
SAMPLE Letter to Residents for Site Visit

Dear <Resident Name>,

<Accreditation Applicant Organization's Name> is pleased to announce that we are seeking national accreditation through the Affordable Housing Accreditation Board (AHAB) www.housingaccreditation.org. A significant portion of our application with AHAB includes a site visit in which the AHAB reviewers interview employees, board members, residents, and community stakeholders. We will be hosting a discussion with residents and reviewers during the AHAB site visit on <Day, Date, Time, Location>. The purpose of the discussion is for AHAB reviewers to gain an understanding of how our organization interfaces with residents as part of Standard 7: Quality of Life for Residents and Standard 8: Customer Service. As a resident in our housing or in a unit we oversee, we invite you to participate in this discussion session with AHAB reviewers.

What is the purpose of the site visit? The site visit purpose in the accreditation review is to gain a thorough understanding of our organization: our processes, and our role in the community, as well as our ability to provide quality housing and good customer service to residents, in the context of the affordable housing accreditation standards. Conversations with residents are solely intended to be collegial conversations to better understand how our organization meets the standards.

What is accreditation and why is it important to us? Accreditation is very common in other industries such as education and healthcare. The affordable housing industry endorsed the standards and the accreditation process developed by the Affordable Housing Accreditation Board in 2017. Affordable housing accreditation is a voluntary process that recognizes the quality of a housing organization and assists in its improvement by evaluating it against eight industry standards. This is an opportunity for us to demonstrate our successes, as well as gauge our housing operations in relation to the industry standards. Achieving accreditation will affirm our commitment to quality and accountability to the residents and the community we serve.

Your attendance at our AHAB-Resident meeting is greatly appreciated. Please RSVP to <Staff name, email, phone number> by <Date, time>.

Sincerely,

<Accreditation Applicant Accreditation Coordinator or Executive Director>