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Housing Affordability Breakthrough Challenge

Rent Reporting for Credit Building Summit Report



Hosted by Enterprise Community Partners & Credit Builders Alliance
May & June 2022

Overview

This report summarizes the themes discussed at the “Rent Reporting for Credit Building Summit” (summit series) and captures a set of next steps for moving forward a common agenda designed to maximize opportunities for renters to build credit. The Credit Builders Alliance (CBA) and Enterprise Community Partners jointly planned and hosted a three-part series of conversations in spring 2022 to build towards our collective understanding of rent reporting for credit building. The goal was to identify where and how a group of like-minded coalition members could make an impact on the national conversation.

Acknowledgments

The authors would like to thank the following individuals for their contributions and assistance:

Andrew Jakabovics	Erika Leos	Irene Skricki	Molly Barackman-Eder
Caren Johnson	Evelyn Immonen	Joseph Nelson	Racheal Meiers
Chris Herrmann	Gayle Filo	Kinsey Hasstedt	Richard Reeve
Daniel Teles	Grace Campion	Kristian Lund	Sarah Chenven
Dwayne Keys	Holly Frindell	Michael Stegman	Stephanie Pierce

This research was supported by the Housing Affordability Breakthrough Challenge, powered by Wells Fargo.

About the Authors

Evelyn Immonen is a Program Officer for the Rural and Native American team at Enterprise Community Partners, where she provides technical assistance, training, analysis, and program management to support tribal and rural communities seeking affordable housing.

Grace Campion is a Program Director with the Public Housing Revisioning team within Enterprise Advisors. She provides technical assistance to public housing authorities across the country to help them support their residents and work more effectively with their local partners.



About Enterprise Community Partners

Enterprise is a national nonprofit that exists to make a good home possible for the millions of families without one. We support community development organizations on the ground, aggregate and invest capital for impact, advance housing policy at every level of government, and build and manage communities ourselves. Since 1982, we have invested \$44 billion and created 781,000 homes across all 50 states – all to make home and community places of pride, power and belonging. Join us at enterprisecommunity.org.



About Credit Builders Alliance

Credit Builders Alliance (CBA) is an innovative national nonprofit network dedicated to building the capacity of a diverse and growing network of hundreds of nonprofits across the country. CBA was created by and for our nonprofit members as a bridge to the modern credit reporting system to help millions of individuals with poor or no credit participate in the mainstream financial system by building credit.

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Introduction

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About Housing Affordability Breakthrough Challenge

The Housing Affordability Breakthrough Challenge is a three-year \$20 million initiative. It launched in January 2020 with the goal to identify and scale six leading-edge innovations. Enterprise and Wells Fargo announced the six winners in September 2020. Two winners were selected from each of the Breakthrough Challenge’s three focus areas: Construction, Financing, and Resident Services and Support. Each winner received a \$2.5 million award – a \$2 million grant and \$500,000 in technical assistance support. The challenge is an opportunity to identify, accelerate and scale breakthrough ideas that promise new ways to create urgently needed affordable housing nationwide. Administered by Enterprise Community Partners, the challenge is made possible with the generous financial support of Wells Fargo.

About Center for NYC Neighborhoods

The Center for NYC Neighborhoods (CNYCN) is one of the six HABC winners. The Center began operations amid the 2008 mortgage crisis to help families and communities gain stability. Its mission is to promote and protect affordable homeownership so that middle- and working-class families can build strong, thriving communities. Working through the lenses of racial equity and climate change, the nonprofit seeks to increase opportunities for sustainable homeownership, particularly for Black and Brown communities. In its multiple roles, the Center for NYC Neighborhoods serves as a hub for engaging homeowners, a direct service provider and a policy advocate. To date, their efforts have yielded 3,000+ loans, support for 150,000 homeowners, and \$109 million in direct assistance to New York families. The Center also operates Sustainable Neighborhoods LLC, a wholly owned subsidiary CDFI to fill lending-market gaps for people with low and moderate incomes, who might be categorized as higher-risk borrowers. While Black families are just 9% of homeowners statewide, they represent one-third of Sustainable Neighborhoods’ borrowers, demonstrating its commitment to racial equity.



About the Summit Series

The summit series brought together a diverse set of participants, presenters and panelists to share the latest developments in rent reporting for credit building. Each virtual session was two hours, focused on a specific topic, and featured a presentation followed by moderated discussion in break out rooms. The groups discussed and reflected on a set of questions and collectively reviewed the major themes that emerged in a large group discussion. One of the primary goals of the summit series was to bring together the rent reporting community and offer space for people to share, learn and network with one another. Rent reporting is an emerging space and many people working on implementing programs are learning and adapting their programs as they develop them.

During group discussions, participants shared themes and reactions via a virtual Jamboard which has allowed us to document the themes and learnings. The sessions were intentionally sequenced to build the discussion from research on the topic, to exploring how rent reporting has been implemented, to how the lessons learned impact the policy landscape at both the local and federal levels.

Session 1: Research

April 27

Grounding in the research landscape and celebrating momentum.

Session 2: Implementation

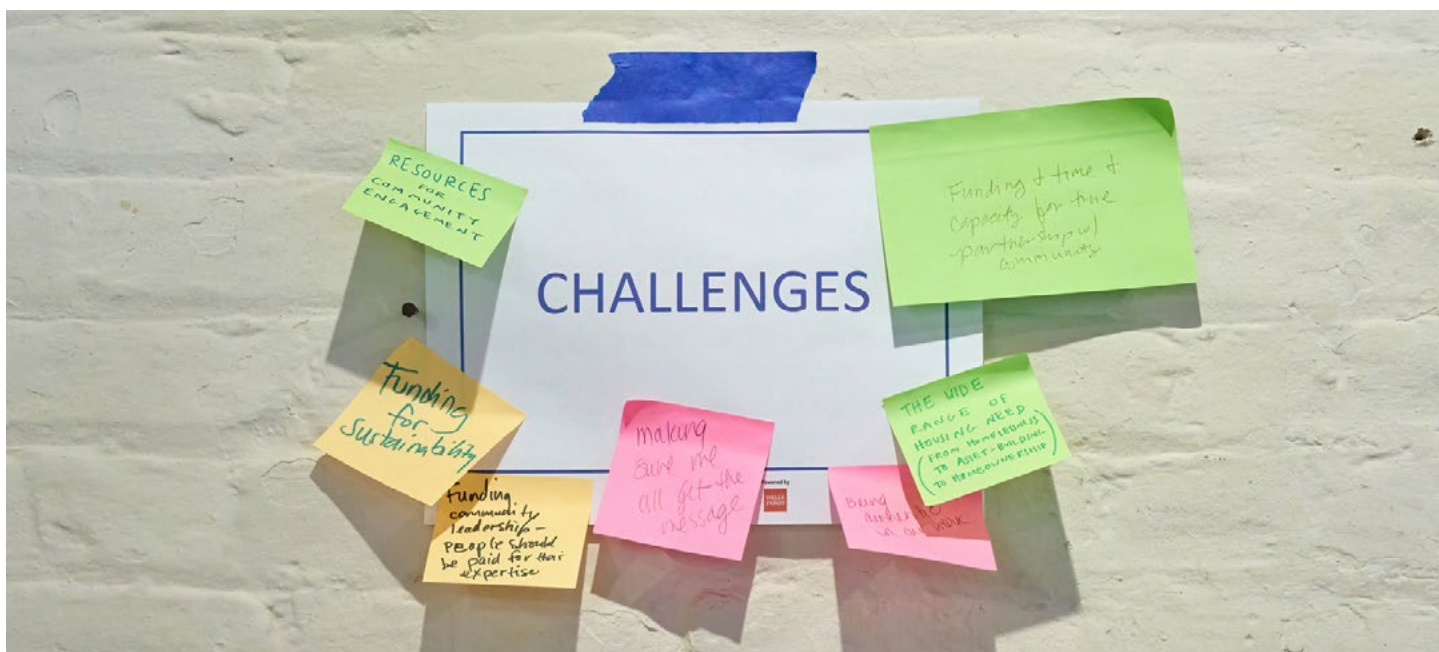
May 11

Building a community of practice, uplifting challenges.

Session 3: Policy

May 25

Reflecting on the policy process, lessons from the field about the policy lifecycle, elevating key decisions points when moving from idea to policy.



Participation and Representation

The strength of the summit series lies in the participants who shared their knowledge and experience with rent reporting. The engaging and informative discussions would not have been possible without the presenters, moderators and participants. The presenters offered invaluable insight and thoughtful reflections and the moderators energized the breakout group conversations and ensured the themes were captured and shared back with the larger group.

Presenters shared their experience and expertise through presentations, panels and guided discussions.

- Chris Herrmann, Enterprise Community Investment
- Erika Leos, Foundation Communities
- Gayle Filo, Enterprise Residential
- Grace Campion, Enterprise Community Partners
- Irene Skricki, Consumer Financial Protection Bureau
- Joseph Nelson, District of Columbia Housing Authority
- Kinsey Hasstedt, Enterprise Community Partners
- Kristian Lund, Rent Track
- Michael Stegman, Urban Institute
- Racheal Meiers, Kaiser Permanente
- Richard Reeve, Credit Builders Alliance
- Sarah Chenven, Working Credit

Moderators facilitated engaging breakout session conversations and captured the key themes and feedback succinctly to share with the larger group.

- Andrew Jakobovics, Enterprise Community Partners
- Caren Johnson, The Center for New York City Neighborhoods
- Daniel Teles, Urban Institute
- Dwayne Keys, Compass Working Capital
- Holly Frindell, National Association for Latino Community Asset Builders (NALCAB)
- Molly Barackman-Eder, Neighborworks America
- Stephanie Pierce, Project Green

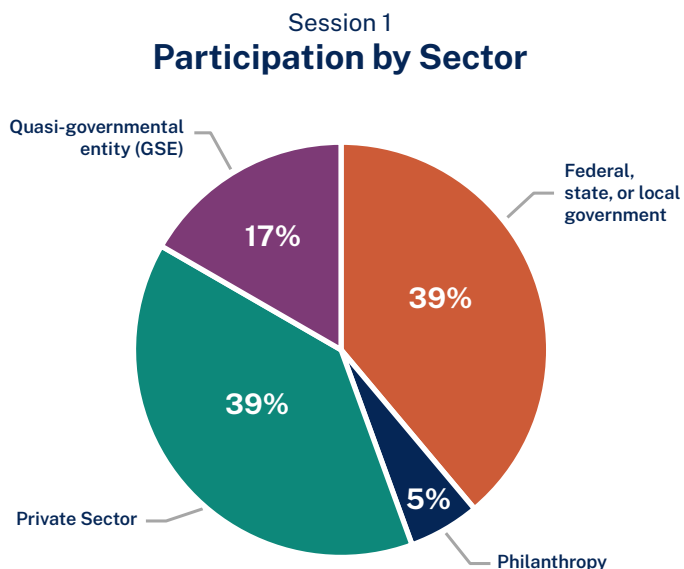
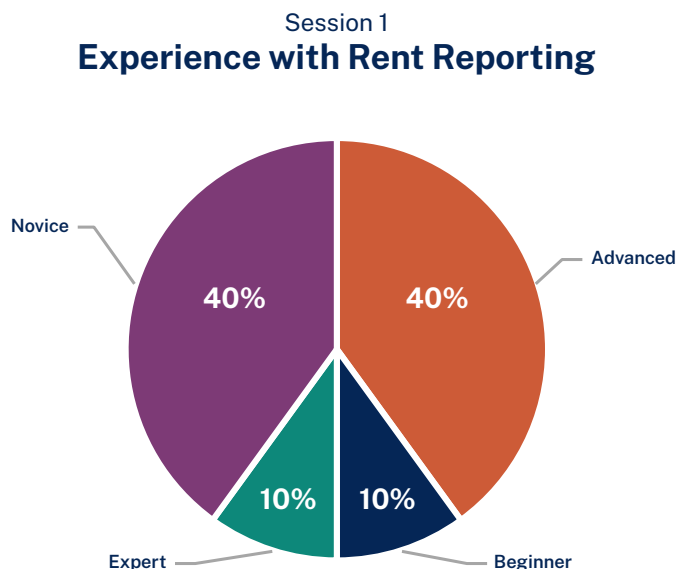
Participants from over thirty organizations actively engaged across the three-part series.

- Capital One
- Center for NYC Neighborhoods
- Codman Square Neighborhood Development Corporation
- Colorado Housing and Finance Authority
- Compass Working Capital
- Consumer Financial Protection Bureau (CFPB)
- Credit Builders Alliance (CBA)
- District of Columbia Housing Authority
- East Bay Asian Local Development Corporation (EBALDC)
- Enterprise Community Investment, Inc.
- Enterprise Community Partners
- Enterprise Residential LLC
- Foundation Communities
- Freddie Mac
- Grand Street Guild - Catholic Charities
- JPMorgan Chase Policy Center
- Kaiser Permanente
- Matrix Human Services
- MoCaFi
- National Association for Latino Community Asset Builders (NALCAB)
- NeighborWorks America
- Neighborhood Partnership Housing Services, Inc. (NPHS)
- New York City Department of Housing Preservation and Development (HPD)
- New York City Housing Development Corporation (HDC)
- Ocean Bay Community Development Corporation
- Project Green
- Rent Track
- Self/RentTrack
- Standard Communities
- Stewards of Affordable Housing for the Future (SAHF)
- The Center for New York City Neighborhoods
- U.S. Housing and Urban Development
- Urban Institute
- Urban Institute & FinReg Lab
- Wavecrest Management
- WinnCompanies
- Working Credit

Summit Series Recap

This section offers a closer look at each of the three sessions and the material covered and themes that emerged during each session.

Session 1: Research



Who Was There?

The first session was held on April 27, 2022 and 50 people participated. Forty (40) percent of participants identified their experience with rent reporting as “Advanced” and have a dedicated work stream or program over the last year or more and another forty (40) percent identified as “Novice” with awareness and interest for at least a year. A mix of organizations were represented with the majority being in the private sector and federal, state or local government.

What Did We Talk About?

Grounding the summit series in research was intentional since participants all had various levels of interest and familiarity in the rent reporting for credit building topic. Michael Stegman is a non-resident fellow at the Urban Institute, and presented findings from a report jointly published by the Urban Institute and FinReg Lab titled “[Utility, Telecommunications, and Rental Data in Underwriting Credit.](#)”

According to this research, access to credit plays a critical role in the racial homeownership and wealth gaps in the United States. Traditional credit scoring models rely largely on consumers’ history in repaying loans to forecast their likelihood of default. But this creates a catch-22 for consumers who do not already have conventional sources of credit. Under today’s most common credit scoring models, renters are about seven times more likely than homeowners to be unscorable, and about one-third of US adults and the majority of Black (58%) and Latino (53%) households are renters. Nearly 30% of Black and Latino consumers cannot be scored by some models, compared with about 16% of White and Asian consumers.

Many renters are making on-time utility, telecom, and rental payments, but that payment history is rarely reflected in credit files today (e.g., rent history for just 2 million of 80 million tenants).

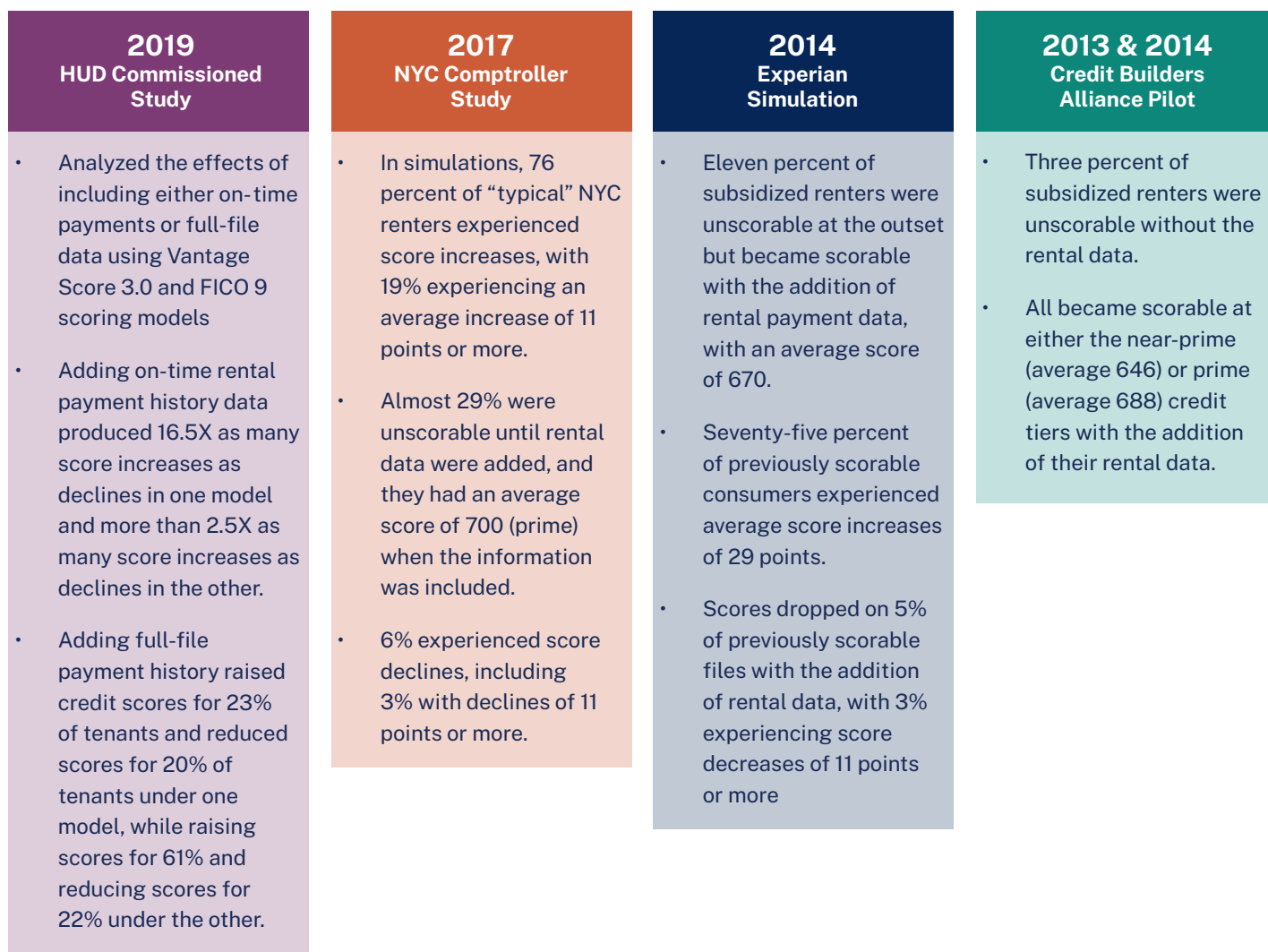
Stegman shared that recent research has focused on the impact of positive rent payment history on credit scores among subsidized housing tenants, finding largely positive results:

- Significant reductions in the number of unscorable consumers
- Substantial numbers of previously unscorable consumers who have prime or near-prime scores

- Large score improvements for many previously scoreable consumers.
- However, a small number of consumers experience score declines, likely due to changes in credit utilization rates and account history metrics.

Stegman also shared the top line findings from four significant research studies that have occurred during last decade. This includes HUD-funded research, the NYC Comptroller Study, a simulation by Experian and a pilot program facilitated by the Credit Builders Alliance. Key takeaways from each of the four studies are indicated in the chart below.

Figure 1. Rent Reporting Research Study Overview



As the volume of information increases, there remains a need to improve data quality, standardization, modeling, and customer protections. Industry-led standardization effort is underway for rent but not utility and telecom data. Overall, the focus on positive-only vs. full file reporting and opt-in or opt-out requirements have not been resolved. According to Stegman, current research efforts tend to focus on positive-only and opt-in structures given strong interest in reducing longstanding racial disparities in credit and homeownership. Over time there may be more complicated tradeoffs in trying to reach scale and manage potential benefits and risks to different populations.

Discussion Themes

Participants divided up between three groups to discuss reactions to the presentation on research and to identify areas for continued exploration. The discussion centered around what research questions participants would like to see explored. And what additional information would be useful to understand about the rent reporting space. The activity garnered the following feedback:

Research Questions to Advance Rent Reporting

- What counts as “on-time”? When you pay vs. when the bank logs the payment?
- What more does the research show us about opt-in vs. opt-out?
- What are the best practices in marketing this, how do you convince people to do this?
- How does rent reporting help people move within credit score tiers?
- More rigorous research needed on the benefits to landlords.



Areas for Continued Learning

- What are the lessons learned about the impact of rent reporting on individuals? How does rent reporting enhance wellbeing, financial lives, the ability to access other affordable credit, etc.?
- What are the impacts of financial strain on health? How can we bring in more sectors to this conversation?
- How to pair rent reporting with financial education and counseling? How do you do this while scaling up the program and working with more people?
- How have other government agencies begun to incorporate rent-reporting services?
- Research has to go off the page and into pilot programs and implementation: variation is huge, and the devil is in the details!

What research questions would make sense to pursue collectively as a coalition?

How does Rent Reporting help people move in credit score tiers?

Lyndsay-standardizing the model and push for wider adoption

Which reporting programs show good results?

know what scoring models include rent reporting, Vantage 3.0 and newer and FICO 9 and newer. I think it would be helpful to know which scoring model lenders are using. Credit card primarily use (blank) auto lenders primarily

What is the percentage of people who can provide 12 months of bank statement data? Is this possible? What bias is present in this?

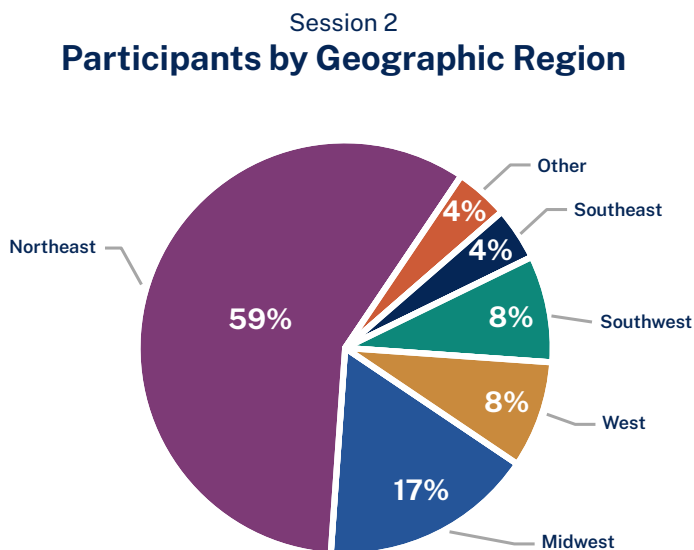
Marketing - how do you convince people to do this?

How do we navigate the complexities of this? Do the most good and minimize the harm?

Best practices in working with Landlords/Property Managers

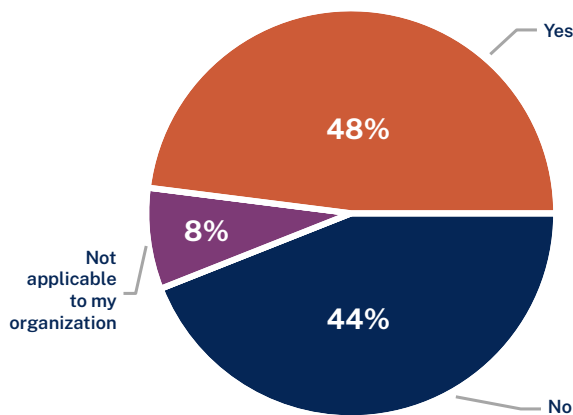
What counts as "on-time"? When you pay vs. when the bank logs the payment? Paying electronically vs. paying by check. Understanding the timing issues with the different types of payment.

Session 2: Implementation



Session 2

Pilot Program Implementation Experience



Who Was There?

The second session took place on May 11, 2022 and 36 people participated. A majority (59%) of participants were calling in from the Northeast region of the U.S. There was representation from organizations located across the country. Just over half of the participants have experience implementing a rent reporting pilot program.

RENT REPORTING:
The D.C. Housing Authority Story

Check out the short video about DCHA Rent Reporting [here](#).

What Did We Talk About?

Four panelists with experience implementing pilot programs shared reflections on the process. The panel was moderated by Racheal Meiers of Kaiser Permanente, and panelists included:

- Joseph Nelson, District of Columbia Housing Authority (DCHA)
- Erika Leos, Foundation Communities
- Gayle Filo, Enterprise Residential
- Chris Herrmann, Enterprise Community Investment

Each panelist represented a slightly different approach to rent reporting. The software platforms used for implementation varied – many used Esusu and reported to all three credit bureaus while one used the YARDI plug in to report to Experian.

Of the four pilot programs, two used an opt-in approach with residents, while two chose to enroll all residents and offer an opt-out for residents who did not want their rental payment history reported. Across the board, all the pilot programs only reported the positive rental payment history to the credit bureaus.

Three of the programs – DCHA, Enterprise Residential and Foundation Communities – each worked with a specific set of residents living in at properties managed by organization. Each engaged in outreach and education efforts with residents as the program was getting started.

The approach Enterprise Real Estate Equity took is a bit different. As an investor, Enterprise Real Estate Equity was able to work with a portion of their portfolio and worked with those owners to offer rent reporting at some of their properties. Below is a summary of some of the similarities and differences across the pilot programs.

Figure 2. Key Features of Four Pilot Programs

District of Columbia Housing Authority	Enterprise Residential	Enterprise Real Estate Equity	Foundation Communities
Esusu	YARDI	Esusu	Esusu
Report to all 3 credit bureaus	Report to Experian only	Report to all 3 credit bureaus	Report to all 3 credit bureaus
Opt-In	Opt-Out	Opt-Out	Opt-In
Positive-Only	Positive-Only	Positive-Only	Positive-Only

“ It was incredibly helpful! What stood out to me was the excitement that everyone brought up and that everyone had their own lived experience. It was great just watching how topics matched up with the experts, and having the history of rent reporting presented in such a straightforward way helped us understand the climate among providers. From a data perspective the conversation around full file versus positive-only reporting informed conversations at The Center about our work. ”

- CAREN JOHNSON, THE CENTER FOR NEW YORK CITY NEIGHBORHOODS

Discussion Themes

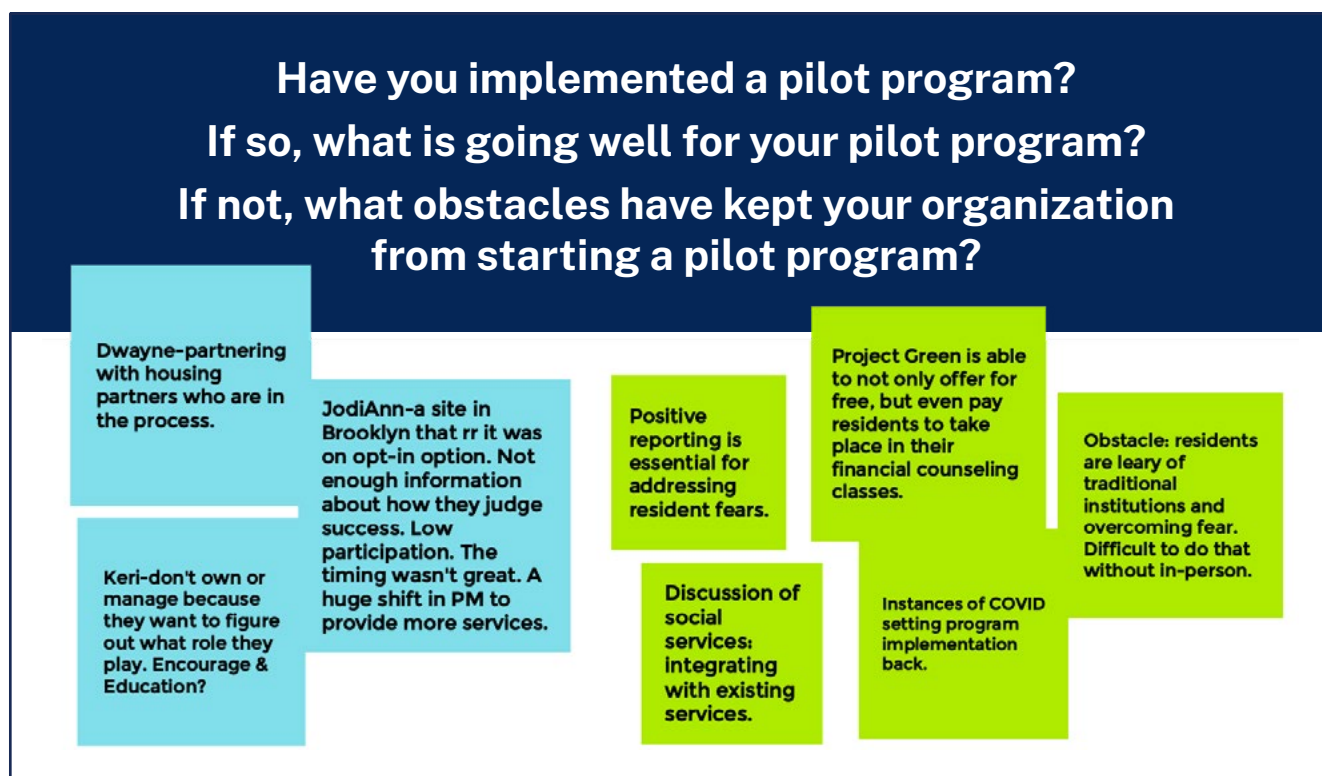
Participants divided up between three groups to discuss reactions to the panel and to identify areas for continued exploration. Feedback from the discussions is summarized below:

Opt-In vs. Opt-Out

- Opt-in is the common approach used for pilot programs since it gives space to engage with residents up front and explain the value of rent reporting.
- There is a lot of momentum behind opt-out and support for the efficiency it offers but HUD-funded organizations don't have that option. Staffing issues lead to hesitation about opt-in.
- Opt-out can lead to larger impact and is much easier to scale since there is less upfront investment of staff time.

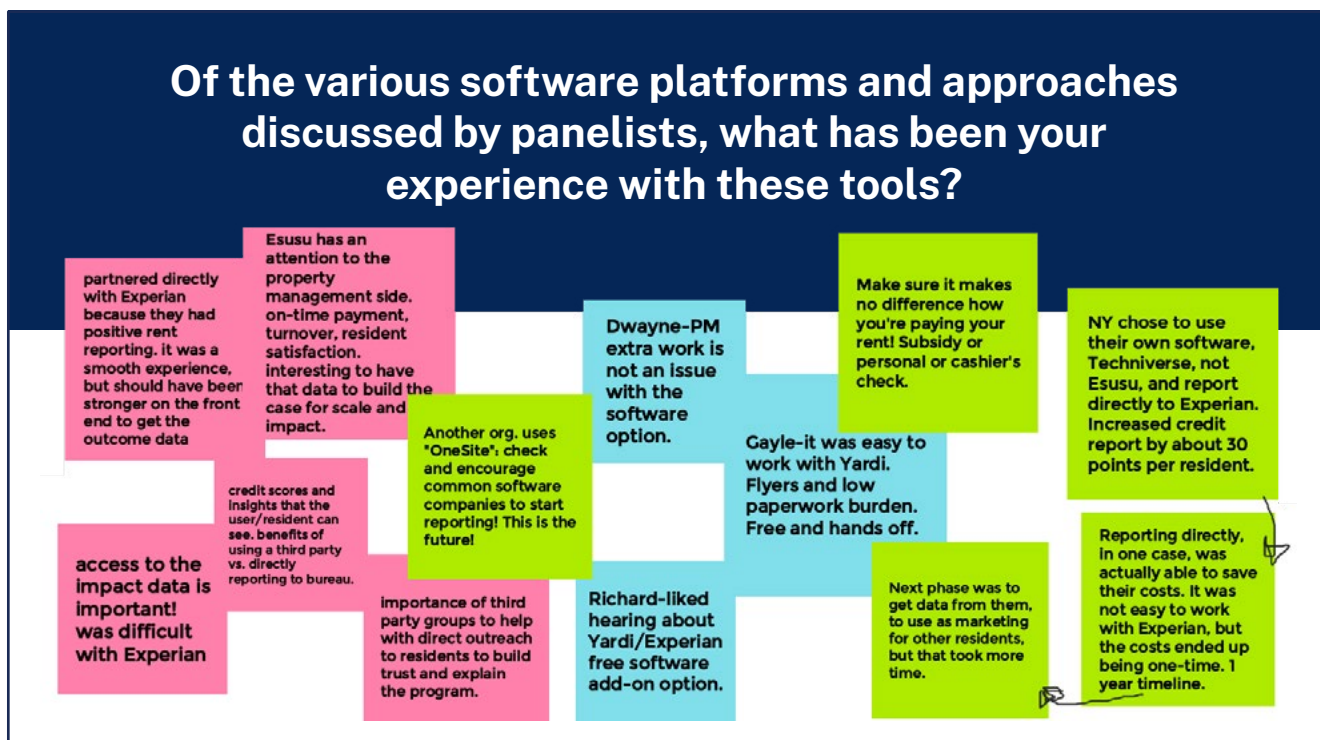
Resident Engagement Is Key

- An obstacle to resident enrollment using opt-in is that residents are leery of traditional institutions. It is difficult to overcome that fear without in-person interaction.
- Many of the pilot programs relied on having very engaged staff members help break down the information in ways that was accessible for residents. In some cases, residents became the biggest ambassadors of the program after they experienced some success with it.



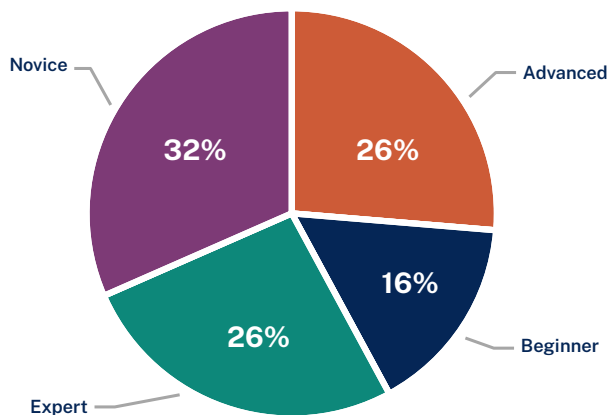
Software Platform Options

- Having access to the impact data is important. Being able to tell the story of how credit scores changed is key to program success. Participants discussed how reporting to Experian-only through Yardi yielded fewer impact data, while Esusu offered data on tenants' score.
- Beyond the two approaches discussed, there are many different software options. Housing providers use many different platforms and participants urged each other to see if their current platform offers rent reporting.
- Across the industry, affordable housing providers should encourage software companies to create options for rent reporting.



Session 3: Policy

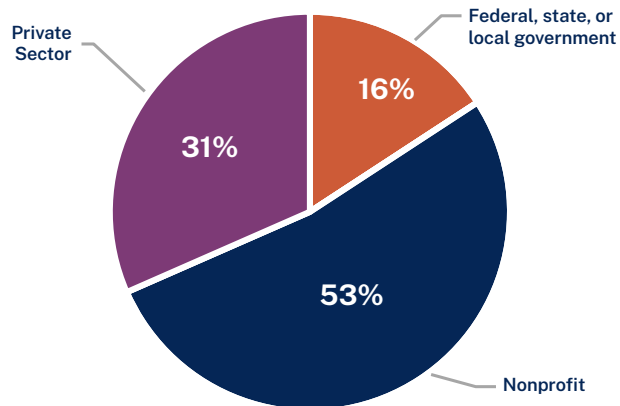
Session 3
Participants by Geographic Region



Who Was There?

The third and final session took place on May 25, 2022 and 37 people participated. Stakeholders who joined had the full spectrum of experience with rent reporting. Thirty-two (32) percent of participants identified as “Novice” with awareness and interest for at least a year. There was an even split of twenty-six (26) percent of participants who identified their experience with rent reporting as “Advanced” with a dedicated work stream or program over the last year or more and those who identified as “Experts” who have been developing this expertise for at least two or more years. A mix of organizations were represented with the majority being in the nonprofit sector followed by private sector and then Federal, state or local government.

Session 3
Participation by Sector



What Did We Talk About?

The session featured a panel of thought leaders who have all been involved with a rent reporting policymaking process at the state level. They shared their varied experiences and reflections on how policy gets made and goes from idea to legislation in three states: California, Colorado and the District of Columbia. The panel was moderated by Irene Skricki of the Consumer Financial Protection Bureau, and panelists included:

- Kristian Lund, Rent Track
- Sarah Chenven, Working Credit (formerly with CBA)
- Kinsey Hasstedt, Enterprise Community Partners Denver Market Office

The Credit Builders Alliance has been involved in state-level policy making that encourages local adoption of rent reporting. The panelists have each been involved in the policy making process in the three locations and shared their insights about each approach.

In DC, local legislation was passed in 2018 to fund a pilot program at the District of Columbia Housing Authority. The pilot program enrolled over 50 public housing residents at 10 properties to do positive-only rent reporting for a year. The funding also supported a full-time staff person to manage the program and offer financial literacy education classes and coaching opportunities.

In California, the state legislature passed Senate Bill 1157 which the governor signed in 2020. The legislation requires all landlords of assisted housing with 15 or more units to offer rent reporting to tenants. The landlord can charge a tenant that elects to have rent reported the lesser of \$10 per month or the actual cost to the landlord to provide the service.

In Colorado, the state legislature passed a bill in 2021 to establish a state-wide rent reporting pilot program. The Colorado Housing and Finance Authority was directed to contract with a third-party contractor to administer the program – which Rent Track was hired to facilitate. The pilot program includes 10 landlords and is designed to have at least 100 participating tenants.

Panelists reflected on the process in each state and coalesced around four key considerations that are integral to a successful policy on rent reporting.

- **Identifying clear benefits:** When first drafting policy, it is important to include measurable goals. The policy should demonstrate what the desired outcomes are for the pilot program. This might include metrics like increasing homeownership rates, increasing credit scores, or linking how people have gained access to the lending economy by virtue of their credit score.
- **Cost sharing:** No matter the approach taken, a new pilot program or mandate needs to be coupled with financial resources for implementation. At the state levels, there are financial empowerment agencies that can be partners in cost-sharing to support the new programs and their roll out.
- **Coupling education and opportunities:** It is important to weigh the pros and cons of financial education and how it will fit into the program. Mandating financial education can become a barrier to adoption, so it is important to incorporate it in a way that is optional and leverages it effectively. Ideally the policy making process will consider how the program can meet the needs of the people who are participating and incorporate resident voice in the process.
- **Positive rent reporting:** To remove ambiguity it is easiest to develop programs that report only positive payment history. Policy comes back to the notion of intent and with clear objectives and goals, build in education, keeping the policies and programs as well defined as possible can help get buy-in from all who are impacted by the program.

Figure 3. State Policies on Rent Reporting

California

- California Senate Bill | SB 1157

Colorado

- Colorado HB1134 | Report Tenant Rent Payment Information To Credit Agencies

District of Columbia

- D.C. Law 22-154 | Public Housing Credit-Building Pilot Program Amendment Act of 2018

After the discussion of state level legislation, HUD staff shared a brief update with the group about how the agency is thinking about rent reporting currently.

- Chris Golden shared the recent [PIH Notice](#) detailing the latest call for public housing agencies to apply to join the Moving to Work (MTW) cohort expansion. PHAs can join a cohort that will offer rent reporting to public housing residents.
- The “Credit Building Option” would have public housing households enroll through an informed consent process. The PHA must seek to report all public housing rent payments (on-time, late, and missed) for the public housing households participating in the credit building program to one or more credit bureaus at regular intervals.
- Rent reporting should be in accord with standard practices that protect consumers, such as not reporting unpaid balances that are small. HUD is asking PHAs who join the MTW cohort and use this option to enroll at least 25 households and report rental payment history for at least 24 consecutive months.

HUD also mentioned that they are looking to learn more about how California’s SB 1157 will be implemented and what impact it will have on landlords of federally subsidized units. The Office of Policy Development & Research expects to publish a blog post with initial reflections from multifamily housing providers on how the implementation is going in California.

Discussion Themes

For this final session, participants reflected on the panel in a large group with discussion facilitated by Andrew Jakobovics of Enterprise’s Policy team. Feedback from the large group discussion is summarized below:

- **Opt-in vs. Opt-Out:** Opt-in seems to be the status quo. For federally subsidized properties - positive rent reporting requires opt-in approach (based on legal guidance). The data sharing piece is protected by the Federal Privacy Act and therefore triggers the need for opt-in. On the other hand, opt-out is a clearly the most efficient route to scaling quickly. There are examples of how this approach can work well and still offer residents an opportunity to understand the value of rent reporting while also preserving their right to keep their data private.
- **Balancing Financial Education:** There is an important connection to financial education and financial literacy with rent reporting. The question for consideration when design policy is how and if the educational component is mandated or voluntary. A study connecting credit building and financial education showed that mandating the education can be a big deterrent. Adding additional steps to a process will usually result in a drop off in participation. Financial education support also requires financial resources and should be funded in a manner that adequately values the effort – be it mandated or voluntary.
- **Policy Design:** When designing a legislative approach, it is important to balance the merits of a pilot program vs. a mandate. There are current examples of both approaches, and we can study them in real time. There is also an important question for legislators and implementing organizations to wrestle with: When does “going mainstream” happen after it has been proven in a pilot program? Overall, this is an iterative process, and the landscape keeps evolving and changing.

Participants also shared broader reflections on the policy process during the discussion session. We tried to answer the question: Where does more need to be done or explored on the topic? Who else needs to be engaged in this? Some of the responses are included below:

- Compounding the impact of rent reporting for credit building by incorporating it into HUD Family Self-Sufficiency (FSS) program model is promising.
- We need to hear from and engage more private landlords and third-party providers, so we can actually change the whole system and it's not just a benefit for publicly subsidized residents. Normalize rent reporting!
- Learn lessons from the digital inclusion space while thinking about rent reporting as a foundational way to include all renters in something positive.
- Does buy-in, motivation, and/or trust to participate in non-mandated financial education increase once a person sees the tangible (and perhaps quicker-to-show up) benefits of rent reporting?
- Don't underestimate the power or storytelling and word-of-mouth to family and friends to increase motivation, buy-in to participate.
- Third party partners are helpful to facilitate the process of reporting rent to the credit bureaus. This isn't familiar territory for all housing providers.



Where does more need to be done or explored on the topic? Who else needs to be engaged in this?

Quality of the landlord data as a field; how to scale that. Connection to CRA compliance etc.

Renters!

Bureaus do not always understand housing providers and vice versa.

Compounding the impact of rent reporting for credit building by incorporating it into FSS program model is promising.

More private landlords and third party providers - so we can actually change the whole system and it's not just a benefit for PSH residents. Normalize rent reporting.

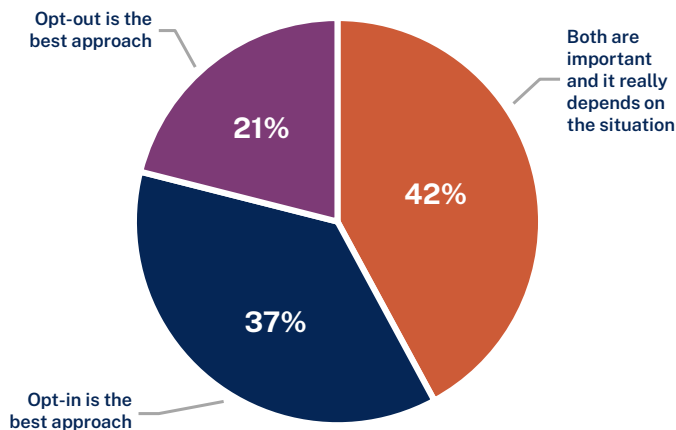


Lessons Learned

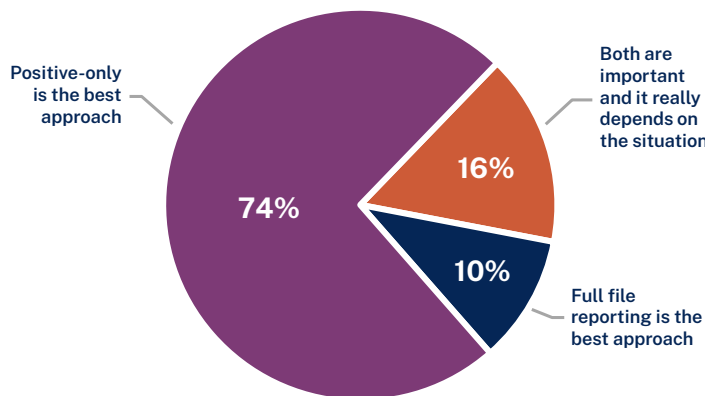
From the outset, the goal of these conversations was to bring together a representative sample of people who are working on rent reporting for credit building from different sectors and perspectives. As this is a relatively new and emerging space, the understanding of why and how rent reporting works is constantly evolving. The original question we posed ourselves was, is there a need to form a coalition to speak as one voice on a set of important policy issues? We surveyed the group after each session to ask this question and responses varied from feeling energized to start a coalition to wanting to gather more information before making that kind of decision (See Appendix C). The consensus is that it is premature to bring together a formal coalition because more learning and doing is needed across the field. Participants found it very useful to have a space to talk and learn about the latest research, how pilot program implementation has been going and examples of the policy process in action at the state and federal level.

At the end of the discussion, we took a poll to get a real time pulse check of how participants felt about two key themes that had reoccurred across the summit series. Participants overwhelmingly felt that positive-only rent reporting was the way to go. On the question of opt-in and opt-out, participants shared that both approaches can be useful depending on the situation in which they are used.

Opt-in vs. Opt-out



Full-File vs. Positive-Only Reporting





[Team discussion photo](#) created by cookie_studio - www.freepik.com

Recommendations

Based on the feedback received, the content of the presentations and the valuable dialogue at each session, the following ideas are recommended.

- **Continue learning from each other:** The rent reporting for credit building space is relatively new and there are a lot of different players at the table: renters, housing providers, landlords, Federal agencies, local legislatures, credit bureaus, financial education providers among others, all learning about this as time goes on. This is an iterative process, and the landscape keeps evolving and changing. Much of the progress in understanding the rent reporting space happens from peer-to-peer learning.
- **Keep track of pilot program implementation:** There are many pilot programs underway across the country of all different sizes and approaches. Housing providers are testing opt-in and opt-out approaches. While most pilot programs to date have used positive-only reporting, the HUD MTW cohort will be undertaking full-file reporting. There is much to learn from the important work happening across the country and keeping track of it all is important. This could take form as a report or webpage home or organization taking on the role of assembling the information.
- **Facilitate cross sector partnerships:** The space is ready for innovation and unlikely partners. There is an important opportunity for funding and support to be shared between partners who may not normally work together to build something new for the benefit of renters.
- **Standby to build a coalition:** There are a few defining policy questions for this space – like opt-in vs. opt-out and full-file vs. positive-only reporting. As more information and evidence is created and shared, there may be an opportunity for a cohort of organizations to speak with one voice as a coalition. The working learning from each other is already well underway as there is a strong peer-to-peer dynamic already at play. There may come a time when there is a more clearly defined opportunity to open on a federal rulemaking process or policy proposal, and a coalition of like-minded organizations could be ready to speak with one voice.

APPENDIX A: List of Presenters and Participants

First Name	Last Name	Email	Organization
Rubaba	Ali	rubaba_ali@freddiemac.com	Freddie Mac
Susan	Anderson	susananderson@enterprisecommunity.org	Enterprise Community Partners
Jason	Andrade	jandrade@compassworkingcapital.org	Compass Working Capital
Lucas	Asher	lasher@sahfnet.org	Stewards of Affordable Housing for the Future
Astou	Aw	astou_aw@freddiemac.com	Freddie Mac
Peggy	Bailey	peggy.f.bailey@hud.gov	U.S. Department of Housing and Urban Development
Sarah	Bainton Kahn	sarah.baintonkahn@jpmorgan.com	JPMorgan Chase
Howard	Banker	howard.banker@cnycn.org	Center for NYC Neighborhoods
Molly	Barackman-Eder	MBarackman-Eder@nw.org	NeighborWorks America
Ebony	Beaty	Ebeaty@oceanbaycdc.com	Ocean Bay Community Development Corporation
Anna	Bruton	anna.m.bruton@hud.gov	U.S. Department of Housing and Urban Development
Lyndsay	Burns	lyndsay.burns@mocafi.com	MoCaFi
Alexa	Calderon	alexa.calderon@foundcom.org	Foundation Communities
Susan	Camerata	scamerata@twmt.net	Wavecrest Management
Alexandra	Cawthorne Gaines	alexandra.cawthornegaines@jpmchase.com	JPMorgan Chase Policy Center
Jeffrey	Chen	Jeffrey.Chen@archny.org	Grand Street Guild-Catholic Charities
Sarah	Chenven	sarah@workingcredit.org	Working Credit
Carli	Cisna	carli@creditbuildersalliance.org	Credit Builders Alliance
Kelly	Cochran	kelly.cochran@finreglab.org	FinRegLab
Michael	Collins	mcollins@enterprisecommunity.org	Enterprise Community Partners
Jake	Dowling	jdowling@enterprisecommunity.com	Enterprise Community Investment
Cynthia	Elmore-LeJeune	celmore-lejeune@matrixhs.org	Matrix Human Services
Gayle	Filo	gfilo@enterpriseresidential.org	Enterprise Residential LLC
Holly	Frindell	hfrindell@nalcab.org	National Association for Latino Community Asset Builders
JodiAnn	George	JGeorge@twmt.net	Wavecrest Management
Mikaela	Gerwin	mikaela.d.gerwin@hud.gov	U.S. Department of Housing and Urban Development
Chris	Golden	christopher.m.golden@hud.gov	U.S. Department of Housing and Urban Development
Nick	Gratto	ngratto@standard-companies.com	Standard Communities
Chris	Herrmann	cherrmann@enterprisecommunity.com	Enterprise Community Investment
Andrew	Jakabovics	ajakabovics@enterprisecommunity.org	Enterprise Community Partners
Brenda	Jimenez	bjimenez@nalcab.org	National Association for Latino Community Asset Builders
Caren	Johnson	caren.johnson@cnycn.org	Center for NYC Neighborhoods

First Name	Last Name	Email	Organization
Talia	Kahn-Kravis	talia@creditbuildersalliance.org	Credit Builders Alliance
Dwayne	Keys	dkeys@compassworkingcapital.org	Compass Working Capital
Dallas	Lenear	dallas@projectgreengr.org	Project GREEN
Erika	Leos	erika.leos@foundcom.org	Foundation Communities
St Clair	Logan	loganst@hpd.nyc.gov	New York City Department of Housing Preservation and Development
Jennifer	Lucido	jlucido@winnco.com	WinnCompanies
Kristian	Lund	kristian.lund@self.inc	Self/RentTrack Inc.
Alec	Madson	alec.madson@self.inc	Self/RentTrack Inc.
Elizabeth	Maggio	emaggio@ebaldc.org	East Bay Asian Local Development Corporation
Brianna	McClure	bmcclure@enterprisecommunity.org	Enterprise Community Partners
Dan	McMahon	dcmahon@chfainfo.com	Colorado Housing and Finance Authority
Racheal	Meiers	Racheal.Meiers@kp.org	Kaiser Permanente
Glenda	Monterroza	glenda.monterroza@yahoo.com	Kaiser Permanente
German	Morales	gmorales@enterprisecommunity.com	Enterprise Community Partners
Leslie	Mullins	lmullins@ecdcommunities.org	Enterprise Community Partners
Harold	Nassau	hnassau@nw.org	NeighborWorks America
Alexandra	Nassau-Brownstone	anassaubrownstone@sahfnet.org	Stewards of Affordable Housing for the Future
Joseph	Nelson	jnelson@dchousing.org	DC Housing Authority
Paige	Omohundro	pomohundro@chfainfo.com	Colorado Housing and Finance Authority
Laura	Ospina Jaramillo	lospina@nw.org	NeighborWorks America
Andrea	Papanastassiou	apapanastassiou@enterprisecommunity.com	Enterprise Community Investment
Carolina	Perez	zperez@ebaldc.org	East Bay Asian Local Development Corporation
Stephanie	Pierce	stephanie@projectgreengr.org	Project GREEN
Brad	Pollock	bradley.h.pollock@hud.gov	U.S. Department of Housing and Urban Development
Mariadele	Priest	mariadele.priest@capitalone.com	Capital One
Maheen	Qureshi	maheen_qureshi@freddiemac.com	Freddie Mac
Lisa	Ralph	lisa@nphsinc.org	Neighborhood Partnership Housing Services, Inc.
Scarlet	Rappl	srappl@enterprisecommunity.com	Enterprise Community Partners
Richard	Reeve	richard@creditbuildersalliance.org	Credit Builders Alliance
Alexa	Rosenberg	arosenberg@enterprisecommunity.org	Enterprise Community Partners
Lynn	Sanders	lynn@csndc.com	Codman Square Neighborhood Development Corporation
Kristin	Schell	kristin@workingcredit.org	Working Credit
Alexis	Sofyanos	alexis.sofyanos@gmail.com	Freddie Mac Multifamily
Keri	Springett-Delatour	springke@hpd.nyc.gov	New York City Department of Housing Preservation and Development

First Name	Last Name	Email	Organization
Kendall	Stagg	Kendall.Stagg@kp.org	Kaiser Permanente
Michael	Stegman	michaelstegman4@gmail.com	Urban Institute
Daniel	Teles	dteles@urban.org	Urban Institute
Jessa	Thomas	Jessa.thomas@capitalone.com	Capital One
Jessa	Thomas	Jessa.thomas@capitalone.com	Capital One
Todd	Thomas	todd.c.thomas@hud.gov	U.S. Department of Housing and Urban Development
Rachael	Welch	rwelch@matrixhs.org	Matrix Human Services
Terren	Wing	twing@nychdc.com	New York City Housing Development Corporation
Stephon	Woods	stephon.d.woods@hud.gov	U.S. Department of Housing and Urban Development

APPENDIX B: Session Agendas

Rent Reporting for Credit Building Coalition Summit

Part 1: Research

Agenda

Wednesday, April 27, 2022 | 1:00 PM – 3:00 PM EST

Grounding in the research landscape and celebrating momentum

Introductions & Purpose of Summit | 15 minutes

Richard Reeve, Credit Builders Alliance

Grace Campion, Enterprise Community Partners

Introductions from participating partners & brief activity

Access to Rental Data for Underwriting Mortgage Credit Presentation | 30 minutes

Michael Stegman, Urban Institute & FinReg Lab

Overview of research landscape, evidence, debates, and opportunity

Breakout Group Discussion | 30 minutes

Building a community of practice around rent reporting

Guest Moderators

- Caren Johnson, The Center for New York City Neighborhoods
- Molly Barackman-Eder, Neighborworks America
- Daniel Teles, Urban Institute

Discussion Questions

- Let's reflect on the research that Urban Institute just presented
- What was new or surprising to you? What was familiar?
- Let's identify gaps in research on rent reporting
- What rent reporting research have you, or your organization pursued?
- What research would help your organization advance rent reporting?
- What research questions would make sense to pursue collectively as a coalition?

Report Out | 15 minutes

Review the ideas generated by break out groups

Identify key research themes with full group with brief activity

Looking Forward | 15 minutes

Where we are headed

Feedback survey

Next Sessions

- May 11 | Implementation
- May 25 | Policy

Rent Reporting for Credit Building Coalition Summit

Part 2: Implementation

Agenda

Wednesday, May 11, 2022 | 1:00 PM – 3:00 PM EST

Building a community of practice, uplifting challenges

Introductions & Purpose of Summit | 15 minutes

Evelyn Immonen & Grace Campion, Enterprise Community Partners
Welcome back & brief introduction activity
Recap of Session 1 on Research

History & Evolution of Implementation | 10 minutes

Richard Reeve, Credit Builders Alliance
Overview of trends in rent reporting implementation over the past 10 years
Interactive Asset Mapping of Rent Reporting Programs

- Add your program to a [Google Map](#) layer:
 - Esusu Users
 - Users of Other Platforms
 - Reporting Directly to One or More Bureaus

Panel Discussion | 45 minutes

Moderator: Racheal Meiers, Kaiser Permanente

Panelists

- Joseph Nelson, District of Columbia Housing Authority
- Erika Leos, Foundation Communities
- Gayle Filo, Enterprise Residential
- Chris Herrmann, Enterprise Community Investment

Discussion Questions

- How long have you been offering rent reporting to residents?
- What prompted your agency to start rent reporting?
- How are you doing it? (Through a third party? Direct? opt in, opt out?)
- What challenges have you had with rolling out and/or maintaining the program? Have you sought to solve them?
- What have you learned throughout this process?
- What advice would you give to other housing providers seeking to implement rent reporting?
- What would you need to continue growing your rent reporting program?

Breakout Groups | 30 minutes

Building a community of practice around rent reporting

Guest Moderators

- Stephanie Pierce, Project Green
- Dwayne Keys, Compass Working Capital
- Holly Frindell, National Association for Latino Community Asset Builders (NALCAB)

Discussion Questions

- What advice did you hear from the panelists that stuck out to you?
- Let's continue the discussion on "opt-in" vs. "opt-out" for participants/residents. Reflecting on your tenants/participants, which direction do you lean and why?
- Of the various software platforms and approaches discussed by panelists, what has been your experience with these tools?
- Which panelist role/position is closest to your role within your organization?
- Have you implemented a pilot program? If so, what is going well for your pilot program? If not, what obstacles have kept your organization from starting a pilot program?

Report Out | 10 minutes

Review the ideas generated by break out groups

Identify key themes with full group with brief activity

Looking Forward | 5 minutes

Where we are headed

Feedback survey

Next Session on May 25 re: Policy

Rent Reporting for Credit Building Summit

Part 3: Policy

Wednesday, May 25, 2022 | 1:00 PM – 3:00 PM EST

Reflecting on the policy process, lessons from the field about the policy lifecycle, elevating key decisions points when moving from idea to policy

Introductions & Purpose of Session | 10 minutes

Grace Campion & Evelyn Immonen, Enterprise

Richard Reeve, CBA

Welcome back & brief introduction activity

Recap of Session 2 on Implementation

Panel Discussion | 45 minutes

Reflections on the rent reporting policy process at the state level in CA, CO, DC & NY

Moderator: Irene Skricki, Consumer Financial Protection Bureau

Panelists

- Kristian Lund, Rent Track
- Sarah Chenven, Working Credit
- Kinsey Hasstedt, Enterprise Community Partners

Moderator: Andrew Jakobovics, Enterprise Community Partners

Discussion Questions

- Tell us about your rent reporting policy process.
 - How did it work?
 - What were your initial policy objectives? For example, was it to start a pilot program, or require all landlords to report rent payments etc.?
 - Policy is inherently part of all of things, but it may not be explicit or linear. Let's take some time to reflect on the process of getting from policy idea to policy implementation.
 - How much time did the process take to go from initial idea to approved legislation?
 - Are there key points in your timeline or journey where critical decisions were made? What were some of the constraints you had?
 - How did you get there?
 - What led you down that path?
 - What were active decision points?
- How did your policy design process address the opt-in vs. opt-out debate?
- What are the set of considerations that you should be thinking about when moving policy on rent reporting through the process?
- Reflecting on the process, can you identify one thing where "it would have been better if X happened"?

Panel Reflections | 15 minutes

Large group facilitated discussion on the policy process

Moderator: Andrew Jakobovics, Enterprise Community Partners

Panel Reflection Questions

- What themes did you hear from the panelists?
- Are there any “silver bullet” policy fixes you see?
- Where does more need to be done or explored on the topic?

HUD Outlook | 10 minutes

Brief update on the MTW Asset Building Cohort and reflections on the policy space

Elizabeth Rudd & Christopher Golden, U.S. Department of HUD

Transitioning to the Big Picture | 10 minutes

Reflections on the policy themes identified throughout the Summit series

Moderator: Andrew Jakobovics, Enterprise Community Partners

How are you feeling about the major issues?

1. Opt-in vs. Opt-out
2. Full file reporting vs. positive only reporting

Brainstorming next steps

- Is there policy consensus or action items that we can focus on locally?

Looking Forward | 5 minutes

Where we are headed

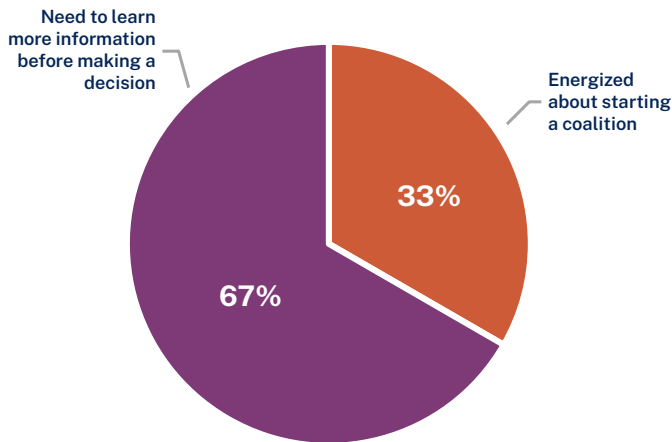
Feedback /Survey

APPENDIX C: Feedback Surveys

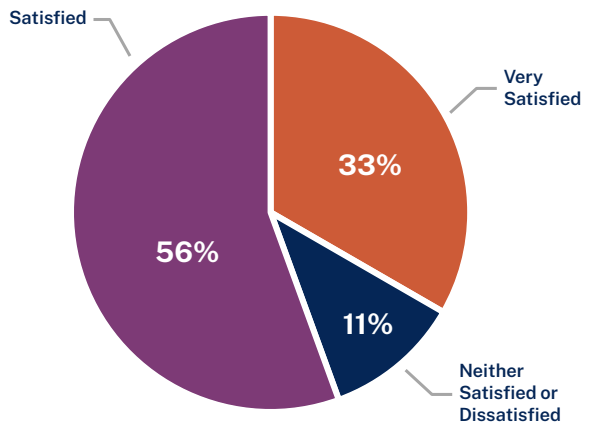
Session 1 Feedback Surveys

- 9 people responded to the survey.
- Most people want to learn more before deciding about forming a coalition.
- Most people were satisfied with the session.

After today's session, how are you feeling about forming a coalition of organizations to think about rent reporting for credit building?



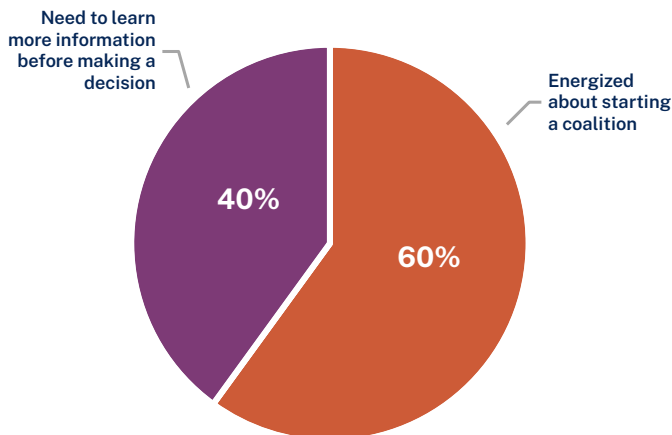
How would you rate your satisfaction with the session?



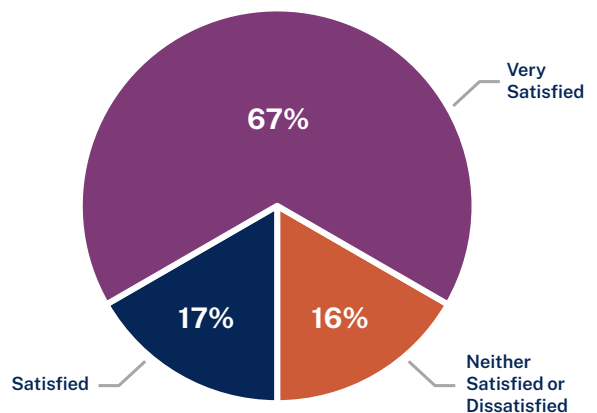
Session 2 Feedback Survey Results

- 6 people responded to the survey.
- Most people who responded are feeling energized about starting a coalition.
- Most people were very satisfied with the session.

After today's session, how are you feeling about forming a coalition of organizations to think about rent reporting for credit building?



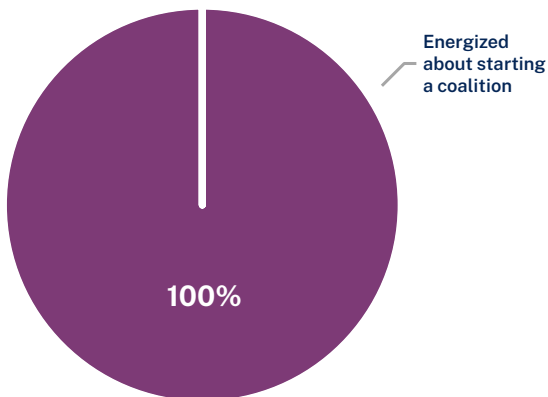
How would you rate your satisfaction with the session?



Session 3 Feedback Survey Results

- 3 people responded to the survey.
- All people who responded are feeling energized about starting a coalition.
- All people were very satisfied with the session.

After today's session, how are you feeling about forming a coalition of organizations to think about rent reporting for credit building?



How would you rate your satisfaction with the session?

