



# Texas State Affordable Housing Corporation

## Compliance Review Observation Report

|   |   |   |  |
|---|---|---|--|
| 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 |   |  |
| 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 |  |
| <b>COMMENTS:</b> Based on a review of the February 2018 Resident Service report, management submitted Business Center and Fax/Copy as two separate service types. However TSAHC considers these services as one; therefore, the reviewer recommends submitting them as one service type entry moving forward. |   |   |  |

| 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? | 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 discrepancies between the information listed on the Unit Stats Report (USR) and the information listed on the documents in 5 tenant files: units 305, 511, 521, 721 (tenant rent and housing assistance amounts) and 513 (number of household members). Prior to the issuance of the report, management provided documentation to support that the tenant data is accurately reflected on the URS. In addition, full-time student exemption verification was missing for the household in unit 608.

**Finding:**

- Unit 608: The household is comprised of full-time students. The file suggests that the household qualified under an exemption because the adults were married and can file joint tax returns. However, the file did not contain verification of the exemption (i.e., copies of the tax returns that are required at the time of move-in and at the time of annual recertification.**

***If a new household moves in to any of the units with Findings (listed below), instead of submitting the required Corrective Action documents, submit 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   |
|------|---|---|
| 608  | The household is comprised of full-time students. The file suggests that the household qualified under an exemption because the adults were | Management must provide verification of the full-time student household exemption in order for the unit to maintain its low-income designation. If management is not able to verify the exemption the unit loses the low- |

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|--|---|--|
|  | <p>married and can file joint tax returns. However, the file did not contain verification of the exemption (i.e., copies of the tax returns that are required at the time of move-in and at the time of annual recertification.</p> | <p>income designation. The unit will regain its low-income designation when an eligible household occupies the unit, Please submit supporting documentation to TSAHC no later than May 26, 2018.</p> |
|--|---|--|

**COMMENTS:**

### SUMMARY OF FINDINGS AND OBSERVATIONS

**No Observations.**

**Finding:**

- Unit 608: The household is comprised of full-time students. The file suggests that the household qualified under an exemption because the adults were married and can file joint tax returns. However, the file did not contain verification of the exemption (i.e., copies of the tax returns that are required at the time of move-in and at the time of annual recertification. Management must provide verification of the full-time student household exemption in order for the unit to maintain its low-income designation. If management is not able to verify the exemption the unit loses the low-income designation. The unit will regain its low-income designation when an eligible household occupies the unit, Please submit supporting documentation to TSAHC no later than May 26, 2018.