



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-8000

OFFICE OF MULTIFAMILY HOUSING

Special Attention of:

All Multifamily Regional Center Directors
All Multifamily Satellite Office Directors
All Multifamily Asset Management Division
Directors
All Multifamily Operations Officers
All Multifamily Field Counsel
All Contract Administrators
All Multifamily Project Owners

Notice H 2025–08

Issued: 12/23/2025

Expires: This Notice remains in effect
until amended, superseded, or rescinded

Supersedes in Part: H 2023–02

SUBJECT: Use of Supportive Services Funds for Wi-Fi¹ in Section 202 Capital Advance Elderly Buildings

I. Purpose

This Notice expands the eligible use of supportive services funds to include Wi-Fi in units for Section 202 Capital Advance projects with Project Rental Assistance Contracts (Section 202 PRACs). The Notice supersedes in part Notice H 2023–02,² which outlined the eligible and ineligible uses of supportive services funds in Section 202 PRACs. The Notice also corrects an error in Notice H 2023–02 (See Section VI).

II. Background

Internet access is increasingly essential as more seniors require technology-assisted healthcare services. In 2021, the CDC found that nearly half of seniors aged 65 and older used telemedicine over the prior year.³ Despite these numbers, there remain barriers to access for low-income seniors, namely the costs of Wi-Fi connectivity payments, lack of access to adequate technology, and the learning curve for seniors using digital devices. These problems can be particularly acute for residents of HUD-assisted elderly projects, who are low-income and may struggle to access affordable Internet, even if their building has broadband.

Section 202 PRACs provide affordable supportive housing for very low-income elderly households. The operating budgets at these properties may include up to \$15 per unit per month for the direct provision of supportive services. As discussed in Notice H 2023–02, however, this funding may not be used for Wi-Fi. Through this Notice 2025–08, the Office of Multifamily Housing revises this policy by striking paragraph IV.D.9 of Notice H 2023–02 and establishing conditions for the use of supportive services funds for Wi-Fi.

¹ The term “Wi-Fi” as used in this Notice also includes internet access other than Wi-Fi for individual residents in their units.

² [2023-02hsgn.pdf](#)

³ [NCHS Data Brief, Number 445, October 2022](#)

III. Applicability

This Notice applies to the use of supportive services funds by owners/agents of Section 202 PRACs.

IV. Policy Revision

Notice H 2023–02 states a number of goals for the use of supportive services funds, including (paragraph IV.B.1):

To supplement programming, activities, and services that facilitate independent living in the community by helping participants proactively address their health and social support needs.

Paragraph IV.D.9 of Notice H 2023–02 lists the following ineligible use of supportive services funds:

Wi-Fi Networks and/or internet access for individual residents in their units

In light of the emergence of telehealth and related Web-based services, the Office of Multifamily Housing (MFH) programs has revised its view of the importance of access to Wi-Fi and the Internet, particularly for seniors. Wi-Fi can be considered a “supportive service” to help tenants “address health and social support needs”; therefore, as of the effective date of this Notice, supportive services funding may be used for Wi-Fi networks and/or Internet access for individual residents in their units.

This Notice supersedes Section IV.D.9 of H 2023–02, permitting owners/agents of Section 202 project assisted pursuant to PRACs to use supportive services funds for Wi-Fi payments and Internet connectivity for residents, subject to the conditions outlined in Section V, below.

V. Conditions on Use of Supportive Services Fund for Wi-Fi

Owners/agents of Section 202 PRACs who wish to use supportive services funds for Wi-Fi must:

- A. Update their Supportive Services Plan to fulfill the requirements laid out in section V.A of H 2023–02, and request Supportive Services Funds in accordance with section VI. of H 2023–02. Note regarding section V.A.3: An Owner who elects to use Supportive Services funds for Wi-Fi may not require a tenant to pay for Wi-Fi equipment or Internet service.
- B. Establish a plan for the service coordinator to connect with digital navigators⁴ funded through health plans, philanthropic organizations, or another source to ensure all tenants have assistance to leverage digital resources.

⁴ Digital navigators can be staff or volunteers that support residents in accessing affordable and appropriate digital connectivity, devices, and digital skills: [Digital Navigator Model - National Digital Inclusion Alliance](#)

VI. Correction to Notice H 2023–02

Section IV.A.4 of H 2023–02 mistakenly refers to “paragraph III,C” of the Notice rather than “paragraph IV.C.” This Notice corrects that error.

VII. Further Information

If you have questions about this Notice or require further information, send an email to AssetManagementPolicy@hud.gov.

Frank Cassidy
Principal Deputy Assistant Secretary for Housing