

## Management and Occupancy Reviews (MORs): 2019 Tips and Tricks

### Preparing for your MOR

- Conduct a self-review:
  - » Go through the HUD-9834 form and fill it out ahead of time to see how your property is doing.
  - » Review your files using the accompanying worksheets – *this section of the MOR has the most weight in the final score.*

**Tip:** It is very common for reviewers to choose your most recent move-ins.

- Note tenant file for anything you think may be confusing or appear out of compliance and follow up before the MOR.
- If you do find an error, note what was done to correct it.
- Go through your most recent MOR to make sure your findings have all been addressed.
  - » Example: If you've corrected your Tenant Selection Plan (TSP) make sure you're providing the reviewer with your updated version.

### Materials to have ready

- ✓ Backup documentation for each question
- ✓ All materials requested on Addendum C that are not on the HUD-9834 form itself (*neither is exhaustive*)

**Tip:** Put materials in the order they are requested on the HUD-9834 form as the on-site interview will follow this same order.

### Things to consider

- For buildings constructed prior to 1978, Contract Administrators (CAs) will request either a **Rhode Island Lead Safe/Lead Free Compliance Certificate** or the property's initial comprehensive exam and proof of inspections thereafter.
- Include the Violence Against Women Act (VAWA) Notice of Occupancy Rights in all rejection and termination letters.
- Include your **VAWA emergency transfer plan** and any applicable preferences in your TSP.
- Be sure your **boilerplate contact information for HUD and RI Housing on form HUD-9887** is up-to-date.
- Double check you are using the most current version of all forms (i.e. Resident Rights and Responsibilities). You can find all forms at [www.hud.gov/huclips](http://www.hud.gov/huclips).
- A letter from your CA showing they reviewed and approved your **tenant charges list**.
- Demonstrate you've reviewed your **Affirmative Fair Housing Market Plan (AFHMP)** in the last 5 years. We will want to see the AFHMP chart filled out completely (census, waitlist, residents).
- Make sure your **Enterprise Income Verification (EIV) master binder** is complete and includes notes on how hits were researched and resolved.
- Ensure you have copies of **your work orders** (for both Exigent Health and Safety (EH&S) and Non-EH&S items) for any items cited on your last Real Estate Assessment Center (REAC) report that have been addressed. REAC reports marked with work order numbers are also acceptable.
- For sites that keep their security deposits in an account whose interest fluctuates annually, please **make sure the annual interest accrual amount is documented** as proof may be requested at the time of MOR to verify security deposit returns, etc.

- User Access Authorization forms (current and initial), rules of behavior, and security awareness trainings are needed. See Checklist.
- Submit **vouchers** by the 10<sup>th</sup> of each month. We will be marking late voucher submissions as findings on the MOR.
- Ensure all findings and observations from your **previous MOR** are addressed and continue to be addressed for new move-ins.

### During the MOR

- Be prepared to provide your reviewer (or point to in your documentation binder) each piece of supporting documentation during the interview.

**Tip:** Most reviewers will provide time to locate a reasonable number of missing documents, but it is your responsibility to have them available.

- During both the interview and the exit interview you can discuss both your policies and any potential findings.
- Exit interview:
  - » **This is your opportunity to point to an item you think was missed or explain why something was done.**

### Responding to the MOR

- You have 30 days to respond.
  - » You can start corrections before you receive the report.
  - » We will provide a summary of file findings at the exit interview.
- Complete the corrective actions as described. We try to make them as specific as possible.
- Send all responses to our office at one time. Do not send them in individually or with multiple email attachments. MORs cannot be closed out until all findings have been addressed.
- Organize! Have a cover letter summarizing responses and backup materials labeled by the finding and in order.

Tell us if you need more time and reach out with any questions. ***We are here to help!***

**If you have any questions, please contact your RIHousing Contract Administrator.**

