



# 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	

**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:** Overall the files were organized and very consistent; however, some files required additional clarification and/or corrections.

The issues noted below were corrected prior to finalizing this report. No further action is necessary.

- Unit 103 – The Income Certification form (IC) was missing a signature from one resident, the assets listed on the Assets Under \$5,000 Certification form was missing from the IC, and the student status needed to be updated. In addition, a clarification form was needed in the file to verify why the income was calculated for 9 months instead of 12 months, and child support verification form was needed to be submitted for review.
- Unit 111 – The Lease Contract needed to be submitted for review.
- Unit 305 – The Application and the Assets Under \$5,000 Certification form has an invalid date.
- Unit 402 – The IC form does not have the assets listed and the Supplemental Rental Application needed to be dated for one occupant.
- Unit 608 – Management needed to submit how the student verification was received.
- Unit 802 - The Lease Contract needed to be submitted for review.

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*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
103	Income was not calculated properly.	<ul style="list-style-type: none"> <li>The pay stubs submitted to TSAHC had an increase of pay. Management needs to calculate annual income with the pay increase and update the IC form and the USR. Supporting documentation of these corrects needs to be submitted to TSAHC for review.</li> </ul>
202	Income was not documented properly.	<ul style="list-style-type: none"> <li>Paystub 3/12/2021 is missing from the file. Management needs to submit clarification as to why this paystub is missing.</li> <li>Management policy is to obtain 6 paystubs, yet there were 7 in the file. Management must remove one from the file and make sure 6 consecutive paystubs are used to calculate annual income. Management must revise the calculation sheet, the revise IC form and update the USR. Supporting documentation must be submitted for 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 4, 2022.