



HAPHousing

- Over 40 years, HAPHousing has earned a reputation for providing innovative forms of housing assistance to tenants, homebuyers, homeowners and rental property owners. HAPHousing is the largest nonprofit developer of affordable housing in Western Mass, and a collaborative partner in urban neighborhood revitalization.
- HAPHousing is also the region's Housing Consumer Education Center (HCEC), a great starting point for many of our clients.

Housing Consumer Education Center

Housing Consumer Education Centers offer information about a variety of housing challenges. Tenants, landlords, prospective buyers and homeowners can access resources designed to maximize housing stability, strengthen investments, and minimize disputes

322 Main Street, Springfield, MA 01105
 267 High Street, Holyoke, MA 01040
 (413) 233-1500
 (800) 332-9667
 Fax: (413) 731-8723

Housing Consumer Education Center



Assessments/Screening Services

Assessment services are available for at-risk and homeless households, providing comprehensive assessment with specific inter-and intra-agency service and resource referral recommendations, including referral to financial resources when appropriate.



Educational Counseling Services and Materials

Educational counseling and materials are available on housing and consumer-related issues, including: the Housing Search Guide and Making a Home for Yourself (a guide on tenant rights). Both of these manuals are available in English and Spanish. Fair housing information is available in English, Spanish and 10 other languages. Information is also available on lead paint, along with other resources for tenants and rental property owners. The latest edition of the Property Management for Massachusetts Rental Owners can also be purchased through the HCEC.

Outreach Information & Materials



Fair housing brochures & pamphlets



Outreach Information and Workshops

Outreach information and workshops are provided (by arrangement) throughout the Hampden and Hampshire Counties to local agencies, including: landlord associations; employment, education and training institutions; social service agencies; municipal and business groups; senior/elderly service agencies; cultural groups/agencies; and the faith-based community. The HCEC counselors and the agency's Fair Housing Coordinator provide workshops on: Housing Search, Tenant Rights and Responsibilities, Eviction Prevention, Fair Housing and Landlord Education.

Housing Search Resources

Housing search resources are available to assist homeless and at-risk households in their search for safe, sanitary, and affordable housing. Counselors provide housing search and assistance using a variety of tools, including access to: Massachusetts Rental Voucher Program (MRVP) project-based listings, landlord listings, subsidized-housing project lists, and area housing authority lists. The HCEC features a resource room that includes a computer with internet connection, printer, copier, and telephone to assist clients in their search for housing. Additional information can also be found on the HAP website

HOUSING SERVICES



Types of Financial Assistance

- HCEC offers the following types of financial assistance which are distributed according to eligibility requirements and the availability of funds.
- **RAFT** – Residential Assistance for Families in Transition
- **ESG** – Emergency Solutions Grant
- **EFSP** – Emergency Food and Shelter Program
- **EOHHS/CIG** – Crisis Intervention Grant/Flexible Funds

Referrals

Referrals to HAP's Homeownership Department for: foreclosure prevention counseling services, loan modification counseling, first-time homebuyer classes, post-purchase workshops, financial literacy classes, and landlord workshops.


