

Texas State Affordable Housing Corporation

Compliance Review Observation Report

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		
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 – see comment	
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 – see comment	

COMMENTS:

Observation:

- On May 1, 2018 a Non-Compliance letter was issued regarding the Resident Service Program. Specifically, there were no resident services offered from December 2017 through February 2018. TSAHC also referenced the Loan Agreement requirements (i.e., Financial Counseling, Day Care, Computer Training, Adult Education Services, Social Services Referral, and After School Tutoring). Based on conversations during the onsite visit, Marshall Meadows is preparing a formal response to our Non-Compliance letter to discuss some of the required services as noted in the Loan Agreement and the frequency of services offered. Management confirmed the lapse in services was due to losing the resident service coordinator. A new resident service coordinator was hired in March and since then resident services have been provided and submitted to TSAHC.

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 reviewer noted a couple of discrepancies (units 1117 and 1222) between the tenant rent and housing assistance rent amounts listed in the tenant files versus the Unit Status Report (USR). Management was asked to update the correct information on the USR for both units. It was also noted that page 2 (signature page) of the old Texas Apartment Association (TAA) application was missing in the tenant files for 213, 311, 435, 633, and 1222. Management stated they stopped using page 2 of the old TAA application because it contained verbiage that did not coincide with the Housing Tax Credit Program. Management stated they are now utilizing the new 4-page TAA application.

The following issues were noted during the file review:

- 234: The application indicated the tenant owned a house before moving in yet the tenant file did not contain real estate clarification or verification of the asset. Prior to the issuance of this report, management submitted clarification that the applicant did not own a home but that she lived in a friend's home.
- 627: The tenant's income was calculated as a bi-weekly wage however it appears that the tenant is paid semi-monthly. Management was asked to clarify the frequency of pay and update accordingly. Prior to the issuance of this report, management submitted the corrected Income Certification with the corrected household income.

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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
N/A		
COMMENTS:		

SUMMARY OF FINDINGS AND OBSERVATIONS
<p>Observation:</p> <ul style="list-style-type: none"> On May 1, 2018 a Non-Compliance letter was issued regarding the Resident Service Program. Specifically, there were no resident services offered from December 2017 through February 2018. TSAHC also referenced the Loan Agreement requirements (i.e., Financial Counseling, Day Care, Computer Training, Adult Education Services, Social Services Referral, and After School Tutoring). Based on conversations during the onsite visit, Marshall Meadows is preparing a formal response to our Non-Compliance letter to discuss some of the required services as noted in the Loan Agreement and the frequency of serves offered. Management confirmed the lapse in services was due to losing the resident service coordinator. A new resident service coordinator was hired in March and since then resident services have been provided and submitted to TSAHC. <p>No Findings.</p>