



AFFORDABLE HOUSING **ACCREDITATION BOARD**

Standards and Guidelines

Revised August 23, 2018

Standard 1: Governance (10 Guidelines with 22 Indicators)

The governing body is responsible for adopting and revising policies and the budget, and for providing organizational oversight with the advice of appropriate legal counsel. Board members represent diverse professional backgrounds enabling them to obtain resources to benefit the organization's mission.

Guideline 1.1	Members of the governing body are appointed in full compliance with its organizational documents.
Guideline 1.2	The governing body conducts its business in full conformance with enabling legislation, sunshine laws, its bylaws, and ethical standards.
Guideline 1.3	The governing body understands and supports the mission of the organization.
Guideline 1.4	The governing body identifies and develops resources to serve its mission and strategic goals.
Guideline 1.5	The governing body is involved in the development of plans to address organizational needs, long-term viability and strategic risk taking.
Guideline 1.6	The governing body ensures that administrators and staff are managing the organization's financial affairs within approved budgets.
Guideline 1.7	The governing body evaluates, understands and seeks to address community needs.
Guideline 1.8	The governing body assures that its policies are effective and followed by administrators and staff.
Guideline 1.9	The governing body supports the Executive Director, CEO, or equivalent to facilitate the success of the organization.
Guideline 1.10	The governing body ensures the organization has access to knowledgeable and qualified legal counsel.

Standard 2: Financial Management (9 Guidelines with 21 Indicators)

The organization manages its resources and deploys its assets to carry out its operation.

Guideline 2.1	The organization has sufficient resources to operate.
Guideline 2.2	The organization demonstrates its fiduciary responsibility through approved policies and budgets to further the organization's established mission, goals and objectives.
Guideline 2.3	The organization operates within its budget, makes sound decisions and maximizes its resources.
Guideline 2.4	The organization has an approved audit that complies with statutory and regulatory requirements.
Guideline 2.5	The organization regularly evaluates its financial position and delivers complete and accurate reports to interested stakeholders.
Guideline 2.6	The organization's financial position and management practices are transparent.
Guideline 2.7	The organization complies with required regulations and has established policies regarding the fair and equitable procurement of goods and services.
Guideline 2.8	The organization documents its financial stability, policies and practices for itself and for housing programs under its operation.
Guideline 2.9	The organization seeks additional revenue.

Standard 3: Operational Performance (8 Guidelines with 21 Indicators)

The organization delivers and facilitates access to quality, affordable housing.

Guideline 3.1	The organization has complete, up-to-date policies and procedures that guide its operations.
Guideline 3.2	The organization enforces its written policies and procedures to preserve its mission and the delivery of quality, affordable housing to the communities that it serves.
Guideline 3.3	The organization keeps its units and grounds in clean and hazard free condition using maintenance programs designed to take existing funding into account.
Guideline 3.4	"Quality housing" meets all applicable state, federal and local codes and standards.
Guideline 3.5	Organizations that administer voucher programs educate participants and property owners and managers on the use of vouchers in a wide range of neighborhoods.
Guideline 3.6	The organization gains efficiencies by coordinating with other service agencies.
Guideline 3.7	The organization ensures data security, appropriate data sharing, and accurate, timely reporting practices.
Guideline 3.8	The organization enforces lease or voucher terms thoughtfully and fairly.

Standard 4: Organizational Compliance (2 Guidelines with 6 Indicators)

The organization complies with federal, state and local laws, regulations and contracts in all business dealings.

Guideline 4.1	Programs and services administered by the organization comply with its policies and requirements as determined by regulators and funders.
Guideline 4.2	The organization communicates to staff and other stakeholders' policies or requirements affecting their roles or duties.

Standard 5: Executive Leadership Team (6 Guidelines with 13 Indicators)

The executive leadership of the organization implements the mission, goals and policies of the organization and is responsible for meeting accreditation standards.

Guideline 5.1	The Executive Director, CEO, or equivalent is the liaison to the governing body and communicates frequently with it.
Guideline 5.2	The executive leaders of the organization clearly model personal and organizational integrity.
Guideline 5.3	The executive leaders develop a culture of innovation, engagement and continuous improvement.
Guideline 5.4	The organization encourages and provides opportunities for professional development of employees.
Guideline 5.5	Communication with staff and residents is clear, delivered frequently, and through accessible channels.
Guideline 5.6	The Executive Director, CEO, or equivalent is responsible for assuring that the organization meets accreditation standards.

Standard 6: Community Engagement and Improvement (4 Guidelines with 10 Indicators)

The organization actively participates in the development of quality relationships and community opportunities to benefit its program participants.

Guideline 6.1	The organization advocates for affordable housing.
Guideline 6.2	The organization provides data to municipalities for development of a comprehensive housing assessment strategy when requested.
Guideline 6.3	The organization promotes collaborative strategies to address the needs of the community.
Guideline 6.4	The organization engages with communities and institutions for community planning and development such as infrastructure, education, transportation, health care, and commercial growth.

Standard 7: Quality of Life for Residents (4 Guidelines with 9 Indicators)

The organization facilitates access to services, which improve the quality of life for program participants.

Guideline 7.1	The organization proactively addresses threats to resident well-being.
Guideline 7.2	The delivery of program services is well defined and transparent.
Guideline 7.3	The organization actively engages and coordinates its actions with local partners to enhance opportunities for the residents and the properties under its management.
Guideline 7.4	The organization advocates for residents' and clients' non-housing needs with local service providers.

Standard 8: Customer Service (4 Guidelines with 7 Indicators)

The rights and dignity of customers such as applicants, residents, participants and others are respected throughout the organization.

Guideline 8.1	The organization identifies and understands who its customers are, such as: Applicants, Residents, Voucher Holders, Property Owners & Managers, The Public
Guideline 8.2	The organization uses results-oriented approaches, demonstrating that it exists to benefit its customers.
Guideline 8.3	Customers have opportunities to provide input on organizational decisions.
Guideline 8.4	The opinions and requests of residents are taken into consideration when making decisions for the organization.