



# Texas State Affordable Housing Corporation Compliance Review Observation Report

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	
<b>COMMENTS:</b>			

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		
<b>COMMENTS:</b>			

RESIDENT FILE REVIEW	YES	NO	N/A
1) Does the owner maintain all records relating to initial resident income certifications, together with supporting documentation?	Not in all cases (see comments)		
2) Does the Owner/Agent make an effort to determine that the income certification provided by the resident is accurate	Not in all cases (see comments)		
3) Does the file audit establish that residents are being recertified on an annual basis?	Not in all cases (see comments)		
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 discrepancies listed below were corrected prior to the submission of the report. Based on the discrepancies noted, management was advised of the requirements to have all certification documents in the file along with supporting income verification. In addition, they were informed of the requirements to properly sign all documents and update the data on the TSAHC Unit Status Report (USR) accurately.

**Observations:**

The following items were found to be incorrect or inconsistent during the file review:

- **Unit 4: The file did not contain an Annual Eligibility Certification (AEC).**
- **Unit 6: The Tenant Income certification (TIC) was not signed correctly by the resident and owner representative. Also, page 3 of the TIC was not completed properly.**
- **Unit 13: The file did not contain an AEC.**
- **Unit 18: The file did not contain a completed TIC, supporting income verification documentation or the TSHAC Health and safety form.**
- **Unit 42: The file did not contain an AEC.**
- **Unit 44: The file did not have the original TIC or the supporting income verification documentation. In addition, the file did not have the TSAHC Health and safety form.**

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- Unit 49: The file did not have the original TIC or the supporting income verification documentation. In addition, the file did not have the TSAHC Health and safety form

*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 1<sup>st</sup> page of the lease for the new household occupying the unit.*

Unit	Finding	Corrective Action Requirement
18	The income and rent on the TIC provided does not match the most recent USR submitted to TSAHC.	Update the USR to match all the correct information on the TIC and add the most recent rent change to the USR. Please correct these items no later than April 7, 2017.
21	This unit is a transfer that is being treated like a new move in. The effective and move in dates on the TIC and AEC do not reflect this. In addition the income on the recent TIC does not correspond with the TSAHC USR.	Update the USR to reflect the proper income. Update the new move in TIC and the AEC with the proper move in and effective dates. Please correct these items and send copies of corrected documentation for this unit to TSAHC no later than April 7, 2017.
36	The income, household size, move in and effective dates, and rent on the TIC provided does not match the most recent USR submitted to TSAHC.	Update the USR to reflect the accurate information listed on the household's TIC. Please correct these items no later than March 31, 2017.

**COMMENTS:**

**Findings:**

See above

**Observations:**

See above