



# Texas State Affordable Housing Corporation Compliance Review Observation Report

|   |   |   |  |
|---|---|---|--|
| 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:** Overall the tenant files were maintained in a consistent order, however, there was one file that had one verification missing from the file. See the finding below.

- Unit #228 – The Mortgage Statement was missing from the tenant file. Management submitted the missing document prior to finalizing the report. No further action is necessary.

*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 1<sup>st</sup> page of the lease for the new household occupying the unit.*

| Unit                 | Finding | Corrective Action Requirement |
|----------------------|---------|-------------------------------|
| <b>COMMENTS:</b> N/A |         |                               |

|   |
|---|
| <b>SUMMARY OF FINDINGS AND OBSERVATIONS</b> |
|---|

**No Observations.**

**No Findings.**