

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:

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, all the files were organized and very consistent, however, some files needed additional clarification and/or required corrections. All of the issues noted below were corrected prior to finalizing this report. No further action is necessary.

- Unit 109 – A clarification was needed for some items listed in the paystub, a Child Support/Alimony Verification form was needed for two occupants, and a clarification form was needed for 2 deposits listed in the bank statements.
- Unit 306 – Income Certification needed to have one occupant marked as full-time student, a clarification is needed for the unemployment benefits, and an asset needed to be added on the Income Certification.
- Unit 404 - Supplemental Rental Application needed to be corrected to say N/A for student status instead of full-time and a verification to support the additional unemployment amount management used on the Income Certification was needed.
- Unit 405 – Management needed to correct the amount on the Income Certification.
- Unit 406 – Management needed to correct the date of birth from one of the occupants on the Income Certification.
- Unit 1105 – Management needed to remove the COLA increase from the Social Security Award letter and in the Income Certification.
- Unit 1107 – Management needs to add full-time on the student status for one occupant.
- Unit 1109 – Application previous landlord section needs to be completed by the resident.

Of the 27 files requested for review, 8 of them (30%) required additional clarification and/or corrections. While management corrected the findings timely and accurately prior to the issuance of this report, management is reminded to thoroughly review each file to ensure accuracy.

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

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verifications, the executed Income Certification, and the 1st page of the lease for the new household occupying the unit.

Unit	Finding	Corrective Action Requirement
N/A		
COMMENTS:		

SUMMARY OF FINDINGS AND OBSERVATIONS
No Observations or Findings.