



Why Join the Quality Assurance Registry?

In affordable housing, trust matters. Residents trust your communities to provide stability, dignity, and support — and owners, partners, and funders expect programs that deliver measurable impact. The American Association of Service Coordinators (AASC) Quality Assurance Registry helps demonstrate that commitment.

The QA Registry recognizes organizations that prioritize high standards in resident services, professional accountability, and continuous improvement. Participation signals that your community is invested in quality service coordination practices that strengthen resident outcomes and support long-term housing stability.

What the QA Registry Communicates

Being part of the QA Registry tells residents, stakeholders, and industry partners that your organization:



Values professional, resident-centered service coordination



Supports consistent standards and ethical practices



Invests in staff development and accountability



Prioritizes quality outcomes for residents and communities



Understands that strong resident services contribute to stronger properties

Why It Matters to Owners and Operators

Resident services are no longer viewed as “extra” amenities — they are a critical component of successful affordable housing operations. Communities with strong service coordination often experience:



Greater resident stability and retention



Improved communication between residents and management



Enhanced reputation with partners, funders, and stakeholders

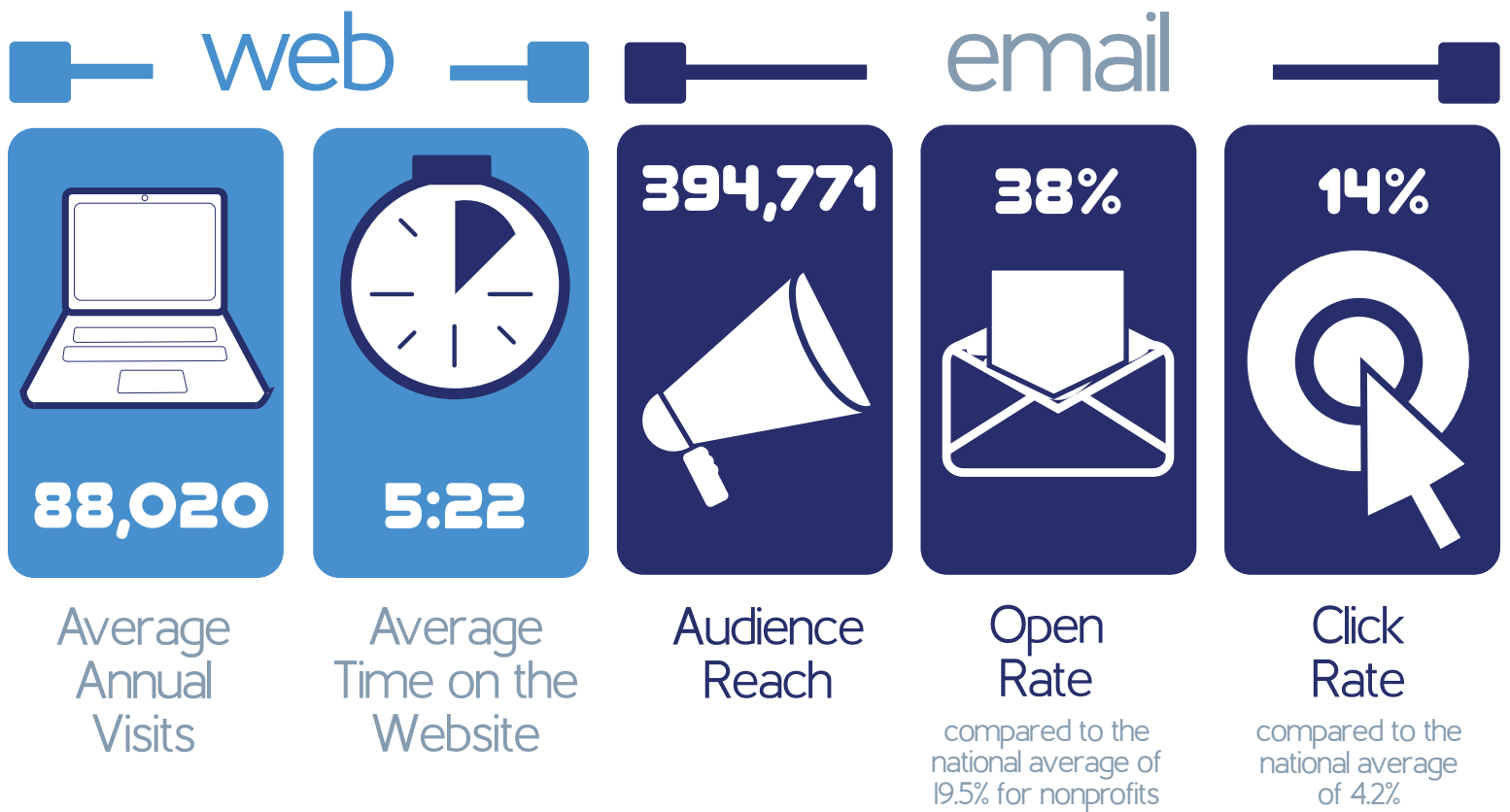


Stronger community engagement



Better coordination of supportive resources

The QA Registry provides a way to showcase your organization’s commitment to these outcomes while aligning with nationally recognized professional standards.



Affordable QA

Quality assurance assistance is an allowable HUD expense and recommended by HUD. In fiscal year 2024, \$40 million in Service Coordinator grants were awarded.

A Competitive Advantage

As affordable housing continues to evolve, owners and operators are increasingly asked to demonstrate quality, impact, and accountability. Participation in the QA Registry helps distinguish your organization as a leader committed to excellence in resident services.

Whether you are seeking to strengthen resident satisfaction, support compliance goals, improve operational outcomes, or reinforce your organization’s mission, the QA Registry demonstrates that your team is committed to doing the work at the highest level.



Powered by AASC

For more than 25 years, the American Association of Service Coordinators has supported affordable housing professionals through training, advocacy, networking, and professional development. The QA Registry builds on that legacy by helping organizations elevate the standard of resident services across the affordable housing industry.

QA Registry Listing Options

The AASC Quality Assurance Registry is designed to help affordable housing professionals identify trusted, qualified service coordination providers committed to high standards and resident-centered outcomes. Whether you want a simple professional presence or a high-visibility promotional partnership, the QA Registry offers flexible options to showcase your organization.

All QA Registry listings are valid for one year and are open to providers that meet minimum HUD standards and complete the QA Registry application process.

Featured QA Provider:

\$2,200 annually

Designed for organizations seeking maximum visibility and industry recognition, the Featured QA Provider package combines enhanced web presence with year-round promotional exposure to AASC's national audience.

In addition to all Enhanced Listing benefits, Featured QA Providers receive:

- Premium logo placement at the top of the QA Registry webpage
- Promotion in at least three AASC eBulletin articles distributed to more than 4,000 AASC members
- Featured placement in targeted email campaigns reaching affordable housing professionals nationwide
- Inclusion in at least five AASC social media promotions reaching more than 4,500 followers

The Featured Listing is ideal for organizations looking to strengthen brand recognition, expand industry visibility, and position themselves as leaders in quality assurance and resident services.

Enhanced QA Provider:

\$1,500 annually

Take your visibility and credibility to the next level with an enhanced digital presence designed to highlight your expertise and services.

In addition to the Basic Listing, Enhanced QA Providers receive:

- A dedicated page on the AASC website linked directly from the QA Registry
- The ability to showcase:
 - Company logo
 - Website link
 - Service descriptions
 - Client testimonials
 - Downloadable PDF resources
 - Additional organizational information
- The flexibility to update content throughout the year as your services evolve

The Enhanced Listing helps position your organization as a trusted industry resource while giving prospective clients a deeper understanding of your impact and expertise.

QA Registry Listing Options

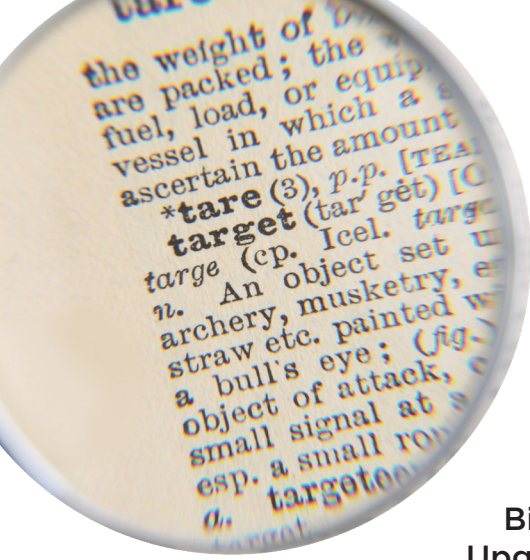
	Featured Provider \$2,200	Enhanced Provider \$1,500
An individual page on the AASC website (linked to from the basic listing).	✓	✓
The individual page may include a logo, link to the company's website, description of services, testimonials from current QA clients, PDF documents, and more.	✓	✓
The content on the website can be edited throughout the year.	✓	✓
Your logo, linked to your individual page, will be prominently featured at the top of the QA Registry webpage above all other listings.	✓	
Your listing will be prominently featured in at least three AASC eBulletin articles promoting the QA Registry to all 4,000 AASC members.	✓	
Your logo will be featured in at least five social media posts promoting the QA Registry to AASC's 4,500 social followers.	✓	
Your logo will be featured on a web banner on the AASC website for four weeks.	✓	
Your listing will be featured in three email blasts and other content targeted to 4,000 AASC members.	✓	

Basic QA Listing: Complimentary

Every qualified provider receives a professional listing in the AASC Quality Assurance Registry, including:

- Company name and contact information
- Visibility to AASC members and affordable housing professionals nationwide
- Recognition as a provider meeting minimum HUD quality assurance standards

The Basic Listing is an excellent way to establish credibility and connect with organizations seeking trusted QA partners.



Flexible, Customizable, and Built for Your Goals

The QA Registry is more than a directory — it is a platform to showcase your organization's commitment to quality, accountability, and resident-centered service. Registry pages allow you to highlight your work in the ways that matter most to your organization and prospective clients.

Billing for all registry listings occurs annually in January. Upgrades or cancellations may be made during the next billing cycle.

Next Steps

Complete the [QA Registry application](#)

Applications will be subject to review. All providers listed on the registry must meet minimum HUD standards to be included.

Review and sign the QA Registry agreement

Signed agreements are required for Basic, Enhanced and Featured QA Provider listings.

Pay invoice

Enhanced and Featured QA Providers will receive an invoice with a link to submit payment information for the annual listing. AASC will begin designing your custom QA Registry webpage upon receipt of payment.

[Submit additional content](#) for your QA Registry listing

Enhanced and Featured QA Providers may provide additional information, links and graphics to be added to listing pages. Providers may make updates to the content at regular intervals.



Explore the Quality Assurance Registry at
www.ServiceCoordinator.org/QualityAssurance