

Texas State Affordable Housing Corporation Compliance Review Observation Report

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: The tenant files were well maintained; the documents were in order; the information was legible, and it was all well-organized. There was one observation noted and one topic of conversation regarding the recertification documents (see below). Four files (Units 6B, 9C, 11C, and 23F) had information on the Unit Status Report (USR) for rent that was not up to date. Prior to the completion of this report management amended the USR to reflect the most recent on the rent roll.

Observation:

- Three of the new move-in tenant files (units 9C, 11C, and 32I) contained an Annual Eligibility Certification form. This form was found in the file in addition to the initial Tenant Income Certification (TIC) which is used at the time of move-in. Management confirmed this was an accident and removed the forms. Management confirmed they fully understand the form is not to be used at initial move in and is for annual recertification only.

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

COMMENTS:

SUMMARY OF FINDINGS AND OBSERVATIONS

No Findings.

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