



# 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		
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:**

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 (see comment)	

**COMMENTS:** The reviewer noted the following discrepancies during the tenant file review:

- Unit 510 and 815: The Tenant Rent and Housing Assistance Rent amounts were not listed correctly on the Unit Status Report (USR).
- Unit 208 and 302: The household's annual income was properly calculated on the calculation tape in the tenant file, however, it was not recorded correctly on the Income Certification.
- Unit 520: It appears that the tenant file was missing a paystub based on the income that was listed on the calculation tape. Prior to the issuance of this report, management provided the reviewer with a copy of the missing paystub. The check stub was sent to the compliance director for final file approval process and it was not placed in the file. Management must ensure that the tenant file contains all documents that supports the household eligibility.

None of the items listed above affect the household's program eligibility, however it is important that items like these are caught and resolved prior to the tenant moving in. In addition, management is also advised to update the USR with tenant rent and housing rent changes. Prior to the issuance of this report, management provided TSAHC supporting documentation that the items noted above have been corrected and/or revised.

***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***

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*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
No Observation or Findings.