

# Tenant Assistance Program (TAP)

TAP, MassHousing's Tenant Assistance Program, supports residents and staff to strengthen affordable housing communities. Available to affordable rental communities in Massachusetts, TAP offers member sites unlimited access to trainings; a choice of diverse programs and workshops for residents; dispute resolution services to help address on-site conflict; and hoarding consultation and flex funds. TAP operates on MassHousing's Fiscal Year: July 1 to June 30.

## TAP Member Benefits

Membership in TAP provides:

- **Trainings:** Free for TAP member site staff
- **Resident Engagement Programs:** On-site programs and workshops
- **Dispute Resolution:** Services to manage on-site conflict
- **Hoarding Consultation and Flex Funds:** Virtual consultation to site staff and flex funds to address hoarding behaviors on site

## How to Enroll in TAP

To enroll in TAP, complete the [online registration form](#). Upon completion, you will receive a confirmation email that can be used as an invoice, or you can request a separate invoice. You can pay by check, and include the confirmation/invoice, or pay through ACH.

## Pricing Structure:

- \$14/unit if financed by MassHousing
- \$18/unit if affiliated with but not financed by MassHousing
- \$22/unit if unaffiliated

The U.S. Department of Housing and Urban Development (HUD) has fully endorsed TAP, and TAP membership is an allowable project expense for HUD-assisted sites.

For questions or additional information, contact Kelly Hetrick at [KHetrick@masshousing.com](mailto:KHetrick@masshousing.com).



# Resident Engagement Programs

Multifamily developments enrolled in TAP can access diverse programs and workshops that engage residents and site staff in creating and maintaining healthy housing communities. Sites select and schedule programs from the categories of Arts & Culture, Education and Wellness. The number of allotted programs for TAP member sites is based on the number of apartments at the site. Resident engagement programs are offered as *single* or *series* programs.

## Resident Engagement Program Benefits

Resident engagement programs

- Create accessibility to resources
- Support youth development
- Bridge generational gaps
- Prevent social isolation
- Build connections for the community

## How to Access Resident Engagement Programs

1. Search the [Resident Engagement Program Catalog](#) and select a program.
2. Contact the vendor to schedule the date/time and receive a code.
3. Submit a [Resident Engagement Program Request Form](#) to [TAPresidentprograms@masshousing.com](mailto:TAPresidentprograms@masshousing.com) at least 15 business days prior to the scheduled program.

Enrolled sites receive an allotment of onsite resident engagement programs based on the number of units at the site.

- Up to 75 units: 3 single OR 1 single and 1 series
- 76 - 200 units: 4 single OR 1 single and 2 series
- 201 - 300 units: 5 single and 1 series OR 2 single and 2 series
- 301-400 units: 6 single and 2 series OR 3 single and 3 series
- Over 400 units: 7 single and 3 series OR 4 single and 4 series

## Who is the provider?

MassHousing issues an application for new vendors each year. Individuals and organizations who provide programming in the areas of Arts & Culture, Education and Wellness are eligible to apply. Applicants are screened and issued a background check if selected.

For questions or additional information, contact Denise Green at [TAPresidentprograms@masshousing.com](mailto:TAPresidentprograms@masshousing.com).



# Trainings

MassHousing hosts numerous trainings focused on the intersection of affordable housing and social issues and tailored to property management and social service professionals. Most trainings are held online, with a select number conducted in-person.

## Training Benefits

### Housing Stability Trainings

- Provide an opportunity for housing and service professionals to network and establish long-term working relationships
- Equip site staff and service providers with the resources and knowledge to address difficult issues
- Focus on preserving tenancies and promoting housing stability at both the individual and community level
- Cover such topics as aging, substance use disorder, domestic violence, reasonable accommodation and fair housing, among others

Many trainings meet HUD's training requirements for Resident Service Coordinators and/or offer NASW CEUs for Licensed Clinical Social Workers.

## How to Access Housing Stability Trainings

Trainings are open to all and registration fees are waived for staff of rental developments enrolled in TAP. Fees for non-TAP members are priced modestly. Register at [MassHousing.com/TAPtraining](https://MassHousing.com/TAPtraining).

## Who is the provider?

A core group of subject matter experts pulled from various industries and professions that address a wide range of issues in housing.

For questions or additional information, contact Helena Padellaro at [HPadellaro@masshousing.com](mailto:HPadellaro@masshousing.com), Carol St. Cyr at [CStcyr@masshousing.com](mailto:CStcyr@masshousing.com), or Kelly Hetrick at [KHetrick@masshousing.com](mailto:KHetrick@masshousing.com).



# Dispute Resolution

MassHousing provides rental housing staff, residents and other parties dealing with conflicts a neutral venue to discuss their issues, generate options, and work toward mutually agreeable resolutions. MassHousing provides dispute resolution services at no cost to multifamily communities enrolled in the TAP.

Dispute resolution services assign a neutral party that diffuses conflicts; supervises mediators/facilitators; screens for appropriateness and informed consent to participate; schedules sessions; prepares participants; arranges for language interpreters as needed; and follows up with housing sites about mediated agreements and outcomes.

## Dispute Resolution Benefits

- Residents and site staff get support from mediated/facilitated solutions
- Housing disputes are addressed and resolved at early stages in lieu of legal/court proceedings
- A credible assessment system is developed to measure the success of TAP dispute resolution services

## How to Access Dispute Resolution Services

Staff of TAP member sites submit a [Dispute Resolution Referral Form](#) to [TAPresidentprograms@masshousing.com](mailto:TAPresidentprograms@masshousing.com). MassHousing's Denise Green will coordinate with one of 11 Community Mediation Centers across the state.

## Who is the provider?

Massachusetts Office of Public Collaboration (MOPC) provides dispute resolution services in partnership with Community Mediation Centers.

For intake or questions, contact Denise Green at  
[TAPresidentprograms@masshousing.com](mailto:TAPresidentprograms@masshousing.com).



# Hoarding Consultation

MetroWest Community Development Corporation (MCDC) is available to provide virtual, individual hoarding case consultations to TAP-enrolled site staff. MCDC will also host weekly Zoom sessions to provide hoarding education and opportunities for group case discussion and mutual support from and with peers.

## Hoarding Consultation Benefits

Hoarding consultation services

- Reduce the stigma of getting help with clutter
- Increase the community's capacity to assist in stabilizing housing for those with clutter
- Provide practical tools to address the risks associated with owning too much, promote the wellness and skill acquisition of those who clutter and improve community safety

## How to Access Hoarding Consultation Services

To schedule a hoarding consultation, complete the [Hoarding Consultation Request Form](#) and send it to Denise Green at [TAPresidentprograms@masshousing.com](mailto:TAPresidentprograms@masshousing.com). MassHousing will approve the request form, assign a case number and send it to MCDC, who will schedule the consultation appointment.

## Who is the provider?

MCDC's ClearPath program provides the hoarding consultation services.

For questions or additional information, contact David Eng at [DEng@masshousing.com](mailto:DEng@masshousing.com).



# Hoarding Flex Funds

Flexible funds are available to address hoarding situations at TAP member sites. Funds (maximum of \$3,000 per household) can be used to hire skilled cleaning and waste disposal services, professional organizing services, or personal coaching, or to pay for clinical or group treatment, rent temporary storage space, purchase replacement furniture, or access other services needed to address the situation.

## Hoarding Flex Funds Benefits

Hoarding Flex Funds

- Reduce the stigma of getting help with clutter
- Increase the community's capacity to assist in stabilizing housing for those with clutter
- Provide practical tools to address the risks associated with owning too much
- Help mitigate costs of services and treatment that might otherwise not be covered by health insurance

## How to access Hoarding Flex Funds

Flex funds must be accessed through the regional Tenancy Preservation Program. Residents must be willing to meet with TPP staff, who will assess if the tenancy is preservable with the help of the flex funds.

## Who is the provider?

Specific services will be provided by a be provided by a local contractor and paid for using the flex funds.

For questions or additional information, contact David Eng at [DEng@masshousing.com](mailto:DEng@masshousing.com).

