

# AI Use at Housing Authorities: Red Light • Yellow Light • Green Light Guide

## GREEN LIGHT — Safe to Use AI

Use AI for routine, low-risk tasks that do NOT involve resident-specific information.

### ✓ Appropriate Uses

- Drafting **general letters, agendas, or meeting notes**
- Brainstorming ideas for **programs, events, or outreach**
- Summarizing **public HUD notices, articles, or training materials**
- Creating **checklists, templates, or internal guides**
- Improving clarity or organization of **non-sensitive documents**

### Why It's Safe

- No confidential data
- No resident information or case details
- Easy for staff to review and correct

---

## YELLOW LIGHT — Use AI With Caution

AI can assist, but staff must review carefully and avoid sensitive data.

### ⚠ Appropriate With Precautions

- Drafting **general notices** (no names, dates, addresses, or case data)
- Outlining **policies or procedures** (staff must verify for HUD accuracy)
- Creating summaries using **fictional or anonymized examples**
- Drafting **customer service scripts** or communication templates
- Organizing work, steps, or project plans

### Required Safeguards

- **Remove** all PII, resident details, income info, inspection results, etc.
- **Fact-check** against HUD regulations, ACOP, Admin Plan, and local policy
- Keep a **human in the loop** for final decisions
- Ask when unsure: *"Is this data allowed in AI?"*



## RED LIGHT — Do NOT Use AI

Prohibited uses involving sensitive resident information, regulated decisions, or legal matters.

### ⊖ Never Enter or Process:

- Names, addresses, SSNs, phone numbers, birthdates
- Income, rent calculations, disability information, household composition
- Case notes, complaints, grievances, RA requests, or voucher status
- Lease enforcement details, HAP contract information, repayment agreements

### ⊖ AI may NOT:

- Make decisions about **eligibility, compliance, or rent**
- Draft **legal or enforcement documents**
- Interpret HUD rules, Fair Housing requirements, or local policy
- Create or store confidential resident or applicant information

### ⊖ Why It's Prohibited

- Violates privacy laws and HUD confidentiality expectations
- Risks incorrect or biased decisions
- Could harm residents or create compliance issues

---

## How Staff Should Use This Framework

- **When in doubt** — ask your supervisor or compliance team.
- Treat AI output as a **draft**, never a final answer.
- Follow all HUD, Fair Housing, and agency privacy requirements.
- Protect resident trust by safeguarding sensitive information.

---

**AI is a useful tool — but resident privacy and HUD compliance come first.**

Use this guide to ensure safe, responsible, and effective AI use across all housing authority roles.