



# Multifamily Selling and Servicing Guide

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# Summary of Changes

## HIGHLIGHTS

**Effective for all Healthy Housing Rewards Mortgage Loans Committed on or after July 5, 2022**, the eligibility and certification requirements were expanded.

### Primary Changes

- For Healthy Design Mortgage Loans:
  - expanded the:
    - eligibility to MAH Properties where at least 50% of the units serve tenants with incomes of 80% of AMI or less;
    - list of recognized certifications in the new Healthy Design Certifications (Form 4248); and
    - Healthy Housing Rewards Job Aid to include updated certification steps; and
  - updated the Modifications to Multifamily Loan and Security Agreement (Healthy Housing Rewards – Healthy Design) (Form 6265).
- For Enhanced Resident Services Mortgage Loans:
  - expanded the eligibility to Properties where at least 50% of the units serve tenants with incomes of 80% of AMI or less;
  - expanded the eligible resident service providers to include a CORES-certified
    - Borrower,
    - Sponsor or Affiliate, or
    - third-party;
  - updated the Modifications to Multifamily Loan and Security Agreement (Healthy Housing Rewards – Enhanced Resident Services) (Form 6263); and
  - required a Payment Guaranty (Pricing Incentive Recapture) (Form 6020.PIR) be executed for all Tiers.

### Questions



Please contact Karyn Sper at (202) 752-1023, or [green\\_financing@fanniemae.com](mailto:green_financing@fanniemae.com), with any questions.



## Chapter 10 Healthy Housing Rewards

### Section 1001 Healthy Housing Rewards

#### ✔ Requirements

Healthy Housing Rewards™ provides incentives for Borrowers who incorporate healthy design features or provide enhanced resident services that improve the health and stability of residents of the Property.

You must not combine the Healthy Design product with the Enhanced Resident Services product.

### Section 1002 Healthy Design

#### ✔ Requirements

Product Description	
Eligibility	<p>You must ensure:</p> <ul style="list-style-type: none"> <li>The Property is an MAH Property with has rent or income restrictions where at least 50% of the units are serving serve tenants with incomes of 80% of AMI or less.</li> <li>The Property receives received a Fitwel® Fannie Mae recognized Healthy Design certification per Form 4248 before Rate Lock.</li> <li>The Borrower or an Affiliate Borrower did not previously receive this benefit for the same Property.</li> </ul>
Certification Cost	Borrower's responsibility.

#### ➔ Guidance

You may choose to pay the Borrower's's certification cost. Fannie Mae will reimburse you for the certification cost upon after Delivery per the [How to: Register, Quote, Close, and Deliver a Health Housing Rewards Mortgage Loan job aid](#).

#### ✂ Operating Procedures

##### Fitwel® Certification Process

To obtain a Fitwel® certification, the after Borrower Delivery must:



1. review the free Fitwel<sup>®</sup> for Multifamily Residential Scorecard available at <https://www.fitwel.org/resources>;
2. decide if the certification is appropriate;
3. begin the process by registering online at <https://www.fitwel.org>; and
4. submit all application materials.

The review and certification process takes approximately 6 weeks.

### **DUS Gateway Process**

To register a Healthy Design Property in DUS Gateway:

1. select the Pricing/Fees category;
2. select the Healthy Design Certification subcategory; and
3. obtain a pricing quote that may include a pricing incentive.

Before Rate Lock, you must upload the following documents to DUS Gateway as Third-Party Reports, with the Document type set to Healthy Design Certification:

- Fitwel<sup>®</sup> Star Rating Certificate; and
- Borrower's invoice or payment receipt from Fitwel<sup>®</sup>.

If you choose to pay the Borrower's certification costs and request reimbursement from Fannie Mae, you must upload the following additional documents as Third-Party Reports, with the Document type set to Healthy Design Certification:

- your invoice to Fannie Mae for reimbursement of the certification cost; and
- completed Servicing Advances Payment Reimbursement Request (Form 4829).

To receive reimbursement, you must request the reimbursement from the Deal Team via chatter in DUS Gateway and Deliver the Mortgage Loan as Healthy Housing Rewards.



## 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"> <li>• The Property is an MAH Property with has rent or income restrictions where at least <del>60</del> <u>50%</u> of the units <del>are serving</del> <u>serve</u> tenants with incomes of <del>60</del> <u>80%</u> of AMI or less.</li> <li>• The Property <del>receives</del> <u>received</u> an Enhanced Resident Services (ERS) certification before Rate Lock.</li> <li>• The <del>Sponsor</del> <u>Property's</u> <del>receives</del> <u>resident services provider received</u> a Certified Organization for Resident Engagement &amp; Services (CORES) certification before Rate Lock.</li> <li>• <u>The resident service provider is a CORES-certified:</u> <ul style="list-style-type: none"> <li>- <u>Borrower;</u></li> <li>- <u>Sponsor or Affiliate; or</u></li> <li>- <u>third-party.</u></li> </ul> </li> <li>• The <del>Borrower</del> <u>or an Affiliate</u> <del>Borrower</del> did not previously receive this benefit for the same Property.</li> </ul>
Certification Cost	<del>The Borrower's responsibility</del> <u>is responsible for the any</u> cost of all initial and ongoing <del>Property and Sponsor</del> <u>Property and Sponsor</u> certifications.



Underwriting	<p>You must ensure:</p> <ul style="list-style-type: none"><li>• The <b>Sponsor</b> demonstrates a commitment to providing meaningful, coordinated resident services as part of its long-term business strategy.</li><li>• The Property's operating budget includes the costs of providing the services.</li><li>• The underwritten expenses are equal to or greater than the annual dollar amount of the Healthy Housing Rewards ERS pricing reduction.</li><li>• The underwritten expenses include the pricing reduction and costs of providing the services:<ul style="list-style-type: none"><li>- are equal to or greater than the annual dollar amount of the Healthy Housing Rewards ERS pricing reduction; and</li><li>- include the pricing reduction and costs of providing the services.</li></ul></li><li>• A <b>Guarantor</b> provides a <b>Non-Recourse Guaranty</b> for losses resulting from failure to comply with the Healthy Housing Rewards terms of the <b>Loan Documents</b>. This <b>Guaranty</b> must be incorporated into the Multifamily Guaranty of Non-Recourse Obligations (<b>Form 6015 series</b>) or covered in a separate guaranty from the <b>Sponsor</b>.</li><li>• A <b>Payment Guaranty (Pricing Incentive Recapture) (Form 6020.PIR)</b> is executed.</li></ul>
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### ➔ 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 ~~upon~~ 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 **Sponsor-level service provider** certification as a CORES certification and the property-level certification as an Enhanced Resident Services Property certification.



Services that improve the health and well-being of tenants may support, among other things:

- health and wellness programs;
- food access;
- youth and education programming;
- community engagement;
- job training;
- financial literacy; and
- housing stability.

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

- Sponsor-level 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.

#### **DUS Gateway Process**

You must register the deal in DUS Gateway and obtain the pricing quote by selecting both of the following options 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



Category	Pre-Review (4660)	Pricing/Fees
Descriptor	Healthy Housing Rewards— Enhanced Resident Services	N/A

Prior to [Rate Lock](#), you must upload the following documents to [DUS Gateway](#) as [Third-Party Reports](#), with the Document type set to [“Enhanced Resident Services Certification”](#):

- the [Sponsor](#) level certification;
- the [Property](#) level certification; and
- [Borrower’s](#) invoice or payment receipt from SAHF for the [Property](#) level certification.

If you choose to pay for the [Borrower’s](#) initial [Property](#) level certification and request reimbursement from Fannie Mae, you must upload the following additional documents as [Third-Party Reports](#), with the Document type set to [Enhanced Resident Services Certification](#):

- your invoice to Fannie Mae for reimbursement of the [Property](#) level certification cost; and
- completed [Form 4829](#).

To receive reimbursement, you must request the reimbursement from the [Deal Team](#) via chatter in [DUS Gateway](#) and [Deliver the Mortgage Loan](#) as [Healthy Housing Rewards](#).