

Texas State Affordable Housing Corporation Compliance Review Observation Report

Gateway Northwest Apartments

1617 Northwest Blvd., Georgetown, Texas 78628

Owner: THF Georgetown Gateway Northwest. Ltd.

Date Built: 2015

Management Company: THF Housing Management Corp.

Property Manager: Blaire Bigelow

Inspection Date & Time: April 11, 2018 at 9:00 a.m.

Inspector's Name: Celina Mizcles Stubbs

Number of Units: 180	Number of required LI units: 72	Number of required VLI units: 0	
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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) Does the Application for Tenancy or Occupancy Qualifications exclude language that may appear to be discriminatory?		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	Comments
234	60%	
613	60%	
625	60%	
824	60%	
914	60%	
926	60%	

COMMENTS:

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

Texas State Affordable Housing Corporation

Compliance Review Observation Report

2) Is the property meeting the Resident Service requirements as required by the Regulatory Agreement and Asset Oversight and Compliance Agreement?	X		
3) 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 – see comment	
4) Did TSAHC provide any assistance regarding Resident Services based on the review conducted during the onsite visit?	X		
5) Is management properly submitting monthly Resident Service reports through the Compliance System?	X		
6) In the last 12 months, has TSAHC provided any assistance regarding the monthly Resident Service reports submitted through the Compliance System? If so, comment below.		X	
COMMENTS: Based on a review of the first calendar quarter in 2018, management was asked about low resident attendance and the types of service offered; specifically, the book club. After a brief discussion, it appears that the book club is more of a library since tenants are able to check out different books versus a book club where one would meet and discuss the book itself. Management also stated that they working on ways to increase attendance. TSAHC recommends management conduct a resident survey to see what type of services the community may be seeking that would also qualify as approved resident services. The Resident Service Guidelines can be found on the TSAHC webpage (www.tsahc.org) under property manager downloads.			

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 – see comment		
5) Does the file audit indicate that staff needs additional training?		X	
COMMENTS: The reviewer was informed that the buildings 3 and 9 require full annual recertification (i.e., income and asset verification). While the remaining buildings required an annual eligibility certification. The following issues were noted during the tenant files review: <ul style="list-style-type: none"> • Unit 218: The file contained bank statements that were titled “business checking account” yet the file did not contain verification or clarification of the tenant owning a business. Prior to the issuance of this report, management provided third-party documentation to support that the business checking accounts were closed prior to the date the household moved into the property. No further action is required for this unit. • Unit 717: The household income, tenant rent and housing assistance amounts were listed incorrectly on the USR. Management was advised to update the USR. 			

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.

Texas State Affordable Housing Corporation Compliance Review Observation Report

Unit	Finding	Corrective Action Requirement
N/A		
COMMENTS:		

SUMMARY OF FINDINGS AND OBSERVATIONS
No Findings or Observations.