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Phone: (617) 859-0400 | Toll Free: (800) 272-0990 (MA Only)

[www.mbhp.org](http://www.mbhp.org)

Welcome to MBHP!

Thank you for your interest in Metropolitan Boston Housing Partnership's (MBHP) Rental Assistance Program. As a property owner/management company, you are now part of a community of more than 10,000 strong who are committed to helping low-income families, senior citizens, and people with disabilities to afford decent, safe, and sanitary housing.

Here are some important things to note during the length of the tenancy:

- The lease that you signed with the tenant will be effective for one year and then will automatically self-extend unless proper notice is given prior to the end of the lease term. (Refer to lease regarding specifics about proper notice to end tenancy.)
- An annual inspection is required to ensure that the apartment is still in HUD/Housing Quality Standards compliance. However, this may or may not coincide with the yearly inspection cycle. During the course of the tenancy, a situation may arise that initiates a tenant or owner inspection complaint. These complaint inspections are separate from the annual inspection process. *Please note: There is a possibility that your apartment may be chosen as an audit for quality control. This audit inspection cannot be substituted for the annual yearly inspection. Audits are randomly selected on units that have passed inspections within the last four months.*
- For Rent Increase Requests, the owner must give at least 60 days written notice to the tenant and provide a copy to MBHP. If approved, the new rent to the owner will go into effect on the first of the month following the 60 day period after the owner notifies MBHP of the rent increase, or on the date specified by the owner, whichever is later. If a rent increase request is denied, the owner will receive a letter by mail within 30 days. For new units, during the initial term of the lease the rent portion paid to the owner may not be increased. The rent that the owner is requesting for new and existing units must be "reasonable" in relation to rents for comparable units in the private, unassisted rental market.
- A security deposit cannot exceed the amount of the first month's contract rent. The owner must comply with all requirements under the state security deposit law. MBHP assumes no responsibility or liability for security deposit or any tenant-related damages to the unit. It is the tenant's responsibility to pay for damages beyond normal wear and tear and/or for unpaid rent.

**everyone deserves a place to call home**

- Owners are responsible for lease enforcement. The most appropriate course of action is to document in writing to the tenant each incident which is in violation of your lease agreement during the length of the tenancy. In addition to written notification of these violations, pictures of tenant-caused damages and all receipts for repairs due to tenant-caused damages will provide additional support documentation to your claims. Legal issues should be dealt with through the housing or district court. Any violations that have been determined by the court to be in violation of your lease agreement such as police action, non-payment of rent, and/or egregious damages to your unit should be submitted as cause for a tenant to be terminated from the program and should be reported in writing to the tenant's program representative. In response to this court action, MBHP will send out a warning letter to the tenant informing him/her of the allegations being in violation of the lease that could jeopardize his/her continued participation in the HCVP Program at MBHP. ***Please note the following: The housing or district court has the authority to enforce a court-ordered eviction. MBHP does not have the legal authority to force a tenant to leave at the end of the lease, or to leave once he/she has been evicted or has stayed beyond your mutual termination to the lease; this is enforced through the courts. Refer to the website below for further housing eviction questions.***  
<http://www.mass.gov/courts/courtsandjudges/courts/housingcourt/housingquestions.html>
- MBHP provides a variety of workshops, information sessions, and a monthly support group as well as an annual appreciation event to inform, educate, and support property owners. For more information on upcoming events, please refer to MBHP's website, [www.mbhp.org](http://www.mbhp.org), or call Jennifer Shaw at (617) 425-6637.
- Direct deposit is now mandatory in order to receive subsidy (or housing assistance) payment from MBHP. As a participating property owner, you will be required to fill out a direct deposit form and submit a voided check or deposit slip. Any property owner who is already signed up for direct deposit and wants MBHP to change any pertinent information such as bank account or address information must submit a written request and send it to the tenant's program representative.

If you have further questions about tenant-landlord issues, the lease, rent increases, change of ownership, change of address, or HAP payments contact (617) 859-0400 and ask to speak to a program representative for the corresponding city in which your tenant resides. Please note that all change requests must be made in writing.

Thank you for becoming a member of the MBHP community.

MBHP Property Owner Supports Team