



The City of
Worcester

2024

LANDLORD

SUMMIT

With Support by:



REALTOR®
ASSOCIATION
of Central Massachusetts

Why should Landlords apply for rental assistance?

Clytheia Pinto-Mwangi and Brian Moorhead
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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

There are multiple rental assistance programs in the city.

~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

~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

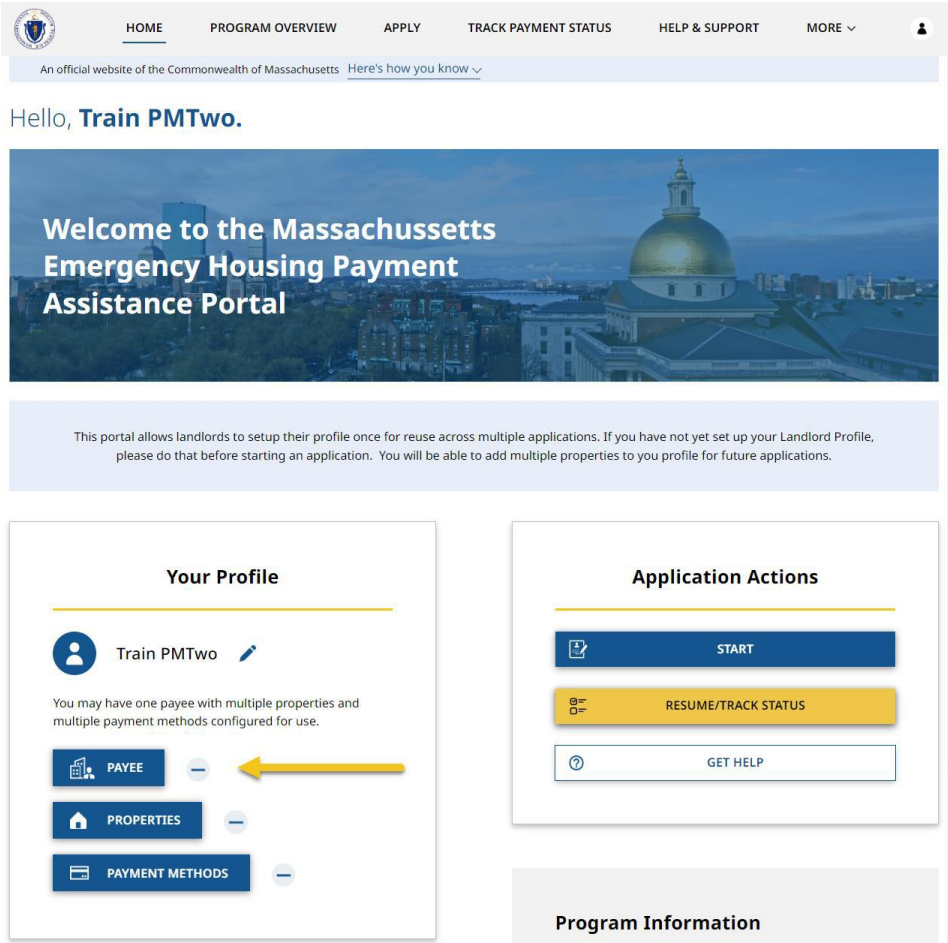
Walk-In Hours

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



The screenshot shows the user interface of the portal. At the top, there is a navigation menu with links for HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation, a greeting says "Hello, Train PMTwo." A large banner reads "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". A message below the banner states: "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 you profile for future applications." The main content area is divided into two columns. The left column is titled "Your Profile" and shows a user profile for "Train PMTwo" with a pencil icon for editing. Below the profile, there is a list of three buttons: "PAYEE", "PROPERTIES", and "PAYMENT METHODS", each with a minus sign to its right. A yellow arrow points to the "PAYEE" button. The right column is titled "Application Actions" and contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom, there is a section for "Program Information".

First and Last name

Date of Birth

Gender

SSN or ITIN

Payee Address

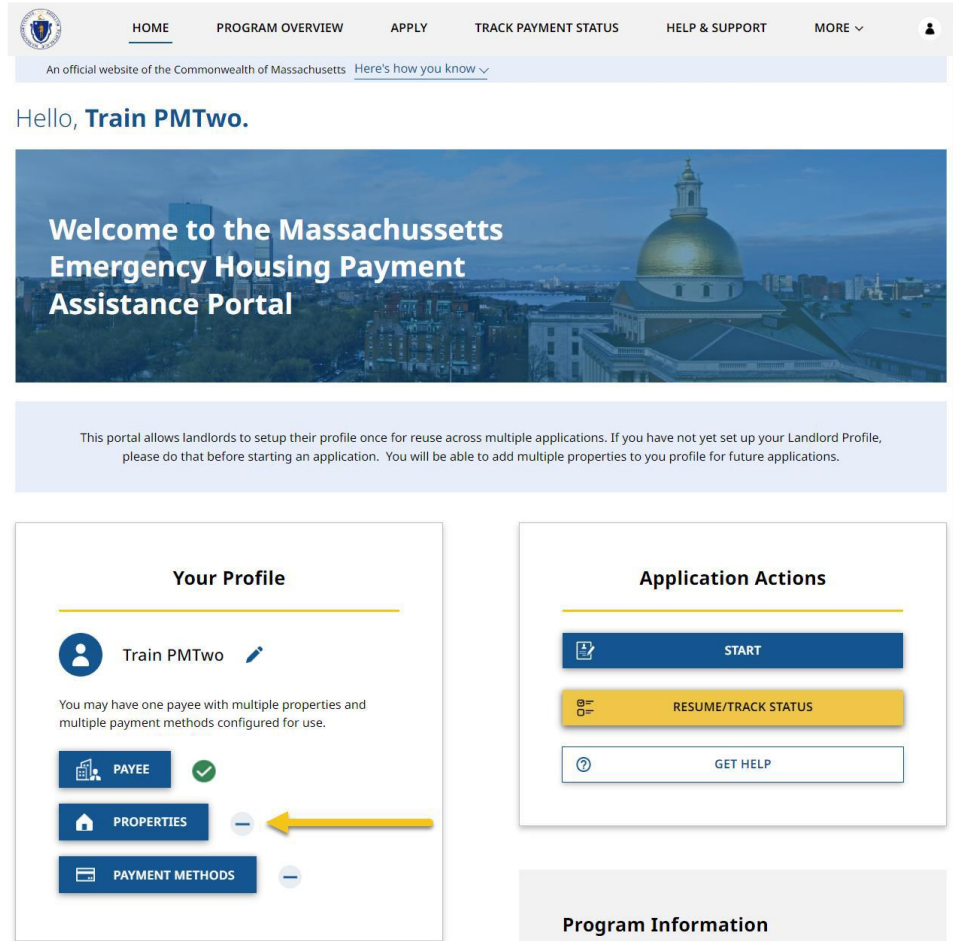
Phone Number

Email

Business details and registered address (if applicable)

Routing and Account Numbers

Then setup multiple properties



The screenshot shows the user interface of the Massachusetts Emergency Housing Payment Assistance Portal. At the top, there is a navigation bar with links for HOME, PROGRAM OVERVIEW, APPLY, TRACK PAYMENT STATUS, HELP & SUPPORT, and MORE. Below the navigation bar, a message reads "Hello, Train PMTwo." and a large banner says "Welcome to the Massachusetts Emergency Housing Payment Assistance Portal". A text box below the banner explains that the portal allows landlords to setup their profile for reuse across multiple applications. The main content area is divided into two columns. The left column, titled "Your Profile", shows the user's name "Train PMTwo" and three buttons: "PAYEE" (with a green checkmark), "PROPERTIES" (with a minus sign and a yellow arrow pointing to it), and "PAYMENT METHODS" (with a minus sign). The right column, titled "Application Actions", contains three buttons: "START", "RESUME/TRACK STATUS", and "GET HELP". At the bottom, there is a section for "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.

Stabilization Services for Tenants

CMHA's Housing Counseling can follow up to help keep tenants on track

Check in monthly to offer additional optional services to tenants:

~Info about job openings and continuing education

~Referrals for child care

~Resources for other services (fuel assistance, WIC, other financial resources)

Help to ensure tenants can stay current on their rent.

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 previously approved for rental assistance 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. Information about older applications will not be carried over.

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 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

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?