

September 18, 2025

The Honorable Bryan Steil
Chairman
Subcommittee on Digital Assets, Financial
Technology, and Artificial Intelligence
House Committee on Financial Services
2129 Rayburn House Office Building
Washington, DC 20515

The Honorable Stephen Lynch
Ranking Member
Subcommittee on Digital Assets, Financial
Technology, and Artificial Intelligence
House Committee on Financial Services
2129 Rayburn House Office Building
Washington, DC 20515

Dear Chairman Steil and Ranking Member Lynch:

On behalf of the members of the National Multifamily Housing Council (NMHC), the National Apartment Association (NAA), and the Real Estate Technology and Transformation Center (RETTTC),¹ we write ahead of the House Subcommittee on Digital Assets, Financial Technology, and Artificial Intelligence of the Committee on Financial Services titled “Unlocking the Next Generation of AI in the U.S. Financial System for Consumers, Businesses, and Competitiveness.” Thank you for the opportunity to share how tech-driven solutions offer significant pro-consumer and pro-housing benefits to renters and housing providers alike.

As the Subcommittee considers Artificial Intelligence (AI) policy, we urge you to support a balanced framework that safeguards innovation and prevents the growing patchwork of state-level regulations that could hinder economic growth and stifle innovation. As our organizations have consistently said in the past, a fragmented regulatory approach in data management, security and technology risks stifling innovation and increasing compliance costs. The existing legal landscape already offers strong protections and any new regulations should build on that foundation without undermining technological progress.

Strong Consumer Protections Already Exist: A Fragmented Approach Will Stifle Innovation

Because the relative availability of AI systems has changed recently, the public assumes that new rules and regulations are necessary to deal with them. This is not the case. The current legal landscape provides strong protection against risks posed by AI, machine learning and algorithmic decision making. Housing policy and the relationship between housing providers and renters are guided strongly by robust state and local laws that include protections for both renters and housing providers alike. Additional consumer protections found under state privacy laws and regulations are also another important consideration.

As policymakers consider AI developments, we urge that any efforts to regulate these products and services should safeguard against undue liability for end-users. This is important to ensure that future regulations do not unnecessarily stifle innovation or undermine the pro-consumer and pro-

¹ The National Multifamily Housing Council (NMHC), the National Apartment Association (NAA) and the Real Estate Technology & Transformation Center (RETTTC) partner on behalf of America's rental housing providers and technology suppliers that are driving innovation and helping assist in addressing our long-term housing challenges. Drawing on the knowledge and policy expertise of staff in Washington, D.C., as well as the advocacy power of over 140 NAA state and local affiliated associations, NMHC, NAA and RETTTC provide a single voice for rental housing developers, owners and operators and the technology suppliers that are driving innovation and helping assist in addressing our long-term housing challenges. One-third of all Americans call a rental property home—where, increasingly, technology solutions are being leveraged to modernize property operations, improve housing affordability and enhance the resident experience.

housing benefits new technologies bring to bear. Further, incorporating safe harbors into future approaches is a proven method for providing the industry with the flexibility necessary to continue innovating as technologies evolve.

Benefits of AI for Residents, Rental Housing Providers and Others

Below are some examples of how stakeholders in the multifamily space are utilizing AI and other technologies to improve operations and enhance renters' experiences:

- **Rental housing owners and lenders** leverage technology platforms to improve efficiency, underwrite lending, identify investment opportunities to meet growing rental demand and work towards improving housing affordability.
- **Rental housing developers** use new cutting-edge technologies to build and rehabilitate rental properties and have begun to cut costs by leveraging AI to navigate complex and antiquated zoning policies to identify workable land-use strategies to speed development and ultimately improve housing affordability.
- **Rental housing operators** use AI platforms for improved resident service; more transparent and accurate resident screening and leasing to improve housing opportunity and prevent rising rental housing fraud; home automation; and predictive maintenance.
- **Rental housing technology suppliers** are transforming the market with tools that improve the resident experience, enable property sustainability and resilience, enhance security for residents, and lower operational costs through risk management solutions.

As evidenced above, housing providers are turning to these new AI tools to combat rising operational threats that are difficult to address using traditional methods. When implemented properly, these technologies can greatly assist with management and other housing-related obligations and ensure residents receive the best living experience possible.

Conclusion

NMHC, NAA, and RETTTC stand ready to work with the Subcommittee to support responsible innovation that improves efficiency, resilience, and affordability in rental housing. If we can be of any assistance, please do not hesitate to contact us.

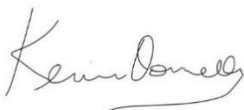
Sincerely,



Sharon Wilson Géo
President
National Multifamily Housing Council



Bob Pinnegar
President and Chief Executive Officer
National Apartment Association



Kevin Donnelly
Executive Director and Chief Advocacy Officer
Real Estate Technology & Transformation Center