



Fannie Mae®

Multifamily Selling and Servicing Guide

Effective as of August 13, 2025

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Section 1003 Enhanced Resident Services

☒ Requirements

Product Description	
Description	For Borrowers who provide resident services that improve the health and well-being of tenants at the Property. Services must correspond to the needs of the tenant population.
Eligibility	<p>You must ensure:</p> <ul style="list-style-type: none">• The Property has rent or income restrictions where at least 50% of the units serve tenants with incomes of 80% of AMI or less.• The Property received an Enhanced Resident Services (ERS) certification before Rate Lock.• The Property's resident services provider received a Certified Organization for Resident Engagement & Services (CORES) certification before Rate Lock.• The resident service provider is a CORES-certified:<ul style="list-style-type: none">- Borrower;- Sponsor or Affiliate; or- third-party.• The Borrower did not previously receive this benefit for the same Property.
Certification Cost	The Borrower is responsible for any cost of initial and ongoing certifications.



Product Description	
Underwriting	<p>You must ensure:</p> <ul style="list-style-type: none">• The Property's operating budget includes the costs of providing the services.• The underwritten expenses:<ul style="list-style-type: none">- are equal to or greater than the annual dollar amount of the Healthy Housing Rewards ERS pricing reduction; and- include the pricing reduction and costs of providing the services.• A Payment Guaranty (Pricing Incentive Recapture) (Form 6020.PIR) is executed.

Guidance

You may choose to pay the Property's initial ERS certification cost on behalf of the Borrower. Fannie Mae will reimburse you for the Property's initial ERS certification cost after Delivery per the [How to: Register, Quote, Close, and Deliver a Healthy Housing Rewards Mortgage Loan](#).

Stewards of Affordable Housing for the Future (SAHF) refers to the service provider certification as a CORES certification and the property-level certification as an Enhanced Resident Services Property certification.

To meet project timelines, you may permit the Borrower to obtain the

- service provider certification before identifying the property, and
- Property-level certification in conjunction with underwriting the Mortgage Loan.

Both existing and proposed new services may be included to meet certification requirements. If the Property offers sufficient existing services to receive the required certifications, the Borrower does not need to provide additional services.

Operating Procedures

You calculate the Healthy Housing Rewards Enhanced Resident Services price reduction by multiplying the Mortgage Loan amount by the ERS price incentive granted by Fannie Mae.



Glossary

A

Affiliate

When referring to an affiliate of a Lender, any other Person or entity that Controls, is Controlled by, or is under common Control with, the Lender.

When referring to an affiliate of a Borrower or Key Principal:

- any Person that owns any direct ownership interest in Borrower or Key Principal;
- any Person that indirectly owns, with the power to vote, 20% or more of the ownership interests in Borrower or Key Principal;
- any Person Controlled by, under common Control with, or which Controls, Borrower or Key Principal;
- any entity in which Borrower or Key Principal directly or indirectly owns, with the power to vote, 20% or more of the ownership interests in such entity; or
- any other individual that is related (to the third degree of consanguinity) by blood or marriage to Borrower or Key Principal.

Synonyms

- Affiliates
- Affiliate's

B

Borrower

Person who is the obligor per the Note.

Synonyms

- Borrowers
- Borrower's

D



Delivery

Submission of all correct, accurate, and certifiable documents, data, and information with all applicable documents properly completed, executed, and recorded as needed, and any deficiencies resolved to Fannie Mae's satisfaction.

Synonyms

- Deliver
- Delivered
- Deliveries

E

ERS

Enhanced Resident Services

G

Guaranty

Payment Guaranty, Non-Recourse Guaranty, or other guaranty by a Guarantor for the Mortgage Loan.

M

Mortgage Loan

Mortgage debt obligation evidenced, or when made will be evidenced, by

- the Loan Documents, or
- a mortgage debt obligation with a Fannie Mae credit enhancement.

Synonyms

- Mortgage Loans
- Mortgage Loan's

P



Property

Multifamily residential real estate securing the Mortgage Loan, including the

- fee simple or Leasehold interest,
- Improvements, and
- personal property (per the Uniform Commercial Code).

Synonyms

- Properties
- Property's

R

Rate Lock

Agreement between you and the Investor containing the terms of the Lender-Arranged Sale or Multifamily Trading Desk trade of the Mortgage Loan and the MBS terms and conditions relating to the underlying MBS, if applicable, which may be documented via a recorded telephone conversation.

Synonyms

- Rate Locks

S

Sponsor

Principal equity owner and/or primary decision maker of the Borrower (often the Key Principal or the Person Controlling the Key Principal).

Synonyms

- Sponsors
- Sponsor's