

Texas State Affordable Housing Corporation Compliance Review Observation Report

| RESIDENT SERVICES | YES | NO | N/A |
|--|-----|----|-----|
| 1) Do the resident services appear to cater to the resident profile of the property? | X | | |
| 2) Do the resident services appear to be effective? Discuss your observations in the comments section below. | X | | |
| 3) Is the property meeting the Resident Service requirements as required by the Regulatory Agreement and Asset Oversight and Compliance Agreement? | X | | |
| 4) Is management monitoring the following: | | | |
| a) Resident attendance | X | | |
| b) Frequency of service provided | X | | |
| c) Notification to residents of services | X | | |
| d) Number or type of services | X | | |
| e) Survey of residents | | X | |
| 5) Is management properly submitting monthly Resident Service reports through the Compliance System? | X | | |
| 6) Did TSAHC provide any Technical Assistance regarding Resident Services? | | X | |
| COMMENTS: | | | |

| OFFICE | YES | NO | N/A |
|--|-----|----|-----|
| 1) Is the office neat, the desk uncluttered? | X | | |
| 2) Are accurate office hours posted? | X | | |
| 3) Are the following displayed in full view: | | | |
| a) Occupancy Qualifications? | X | | |
| b) Fair Housing Poster? | X | | |
| COMMENTS: | | | |

| RESIDENT FILE REVIEW | YES | NO | N/A |
|--|-----|----|-----|
| 1) Does the owner maintain all records relating to initial resident income certifications, together with supporting documentation? | | X | |
| 2) Does the Owner/Agent make an effort to determine that the income certification provided by the resident is accurate? | X | | |
| 3) Does the file audit establish that residents are being recertified on an annual basis? | X | | |
| 4) For mixed (low-income and market units) developments, are there any Next Available Unit Rule Violations? | X | | |
| 5) Does the file audit indicate that staff needs additional training? | | X | |

COMMENTS: The most common errors found during the file review were discrepancies between the Unit Status Report and Tenant Income Certification regarding rent, income and the number of household members. The importance of maintaining an accurate Unit Status Report was discussed with Management. Management turned in correction action for units 10616, 10806, 11016, 11103, 20219, 20220, 20315, 20919, 21006, and 20607 regarding the items mentioned above, prior to the completion of this report. The files for units 10911 and 11016 had incorrect or missing income documentation. Management provided TSAHC with corrected income calculations and Tenant Income Certifications prior to the completion of this report.

If a new household moves in to any of the units with Findings (listed below), instead of submitting the required Corrective Action documents, submit with your response: the application for tenancy, all income and asset verifications, the executed Income Certification, and the 1st page of the lease for the new household occupying the unit.

| Unit | Finding | Corrective Action Requirement |
|------------------|---------|-------------------------------|
| NA | | |
| COMMENTS: | | |

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SUMMARY OF FINDINGS AND OBSERVATIONS

No Observations or Findings.