

# Texas State Affordable Housing Corporation Compliance Review Observation Report

<b>Win Lin Apartments</b>	
5700 Wabash, Amarillo, Texas 79109	
<b>Owner:</b> RHAC – Win Lin, LLC	<b>Date Built:</b> 1983
<b>Management Company:</b> J Allen Management CO., Inc	<b>Property Manager:</b> Lisa Mullins
<b>Inspection Date &amp; Time:</b> May 7, 2024, at 8:00 a.m.	<b>Inspector's Name:</b> Blaire Bigelow

<b>Number of Units:</b> 50	<b>Number of required LI units:</b> 50	<b>Number of required VLI units:</b> N/A
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COMPLIANCE AUDIT	YES	NO	N/A
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
1	60%	2x1 occupied
32	60%	2x1 occupied
35	60%	3x1 occupied

**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:			
a) Resident attendance	X		

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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	
<b>COMMENTS:</b>			

OFFICE	YES	NO	N/A
1) Is the office neat, the desk uncluttered?		X-see comment	
2) Are accurate office hours posted?		X-see comment	
3) Are the following displayed in full view:			
a) Occupancy Qualifications?	X		
b) Fair Housing Poster?	X		
<b>COMMENTS:</b> At the time of the audit, office hours were not posted. However, management promptly rectified this issue by displaying the office hours before the reviewer completed the audit. Additionally, the office was disorganized, and the desk was cluttered. TSAHC recommends organizing the office workspace, creating a more efficient and productive work environment.			

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	
<b>COMMENTS:</b>			

***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
3	Tenant file documentation not in file.	<ul style="list-style-type: none"> <li>Management must secure file in file folder.</li> </ul>
6	Tenant file documentation not in file.	<ul style="list-style-type: none"> <li>Management must secure file in file folder.</li> </ul>
10	Tenant file missing documentation.	<ul style="list-style-type: none"> <li>Management must submit signed Tenant Income Certification (TIC) and a copy of the current lease.</li> </ul> <p>Management submitted missing documentation on the day of the review. <b>No Further Action Required.</b></p>

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12	The USR needs to be updated.	Update the number of household members on the USR to reflect to 4 tenants.
18	Tenant file missing documentation.	<ul style="list-style-type: none"> <li>• 2023 lease renewal missing</li> <li>• Annual Eligibility Certification (AEC) not signed.</li> </ul> <p>Management submitted missing documentation on the day of the review. <b>No Further Action Required.</b></p>
27	Tenant file missing documentation.	<ul style="list-style-type: none"> <li>• Initial TIC not signed.</li> <li>• AEC missing</li> <li>• Paperwork loose in file.</li> </ul> <p>Management submitted missing documentation and organized the file on the day of the review. <b>No Further Action Required.</b></p>
28	Tenant file missing documentation.	<ul style="list-style-type: none"> <li>• TSAHC Health and Safety form not dated.</li> <li>• TIC not signed.</li> </ul> <p>Management submitted missing documentation on the day of the review. <b>No Further Action Required.</b></p>
35	Tenant file missing documentation.	<ul style="list-style-type: none"> <li>• Under 50,000K form missing.</li> <li>• Certification of Student Eligibility form missing</li> <li>• Papers loose in the file.</li> </ul>

**COMMENTS:** During the file audit, the reviewer observed paperwork hanging out of the files that require resident completion, as well as tenant documentation left out unsecured and held together with binder clips. Management is encouraged to conduct a thorough audit of property files to ensure all documents are completed and ensure tenant files are securely stored.

**Findings: Corrective Action for the Findings in the chart above (for units 3, 6, 12 and 35) are due to TSAHC no later than 07/05/2024.**

### SUMMARY OF FINDINGS AND OBSERVATIONS

**No Observations**

**Findings: Corrective Action for the Findings in the chart above (for units 3, 6, 12 and 35) are due to TSAHC no later than 07/05/2024.**