



Commonwealth of Massachusetts

EXECUTIVE OFFICE OF HOUSING & LIVABLE COMMUNITIES

Maura T. Healey, Governor ♦ Kimberley Driscoll, Lieutenant Governor ♦ Edward M. Augustus Jr., Secretary

To: Massachusetts Housing Providers
From: Jelani Nunes, Housing Search & Landlord Outreach Coordinator, Division of Rental Assistance
Date: October 27th, 2025
Re: Important Notice: November Subsidy Payments

Dear Housing Providers,

We wanted to inform you that there may be delays or inaccuracies in payments scheduled to be issued in November.

Our team at the Executive Office of Housing and Livable Communities (EOHLC), together with our Regional Administering Agencies, is currently completing a software upgrade that may affect the processing of some payments in this upcoming check run. While most payments will not be impacted, we want to ensure that all housing providers are aware of the possibility in advance.

If your payment is affected, please know that we are working diligently to resolve the issue and will ensure that any missed or incorrect payments are corrected as quickly as possible. We expect to provide an update by the end of November.

Who to contact if you're experiencing issues with payment:

Region	Regional Administering Agency	Contact
Boston area	Metro Housing Boston	OwnerServices@MetroHousingBoston.org
North Shore/Merrimack Valley	Community Teamwork, Inc. (CTI)	ctirentalassistance@commteam.org (978) 654-5751
City of Lynn	Lynn Housing Authority & Neighborhood Development (LHAND)	LeasedHousing@LHAND.org (781) 581-8700
Framingham area/Metrowest	South Middlesex Opportunity Council (SMOC)	Sparedes@SMOC.org (508) 620-2383
South Shore/South Coast	NeighborWorks Housing Solutions	KRowan@NHSMass.org (781) 422-4240
Cape Cod	Housing Assistance Corporation (HAC)	SMetro@HAConCapeCod.org 508-771-5400 ext. 234
Worcester County	RCAP Solutions	Section8ownerservices@RCAPSolutions.org 978-630-6656
Springfield area, Hampden & Franklin Counties	Way Finders	PaymentProcessing@WayFinders.org
Berkshire County	Hearthway, Inc.	RHP@Hearthway.org (413) 344 4842

Note: Local Housing Authorities like Worcester, Lowell, & Boston Housing Authority are not affected by this.

We sincerely apologize for any inconvenience this may cause and appreciate your patience as we work to address this matter. Your partnership is essential to the success of our housing programs, and we remain committed to ensuring timely and accurate payments for the important services you provide.

Sincerely,
Jelani Nunes (he/him)
Housing Search & Landlord Outreach Coordinator
Division of Rental Assistance
Massachusetts Executive Office of Housing & Livable Communities (EOHLC)



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