



preparing for a management and occupancy review (mor)

General Appearance and Security

<input type="checkbox"/>	Check your property to ensure the property is free of litter, graffiti, and/or any damage.
<input type="checkbox"/>	All common areas will be inspected. Ensure fire extinguishers are not expired, and all emergency lights are operable.
<input type="checkbox"/>	Ensure required postings are posted:
<input type="checkbox"/>	Emergency Phone Numbers
<input type="checkbox"/>	Office Hours
<input type="checkbox"/>	Fair Housing Poster
<input type="checkbox"/>	Office Sign
<input type="checkbox"/>	Also be ready to provide information on the following:
<input type="checkbox"/>	Any criminal activity in the last 12 months
<input type="checkbox"/>	Any security measures you have implemented/utilized, if applicable
<input type="checkbox"/>	Corrective action to reduce crime, if applicable

Follow-up and Monitoring of Project Inspections and Observations

<input type="checkbox"/>	Ensure that all items from the last NSPIRE inspection have been corrected.
<input type="checkbox"/>	All LT and S items from the last NSPIRE inspection, if completed within 12 months of the MOR date, will be inspected the day of the MOR. Notify all tenants in units that were noted with an LT and S item that we will be visiting their unit.

Maintenance and Standard Operating Procedures

<input type="checkbox"/>	Be ready to provide information on the following:
<input type="checkbox"/>	Preventative Maintenance/Service Policy/Procedures
<input type="checkbox"/>	Preventative Maintenance Schedule
<input type="checkbox"/>	Inventory Policy/System to account for tools, equipment, supplies, etc.
<input type="checkbox"/>	Inventory Policy should include security information to prevent theft
<input type="checkbox"/>	Unit Inspection Policy/Procedures
<input type="checkbox"/>	Unit Inspection Policy/Procedures should include information about when units are inspected and procedures for how deficiencies are corrected
<input type="checkbox"/>	Provide name(s) of employees responsible for unit inspections

Financial Management

<input type="checkbox"/>	This will not be reviewed.
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Leasing and Occupancy

<input type="checkbox"/>	A list of documents (addendum C) will be sent to you in the MOR confirmation. Those items will need to be sent prior to the MOR. (Both HOTMA complaint and current TSP and EIV policies and procedures will be reviewed).
<input type="checkbox"/>	Ensure the waitlist has all required elements and that you are following it according to date and time of application. Any passed over applicants must have a passed over explanation on the waitlist.
<input type="checkbox"/>	The waitlist must also include active, moved in, removed, and rejected applicants. Sort the waitlist by date and time and separated by bedroom size.
<input type="checkbox"/>	A minimum of five files will be selected to be audited on the day of the review depending on the size of the property. This will include moved out files and/or rejected applicant files.
<input type="checkbox"/>	Have your EIV master binder ready. Three years of monthly and quarterly reports will be reviewed.

Leasing and Occupancy *continued*

All EIV reports must have dates on them. Monthly and Quarterly reports include:

- Multiple Subsidy
- Deceased Tenant
- Failed Verification
- Failed Pre-Screening
- New Hires
- No Income Reports (if required per your EIV Policies and Procedures)

The reviewer will also check to ensure all items in the Master binder have been resolved. Discrepancies must include notes as to why it was found to be valid or invalid and what actions were taken to resolve it.

Ensure you have provided, and maintain in the master binder, all security credentials for everyone with access to EIV and/or EIV reports:

Owner's Approval Letter for each EIV Coordinator

Initial Coordinator Access Authorization Form (CAAF) on file for each coordinator 90011 signed by HUD or with attached approval (a 52676 for Housing Authorities is also acceptable)

Current Coordinator Access Authorization Form (CAAF) on file for each coordinator (EIV print out)

TRACS Rules of Behavior for all coordinators and all with access to TRACS

Initial User Access Authorization (UAAF) for each user

Current User Access Authorization Form for each user

Security Awareness Training for all people with access to EIV, EIV Reports, and TRACS (Cyber Awareness Challenge must be completed annually)

EIV Non-users Rules of Behavior on file for all EIV Non-users (Required for individuals who do not have access to the EIV system, but who are in possession of EIV information)

Ensure your HUD-approved Affirmative Fair Housing Marketing Plan (AFHMP) has been reviewed in the last 5 years, and documentation of the review has been included.

Tenant Services

Be ready to answer the following questions:

What social services are provided by the project or the neighborhood that meets the tenants' needs?

Is tenant involvement in project operations encouraged?

Is there an active tenant organization at the property?

Do you have grievance procedures and was it sent prior to the MOR?

General Management Practices

Be ready to provide information on the following:

Explain the status of any tenant complaints that were received by CHFA/HUD in the last 12 months.

Who monitors changes from HUD?

How does management implement HUD changes in policies and procedures?

Have you made an attempt to employ tenants?

Have a list prepared of all on-site staff charged to the property with date of hire, percentage of time charged to the site, annual salary, unit size, and are they receiving any subsidy?