



# 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 – see comment		
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:** Per Section 4 of the Asset Oversight and Compliance (AOC) Agreement, management is required to provide at least 4 resident services each month. See observation below.

**Observation:**

- **Management failed to meet the Resident Service (RS) requirement from January through March of 2024 (Q1) as they only provided three RS each month. Additionally, management failed to submit the July 2024 report resulting in non-compliance for July through September of 2024 (Q3). To ensure program compliance, management is reminded to provide a minimum of 4 RS per month and is reminded to submit monthly RS reports via TSAHC's online compliance system by the 10<sup>th</sup> day of each month.**

Note: Per Appendix C of the AOC agreement, failure to provide the minimum number of agreed to resident may result in a penalty fee of \$500 per listed service not provided per quarter.

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 resident files reviewed showed no eligibility infractions and were well-organized.

**Findings:**

- **Unit 507: Based on the tenant file review, the household initially qualified on 9/1/2023. The Unit Status Report must be updated to reflect 9/1/2023 as the initial certification and effective dates. Additionally, the 2024 recertification was not completed per management. Management must have the resident complete the recertification and submit to TSAHC for review no later than 12/18/2024.**

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- The unit designation on the USR for units 128 and 407 did not match the information listed on their respective Tenant Income Certification (TIC) forms. Management must update the unit designation on the USR to match the TIC no later than 12/xx/2024. This was resolved prior to the issuance of this report. **No further action required.**

*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
N/A		

COMMENTS:

### SUMMARY OF FINDINGS AND OBSERVATIONS

**Observation:**

- Management failed to meet the Resident Service (RS) requirement from January through March of 2024 (Q1) as they only provided three RS each month. Additionally, management failed to submit the July 2024 report resulting in non-compliance for July through September of 2024 (Q3). To ensure program compliance, management is reminded to provide a minimum of 4 RS per month and is reminded to submit monthly RS reports via TSAHC's online compliance system by the 10<sup>th</sup> day of each month.

Note: Per Appendix C of the AOC agreement, failure to provide the minimum number of agreed to resident may result in a penalty fee of \$500 per listed service not provided per quarter.

**Findings:**

- Unit 507:** Based on the tenant file review, the household initially qualified on 9/1/2023. The Unit Status Report must be updated to reflect 9/1/2023 as the initial certification and effective dates. Additionally, the 2024 recertification was not completed per management. Management must have the resident complete the recertification and submit to TSAHC for review **no later than 12/18/2024.**
- The unit designation on the USR for units 128 and 407 did not match the information listed on their respective Tenant Income Certification (TIC) forms. Management must update the unit designation on the USR to match the TIC no later than 12/xx/2024. This was resolved prior to the issuance of this report. **No further action required.**

Note: Per Appendix C of the AOC agreement, failure to correct Findings under the Asset Oversight Observation Report and/or Compliance Observation Report may result in a penalty of \$500 per 30 day period of noncompliance.