

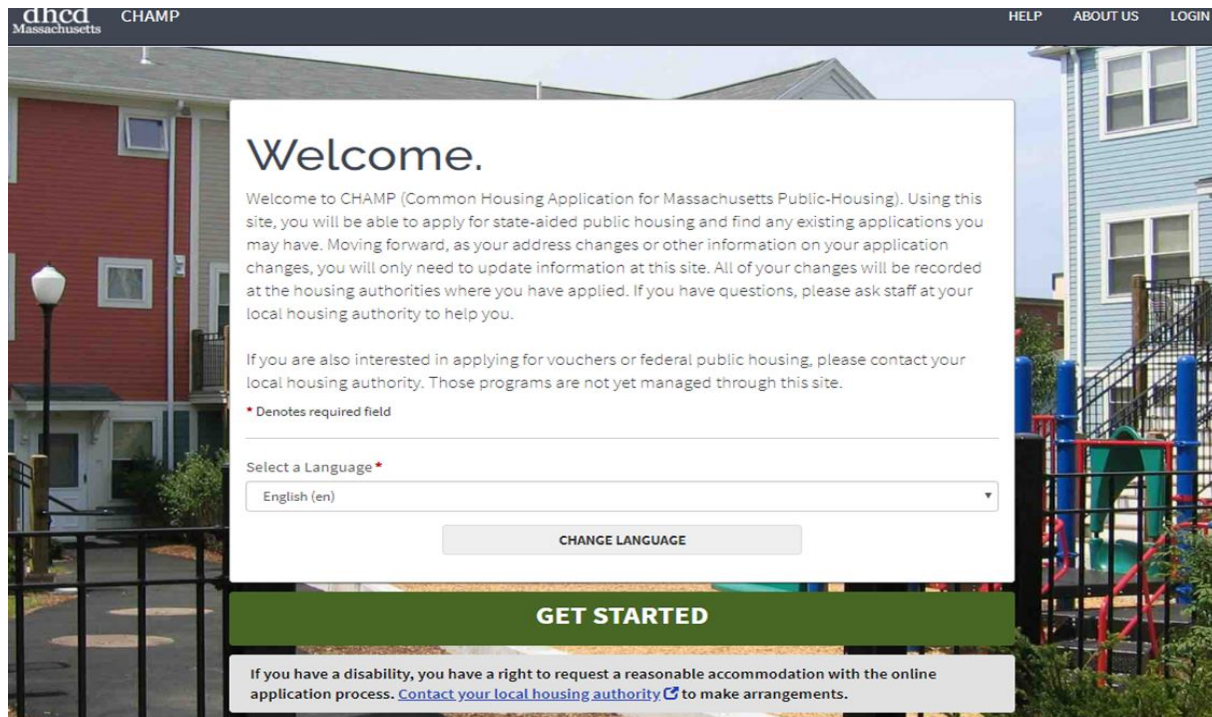
New and Returning Applicants – Creating an account in CHAMP

Go to the CHAMP Website: <https://mass.gov/applyforpublichousing>

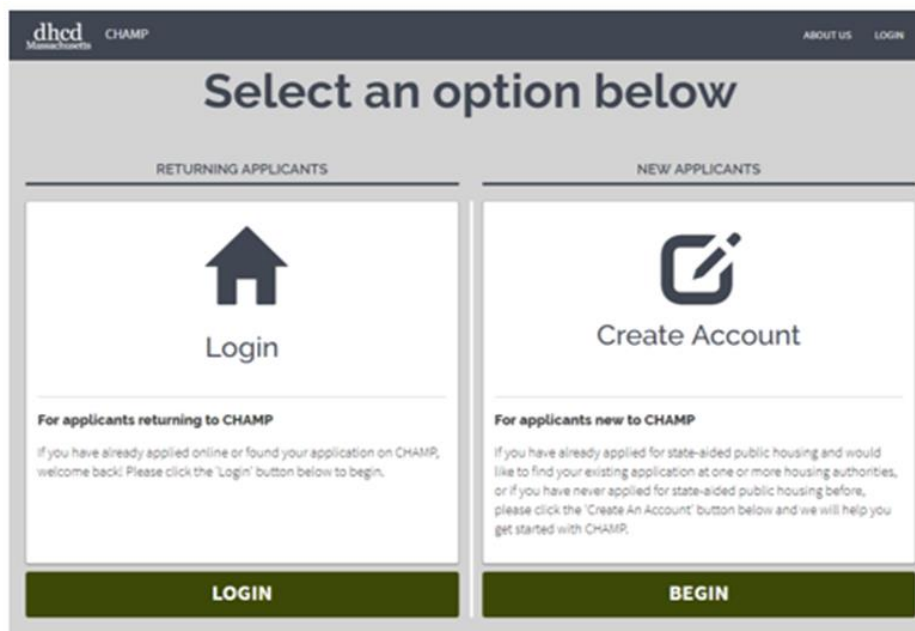
This is the CHAMP website where you can apply for state-aided public housing online.

Select your preferred language and by clicking the click “Get Started.”

Currently the CHAMP application is available in English, Spanish, Chinese, Haitian Creole, Khmer, Portuguese, Russian, and Vietnamese. To Change your language select your language from the dropdown and click “Change Language”



Click “Begin” under the “Create Account” section on the right side of the page.



Create a CHAMP account by following the instructions listed in “Step 1”

When you first create an account, **you will be required to use an email address as your username**. If you do not have an email address, you can either create one online or submit a paper CHAMP application instead. If you forget your password, the email you choose for a username will be used to recover your account.

Next, create a password using the rules shown below, re-enter your password, select your preferred language, and click “I’m not a robot.” Complete the security check and click “CREATE USER.”

dhcd CHAMP
Massachusetts

HELP ABOUT US LOGIN

Step 1: Create User Login

Before you get started on your application, you must first provide a username in the form of an email address and a password that you will use to log into your CHAMP account.

Username

Please provide an email address below. This will be your username for the CHAMP website and the primary mode of contact for Housing Authorities. It is also required for resetting your password if you forget it and cannot log in.

Username (Email) *

Password Rules

Passwords must be **8 characters long** and contain three of the following types of characters: **uppercase letters, lowercase letters, numbers, or special characters** (for example !, @, #).


Password *

Re-enter Password *

Select a Language *

English (en) ▼

I'm not a robot

 reCAPTCHA
Privacy - Terms

CREATE USER

Verify the email address you have chosen as a username in “Step 2”

The email address you used as your username will be listed onscreen below the email verification steps. If you have spelled your email address wrong you can change it using the optional “Change your email” section.

Once you are sure everything is spelled correctly and you are using the correct email address, click “Send Me An Email” CHAMP will send you a verification email. Before you can create a new application, click the link in the email sent to you. If you do not receive an email, return to the “Create User Login” page and try again to be sure your email address was spelled correctly. If you continue to have trouble, please contact a Local Housing Authority.

Step 2: Verify your Email Address

Please verify the email address you are using as your username, and then we will help you find or get started with your application.

Click the button to verify your email

Once you do that, you must:

1. Check your email
2. Follow the link in the email sent to you by CHAMP
3. Continue your application

Your current email is

In order to continue you must first verify your email address by clicking the button below and following the link sent to your email by CHAMP.



SEND ME AN EMAIL

Change your email (optional)

If you would like to change your email address at this time, you may do so below. Each time you edit your email address, you will be required to verify your email address.

New Username (Email) *

CHANGE

Review and Complete the Statement of Rights and Notice to Applicants in “Step 3”

After you have read and understood the Fair Information and Practices Statement of Rights and Notice to Applicants, check the box at the bottom of the page and click “I ACCEPT.”

Congratulations! You've successfully verified your email address. ✕

Step 3: Review your Rights

In order to continue, please review the Statement of Rights and Notice to Applicants below and click the "I accept" button at the bottom.

Fair Information Practices Act Statement of Rights and Notice to Applicants

Fair Information Act - Statement of Rights

Local Housing Authorities collect information about applicants and tenants for their housing programs as required by law in order to determine eligibility, amount of rent, and correct apartment size. The information collected is used to manage the housing programs, to protect the public's financial interest, and to verify the accuracy of information submitted. Where permitted by law, it may be released to government agencies, other housing authorities, and to civil or criminal investigators and prosecutors. Otherwise, the information will be kept confidential and only used by housing authority staff in the course of their duties.

The Fair Information Practices Act established requirements governing housing authorities' use and disclosure of the information it collects. Applicants may give or withhold their permission when requested by the housing authority to provide information. However, failure to permit the housing authority to obtain the required information may result in delay or ineligibility for programs. The provision of false or incomplete information is a criminal offense punishable by fines and/or imprisonment.

As an applicant, you have the following rights in regards to the information collected about you.

- No information may be used for any purpose other than those described above without your consent.
- No information may be disclosed to any person other than those described above without your consent. If we receive a legal order to release the information, we will notify you.
- You or your authorized representative have a right to inspect and copy any information collected about you.
- You may ask questions and receive answers from the housing authority about how we collect and use your information.
- You may object to the collection, maintenance, dissemination, use, accuracy, completeness, or type of information we hold about you. If you object, we will investigate your objection and will either correct the problem or make your objection part of the file. If you are dissatisfied, you may appeal to a local housing authority where you have applied and it will notify you in writing of its decision and of your right to appeal to the Department of Housing and Community Development.

Notice to Applicants

- This online web application is an optional internet service provided by the Massachusetts Department of Housing and Community Development (DHCD). Use of this service is your choice.
- Information from your existing applications have been transferred to this online site. When more than one applications had conflicting information, for example different addresses, the application information with the newer date was used. Please update all information in your online application. If you feel that transferred information that effects your status on a waitlist is not accurate, please change it or contact your local housing authority.
- The online application may be subject to data transmission errors that may make the application incomplete. Please complete your application online or contact your local housing authority. DHCD is not responsible for these errors.

 [PRINT THIS PAGE](#)

I have read and understand this Fair Information Practices Statement of Rights and Notice to Applicants.

 I ACCEPT

Check the CHAMP System for any Previous Applications in “Step 4”

After following the link in your email, search to see if you have a previous application in the system using your first name, last name, date of birth, and social security number, OR LHA Control Number, OR Application ID Number.

If you do not have a Social Security Number, OR LHA Control Number, OR Application ID Number, check the box at the bottom of the page and click “Check the System.”

Step 4: Check if You're in the System

Now that your user account is set up, you're ready to start working on your CHAMP application.

Before you create a new application, we want to check to see if you have any already existing applications for state-aided public housing on CHAMP so that we can ensure you get the benefit of any information you have already submitted. If we can't find you, or if you have never applied for Massachusetts state-aided public housing before, either online or at a Local Housing Authority, we'll use the information that you provide here to begin your online application. Please note that state voucher (MRVP or AHVP), federally subsidized apartments, or Section 8 voucher information is not available through this website.

Please provide the following information and click the 'CHECK THE SYSTEM' button below to retrieve your existing application(s).

* Denotes required field

First Name *

Last Name *

Date of Birth *

MONTH

DAY

Please provide one of the following:

- Social Security Number and Date of Birth or,
- Local Housing Authority and Control Number or,
- Last name (filled in above) and Application ID

If you do not have a Social Security Number, Control Number, or Application ID, please select the checkbox at the bottom of the form.

Social Security Number

OR

Local Housing Authority (LHA)

Control Number

OR

Application ID

If you submit a paper CHAMP application to a local housing authority, the housing authority will enter your information online for you and give you an Applicant ID number to access your online account later. This number is NOT a Control Number for an existing application.

I do not have a Social Security Number, Control Number, or Application ID.

CHECK THE SYSTEM

Once you have clicked “CHECK THE SYSTEM” there are two potential outcomes:


Outcome 1: You clicked the “Check the System” and CHAMP did not find a previous application. If this happens, you can either “Try a Different Search” with new information or click “Create a New Application.” **If you selected “Create a New Application,” follow the instructions below.**

We can't find your application in our system

We can't seem to match your information with an existing application. If you have never applied for housing in the past, click on the "CREATE A NEW APPLICATION" button at the bottom of the page.

If you have applied for housing in the past, it is important to find your application(s) because that affects your place on the waiting list. You will come to the top of the waiting list more quickly with an older application date. Please try again with the tips below:

- For the combination of Date of Birth and Social Security Number, please make sure that numbers have been entered correctly for the month, day, year and all digits of your Social Security Number;
- For the combination of Local Housing Authority (LHA) and Control Number, please
 - Make sure that the control number is typed accurately;
 - Make sure that you list an LHA where you have previously applied and that the application is still active (the LHA can tell you if your application is no longer active for some reason);
 - Be sure that the control number you enter is correct. If you have lost your control number, the LHA can look it up for you.
 - If you have applied to more than one LHA, each one will have given you a different control number. Make sure you're using the control number provided by the LHA that you listed. If you have applied to more than one LHA, try a different LHA and the control number that LHA gave you.
 - Try social security number instead.

If you have applied for housing in the past but can't access your application online, please call one of the housing authorities where you applied. Here is a list of [local housing authorities' phone numbers](#) .

When you call your LHA, please keep in mind that your application may no longer be active; this can be for a number of reasons, including a failure to respond to a waiting list update. If you do not have an active application, you can fill out a new application online.

TRY A DIFFERENT SEARCH

CREATE A NEW APPLICATION

Note: If you believe you may have applied for state-aided public housing before but you are unable to find your previous application, please contact a [Local Housing Authority](#) and they will be able to assist you. Remember, it is always better to access your previously submitted application as it will have the timestamps from when you originally applied.

Outcome 2: You were able to find your existing application in CHAMP.

Follow the Steps on the Applicant Homepage to Complete Your Application:

Near the top of your application homepage, you will see an alert that says: “Your application isn’t submitted yet!” Your application will not be ready to submit or on a waitlist until you complete:

“My Application Form” (Step 1) – Including Head of Household Information, Housing Type, Current Housing Situation, Employment and Veteran Status, Accessibility, and Household Makeup.

“Add Housing Selections” (Step 2) – Apply to housing programs by making selections at specific housing authorities.

“Review and Submit Your Application” (Step 3) – Your application will not be added to a waitlist until you have filled in all the required (*) fields, reviewed your application, and clicked “Submit.”


Once you have completed all the required fields in the first three sections, review your application, and click “Submit.” Your application will now be active on the waitlist(s) at each housing authority you selected in Step 2, Housing Selections.

Click on “WORK ON MY APPLICATION FORM” and follow the directions on each page. **While completing or updating your application, please pay close attention to the asterisked (*) questions. CHAMP will not allow you to submit a new application if these questions are left blank.**

The screenshot shows the top navigation bar with the dhcd Massachusetts logo and the text 'CHAMP'. On the right side of the navigation bar are links for HOME, SETTINGS, HELP, ABOUT US, and LOGOUT. Below the navigation bar is a green header with the text 'SIGNED IN AS: Example Applicant'. Underneath this header is a row of five buttons: DASHBOARD (highlighted in green), APPLICATION, HOUSING PROGRAMS, SCREENING, and HISTORY.

Home page of Example Applicant

Welcome to your Home screen! This page will serve as your guide through the application process. Going through the steps below will help you to submit information necessary to file an application for state-aided public housing in Massachusetts. If you have already submitted one or more paper applications, your applications should be in the system, but it's important to make sure all of your information is still up-to-date, including your housing selections. It is important to only apply to those housing authorities where you are willing to live.

 [PRINT YOUR PROFILE](#)

Your application isn't submitted yet!

Please complete steps 1 through 3 below to submit your application.


A confirmation email has been sent to the following email address(es): example@example1.com

STEP 1 My Application Form

Please complete your application form. After the application has been submitted, it can be updated at any time. Please be sure to make changes to your application if any of your information changes.

Application Progress

- | | |
|--------------------------------|---------------------|
| 1. Contact Information | 5. Accessibility |
| 2. Housing type | 6. Household Makeup |
| 3. Current Housing Situation | |
| 4. Employment & Veteran Status | |

 [WORK ON MY APPLICATION FORM](#)

Useful Information

Tip: After filling out your Application and making a housing selection, you will be able to Submit your application.

Tip: Visit the Department of Housing and Community Development website [for additional information.](#)

Tip: Update your application information as it changes. Applicants who do not log on for 2 years will receive a letter requesting an update. Failure to respond result in you being taken off lists and needing to reapply.

This site is just for state-aided public housing. [Learn more about applying for vouchers and federal programs.](#)