

Texas State Affordable Housing Corporation Compliance Review Observation Report

AHA at Briarcliff
1915 Briarcliff Blvd., Austin, Texas 78723

Owner: Accessible Housing Austin, Inc. **Date Built:** 2020
Management Company: AHA Inc. **Property Manager:** Kristen Davis
Inspection Date & Time: October 10, 2023 at 9:00 am **Inspector's Name:** Mercedes Dunmore

Number of Units: 27	Number of required LI units: 27 @ 60% AMI	Number of required VLI units: 10 @ 30% AMI	
COMPLIANCE AUDIT		YES	NO
1) Are procedures that ensure compliance with the set aside requirements and rent requirements effective?		X	
2) Is the property accepting Section 8 households?		X	
3) Is the income to rent ratio for Section 8 households less than 2.5?		X	
4) Are the rent increases smaller than 5%?		X	
5) Does the Application for Tenancy or Occupancy Qualifications exclude language that may appear to be discriminatory?		X	
6) Does the lease or rental agreement inform the resident of Very Low Income/Low Income Recertification requirements?		X	
7) Is additional monitoring by TSAHC recommended?			X

COMMENTS:

SET-ASIDES		YES	NO	N/A
1) Is the property meeting all occupancy restrictions required by the property's Regulatory Agreement and Asset Oversight and Compliance Agreement?		X		
2) If either of the set asides have not been met, are any units:				
a) Rented for less than 30 days, not including month-to-month?			X	
b) Utilized as a hotel, motel, dormitory, fraternity house, sorority house, rooming house, nursing home, hospital, sanitarium, rest home, or trailer court or park?			X	
c) Leased to a corporation, business or university?			X	
d) Owned by a cooperative housing corporation?			X	
e) Not available for rental on a continuous basis to members of the general public?			X	

COMMENTS:

UNITS WALKED

Unit #	USR Designation	Comments
222	50%	
223	60%	
233	30%	

COMMENTS:

RESIDENT SERVICES		YES	NO	N/A
1) Do the resident services appear to cater to the resident profile of the property?		X		
2) Is the property meeting the Resident Service requirements as required by the Regulatory Agreement and Asset Oversight and Compliance Agreement?		X		
3) Is management monitoring the following:				

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		
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:

Observations:

- Per Schedule 8 of the Compliance Agreement, the owner/manager is reminded to submit annual Fair Housing Sponsor Reports on or before February 1. The form can be found here: <https://www.tsahc.org/property-managers/property-manager-downloads>.
- Per the Compliance Agreement, the owner/manager is reminded to submit the annual Resident Service Program Plan to TSAHC on or before February 1. The Program Plan is an owner-created document that lists the resident services proposed to be provided consistently throughout the 2024 calendar year.

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 and TSAHC required forms?	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 well organized, and the reviewer was able to determine overall program eligibility for the tenant files reviewed. However, in the chart below, there are a few discrepancies which require corrective actions.

Observations:

- Management is reminded to review forms after completion by tenants to confirm the forms are completed to their entirety.
- Management is advised to review the Tenant Income Certification to double-check the completion of the set-asides being selected on page 2 of the form.

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

Texas State Affordable Housing Corporation

Compliance Review Observation Report

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

Unit	Finding	Corrective Action Requirement
121	The Tenant file reflects incomplete information.	<ul style="list-style-type: none"> -Management must complete page 2 of the Tenant Income Certification (TIC) in its entirety. The Set aside was not marked for this unit. Management must select the correct set-aside and verify the Unit Status Report (USR) reflects the correct percentage. -Management must have the tenant sign and date a Tenant Release and Consent form as this is missing from the file.
124	The Tenant file reflects incomplete information.	<ul style="list-style-type: none"> -The tenant must include the Credit Builder Account on the Under \$5,000 Asset Certification and management must include the account on the TIC. -The savings account and cash on hand is missing from the TIC. Management must update the form to reflect accurately. -Management must have the tenant include the annual income for the checking and savings account on the Under \$5,000 Asset Certification. The tenant must also answer the questions at the bottom of the form in order to complete it in its entirety. -The student status for household member #2 not circled on the TIC.
131	The tenant file reflects incomplete information.	<ul style="list-style-type: none"> -Management must complete the interest and income for the savings and checking account on the Under \$5,000 Asset Certification. Management must update the TIC to reflect this information once completed. - Management must add clarification on why the dates are updated. Management must also correct the initial TIC dates for move-in and effective dates. - Management must clarify the email and the name of the employer as the employment verification appears to come from a family member.
212	The TIC reflects inaccurate information. The reviewer is unable to determine the Household income due to the income not being properly verified and income being miscalculated.	<ul style="list-style-type: none"> - Management must correct the initial TIC to reflect the correct move-in and effective dates. - Management must include the COLA increase for Household member #2. - Management must verify income via employment verification for Household Member #2.
214	The tenant file and TIC reflects incomplete information.	<ul style="list-style-type: none"> - Management must have the tenant answer question number 3 on the Under \$5,000 Asset Certification. - The initial intake application must be completed by the tenant. - Management must complete Section III of the TIC. The annual income is needed in column B. Management must include the total income in column E.

Texas State Affordable Housing Corporation Compliance Review Observation Report

215	The tenant file reflects incomplete information.	<ul style="list-style-type: none"> - Management must have the tenant complete the application. - Management must have the tenant sign and date a Tenant Release and Consent form. - Management must have the tenant answer question number 3 on the Under \$5,000 Asset Certification.
COMMENTS: The corrective action for the Findings above are due to TSAHC no later than 1/8/2024.		

SUMMARY OF FINDINGS AND OBSERVATIONS
<p>Observations:</p> <ul style="list-style-type: none"> • Per Schedule 8 of the Compliance Agreement, the owner/manager is reminded to submit annual Fair Housing Sponsor Reports on or before February 1. The form can be found here: https://www.tsahc.org/property-managers/property-manager-downloads. • Per the Compliance Agreement, the owner/manager is reminded to submit the annual Resident Service Program Plan to TSAHC on or before February 1. The Program Plan is an owner-created document that lists the resident services proposed to be provided consistently throughout the 2024 calendar year. • Management is reminded to review forms after completion by tenants to confirm the forms are completed to their entirety. • Management is advised to review the Tenant Income Certification to double check the completion of the set-asides being selected on page 2 of the form. <p>Findings:</p> <p>The corrective action for the Findings above are due to TSAHC no later than 1/8/2024.</p>