

Rental Assistance for Landlords

Clytheia Pinto-Mwangi

January 10, 2026



What is Rental Assistance?

Rental Assistance is designed to provide financial support to property owners and tenants facing housing emergencies.

Rental Assistance programs offered by CMHA currently include:

- Residential Assistance for Families in Transition (RAFT)
- Flexible Funds, when applicable

What Rental Assistance Covers



Rent Arrears

Lease-up (First, Last, Security)

Utility Arrears

NOT Rent Stipends

Moving Expenses

Who is Eligible?

Households that:

- Have a gross regional Area Median Income (AMI) of under 50%
- Currently rent as a primary resident of Massachusetts
- Have a documented crisis, such as a minimum 14-day Notice to Quit (NTQ) or a court summons



HUD Fiscal Year 2026 AMI Guidelines

Worcester, MA HMFA

	1 person	2 person	3 person	4 person	5 person	6 person	7 person	8 person
15% AMI	\$13,100	\$14,975	\$16,850	\$18,700	\$20,200	\$21,700	\$24,325	\$27,075
30% AMI	\$26,200	\$29,950	\$33,700	\$37,400	\$40,400	\$43,400	\$48,650	\$54,150
50% AMI	\$43,650	\$49,900	\$56,150	\$62,350	\$67,350	\$72,350	\$77,350	\$82,350
60% AMI	\$52,380	\$59,880	\$67,380	\$74,820	\$80,820	\$86,820	\$92,820	\$98,820
80% AMI	\$69,850	\$79,800	\$89,800	\$99,750	\$107,750	\$115,750	\$123,700	\$131,700

Auburn	Leicester	Southbridge
Barre	Millbury	Spencer
Boylston	Northborough	Sterling
Brookfield	Northbridge	Sturbridge
Charlton	North Brookfield	Sutton
Clinton	Oakham	Uxbridge
Douglas	Oxford	Webster
Dudley	Paxton	Westborough
East Brookfield	Princeton	West Boylston
Grafton	Rutland	West Brookfield
Holden	Shrewsbury	Worcester

What can Landlords expect?

- Landlords will need to register an account and submit an online application within 21 days, as does their tenant
- An email notification will be sent when either party starts the process
- **If approved**, landlords can expect to receive financial assistance for overdue rent or help for tenants in need of lease up expenses
- Eligible households can receive up to \$7,000 in a 12-month period
- Current lease or tenancy at will agreement remains in effect



How to Apply for Rental Assistance

Online via direct link:

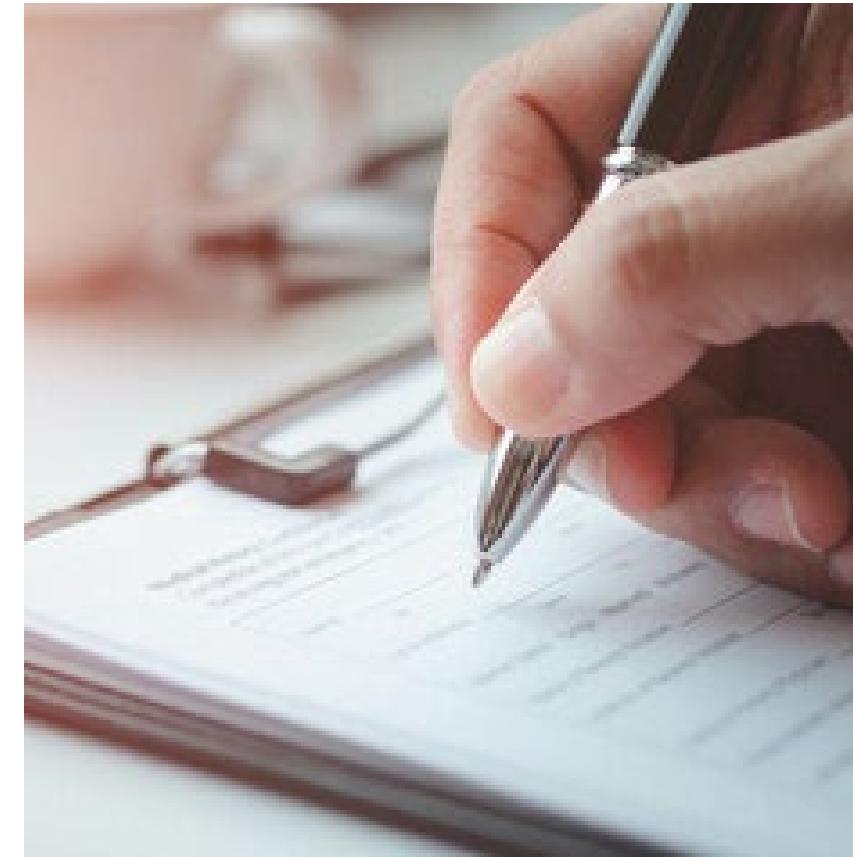
<http://applyhousinghelp.mass.gov>

Landlord Portal Reference Guide:

[Housing Assistance Application Reference Guide](#)

In-person during Walk-In hours:

- Tuesday: 9:30 to 11:30 am
- Wednesday: 1:00 to 3:00 pm



Complete Landlord Profile, then start the application process!

The following information is
required:

- Landlord's first and last name
- Date of birth
- Gender
- SSN or ITIN
- Payee address
- Phone number
- Landlord's Email
- Business details and registered address (if applicable)
- Routing and account numbers
- Basic tenant information

cmha
Central Massachusetts
Housing Alliance, Inc.
Leading the way home

HOME PROGRAM OVERVIEW APPLY TRACK PAYMENT STATUS HELP & SUPPORT MORE ▾

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

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.

Step 1
Your Profile

Train PMTwo

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

PAYEE **PROPERTIES** **PAYMENT METHODS**

Step 2
Application Actions

START **RESUME/TRACK STATUS** **GET HELP**

Program Information

Documents required from Landlords

Lease or
tenancy-at-will
agreement for
applicant

Deed

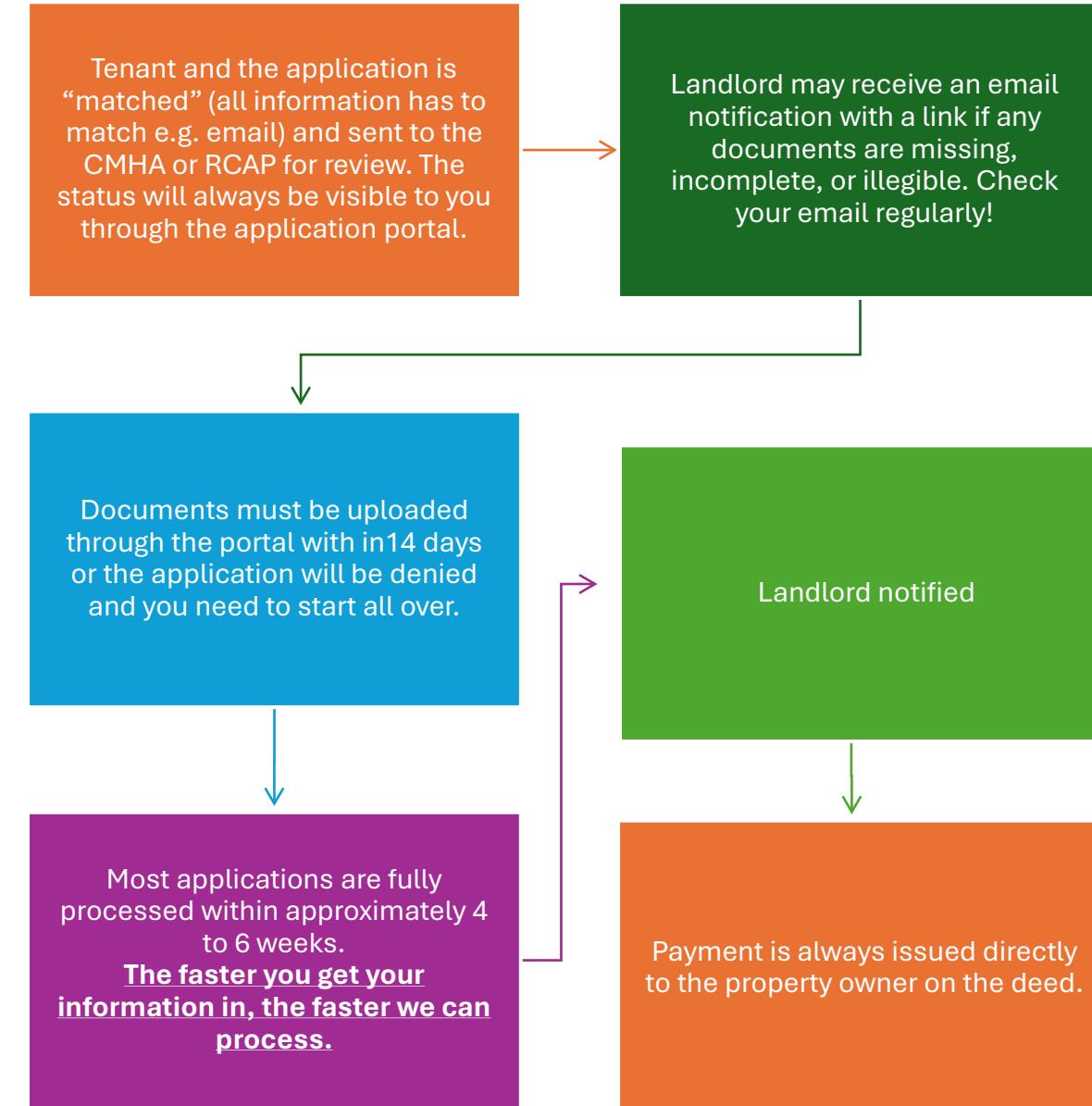
W-9

ID – Tenant and
Landlord

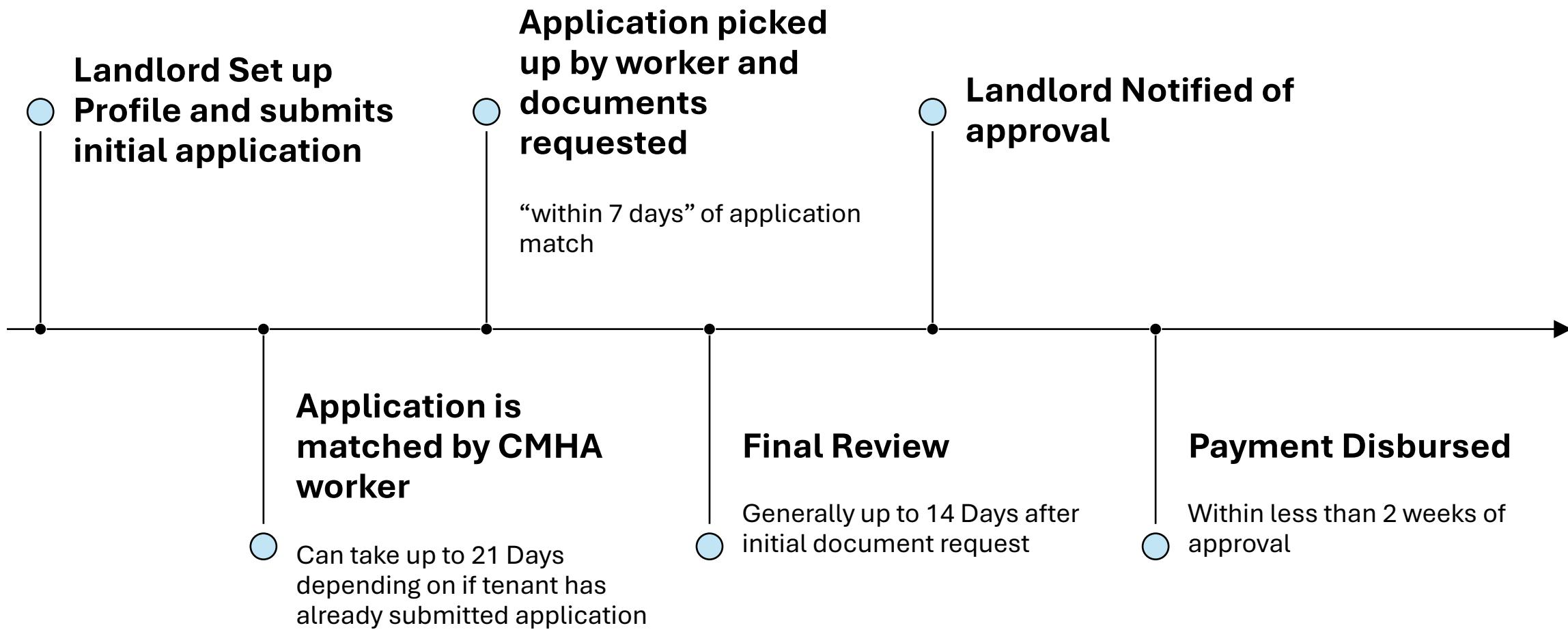
Any relevant
court documents

Payment method

What Happens Next?



Timeline



The faster you get your information in, the faster we can process.

Building Hope, Restoring Dignity, Creating Opportunity

Frequent Delays

-  No e-mail or incorrect e-mail
-  Missing Documents, ie. W-9 (October 2018 or March 2024)
-  Missing Voided Check (payment method)
-  Missing Rent Ledger
-  Missing Lease/Tenancy At Will Agreement signed by BOTH parties – Tenant and Landlord
-  Missing Repayment Agreement
-  Documents uploaded are blurry or unreadable

What Will Happen at Eviction Court?

- Court proceedings will be paused 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
- A CMHA Liaison Agent at Housing Court is available to answer questions for landlords and provide landlords with application status.

Possible outcomes:

- Tenant is denied and eviction moves forward
- Tenant is approved and landlord receives back payment possibly with a payment plan for remaining arrears
- Application is timed out due to client or landlord not providing information timely; judge is informed and decides how to move forward

Mediation Services



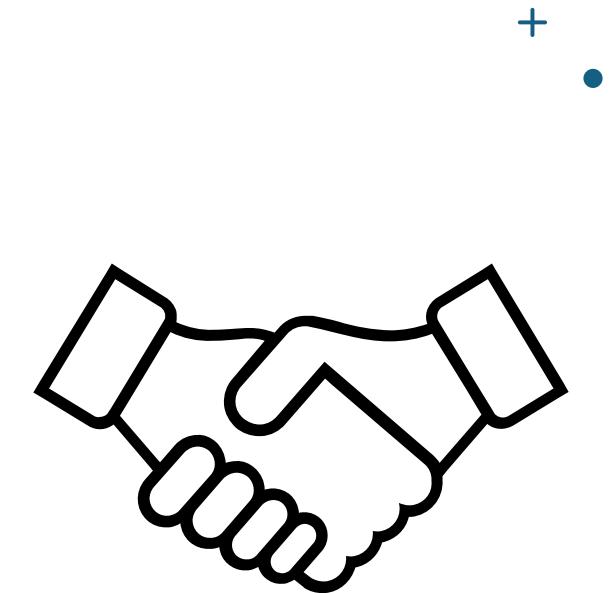
Community Mediation Services are also available free of charge, through Family Services of Central MA.



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



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



Having trouble applying online?

Agents are
available in person
at CMHA during
our walk-in hours



Housing Counseling

RAFT Rent and Utility Arrears

Walk-In Hours

Tuesday: 9:30 to 11:30 am

Wednesday: 1:00 to 3:00 pm

hc@cmhaonline.org



Questions?

Building Hope, Restoring Dignity, Creating Opportunity

HomeBase Program

Pam Ortiz

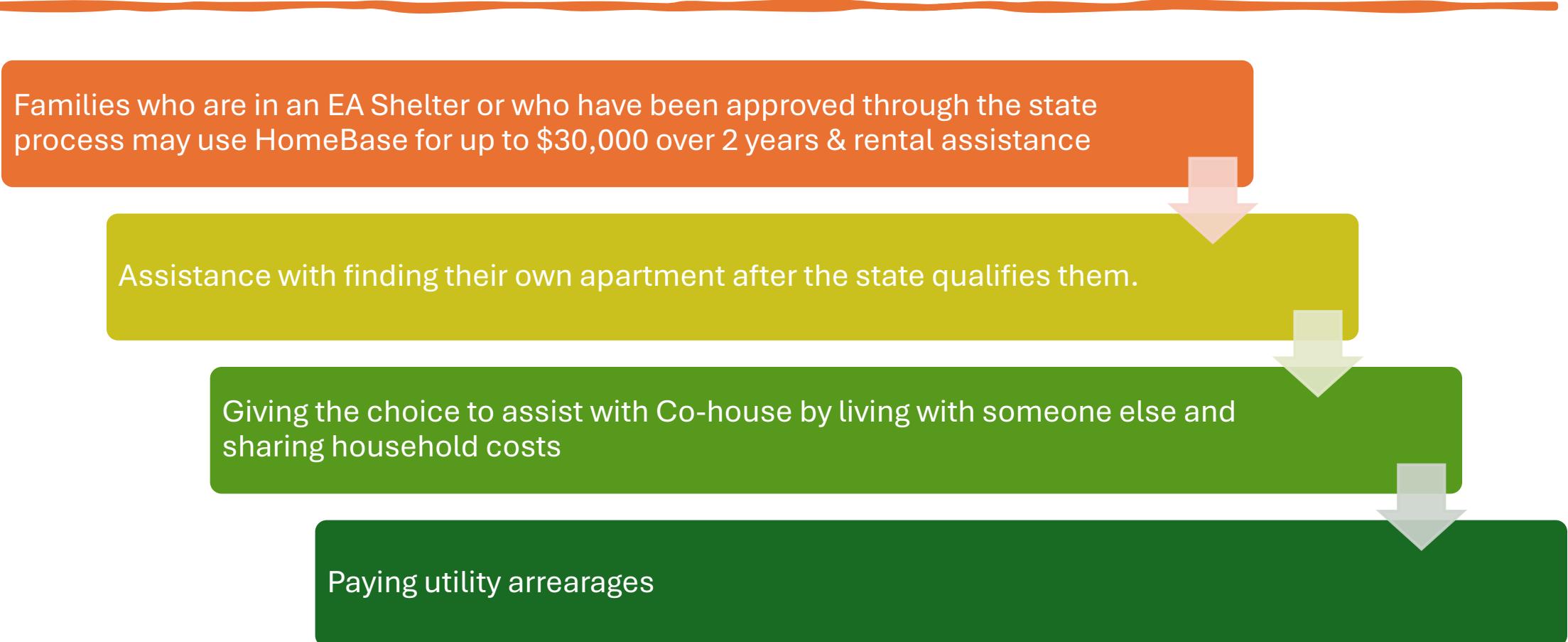
January 10, 2026



What is HomeBase?

- HomeBase Household Assistance is a flexible financial resource that is available to families who are qualified thru the State.
- Two-year subsidy assistance with a set amount per month
- Serves families with children
- Rent must be within a range that family can sustain after 2 years
 - CMHA calculates likelihood of family obtaining income to support unit
- Case management/liaison for the landlord
 - Assist with financial counseling
 - Intervenes with behavior issues

What HomeBase Covers



Families who are in an EA Shelter or who have been approved through the state process may use HomeBase for up to \$30,000 over 2 years & rental assistance

Assistance with finding their own apartment after the state qualifies them.

Giving the choice to assist with Co-house by living with someone else and sharing household costs

Paying utility arrearages

Who is Eligible?

Families who are homeless all go the Department of Transitional Assistance to the homeless unit.

Meet with a homeless coordinator who will then assess the family to see if they qualify. Must be at 115% of the federal poverty level.



HomeBase Services for Tenants



- Compliance with lease
 - Being a good neighbor
 - Paying rent on time
 - Keeping unit clean
- Case Management
- Job Training and Employment Search
- Budgeting
- Housing Relocation Search(if rent is too high)
- Connection with Child Care
- Crisis Intervention

How to Complete HomeBase Application

- Landlord will receive a link via e-mail directly from the HomeBase staff
- Landlord portion of the application is the same as RAFT

Questions on the HomeBase program?

E-mail us at hb@cmhaonline.org



Housing Services at CMHA Family Shelters to access HomeBase

Each family in our shelter works with a specialized case manager that serves as their advocate for re-housing called a Housing Specialist.



They facilitate:

Rental voucher applications with priority status	Rental applications for shelter clients	Economic empowerment resources, education and referrals (e.g., HomeBase)	Relationship establishment between landlord and tenant	Credit repair, budgeting and other financial education
--	---	--	--	--

Property Owner/Landlord Responsibilities

1

Perform screening
of tenant

2

Maintain
habitability of unit

3

Hold tenant
responsible for
lease violations

4

Communicate with
the service provider
regarding rent
payment issues or
lease violations

What Questions should a Landlord ask?



What services are provided to the tenant and for how long?

What happens if the tenant violates the lease?

What happens if the tenant doesn't pay their portion?

Will I have a primary contact person and when are they available?



Questions?

Building Hope, Restoring Dignity, Creating Opportunity