

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:

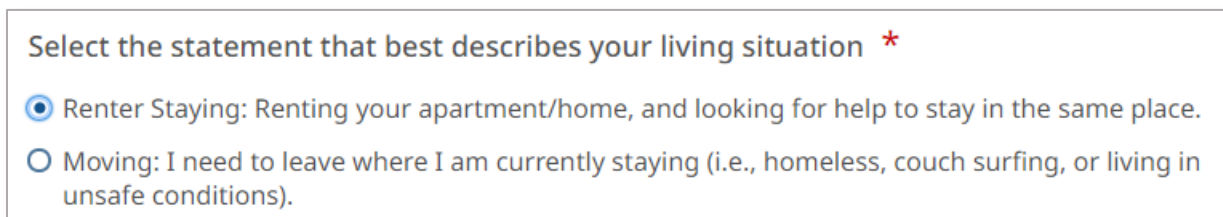
Text Boxes: Select into the box and type out a response

A rectangular text input box with a light gray border and a subtle drop shadow. The word "Username" is written in a light gray font inside the box.

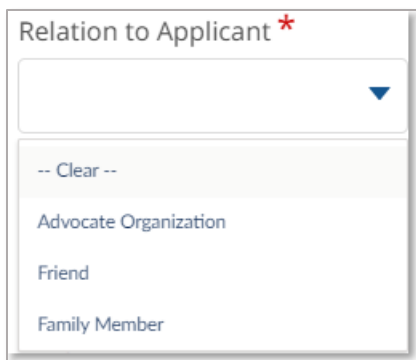
Buttons: Select them to navigate to other pages



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.

A form with a light gray border and drop shadow. At the top, it says "Select the statement that best describes your living situation *". Below this are two radio button options: "Renter Staying: Renting your apartment/home, and looking for help to stay in the same place." (with a selected radio button) and "Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions)." (with an unselected radio button).

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.

A dropdown menu with a light gray border and drop shadow. The title is "Relation to Applicant *". The menu is open, showing a list of options: "-- Clear --", "Advocate Organization", "Friend", and "Family Member". A blue downward arrow is visible in the top right corner of the menu.

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

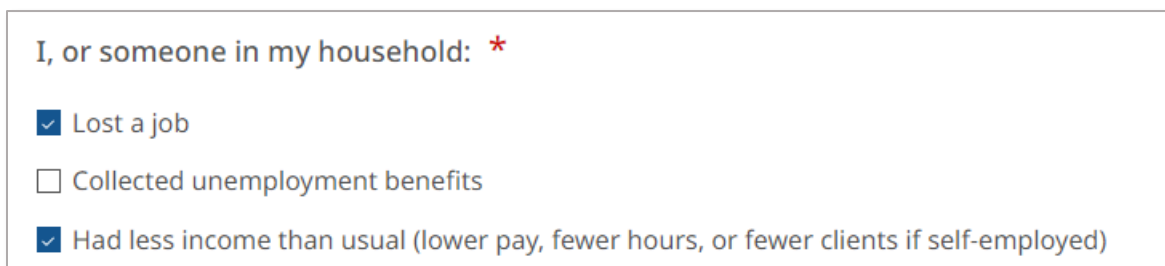


123 Main St, Falmouth, MA 02540, USA 

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 

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.



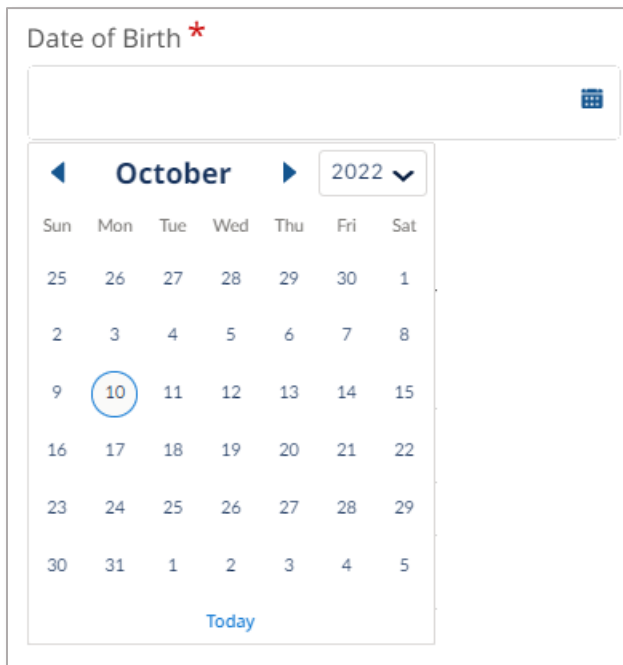
I, or someone in my household: *

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 *



◀ **October** ▶ 2022 ▼

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

Today

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



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

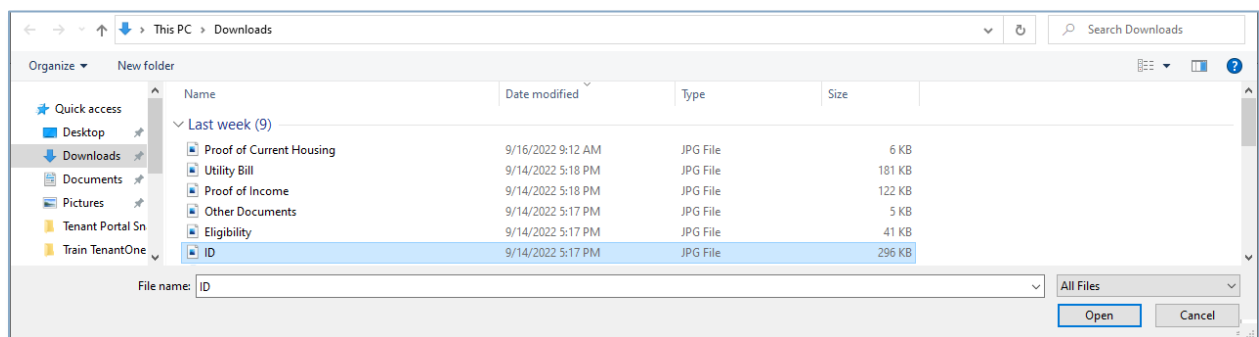
Upload Files or drop files *

[Upload Files](#)

Or drop files

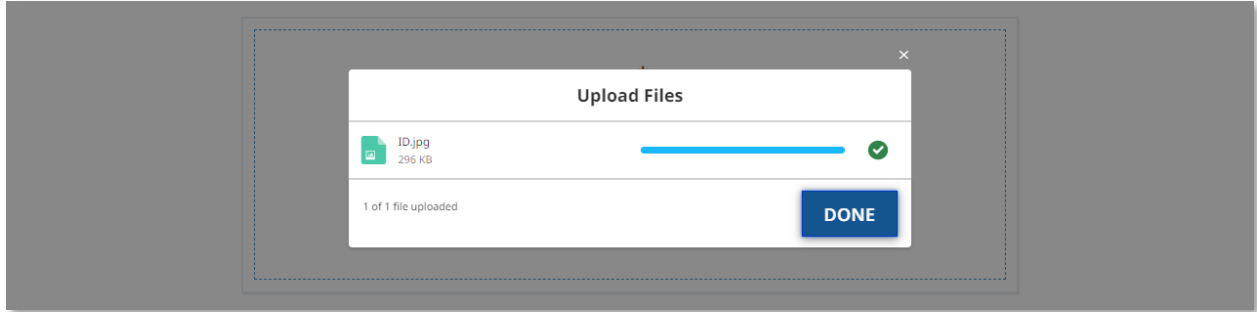
This will allow you to navigate to where the file is saved and select it for upload.

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.

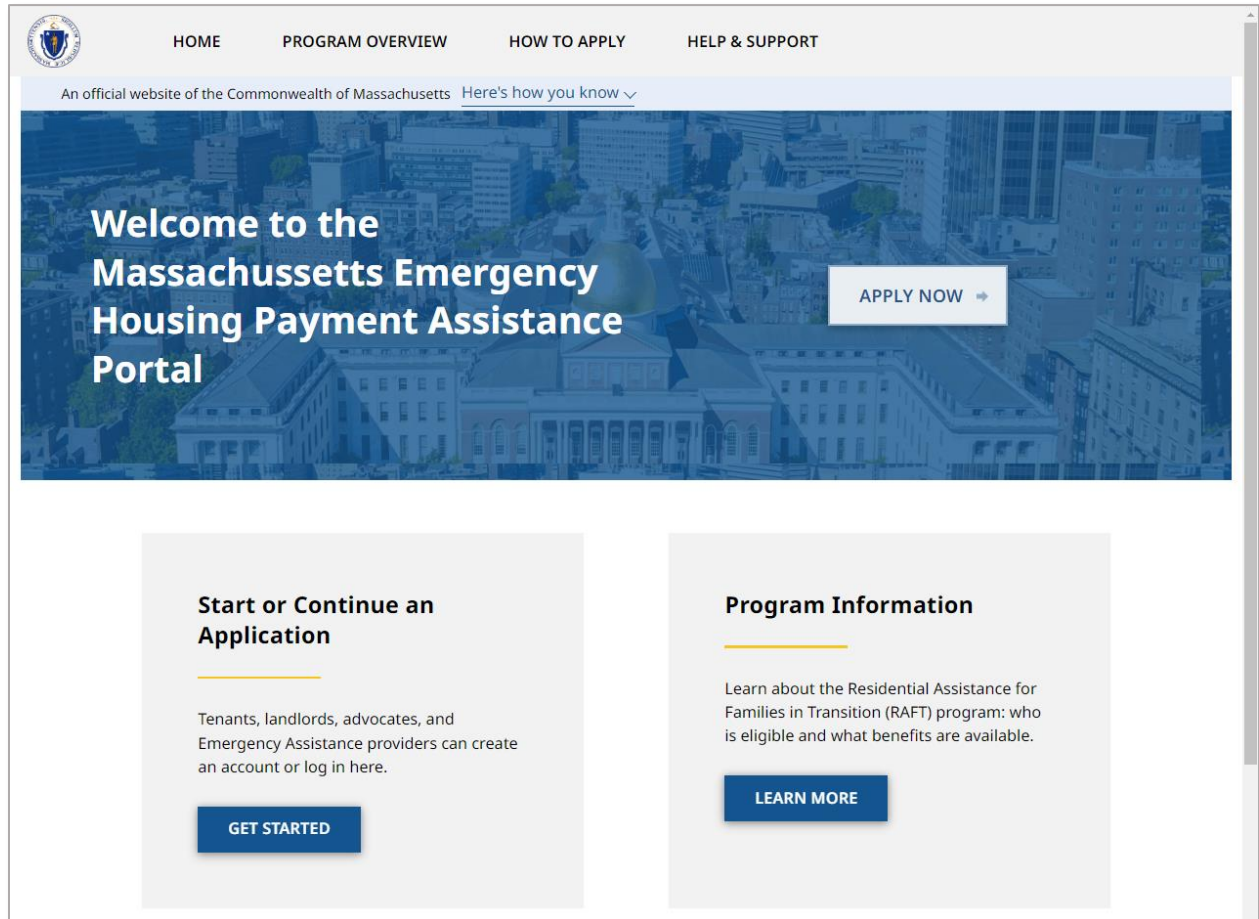


Registering an Account

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



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

The screenshot shows the homepage of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation menu with links for HOME, PROGRAM OVERVIEW, HOW TO APPLY, and HELP & SUPPORT. Below the menu, a banner features the text "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal" and a prominent "APPLY NOW" button with a right-pointing arrow. A yellow arrow points to this button. Below the banner, there are two main content areas. The left area is titled "Start or Continue an Application" and includes the text: "Tenants, landlords, advocates, and Emergency Assistance providers can create an account or log in here." Below this text is a blue "GET STARTED" button with a yellow arrow pointing to it from the right. The right area is titled "Program Information" and includes the text: "Learn about the Residential Assistance for Families in Transition (RAFT) program: who is eligible and what benefits are available." Below this text is a blue "LEARN MORE" button.

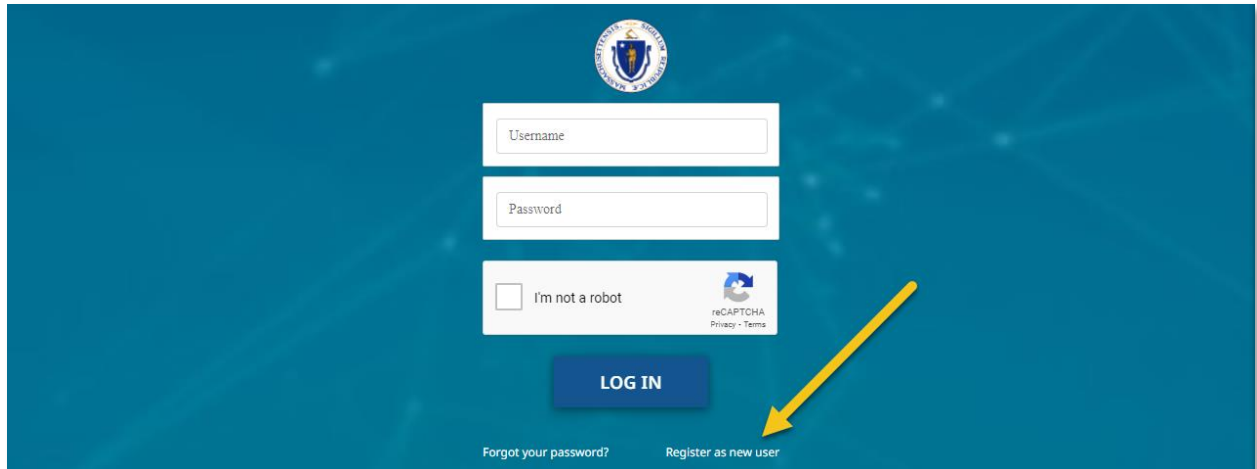
If you already have an account, enter your email, password, and complete the reCAPTCHA verification check, then select **Log In**.

The screenshot shows the login form on the portal. It features the state seal at the top center. Below the seal are three input fields: the first contains the email address "zefustraining3@yopmail.com", the second is a password field with masked characters, and the third is a reCAPTCHA verification box with a green checkmark and the text "I'm not a robot". To the right of the reCAPTCHA box is a small icon and the text "reCAPTCHA Privacy - Terms". Below the input fields is a blue "LOG IN" button. At the bottom of the form, there are two links: "Forgot your password?" and "Register as new user".

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



Registering an Account: Creation and Login



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

- First Name
- Last Name
- Email
- Confirm Email
- 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.



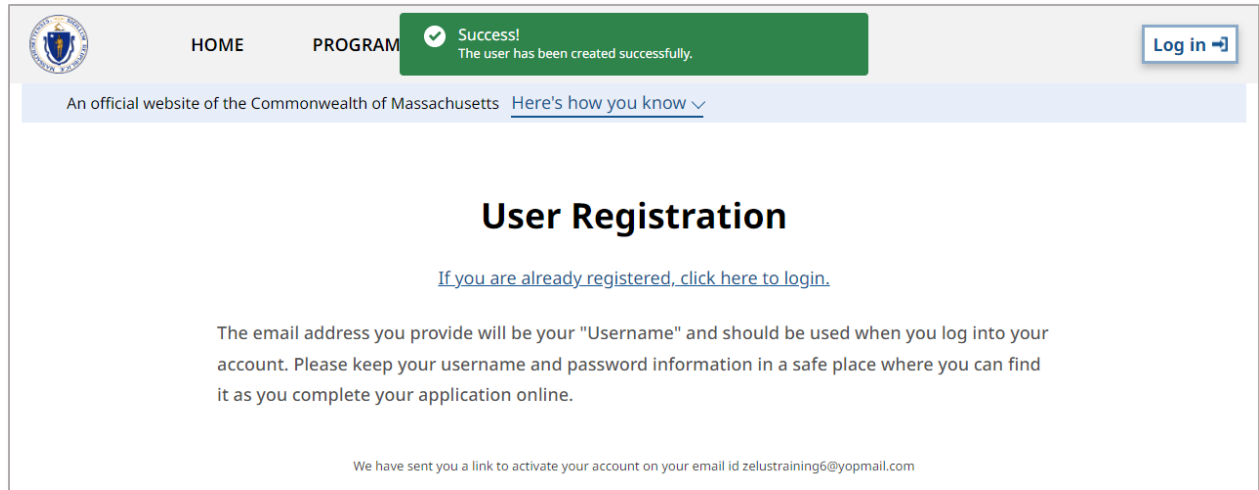
Registering an Account: Creation and Login

The screenshot shows the 'User Registration' page. At the top, there is a navigation bar with 'HOME', 'PROGRAM OVERVIEW', and 'HELP & SUPPORT' links, and a 'Log in' button. Below the navigation bar, a blue banner reads 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know'. The main heading is 'User Registration'. Below the heading is a link: 'If you are already registered, click here to login.' A paragraph explains that the email address provided will be the 'Username' and should be kept safe. The registration form includes fields for 'First Name' (Train), 'Last Name' (TenantSix), 'Email' (zelustraining6@yopmail.com), and 'Confirm Email' (zelustraining6@yopmail.com). There are radio buttons for role selection: 'Tenant' (selected), 'Tenant Advocate', 'Landlord/Owner', 'Property Manager', and 'EA Shelter Provider/EA Diversion Worker'. A 'Preferred Language' dropdown menu is set to 'English'. At the bottom of the form is a reCAPTCHA widget with the text 'I'm not a robot' and a 'SUBMIT' button.

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.



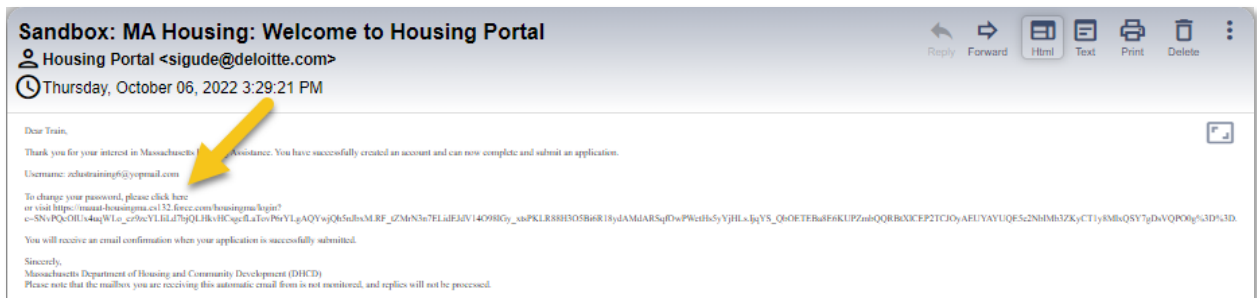
Registering an Account: Creation and Login



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.



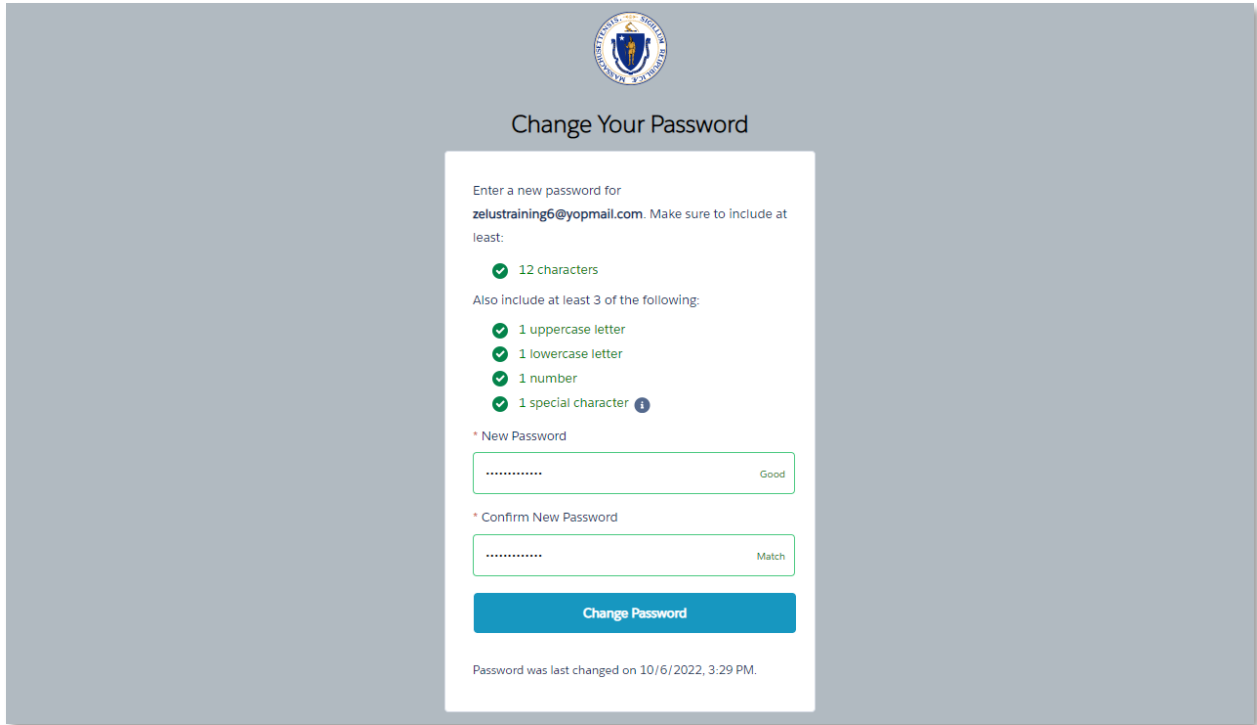
Follow the guidelines for creating a new password. It must meet the following requirements:


- 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





Change Your Password

Enter a new password for
zelustraining6@yopmail.com. Make sure to include at least:

- ✓ 12 characters

Also include at least 3 of the following:

- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character ⓘ

* New Password

..... Good

* Confirm New Password

..... Match

Change Password

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, there is a navigation menu with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the menu is a header with the state seal and the text "An official website of the Commonwealth of Massachusetts" and a link "Here's how you know". The main content area features a large banner with a cityscape background and the text "Hello, Train TenantSix." and "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". Below the banner are two columns of content. 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 actions available to tenants, advocates, and providers, 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.

The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation menu with the following items: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation menu, there is a header area that says "An official website of the Commonwealth of Massachusetts" and "Here's how you know". The main content area starts with a personalized greeting: "Hello, Train TenantSix." followed by a large banner image of the Massachusetts State House dome with the text "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". Below the banner, there are two main content blocks. The left block is titled "Program Information" and contains the text: "Learn about the Residential Assistance for Families in Transition (RAFT) program: who is eligible and what benefits are available." Below this text is a blue button labeled "LEARN MORE". The right block is titled "Application Actions" and contains the text: "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." Below this text are three buttons: a blue button labeled "START" with a document icon, a yellow button labeled "RESUME/TRACK STATUS" with a list icon, and a white button labeled "GET HELP" with a question mark icon. A yellow arrow points from the "LEARN MORE" button in the "Program Information" section to the "START" button in the "Application Actions" section.



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.

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

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.

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

- Yes
- No

NEXT

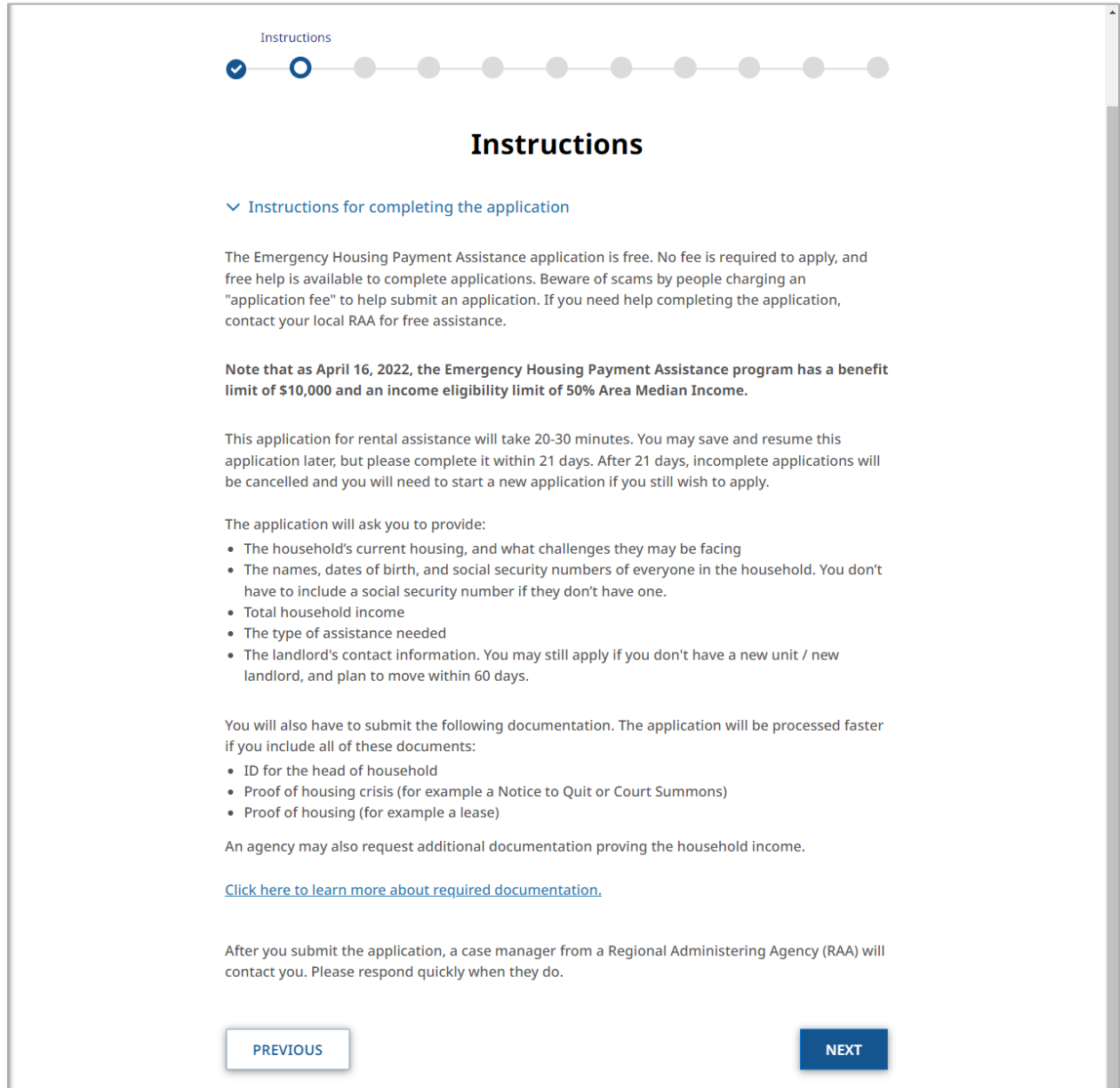
Review the “Instructions” page for your understanding, making note of the required documentation for submission.

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



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

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 * Advocate MI Advocate Last Name *

Relation to Applicant * Advocate Email *

Advocate Phone Number * Language Preference of Person You're Applying For *

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 shows a web application interface for MA Housing Assistance. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." Below this message is a progress indicator with 12 steps. The first three steps are marked with blue checkmarks, and the fourth step is labeled "Prescreening" and is currently active, indicated by a blue circle. The main content area is titled "Prescreening" and contains the following fields:

- Applicant Details** (expanded):
 - # of Household Members *
 - Household Annual Income *
- What is the address for the rental unit you are seeking assistance for? *
 -
 - Apt/Unit #
- 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

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.)

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

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:

- 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
- 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.

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

Prescreening

- > Applicant Details
- > Hardship
- ▼ Renter - Housing Crisis

Please use the section below to highlight any and all housing or utility needs that describe your current situation. (check all that apply)

- 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
- I have been evicted through a court process and I have to leave my home.
- Someone I live with is currently hurting me, threatening to hurt me, or making me or my family feel unsafe

Utilities Assistance (check all that apply)

- I have received a shut-off notice
- My service has been shutoff
- My heating oil or heating gas tank is empty and I cannot pay to refill it

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.



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

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.

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

> Renter - 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 rental and/or utility expense assistance

The screenshot shows a web application interface for a tenant application. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." A progress indicator consists of a horizontal line with 12 circular markers; the first four are blue with white checkmarks, and the fifth is a blue circle with a white outline, indicating the current step. The title "Confirm Address" is centered below the progress indicator. The main content area contains the text: "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 lists "564 Massachusetts Avenue", "Cambridge", "MA", and "02139". The right column is labeled "USPS Address Recommended Format (US Postal Service):" and lists "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 of the form, 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 a web application interface with a navigation bar at the top containing links for HOME, PROGRAM OVERVIEW, APPLY (which is 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 indicator consists of a horizontal line with 15 circular markers; the first five are filled with blue checkmarks, the sixth is a blue circle with a white checkmark, and the remaining nine are grey. The title "Prescreen Outcome" is centered. Below the title, the text reads "Total Annual Income: \$15000" and "City of Residence: Cambridge". A green checkmark icon is followed by the text "You may be eligible for Rental Assistance, Continue Application". At the bottom, there are two buttons: "PREVIOUS" on the left and "NEXT" on the right.

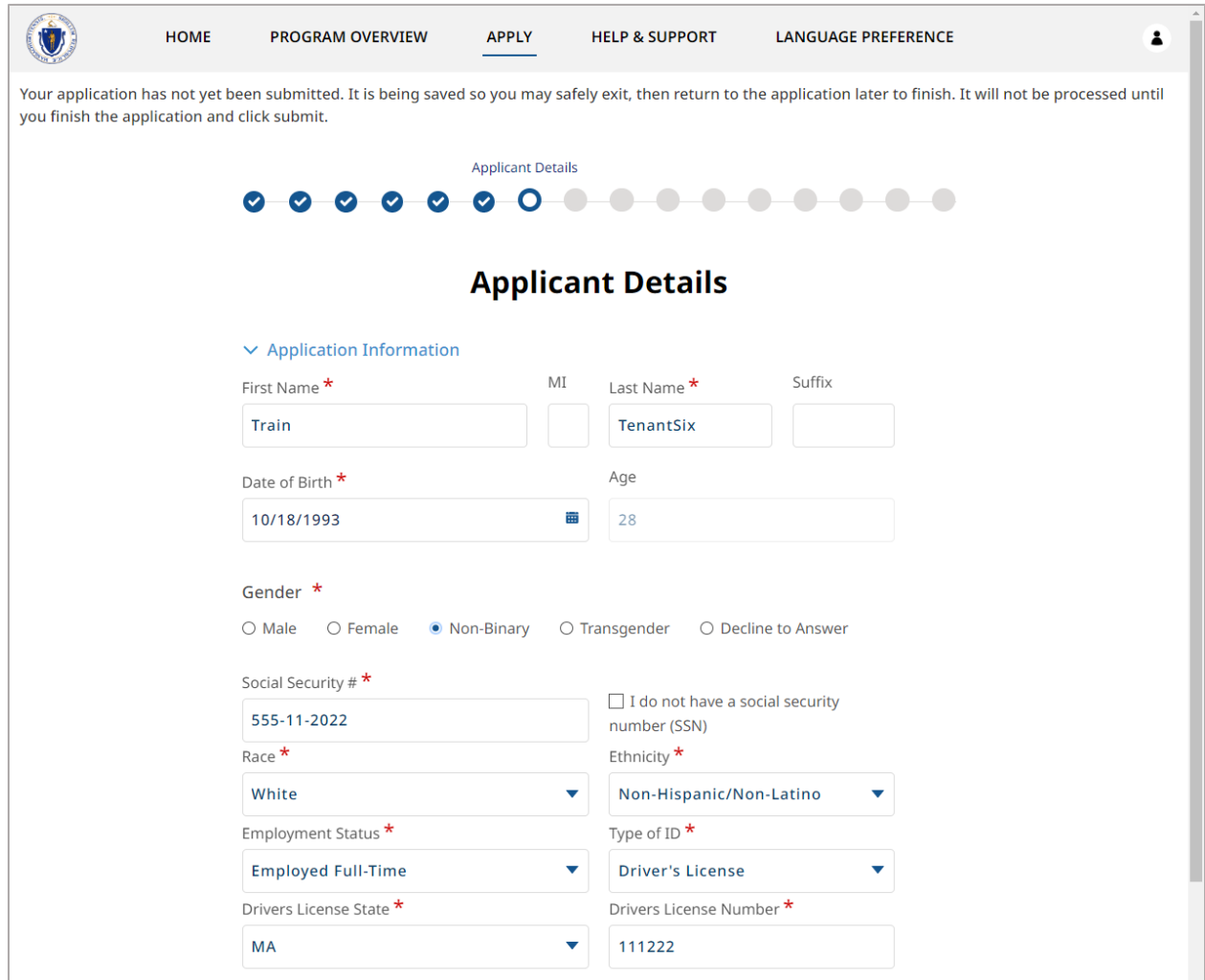
The “Applicant Details” page details the general information about the tenant or applicant. The page contains several sections, and each section must be filled out completely.

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



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

First Name * MI Last Name * Suffix

Train TenantSix

Date of Birth * Age

10/18/1993 28

Gender *

Male Female Non-Binary Transgender Decline to Answer

Social Security # *

555-11-2022 I do not have a social security number (SSN)

Race * Ethnicity *

White Non-Hispanic/Non-Latino

Employment Status * Type of ID *

Employed Full-Time Driver's License

Drivers License State * Drivers License Number *

MA 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

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

v Applicant Mailing Address

Address Line 1 * Apt/Unit #

564 Massachusetts Avenue, Cambridge, MA

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

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



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

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**.



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 adding household members. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." A progress indicator consists of a series of circles, with the first seven being blue with white checkmarks and the eighth being a blue circle with a white outline, indicating the current step. The title "Additional Household Members" is centered. Below the title, a paragraph reads: "Please include information about the number of household members from the Prescreen you said live with you." The form itself has two input fields: "First Name" and "Relationship to Head of Household". To the right of these fields is a yellow arrow pointing to a "+ Add Household Members" link. At the bottom of the form, there are two buttons: "PREVIOUS" on the left and "NEXT" on the right.

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

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.

Additional Household Members

First Name * Last Name *

Learn TenantSix

Date of Birth * Age

04/17/1991 31

SSN/TIN * This member does not have a social security number (SSN)

987-55-4321

Gender *

Male Female Non-Binary Transgender Decline to Answer

Relationship to Head of Household * ⓘ

Spouse

Race * Ethnicity *

White Non-Hispanic/Non-Latino

CANCEL SAVE

You must repeat this process for each additional household member.

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

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.

Additional Household Members

Additional Household Members

Please include information about the number of household members from the Prescreen you said live with you.

First Name	Relationship to Head of Household
Learn	Spouse
Knowledge	Child

+ Add Household Members

PREVIOUS NEXT



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 shows a web application interface for starting a new tenant application. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." Below this message is a progress indicator consisting of a horizontal line with 12 circular markers. The first 10 markers contain a checkmark, the 11th marker is a blue circle with a white dot, and the 12th marker is a grey circle. The word "Income" is centered above the 11th marker. The main content area is titled "Income" and contains five questions, each with radio button options for "Yes" and "No".

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

At the bottom of the form, there are two buttons: "PREVIOUS" (a light blue button with a dark blue border) and "NEXT" (a dark blue button with white text).

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 displays the 'Income' section of a tenant application form. At the top, a 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 indicator with 12 steps, where the 10th step, 'Income', is currently active. The form contains 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, other income(s) please provide your income details here.

Income

Household member	Total Annual Income

➔ + Add Income

PREVIOUS NEXT

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.

The screenshot shows a web application interface with a navigation bar at the top containing 'HOME', 'PROGRAM OVERVIEW', 'APPLY', 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. A modal window titled 'Income' is open, displaying the following content:

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 a web application interface for a tenant application. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." A progress indicator shows 10 steps, with the 9th step, labeled "Income", currently active and highlighted with a blue circle. 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, there is a prompt: "Do you or your family member(s) have any other income to report? *". The selected option is "Yes".

A message follows: "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 the following data:

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 page, there are "PREVIOUS" and "NEXT" buttons.

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 rental and/or utility expense assistance

The screenshot shows a web application interface for a tenant application. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." A progress indicator consists of a horizontal line with 14 circular markers; the first 11 are blue with white checkmarks, the 12th is a blue circle with a white dot, and the remaining three are grey. The title "Household Deduction" is centered below the progress indicator. The main content area includes the following text: "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.", and "3. Tuition and fees for vocationally-related education (cannot be full-time)." Below this is the question: "Do you or a member of your household currently pay for any of the expenses listed above? *". There are two radio button options: "Yes" (which is selected) and "No". Underneath is a section titled "Income Deductions" with a table structure. The table has two columns: "Expense" and "Deduction Amount". To the right of the table is a yellow arrow pointing to a "+ Add Deductions" button. At the bottom of the form are two buttons: "PREVIOUS" and "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 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 'HOME', 'PROGRAM OVERVIEW', 'APPLY', 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. 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' page in the application system. The navigation bar at the top includes 'HOME', 'PROGRAM OVERVIEW', 'APPLY' (which is underlined), '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.' Below the message is a progress indicator consisting of a series of circles, with the 10th circle highlighted and labeled 'Household Deduction'. The main heading is 'Household Deduction'. The text below reads: '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.', and '3. Tuition and fees for vocationally-related education (cannot be full-time)'. Below the list is the question: 'Do you or a member of your household currently pay for any of the expenses listed above?' with a red asterisk. There are two radio buttons: 'Yes' (which is selected) and 'No'. Below this is a section titled 'Income Deductions' containing 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 dropdown arrow. Below the table is a link that says '+ Add Deductions'. At the bottom of the page are two buttons: 'PREVIOUS' and 'NEXT'.

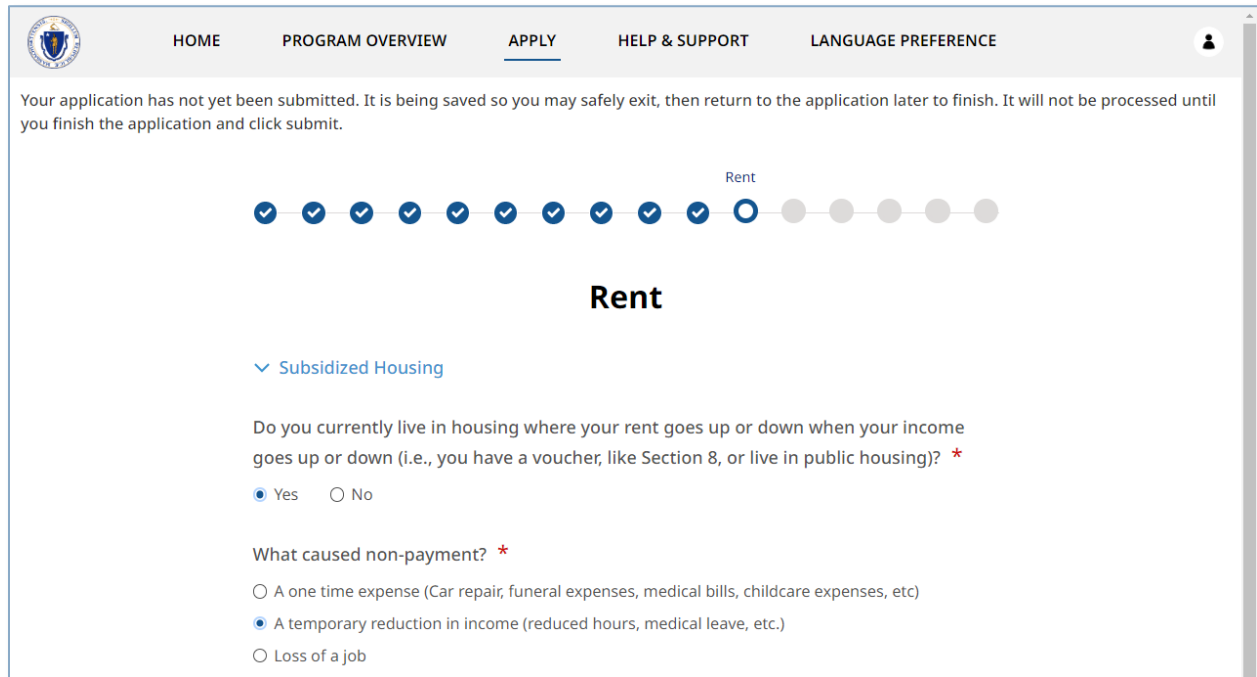
The "Rent" page contains several sections and must be filled out completely.



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

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 a web application interface for the MA Housing Assistance program. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." A progress indicator consists of a horizontal line with 12 circular markers; the first 11 are blue with white checkmarks, and the 12th is a white circle with a blue border, labeled "Rent". Below the progress indicator, the word "Rent" is displayed in a large, bold font. Underneath, there is a section titled "Subsidized Housing" with a downward-pointing chevron. The main question is: "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" (which is selected) and "No". Below this, there is another question: "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.)" (which is 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
- Landlord Address
- Does your landlord live at the property where you rent your unit?



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



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.

The screenshot shows the 'Rent' section of the application form. At the top, there is a navigation bar with links for 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 indicator shows 11 steps, with the 11th step, 'Rent', currently active. The 'Rent' section includes a link for 'Subsidized Housing' and a section for 'Landlord Information'. The 'Landlord Information' section contains the following fields and options:

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

There are also two checkboxes: "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:

- How many months behind are you?
 - If you live in subsidized housing, the maximum benefit available is 6 months.



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

- What is your monthly rent?
- Total Overdue

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

The screenshot shows the 'Rent' section of the application. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is 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 indicator shows 12 steps, with the 11th step, 'Rent', highlighted in blue. The main heading is 'Rent'. Below it are three expandable sections: 'Subsidized Housing', 'Landlord Information', and 'Add Rent Due Details'. The 'Add Rent Due Details' section is expanded and contains the following fields: '# of months behind?' with a dropdown menu showing '4'; 'What is your monthly rent?' with a text input field containing '\$250.00'; 'Total Overdue Rent' with a text input field containing '\$1,000.00'; and 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

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.

Utility

Utility

Add Utility

Utility Type Amount Due

+ Add Utility

PREVIOUS 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 navigation bar at the top containing 'HOME', 'PROGRAM OVERVIEW', 'APPLY', 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. A user profile icon is visible in the top right. The main content area features a modal window titled 'Add Utility'. The form includes the following fields: 'Utility Type *' (a dropdown menu with 'Electric' selected), 'Amount Due *' (a text input field containing '\$100.00'), 'Do you know the Account Number? *' (radio buttons for 'Yes' and 'No', with 'Yes' selected), 'Account Number *' (a text input field containing '1029384756'), and 'Company Name' (a text input field containing 'National Grid - Electric'). At the bottom right of the modal are 'CANCEL' and 'SAVE' buttons. In the background, a message reads 'Your application has not yet been processed until you finish the application and...'.

This screenshot shows the same 'Add Utility' form as above, but with additional fields. The 'Company Name' field now contains 'Electric Boogie'. Two new fields have been added: 'Utility Provider Legal Business Name *' (containing 'Electric Boogie') and 'Utility Provider Legal Business Phone *' (containing '(918) 555-2736'). The 'CANCEL' and 'SAVE' buttons remain at the bottom right. The background message is partially visible.

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

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.

Utility

Utility Type	Amount Due
Electric	\$100.00

+ Add Utility

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
 - 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 bill to the “Upload Utility Bill” 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

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.

Upload Documents

Upload Documents

✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ○ ● ● ●

▼ Proof of Identity

Upload Files or drop files * ⓘ

Upload Files

Or drop files

ID.jpg

> Proof of Current Housing

> Verification of Eligible Housing Crisis

> Other Documents

> Proof of Income

> Utility Bill

PREVIOUS NEXT

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

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
zelustraining@yahoo.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 RAFT application interface. At the top, there is a navigation bar with the following links: HOME, PROGRAM OVERVIEW, APPLY (underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." Below this message is a progress indicator consisting of 15 circles. The first 14 circles are blue with a white checkmark, and the 15th circle is a white circle with a blue border, indicating the current step. The word "Certification" is written above the 15th circle. The main heading is "Certification". Below it is a link: "Application Certification and Contract (Tenant/Mover)". Underneath is the section "Statement of Affirmation" with three radio button options:

- 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.

This screenshot is similar to the previous one, showing the RAFT application interface. The progress indicator now shows 15 blue circles with white checkmarks, indicating that all steps are completed. The word "Certification" is still above the 15th circle. Below the heading "Certification" is a link: "> Application Certification and Contract (Tenant/Mover)". At the bottom of the page, there is a prominent blue button with the text "ELECTRONICALLY SIGN".

The button will automatically enter your name and the date.

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



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

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)

Signed By	Signed Date
<i>Train TenantSix</i>	10/06/2022

PREVIOUS NEXT

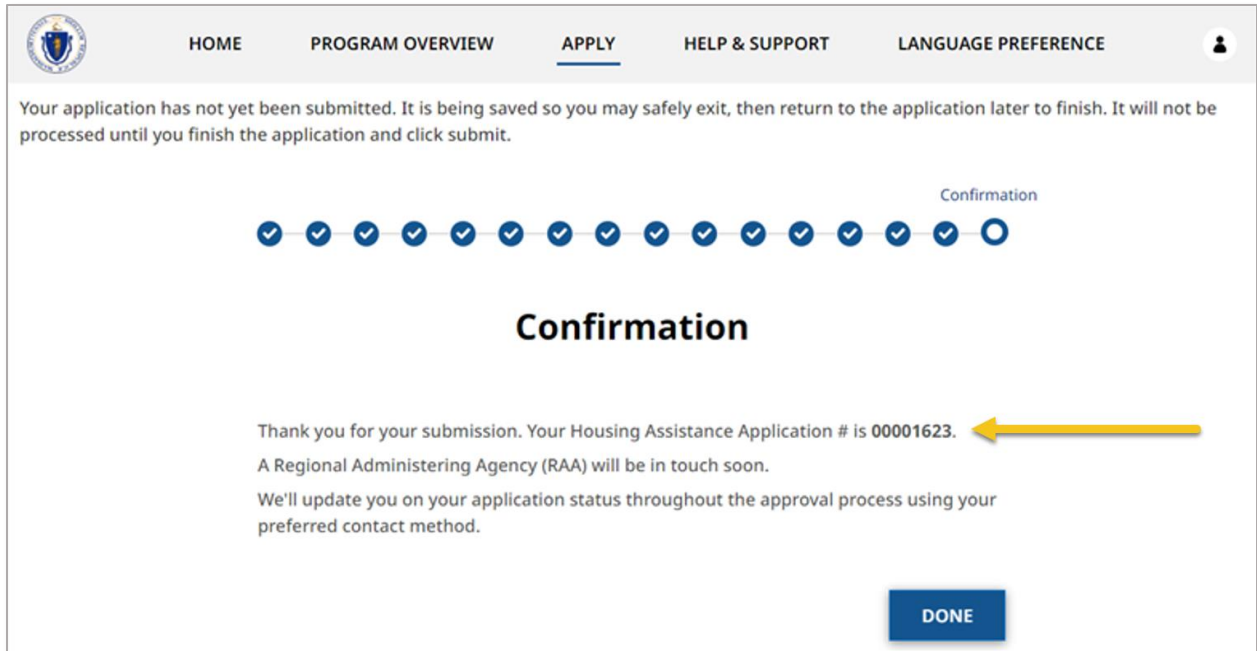
! The “Confirmation” page confirms that your application has been submitted successfully.

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

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



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 'HOME', 'PROGRAM OVERVIEW', 'APPLY' (underlined), '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 indicator consists of 15 blue circles with checkmarks, with the final 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.



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.

The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation menu with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation menu, there is a header area with the text "An official website of the Commonwealth of Massachusetts" and a dropdown menu for "Here's how you know". The main content area features a large banner with the text "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal" and a background image of the Massachusetts State House. Below the banner, there are two main sections: "Program Information" and "Application Actions". The "Program Information" section includes a "LEARN MORE" button. The "Application Actions" section includes three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". A yellow arrow points from the "LEARN MORE" button to the "START" button.

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

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

✓ ○ ● ● ● ● ● ● ● ● ● ●

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 * Advocate MI Advocate Last Name *

Tenant AdvocateOne

Relation to Applicant * Advocate Phone Number * Advocate Email *

Friend (432) 555-6789 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.

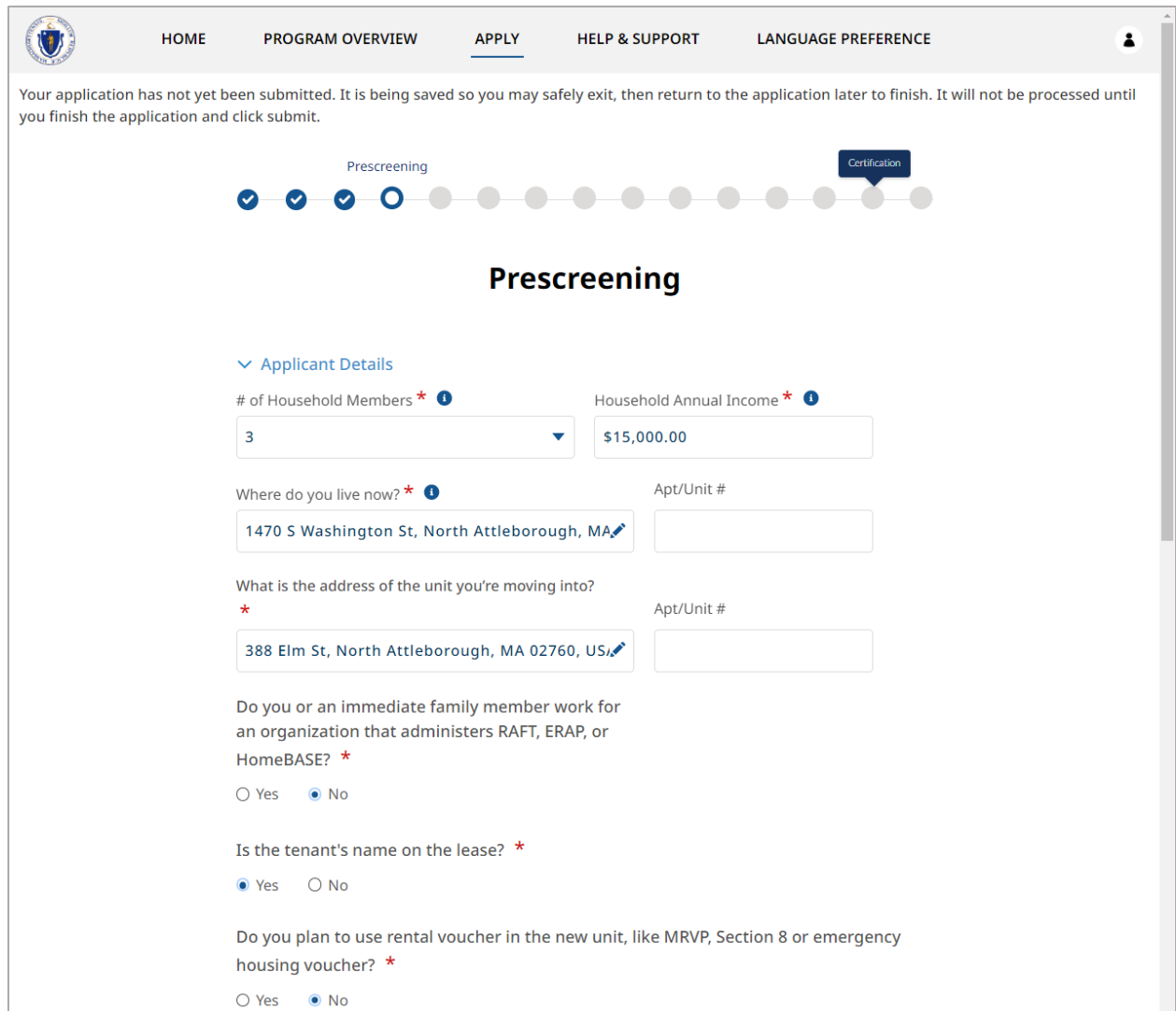
First, complete the "Applicant Details" section. This will include the following pieces of information:

- # 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?



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 Certification

Prescreening

▼ Applicant Details

of Household Members * ⓘ

Household Annual Income * ⓘ

Where do you live now? * ⓘ

Apt/Unit #

What is the address of the unit you're moving into? *

Apt/Unit #

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.)

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

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

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

Prescreening

- > Applicant Details
- > Hardship
- ▼ Moving- Housing Crisis

Please use the section below to highlight any and all housing or utility needs that describe your current situation. (check all that apply)

- 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
- 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)

Utilities Assistance (check all that apply)

- I have received a shut-off notice
- My service has been shutoff
- My heating oil or heating gas tank is empty and I cannot pay to refill it

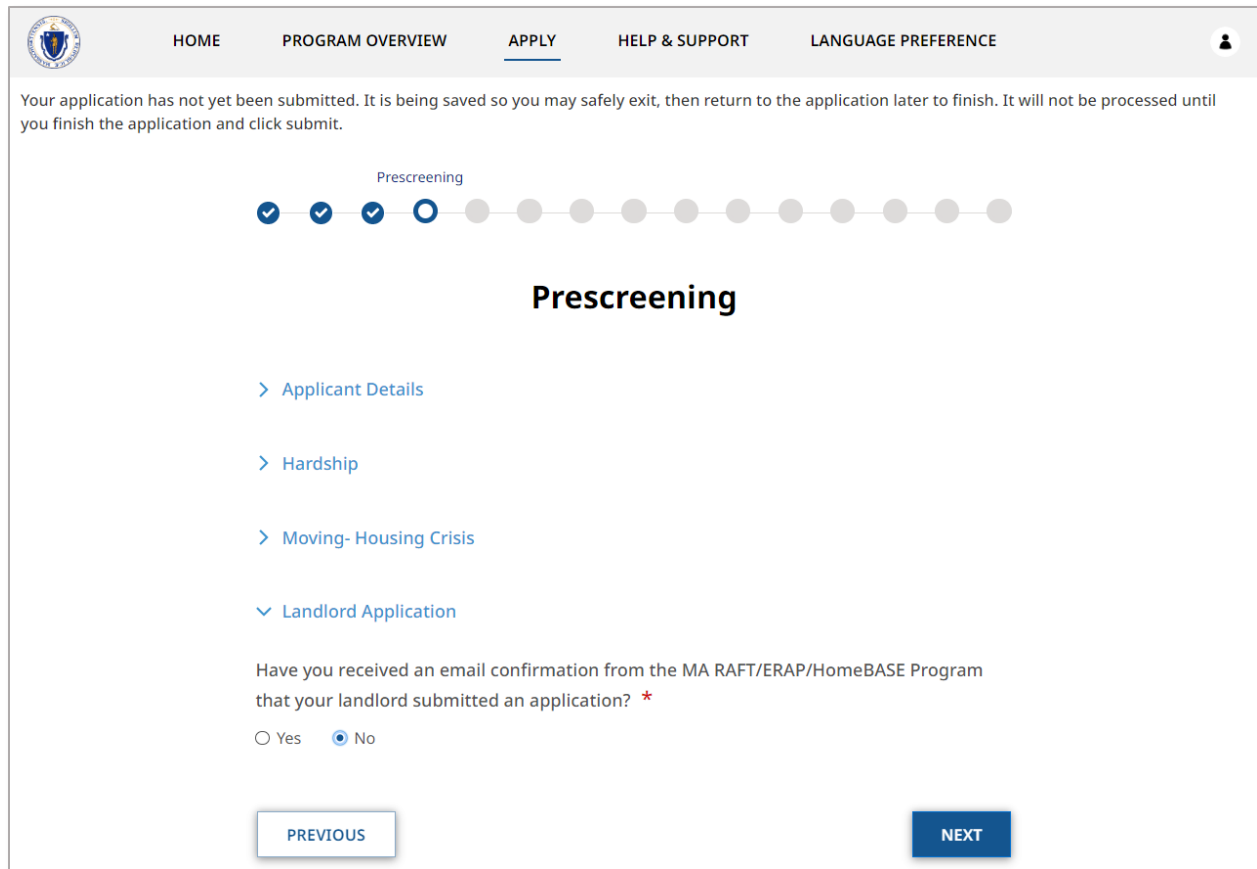
Finally, complete the “Landlord Application” section. This section is to indicate whether or not you have received an email confirmation from the MA RAFT/ERAP/HomeBASE Program that your landlord submitted an application.

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 displays the 'Prescreening' step of an application process. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. Below the navigation bar, a message states: 'Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.' A progress indicator shows a series of 13 circles, with the first four being blue and containing checkmarks, and the fifth being a blue circle with a white dot, indicating the current step. The title 'Prescreening' is centered below the progress indicator. On the left side, there are four expandable sections: 'Applicant Details', 'Hardship', 'Moving- Housing Crisis', and 'Landlord Application'. Below these sections, a question asks: 'Have you received an email confirmation from the MA RAFT/ERAP/HomeBASE Program that your landlord submitted an application? *'. There are two radio button options: 'Yes' and 'No', with '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 moving expenses assistance

The screenshot shows a web application interface for confirming an address. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY (which is underlined), HELP & SUPPORT, and LANGUAGE PREFERENCE. A user profile icon is visible in the top right corner. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." A progress indicator consists of a horizontal line with 12 circular markers; the first four are blue with white checkmarks, the fifth is blue with a white circle, and the remaining seven are grey. The title "Confirm Address" is centered below the progress indicator. The main content area contains the text: "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 lists "388 Elm Street", "North Attleborough", "MA", and "02760". The right column is labeled "USPS Address Recommended Format (US Postal Service):" and lists "388 ELM ST", "NORTH ATTLEBORO", "MA", and "02760 - 3304". 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 of the form, 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

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Applicant Details

Applicant Details

Application Information

First Name * MI Last Name * Suffix

Train [] TenantSix []

Date of Birth * Age

10/01/1982 [] 40 []

Gender *

Male Female Non-Binary Transgender Decline to Answer

Social Security # * I do not have a social security number (SSN)

111-22-3344

Race * Ethnicity *

Black or African American [v] Non-Hispanic/Non-Latino [v]

Employment Status * Type of ID *

Employed Full-Time [v] Driver's License [v]

Drivers License State * Drivers License Number *

MA [v] 1234567

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' page of the MA Housing Assistance Application Reference Guide. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a blue banner indicates it is 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) filled with a blue circle, followed by seven grey circles. The main heading is 'Applicant Details'. Below this, there are two expandable sections: '> Application Information' and 'v Applicant Mailing Address'. Under 'Applicant Mailing Address', there are two input fields: 'Address Line 1 *' containing '388 Elm Street, North Attleborough, MA 02' and 'Apt/Unit #' which is currently empty.

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

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 * (444) 555-6677

Re-enter Phone Number * (444) 555-6677

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**.



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

The screenshot shows the 'Additional Household Members' form on the MA Housing Assistance website. The page has a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a header with the state seal and the text 'An official website of the Commonwealth of Massachusetts'. The main content area features a progress indicator with 12 steps, where the 8th step is active. 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.' 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' button. At the bottom of the form are 'PREVIOUS' and 'NEXT' buttons.

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 with a navigation bar at the top containing 'HOME', 'PROGRAM OVERVIEW', 'APPLY', 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. The main content area is a modal window titled 'Additional Household Members'. The form includes the following fields and options:

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

At the bottom right of the form 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, there is a progress indicator with 10 circles; the first 7 are checked, and the 8th is highlighted. The navigation bar is the same as in the previous screenshot. Below the progress indicator is the title 'Additional Household Members' and a message: 'Please include information about the number of household members from the Prescreen you said live with you.'

The summary table is as follows:

First Name	Relationship to Head of Household
Think	Spouse
Knowledge	Child

Below the table is a '+ Add Household Members' link. At the bottom are 'PREVIOUS' and 'NEXT' buttons.



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 displays the 'Income' section of a tenant application form. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows a series of 12 steps, with the 8th step, 'Income', currently selected and highlighted. The form contains five questions, each with radio button options for 'Yes' and 'No'. The 'No' option is selected for all five questions. At the bottom of the form, there 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

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 for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a progress indicator with 12 steps, where the 8th step, 'Income', is currently active. The main content area contains 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, there is a summary statement: "Based on the previous questions, you have mentioned that the household has wages, 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 of the form, 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.

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 an application form. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a progress indicator with 12 steps, where the 8th step, 'Income', is currently active. 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 the questions, there is a note: "Based on the previous questions, you have mentioned that the household has wages, income(s) please provide your income details here."

The 'Income' table is as follows:

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

At the bottom right of the table is a '+ Add Income' link. At the bottom of the page are 'PREVIOUS' and 'NEXT' buttons.

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 a web application interface for the Commonwealth of Massachusetts. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows 13 steps, with the 11th step, 'Household Deduction', highlighted. The main heading is 'Household Deduction'. The text reads: '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). Below this is a question: 'Do you or a member of your household currently pay for any of the expenses listed above? *' with radio buttons for 'Yes' (selected) and 'No'. Underneath 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 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 form titled "Income Deductions" with a navigation bar at the top containing "HOME", "PROGRAM OVERVIEW", "APPLY", "HELP & SUPPORT", and "LANGUAGE PREFERENCE". The form includes a header with the state seal and the text "An official website of the Commonwealth of Massachusetts". Below the title, there is 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." The form contains 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 containing "\$10.00", and "Deduction Amount" with a text input field containing "\$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 form titled "Household Deduction" with a navigation bar at the top containing "HOME", "PROGRAM OVERVIEW", "APPLY", "HELP & SUPPORT", and "LANGUAGE PREFERENCE". The form includes a header with the state seal and the text "An official website of the Commonwealth of Massachusetts". Below the header is a progress bar with 15 steps, where the 14th step is highlighted with a blue circle and the 15th step is labeled "Certification". The main title "Household Deduction" is centered. Below the title is a paragraph: "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 is a question: "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 the question 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".



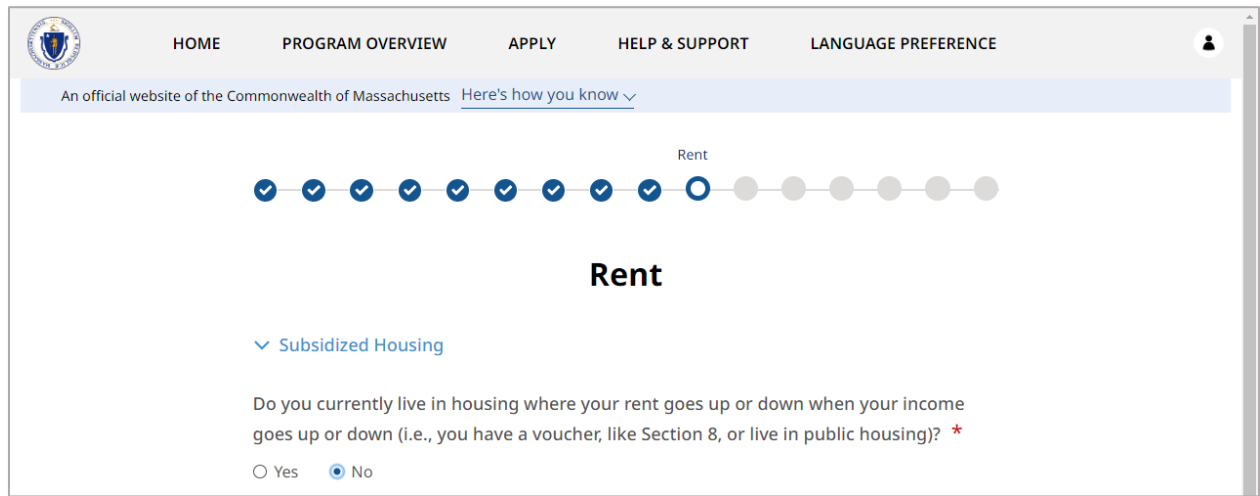
Starting a New Tenant Application: Application for those in need of moving expenses assistance

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, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, there is a progress indicator with 12 steps, where the 11th step is labeled 'Rent' and is 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', with 'No' 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 displays the 'Rent' section of a tenant application form on the official website of the Commonwealth of Massachusetts. The page features a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. A progress indicator at the top shows 11 steps, with the 'Rent' step currently active. The form includes the following fields and options:

- Subsidized Housing:** A link to view details.
- Landlord Information:**
 - Landlord Type:** Radio buttons for Individual, Company, and Property Management Company (selected).
 - Company Name:** Text input field containing 'Property Solutions Inc.'
 - Landlord First Name:** Text input field containing 'Train'.
 - Landlord Last Name:** Text input field containing 'LLTwo'.
 - Landlord Email:** Text input field containing 'zelustraining13@yopmail.com'. A checkbox option 'I don't have an email for the landlord' is present.
 - Landlord Phone:** Text input field containing '(432) 555-6767'. A checkbox option 'I don't have a phone number for the landlord' is present.
 - Landlord Phone Type:** Radio buttons for Home and Mobile (selected).
 - Landlord Address:** Text input field containing '149 W Bacon St, Plainville, MA 02762, U'. A small edit icon is visible.
 - Apt/Unit #:** Text input field.
 - Does your landlord live at the property where you rent your unit?:** 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

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

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

- What is your monthly rent?
 - You can receive up to 1 month of future rent through RAFT.
- Do you need help paying future rent?
- Do you require first months rent?
- Do you require last months 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

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 *

Lease end date *

▼ Add Rent Due Details

What is your monthly rent? *

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? *

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 a web application interface for adding a utility. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, a progress indicator shows a series of 12 steps, with the 11th step labeled 'Utility' and the 12th step highlighted. The main heading is 'Utility'. Below the heading, there is a form titled 'Add Utility' with two input fields: 'Utility Type' and 'Amount Due'. A yellow arrow points from the 'Amount Due' field to a '+ Add Utility' button. At the bottom of the form, there are two buttons: 'PREVIOUS' and 'NEXT'.

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

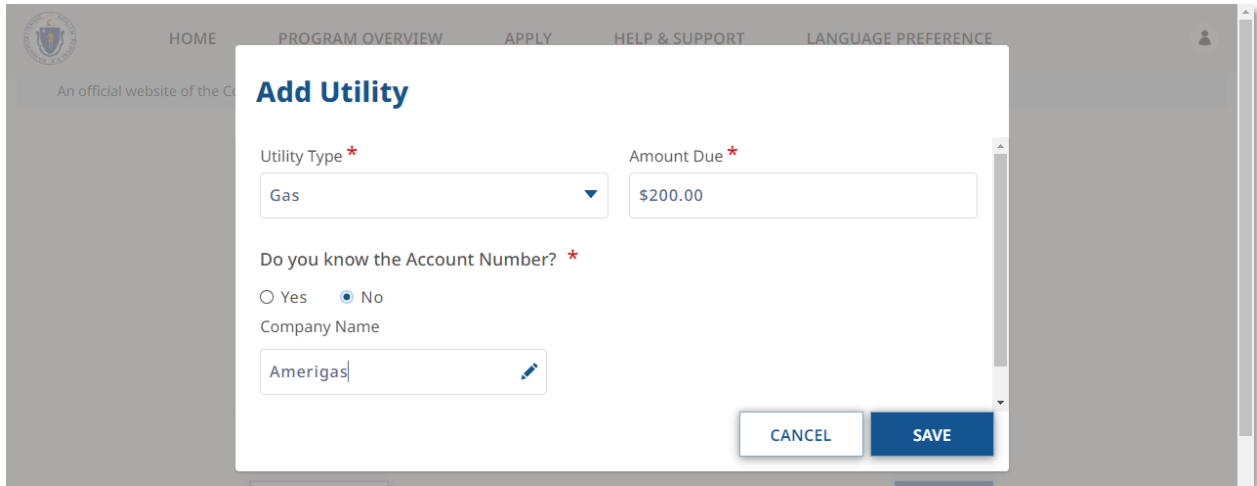
- Utility Type
- Amount Due
- Do you know the Account Number?
 - Selecting **Yes** will require you to enter the account number.
- Company Name
- Utility Provider Legal Business Name
- Utility Provider Legal Business Phone

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.

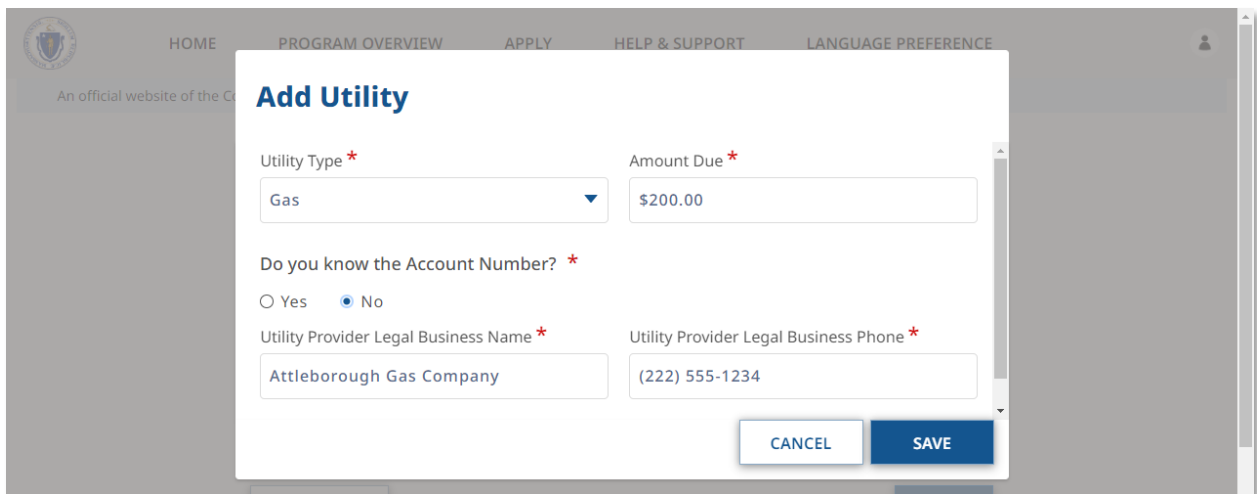
In either case, select **Save** to add the utility to your application.



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



The screenshot shows a web application interface with a navigation bar at the top containing 'HOME', 'PROGRAM OVERVIEW', 'APPLY', 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. A user profile icon is visible in the top right. The main content area features a modal window titled 'Add Utility'. Inside the modal, there are two columns of input fields. The first column has a dropdown menu for 'Utility Type' with 'Gas' selected. The second column has a text input for 'Amount Due' with '\$200.00' entered. Below these is a question 'Do you know the Account Number?' with radio buttons for 'Yes' and 'No', where 'No' is selected. Underneath is a text input for 'Company Name' with 'Amerigas' typed in. At the bottom right of the modal are two buttons: 'CANCEL' and 'SAVE'.



This screenshot shows the same 'Add Utility' modal window, but with additional fields. Below the 'Company Name' field, there are two more text input fields. The first is labeled 'Utility Provider Legal Business Name' and contains 'Attleborough Gas Company'. The second is labeled 'Utility Provider Legal Business Phone' and contains '(222) 555-1234'. The 'CANCEL' and 'SAVE' buttons remain 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

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Utility

Utility

Add Utility

Utility Type	Amount Due
Gas	\$200.00

+ Add Utility

PREVIOUS NEXT

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

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
------------------	-------------	--------------

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

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.

Add Moving or Additional Expense

Expense Category *

Amount Owed *

Company Name *

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

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 bill to the “Upload Utility Bill” 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

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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

Upload Documents

Upload Documents

Upload Documents

Proof of Identity

Upload Files or drop files *

Upload Files

Or drop files

ID.jpg

Proof of Current Housing

Verification of Eligible Housing Crisis

Other Documents

Proof of Income

Utility Bill

PREVIOUS NEXT

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

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
zelustraining@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
\$14,750.00

▼ 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.

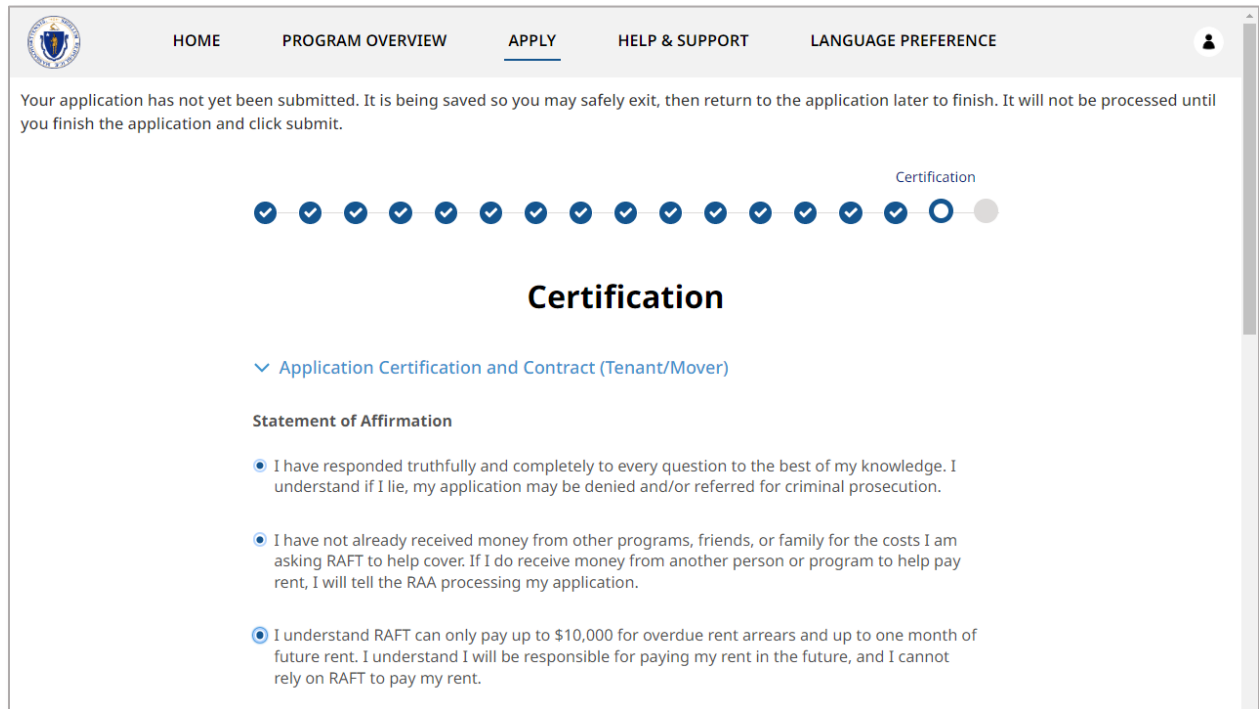


Starting a New Tenant Application: Application for those in need of moving expenses assistance

- 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.

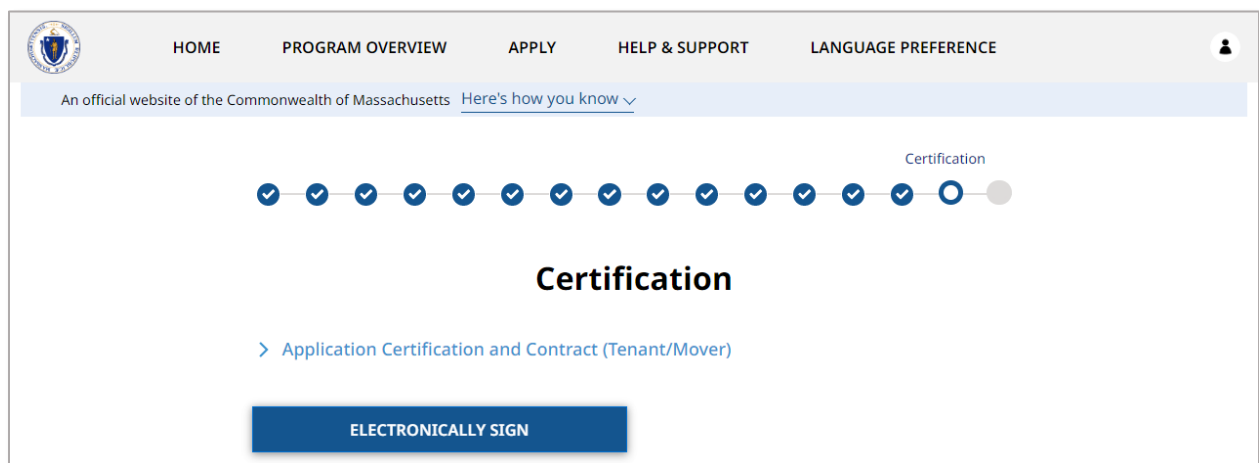
Select each to affirm the three statements.



The screenshot shows the 'Certification' step of the RAFT application process. At the top, there is a navigation bar with links for 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 indicator shows 16 steps, with the 16th step, 'Certification', currently active. The main heading is 'Certification'. Underneath, there is a section for 'Application Certification and Contract (Tenant/Mover)' which includes a 'Statement of Affirmation' with three radio button options:

- 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.



This screenshot is similar to the previous one, showing the 'Certification' step. The progress indicator now shows the 16th step as completed. Below the 'Statement of Affirmation' section, there is a blue button labeled 'ELECTRONICALLY SIGN'. The navigation bar and header information remain the same.

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 for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, there is a progress indicator with 15 steps, the 15th of which is labeled 'Certification' and is currently active. The main heading is 'Certification'. Below this, there is a link for '> Application Certification and Contract (Tenant/Mover)'. A table shows the application details: 'Signed By' is 'Train TenantSix' and 'Signed Date' is '10/07/2022'. 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.

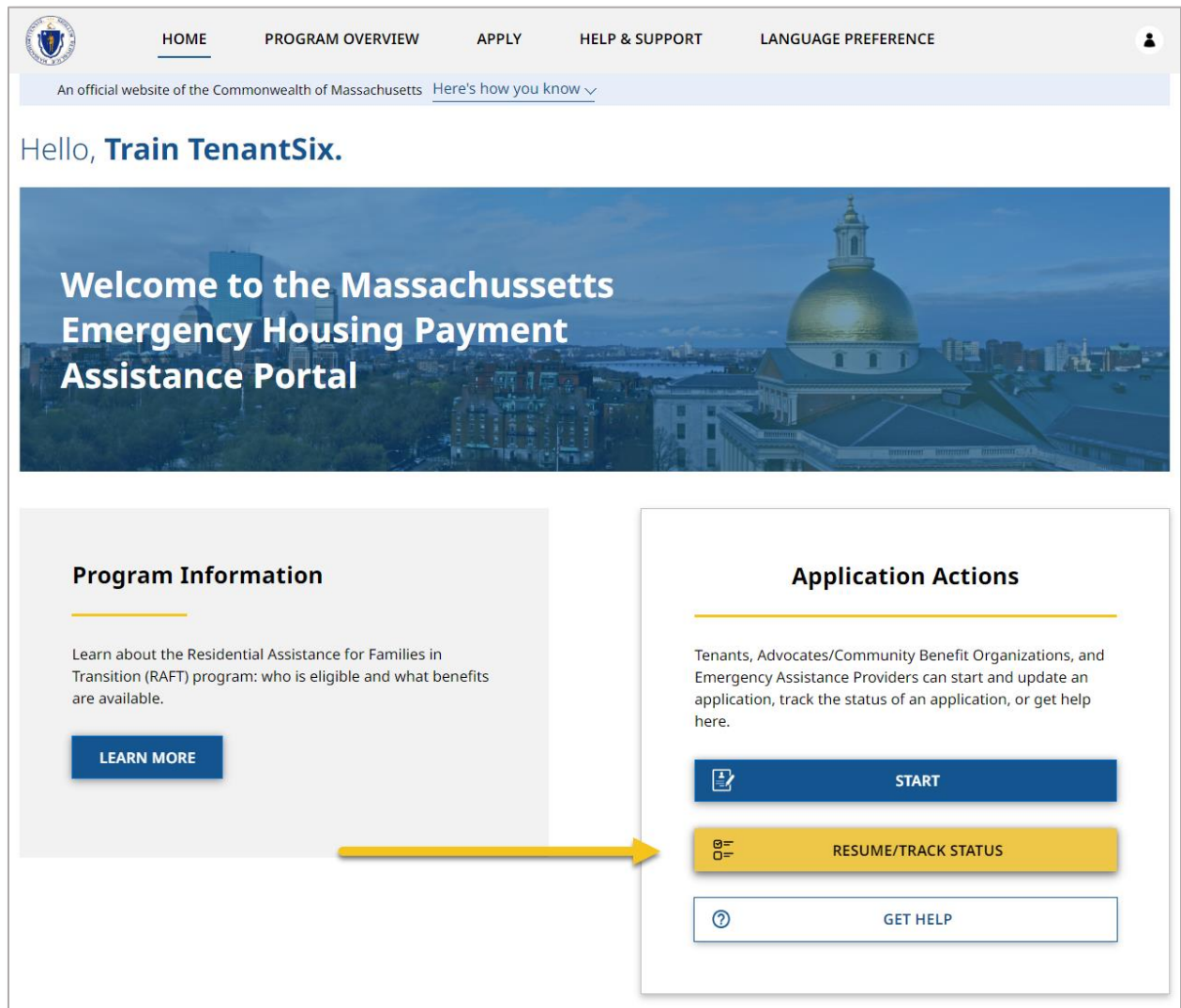
The screenshot shows the 'Confirmation' page of the MA Housing Assistance application system. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, there is a progress indicator with 15 steps, the 15th of which is labeled 'Confirmation' and is currently active. The main heading is 'Confirmation'. Below this, there is a message: 'Thank you for your submission. Your Housing Assistance Application # is 00001689.' A yellow arrow points to the application number. Below this, there is a message: '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, 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



Tracking the Status of your Applications: Getting Started

- Submitted – The application has been submitted but is awaiting a match with a landlord application
- Under Review – The application has been matched and an RAA is ensuring the case is eligible for payment and has the necessary information
- Ready for Payment – The application has been approved for payment, but no payment has been issued
- Paid – Payment has been issued
- Closed – The case is finished and can no longer be accessed or edited

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



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

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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 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

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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 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

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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 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



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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.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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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 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

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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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 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.

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

Withdraw Application

Reason for Withdrawal *

No longer in need of assistance

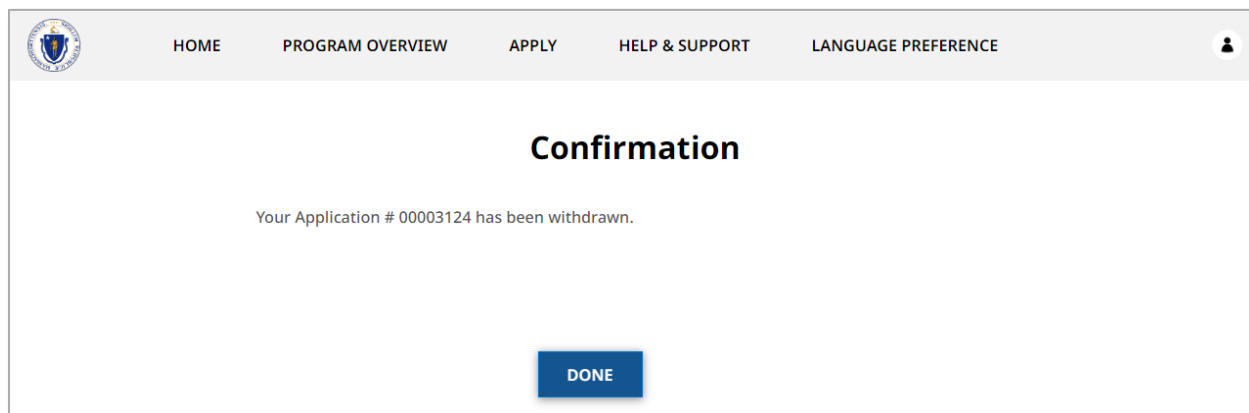
NEXT



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

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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

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



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

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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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

The screenshot shows a web interface with a navigation bar at the top containing: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar is a breadcrumb trail: Case Summary. The main content area is titled "Case Summary" and displays the following information in two columns:

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

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

The screenshot shows the bottom section of the Case Summary page with the following information:

Signed By Train TenantSix	Signed Date 2022-10-07
-------------------------------------	----------------------------------

A blue button labeled "DONE" is located at the bottom right of this section.

Uploading documents to applications that **have been submitted**

Applications that have been submitted cannot be edited. However, you can add additional documentation to that application by selecting the three dots on the right of that application.



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

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE PREFERENCE

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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

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

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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



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

HOME PROGRAM OVERVIEW APPLY HELP & SUPPORT LANGUAGE 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

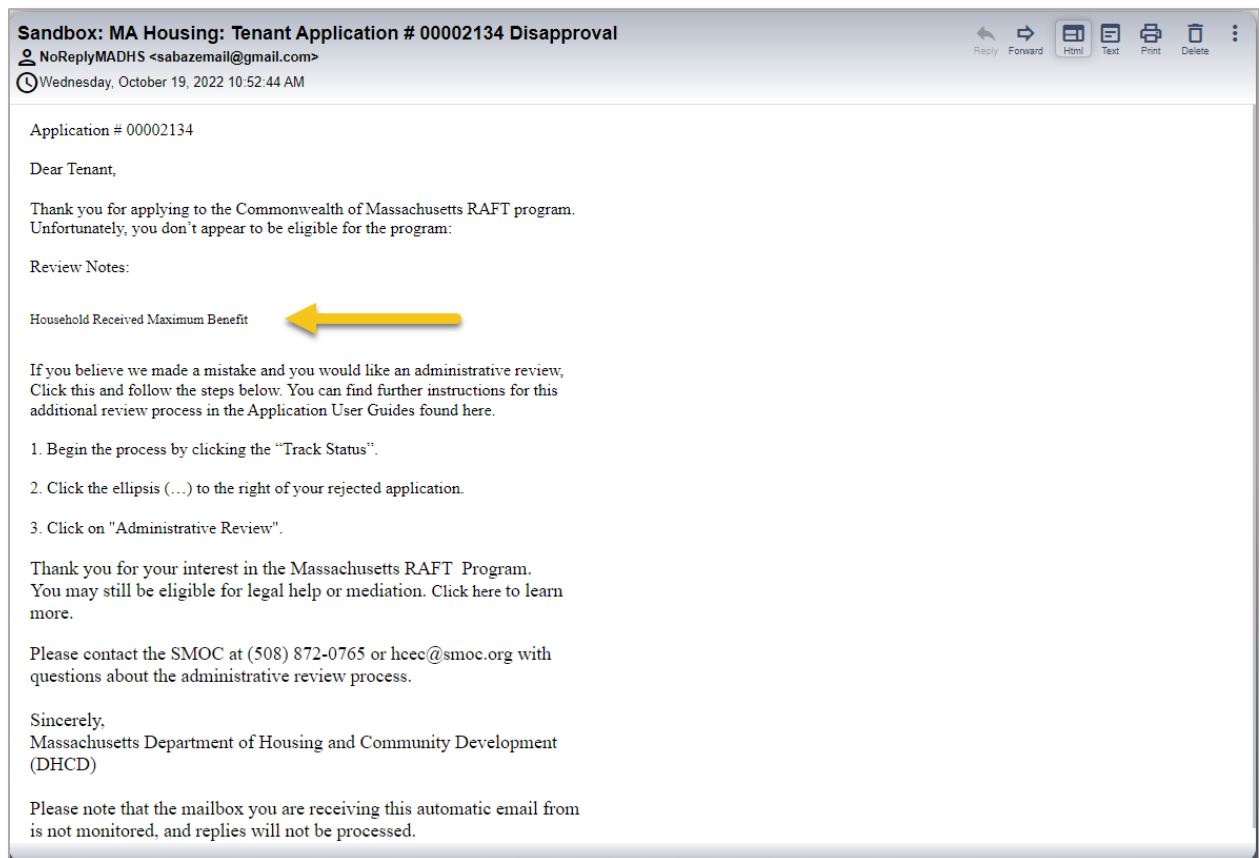
Requesting an Administrative Review

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



Applications can time out if you or your Landlord neglected to provide appropriate detail in the required timeframe:

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



To appeal 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

The screenshot shows the 'Application Status' page. At the top, there is a blue box with the text: '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, there are two tabs: 'Recent Cases' and 'All Cases'. The main content area features a tenant icon and the text: '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!'. A progress bar shows the following stages: 'Not Submitted', 'Submitted', 'Under Review', 'Ready for Payment', 'Paid', and 'Denied'. Below the progress bar, the case details are listed: 'Case Number #00002134', 'Case Type: RAFT Application', and 'Rental Property: 900 Main Street, Millis, MA 02054'. A yellow arrow points from the 'Denied' stage to a three-dot menu icon.

Select **Request Administrative Review/Appeal**.

This screenshot is identical to the one above, but with a yellow arrow pointing from the three-dot menu icon to a button labeled 'Request Administrative Review/Appeal'.

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 with a navigation bar at the top containing 'HOME', 'PROGRAM OVERVIEW', 'APPLY', 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. 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 heading is a text input field with a placeholder text: 'Please state specifically why you believe our determination is incorrect. You will also be able to provi...'. A blue 'NEXT' button is located at the bottom right of the form area.

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

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 appeal.

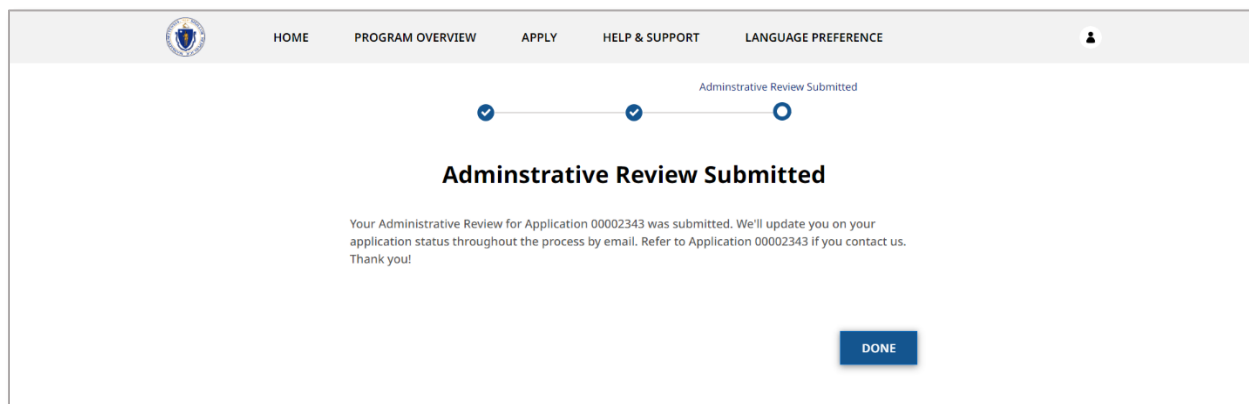
The screenshot shows a web application interface with a navigation bar at the top containing 'HOME', 'PROGRAM OVERVIEW', 'APPLY', 'HELP & SUPPORT', and 'LANGUAGE PREFERENCE'. Below the navigation bar is a progress indicator with three steps; the second step is active. The main heading is 'Upload Supporting Documents'. Below this heading is a section titled 'Supporting Documents' with a dropdown arrow. Inside this section is a text input field with a placeholder text: 'Please provide any documents that support your claim'. Below the input field is a blue 'Upload Files' button. Below the button is the text 'Or drop files'. Below this text is a file upload area showing a file named 'ID.jpg' with a trash icon. At the bottom of the form area are two buttons: 'PREVIOUS' and 'NEXT'.

The “Administrative Review Submitted” page will provide you a confirmation that your appeal 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 appeal has been reviewed, 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.

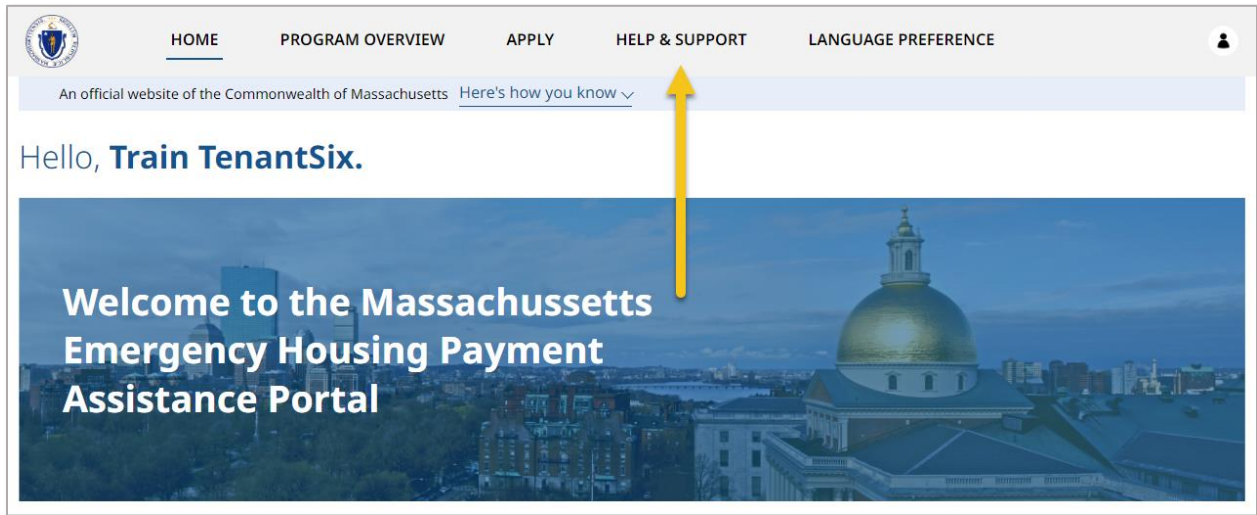


Troubleshooting:

Troubleshooting

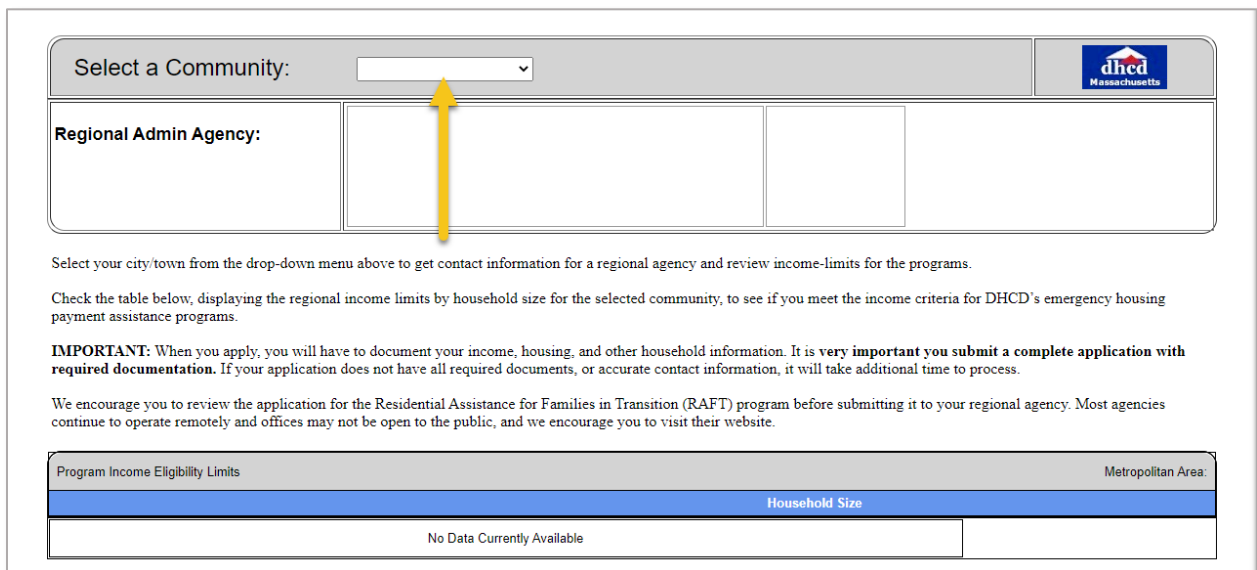
Contacting your RAA

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 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

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.

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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](#)

