

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 tenant files were in good order however the required TSAHC form was not found in the tenant files and several annual recertifications had not been completed. Based on the May 2022 Unit Status Report (USR), there were 48 households that had not completed the required annual recertifications that were due by 4/29/2022. On the day of the onsite visit, management disclosed they had completed all but 10 annual recertification and stated they needed to update the USR. See Findings below.

Observation:

- **Completing timely annual recertifications is imperative to the program compliance. Management is encouraged to ensure site staff is adequately staff to obtain and maintain compliance moving forward.**

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

Unit	Finding	Corrective Action Requirement
Property-wide	The required TSAHC Health and Safety form is not being utilized. Marshall Apartments is a new acquisition/rehabilitation property; therefore, all current households must sign the required form. New move-ins should sign the form at the time of move in. The signed form must be maintained in the tenant files.	Management is required to get the TSAHC Health and Safety form signed by all current households and all new move-ins, moving forward. Management must submit to TSAHC a signed, written certification stating 100% of the households have executed the TSAHC Health and Safety form and state the form is maintained in the tenant file.
102S	Management did not conduct the annual	Management must complete an annual recertification of income and assets. The executed Income Certification and all supporting documents must be submitted

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	recertification for this household that was due on 4/29/2022.	for review.
143S	The Income Certification student status is incorrect.	Management must update the Income Certification to show accurate student status and submit it to TSAHC.
212E	The initial Income Certification was missing the pay stubs used to calculate income for the 4/29/2022 certification.	Management must submit the missing check stubs with a copy of the initial Income Certification to TSAHC for review.
218S	Unable to determine the total number of households members in the unit.	Management must clarify the correct household size and revise the Income Certification form or update the Unit Status Report to reflect the correct number of household members. The correctio must be submitted to TSAHC for review.
Property-wide	The May USR reflets 48 past due recertifications. On the day of the onsite visit, management confirmed there were only 10 outstanding recertifications.	Management must update and submit the June 2022 USR no later than July 10 th showing updated recertification effective dates for all completed recertifications. Management is required to provide TSAHC will a list of all outstanding annual recertification by 8/6/2022. TSAHC staff will be required to change the unit designation of those units to "Market" status.

COMMENTS:

SUMMARY OF FINDINGS AND OBSERVATIONS

Observation:

- **Completing timely annual recertifications is imperative to the program compliance. Management is encouraged to ensure site staff is adequately staff to obtain and maintain compliance moving forward.**

See Findings above.