



# 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:** 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:** This annual review was conducted virtually. While the Inspector did not physically see the Occupancy Qualification and Fair Housing Poster, the Property Manager confirmed that it was posted in the management office.

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 observation)		

**COMMENTS:** A thorough review was completed on 5 tenant files that were submitted for review. The files were well put together and all necessary documentation was easy to find.

**Observations:**

- **Assets on three of the five files reviewed were not handled correctly. Tenant eligibility was not affected by the adjustments; however, additional training on assets is needed.**

**See Findings here and in the chart below.**

- **Three of the five applications reviewed were completed and signed more than 120 days prior to move in. Management stated that units are being filled from the wait list and they often have units available well after the original application is obtained. Based on the files reviewed, the income and asset supporting documentation is being verified just prior to move in (within 120 days) making the tenants program eligible. If the application is completed more than 120 days prior to move in, management must obtain a new application or utilize the owner-created "Update of Household Information and/or 90-Day Notification of Rental or Annual Certification" form to supplement the original application, and to identify if the applicant's household circumstances have changed. Management stated they are working to implement an updated application process for residents that have been on the waiting list**

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for more than 120 days. Management must submit the new process in writing to TSAHC no later than 05/15/2021.

*If a new household moves into 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 1<sup>st</sup> page of the lease for the new household occupying the unit.*

Unit	Finding	Corrective Action Requirement
14	Tenant indicated \$200 cash on hand. The cash on hand was treated as income earned in section 3 of the TIC and not section 4.	Please move the \$200 cash on hand to the asset portion of the TIC and adjust the income on the TIC. All Corrective action must be submitted to TSACH no later than 05/15/2021.
22	The under \$5,000 Asset Certification form indicates the applicant has a checking account and the TIC and application indicates the resident does not have an account.	Please obtain clarification for the residents checking account and if she has an account, add it to the TIC after properly verifying the income from the account. If she does not have one, please add clarification to the file. Corrective action must be submitted to TSACH no later than 05/15/2021.
36	Tenant indicated \$75 cash on hand. The cash on hand was treated as income earned in section 3 of the TIC and not section 4.	Please move the \$75 cash on hand to the asset portion of the TIC and adjust the income on the TIC. In addition, please update the Unit Status Report (USR) with the updated income. Corrective action must be submitted to TSACH no later than 05/15/2021.

COMMENTS:

### SUMMARY OF FINDINGS AND OBSERVATIONS

Observation:

- Assets on three of the five files reviewed were not handled correctly. Tenant eligibility was not affected by the adjustments; however, additional training on assets is needed.

Findings are noted below, and in the chart above. All requested documentation must be submitted to TSHAC no later than May 15, 2021.

- Three of the 6 applications reviewed were completed and signed more than 120 days prior to move in. Management stated that units are being filled from the wait list and they often have units available well after the original application is obtained. Based on the files reviewed, the income and asset supporting documentation is being verified just prior to move in (within 120 days) making the tenants program eligible. If the application is completed more than 120 days prior to move in, management must obtain a new application or utilize the owner-created "Update of Household Information and/or 90-Day Notification of Renal or Annual Certification" form to supplement the original application, and to identify if the applicant's household circumstances have changed. Management stated they are working to implement an updated application process for residents that have been on the waiting list for more than 120 days. Management must submit the new process in writing to TSAHC no later than 05/15/2021.