



## Frequently Asked Questions (FAQs)

### Healthy Housing Rewards™ Enhanced Resident Services™

Healthy Housing Rewards Enhanced Resident Services provides a pricing break for borrowers who incorporate resident services that improve the health and stability of their residents and surrounding neighborhoods.

#### GENERAL INFORMATION

**Q1. What is Healthy Housing Rewards Enhanced Resident Services and why is it important?**

Research has shown that certain building design elements and resident services have a measurable positive impact on the health and stability of low income renters. Incorporating health-promoting design elements and resident services at the property level represents one of the best ways to influence positive change.

Enhanced Resident Services may include health and wellness services, food access and security services, youth, education, and community engagement programs, and work and financial capability support.

**Q2. How does the borrower benefit from using Healthy Housing Rewards Enhanced Resident Services?**

Borrowers that invest in resident services will benefit from a pricing incentive. Qualifying properties will receive up to a 30 basis point discount.

**Q3. Which deals qualify for this incentive?**

MAH properties where at least 60% of the units are serving tenants at 60% of AMI. Sponsors and associated properties must both be certified by Stewards for Affordable Housing for the Future (SAHF) by rate lock. Note that SAHF refers to sponsor-level certification as CORES certification and to property-level certification as Enhanced Resident Services Property certification.

The Borrower cannot combine Healthy Housing Rewards Enhanced Resident Services pricing benefits with Healthy Housing Rewards Healthy Design pricing.

**Q4. Can Enhanced Resident Services incentive be used in conjunction with other Fannie Mae products?**

There are several products that could offer attractive opportunities when used together with Enhanced Resident Services, such as Forward Commitments, Mod Rehab, and Supplemental Loans.



**Q5. What are the minimum requirements for sponsors to pursue sponsor certification?**

Sponsors must be in good standing with Fannie Mae and incorporate Enhanced Resident Services at the properties that they own as part of their business strategy.

**Q6. Will certifications from organizations other than SAHF be accepted to receive this incentive?**

Currently we accept certification from SAHF only. In the future we may accept alternate certifications from other organizations.

**Q7. Is the cost of the sponsor-level certification from SAHF, also known as CORES, covered by Fannie Mae?**

Fannie Mae will pay 100% of the cost of the initial sponsor-level certification. Sponsors are responsible for the cost of recertification every five years.

**Q8. Is the cost of property-level certification, also known as Enhanced Resident Services Property certification, reimbursed by Fannie Mae?**

The cost of the initial property-level certification is reimbursed by Fannie Mae upon loan delivery. The borrower is responsible for the required annual property recertification from SAHF.

**Q9. What is the anticipated timeline for receiving initial sponsor-level and property-level certifications?**

SAHF will use best efforts to complete the sponsor-level certification process within four weeks of application, and property-level certification within two weeks of application. Sponsor-level certification may be obtained prior to identifying the property. Property-level certification may be obtained in conjunction with underwriting the loan in order to meet project timelines.

**Q10. How does the process work?**

- 1) The sponsor contacts SAHF to pursue sponsor certification. The application will be submitted after the sponsor meets the pre-screen eligibility criteria.

[CORESonline.org](http://CORESonline.org)

- 2) Once a property is identified, the certified sponsor pursues the Enhanced Resident Services Property certification with SAHF.
- 3) The lender registers the deal as Pre-Review and obtains the HHR ERS Quote in DUS Gateway® by selecting both options below on the Pre-Review and/or Waiver Edits Screen:

Category	Pre-review (4660)	Pricing/Fees
Sub-category	Property Operations & Underwriting Terms	Enhanced Resident Services Certification
Descriptor	Healthy Housing Rewards – Enhanced Resident Services	N/A



Prior to rate lock, the lender must upload the following documents to DUS Gateway:

- a. The sponsor-level and property-level certifications,
- b. Borrower invoice from SAHF for the property-level certification,
- c. Lender invoice to Fannie Mae for reimbursement of the cost of the property-level certification, and
- d. Lender completed Fannie Mae [Form 4829](#).

The documents must be submitted as Third-Party Reports with Document type set to “Enhanced Resident Services Certification”.

- 4) After the Lender reimburses the borrower for the cost of the property-level certification and delivers the Mortgage Loan to Fannie Mae, the Lender requests the reimbursement from their Deal Team via chatter in DUS Gateway.

**Q11. Are there any additional requirements in C&D™?**

Yes. When submitting Enhanced Resident Services deals to C&D, the lender must select Special Feature Code 860.

**Q12. Is Additional Disclosure required?**

No. Additional Disclosure is not required.

**Q13. Do I need to include the cost of providing Enhanced Resident Services in my budget?**

Yes, the borrower must include the costs of providing the services in its operating budget and the underwritten expenses must be equal to or greater than the annual dollar amount of the incentive. The value of the price reduction equals the Mortgage Loan amount times the price break percentage.

**Q14. Is the sponsor required to add new services to qualify for this incentive?**

Both existing and new services can be included to achieve certification requirements. If the property has sufficient existing services to receive the required certifications, no additional services are required.

**Q15. What are the ongoing requirements for the borrower?**

Property-level recertification is required annually. The recertification must be submitted to the servicer within 75 days following the end of each Loan Year.