

Texas State Affordable Housing Corporation

Compliance Review Observation Report

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: The property is properly providing 4 resident services per month as required. Some of the services were postponed or cancelled due to covid. We encourage management to continue to adhere to federal, state, and local guidance regarding common areas and amenities. Resident services involving crowds of more than 10 people are suspended until further notice. Management is advised to take good health and safety precautions for resident services such as book club meetings and crime watch meetings. We encourage each property to increase the cleaning of all common areas, restrooms, doorknobs, and handrails. Please continue to submit the Resident Services you provide. TSAHC will take these limitations into consideration as we review the monthly requirements.

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: Overall the tenant files were maintained in a consistent order, however there were missing or incomplete documents. See findings below. In addition, the reviewer saw two tenant files that contained an Annual Eligibility Certification (AEC) that were signed at the time of move-in. Management is reminded that TSAHC does not recognize AEC forms until a waiver of annual income certification is submitted and approved.

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
Unit 12	The application in the tenant file requires a clarification, student status needs to be completed, and a couple of required forms were incomplete.	Clarification is needed to why the signature is missing from the spouse on the application. Student status needs to be answered on the Income Certification's first page. The second page of the Income Certification form, Part V needs to be completed. Asset verification form, section 2, needs to be completed, and a clarification for the deposit of the amount of \$541 (dated 10/27/2020) is needed.
Unit 13	The initial Income Certification and supporting documentation is missing from	Initial Income Certification and all supporting documentation needs to be submitted for review including the divorce decree, if applicable.

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	the file.	
Unit 16	Incomplete Income Certification form.	Management needs to complete Part V of the Income Certification.
Unit 26	Initial Certification form and documents are missing. The asset needs to be recalculated (management duplicated a number on calculation tape) on the Annual Recertification.	The Initial Income Certification and supporting documents need to be submitted for review. In addition, the assets need to be recalculated and updated on the Annual Recertification form dated 2/01/2021.
Unit 28	The application is dated over 120 days from the move-in date.	Management needs to add a clarification of why the application is over 120 days from the move-in date. The clarification should be placed and maintained in the tenant file and a copy should be submitted for review.

SUMMARY OF FINDINGS AND OBSERVATIONS

Findings listed above. All corrective action must be submitted to TSAHC for review no later than **May 1, 2021** (30 day from the date the report was issued).