

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: The tenant files are well maintained and in good order. Based on a review of the files, there was one file (unit 16) where the signature date was pre-filled by management and two files (units 8 and 23) where it appears management is pre-filling the asset amounts on the Under \$5,000 Asset Certification form. See Observation below. In addition, the reviewer noticed the following two issues.

- Unit 9: The tenant signature was missing on the Tenant Release and Consent form. Management submitted the correction. No further action is required.
- Unit 16: The Under \$5,000 Asset Certification form was not dated. Management submitted the correction. No further action is required.

Observations:

- The reviewer noticed several signature pages are being dated by management. TSAHC strongly discourages this practice. Applicants/tenants must date their signatures on required documents to support declarations made on the forms. Management is advised to refrain from pre-filling dates on signature pages moving forward.
- The Under \$5,000 Asset Certification form is a form used by a household to self-certify their asset account balances. Therefore, management is advised to stop pre-filling account balance amounts moving forward.

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.

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Unit	Finding	Corrective Action Requirement
N/A		
COMMENTS:		

SUMMARY OF FINDINGS AND OBSERVATIONS

Observations:

- The reviewer noticed several signature pages are being dated by management. TSAHC strongly discourages this practice. Applicants/tenants must date their signatures on required documents to support declarations made on the forms. Management is advised to refrain from pre-filling dates on signature pages moving forward.
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No Findings.