



# MOR Preparation Checklist

Things you need to do or gather to prepare for your upcoming Management and Occupancy Review (MOR). This checklist is based off items required in form HUD-9834 for **WA, NE, and UT**.

## General Appearance

- Walked property to make sure it is ready for inspection
- The property is free of litter and graffiti
- The landscaping is neat and clean

## Monitoring of Project Inspections

- Completed follow-up on items from property's last REAC inspection to ensure everything has been corrected
- Provided tenants notice that their unit may be inspected during the MOR

## Standard Operating Procedures

- Documentation available detailing why, if any, vacancies took over 30 days to reoccupy
- Annual unit inspection reports available in a location that is accessible during the MOR

## Leasing and Occupancy

- Hard copy available of the waiting list activity for the last 12 months
  - If in electronic form, please print out for review during the MOR
- Waiting list is complete with comments, dates, and times
  - Refer to Handbook 4350.3, Chapter 4, Section 3: Waitlist Requirements
- Waitlist includes Move-Ins, removed applicants, and rejected applicants

- HUD approved Affirmative Fair Housing Marketing Plan (AFHMP) is available and has been reviewed in the last 5 years
  - Refer to Handbook 4350.3, Chapter 4, Paragraph 4-12

- Required postings are available
  - Emergency Phone Numbers
  - Office Hours
  - Fair Housing Poster
  - PBCA Contact Information
  - Office Sign
  - Grievance Policy
  - Rent Collection Policy



- Owner's Approval Letter on file for each EIV Coordinator
  - The Owner's Approval Letter should be kept on file with the Rules of Behavior and made available upon request

- Initial Coordinator Access Authorization Form (CAAF) on file for each coordinator

- Current Coordinator Access Authorization Form (CAAF) on file for each coordinator

- Initial User Access Authorization (UAAF) on file for each user

- Current User Access Authorization Form (UAAF) on file for each user

- Security Awareness Training on file for all persons with access to EIV, EIV Reports, and TRACS (*Cyber Awareness Challenge must be completed annually*)

- EIV 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*)



- TRACS Rules of Behavior on file for those that submit files via TRACS
- Master EIV Reports are available for review for the past three years including:
  - Multiple Subsidy
  - Deceased Tenant
  - Failed Verification
  - Failed Pre-Screening
  - New Hires
  - No Income Reports (if required per your EIV Policies & Procedures)
- All items reported on the EIV Master files have been investigated, resolved, and documented
  - Discrepancies include notes as to why it was found to be valid or invalid and action taken (if applicable)
- All EIV reports have dates on them
- Proof/documentation of Utility Reimbursements to tenants are easily accessible during the MOR

EIV

### General Management Practices

- The current version of all documents requested on Addendum C (included as an attachment in your email confirmation) have been sent to CMS
- Current Rent Schedule is available to review at the MOR to verify the correct Gross Rents have been submitted to TRACS
- Completed the MOR Survey Questionnaire and sent to CMS
  - This was sent as an attachment to the email confirmation for your upcoming MOR
- Quiet place available for specialists to conduct an MOR without interruption

- All tenant files are on site
  - This includes rejected applicants and move-out files during the last 12 months
  - If files are kept off-site, be sure to notify CMS prior to your MOR
- Reviewed the Property Document Checklists that are provided on the CMS website and compared them with your property documents including:
  - Application Checklist
  - EIV Policies and Procedures
  - House Rules
  - Lease Checklist
  - Pet Rules
  - Tenant Selection Plan (TSP)
  - 3<sup>rd</sup> Party Verification



### Helpful Tips for Tenant Files

- HUD-9887 forms in tenant files include the correct addresses
- Race/Ethnicity form in tenant file matches 50059
- Security Deposit noted on the lease, Move-in 50059, and current 50059 all match
- All documents in tenant files are fully completed with required signatures, dates, etc.
- Citizenship documentation in tenant files is updated to current household composition
- All verifications in tenant files are dated
- All tenant files have up-to-date copies of all property documents that are signed by the Owner/Agent including House Rules and Pet Rules
- Proof/documentation of Security Deposit Refunds to tenants who have moved out
- EIV Detail Reports and Income Reports are retained in tenant files with supporting documentation

