# Texas State Affordable Housing Corporation Compliance Review Observation Report

# **Marshall Meadows**

1803 Marshall Cross, San Antonio, Texas 78214

Owner: Chicory Court XXV, L.P. Date Built: 2000

Management Company: The Lynd Company Property Manager: Mabel Hernandez

Inspection Date & Time: May 8, 2018 at 11:30 p.m. Inspector's Name: Celina Mizcles Stubbs

inspection Date & Time. May 0, 2010 at 11.50 p.m. Inspector 5 Name. Cemia Mizeles Stubbs								
Nur	Number of Units: 250 Number of required LI units: 100 Num			Number o	f required	I VLI units:	N/A	
			COMPLIANCE AUDIT			YES	NO	N/A
Are procedures that ensure compliance with the set aside requirements and rent requirements effective?					ments	X		
2)	Is the property accepting Section 8 households?  X							
3)	3) Is the income to rent ratio for Section 8 households less than 2.5?					X		
4)	4) Are the rent increases smaller than 5%?				X			
5) be	5) Does the Application for Tenancy or Occupancy Qualifications exclude language that may appear t be discriminatory?			y appear to	Х			
6)	Does the lease of Recertification re		eement inform the resident of Very Low?	/ Income/Low Income		X		
7)	Is additional mor	nitoring by T	SAHC recommended?			·	х	

## 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?	х		
2)	Are the set-aside units evenly distributed?			
	a) No more than 60% of the set-aside requirements consist of one unit type?			Х
	b) No less than 20% of the set aside requirements consist of any particular unit type?			Х
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?		Х	
	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?		Х	
	d) Owned by a cooperative housing corporation?		Х	
	e) Not available for rental on a continuous basis to members of the general public?		х	

## UNITS WALKED

Unit #	USR Designation	Comments
136	60%	N/A
622	60%	N/A
824	60%	N/A

### COMMENTS:

RESIDENT SERVICES	YES	NO	N/A
Do the resident services appear to cater to the resident profile of the property?			
Is the property meeting the Resident Service requirements as required by the Regulatory Agreement and Asset Oversight and Compliance Agreement?		X – see comment	
3) Is management monitoring the following:			

Revised January 2018

# Texas State Affordable Housing Corporation Compliance Review Observation Report

a) Resident attendance	Х	
b) Frequency of service provided	Х	
c) Notification to residents of services	х	
d) Number or type of services	х	
e) Survey of residents	Х	
4) Did TSAHC provide any assistance regarding Resident Services based on the review conducted during the onsite visit?		х
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 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.

OFFICE	YES	NO	N/A	
1) Is the office neat, the desk uncluttered?	X			
2) Are accurate office hours posted?				
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
<ol> <li>Does the owner maintain all records relating to initial resident income certifications, together with supporting documentation?</li> </ol>	х		
2) Does the Owner/Agent make an effort to determine that the income certification provided by the resident is accurate?	х		
3) Does the file audit establish that residents are being recertified on an annual basis?	х		
4) For mixed (low-income and market units) developments, are there any Next Available Unit Rule Violations?		х	
5) Does the file audit indicate that staff needs additional training?		Х	

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.

Revised January 2018

# Texas State Affordable Housing Corporation Compliance Review Observation 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						
COMMENTS:						

### **SUMMARY OF FINDINGS AND OBSERVATIONS**

#### 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 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.

No Findings.