

Frequently Asked Questions for Applicants who received the Notice of Required Response to Waiting List Update and related Notices

1. What is the **Notice of Required Response to Waiting List Update**?
 - a. The Notice of Required Response to Waiting List Update is a letter that is sent to Applicants for Massachusetts State-Aided Public Housing who have not logged into CHAMP or contacted a Housing Authority about their application in more than 2 years. The Department of Housing and Community Development is required to contact these applicants to make sure that they are still interested in state-aided housing and that their application information is up to date. If applicants do not respond to this notice within the timeframe outlined in the letter, then their application will be put on hold and may be permanently removed in the future.

2. What should you do if you received a **Notice of Required Response to Waiting List Update**?
 - a. If you received a Notice of Required Response to Waiting List Update, you should respond as quickly as possible in order to provide updated application information.
 - b. To respond to the update request and/or to provide updated application information you can login to your CHAMP account at www.mass.gov/champ **OR** you can mail back the Response Form included with the letter to CHAMP P.O. Box 547 Norwood, MA 02062.
 - c. If you are unable to access CHAMP online or no longer have the Response Form that was originally included with the letter that was sent to you, you can mail a written letter to CHAMP P.O. Box 547 Norwood, MA 02062 with your first and last name, your date of birth, your CHAMP Application ID if you have it, as well as your current mailing address.

3. What will happen to my application for state-aided public housing if I have not responded to the **Notice of Required Response to Waiting List Update** by the response deadline stated in the letter?
 - a. It is important to remember that this letter was sent to you because you did not log into your application in CHAMP or contact a Housing Authority for more than 2 years.
 - b. If you do not respond to the Notice of Required Response to Waiting List Update by the response deadline outlined in the letter, then your application for Massachusetts State-Aided Housing will be put on hold on all waitlists for state-aided housing at all housing authorities to which you have applied for a period of 1 year. After the 1-year period, if a response to the update request has not yet been received from you, your application for Massachusetts State-Aided Housing will be permanently removed from all waitlists to which you have applied,.
 - c. To respond to the update request and/or to provide updated application information you can login to your CHAMP account at www.mass.gov/champ **OR** you can mail back the Response Form included with the letter to CHAMP P.O. Box 547 Norwood, MA 02062.
 - d. If you are unable to access CHAMP online or no longer have the Response Form that was originally included with the letter that was sent to you, you can mail a written letter to CHAMP P.O. Box 547 Norwood, MA 02062 with your first and last name, your date of birth, your CHAMP Application ID if you have it, as well as your current mailing address.

4. What should you do if you received a **Notice of Required Response to Waiting List Update** and you missed the response deadline?
 - a. If you received a Notice of Required Response to Waiting List Update and the response deadline has passed, you should provide a response as soon as possible because your application is now on hold and may be permanently removed if a response to the update request is not received.
 - b. To respond to the update request and/or to provide updated application information you can login to your CHAMP account at www.mass.gov/champ **OR** you can mail back the Response Form included with the letter to CHAMP P.O. Box 547 Norwood, MA 02062.
 - c. If you are unable to access CHAMP online or no longer have the Response Form that was originally included with the letter that was sent to you, you can mail a written letter to CHAMP P.O. Box 547 Norwood, MA 02062 with your first and last name, your date of birth, your CHAMP Application ID if you have it, as well as your current mailing address.
 - d. You will also receive a Notice that Your Application has been Placed On Hold with more information.

5. What is the **Notice that Your Application Has Been Placed On Hold** and what should you do if you received one?
 - a. The Notice That Your Application has been Placed On Hold is a letter that is sent to Applicants who have not provided updated application information in over 2 years and who have failed to respond to the Notice of Required Response to Waiting List Update that was previously sent to them. The Notice That Your Application has been Placed on Hold informs you that your Application for State-Aided Public Housing is now on hold on all waitlists at all housing authorities to which you have applied, and that it may be permanently removed if a response to the Notice is not provided.
 - b. If you received the Notice that Your Application has been Placed On Hold, you should respond as soon as possible because your application for Massachusetts State-Aided Public Housing is now on hold on all waitlists to which you have applied.
 - c. If you do not respond within 1 year from the date of the Notice That Your Application has been Placed On Hold, your application for Massachusetts State-Aided housing will be permanently removed from all waitlists to which you have applied.
 - d. To respond to the update request and/or to provide updated application information you can login to your CHAMP account at www.mass.gov/champ **OR** you can mail back a written letter to CHAMP P.O. Box 547 Norwood, MA 02062 with your first and last name, your date of birth, your CHAMP Application ID if you have it, as well as your current mailing address.
 - e. If you do not respond to the Notice that Your Application has been Placed on Hold and your application is permanently removed, you will be sent a Notice of Removal of Application from Waitlists for State-Aided Public Housing

6. What is the **Notice of Removal of Application from Waitlists for State-Aided Public Housing** and how should you respond if you received one?
 - a. The Notice of Removal of Application from Waitlists for State-Aided Public Housing is the notice sent to applicants for State-Aided Public Housing who have failed to respond to the waiting list update request within the time allowed.
 - b. If you have received the Notice of Removal of Application from Waitlists for State-Aided Public Housing, you may request a private conference to discuss the reasons for the determination to remove your application from the waiting lists and to permit consideration of all pertinent information for a new determination.
 - c. You are entitled to be represented at the private conference by an attorney or other person of your choice at your own expense. You have the right to examine your file before the private conference. To request a private conference, you must submit a request in writing within 20 days of the date of the notice. The written request must be delivered or mailed to any Local Housing Authority to which you have applied within the 20-day period.
 - a. Local Housing Authority contact information can be found on the Department of Housing and Community Development website at: www.mass.gov/dhcd

7. What should you do if you want to provide other updates to your CHAMP Application for Massachusetts State-Aided Public Housing, or if you have a question about your application status or screening documentation?
 - a. If you want to make other updates to your application information or provide screening documentation you can login to your CHAMP account at www.mass.gov/champ or contact any Local Housing Authority. Local Housing Authority contact information can be found on the Department of Housing and Community Development website at: www.mass.gov/dhcd