



MassHousing Asset Management Mailing Instructions

The MassHousing Asset Management Department went paperless effective January 1, 2021.

Accordingly, we use electronic correspondence methods that have helped us continue to provide the fast and efficient service you deserve and expect. Please note that no changes were made to communication by telephone.

Below are email addresses for dedicated mailboxes that we use for a select number of Asset Management tasks. All other mail must be sent to Asset Management staff using their direct email address.

- Replacement reserve requests: replacementreservemailbox@masshousing.com
- Financial statements and Distributions: financialstatements@masshousing.com
- Certifications and other REAC issues: REACresponse@masshousing.com
- MOR responses: MORresponse@masshousing.com
- AMR responses: AMRresponse@masshousing.com
- Affordable Housing Trust Certifications: ahtfcertifications@masshousing.com
- Rental Management support: rsupport@masshousing.com
- 40B Compliance Submissions: 40BRentalCompliance@masshousing.com
- Comments and Suggestions: Asset-MGMT-Feedback@masshousing.com

Please note that the mailboxes above are for Asset Management tasks only. Both Subsidy Administration and Quality Assurance will send separate emails identifying the mailboxes to use for their tasks.

As always, our goal is to provide quality customer service and address your needs with speed and efficiency. We thank you for your help with this goal.

If you have any questions regarding this reminder, please contact Anne Marie MacPherson at amacpherson@masshousing.com.