Housing Assistance Application Reference Guide

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

Massachusetts Department of Housing and Community Development
Getting Started: Requirements

This guide will take you through creating a profile and applying for housing assistance for a tenant from the Commonwealth of Massachusetts, using the “Massachusetts Emergency Housing Payment Assistance Portal.” The application described in this guide is for the Residential Assistance for Families in Transition program (RAFT). For more information on this program and to see if you’re eligible visit mass.gov.

Note that a RAFT application can only be filled out and submitted online through the Massachusetts Emergency Housing Payment Assistance Portal. If you are struggling with your application, you can contact your local Regional Admin Agency (RAA) for assistance. Use this site to determine and find contact details for your RAA.

How to use this guide:

- Jump ahead to a specific section by selecting it in the Table of Contents
- Search for key terms by pressing
  - ctrl + F if you’re on a PC
  - command + F if you’re on a Mac

If at any point you encounter issues with the application process, please visit the Troubleshooting section of this document.
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Getting Started: Requirements

Requirements
You are required to provide the following to complete your RAFT application:

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

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

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

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

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

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

What You Will See on The Application
Below are the things you will see on the application and what to do when you encounter them:

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

Buttons: Select them to navigate to other pages
**Getting Started:** What You Will See on The Application

**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.

![Radio Buttons Example](image)

**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.

![Dropdown Boxes Example](image)

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

![Auto-fill Box Example](image)

**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.

![Checkboxes Example](image)
**Getting Started:** What You Will See on The Application

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

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

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

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

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

You will receive a confirmation notice once your files have uploaded successfully.
Getting Started: Uploading Files

Alternatively, you may drag and drop the file from your computer to the upload box. If you accidentally upload the incorrect file, you can select the icon to remove that file.
Registering an Account

Creation and Login
The first step to applying for assistance is to visit
https://applyhousinghelp.mass.gov/s/login/

To either log in to your existing account or create a new account, you must select either the Apply Now button or the Get Started button under the “Start or Continue an Application” section.
Registering an Account: Creation and Login

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

If you wish to register a new account, select Register as new user.
Registering an Account: Creation and Login

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

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

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

You must also complete the reCAPTCHA verification check before you can proceed.

Select Submit once you have completed the “User Registration” page.
Registering an Account: Creation and Login

The 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.
To activate your account, you must navigate to the inbox of the email you provided and find the verification email from no-reply-dhs@massmail.state.ma.us. Please do not send a reply to that email address.

The email will create your account with a temporary password. You must change the password to finalize your account.

Select the link to change your account password.

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

- At least 12 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character

Select Change Password once you have entered your new password and confirmed it.
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

Hello, Train PMTwo.

Welcome to the Massachusetts Emergency Housing Payment Assistance Portal

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

Your Profile

Train PMTwo

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

Application Actions

START

RESUME/TRACK STATUS

GET HELP

Program Information
Setting Up Your Profile: Creation and Login

Setting Up Your Profile

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

If this is your first time setting up your account, it is recommended to fill out each section in order as they appear on screen.
**Setting Up Your Profile:** Set up Payee

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

Select **Payee** to begin filling out the Payee information.
Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner

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

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

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

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

! Note that most of this information will be automatically filled based on your account information.
Set up your profile: Setting up a Payee as an Individual Landlord/Owner

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

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

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

Select **Validate Your Information** once you have completed the “Payee/Owner Information” page.
Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner

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

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

Select **Next** to when your information has been verified.
The “Upload Documents” page requires you to upload the following information:

- Proof of Identity
- W-9

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

Select Submit when you have completed the “Upload Documents” page to finalize your Payee information.
Setting Up Your Profile: Setting up a Payee as an Individual Landlord/Owner
Setting Up Your Profile: Setting up a Payee as a Business Landlord/Owner

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

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

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

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

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

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

Select Validate Your Information once you have completed the “Payee/Owner Information” page.
Setting Up Your Profile: Setting up a Payee as a Business Landlord/Owner

If you have successfully entered correct information, your information will be validated.
If you have an error the information will not be validated, and you will be given then option to go back and edit.
Select **Next** to when your information has been verified.
**Setting Up Your Profile:** Setting up a Payee as a Business Landlord/Owner

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

- Proof of Identity
- W-9

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

Select **Submit** when you have completed the “Upload Documents” page to finalize your Payee information.
Setting Up Your Profile: Setting up a Payee as a Business Property Manager

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

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

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

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

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

Select Next when you have completed the “Property Manager Business Information” page.
The “Upload Documents” page requires you to upload the Property Manager Authorization.

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

Select Next when you have completed the “Upload Documents” page.
Setting Up Your Profile: Setting up a Payee as a Business Property Manager

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

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

- Individual Details
- Address Details
- Contact Details
Setting Up Your Profile: Setting up a Payee as a Business Property Manager

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

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

![Payee/Owner Information](image)

The “Address Details” section requires the address where payment will be sent.
The “Contact Details” section requires the following contact information about the payee:

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

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as an Individual.
If you selected **Business**, you must fill out several sections. The sections are:

- Business Details
- Business Registered Address

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

- Payee Legal Name
- EIN/TIN as Registered with IRS
- Re-Enter EIN/TIN as Registered with IRS
The “Business Registered Address” Section requires the following contact information about the business:

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

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as a Business.
If your validation is successful, you will receive a Validate your Information success screen. Select Next to when your information has been verified.

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

- Proof of Identity
Setting Up Your Profile: Setting up a Payee as a Business Property Manager

- W-9

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

Select Submit when you have completed the “Upload Documents” page to finalize your Payee information.
Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

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

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

The “Individual Details” section requires the following:

- First Name
- Last Name

The “Address Details” section contains the address for the property manager.
The “Contact Details” section contains contact information for the property manager, and requires the following information:

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

Select **Next** when you have completed the “Property Manager Business Information” page.
The “Upload Documents” page requires you to upload the Property Manager Authorization.

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

Select **Next** when you have completed the “Upload Documents” page.
**Setting Up Your Profile:** Setting up a Payee as an Individual Property Manager

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

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

- Individual Details
- Address Details
- Contact Details
Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

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

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

The “Address Details” section requires the address where payment will be sent.
The “Contact Details” section requires the following contact information about the payee:

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

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as an Individual.
If you selected **Business**, you must fill out several sections. The sections are:

- Business Details
- Business Registered Address

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

- Payee Legal Name
- EIN/TIN as Registered with IRS
- Re-Enter EIN/TIN as Registered with IRS
The “Business Registered Address” Section requires the following contact information about the business:

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

Select **Validate Your Information** when you have completed the “Payee/Owner Information” as a Business.
Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

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

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

- Proof of Identity
Setting Up Your Profile: Setting up a Payee as an Individual Property Manager

- W-9

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

Select Submit when you have completed the “Upload Documents” page to finalize your Payee information.
Setting Up Your Profile: Set up Properties

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

Select Properties to begin filling out the property information.

The “Property Information” page allows you to add new properties, as well as listing out all previously created properties to your account. Note that the list will be empty until the first property has been added.
Setting Up Your Profile: Set up Properties

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

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

- Property Name
- Property Address

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

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

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

Select **Validate Property** once you have confirmed the address.
The “Upload Documents” page requires you to upload the following information:

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

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

Select **Submit** to finalize the “Properties” section of your account.
Setting Up Your Profile: Set up Properties
Setting Up Your Profile: Set up Payment Methods

Set up Payment Methods

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

Select Payment Methods to begin adding a new payment method.

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

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

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

The “Payment Details” section requires the following information:

- Preferred Method of Payment
- Payment Method Nickname

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

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

- Name on the Account
Setting Up Your Profile: Set up Payment Methods

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

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

- Name
- Address

In either case, select **Validate your Information** when you have completed the “Payment Information” page.
Setting Up Your Profile: Set up Payment Methods

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

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

Select **Submit** once you have confirmed the address to create your payment method.
Setting Up Your Profile: Set up Payment Methods

Confirm Address

You Entered:
280 West Broadway
Boston
MA
02127

USPS Address Recommended Format
(US Postal Service):
280 W BROADWAY
BOSTON
MA
02127 - 1913

Address Selected: *

USE THE ADDRESS YOU ENTERED
USE THE US POSTAL SERVICE FORMAT

PREVIOUS SUBMIT
Receiving an Application from a Tenant: Collecting your Tenant Application Code

Receiving an Application from a Tenant

Collecting your Tenant Application Code

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

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

Application for a tenant in need of assistance

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

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

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

Select Next once you have reviewed the “Instructions” page.
The “Tenant and Rent Details” page contains several sections detailing your tenant’s general information and the information of the lease.

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

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


- Rental Start Date

Additionally, you can enter the following optional information:

- Rental End Date
The “Rent Details” section contains general information about your rental agreement, and requires the following information:

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

Select Next when you have completed the “Tenant and Rent Details” page.
The “Payment Details” page contains information about how the payment will be received.

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

The “Payment Details” page requires the following information:

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

You may also enter the following optional information:

- Select Property Details
- Unit/Apt Number

Select Next when you have completed the “Payment Details” page.
Starting a New Application: Application for a tenant in need of assistance

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

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

To upload the document, select the Upload Files button.
**Starting a New Application:** Application for a tenant in need of assistance

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

Select **Next** when you have completed the “Upload Documents” page.
Starting a New Application: Application for a tenant in need of assistance

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

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

Select Next when you have verified that your information is accurate.
Starting a New Application: Application for a tenant in need of assistance

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

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

- I have responded truthfully and completely to every question to the best of my knowledge. I understand if I lie, my application may be denied and/or referred for criminal prosecution.
Starting a New Application: Application for a tenant in need of assistance

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

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

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

Select **Next** once you have completed the “Statements of Affirmations” and signed the form.
**Starting a New Application:** Application for a tenant in need of assistance

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.
Tracking the Status of your Applications

If you want to revisit an application you have started but didn’t submit, or an application you have finished and submitted, you can do so by selecting the **Resume/Track Status** button from the “Home” page.

Here you will see any applications you have started or submitted. The status of each application is identified at the top. The statuses, along with their descriptions, are as follows:
Tracking the Status of your Applications: Application for a tenant in need of assistance

- Not Submitted – The application has been started, but not submitted
- Submitted – The application has been submitted but is awaiting a match with a landlord application
- Under Review – The application has been matched and an RAA is ensuring the case is eligible for payment and has the necessary information
- Ready for Payment – The application has been approved for payment, but no payment has been issued
- Paid – Payment has been issued
- Closed – The case is finished and can no longer be accessed or edited

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<tr>
<td></td>
<td>Rental Property</td>
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</table>

An official website of the Commonwealth of Massachusetts. Here's how you know "

Back

Application Status

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

**RECENT CASES**  **ALL CASES**
Tracking the Status of your Applications: Editing applications that have not yet been submitted

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

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

Select **Edit** to continue working on your existing application.
Tracking the Status of your Applications: Editing applications that have not yet been submitted

Here you will be able to review what you have entered and edit as needed.
Tracking the Status of your Applications: Withdrawing applications that have not yet been submitted

Instructions

Instructions for Completing the Application

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

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

The application will ask you:

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

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

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

To withdraw an application that has not yet been submitted select the three dots on the right of that application.
Tracking the Status of your Applications: Withdrawing applications that have not yet been submitted

Select **Withdraw** to withdraw your application.
Tracking the Status of your Applications: Withdrawing applications that have not yet been submitted

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.

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

Select **Done** to close out of the withdrawal page.
**Tracking the Status of your Applications:** Reviewing applications that have been submitted

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

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

You can view general information about the case, as well as the signed contract.
Tracking the Status of your Applications: Uploading documents to applications that have been submitted

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

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

Select **Upload Documents** to begin uploading.
Tracking the Status of your Applications: Uploading documents to applications that have been submitted

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

To upload a file, select the **Upload Files** button.
Tracking the Status of your Applications: Uploading documents to applications that have been submitted

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

Select Done once you have all attachments uploaded.
**Tracking the Status of your Applications:** Uploading documents to applications that have been submitted
Troubleshooting: Contacting your RAA

Troubleshooting

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

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

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

Select from the options available.
Troubleshooting: Contacting your RAA

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.
Resources: Contacting your RAA

Resources

How Landlords Can Apply for RAFT

How to Apply for Emergency Housing Payment Assistance (Tenants)