

## **Very Important – You Must Read**

HAPHousing Housing Consumer Education Center (HCEC)

From the HCEC Director:

We can provide a variety of housing-related information and assistance for tenants, landlords, homeowners, homeless people, and others in Hampden and Hampshire Counties. In order for us to assist you **must** complete the attached Assessment Form – make sure you:

1. Answer **all** questions that apply to you
2. **Accurately** and **fully** answer all questions

Sometimes HCEC has limited short-term financial assistance for very low income families who are homeless, or very close to being homeless. Eligibility for this financial assistance depends on your income, situation, where you live, and other factors. Requirements for this assistance have changed from past years.

After HCEC staff review your assessment, we will provide you with any appropriate information, referrals, and assistance that we can to help you with your housing. For this reason, it is important to fill out the assessment form with all the details of your situation. Use the back of the assessment form if you need more space. Within **15 days** of our receipt of this form, we will contact you **if** we may be able to provide you with financial or other assistance. Unfortunately, because of the large numbers of people we serve, and the limited number of staff, we can only contact people we may be able to assist further, and cannot return any calls asking about the status of your assessment.

**If you have not been contacted within 15 days, assume that we cannot provide you with financial or other assistance.**

We encourage you to try to meet with an HCEC Counselor to review your assessment form. We can better assess your needs if we meet with you in person. If you are unable to meet with a Counselor, leave the Assessment form with the receptionist, and we will still try to help you. **Whether you see a Counselor or not, your request for help will be equally considered.**

A Counselor is available Monday through Thursday from 9:00 am to 11:30 am in our Springfield office. If you would like an Assessment Form mailed to you or want to speak to a Counselor call HCEC at 413-233-1600 or toll free at 1-800-332-9667 x1600 or TTY 413-233-1699. You can also pick up a Form at one of our offices in Springfield or Northampton.

If your circumstances change you may submit another Assessment Form with your new information.

HCEC, HAPHousing 322 Main Street, Springfield, MA 01105  
20 Hampton Ave., Suite 185 Northampton, MA 01060