

# Triennial Items



# Supervisory Visit

- Frequency, every three years until the loan is repaid in full
- Provides borrower & the management agent opportunity to show RD first-hand the project

# Supervisory Visit cont

- Three components
  1. A Compliance Review
  2. A Full Physical Inspection
  3. An On-Site Review

# Compliance Reviews

## Review Management Records

- Follow operating regulations
  - Handling Applications
  - Maintaining waiting list
  - Community Outreach
  - Review for protected classes
- Facility operations
  - Work Orders
  - Unit maintenance logs

# Compliance Reviews

## Marketing

- Review advertising
- Review websites
- Public delivery
- Community outreach
- Minority populations

# Compliance Review cont

## Fair Lending, Equal Credit Opportunity And Fair Housing Acts

- Interviews the borrower management agent employees and tenants
- Interviews the Local community leaders and Minority leaders to determine whether the project is operating without discrimination

# Physical Inspection

- First Impression
- Project Improvements
- Preservation
- Preventative Maintenance
- Response to tenant calls
- Complying with all applicable State and Local laws

# Physical Inspection cont.

- Providing:
  - Accessibility
  - Decent
  - Safe
  - Sanitary and
  - Affordable housing

# Physical Inspection cont.

- Property Maintenance Financed:
  - Via operating budget for
    - Routine physical maintenance
    - Paint an empty unit
    - Carpet an empty unit
    - Replacing a broken window
  - Via Reserve Account Withdrawals for
    - Major capital expenditures
    - Paint the exterior
    - Roof replacement
    - Repaving a parking lots, driveways

# Physical Inspection cont.

## Capital Needs Assessment (CNA)

- Continue viability of the property with:
  - Capital needs planning for next 10 to 20 years
  - Long term maintenance
  - Electrical, plumbing
  - Heating & Cooling Systems
  - Older properties update cabinets, sinks, etc.

# On-Site Review

- Review MFIS reports to site
- Review project records
- Review tenant files
- Review borrower compliance

# Supervisory Visit Tips

- Are maintenance works orders being timely processed?
- Are tenants being billed for unit damages?
- Are late fees being collected?
- Is the waiting list being properly completed?
- Are applications filled out completely and being processed within timeframes allowed?

## Supervisory Visit Tips cont.

- Are correct letters being mailed to applicants?
- Have the income, assets and deductions for the tenant been properly analyzed?
- Have Move-In inspections been completed and findings been repaired and documented?

# Supervisory Visit Tips cont.

- Are all forms being utilized by management current?
- Are tenant authorization's completed and signed?
- Is the Zero income attachment 6-B completed as required?
- Are Tenant Certifications signed?
- Are leases completed correctly and signed?

## Supervisory Visit Tips cont.

- Are re-inspections of units taking place after deficiencies noted during monthly and annual inspections?
- Are Re-certification notices in the file?
- Are monthly deposits to tax and insurance accounts made?
- Are monthly operating and expenses paid on time?

# Supervisory Visit Tips cont.

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- Is the security deposit account properly funded?
- Are security deposits being collected and properly documented in the tenant file?
- Is the Operating and Maintenance balance a positive amount?