

Texas State Affordable Housing Corporation Compliance Review Observation Report

c) Notification to residents of services	X		
d) Number or type of services	X		
e) Survey of residents		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: The reviewer was able to determine overall program eligibility for the tenant files reviewed. However, there were a few issues noted in each file, some will require corrective action as mentioned below in the Finding chart.

Observations:

- **The property is not consistently using an annual recertification questionnaire. Management is advised to implement and utilize annual recertification questionnaires moving forward for all tenants to ensure management captures and properly verifies changes in income, asset, student status and/or any other change that effects household eligibility.**
- **Management is not completing the “owner/management section (part 1)” of the majority of the program forms and program verification forms. Moving forward, management is asked to ensure all program forms (i.e., applications, verification forms, Tenant Income Verification forms, etc. be completed thoroughly. This was a common theme in the Findings listed 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
112	The file required a few updates and was missing a form.	<ul style="list-style-type: none"> • Update the household income on the Unit Status Report (USR) • The file is missing Under \$5,000 Asset Certification form

Texas State Affordable Housing Corporation

Compliance Review Observation Report

113	Income was calculated incorrectly, and the Tenant Income Certification from (TIC) was not properly completed.	<ul style="list-style-type: none"> The social security benefit income did not include the COLA increase. Management must recalculate the income, using the increase and include the cents, and update the Tenant Income Certification (TIC) form and USR. The Tenant Income Certification (TIC) effective date is missing The TIC is not dated by tenant Update the rent split (tenant paid rent and housing assistance amount) on the USR.
134	The initial TIC is not completed properly and missing signatures.	<ul style="list-style-type: none"> Thoroughly complete the initial TIC and get required signatures Add the disclosed social security income on the initial TIC
223	The file is missing a TIC (recert) that was due on 6/14/22, and the initial TIC was not completed thoroughly (parts 6 & 7). In addition, the required TSAHC Health and Safety form is not in the file.	<ul style="list-style-type: none"> Management must submit a thoroughly complete TIC and all retro-active supporting document dated as of 6/14/2022. Management must complete the initial TIC (parts 6 & 7). Management must submit a signed copy of the TSAHC Health & Safety form.
225	The TIC has an incorrect move-in date listed.	<ul style="list-style-type: none"> Update the move-in date on the TIC.
235	The TIC is incomplete and missing a signature. In addition, the file has outdated documents.	<ul style="list-style-type: none"> Thoroughly complete the TIC (parts 1-7) with all required signatures Complete and submit a signed copy of the Tenant Consent and Release form Supporting documentation is dated over 120 days, please provide retro-active supporting documentation for the TIC effective 3/15/2022 and submit for review.

COMMENTS: Corrective action for the Findings above must be submitted to TSAHC no later than 2/10/2023.

SUMMARY OF FINDINGS AND OBSERVATIONS

Observations:

- The property is not consistently using an annual recertification questionnaire. Management is advised to implement and utilize annual recertification questionnaires moving forward for all tenants to ensure management captures and properly verifies changes in income, asset, student status and/or any other change that effects household eligibility.
- Management is not completing the "owner/management section (part 1)" of the majority of the program forms and program verification forms. Moving forward, management is asked to ensure all program forms (i.e., applications, verification forms, Tenant Income Verification forms, etc. be completed thoroughly. This was a common theme in the Findings listed below.

Finding: Corrective action for the Findings note above in the Findings chart must be submitted to TSAHC no later than 2/10/2023.