



# 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:** Overall, the tenant files are maintained in a neat and organized manner. There were a few issues noted in the chart below.

**Observation:**

- During the tenant file review, the reviewer noted the tenant rent (tenant paid amount and the housing assistance payment amount) are not reflected on the Unit Status Report (USR). Management is advised to update the tenant rent amounts on the USR home screen prior to the March USR submission due to TSAHC on or before April 10, 2023.

**The findings can be found in the chart below:**

***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
2	The tenant file missing clarification record to clarify the use of pay stubs.	Management needs to provide a clarification stating why only four pay stubs were used to calculate income instead of using six for biweekly earnings.

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14	Tenant file has an incomplete form and tenant income miscalculated.	<p>The tenant must circle the relationship to the “other parent” on the Child Support Certification Form.</p> <p>The child support income calculated incorrectly. Management needs recalculate the income by:</p> <ul style="list-style-type: none"> <li>○ Adding all payments starting 2/14/22 through 04/25/22 the sum will be \$1,617.53.</li> <li>○ Next annualize by dividing the sum of \$1,617.53 by three and multiplying by 12. The total child support income should be \$6470.16.</li> <li>○ Once the tenant income has been corrected management must update the initial move in Tenant Income Certification and the USR.</li> </ul>
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**COMMENTS:**

Corrective action to the findings must be submitted to TSAHC by May 11, 2023.

### SUMMARY OF FINDINGS AND OBSERVATIONS

**Observation:**

- During the tenant file review, the reviewer noted the tenant rent (tenant paid amount and the housing assistance payment amount) are not reflected on the Unit Status Report (USR). Management is advised to update the tenant rent amounts on the USR home screen prior to the March USR submission due to TSAHC on or before April 10, 2023.

Findings are noted in the chart above.

Corrective action to the findings must be submitted to TSAHC by May 11, 2023.