

Texas State Affordable Housing Corporation Compliance Review Observation Report

RESIDENT SERVICES	YES	NO	N/A
1) Do the resident services appear to cater to the resident profile of the property?	X		
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	
<p>COMMENTS: Management appears to be finding resourceful way to provide resident services regardless of the social distancing requirements. Management periodically has breakfast-on-the run where residents can pick up an individually packaged breakfast at a safe distance. In addition, the community has a few virtual services, including arts and crafts. Last, the Food Pantry is stocked regularly, and tenants in need can obtain items weekly.</p>			

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		
<p>COMMENTS:</p>			

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	
<p>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 rent discrepancies between the Tenant Income Certification (TIC) and the USR. The discrepancies were noted for units 123, 138, 216, 534, 615, 616, 716, 1037, and 1122. Management was made aware that the current rent paid by the household and housing authority is what should always be reflected on the USR. Management also corrected the household size for unit 334 on the USR and TIC, and the student status on the TIC for unit 1035.</p>			

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

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COMMENTS:

SUMMARY OF FINDINGS AND OBSERVATIONS

No Observations or Findings.