

June 3, 2025

The Honorable Richard Hudson
Chairman, House Energy & Commerce
Subcommittee on Communications &
Technology
2112 Rayburn House Office Building
Washington, DC 20515

The Honorable Doris Matsui
Ranking Member, House Energy & Commerce
Subcommittee on Communications &
Technology
2206 Rayburn House Office Building
Washington, DC 20515

Dear Chairman Hudson and Ranking Member Matsui:

On behalf of the Real Estate Technology and Transformation Center (RETTTC), the National Multifamily Housing Council (NMHC) and the National Apartment Association (NAA), we write to thank you for convening the upcoming subcommittee hearing, *“AI in the Everyday: Current Applications and Future Frontiers in Communications and Technology,”* and to share insight into how artificial intelligence (AI) is already shaping broadband service and access in rental housing communities across the nation.

As you examine the intersection of AI and connectivity, we urge you to consider the unique role of AI in enhancing broadband access, reliability, security and affordability for the more than 44 million Americans who call rental housing home.

AI is Improving Resident Connectivity and Network Resilience

Rental housing communities face distinct challenges in delivering reliable, high-speed internet access to residents—particularly in older buildings, high-density urban areas, or underserved communities. AI is helping housing providers and technology partners bridge these gaps by enabling:

- Predictive network optimization, where bandwidth is managed to improve performance during high-traffic periods.
- Automated device management, which ensures connectivity is seamless across dozens or even hundreds of homes within a building or community.
- Smart network design, where AI tools model infrastructure needs and guide cost-effective deployment that avoids overbuilding, all while ensuring equitable access.

These innovations are essential as more Americans rely on in-home broadband for remote work, telehealth, education, and access to other essential services.

AI is Enhancing Cybersecurity and Operational Efficiency

Rental housing communities are increasingly utilizing smart home technologies—ranging from locks to lighting to thermostats and AI is helping rental housing providers better secure IoT ecosystems within buildings. This includes:

- Real-time threat detection: AI isolates unusual behavior that could indicate network breaches or device vulnerabilities.
- Maintenance prediction: AI identifies network or equipment failures before they impact residents and minimizes downtime.

As Congress explores the future of AI policy and connectivity infrastructure, we encourage you to recognize the pivotal role of rental housing providers. Rental housing providers prioritize robust connectivity for renters and rely on this same connectivity for critical property operations. They do this all while leveraging AI and other emerging technologies to address our nation's long-term housing challenges. Specifically, we urge policymakers to:

- Support policies that preserve the existing partnership model that enables rental housing operators and communications providers to enter into agreements negotiated under free market conditions, encouraging competition, higher customer service standards, and better, faster, and more reliable internet service than what is typically available in the broader retail market.
- Prevent duplicative and fragmented AI regulations at the state and local levels. 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. This ultimately undermines the benefits these systems and technologies offer to renters and housing providers alike.
- Redouble efforts to fund and expand broadband-affordability assistance for low-income Americans, many of whom are renters, through a streamlined and improved version of the Affordable Connectivity Program (ACP).
- Engage with housing stakeholders when shaping AI and broadband infrastructure policy, ensuring solutions account for the challenges and opportunities across the rental housing landscape.

We stand ready to support the Committee as it continues this important work. Thank you again for your leadership in exploring how AI can enable modernized connectivity infrastructure to support a more connected future across rental housing.

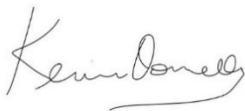
Sincerely,



Sharon Wilson Géno
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