

Appendix I: Misleading quotes from State Officials and Partner Organizations

The initial release, and subsequent messaging, can be accessed via the links at the bottom of this page:

- “When it launches, Massachusetts will join Minnesota as the only states in the country with this type of statewide search tool.”
- “The Housing Navigator, a central, comprehensive, up-to-date online resource, will increase access to affordable housing opportunities for residents across the Commonwealth,” **said Janelle Chan, Undersecretary of the Department of Housing and Community Development.** “We are proud to support this new initiative, which will help simplify an often complicated and opaque process for families looking for a home they can afford.”
- “Massachusetts is a state at the forefront of both affordable housing production and technology innovation. The Navigator will fill a huge information gap drawing on the energy and expertise of both sectors,” said Jennifer Gilbert, Executive Director of the Kuehn Charitable Foundation. “The Navigator will be welcome relief to households who now struggle to find rudimentary information – housing locations, rents, amenities, proximity to public transportation, openings – that market-rate renters access easily.”
- “The Housing Navigator is a one stop resource for Massachusetts residents looking for an affordable rental home,” **said MassHousing Executive Director Chrystal Kornegay.** “In addition to listing affordable apartments available throughout the Commonwealth, the Housing Navigator provides consumers with all the information they will need to rent an affordable unit. The platform also allows property owners to publicize available listings, a combination that we believe will provide more housing opportunities for residents across the state.”
- Further, housing search staff (estimated at 200 people statewide) reported spending over 50% of their time hunting for property listings – listings the Navigator would bring together into one place.
- “Today, finding affordable housing is an overwhelming, confusing, and antiquated process,” said Rachel Heller, Executive Director of CHAPA. “The Housing Navigator will make it easier for people to find housing they can afford in communities throughout the state.”
- “At a time when affordable housing is already in short supply, the idea that thousands of families suffer with unaffordable rents or risk homelessness simply because they can’t access information on where units are available is not acceptable.”

Press Release: <https://www.mhp.net/news/2019/mhp-part-of-group-developing-states-first-affordable-rental-housing-search-tool>

MHNI Stakeholder Website URL: <https://www.kuehncharitable.org/housing-navigator/>