

# Texas State Affordable Housing Corporation Compliance Review Observation Report

## Peoples El Shaddai and St James Manor 2836 E. Overton Road and 3119 Easter Ave, Dallas, TX 75216

**Owner:** Steele St James Peoples LLC

**Date Built:** 1969 (St James) 1970 (Peoples El Shaddai)

**Management Company:** Monroe Group Ltd.

**Property Manager:** Alisa Cherco

**Inspection Date & Time:** December 13, 2021, at 2:00 p.m.

**Inspector's Name:** Estefania Linares

<b>Number of Units:</b> 100(Peoples) 100(St James)	<b>Number of required LI units:</b> 40(Peoples) 40(St James)	<b>Number of required VLI units:</b> 5(Peoples) 5(St James)
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COMPLIANCE AUDIT	YES	NO	N/A
1) Are procedures that ensure compliance with the set aside requirements and rent requirements effective?	X		
2) Is the property accepting Section 8 households?	X		
3) Is the income to rent ratio for Section 8 households less than 2.5?	X		
4) Are the rent increases smaller than 5%?	X		
5) Does the Application for Tenancy or Occupancy Qualifications exclude language that may appear to be discriminatory?	X		
6) Does the lease or rental agreement inform the resident of Very Low Income/Low Income Recertification requirements?	X		
7) Is additional monitoring by TSAHC recommended?		X	

**COMMENTS:**

SET-ASIDES	YES	NO	N/A
1) Is the property meeting all occupancy restrictions required by the property's Regulatory Agreement and Asset Oversight and Compliance Agreement?	X		
2) Are the set-aside units evenly distributed?			
a) No more than 60% of the set-aside requirements consist of one unit type?			X
b) No less than 20% of the set aside requirements consist of any particular unit type?			X
3) If either of the set asides have not been met, are any units:			
a) Rented for less than 30 days, not including month-to-month?		X	
b) Utilized as a hotel, motel, dormitory, fraternity house, sorority house, rooming house, nursing home, hospital, sanitarium, rest home, or trailer court or park?		X	
c) Leased to a corporation, business or university?		X	
d) Owned by a cooperative housing corporation?		X	
e) Not available for rental on a continuous basis to members of the general public?		X	

**COMMENTS:**

### UNITS WALKED

Unit #	USR Designation	Comments
148	60%	
161	60%	
171	60%	
242	60%	
123	60%	

**COMMENTS:**

RESIDENT SERVICES	YES	NO	N/A
1) Do the resident services appear to cater to the resident profile of the property?	X		

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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	

**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 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 files were well organized. However, there were a few tenant files that has missing documents and/or required additional clarification or corrections.

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

Unit	Finding	Corrective Action Requirement
121(St James)	Missing Document	<ul style="list-style-type: none"> <li>The first page of the Lease contracts not submitted. Management needs to scan the first page of the lease contract and submit to TSAHC for review.</li> </ul>
142 St James)	Unit Status Report needs to be updated.	<ul style="list-style-type: none"> <li>The Unit Status Report needs to be updated to reflect 2 occupants instead of 3.</li> </ul>
247 (St James)	Unit Status Report needs to be updated.	<ul style="list-style-type: none"> <li>The Unit Status Report needs to be updated to reflect 2 occupants instead of 3.</li> </ul>

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261 (St James)	The annual certification was missing from tenant file.	<ul style="list-style-type: none"> <li>The Annual Eligibility Certification from is missing from the file. Management needs to complete and submit this document to TSAHC for review.</li> </ul>
161 (Peoples)	File was not submitted. Unable to determine initial eligibility.	<ul style="list-style-type: none"> <li>This tenant file was not submitted to TSAHC on or before this report was completed. Management needs to submit this file to TSAHC for review.</li> </ul>
134 (Peoples)	Verification was not documented properly.	<ul style="list-style-type: none"> <li>Child support affidavit/verification was not submitted. Management needs to submit this document to TSAHC for review.</li> </ul>
171 (Peoples)	Unable to determine program eligibility.	<ul style="list-style-type: none"> <li>Management did not provide an Income Certification form and all the supporting documentation for this household to determine household eligibility. Management must either submit the Income Certification and its supporting for this household (move-in 12/7/2016) or provide TSAHC with an Income Certification form and all the supporting documentation for the new eligible household.</li> <li>Update the Unit Status Report to reflect accurate information for this unit.</li> </ul>
183(Peoples)	Household income was not calculated properly.	<ul style="list-style-type: none"> <li>Child support needs to be counted exactly how the court order/payment verification says. Please update the calculation sheet and the Income Certification form. Once the forms are updated, management needs to submit the forms to TSAHC for review.</li> </ul>

**COMMENTS:**

### SUMMARY OF FINDINGS AND OBSERVATIONS

**No Observations.**

**Findings are noted in the chart above. Corrective action must be submitted to TSAHC no later February 13, 2022.**