



# The Commonwealth of Massachusetts

## The Housing Court Department

### **IMPORTANT**

**Your hearing may be done virtually by Zoom. You MUST attend your court hearing by following the instructions provided in your court notice. Please see section on how to use Zoom on the back side of this page. If you do not attend, the Court may rule for the other side.**



### **Lawyer for the Day Program**

A Lawyer for a Day Program ("LDP") is a program in which volunteer attorneys are available to provide free legal advice and assist unrepresented Landlords, and Tenants.

For more information, Please Contact:

### **Limited Assistance Representation**

Some courts allow people to have a lawyer to help with a part or portion of your case, rather than the whole case. This is called limited assistance representation (LAR). LAR attorneys can draft documents or represent you in court at one or more hearings.

Information about LAR:  
<https://www.mass.gov/info-details/limited-assistance-representation-information-for-the-public>

**You can find an electronic version of this form at:**  
**<https://www.mass.gov/guides/housing-court-resources>**

### **Your Court Case**

If you filed the case you are the Plaintiff. If the case was filed against you, you are the Defendant and you can file an answer.

Whether you are the Plaintiff or the Defendant, every time you file a document with the Court you must make sure the other side gets a copy.

To look up your case file online, please visit : <https://Masscourts.org>



### **E-Filing your documents with the Court**

Online Court Forms can be downloaded from:

<https://www.mass.gov/lists/housing-court-forms>

To file any forms, documents, or evidence, you can mail it to the court or file it electronically through the courts e-filing website: <http://www.efilema.com/>

Please see Housing Court E-filing Guide:

<https://www.mass.gov/guides/efiling-in-the-housing-court>

If you need assistance in drafting and filing court forms, please see the Court Service Center section on the back side of this page.

At all stages of the cases both parties must follow all court rules. To look up court rules go to: <https://www.mass.gov/trial-court-rules/trial-court-rule-i-uniform-summary-process-rules>

### **Emergency Rental & Mortgage Assistance**

Renters and Homeowners who are struggling to make housing payments are encouraged to apply for emergency assistance. You may be eligible for assistance to pay overdue or upcoming rent, mortgage payments, or moving costs (First, Last, Security Deposit).

Any income-eligible individuals and families affected by COVID-19 or who are struggling to make housing payments, may apply.

You can apply for the Residential Assistance for Families in Transition (RAFT) and/or the Emergency Rental and Mortgage Assistance (ERMA) program by applying at any one of the 11 regional housing agencies.

**APPLY IMMEDIATELY.** Due to unprecedented need during COVID-19, application processing can take several weeks and funds are not guaranteed.

**Attention Renters, Homeowners, and Landlords:** To find information about available financial assistance or to find the regional administering agency for your city or town go to: <https://www.mass.gov/CovidHousingHelp> or call **211** for assistance.

If you have trouble participating in a virtual conference or need a free **Interpreter** or **Reasonable Accommodations**, as soon as you receive this notice please call

## Connecting to Zoom

**You can connect to your Hearing through the Zoom app.**

**Zoom is available both by computer and by phone.**

For more information, please see:  
<https://www.mass.gov/info-details/remotevirtual-court-services>



### **Smartphone:**

1. Go to your app store
2. Look for "Zoom Cloud Meetings"
3. Click Download
4. Create an account
5. Click Join Meeting
6. Enter Meeting ID
7. Enter Passcode



### **Computer:**

1. Go to <https://zoom.us>
2. Click Join Meeting
3. Enter Meeting ID
4. Enter Passcode



### **Land line/ Telephone:**

1. Contact the Court and notify court staff that you do not have access to zoom. The court will provide you with information and a phone number to call.
2. If the Court notice provides a phone number for your hearing, call the number and enter the Meeting ID and Password provided.

#### **Tips on using Zoom**

**Make sure you test your online connection and video/audio on the zoom app before your hearing date.**

## **Housing Specialist Department**



Housing specialists (HSD) are employees of the court who serve as mediators for cases that are filed in the housing court. They provide information about Massachusetts housing laws to the public and assist parties to reach a settlement. The housing specialists can provide information and referrals to resources that are available in your local community.

Contact the HSD at

## **Virtual Counters**

You are able to contact the court virtually using the Zoom application. The courthouse has a virtual counter where you can connect with the court personnel to get information about your case.

### **Available Monday-Friday**

Location	Meeting ID	Password
<b>HSD Virtual Counter</b>		
<b>Clerk's Office Virtual Counter</b>		

You can also access the virtual counters by telephone by calling (646)828-7666 and entering the above Meeting ID and password.

## **Court Service Center**

Court Service Centers (CSC) help people navigate the court system. Centers are available to all court users without lawyers, and there are no income or immigration status requirements. All of the services in the Court Service Centers are free. You can join the Court Service Center Videoconference Meeting:

- Via videoconference: <https://www.zoomgov.com/j/1615261140>
- Via phone call: (646) 828-7666 (Enter Meeting ID 1615261140)

This link is available from **9:00 a.m. to 12:00 p.m.** from **Monday through Friday**. After 12:00 p.m., CSC team members return calls, assist court users via appointment, and respond to emergency referrals made by court departments.

## **Tenancy Preservation Program**

The Tenancy Preservation Program (TPP) is a program that works with tenants, including families with children, facing eviction as a result of behavior related to a disability. TPP functions as a neutral party and works with the property owner and tenant to determine whether the disability can be reasonably accommodated, and the tenancy preserved.

To contact the TPP, please call:

### **Other Agencies/Programs:**