



Housing Consumer Education Centers

Run by the member agencies of the Regional Housing Network of Massachusetts
www.masshousinginfo.org 1.800.224.5124

Housing Consumer Education Centers (HCECs) 'Front Door'



The HCECs were developed by the member agencies of the Regional Housing Network to provide answers to any housing questions. Our customers: **tenants, landlords, prospective buyers, and homeowners** can access information designed to maximize housing stability, strengthen investments, and minimize disputes. Each of the member agencies acts as the HCEC for its region (see contacts on back). We offer statewide coverage as a network providing a local housing resource center at each agency and online. We are a statewide safety net of information and referrals and brief counseling for anyone with a housing question. Workshops are available for all customers including service providers.

Our agencies:

- Provide free assistance to tenants and apartment-seekers including 21,000 federal and state rental voucher holders;
- Identify public/private rehabilitation resources for homeowners and landlords;
- Educate buyers and owners on purchasing and maintaining a home;
- Work with property owners and managers to promote successful and long-term tenancies;
- Provide short-term resources and supportive services to those at risk of homelessness or presently in shelters;
- Partner with community agencies to respond to local needs.

All HCECs offer:

Resource Center Services Including Phone Calls and Walk-Ins
 Information and Referral for Customers, Including Service Providers
 One-on-one Brief Counseling on any Housing Issue
 Housing Search and Co-location, Including Application Assistance
 Emergency Financial Assistance (RAFT, others)
 Uniform Intake Form Capturing Comparative Data on Housing Issues Statewide

Top Requests for Information or Assistance

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|------------------------------------|-----------------------------|
| ➤ Financial Assistance | ➤ Housing Search Assistance |
| ➤ Security Deposits/Start-up Costs | ➤ Affordable Rental Housing |
| ➤ Understanding Evictions | ➤ Utility Payments |
| ➤ Financial Literacy | ➤ Affordable Homeownership |

Free Workshops and Housing Clinics (Tenants, Service Providers and Landlords)

Apartment Search	Financial Education	How to Be a Good Tenant
Homebuying 101	Homeowner/Post-Purchase	Discrimination & Fair Housing
Tenant & Landlord Rights and Responsibilities		

Regional Agency Specific Programs May Include:

Housing Search Workshops for other agencies such as Family Services and Probation Officers
 Specialized Intensive Programs and Services; Hoarding and Sanitation Initiative; Rental Property Owner Training.

Massachusetts Housing Consumer Education Centers (HCECs)
(With location of corresponding Family Resource Centers highlighted)

Region: Berkshire County (**North Adams, Pittsfield**)
**Berkshire Housing Development Corporation and
Berkshire County Regional Housing Authority**
One Fenn Street Pittsfield, MA 01201, 413-499-1630
www.berkshirehousing.com

HCEC Director: Lisa Wright lwright@berkshirehousing.com 413-499-1630, x108

Region: Middlesex and Essex Counties (**Lawrence, Lowell**)
Community Teamwork, Inc.
155 Merrimack Street Lowell, MA 01852, 978-459-0551
www.commteam.org

HCEC Director: Kristin Ross Sitcawich kross@commteam.org 978-654-5617

Region: Franklin County (**Greenfield**)
Franklin County Regional Housing and Redevelopment Authority
42 Canal Road Turners Falls, MA 01376, 413-863-9781
www.fchra.org

HCEC Director: Jenna Day jday@fchrh.org 413-223-5204

Region: Cape Cod and the Islands (**Hyannis, Oak Bluffs, Nantucket**)
Housing Assistance Corporation
460 West Main Street Hyannis, MA 02601, 508-771-5400
www.haconcapecod.org

HCEC Director: Cheryl Kramer ckramer@haconcapecod.org 508-771-5400, x207

Region: Plymouth and Bristol Counties (**Brockton, Fall River, New Bedford**)
Housing Solutions for Southeastern Massachusetts
169 Summer Street Kingston, MA 02364, 781-422-4200
www.housingsolutionssema.org

HCEC Director: Kathy Facchini kfacchini@housingsolutionssema.org 781-422-4222

Region: Greater Boston (**Lynn, Everett, Boston, Quincy**)
Metro Housing Boston
1411 Tremont Street Boston, MA 02120, 617-425-6700
www.metrohousingboston.org

HCEC Director: Regine Chrispin regine.chrispin@metrohousingboston.org 617-425-6716

Region: Worcester County, parts of Norfolk and Middlesex (**Athol, Fitchburg, Worcester**)
RCAP Solutions, Inc.
12 East Worcester Street Worcester, MA 01604, 978-630-6770
www.rcapsolutions.org

HCEC Director: Tracey Weeden tweeden@rcapsolutions.org 800-488-1969 x6741

Region: Greater Framingham and Metro West (**Framingham**)
South Middlesex Opportunity Council, Inc.
7 Bishop Street Framingham, MA 01702 508-620-2675
www.smoc.org

HCEC Director: Leslie Lee lee@smoc.org 508-872-6098

Region: Hampden and Hampshire Counties (**Amherst, Holyoke, Springfield**)
Way Finders
322 Main Street Springfield, MA 01105, 413-233-1500
www.wayfindersma.org

HCEC Director: Luz Alvarado ldalvarado@wayfindersma.org 413-233-1601

Regional Housing Network of Massachusetts
18 Tremont Street, Suite 401, Boston, MA 02108,
www.regionalhousing.net

Executive Director: Maureen Fitzgerald mfitzgerald@regionalhousing.net 617-367-9798

Housing Consumer Education Centers: www.masshousinginfo.org 1-800-224-5124