			Where To Find It
Six Months		A. Print the 9834 from the HUD/Forms web site	
Before Review		http://www.hud.gov/offices/adm/hudclips/forms/files/9834.doc	
Six Months		Begin full file audit use Appendix A of HUD Form 9834 as well as internal checklists	
Before Review			
Six Months		Put together a list of binders with information to assist the reviewer with questions.	
Before Review		Binders should include tabs for each part of Section II of the 9834	
Six Months		B. Follow-up and monitoring of Site Inspections	
Before Review		1. For properties built before 1978, provide Lead-based Paint Free Certification if	
		applicable	
		2. Provide Lead Hazard Control Plan if applicable	
		3. Provide documentation of completion of tasks on the Plan if applicable	
Six Months		C. Maintenance & Standard Operating Procedures	
Before Review		1. Preventative Maintenance Policy	
		2. Preventative Maintenance Schedule	
		3. Completed Work Orders Documenting Compliance with Policy	
		4. Inventory Policy for Work Order Supplies	
		<ol><li>Inventory Policy should include security information</li></ol>	
		6. Unit Inspection Policy	
		7. Sample Unit Inspection Notice	
		<ol><li>Provide name(s) of employees responsible for unit inspections</li></ol>	
		9. Unit Inspection Policy should include information about when units are inspected	
		10. Sample Unit Inspection Forms	
		11. Move-in (must include text "unit is in decent, safe and sanitary condition")	
		12. Annual Inspection Forms	
		13. Move-out Inspection Forms	
		14. Unit Inspection Policy should include information about correction to Deficiencies	
		15. Sample Resident Notice of Necessary Corrections due to Findings during Unit	
		Inspection	
		16. Provide Work Order Policy	
		17. Provide Emergency Work Order Policy	
		18. Provide information about how work order information is distributed (Resident,	
		Maintenance, Resident File, Unit File, etc.)	
		19. Provide unit inventory document including list of appliances, date of purchase,	
		manufacturer, model, serial numbers, warranty information	
		20. Document and energy conservation efforts	
		21. Copies of work orders	

	22. Copies of brochures distributed to residents	
	23. Information about topics discussed in tenant meetings	
Six Months	E. Leasing and Occupancy	
Before Review	1. Copies of application	
	2. Application Checklist	
	3. Full application	
	4. Pre-application if applicable	
	5. Application in alternative format or language	
	6. Copy of Policy for Appeal of Application Denial	
	7. Copy of Rejection Letter	
	8. Copy of Resident Selection Plan	
	9. Resident Selection Plan Checklist	
	10. Copy of HUD approved Affirmative Fair Housing Marketing Plan (AFHMP)	
	11. Copies of advertising indicated in the plan	
	12. All advertising should include the Fair Housing Logo (provide copy of advertising	
	policy or copies of ads demonstrating compliance)	
	13. Copies of Model Lease (if more than one model lease was used in the last year,	
	include both versions)	
	14. HUD/CA Approval for any lease changes	
	15. Copies of alternative versions of the lease (alternative language, etc.)	
	16. Copies of all Lease Addendums	
	17. Copies of HUD/CA approval for lease addendums	
	18. Copies of any additional lease agreements	
	19. Copy of fee schedule	
	20. Copies of HUD approval as indicated in Paragraph 6-25	
	21 Copy of Rent Collection Policy	
	22. Copy of Late Fee Policy	
	23. Copy of Sample Late Fee Notice	
	24. Copy of Move-out inspection policy including provision explaining how damages	
	are documented and charged	
	25. Sample copy of executed MO inspection and Deposit Statement	
	26. Copy of Eviction Policy	
	27. Sample Notice of Material Lease Violation	
	28. Sample Eviction Notice (must include appeal provision)	
	29. Copy of Termination of Assistance Policy	
	30. Sample Notice of Failure to Report	
	31. Sample Notice of Over/Under Housed	
	32. Sample Notice of Requirement to move from Accessible Unit	

		33. Sample Notice of Termination of Assistance (must include appeal provision)	
		34. Copy of TRACS Monitoring Policy	
		35. Copy of File Security Policy including EIV Security Policy	
		36. Copy of File Retention Policy	
Six Months		F. Tenant Management Relations	
Before Review		1. Copy of Incident/Grievance Policy	
		2. Sample Response Letters – must include provision for appeal	
		3. Information about any resident organization	
		4. List of all services provided by property and all area service organizations	
		5. All Service Coordinator information if applicable	
		6. All Neighborhood Network information if applicable	
		7. All information about renters insurance sold to residents through the management	
		company if applicable	
Six Months		G. General Management Practices	
Before Review		1. Explanation of Policies used to implement HUD changes	
		2. Copy of training policy	
		3. Information about resident employment practices	
	60	Days Before Review	
60 Days Before		H. General Appearance & Security	
Review		1. Include reports of any criminal activity reported in the last year	
		2. Include information about criminal prevention tasks if applicable	
		3. Provide information about corrective action to reduce crime	
		4. Provide information about special rent increases requested to pay for services to	
		reduce criminal activity on the property	
60 Days Before		I. Follow-up and monitoring of Site Inspections	
Review		1. Include a copy of the most recent REAC Inspection	
		<ol><li>Include information about responses to EH&amp;S issues</li></ol>	
		3. Letter to HUD	
		4. Documentation of correction (vendor invoice/work order)	
		5. If no correction, document why and when corrections will be complete	
		6. Provide list of REAC findings	
		7. Provide documentation of corrections (work orders, etc.)	
		8. If no correction, document why and when corrections will be complete	
60 Days Before		1. Complete Part A of Addendum B	
Review		2. Signed by OWNER (cannot be signed by agent unless there is a POA)	
	30	Days Before Review	
30 Days Before		1. Meet with Site Staff Re Preparation for MOR	
Review		How to dress, How to act, what needs to be done to prepare, etc.	

30 Days Before		2. Prepare Unit Inspection Notices for Residents	
Review			
30 Days Before		3. Complete the 9834, Section II	
Review			
30 Days Before		J. Maintenance & Standard Operating Procedures	
Review		1. Complete Make Ready Analysis (one month before MOR)	
		2. Provide monthly Make-Ready reports if available	
		3. Provide unit inventory document including list of appliances, date of purchase,	
		manufacturer, model, serial numbers, warranty information	
		4. If there are vacancy issues, document efforts to place residents in vacant units	
30 Days Before		K. Leasing and Occupancy	
Review		1. Resident Name, Unit Number of any Police/Security Resident if applicable	
		2. Copy of HUD/CA Approval for over income officer if applicable	
		3. Income Limit Compliance Report by Quarter (4)	
		4. Document marketing efforts to attract Extremely Low Income Residents if Income	
		Targeting Requirements are at risk.	
		5. List of Residents who have received eviction notices and description of action	
		6. Number of eviction attempts in last 12 months	
		7. Number of successful evictions in last 12 months	
		8. Eviction expenses	
		9. Copy of monthly voucher audit showing TRACS cert queries	
		10. Copy of "Certifications with Discrepancies" Report – document reason for any	
		open errors	
		11. EIV Income Discrepancy Report document reason for any open errors	
		12. EIV Failed Verification Report - document reason for any open errors	
		13. EIV Deceased Tenant Report	
		14. Errors should be addressed and new updated information should be in the MOR	
		Binder. Also, this information should be secured since information on these reports is	
		sensitive.	
30 Days Before		L. Tenant Management Relations	
Review		1. Documentation of owner/agent participation in resident organization	
30 Days Before		M. General Management Practices	
Review		1. List of all complaints to CA/HUD with documentation of action and Resolution	
		2. Policy Implementation Checklist	
30 Days Before		N. Send Requested Forms to Reviewer	
Review			
	Day	/ Before	
Day Before		O. Remind Staff about MOR Meeting	

Day Before	1. Walk the property	
Day Before	P. Maintenance & Standard Operating Procedures	
	1. Provide Current Open Work Order Report	
	2. Number of work orders open for 1 to 3 days	
	3. Number of work orders open for 4 to 7 days	
	4. Number of work order open for more than 1 week	
	5. Provide a Vacancy Report showing Number of Vacant Units, Number Ready for	
	6. Occupancy and the Average Length of time for unit turnover	
Day Before	Q. Leasing and Occupancy	
	1. Copy of Waiting List	
	2. Waiting List Checklist	
	3. Breakdown of Applicants on Waiting List by Number of Bedrooms	
	4. Copy of training summary	