

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	
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	

COMMENTS: Management did a great job correcting Unit Status Report (USR) inconsistencies prior to the issuance of the Compliance Report. During the tenant file review, the reviewer noticed a few discrepancies between tenant paid rent and assistance payment amounts listed on the Tenant Income Certification (TIC) and the USR. The discrepancies were noted for units 708, 811, and 906. It was apparent this was an oversight as management is aware of updating these amounts as they change. Management was instructed to update the USR each time a rent change occurs, or a re-certification is completed.

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/Observation	Corrective Action Requirement
603	Finding: The tenant had not signed this TIC.	Prior to the completion of this report, Management had the tenant sign the TIC. No further action is needed.
705	Observation: The effective date on the Annual Eligibility Certification (AEC) needs to match the anniversary date.	Prior to the completion of this report, Management adjusted the date on the AEC. No further action is needed.
1304	Observation: The TIC had the tenant's cash on hand left off the Assets section. The additional asset does not affect the eligibility	Prior to the completion of the report, Management added the asset to the TIC. No further action is needed.

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	of the household.	
1904	Observation: The TIC had the tenant's credit union (savings) account left off the Assets section. The additional asset does not affect the eligibility of the household.	Prior to the completion of the report, Management added the asset to the TIC. No further action is needed.
COMMENTS: Management is encouraged to be diligent and consistent when entering assets on the TIC.		

SUMMARY OF FINDINGS AND OBSERVATIONS
See findings and observations above.