

Why should Landlords apply for rental assistance?

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What rental assistance covers

Rent arrears

Lease up (First, Last, Security)

Utility Arrears

NOT Rent Stipends

Rental assistance by any other name

~RAFT (Rental Assistance for Families in Transition)– also available for individuals

~ARPA (City of Worcester funded rental assistance for those not eligible for RAFT)

~Safety Net

~Umass D.O.N.

~EFSP

~Hope for Housing

Landlord Services

Housing Counseling

Having trouble applying online? Agents are available in person at CMHA during our walk-in hours

RAFT Rent and Utility Arrears

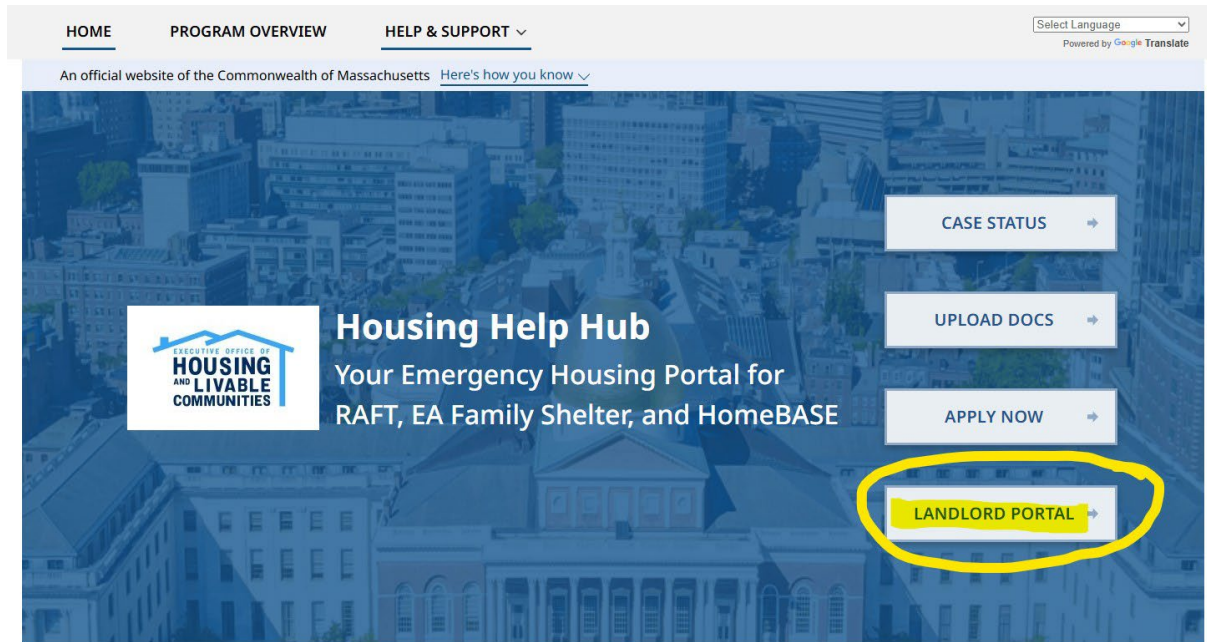
Walk-In Hours

Tuesday: 9:30 to 11:30 am

A CMHA Liaison Agent at Housing Court is available to answer questions for landlords, help start the application process, and provide landlords with application status.

Wednesday: 1:00 to 3:00 pm

Setup payee and payment method once



First and Last name

Date of Birth

Gender

SSN or ITIN

Payee Address

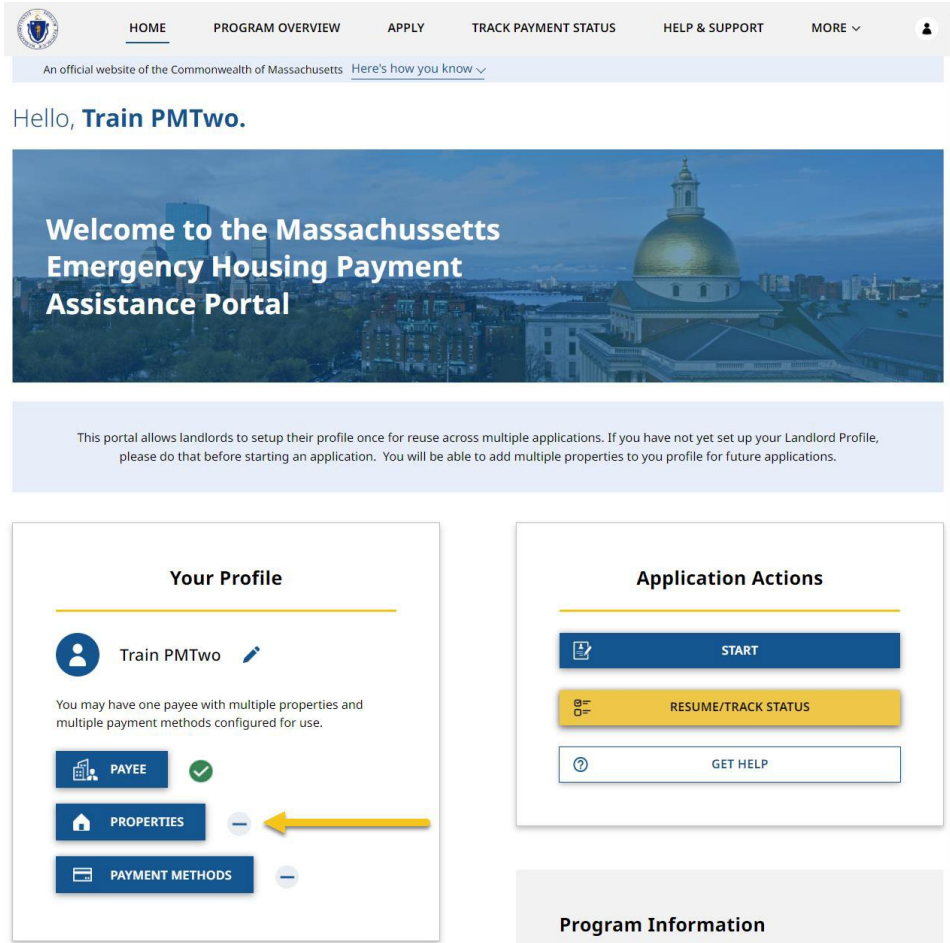
Phone Number

Email

Business details and registered address (if applicable)

Routing and Account Numbers

Then setup one or more properties



The screenshot shows the user interface of the portal. At the top is a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar is a greeting: "Hello, Train PMTwo." A large banner image with the text "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal" is displayed. Below the banner is a paragraph explaining the portal's purpose. The main content area is divided into two columns. The left column, titled "Your Profile", contains a user profile card for "Train PMTwo" and three buttons: "PAYEE" (with a green checkmark), "PROPERTIES" (highlighted with a yellow arrow), and "PAYMENT METHODS". The right column, titled "Application Actions", contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom of the right column is a section titled "Program Information".

Property Address

Property Name

Owner (selected from list of Payees)

Proof of Property Ownership (Deed, tax bill, property record, etc.)



cmha

Central Massachusetts
Housing Alliance, Inc.

Leading the way home

[Home \(mass.gov\)](http://mass.gov)

Application begins at <http://applyhousinghelp.mass.gov>

What happens next?

- Once the tenant and the landlord have each filled out their portion, the application will be sent to the appropriate processing agency.
- CMHA covers all rental addresses in the city of Worcester. RCAP Solutions covers all other towns and cities in Worcester County.
- If any documents are missing, incomplete, or illegible, you will receive an email notification with a link to re-upload through the portal. You will have 14 days to respond before the application times out.
- The processing agency determines eligibility. The status will always be visible to you through the application portal. You will be notified automatically when the application is approved or denied.
- Most applications are fully processed within approximately 30 days. The faster you get your information in, the faster we can process.
- If the tenant is not eligible for state assistance, CMHA staff will refer them to another program if they are eligible. If the tenant accepts, CMHA will then reach out to the landlord.
- Payment is always issued directly to the property owner, or to the owner's appointed agent.

Myths about rental assistance

MYTH: Rental assistance imposes new terms on a tenant's lease (Rent control, etc.)

FACT: Rental assistance cures the existing rental dispute and does not impose new terms

MYTH: RAFT, ARPA, etc. are all a permanent, ongoing source of rental assistance.

FACT: RAFT, ARPA, etc. are a short-term assistance, with annual benefit limits. Tenants may re-apply.

MYTH: Tenants who have received rental assistance before are "in the system" and will automatically qualify for any future applications.

FACT: Upon rental assistance payment, the tenant's existing crisis is considered resolved and the file is closed. The tenant will need to provide a new eligible Housing Crisis document to qualify again. There is no guarantee that the tenant will be eligible again.

Chapter 257

Excerpt: ...a court having jurisdiction over an action for summary process under said chapter 239, including the Boston municipal court department, shall grant a continuance for a period as the court may deem just and reasonable if, either at the time the answer is timely filed or on the date the trial is scheduled to commence: (i) the tenancy is being terminated solely for non-payment of rent for a residential dwelling unit; (ii) the non-payment of rent was due to a financial hardship related to or exacerbated by the COVID-19 emergency; and (iii) the defendant demonstrates, to the satisfaction of the court, a pending application for short-term emergency rental assistance...

What does that mean for landlords?

Court proceedings will be continued until the application status is determined

CMHA informs the court, landlord and tenant of the status of the application

Landlord can choose to make a payment agreement if the arrears exceed the maximum benefit

Tenant and landlord must provide documents in a timely manner

Possible outcomes:

~Tenant is denied and eviction moves forward

~Tenant is approved and landlord receives back payment (possibly with a payment plan if there are remaining arrears)

~Application is timed out due to client or landlord not providing information timely; judge is informed and decides how to move forward

Additional prevention program

- Tenants who have a sudden loss of income due to a crisis (medical issue, unemployment, etc.) are eligible for \$500 in rental assistance for up to six months.
- CMHA Staff will verify that the income loss is temporary prior to approving the subsidy.
- Tenants will receive support from CMHA throughout the six months.
- Tenants must live in the following towns: Worcester, Shrewsbury, Grafton, and West Boylston
- UMass Determination of Need-funded project
- Contact portiz@cmhaonline.org for referral

Mediation Services

Community Mediation Services are also available free of charge, through Family Services of Central MA.

<https://www.resolutionma.org/housing>



A healthy, respectful business relationship between tenant and landlord thrives on good communication.



Questions?