

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:

| 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 tenant files were maintained in a consistent order, however there were missing documents and or missing signatures. See Observation and Findings below.

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 | Corrective Action Requirement |
|---------|--|--|
| Unit 10 | The tenant file had incomplete documents, had missing names/signatures, and/or missing required forms. | <ul style="list-style-type: none"> The Initial Income Certification page 3 needs to be completed by the resident. The initial application is missing information in the following sections: current landlord, student status and veteran's status. Tenant names are missing on the Tenant Release/Consent form and the Tenant Selection Plan. |

Texas State Affordable Housing Corporation

Compliance Review Observation Report

| | | |
|---------|---|--|
| | | <ul style="list-style-type: none"> The Affidavit of Unemployment/Non-Employment form and the TSAHC Tax-Exempt Bond addendums are missing the tenant's signature date. The Asset Certification form needs to be completed by resident and submitted for review. |
| Unit 34 | The tenant file had incomplete documents, had missing names/signatures, and/or missing required forms. | <ul style="list-style-type: none"> The household's printed name needs to be added on the initial application and on the Tenant Selection Plan. Submit the divorce degree (if applicable). Resident needs to complete the Asset Certification form. Include a clarification form for the 4 deposits noted in the bank statements dated 01/21/2020, 01/31/2020, 02/13/2020 and 02/21/2020. |
| Unit 41 | The initial Income Certification (8/31/2015) and supporting documentation are missing from the file. In addition, the tenant file had incomplete documents, had missing names/signatures, and/or missing required forms. | <ul style="list-style-type: none"> The initial Income Certification (08/31/2015) and supporting documentation need to be submitted for review. The printed name and/or signature needs to be added to the initial application, the Tenant Selection Plan, and the TSAHC Tax-Exempt Bond addendum. An Asset Certification form needs to be completed and submitted for review. |
| Unit 48 | The tenant file had incomplete documents, had missing names/signatures, and/or missing required forms. | <ul style="list-style-type: none"> The tenant's printed name and/or signature date needs to be added to resident's initial application, the Tenant Selection Plan and the TSAHC Tax-Exempt Bond addendum. The application needs to be updated with the applicant's "current landlord's" information. The Asset Certification form needs to be completed by resident. Management must submit a clarification form for all the deposits noted in the bank statement. |
| Unit 58 | The tenant file is missing the Asset Certification form. In addition, clarification is missing for the paycheck discrepancy and for the additional deposits noted in the bank statements provided. | <ul style="list-style-type: none"> Submit a completed asset certification form with clarification on the following deposits: 11/03/2020 for \$100, 11/09/2020 for \$253.65, 11/17/2020 for \$55.16, 11/19/2020 for \$199.81, 12/16/2020 for \$227.50. 12/22/2020 for \$206.48, 01/11/2021 for \$238.39, 01/11/2021 for \$300 and 01/13/2021 for \$189. A clarification is needed for the paystub dated 01/08/2021. More specifically, the pay period start date (12/21/2020) does not match the previous paystub ending on 12/27/2020. |

COMMENTS:

SUMMARY OF FINDINGS AND OBSERVATIONS

Observations: There were several forms that were not completed thoroughly (applications, tenant selection plan, tenant release and consent forms) and the Asset Certification form was missing from all of the files that were submitted for review. Management is advised to review all forms thoroughly to ensure they are completed to their entirety.

Findings listed above. All corrective action must be submitted to TSAHC for review no later than **June 6, 2021** (30 day from the date the report was issued).