

# The Impact of Resident Services on Property Financial Performance



[New research by Abt Global](#) shows resident services boost property financial performance. **Service-enriched properties generate 26% higher Net Operating Income (NOI)**—nearly \$1,200 more per unit annually—than comparable properties without services.

Resident services (RS) coordination helps residents stay stably housed and properties perform better financially. Evidence shows that services like eviction prevention, financial education, health and employment supports, and community building strengthen property operations, protect public investment, and promote housing stability and economic impact.

The [study](#) uses 2015-2019 data, from 248 properties across 19 diverse housing organizations, to normalize for COVID-era one-time infusions of public funds, which would artificially inflate property NOI. The evidence is clear, service-rich properties have material NOI gains, the core indicator of property health for underwriting, asset management, and investment decisions.

## KEY FINDINGS

- Resident services drive higher NOI. Every dollar per unit invested in RS delivers gains across all key operating income (NOI, CNOI, CNOI net of RS costs) and revenue metrics (total revenue, net revenue, contract rents). According to the data, every \$100/unit invested yields \$259 NOI and \$397 total revenue the next year, a statistically significant win for property profitability.
- Service-enriched properties are associated with higher revenue and marginally lower arrears and levels of bad debt the year following RS compared to non-enriched properties.
- While the research also finds that RS is associated with higher non-RS, maintenance, and security spending, this could suggest that services strengthen properties enough that they can afford to address long-standing physical and safety needs.

## KEY TAKEAWAYS

Evidence supports including resident services as eligible operating costs in development proformas, property budgets, and underwriting standards as well as scoring incentives in state Qualified Allocation Plans (QAPs), rather than treating them as discretionary add-ons. Resident services strengthen asset performance and support long-term portfolio health, resulting in more resilient affordable housing systems.



## ABOUT THE DATA

The study uses 2015-2019 data to normalize for COVID-era one-time infusions of cash and support, which would artificially inflate property NOI. However, housing providers report that resident services have since become more targeted, data-driven, and integrated with property management. This suggests the financial impact of resident services may be even stronger today, especially in today's high-cost housing environment.



Scan this QR Code to access the full report and companion materials.

*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.*

