

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:

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 file review consisted of thirty tenant files being reviewed. The tenant files were well organized and no eligibility infractions occurred. The reviewer identified the following findings mentioned and listed in the chart below.

Finding:

- **Unit Status Report (USR):** When comparing tenant data from the Tenant Income Certification (TIC) form to the USR it was apparent that the USR had not been updated to reflect the new tenant rents and housing assistance payments. Management must complete a full review of the rent roll and update all tenant rent and housing assistance payments to match the accurate amounts. TSAHC will review the June USR no later than 7/11/2023 to ensure completion.

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
910	Tenant file missing income verification. Income incorrectly labeled on the Tenant Income Certification (TIC).	<p>-Household #1 is reporting \$600 income on the Tenant Income Certification (TIC). There is no supporting income in the file. Management must provide TSAHC with the income verification for the missing income. TSAHC received corrective action prior to the issuing of this report. No further action required.</p> <p>-The child support income is labeled under Household member #3. Management must update the TIC to reflect the income under Household member #1. TSAHC received corrective action prior to the issuing of this report. No further action required.</p>
934	The household assets obtained multiple unverified deposits.	<p>- Tenant files for the Tax-exempt bond program are not required to have asset verifications if the asset is under \$5,000 and the Under \$5,000 Asset Certification Form is used. This rule is followed by the Tax Credit program. Due to the file having bank statements in the file management must either remove the bank statement from the Tax Credit portion of the folder or provide a clarification for all deposits not listed on the clarification record located in the file. The following corrective actions are needed to explain the deposits:</p> <p>- Clarification needed to explain the money send card account and the deposit received on 5/29/22 on the statement dated 5/25/22-6/24/22.</p> <p>- Clarify the deposit on 6/10 for \$200</p> <p>- Clarify what this account is because there are random deposits on multiple statements. TSAHC received corrective action prior to the issuing of this report. No further action required.</p> <p>- Clarification needed explain the "Internet transfer" account ending in 2713, along with the deposits on 6/6/22 for \$80, \$60 on 6/11, \$20 on 6/12. TSAHC received corrective action prior to the issuing of this report. No further action required.</p> <p>- Clarify 0388 account and green dot account to account transfers. TSAHC received corrective action prior to the issuing of this report. No further action required.</p>
5229	The USR reflects incorrect information.	-Correct the USR to reflect the correct number of household members. There are three unborn children listed on the TIC. TSAHC received corrective action prior to the issuing of this report. No further action required.
6556	Household income incorrectly calculated.	-Income incorrectly calculated. Management must update the calculation to reflect: $\$12.00 \times 40 \times 52 = \$24,960$. Refer to the clarification and work number verification in the file. The clarification also states the hours are between 32 - 40, the highest number of hours is needed to calculate the income. Once corrected, update the TIC, initial the changes, and update the USR. TSAHC received corrective action prior to the issuing of this report. No further action required.

COMMENTS:

SUMMARY OF FINDINGS AND OBSERVATIONS

Finding:

- **Unit Status Report (USR):** When comparing tenant data from the Tenant Income Certification (TIC) form to the USR it was apparent that the USR had not been updated to reflect the new tenant rents and housing assistance payments. Management must complete a full review of the rent roll and update all tenant rent and housing assistance payments to match the accurate amounts. TSAHC will review the June USR no later than 7/11/2023 to ensure completion.

Corrective Action to all Findings are due to TSAHC no later than 7/31/2023.