New Research Shows Resident Services Strengthens Property Financial Performance

Washington, D.C. (March 12, 2026) – Stewards of Affordable Housing for the Future (SAHF) today released new findings from Abt Global's research, *The Impact of Resident Services on Property Financial Performance*, showing that **service-enriched properties generate 26 percent higher Net Operating Income (NOI)** – nearly $1,200 more per unit annually – than comparable properties without resident services.

"At a time of shrinking subsidies and rising housing costs, we can no longer treat resident services as optional. They are essential infrastructure for strong property performance, building resilient communities and sustainable affordable housing," said Eileen Fitzgerald, SAHF's Interim CEO.

The Abt Global study analyzes data from 248 properties across 19 diverse housing organizations from 2015-2019 and links resident services to material NOI gains, a key indicator of property health used in underwriting, asset management, and investment decisions. For every $100 invested in resident services, properties realize $259 in additional NOI and $397 in total revenue the following year, underscoring the strong financial return on these investments.

The summary of the study shows that resident services strengthen asset performance and support long-term portfolio health. Evidence from the research supports incorporating resident services as eligible operating costs in development pro-formas, underwriting standards, and ongoing property budgets as well as scoring incentives in state Qualified Allocation Plans, rather than treating them as value-added enhancements.

The Case for Resident Services report provides complementary data from SAHF's members - a collaborative of 13 affordable housing developers – and shows that resident services coordination is strongly associated with improved housing stability, financial resilience, and health outcomes.

"Safe, affordable housing is the foundation for a secure future, but creating that building is only part of the solution – helping residents thrive is just as important," said Shena Ashley, President of the Capital One Insights Center. "SAHF's research demonstrates that resident services are essential and strongly associated with improved housing stability and financial security for residents. From increasing on-time rent payments to improving resident financial resilience and health outcomes – we know these integrated wrap-around services empower residents to thrive and can strengthen the community as a whole."

-more-

Properties with resident services demonstrate lower rates and amounts of rent arrears across most subsidy types, income levels, age groups, and geographies, with households at these properties experiencing 24 percent lower arrears rates at both the $100 and $500 thresholds than households in properties without services. Additionally, eviction-related moveouts are dramatically lower, with just 1.2 eviction-related moveouts per 100 households in service-enriched SAHF properties compared with 7.3 eviction filings per 100 renters nationally.

Together, the Abt Global analysis and SAHF's *The Case for Resident Services* show that coordinating and providing resident services contribute to significant enhancements to NOI and holistic resident financial resilience and wellbeing.

"This research confirms what we have long known: when residents thrive, communities thrive," said Ismael Guerrero, Chair of the SAHF Board of Directors and CEO of Mercy Housing. "Service-enriched housing helps residents remain stably housed, strengthens community stability, and protects public and private investment – demonstrating that resident services are essential to long-term resilience."

By prioritizing resident stability, property owners can employ a disciplined strategy to enhance asset performance and secure long-term portfolio value, even in a complex and shifting housing market.

The Abt Global research was supported and facilitated by SAHF in partnership with the Housing Partnership Network (HPN), NeighborWorks America (NeighborWorks), Multifamily Impact Council (MIC), and the National Leased Housing Association (NLHA), with additional financial support from the Capital One Insights Center, and National Equity Fund.

Stewards of Affordable Housing for the Future (SAHF) is a national collaborative of thirteen nonprofit, affordable housing providers who own and operate more than 160,000 affordable rental homes across the U.S. SAHF's mission is to advance the creation and preservation of healthy, sustainable affordable rental homes that foster opportunity and wellness for people of limited economic resources. For more information, visit www.sahfnet.org.

###