

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 files reviewed were in a good and organized manner. Of the five tenant files that were reviewed, four of them had discrepancies between the household income, tenant paid rent and housing assistance payment amounts that were listed on the Income Certification form versus the monthly Unit Status Report dated February 2022.

Observation:

- **The Unit Status Report (USR) serves as a snapshot of the property's household composition. The USR is a tool used to ensure program eligibility, therefore it must report accurate information. Management is advised to ensure accurate reporting via the USR 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 USR is not updated properly. The income, tenant rent, and housing assistance payment amounts did not match the information listed on the Income Certification form for four of the five files reviewed.	Submit a written certification that management will submit accurate reports via the USR, specifically the household income, tenant paid rent and housing assistance payment amounts, moving forward.

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Unit 15	The Income Certification listed three streams of income. They calculation tape and the income verification did not match the income listed on the income certification tape.	Management must review the tenant file to determine the household income at the time of the certification. Management must provide TSAHC with the calculation tape determining income along with income verifications and an updated Income Certifications, if needed.
COMMENTS:		

SUMMARY OF FINDINGS AND OBSERVATIONS

Observation:

- The Unit Status Report (USR) serves as a snapshot of the property's household composition. The USR is a tool used to ensure program eligibility, therefore it must report accurate information. Management is advised to ensure accurate reporting via the USR moving forward.

Finding:

- See Findings listed above. Corrective Action must be submitted to TSAHC no later than 5/7/2022.