

The Certified Organization for Resident Engagement & Services (CORES) Certification recognizes owner-operators or their third-party partners that have developed a robust commitment, capacity, and competency for providing resident services coordination in affordable rental housing.



"CORES provides a framework & a level of organization for outlining what we do in Resident Services. It further professionalizes services in housing & helps to hold us accountable to monitoring program satisfaction & impact."  
- Response to 2022 survey of CORES-Certified Organizations



## Certified Organization for Resident Engagement & Services

CORES demonstrates your organization's commitment to quality resident services, creates pathways to new funding sources and partnerships, connects you to a network of peers, and deepens your impact.

### The Value of CORES Certification

- **Access Funding and Partnerships:** CORES certification unlocks opportunities for partnerships, funding, and financing – including, but not limited to, Fannie Mae Healthy Housing Rewards™ Enhanced Resident Services™.
- **Demonstrate Commitment to Quality:** CORES certification is a signal that an organization has the highest level of commitment to industry best practices and serves as an external validation of the quality and systems-approach of these services.
- **Engage in Peer Exchange:** CORES offers a unique opportunity to convene with CORES-certified peers to share learnings and best practices in providing resident-centered and data-driven resident services, including through our annual CORES convening.
- **Deepen Impact and Understanding:** CORES certification is a mechanism that can help an organization set goals for improvement, deepen impact, and communicate this impact internally and externally. The process of evaluating and formalizing organizational processes and practices drives a deeper understanding and commitment to resident services across an organization.

### A Framework for Success and Opportunity

CORES was developed using the Stewards of Affordable Housing for the Future (SAHF) Framework for a System of Resident Services Coordination, which provides a decision-making model for the implementation, management, and evaluation of resident services at the organizational- & property-level. While the framework offers a systematic, scalable approach for resident services, it can be adapted for residents, who are centered within the framework.

### Access to Funding & Partnerships

#### Fannie Mae Healthy Housing Rewards™ Enhanced Resident Services™

CORES Certification is one key requirement in order for an owner of multifamily affordable housing to qualify for Fannie Mae Healthy Housing Rewards™ Enhanced Resident Services™, a financing incentive to help pay for resident services. Learn more about Healthy Housing Rewards at [multifamily.fanniemae.com](https://multifamily.fanniemae.com).

#### Qualified Allocation Plans

CORES Certification is included on LIHTC Qualified Allocation Plan applications in a growing number of states. To learn if states you operate in currently use CORES, visit [our Benefits page at CORESONline.org](#) or contact your state's allocating agency.

#### Additional Funding Opportunities

Owners have successfully leveraged CORES Certification with investors and in seeking philanthropic support.

## Who Typically Applies?

The CORES certification is designed for affordable housing owner-operators and organizations that provide resident services in line with a robust coordination system. While organizational structures vary, the entity must be able to demonstrate a mission and business commitment to resident services. There are three categories of eligibility:

- 1. Direct Model:** Affordable housing organizations with direct responsibility for the management, delivery, and implementation of resident services coordination at their own properties.
- 2. Hybrid Model:** Affordable housing organizations that contract with an un-related third-party entity — either a property management company or another service organization — to staff the on-site, property-based resident services coordinators/staffing, but otherwise retain leadership, management, and support capacity for resident services coordination at their properties.
- 3. Third Party Model:** An external organization that provides all aspects of resident services coordination — including the management, delivery, and implementation of resident services coordination at the property level and corporate/regional levels. An organization that falls into this model may provide third party services for one owner or for multiple owners. In this case, the third-party organization receives the certification, not the owner of the affordable housing.

## Steps to Certification

- 1** Pre-application: Review eligibility requirements and determine model  
*See requirements on [CORESonline.org](https://www.coresonline.org)*
- 2** Pre-application: Complete registration and pre-screen survey  
*3-5 business days to review*
- 3** Complete application and submit supporting documents
- 4** Application reviewed by CORES staff and external peer review committee  
*Applications take 4-6 weeks to review (from date of final submission)*
- 5** CORES Certification Determination  
*Certification is valid for 5 years*

“CORES has helped us be best in class in our resident services and social impact programming.”



“[CORES] provides a tangible way to show our commitment to resident services to potential partners and funders, and it gives us a framework for checking our processes, policies, and procedures.”



*The featured quotes above are responses to a 2022 survey of CORES-certified organizations.*

To learn more about CORES visit [CORESonline.org](https://www.coresonline.org), or explore our CORES Resource Library for a free collection of capacity building tools, templates, and sample documents from resident services practitioners & CORES organizations at [CORESonline.org/resources](https://www.coresonline.org/resources)