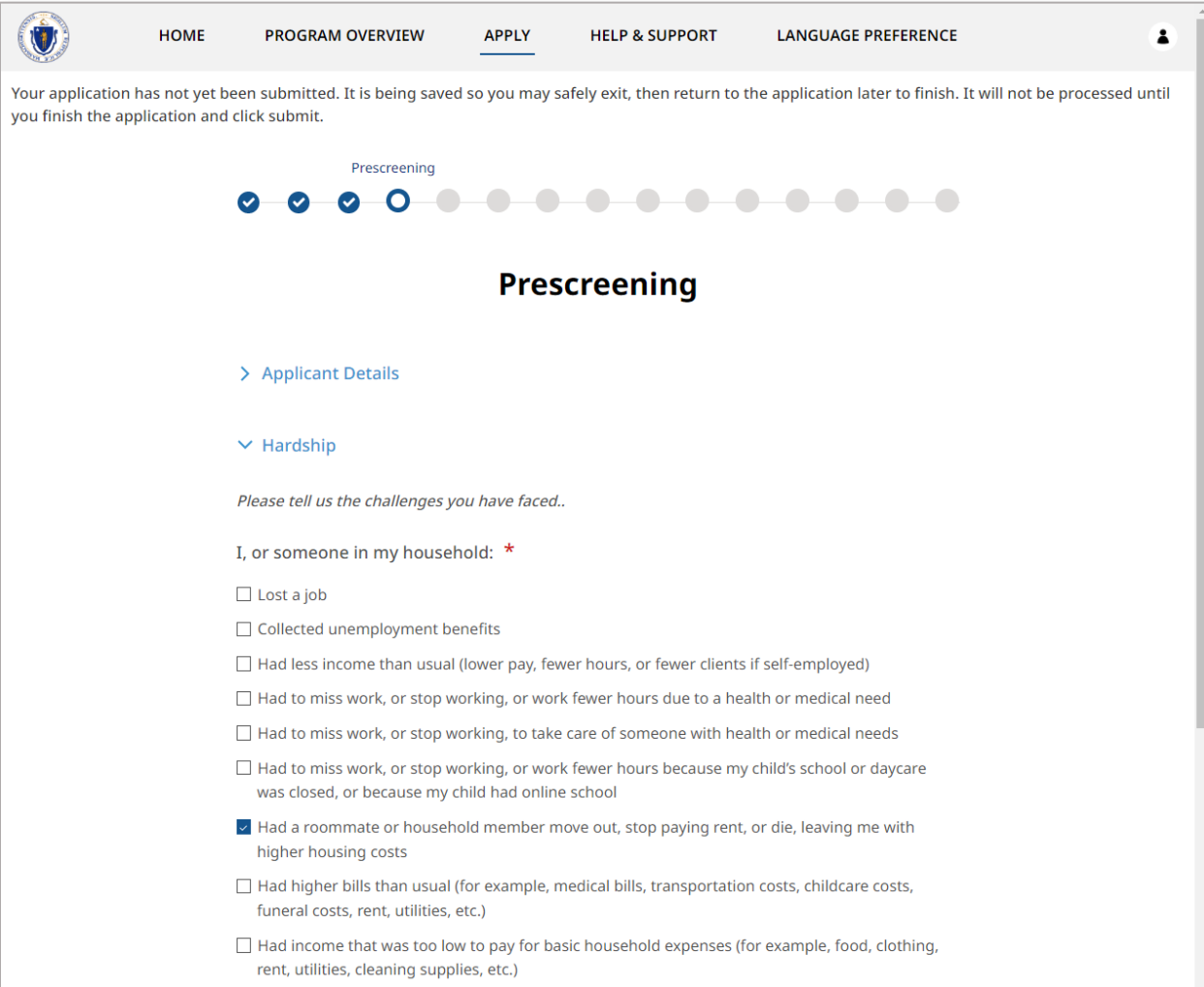
Next, complete the "Hardship" section by selecting all the challenges that apply to your situation. You must select at least one of the following options:

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



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

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



The screenshot shows the 'APPLY' section of the MA Housing Assistance Application Reference Guide. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), 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 bar is displayed with 12 steps. The first three steps are marked with checkmarks, and the fourth step, 'Prescreening', is currently active and highlighted with a blue circle. The remaining steps are represented by grey circles.

### Prescreening

> [Applicant Details](#)

▼ [Hardship](#)

*Please tell us the challenges you have faced..*

I, or someone in my household: \*

- ☐ Lost a job
- ☐ Collected unemployment benefits
- ☐ Had less income than usual (lower pay, fewer hours, or fewer clients if self-employed)
- ☐ Had to miss work, or stop working, or work fewer hours due to a health or medical need
- ☐ Had to miss work, or stop working, to take care of someone with health or medical needs
- ☐ Had to miss work, or stop working, or work fewer hours because my child's school or daycare was closed, or because my child had online school
- ☒ Had a roommate or household member move out, stop paying rent, or die, leaving me with higher housing costs
- ☐ Had higher bills than usual (for example, medical bills, transportation costs, childcare costs, funeral costs, rent, utilities, etc.)
- ☐ Had income that was too low to pay for basic household expenses (for example, food, clothing, rent, utilities, cleaning supplies, etc.)

Next, complete the "Moving - Housing Crisis" section by selecting all the challenges that apply to your situation. You must select at least one of the following options:





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

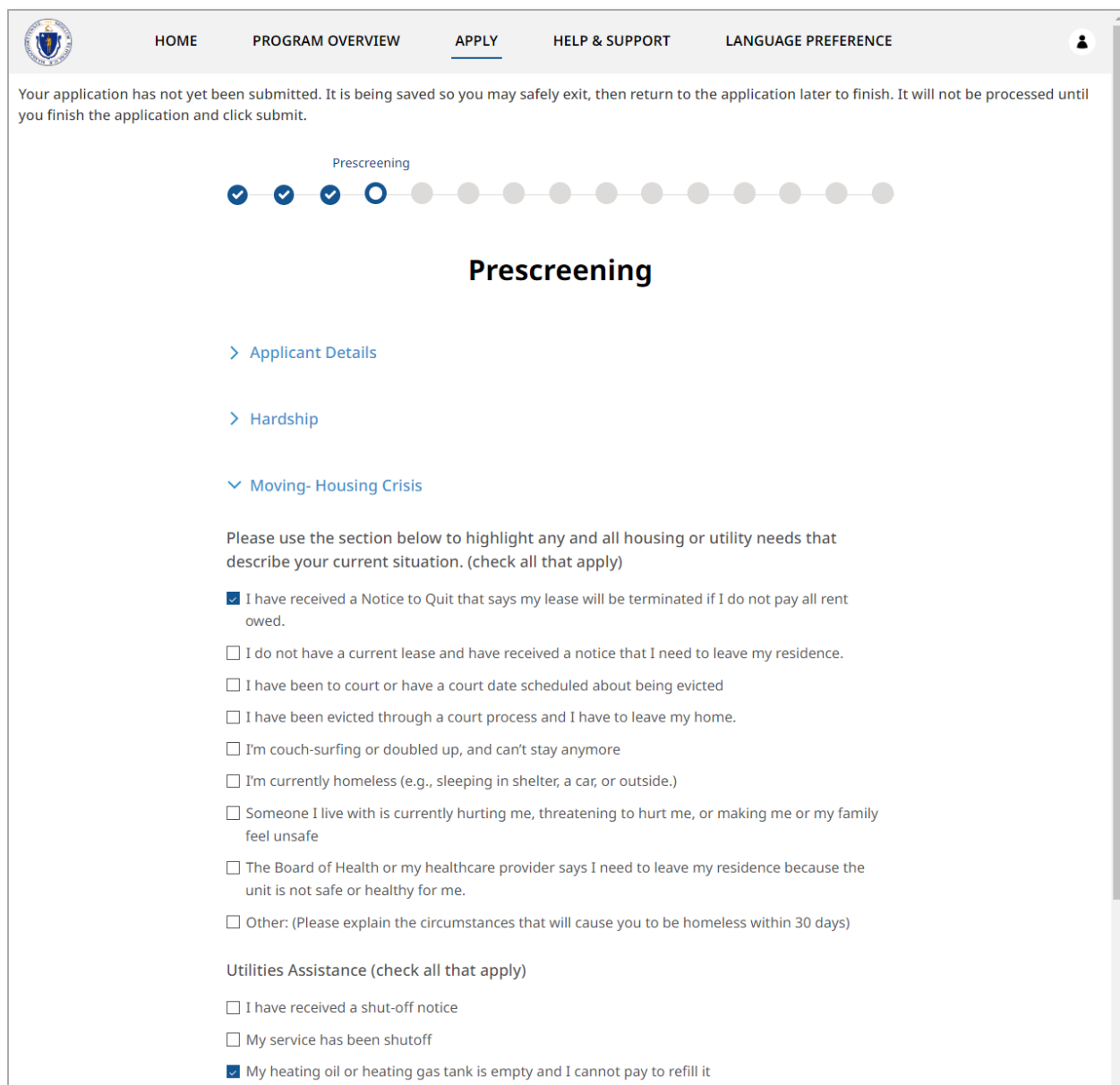
- I have received a Notice to Quit that says my lease will be terminated if I do not pay all rent owed.
- I do not have a current lease and have received a notice that I need to leave my residence.
- I have been to court or have a court date scheduled about being evicted
  - Selecting this will require you to enter the next court date.
- I have been evicted through a court process and I have to leave my home.
- I'm couch-surfing or doubled up, and can't stay anymore
- I'm currently homeless (e.g., sleeping in shelter, a car, or outside.)
- Someone I live with is currently hurting me, threatening to hurt me, or making me or my family feel unsafe
- The Board of Health or my healthcare provider says I need to leave my residence because the unit is not safe or healthy for me.
- Other: (Please explain the circumstances that will cause you to be homeless within 30 days)
- I have received a shut-off notice
  - Selecting this will create a new section of the application to complete regarding utilities.
- My service has been shutoff
  - Selecting this will create a new section of the application to complete regarding utilities.
- My heating oil or heating gas tank is empty and I cannot pay to refill it
  - Selecting this will create a new section of the application to complete regarding utilities.



Note that selecting any of the last three options will create new sections of the application to complete regarding utilities.



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



The screenshot displays the 'APPLY' section of the MA Housing Assistance Application Reference Guide. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A message at the top states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.'

A progress bar shows the current step, 'Prescreening', as the fourth of twelve steps. Below the progress bar, the title 'Prescreening' is centered. The left sidebar contains three expandable sections: 'Applicant Details', 'Hardship', and 'Moving- Housing Crisis' (which is currently expanded). The main content area under 'Moving- Housing Crisis' contains a paragraph: 'Please use the section below to highlight any and all housing or utility needs that describe your current situation. (check all that apply)'. This is followed by a list of checkboxes for housing and utility issues. The first checkbox, 'I have received a Notice to Quit that says my lease will be terminated if I do not pay all rent owed.', is checked. Other options include not having a current lease, being in court, being evicted, couch-surfing, being homeless, living with someone hurting them, health issues, and other circumstances. A second section, 'Utilities Assistance (check all that apply)', follows, with options for shut-off notices, service shutoff, and empty heating tanks. The last checkbox, 'My heating oil or heating gas tank is empty and I cannot pay to refill it', is checked.

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

Selecting **Yes** will require you to enter the Landlord Application Code, which will be in the email you received notifying you that your landlord has completed their portion of the application.

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



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

The screenshot shows the 'Prescreening' page of the MA Housing Assistance Application Reference Guide. The page has a navigation bar at the top with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is in the top right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar shows 14 steps, with the first three completed (blue checkmarks) and the fourth (Prescreening) highlighted with a blue circle. The main heading is 'Prescreening'. Below it are four expandable sections: 'Applicant Details', 'Hardship', 'Moving- Housing Crisis', and 'Landlord Application' (which is expanded). The 'Landlord Application' section contains the question: 'Have you received an email confirmation from the MA RAFT/ERAP/HomeBASE Program that your landlord submitted an application? \*'. Below the question are two radio buttons: 'Yes' and 'No' (selected). At the bottom are two buttons: 'PREVIOUS' and 'NEXT'.

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

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.

Prescreening

> Applicant Details

> Hardship

> Moving- Housing Crisis

✓ Landlord Application

Have you received an email confirmation from the MA RAFT/ERAP/HomeBASE Program that your landlord submitted an application? \*

☐ Yes ☒ No

PREVIOUS NEXT

The “Confirm Address” page will allow you to confirm the address you entered and may give a United States Postal Service (USPS) recommended address format. If the USPS recommended format accurately displays your address, it is recommended to select **Use the recommended address**. Select **Use the Address You Entered** only if the USPS recommended address is inaccurate.

Select **Continue** once you have confirmed the address.



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

The screenshot shows a web application interface for a tenant application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." Below this is a progress bar with 14 steps; the first four are completed (blue circles with checkmarks), and the fifth is the current step, "Confirm Address" (blue circle with a white outline). The main heading is "Confirm Address". Below it, a message says: "We want to make sure we have your address right." There are two columns of address information. The left column, labeled "You Entered:", shows "388 Elm Street", "North Attleborough", "MA", and "02760". The right column, labeled "USPS Address Recommended Format (US Postal Service):", shows "388 ELM ST", "NORTH ATTLEBORO", "MA", and "02760 - 3304". Below this, a question asks "Which address should we use? \*". There are two buttons: "USE THE ADDRESS YOU ENTERED" and "USE THE RECOMMENDED ADDRESS". At the bottom, there are two buttons: "PREVIOUS" and "CONTINUE".

The “Applicant Details” page contains several sections and must be filled out completely.

First, the “Application Information” section requires you to fill in the following general information:

- First Name
- Last Name
- Date of Birth
- Gender
- Applicant Social Security Number
  - If you do not have a social security number, you can select the checkbox labeled “I do not have a social security number (SSN).”
- Race
- Ethnicity
- Employment Status
- Type of ID
  - If you select **Driver’s License** you will be prompted for the following:
    - Driver's License State
    - Driver's License Number



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

The screenshot shows the 'Applicant Details' section of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows a series of circles, with the fifth circle (representing 'Applicant Details') highlighted in blue. The main heading is 'Applicant Details'. Underneath, there is a section titled 'Application Information' with a dropdown arrow. The form fields are as follows:

- First Name \*: Text input with 'Train' entered.
- MI: Text input.
- Last Name \*: Text input with 'TenantSix' entered.
- Suffix: Text input.
- Date of Birth \*: Text input with '10/01/1982' entered and a calendar icon.
- Age: Text input with '40' entered.
- Gender \*: Radio buttons for Male (selected), Female, Non-Binary, Transgender, and Decline to Answer.
- Social Security #: Text input with '111-22-3344' entered. A checkbox 'I do not have a social security number (SSN)' is also present.
- Race \*: Dropdown menu with 'Black or African American' selected.
- Ethnicity \*: Dropdown menu with 'Non-Hispanic/Non-Latino' selected.
- Employment Status \*: Dropdown menu with 'Employed Full-Time' selected.
- Type of ID \*: Dropdown menu with 'Driver's License' selected.
- Drivers License State \*: Dropdown menu with 'MA' selected.
- Drivers License Number \*: Text input with '1234567' entered.

Next, fill in the “Applicant Mailing Address” with your address. This may have been filled out automatically from the previous section.



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

The screenshot displays the 'Applicant Details' section of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A progress indicator shows a series of circles, with the first five filled with blue checkmarks and the sixth (current step) highlighted with a blue circle. The title 'Applicant Details' is centered. Below the title, there are two expandable sections: '> Application Information' and 'v Applicant Mailing Address'. The 'Applicant Mailing Address' section is expanded, showing 'Address Line 1' with a red asterisk and a text input field containing '388 Elm Street, North Attleborough, MA 02'. To the right of this field is a label 'Apt/Unit #' and an empty text input field.

Finally, the “Applicant Contact Details” section requires you to input the following information:

- Phone Number
- Re-enter Phone Number
- Phone Type
  - If you select this, you must also select if you consent to receiving text messages regarding housing assistance.
- Email
- Re-enter Email
- Preferred method of contact
- Preferred language

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



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

The screenshot displays the 'Applicant Details' section of a web application. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is located on the far right. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress bar with 15 circles is shown, with the 8th circle (labeled 'Applicant Details') highlighted. The main heading is 'Applicant Details'. Below it are three expandable sections: 'Application Information', 'Applicant Mailing Address', and 'Applicant Contact Details' (which is currently expanded). The 'Applicant Contact Details' section contains the following fields: 'Phone Number' (with a red asterisk) containing '(444) 555-6677', 'Re-enter Phone Number' (with a red asterisk) containing '(444) 555-6677', and 'Phone Type' (with a red asterisk) with radio buttons for 'Home' and 'Mobile' (selected). Below these is a consent statement: 'I consent to receiving text messages regarding housing assistance. Message & Data rates may apply.' (with a red asterisk), followed by 'Yes' (selected) and 'No' radio buttons. Further down are 'Email' (with a red asterisk) containing 'zelustraining6@yopmail.com', 'Re-enter Email' (with a red asterisk) containing 'zelustraining6@yopmail.com', 'Preferred method of contact' (with a red asterisk and an information icon) set to 'Email', and 'Preferred language' (with a red asterisk) set to 'English'. At the bottom are 'PREVIOUS' and 'NEXT' buttons.

The “Additional Household Members” page requires you to fill in information about the other people living in your residence.

To add a new member, select **Add Household Members**.

You do not need to enter the head of household in this section, as your data has already been provided. Only enter other members of the household in this section.



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

The screenshot shows the 'Additional Household Members' form. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'Additional Household Members'. Below the heading is a progress indicator with 12 circles; the first 7 are blue with white checkmarks, and the 8th is a blue circle with a white dot, indicating the current step. The text below the progress indicator says: 'Please include information about the number of household members from the Prescreen you said live with you.' The form has two input fields: 'First Name' and 'Relationship to Head of Household'. A yellow arrow points from the 'Relationship to Head of Household' field to a '+ Add Household Members' link. At the bottom, there are two buttons: 'PREVIOUS' and 'NEXT'.

The “Additional Household Members” form requires the following information about the member you are adding:

- First Name
- Last Name
- Date of Birth
- SSN/TN
  - If your house member does not have a social security number, you can select the checkbox labeled “This member does not have a social security number (SSN).”
- Gender
- Relationship to Head of Household
- Race
- Ethnicity

Once completed, select **Save** to add a member to your household.





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

The screenshot shows a web application interface for adding household members. The top navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. The main heading is "Additional Household Members". The form contains the following fields:

- First Name \* (Text input: Think)
- Last Name \* (Text input: TenantSix)
- Date of Birth \* (Date picker: 12/11/1980)
- Age (Text input: 41)
- SSN/TIN \* (Text input: 555-66-7788)
- Checkbox: ☐ This member does not have a social security number (SSN)
- Gender \* (Radio buttons: Male, Female (selected), Non-Binary, Transgender, Decline to Answer)
- Relationship to Head of Household \* (Dropdown menu: Spouse)
- Race \* (Dropdown menu: Multi-racial)
- Ethnicity \* (Dropdown menu: Hispanic/Latino)

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

You must repeat this process for each additional household member.

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

The screenshot shows a summary page for adding household members. The top navigation bar is the same as the previous form. Below the navigation bar is a progress indicator with 12 circles; the 7th circle is highlighted with a blue ring, indicating the current step. The main heading is "Additional Household Members". Below the heading is a paragraph: "Please include information about the number of household members from the Prescreen you said live with you." Below this is a table with the following data:

First Name	Relationship to Head of Household
Think	Spouse
Knowledge	Child

At the bottom right of the table is a link: "+ Add Household Members". At the bottom of the page are two buttons: "PREVIOUS" and "NEXT".



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

The “Income” section indicates how much income your household is currently generating, and requires the following information:

- Do you or your family member(s) have any income from your current job?
- Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?
- Do you or your family member(s) have any other income to report?
- Do you or your family member(s) receive any Social Security Income (SSI) or Social Security Disability Income (SSDI)?
- Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?

Additional information will be required based on your selection, as detailed in the following paragraphs.

Selecting **No** for all options will ask you to affirm you have no income, and you understand the organization processing your application may verify that this is true.



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

The screenshot shows the 'Income' section of the MA Housing Assistance Application Reference Guide. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a blue banner states 'An official website of the Commonwealth of Massachusetts' and includes a link 'Here's how you know'. A progress indicator at the top shows a series of circles, with the 'Income' section currently selected and highlighted. The main heading 'Income' is centered. Below it, there are five questions, each with a red asterisk indicating a required field. The first question asks if the user or their family member(s) have any income from their current job, with 'No' selected. The second question asks if they receive any Social Security Income (SSI) or Social Security Disability Income (SSDI), with 'No' selected. The third question asks if they receive any Social Security Retirement Income or pension/retirement income from a former job, with 'No' selected. The fourth question asks if they receive any child support, alimony/spousal support, or foster child support, with 'No' selected. The fifth question asks if they have any other income to report, with 'No' selected. At the bottom, there is an affirmation statement: 'I affirm I have no income, and I understand the organization processing my application may verify that this is true.' with 'Yes' selected. Below the affirmation, there are two buttons: 'PREVIOUS' and 'NEXT'.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Income

Do you or your family member(s) have any income from your current job? \*

☐ Yes ☒ No

Do you or your family member(s) receive any Social Security Income (SSI) or Social Security Disability Income (SSDI)? \*

☐ Yes ☒ No

Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job? \*

☐ Yes ☒ No

Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support? \*

☐ Yes ☒ No

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

☐ Yes ☒ No

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

☒ Yes ☐ No

PREVIOUS NEXT

Selecting **Yes** for one or more options will require you to indicate the total annual income for each household member that it applies to.

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



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

The screenshot shows the 'Income' section of a web application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows a series of circles, with the 'Income' circle highlighted. The main heading is 'Income'. There are five questions with radio button options:

- Do you or your family member(s) have any income from your current job? \*  
☒ Yes ☐ No
- Do you or your family member(s) receive any Social Security Income (SSI) or Social Security Disability Income (SSDI)? \*  
☐ Yes ☒ No
- Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job? \*  
☐ Yes ☒ No
- Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support? \*  
☐ Yes ☒ No
- Do you or your family member(s) have any other income to report? \*  
☐ Yes ☒ No

Based on the previous questions, you have mentioned that the household has wages, income(s) please provide your income details here.

Below this, there is a table with two columns: 'Household member' and 'Total Annual Income'. A yellow arrow points from the table to a '+ Add Income' button. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

The "Income" form requires you to fill in the following information:

- Household member name
- Type of Income
- How often are you paid?
- Amount



Note that at the end of the application you will be asked to prove the income you enter with documentation such as:

- Two paystubs dated within the last 60 days
- Unemployment printout(s) showing weekly payment amount
- Award letter(s) for benefits such as Social Security, TAFDC, SNAP, MassHealth, etc.



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

Once you have filled out the “Income” form, select **Save** to add that income to your application.

The screenshot shows the 'Income' form within a web application. The background is a grey sidebar with navigation links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. The main content area is white and titled 'Income'. It includes a note about documentation, a list of required documents, and several input fields. The 'Household member' field is empty. The 'Household member' dropdown is set to 'Train TenantSix'. The 'Type of Income' dropdown is set to 'Earned Income/Salaries/Wages'. The 'How Often are you paid?' dropdown is set to 'Biweekly (every other week)'. The 'Amount' field is set to '\$900.00'. The 'Total Annual Income' field is set to '\$23,400.00'. The 'Monthly Household Income' field is set to '\$1,950.00'. At the bottom right are 'CANCEL' and 'SAVE' buttons.

**Income**

Note: you will be asked to prove the income you enter with documentation such as:

- Two paystubs dated within the last 60 days
- Unemployment printout(s) showing weekly payment amount
- Award letter(s) for benefits such as Social Security, TAFDC, SNAP, MassHealth, etc.

Household member

Household member \*

Train TenantSix

Type of Income \*

Earned Income/Salaries/Wages

How Often are you paid? \*

Biweekly (every other week)

Amount \*

\$900.00

Total Annual Income

\$23,400.00

Monthly Household Income

\$1,950.00

CANCEL SAVE

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

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



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

The screenshot shows the 'Income' section of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, 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 features a progress bar with 12 steps, where the 8th step, 'Income', is currently selected. The 'Income' section contains five questions, each with a red asterisk indicating it is required. The questions are: 1. 'Do you or your family member(s) have any income from your current job?' with 'Yes' selected. 2. 'Do you or your family member(s) receive any Social Security Income (SSI) or Social Security Disability Income (SSDI)?' with 'No' selected. 3. 'Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job?' with 'No' selected. 4. 'Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support?' with 'No' selected. 5. 'Do you or your family member(s) have any other income to report?' with 'No' selected. Below the questions, a summary line states: 'Based on the previous questions, you have mentioned that the household has wages, income(s) please provide your income details here.' This is followed by a table titled 'Income' with two columns: 'Household member' and 'Total Annual Income'. The table contains one entry: 'Train TenantSix' with a total annual income of '\$23,400.00'. To the right of the table is a '+ Add Income' link. At the bottom of the form are two buttons: 'PREVIOUS' and 'NEXT'.

Income

Do you or your family member(s) have any income from your current job? \*

☒ Yes ☐ No

Do you or your family member(s) receive any Social Security Income (SSI) or Social Security Disability Income (SSDI)? \*

☐ Yes ☒ No

Do you or your family member(s) receive any Social Security Retirement Income or pension/retirement income from a former job? \*

☐ Yes ☒ No

Do you or your family member(s) receive any child support, alimony/spousal support, or foster child support? \*

☐ Yes ☒ No

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

☐ Yes ☒ No

Based on the previous questions, you have mentioned that the household has wages, income(s) please provide your income details here.

Household member	Total Annual Income
Train TenantSix	\$23,400.00

+ Add Income

PREVIOUS NEXT

The “Household Deduction” page indicates expenses that can be subtracted from your total income, such as Child support, Childcare or care for a sick/incapacitated household member, and Tuition and fees for vocationally related education (cannot be full-time).

Selecting **Yes** on this page will require you to indicate the deduction amount for each expense that it applies to.

To add a new deduction, select **Add Deductions**.



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

The screenshot shows the 'Household Deduction' step in the MA Housing Assistance Application Reference Guide. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A progress bar at the top indicates the current step is 'Household Deduction', which is highlighted with a blue circle. Below the progress bar, the title 'Household Deduction' is centered. The text explains that some expenses can be subtracted from income to make the applicant eligible. A list of eligible expenses is provided: 1. Child support, 2. Childcare or care for a sick/incapacitated household member, and 3. Tuition and fees for vocationally-related education (cannot be full-time). A question asks if the applicant or a household member currently pays for any of these expenses, with radio buttons for 'Yes' (selected) and 'No'. Below this, the 'Income Deductions' section is shown, featuring a table with two columns: 'Expense' and 'Deduction Amount'. A yellow arrow points from the table to a '+ Add Deductions' button. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Household Deduction

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

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

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

☒ Yes ☐ No

Income Deductions

Expense	Deduction Amount
---------	------------------

[+ Add Deductions](#)

PREVIOUS NEXT

The "Income Deductions" form requires you to fill in the following information:

- Expense
- Frequency
- Amount (Before Taxes)



Note that at the end of the application, you will be asked to provide documentation showing these expenses and proof of payment. You must include two, and they must be dated within the last 60 days.

Once you have filled out the "Income Deductions" form, select **Save** to add that deduction to your application.



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

The screenshot shows a web application interface with a navigation bar at the top containing links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. The main content area is titled "Income Deductions" and includes a paragraph of instructions: "At the the end of the application, you will be asked to provide documentation showing these expenses. Please include proof of payments you made (i.e checks, receipts, or money orders). You must include two, and they must be dated within the last 60 days." Below this, there are four input fields: "Expense \*" with a dropdown menu showing "Childcare or care for a sick householc", "Frequency \*" with a dropdown menu showing "Daily (every day)", "Amount (Before Taxes) \*" with a text input field showing "\$10.00", and "Deduction Amount" with a text input field showing "\$3,650.00". At the bottom right of the form are two buttons: "CANCEL" and "SAVE".

You must repeat this process for each additional deduction.

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

The screenshot shows a web application interface with a navigation bar at the top containing links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a progress bar with 14 steps. The first 13 steps are marked with blue checkmarks, and the 14th step is marked with a blue circle. A tooltip labeled "Certification" points to the 14th step. The main content area is titled "Household Deduction" and includes a paragraph of instructions: "Some expenses you might have can be subtracted from your income to make you eligible." Below this, there is a list of three expenses: "1. Child support.", "2. Childcare or care for a sick/incapacitated household member.", and "3. Tuition and fees for vocationally-related education (cannot be full-time).". Below the list is a question: "Do you or a member of your household currently pay for any of the expenses listed above? \*". Below the question are two radio buttons: "Yes" (selected) and "No". Below the radio buttons is a section titled "Income Deductions" which contains a table with two columns: "Expense" and "Deduction Amount". The table has two rows: "Childcare or care for a sick househo..." with a deduction amount of "\$3,650.00" and "Tuition and fees for part-time vocati..." with a deduction amount of "\$5,000.00". Below the table is a link: "+ Add Deductions". At the bottom of the form are two buttons: "PREVIOUS" and "NEXT".





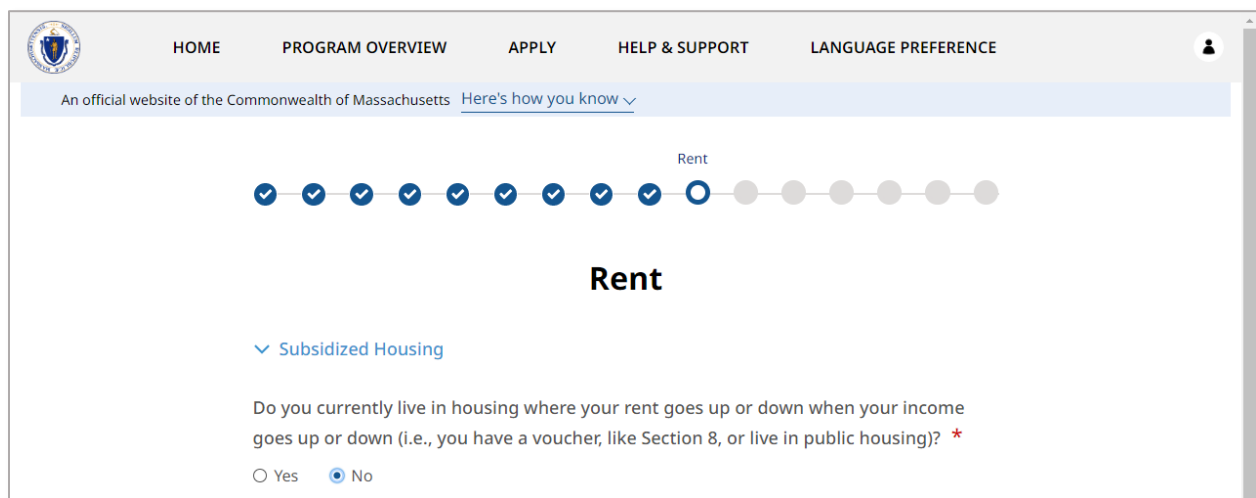
**Starting a New Tenant Application:** Application for those in need of moving expenses assistance

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

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

First, the "Subsidized Housing" section asks if you currently live in housing where your rent goes up or down when your income goes up or down, such as Section 8 or public housing.

Selecting **Yes** will require you to enter the reason your household has fallen behind on rent.

The screenshot shows the 'Rent' page of the MA Housing Assistance Application. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a header indicating it's an official website of the Commonwealth of Massachusetts. A progress bar shows 11 steps, with the 11th step, 'Rent', currently active. The main heading is 'Rent'. Underneath, there is a section titled 'Subsidized Housing' with a dropdown arrow. The question asks: 'Do you currently live in housing where your rent goes up or down when your income goes up or down (i.e., you have a voucher, like Section 8, or live in public housing)? \*'. There are two radio button options: 'Yes' and 'No'. The 'No' option is selected.

Next, the "Landlord Information" section requires the following basic information about your landlord:

- Landlord Type
  - Selecting **Company** or **Property Management Company** requires you to enter the name of the Landlord Company/Property Manager Name.
- Landlord First Name
- Landlord Last Name
- Landlord Email
- Landlord Phone
- Landlord Phone Type
- Landlord Address
- Does your landlord live at the property where you rent your unit?



Note that if you do not have your landlord's email or phone number you can select the **I don't have an email for the landlord** or **I don't have a phone number for the landlord** respectively. However, you must have at least one of those methods of contact to proceed.



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

The screenshot shows the 'Rent' section of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows 11 steps, with the 10th step, 'Rent', currently selected. The 'Rent' section is titled 'Rent' and includes a link for 'Subsidized Housing'. Under 'Landlord Information', there are several required fields marked with a red asterisk (\*):

- Landlord Type \***: Radio buttons for Individual, Company, and Property Management Company (selected).
- Company Name \***: Text field containing 'Property Solutions Inc.'
- Landlord First Name \***: Text field containing 'Train'.
- Landlord Last Name \***: Text field containing 'LLTwo'.
- Landlord Email \***: Text field containing 'zelustraining13@yopmail.com'.
- Landlord Phone \***: Text field containing '(432) 555-6767'.
- Landlord Phone Type \***: Radio buttons for Home and Mobile (selected).
- Landlord Address \***: Text field containing '149 W Bacon St, Plainville, MA 02762, U.S.'.
- Apt/Unit #**: Empty text field.

There are also two checkboxes:

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

At the bottom, there is a question: 'Does your landlord live at the property where you rent your unit? \*' with radio buttons for Yes and No (selected).

The “Rent Details” section requires the following information about your upcoming lease:

- Lease start date
- Lease end date



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

The screenshot shows the 'Rent' page of the MA Housing Assistance Application. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A progress bar at the top indicates the current step is 'Rent', which is highlighted with a blue circle. Below the progress bar, the title 'Rent' is centered. Underneath, there are three expandable sections: 'Subsidized Housing', 'Landlord Information', and 'Rent Details'. The 'Rent Details' section is expanded, showing two date fields: 'Lease start date' with the value '11/01/2022' and 'Lease end date' with the value '11/01/2023'. Both fields have a red asterisk indicating they are required.

The “Add Rent Due Details” section requires the following information about the assistance you are requesting:

- What is your monthly rent?
- Do you need help paying future rent?
- Do you require first month’s rent?
- Do you require last month’s rent?
- Do you require a security deposit?
  - If you select **Yes**, you will be required to answer: “How much is the security deposit?”

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



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

The screenshot displays the 'Rent' section of a tenant application. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this, a progress bar shows 14 steps, with the 11th step, 'Rent', currently selected and highlighted. The 'Rent' section is titled 'Rent' and contains several sub-sections: 'Subsidized Housing', 'Landlord Information', and 'Rent Details'. Under 'Rent Details', there are two date pickers for 'Lease start date' (11/01/2022) and 'Lease end date' (11/01/2023). Below these are two expandable sections: 'Add Rent Due Details' and 'Add Security Deposit Details'. The 'Add Rent Due Details' section asks 'What is your monthly rent?' with a text input field containing '\$750.00'. The 'Add Security Deposit Details' section asks 'Security Deposit Amount?' with a text input field containing '\$750.00'. There are also four yes/no questions: 'Do you need help paying future rent? You can receive up to 1 month of future rent through RAFT.' (selected No), 'Do you require first months rent?' (selected Yes), 'Do you require last months rent?' (selected Yes), and 'Do you require a security deposit?' (selected Yes). At the bottom of the form are two buttons: 'PREVIOUS' and 'NEXT'.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Rent

> Subsidized Housing

> Landlord Information

▼ Rent Details

Lease start date \* 11/01/2022

Lease end date \* 11/01/2023

▼ Add Rent Due Details

What is your monthly rent? \* \$750.00

Do you need help paying future rent? You can receive up to 1 month of future rent through RAFT. \* ☐ Yes ☒ No

Do you require first months rent? \* ☒ Yes ☐ No

Do you require last months rent? ☒ Yes ☐ No

Do you require a security deposit? \* ☒ Yes ☐ No

Security Deposit Amount? \* \$750.00

PREVIOUS NEXT

If you selected that you know the new landlord for the property you're moving to in the "Living Situation" section, and selected that you need assistance with utilities, you will be brought to the "Utility" page.

The "Utility" page requires you to enter each unpaid utility as well as the amount due.

To add a new utility, select **Add Utility**.



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

The screenshot shows the 'Utility' step of a multi-step application process. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this is a banner stating 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main content area features a progress bar with 12 steps; the 11th step, labeled 'Utility', is currently active and highlighted with a blue circle. Below the progress bar, the word 'Utility' is displayed in a large, bold font. Underneath, there is a section titled 'Add Utility' containing two input fields: 'Utility Type' and 'Amount Due'. A yellow arrow points from the 'Add Utility' text to a '+ Add Utility' button. At the bottom of the section are two buttons: 'PREVIOUS' and 'NEXT'.

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

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

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

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



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

The screenshot shows the 'Add Utility' form on a web application. The form is titled 'Add Utility' in blue. It has a background of a grey sidebar with navigation links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. The form fields are: 'Utility Type' with a dropdown menu showing 'Gas', 'Amount Due' with a text box containing '\$200.00', 'Do you know the Account Number?' with radio buttons for 'Yes' and 'No' (selected), and 'Company Name' with a text box containing 'Amerigas'. There are 'CANCEL' and 'SAVE' buttons at the bottom right.

The screenshot shows the 'Add Utility' form on a web application, showing the second step. The form is titled 'Add Utility' in blue. It has a background of a grey sidebar with navigation links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. The form fields are: 'Utility Type' with a dropdown menu showing 'Gas', 'Amount Due' with a text box containing '\$200.00', 'Do you know the Account Number?' with radio buttons for 'Yes' and 'No' (selected), 'Utility Provider Legal Business Name' with a text box containing 'Attleborough Gas Company', and 'Utility Provider Legal Business Phone' with a text box containing '(222) 555-1234'. There are 'CANCEL' and 'SAVE' buttons at the bottom right.

You must repeat this process for each additional utility.

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



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

The screenshot displays the 'Utility' step of a multi-step application process. At the top, a navigation bar includes links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below this, a banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A progress bar at the top shows 12 steps, with the 11th step, 'Utility', currently active and highlighted. The main heading 'Utility' is centered. Below it, the 'Add Utility' section contains a table with two columns: 'Utility Type' and 'Amount Due'. The first row shows 'Gas' with an amount of '\$200.00'. To the right of the table is a '+ Add Utility' button. At the bottom of the form are two buttons: 'PREVIOUS' and 'NEXT'.

Utility Type	Amount Due
Gas	\$200.00

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

The "Moving/Additional Expenses" page requires you to indicate whether or not you require assistance with moving expenses.



Note that an RAA case worker will work with you to select eligible moving companies and furnishings as part of the application process. If you pay for expenses with ineligible moving companies now, the money cannot be paid back later.

Selecting **Yes** requires you to enter each expense.

Select the **Add Moving or Additional Expense (If known)** button to add a new expense to the application.



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

The screenshot shows the 'Moving/Additional Expenses' step in the application process. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), 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 bar shows 14 steps, with the 14th step, 'Moving/Additional Expenses', currently active. The main heading is 'Moving/Additional Expenses'. Below this, a question asks: 'Do you require assistance with moving expenses? \*' with radio buttons for 'Yes' (selected) and 'No'. A note follows: 'An RAA case worker will work with you to select eligible moving companies and furnishings during the application process. If you pay for these expenses yourself now, we cannot pay you back later.' Below the note is a section titled 'Add Moving or Additional Expense' with a table containing three columns: 'Expense Category', 'Amount Owed', and 'Company Name'. A yellow arrow points from the table to a button labeled '+ Add Moving or Additional Expense (If known)'. At the bottom of the form are two buttons: 'PREVIOUS' and 'NEXT'.

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

- Expense Category
- Amount Owed
- Company Name

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

The screenshot shows the 'Add Moving or Additional Expense' form. The form has three main input fields: 'Expense Category \*' with a dropdown menu showing 'Moving', 'Amount Owed \*' with a text box containing '\$250.00', and 'Company Name \*' with a text box containing 'Moving Helpers'. At the bottom right of the form are two buttons: 'CANCEL' and 'SAVE'.

You must repeat this process for each additional expense.

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





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

The screenshot shows a web application interface for the MA Housing Assistance program. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY (highlighted), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." A progress bar shows 14 steps, with the 14th step, "Moving/Additional Expenses", currently active. The main heading is "Moving/Additional Expenses". Below this, a question asks: "Do you require assistance with moving expenses? \*". There are two radio buttons: "Yes" (selected) and "No". A note below states: "An RAA case worker will work with you to select eligible moving companies and furnishings during the application process. If you pay for these expenses yourself now, we cannot pay you back later." A section titled "Add Moving or Additional Expense" contains a table with three columns: "Expense Category", "Amount Owed", and "Company Name". The table has one row: "Moving", "\$250.00", and "Moving Helpers" with a dropdown arrow. Below the table is a link: "+ Add Moving or Additional Expense (If known)". At the bottom, there are two buttons: "PREVIOUS" and "NEXT".

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

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.

Moving/Additional Expenses

### Moving/Additional Expenses

Do you require assistance with moving expenses? \*

☒ Yes ☐ No

An RAA case worker will work with you to select eligible moving companies and furnishings during the application process. If you pay for these expenses yourself now, we cannot pay you back later.

#### Add Moving or Additional Expense

Expense Category	Amount Owed	Company Name
Moving	\$250.00	Moving Helpers

[+ Add Moving or Additional Expense \(If known\)](#)

**PREVIOUS** **NEXT**

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

- Proof of Identity
- Proof of Current Housing
- Verification of Eligible Housing Crisis

You may also upload the following optional documents:

- Other Documents
- Proof of Income

Additionally, if utilities are included in your application, you will be required to upload a utility shut off notice to the "Upload Utility Shut Off Notice" section.

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

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



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

The screenshot shows the 'Upload Documents' page of the MA Housing Assistance Application. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A progress bar at the top indicates the current step is 'Upload Documents', which is highlighted with a blue circle. The main heading is 'Upload Documents'. Underneath, there is a section for 'Proof of Identity' with a dashed box containing an 'Upload Files or drop files' prompt, an 'Upload Files' button, and a file input field showing 'ID.jpg'. Below this, there are links for 'Proof of Current Housing', 'Verification of Eligible Housing Crisis', 'Other Documents', 'Proof of Income', and 'Utility Shut Off Notice'. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

The “Review” page allows you to review your information for accuracy. If you need to correct something, select the **Previous** button to navigate to the page that is inaccurate. Additionally, you can select the incorrect page from the dots at the top.

Select **Next** once you have finalized and verified the “Review” page.



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

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Review

Please review the information you entered. If you need to make changes, click "previous" at the bottom of the page to reach the page you need to change.

▼ Tenant

Train TenantSix

▼ Phone

445556677

▼ Phone Type

Mobile

▼ Email

zelustraining6@yahoo.com

▼ Rental Property/Unit Address

388 Elm Street, North Attleborough, MA 02760  
Apt/Unit #

▼ Landlord/Owner

Train LLTwo

▼ Household Members

3

▼ Monthly Household Income

\$1,950.00

▼ Annual Household Income

\$23,400.00

▼ Monthly Deductions

\$720.83

▼ Annual Deductions

\$8,650.00

▼ Income And Deduction Summary

\$14,790.00

▼ Total Rent Assistance Requested

\$2,250.00

▼ Total Utility Assistance Requested

\$200

▼ Total Moving Expense Assistance Requested

\$250.00

PREVIOUS NEXT

The "Certification" page requires you to affirm the following information:

- I have responded truthfully and completely to every question to the best of my knowledge. I understand if I lie, my application may be denied and/or referred for criminal prosecution.
- I have not already received money from other programs, friends, or family for the costs I am asking RAFT to help cover. If I do receive money from another person or program to help pay rent, I will tell the RAA processing my application.



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

- I understand RAFT can only pay up to \$10,000 for overdue rent arrears and up to one month of future rent. I understand I will be responsible for paying my rent in the future, and I cannot rely on RAFT to pay my rent.

Additional information can be found below the affirmation section.

Select each to affirm the three statements.

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

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.

Certification

✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ○

### Certification

✓ Application Certification and Contract (Tenant/Mover)

**Statement of Affirmation**

- ☒ I have responded truthfully and completely to every question to the best of my knowledge. I understand if I lie, my application may be denied and/or referred for criminal prosecution.
- ☒ I have not already received money from other programs, friends, or family for the costs I am asking RAFT to help cover. If I do receive money from another person or program to help pay rent, I will tell the RAA processing my application.
- ☒ I understand RAFT can only pay up to \$10,000 for overdue rent arrears and up to one month of future rent. I understand I will be responsible for paying my rent in the future, and I cannot rely on RAFT to pay my rent.

Once you have affirmed, select the **Electronically Sign** button to sign the document.

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

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

Certification

✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ○

### Certification

> Application Certification and Contract (Tenant/Mover)

**ELECTRONICALLY SIGN**

The button will automatically enter your name and the date.



## Starting a New Tenant Application:

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

The screenshot shows the 'Certification' page of the MA Housing Assistance Application system. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows 15 steps, with the 15th step, 'Certification', highlighted. The main heading is 'Certification'. Below it, a link reads '> Application Certification and Contract (Tenant/Mover)'. A table displays the following information:

Signed By	Signed Date
Train TenantSix	10/07/2022

At the bottom of the page, there are two buttons: 'PREVIOUS' and '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.

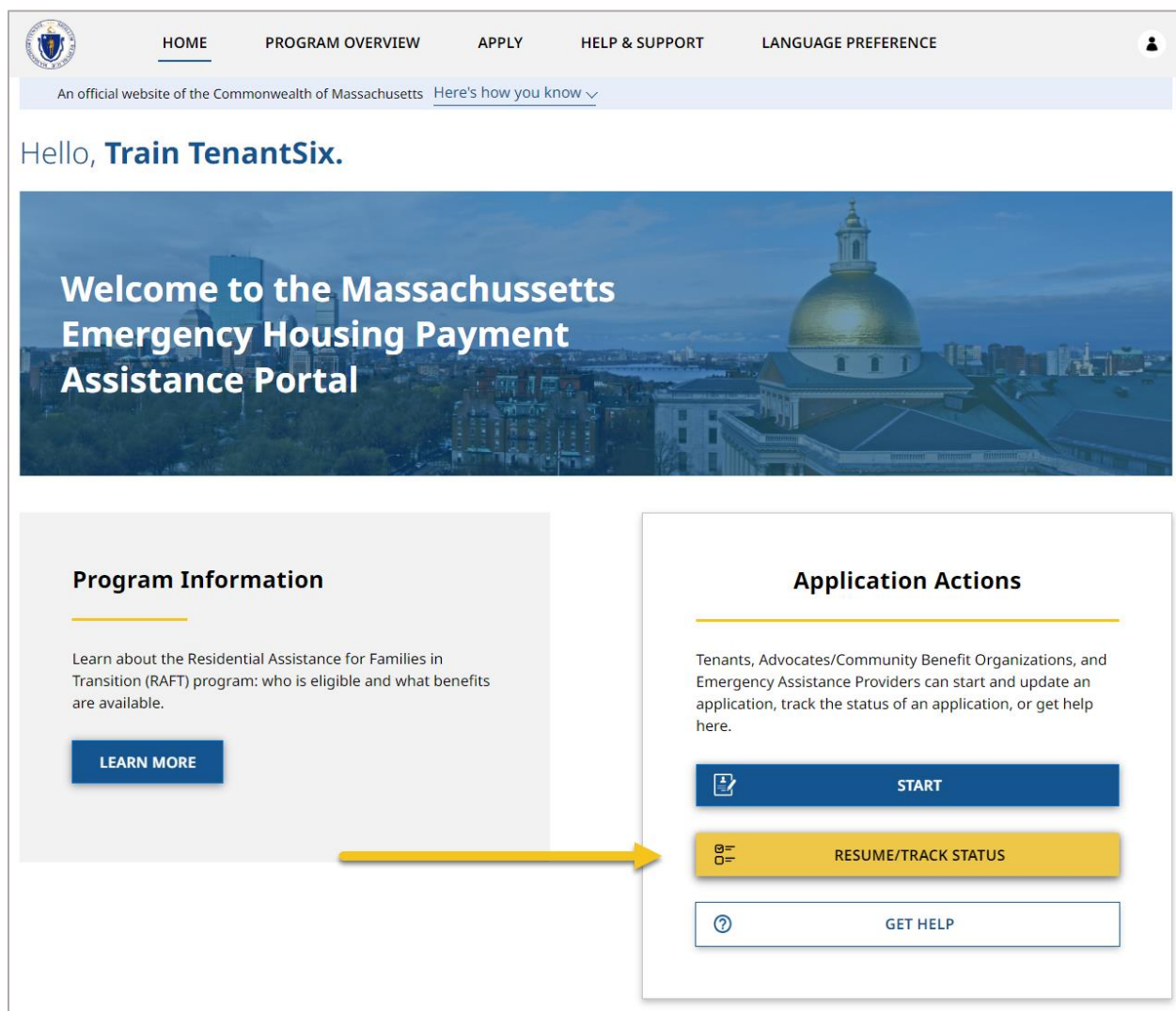
The screenshot shows the 'Confirmation' page of the MA Housing Assistance Application system. At the top, there is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows 15 steps, with the 15th step, 'Confirmation', highlighted. The main heading is 'Confirmation'. Below it, the text reads: 'Thank you for your submission. Your Housing Assistance Application # is 00001689.' A yellow arrow points to the application number. Below this, it says: 'A Regional Administering Agency (RAA) will be in touch soon. We'll update you on your application status throughout the approval process using your preferred contact method.' At the bottom right of the page, there is a 'DONE' button.



## Tracking the Status of your Applications

### Getting Started

If you want to revisit an application you have started but didn't submit, or an application you have finished and submitted, you can do so by selecting the **Resume/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:

- 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



## **Tracking the Status of your Applications:** Getting Started



- 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


Additionally, you can see the type of case that has been requested. This will either be:

- Raft Application for renters and movers who know where they are moving to
- Letter of Intent for movers who do not know where they are moving to
- Administrative Review for applicants who disagree with a decision to deny their application



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

HOME   PROGRAM OVERVIEW   APPLY   HELP & SUPPORT   LANGUAGE PREFERENCE   


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

[← Back](#)

### Application Status

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

Recent Cases   All Cases




I Am a Tenant  
If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!

Not Submitted

Under Review

Approved - Pending Payment

Closed

**Case Number** #00003124   

**Case Type**  
Letter Of Intent

Not Submitted


Submitted

Under Review

Ready for Payment

Paid

Closed

**Case Number** #00003122   

**Case Type**  
RAFT Application

**Rental Property**  
389 Elm Street, North Attleborough, MA 02760

## 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.





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

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

← Back

### Application Status

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

Recent Cases All Cases

I Am a Tenant  
If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!

Not Submitted Under Review Approved - Pending Payment Closed

Case Number #00003124

Case Type  
Letter Of Intent

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



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

← Back

### Application Status

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

Recent Cases All Cases

I Am a Tenant  
If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!

Not Submitted Under Review Approved - Pending Payment Closed

**Case Number #00003124**



**Case Type**  
Letter Of Intent


Edit  
Withdraw

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




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

HOME   PROGRAM OVERVIEW   APPLY   HELP & SUPPORT   LANGUAGE PREFERENCE   

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

Living Situation



### Living Situation

Select the statement that best describes your living situation \*

☐ Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.

☒ Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions).

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

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

☐ Yes

☒ No

You may still apply if you don't have a new unit / new landlord, and plan to have a unit within 60 days. If you have a unit and landlord, then providing an email contact for your new landlord will help your application be processed faster.

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

☐ Yes

☒ No

NEXT



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

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

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

← Back

### Application Status

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

Recent Cases All Cases

I Am a Tenant  
If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!

Not Submitted Under Review Approved - Pending Payment Closed

Case Number #00003124

Case Type  
Letter Of Intent

Select **Withdraw** to withdraw your application.



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

← Back

### Application Status

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

Recent Cases All Cases

I Am a Tenant  
If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!

**Not Submitted** Under Review Approved - Pending Payment Closed

Case Number #00003124

Case Type  
Letter Of Intent

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.

### Withdraw Application

Reason for Withdrawal \*

No longer in need of assistance

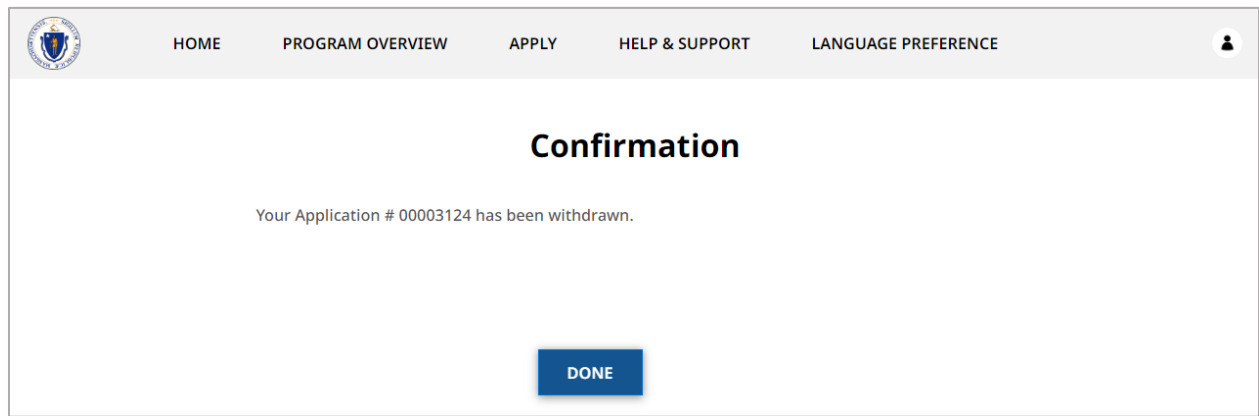
NEXT



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

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

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




### 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



HOMEPROGRAM OVERVIEWAPPLYHELP & SUPPORTLANGUAGE PREFERENCE


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

[← Back](#)

### Application Status

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

Recent CasesAll Cases



I Am a Tenant


If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!

Not SubmittedSubmittedUnder ReviewReady for PaymentPaidClosed

Case Number #00003122

Case Type  
RAFT Application

Rental Property  
389 Elm Street, North Attleborough, MA 02760



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

MA Housing Assistance Application Reference Guide

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

The screenshot shows the 'Application Status' page on the MA Housing Assistance website. The header includes navigation links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the header, a blue banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. A 'Back' button is on the left. The main heading is 'Application Status'. A light blue box contains instructions: 'Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.' Below this are two tabs: 'Recent Cases' and 'All Cases'. A user icon and the text 'I Am a Tenant' are shown, followed by a message: 'If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!'. A progress bar shows the stages: Not Submitted (green), Submitted (yellow), Under Review (light blue), Ready for Payment (light blue), Paid (light blue), and Closed (light blue). The 'Submitted' stage is highlighted. Below the progress bar, case details are listed: 'Case Number #00003122', 'Case Type RAFT Application', and 'Rental Property 389 Elm Street, North Attleborough, MA 02760'. A yellow arrow points from the 'Submitted' stage to a dropdown menu with options 'View Case Summary' and 'Upload Documents'.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

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### Application Status

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

Recent Cases All Cases

I Am a Tenant  
If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!

Not Submitted Submitted Under Review Ready for Payment Paid Closed

**Case Number #00003122**

**Case Type**  
RAFT Application

**Rental Property**  
389 Elm Street, North Attleborough, MA 02760

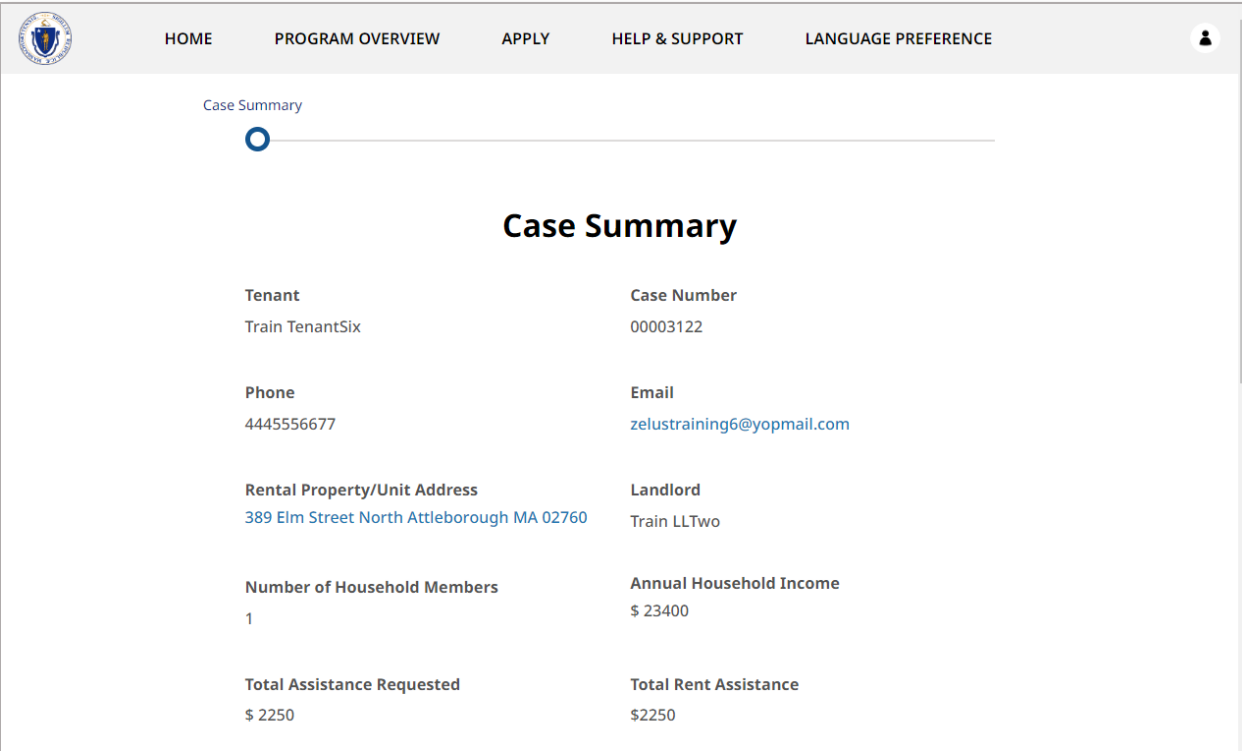
View Case Summary  
Upload Documents

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	
<b>Tenant</b> Train TenantSix	<b>Case Number</b> 00003122
<b>Phone</b> 4445556677	<b>Email</b> <a href="mailto:zelustraining6@yopmail.com">zelustraining6@yopmail.com</a>
<b>Rental Property/Unit Address</b> <a href="#">389 Elm Street North Attleborough MA 02760</a>	<b>Landlord</b> Train LLTwo
<b>Number of Household Members</b> 1	<b>Annual Household Income</b> \$ 23400
<b>Total Assistance Requested</b> \$ 2250	<b>Total Rent Assistance</b> \$2250

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



<b>Signed By</b> Train TenantSix	<b>Signed Date</b> 2022-10-07
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**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

The screenshot shows the 'Application Status' page on the MA Housing Assistance website. The header includes navigation links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. A banner below the header states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'Application Status'. Below this, a light blue box contains instructions: 'Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.' There are two tabs: 'Recent Cases' and 'All Cases'. A section titled 'I Am a Tenant' with a tenant icon provides instructions for tenants. Below this is a progress bar with six stages: 'Not Submitted' (green), 'Submitted' (yellow), 'Under Review' (light blue), 'Ready for Payment' (light blue), 'Paid' (light blue), and 'Closed' (light blue). The 'Submitted' stage is highlighted. Below the progress bar, a specific application is shown with the Case Number #00003122, Case Type RAFT Application, and Rental Property 389 Elm Street, North Attleborough, MA 02760. A yellow arrow points from the 'Submitted' stage to the application details.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

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### Application Status

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

Recent Cases All Cases

I Am a Tenant  
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Not Submitted Submitted Under Review Ready for Payment Paid Closed

Case Number #00003122

Case Type  
RAFT Application

Rental Property  
389 Elm Street, North Attleborough, MA 02760

Select **Upload Documents** to begin uploading.



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

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

← Back

### Application Status

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

Recent Cases All Cases

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Not Submitted Submitted Under Review Ready for Payment Paid Closed

**Case Number** #00003122

**Case Type**  
RAFT Application

**Rental Property**  
389 Elm Street, North Attleborough, MA 02760

View Case Summary  
Upload Documents



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

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

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



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

HOMEPROGRAM OVERVIEWAPPLYHELP & SUPPORTLANGUAGE PREFERENCE

### 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
ProofOfIdentity-ID
ProofOfHousing-Proof of Current Housing
HousingCrisis-Eligibility
UtilityBill-Utility Bill
AdditionalDoc-ID

✓ [Upload Additional Documents](#)

Upload Files

 [Upload Files](#)

Or drop files

DONE



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

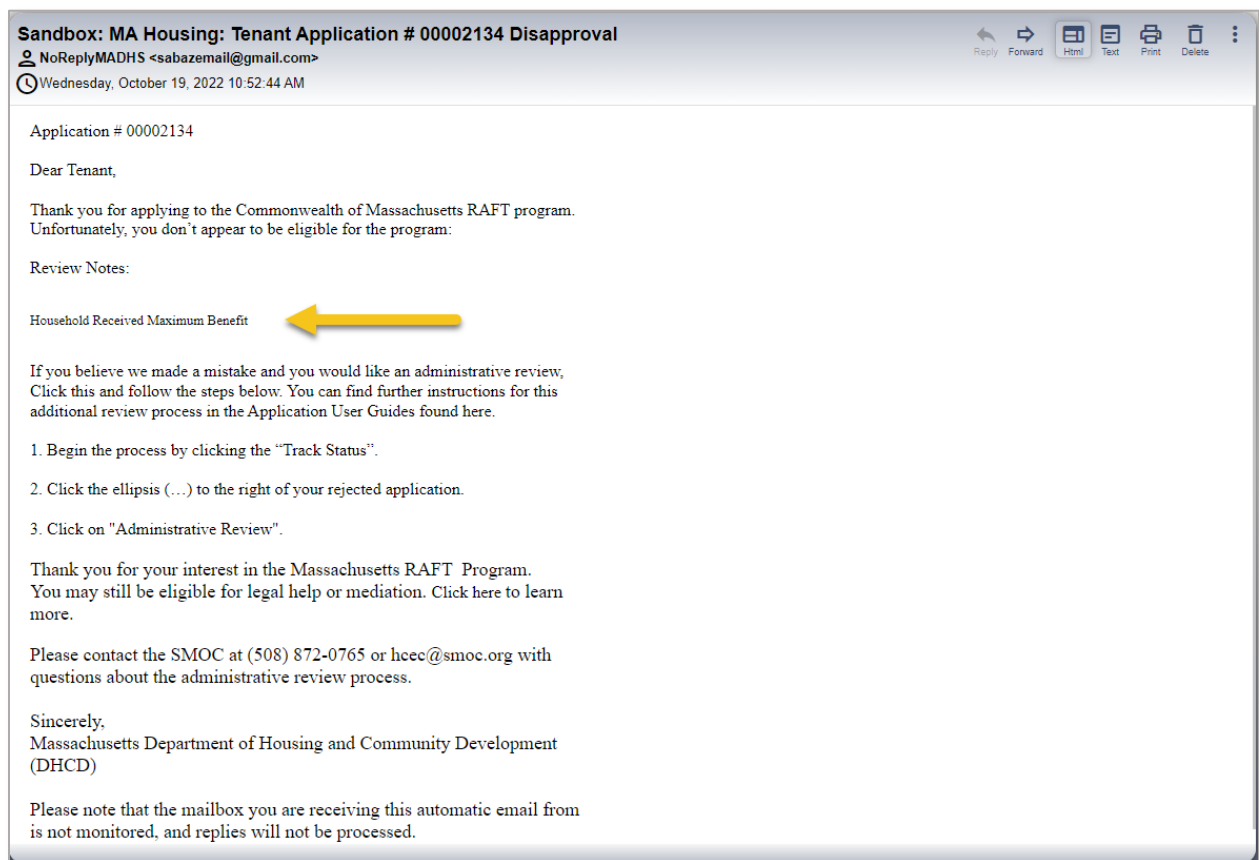
### Requesting an Administrative Review

If your application was denied you will receive an email with a reason for denial and describing the steps to request an Administrative Review that decision.



Timed out applications are not eligible for an Administrative Review, instead you may re-apply. Applications can time out if you or your Landlord neglected to provide appropriate detail in the required timeframe:

- Additional documentation or information requested by an RAA must be submitted within 14 days of the request.
- Moving applications must be completed within 90 days of your submission.



To request an Administrative Review for an application that was denied, select the three dots on the right of that application.



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

**Application Status**

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

[Recent Cases](#) [All Cases](#)

**I Am a Tenant**  
If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!

**Progress Bar:** Not Submitted → Submitted → Under Review → Ready for Payment → Paid → Denied

**Case Number #00002134**

**Case Type**  
RAFT Application

**Rental Property**  
900 Main Street, Millis, MA 02054

A yellow arrow points from the 'Denied' status to a menu icon (three dots).

Select **Request Administrative Review/Appeal**.

**Application Status**

Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above.

[Recent Cases](#) [All Cases](#)

**I Am a Tenant**  
If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!

**Progress Bar:** Not Submitted → Submitted → Under Review → Ready for Payment → Paid → Denied

**Case Number #00002134**

**Case Type**  
RAFT Application

**Rental Property**  
900 Main Street, Millis, MA 02054

A yellow arrow points from the 'Denied' status to a menu icon (three dots). A button labeled **Request Administrative Review/Appeal** is visible in the menu.

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



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

The screenshot shows a web application interface for requesting an administrative review. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is on the right. Below the navigation bar is a progress indicator with three steps; the first step is active. The main heading is "Enter Administrative Review Information". Below this is a text input field with a placeholder: "Please state specifically why you believe our determination is incorrect. You will also be able to provi...". A blue "NEXT" button is at the bottom right.

The “Upload Supporting Documents” page allows you to upload any additional documents that supports your request for an Administrative Review.

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

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

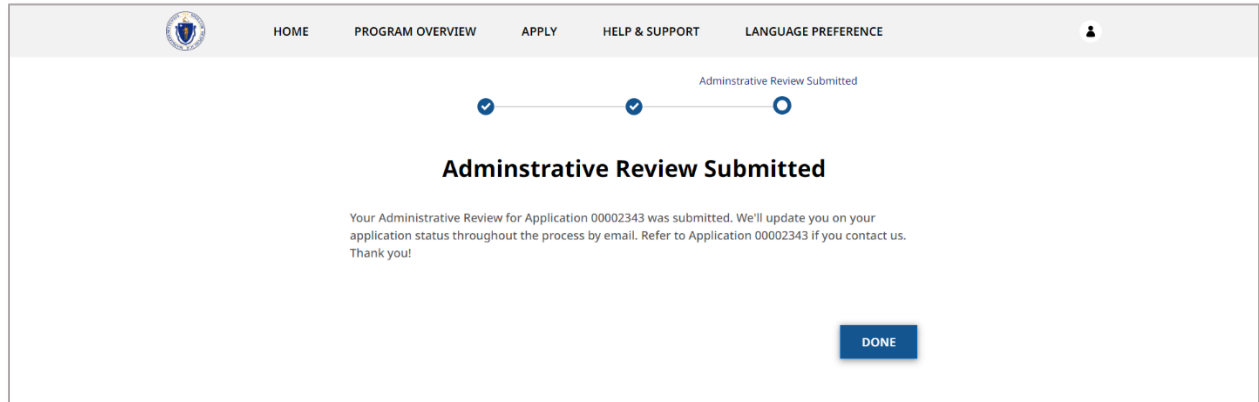
The screenshot shows the "Upload Supporting Documents" page. The navigation bar is the same as the previous page. The progress indicator shows the second step is active. The main heading is "Upload Supporting Documents". Below this is a section titled "Supporting Documents" with a dropdown arrow. Inside this section is a dashed box containing the text "Please provide any documents that support your claim". Below this text is a blue "Upload Files" button. Underneath the button is the text "Or drop files". Below that is a file input field showing "ID.jpg" and a trash icon. At the bottom of the page are two buttons: "PREVIOUS" and "NEXT".

The “Administrative Review Submitted” page will provide you a confirmation that your request for an Administrative Review was submitted with a new application number.



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

Select **Done** to return to the “Application Status” page.



Once your request for an Administrative Review has been submitted, a new case will be opened to continue the assistance process. You may track this status like any other case in the “Resume/Track Status” page.





## Troubleshooting: Contacting your RAA

### Troubleshooting

#### Contacting your RAA

If you encounter any issues at any stage of the application process, select the **Help & Support** button at the top of the screen.



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:

**Regional Admin Agency:**

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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	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.

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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

[Residential Assistance for Families in Transition – RAFT Program](#)

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

[Determine your Regional Admin Agency](#)

