



# Texas State Affordable Housing Corporation

## Compliance Review Observation Report

2) Do the resident services appear to be effective?			X (see comments)
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 (see comments)
6) Did TSAHC provide any Technical Assistance regarding Resident Services?	X (See comments)		

**COMMENTS:** Since the property is new and the occupancy is so low, the Owner has been granted an extension to bring the property into compliance regarding the resident services requirements no later than March 31, 2017 (end of the first calendar quarter). The effectiveness of the resident services cannot be determined at this time because of the newness of the program. Per the Asset Oversight and Compliance Agreement, the property must provide 6 resident services per calendar quarter. TSAHC on-line reporting must be submitted between the 1<sup>st</sup> and 10<sup>th</sup> of each month for the services provided for the previous month. For example, February Reports are due between March 1<sup>st</sup> and March 10<sup>th</sup>. Management is aware of the requirements and appears to be making full efforts to ramp-up the resident services at the community.

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 overall organization of the files was great and the manager and compliance team seem to be doing an excellent job properly calculating income and determining eligibility. The most common errors found during the file review were discrepancies between the Unit Status Report and Tenant Income Certification regarding dates, housing rent splits and household size. The importance of maintaining an accurate Unit Status Report was discussed with Management. Management turned in corrections for units 118, 123, 131, 221, 314, 315, and 322 prior to the issuance 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 1<sup>st</sup> page of the lease for the new household occupying the unit.***

Unit	Finding	Corrective Action Requirement
N/A		

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COMMENTS:

## SUMMARY OF FINDINGS AND OBSERVATIONS

No Findings or Observations.