

# Texas State Affordable Housing Corporation Compliance Review Observation Report

<b>Marshall Meadows</b>			
1803 Marshall Cross, San Antonio, TX 78214			
<b>Owner:</b> Chicory Court XXV, L.P.		<b>Date Built:</b> 2006	
<b>Management Company:</b> The Lynd Company		<b>Property Manager:</b> Melissa Ramos	
<b>Inspection Date &amp; Time:</b> April 20, 2015 @ 8:30 a.m.		<b>Inspector's Name:</b> Celina Mizcles & James Matias	

<b>Number of Units:</b> 250	<b>Number of required LI units:</b> 100	<b>Number of required VLI units:</b> N/A
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COMPLIANCE AUDIT	YES	NO	N/A
1) Are procedures that ensure compliance with the set aside requirements and rent requirements effective?	X		
2) Is the property accepting Section 8 households?	X		
3) Is the income to rent ratio for Section 8 households less than 2.5?	X		
4) Are the rent increases smaller than 5%?	X		
5) Is there any discriminatory language on the Application for Tenancy or Occupancy Qualifications?		X	
6) Does the lease or rental agreement inform the resident of Very Low Income/Low Income Recertification requirements?	X		
7) Is additional monitoring by TSAHC recommended?		X	

**COMMENTS:**

SET-ASIDES	YES	NO	N/A
1) Is the property meeting all occupancy restrictions required by the property's Regulatory Agreement and Asset Oversight and Compliance Agreement?	X		
2) Are the set-aside units evenly distributed?			
a) No more than 60% of the set-aside requirements consist of one unit type?			X
b) No less than 20% of the set aside requirements consist of any particular unit type?			X
3) If either of the set asides have not been met, are any units:			
a) Rented for less than 30 days, not including month-to-month?		X	
b) Utilized as a hotel, motel, dormitory, fraternity house, sorority house, rooming house, nursing home, hospital, sanitarium, rest home, or trailer court or park?		X	
c) Leased to a corporation, business or university?		X	
d) Owned by a cooperative housing corporation?		X	
e) Not available for rental on a continuous basis to members of the general public?		X	

**COMMENTS:**

## UNITS WALKED

Unit #	USR Designation	New Designation	Comments
312	60	N/A	
527	60	N/A	
611	60	N/A	
914	60	N/A	
1227	60	N/A	

**COMMENTS:**

RESIDENT SERVICES	YES	NO	N/A
1) Do the resident services appear to cater to the resident profile of the property?	X		

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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:** On the day of the on-site visit, the reviewer noted the following issues:

- Units 441 and 922 were missing the TSAHC Health and Safety form and unit 833 needed additional clarifications to support student status.
- Unit 833 had conflicting information noted on the TIC and AEC forms (number of bedrooms incorrect, number of household members was incorrect, and AEC not updated and noted on the Unit Status Report).

Management provided TSAHC with required documentation for the issues noted above prior to the issuance of this report.

Based on a review of tenant files, it was observed that management is utilizing highlighters to identify which areas tenants are to complete. This practice is discouraged. All adult applicants should complete all paperwork to the best of their ability. If the applicant is unable to complete the application themselves, allow a caseworker, friend or relative to assist on their behalf. As a last resort, development staff could assist in completing applications, but the file should be noted in such cases. In addition, there were a few files that indicated there were no assets in the households yet the paychecks stubs indicated their monies were being direct deposited into an asset account. TSAHC suggest management thoroughly review all documents to ensure all income and assets are disclosed, identify, and verified.

***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***

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*verifications, the executed Income Certification, and the 1<sup>st</sup> page of the lease for the new household occupying the unit.*

Unit	Finding	Corrective Action Requirement
N/A		
COMMENTS:		

SUMMARY OF FINDINGS AND OBSERVATIONS
No Observations or Findings.