



FREQUENTLY ASKED QUESTIONS ABOUT RAFT

Residential Assistance for Families in Transition (RAFT) is a state-funded program that allows families and individuals to stay housed or move into their next home during periods of housing instability and crisis.

Eligible households can receive up to \$4,000 in a 12-month period. Funds can be used for: rental or mortgage arrearages; security deposits; first and last month's rent; utility arrearages; furniture; employment-related transportation costs.

How do I apply for RAFT?

So that we can provide the highest level of service, **Metro Housing has temporarily suspended our walk-in hours until further notice.** We are now scheduling appointments through the Resource Line at 617-425-6700 or resourceline@MetroHousingBoston.org.

Because of the recent significant demand for our services (July 2019), we are currently experiencing a backlog of several days. Someone from the HCEC team will get back to you as soon as possible.

You will then be screened by a Metro Housing case manager to determine eligibility. If you are determined eligible, you will be scheduled for an in person appointment to complete the application.

What do I need to bring with me during my first screening meeting?

To determine eligibility, it is **MANDATORY** that people bring their ID (for all household members), most updated proof of income, and proof of housing crisis documentation.

ID (for all household members)

- If 18 or over, photo ID
- If under 18, birth certificate or passport for all members

Proof of Income- must be within 30 days

- Paystubs - four most recent (must be consecutive/in a row)
- Benefit award letter dated within last 30 days (SSI, SSP, TAFDC, etc.)
- Child Support (most current 30 days. Must show actual payments, no court orders!)

Proof of Crisis

- For households facing eviction: Summary Process Summons and Complaint**
**Tenants who have a housing subsidy and are facing eviction due to non-payment of rent must also provide proof of financial hardship that explains cause for arrears in order to receive assistance.
- For households with rental arrears: Written documentation of rental arrears, demonstration of a financial hardship (reduction in revenue and/or increase in expenses) that caused the

nonpayment of rent, and demonstration that payment of the arrears will allow the household to retain their housing.

- For households leaving doubled-up housing: Letter from landlord or primary tenant explaining that the family must leave. *This must also include the address, date, and contact name and info of person writing letter.* A copy of new lease or letter of intent to rent for new apartment.
- For households leaving unsafe housing: Verification of unsafe housing conditions and copy of new lease/letter of intent to rent for new apartment.
- For households facing foreclosure or mortgage arrears: Current mortgage statement and letter from lender indicating that family is at least 30 days in arrears and at risk of foreclosure.
- For households facing utility shutoff: Utility shutoff notice and current bill.

Social Security Cards

- For **ALL** members of the household (original or copy of physical card)
 - If you are missing a card, go immediately to SSA office and apply for new one; Bring proof that you have applied, but you will still need to provide actual card for approval

Proof of Housing

- If currently housed without a voucher, your lease or tenancy-at-will agreement.
- If currently housed with a voucher (Section 8, public housing, etc.), you will need to bring your tenant share letter.
- If currently temporarily housed with a friend or family, provide a letter that you can no longer stay with them. *This must also include the full address, date, and contact name and info of person writing letter.*

What happens if I don't have all of the necessary documents with me when I have my screening?

If you do not have all of the required documentation, we will not be able to determine your eligibility. This will result in you having to return to the office at a later time to reapply.

What happens next if it's determined that I'm eligible during my screening call?

If it is determined during your screening that you are eligible for RAFT, you will complete an application with the Metro Housing representative at that time.

Will I need to provide any additional forms once I'm eligible?

Additional documentation will be requested after you complete the application at Metro Housing. You will have two weeks from the date of your application to provide any additional requested documentation. If all requested documentation is not provided within two weeks, you will be denied for the RAFT program.

Once I fill out the application, will I definitely receive financial assistance?

No, RAFT funding is not guaranteed. Metro Housing has a set amount of funds that can potentially run out. If your file has not been approved before funds run out, you will not receive payments.