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## Contact Information

**Mailing Address:**

TDHCA  
PO Box 13941  
Austin, TX 78711-3941

**Physical Address:**

TDHCA  
221 East 11<sup>th</sup> Street  
Austin, TX 78701

**Website:** <https://www.tdhca.texas.gov>

**Email:** [info@tdhca.texas.gov](mailto:info@tdhca.texas.gov)

**Division Phone Number:** (512) 305-8869  
or (800) 525-0657 (toll free in Texas only)

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## Announcements

### Schedule:

- The webinar and open forum will run from 9:00 am until approximately 11:30 am
- We will take a break mid-morning to shift from the webinar to the open forum
- Staff will be present to answer any questions

### Housekeeping:

- Certificates **will not** be emailed but you will receive an email confirming your attendance, usually within 24-hours in an email from the GoTo Platform, please check your “junk” folders as we cannot reissue these emails
  - If you did not use your emailed link for the training from your registration you will not receive a follow-up email or show as having attended the webinar
- We suggest you silence your phones and put an “out of office” email response to help avoid distractions during the training
- Please pose questions and comments to the “Questions Box”

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## Resources

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## TDHCA (Department) Resources

- **Main Compliance Page**
  - <https://www.tdhca.texas.gov/compliance>
- **Compliance Manuals & Rules**
  - <https://www.tdhca.texas.gov/compliance-manuals-and-rules>
- **Compliance Forms**
  - <https://www.tdhca.texas.gov/compliance-forms>
- **Compliance Reports**
  - <https://www.tdhca.texas.gov/compliance-reports>
- **Compliance Utility Allowance Information**
  - <https://www.tdhca.texas.gov/compliance-utility-allowance-information>
- **Income and Rent Limits**
  - <https://www.tdhca.texas.gov/income-and-rent-limits>
- **Compliance Training**
  - <https://www.tdhca.texas.gov/compliance-training>
- **Compliance Frequently Asked Questions (FAQs)**
  - <https://www.tdhca.texas.gov/compliance-frequently-asked-questions-faqs>
- **Compliance Division Staff**
  - <https://www.tdhca.texas.gov/compliance-division-staff>



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## In This Training...

- In this training:
  - We **will** talk about the complaint process and rules.
  - We **will** talk about some of the common complaints.
  - We **will** talk about suggestions that might help avoid future complaints.
  - We **will not** discuss specific properties or complaints.
  - We **will not** discuss complaints about programs that are not monitored by TDHCA.
  - We **will not** change the outcome of an existing complaint or corrective action required.



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## The Department Complaint Process Links

- **The Department Complaint Process:** [https://texas-sos.appianportalsgov.com/rules-and-meetings?\\$locale=en\\_US&interface=VIEW\\_TAC\\_SUMMARY&queryAsDate=08%2F11%2F2025&recordId=208706](https://texas-sos.appianportalsgov.com/rules-and-meetings?$locale=en_US&interface=VIEW_TAC_SUMMARY&queryAsDate=08%2F11%2F2025&recordId=208706)
- **Filing a Complaint:** <https://www.tdhca.texas.gov/tdhca-complaint-process>
- **Vacancy Clearing House:** <https://hrc-ic.tdhca.state.tx.us/hrc/VacancyClearinghouseSearch.m>
- **Income and Rent Limits FAQ for Tenants:** <https://www.tdhca.texas.gov/income-and-rent-limits-tdhca-supported-properties>

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## Definitions

- **Complainant**--A Person filing a Complaint.
- **Complaint**--A complaint submitted to the Department in writing (via mailed letter, fax, email, or submitted online through the Department website) from a person that believes the Department has the authority to resolve the issue.
- **Complaint Coordinator**--Department employee designated by the Executive Director or their designee to monitor the Public Complaint System and coordinate activities related to complaints.
- **Complaint Liaison**--the Department employee(s) designated by each division or program to handle each division or program's complaint-related issues.
- **Department**--The Texas Department of Housing and Community Affairs.
- **Person**--Any individual, other than an employee of the Department, and any partnership, corporation, association, governmental subdivision, or public or private organization of any character.
- **Public Complaint System**--Department-created system used to track complaints received by the Department.

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## The Complaint Process

- A Complaint Coordinator will enter the complaint in the Public Complaint System.
- A Complaint Coordinator will review the Complaint and as needed, forward the Complaint to the appropriate program or division Complaint Liaison(s).
  - A Complaint Liaison will research and evaluate the issues identified in the Complaint, and then resolve and close the Complaint. The Complaint Liaison will enter in the Public Complaint System summaries of each contact made with the Complainant and any actions taken leading to complaint resolution
- Notwithstanding any other provisions of this subsection (Rule §1.2), in the case of Complaints received by the Department in which no method of contacting the Complainant was provided, the Complaint Coordinator will close the Complaint in the Public Complaint System and provide a copy of the Complaint to the applicable program or division for informational purposes only.
- A Complaint Coordinator may also identify whether a Complaint received involves a potential Reasonable Accommodation request involving a Department recipient or property; in such cases the Complaint will be handled as provided for in §1.204 of this chapter relating to Reasonable Accommodations.
- Complaints that have potential Fair Housing Act violations may, at the Department's discretion, be also referred to the Texas Workforce Commission's Civil Rights Division.
- The Department will notify the Complainant of the status of the Complaint at least quarterly until there is a disposition of the Complaint, which is the final determination; there is no further process available, except as otherwise provided in state or federal law.

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## The Complaint File

- An information file about each Complaint will be maintained. The file must include:
  - the Complaint number;
  - the name of the Complainant;
  - the date the Complaint was received by the Department;
  - the subject matter of the Complaint;
  - the name of each Person contacted in relation to the Complaint, if applicable;
  - a summary of the results of the review of the Complaint;
  - the date the Complaint was closed; and
  - an explanation of the final resolution of the Complaint including the reason the file was closed.

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## Tenants/Complainants

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### The Complaint Process: Tenants and Complainants

- A Person who has a Complaint may submit such Complaint in writing to the Department, which will be directed to a Complaint Coordinator.
- If an accommodation because of a disability is needed in relation to the process of filing of a Complaint, the Person interested in filing the Complaint should refer to 10 TAC §1.1, Reasonable Accommodation Requests to the Department.
- If assistance is needed for non-English speaking persons, the Person interested in filing the Complaint should access the Department's Language Assistance webpage (<https://www.tdhca.state.tx.us/lap.htm>).
- The Department will provide to the Person filing the Complaint, and to each Person who is a subject of the Complaint (to the extent contact information is available), a link to this rule, which serves as the Department's policy and procedures relating to complaint investigation and resolution.

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## The Complaint Process: Tenants and Complainants

- The Department will either notify the Complainant of the resolution of the Complaint within 15 business days after the date the Complaint was received by the Department, or notify the Complainant, within such period, of the date the Complainant can expect a response to the Complaint.
- Additional Complaints submitted by the same Complainant describing an issue which has previously been closed, had a final resolution, and for which there is no substantively new information presented, will be considered resolved by the Department.
  - A letter to this effect will be sent to the Complainant by the Department.
  - In such cases, a new Complaint will not be opened in the system.
- A Complaint may be withdrawn by the Complainant at any time.
- A Complainant may request and receive from the Department copies of any documentation or records collected by the Department with regard to the Complaint, subject to the Texas Public Information Act.

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## Tenants and Complainants: Most Common Concerns

- Many complaints are easily explained with program requirements; however, tenants do not feel they get an adequate explanation from the onsite staff and feel they have nowhere to turn except the complaint process.
  - Rent Increases
    - Explain the process of rent changes at the initial lease signing and send the Income and Rent handout at renewal/rent increase time. Transparency can help avoid these types of complaints.
  - Maintenance Requests
    - Make sure tenants know the timeline for repairs and requests, if a part has to be ordered and the request is delayed let them know this. Communication is key when it comes to maintenance concerns.
  - Lease Violations
    - Have a clear policy on what is allowed and what is disallowed, when a tenant violates this cite the specifics and provide the back-up which caused the violation.
  - General Tenant Concerns
    - We get a lot of “the manager/maintenance person does not like me and won’t help me.” Answering tenant questions, providing copies of paperwork, being open during posted hours, etc.

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## Ownership/Management

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### The Complaint Process: Ownership and Management

- When a complaint is received by the Complaint Coordinator it is then forwarded to the appropriate division.
  - Multifamily Compliance and Physical Inspections for purposes of this webinar.
- The Complaint Team in the applicable division will review the complaint and assign it to a monitor or inspector.
  - This person becomes the Complaint Liaison and will reach out to communicate to all parties.
- The Complaint Liaison will request documentation, this is usually due within 5 days of the request and it is important that the request is adhered to.
  - Prompt response can help resolve a complaint quickly and efficiently.
- If the Owner or Management Group has questions they should reach out to the Complaint Liaison.

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## The Complaint Process: Ownership and Management

- The Complaint Liaison will review the submitted documents and update the complaint system.
  - Submission resolved the issue, or not within TDHCA jurisdiction.
  - Submission did not resolve the issue and more documentation is required/requested.
  - Submission showed noncompliance and now a new Corrective Action Period is identified.
    - Sometimes there will be two dates, a very quick date (3 or 5 days from the date of the letter) and then a later date that is the full 90-day corrective action period.
    - If the issue requires, or needs, a quicker response (reasonable accommodations, eviction notices, notices to vacate, etc.) then we will require this.
- Once the complaint is resolved the resolution letter is uploaded into CMTS and the complainant is also notified.

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## Ownership and Management: What to Submit

- Things that might be requested to resolve the complaint:
  - Entire tenant file, this includes the communications file
  - Written Policies and Procedures, please send all of them and not just the Tenant Selection Plan
  - Tenant lease and ledger
  - Maintenance Requests
  - Completed work orders
  - Invoices from work completed
  - Estimates for reasonable accommodations which require modifications
  - Responses to reasonable accommodation requests
  - The property waitlist
  - Anything else that the Department needs to resolve the complaint

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## Ownership and Management: The Property's Perspective

- The Owner and/or Management Group are encouraged to include a dated cover letter that outlines the “property’s side of the story” and helps explain the issue from the property’s perspective.
- This may not change the citation of noncompliance, but can help the Complaint Liaison understand the whole story and not only the complainant/tenant’s side.

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## Resolution

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## The Complaint Process: Resolution

- The goal to the complaint process is to resolve the issue which caused the complaint.
- Sometimes this is a change to the policies and procedures for the ownership, management and/or property.
- The Department must have evidence of resolution.
  - Lowered rent, lease, ledger, notices, etc.
  - Maintenance requests, completed work orders, invoices, etc.
  - Updated policies and procedures, owner's certifications, etc.
- The Complaint Liaison will communicate resolution and expectations to the complainant, if the required resolution was not reached or provided the complaint will remain open.
  - Notice to vacate being revised to compliant version was not issued, for example.
  - Rent was increased more than once in 12 months and did not revert back to lower rent as required, for example.

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## Department Suggestions

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## The Complaint Process: Department Tools

- Tenant Rights and Resources Guide
- Income, Rent and Utility Allowance Handout
- Utility Allowance Posting
- Fair Housing Trainings
- Compliance and NSPIRE Trainings
- Income Determination Trainings
- Vacancy Clearinghouse



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## The Complaint Process: Notices to Vacate or Non-Renewal

- If using Blue Moon through the Texas Apartment Association, use the forms developed for low-income properties.
- If using forms through the property operating system, insure that the language on the notices are compliant with the requirements outlined in 10 TAC §10.613 and the Written Policies and Procedures rule, 10 TAC §10.802.
  - Must include a lawful and specific reason for termination or non-renewal.
  - Be delivered under applicable rules and the lease.
  - Include the TDHCA form based on HUD form 5380 "Notice of Occupancy Rights under the Violence Against Women Act (VAWA)."
  - State how a person with a disability may request a reasonable accommodation in relation to such notice.
  - Include information on the appeals process if one is used by the Development (required for some HOME and all 811 PRA units).

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# Tenant Rights and Resource Guide

## Tenant Rights and Resources Guide

The Tenant Rights and Resources Guide is for tenants living in a TDHCA monitored rental property.

- Tenant Rights and Resources Guide (Effective 2/2/2024) ([English](#)) ([Spanish](#))
- Tenant Rights and Resources Guide Acknowledgement Form ([English and Spanish PDF](#)) ([English and Spanish DOC](#))

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS  
**A Tenant Rights and Resources Guide**  
**For Tenants Living in a TDHCA Monitored Rental Property**

Property Name: \_\_\_\_\_

Management Company\* \_\_\_\_\_ Property Owner\* \_\_\_\_\_

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

\* As listed in TDHCA's Compliance Monitoring Tracking System ("CMTS").

**Property Policies, Regulations and Requirements**

**Texas Administrative Code**

- This property received either public funds or low income housing tax credits through the Texas Department of Housing and Community Affairs ("TDHCA"). That means this property must follow certain State rules that are in the Texas Administrative Code or "TAC."
- Part of the TAC says rental properties must have certain policies.
- You can ask your property manager for a copy of the full Written Policies and Procedures part of the TAC (Title 10, Part 1, Chapter 10, Subchapter F, Rule Section 10.610) or you can ask for certain sections or use this short URL to read the full Written Policies and Procedures online:  
<http://ow.ly/GsVSS0u0NBW>

<https://www.tdhca.texas.gov/compliance-forms>

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# Income and Rent Limits in TDHCA-Supported Properties

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS  
**Income and Rent Limits in TDHCA-Supported Properties**

Property Name: \_\_\_\_\_

Management Company \_\_\_\_\_

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

\* As listed in TDHCA's Compliance Monitoring Tracking System ("CMTS").

The Texas Department of Housing and Community Affairs (TDHCA) provides rental assistance to eligible tenants through federal programs. The federal programs have certain rules. The federal government releases income limits and rent limits for TDHCA-supported properties. Here's how income and rent limits are set for TDHCA-supported properties.

**Income Limits**

- Income limit is the maximum income you can earn in a program unit if your income is based on the federal government's income limits.
- The federal government releases income limits.
- Income limits are based on what other people's income is called the Area Median Income or "AMI."
- See your property manager or owner if you have questions about income limits.
- If your income goes up, you may continue to live in the program unit.

**Rent Limits**

- Rent limit is the maximum rent the property can charge. The rent limit is a percentage of the income limit.
- Rent limits vary by the number of bedrooms.
- Rent limits for TDHCA-monitored properties are based on the federal government's income limits.
- See your property manager or owner if you have questions about rent limits.

**Why Rents are Different**

**What To Do When Rents Change**

If your rent goes up to more than the rent limit, you must move out. If your rent is more than the rent limit, you must move out. If your rent is more than the rent limit, you must move out.

- Ask your property manager if you have questions about rent limits.
- If a lower rent apartment is available, you qualify.
- Look for other lower rent properties. Some resources to help you find a lower rent property are:
  - TDHCA-Supported Properties: Visit <http://qoo.gl/LFe3yZ> or visit <http://www.tdhca.texas.gov>
  - U.S. Department of Housing and Urban Development: Visit <https://www.hud.gov>
  - USDA Rural Development: Visit <https://www.usda.gov>
- Rent payment help may be available. Visit <https://www.tdhca.texas.gov> for more information.

**Utility Allowances**

The Utility Allowance for a property is an estimate of the utilities expected for an energy conservative household. This amount may not be the actual amount which utilities cost monthly. The rent that an owner is allowed to charge is a calculation of the maximum allowed rent minus the utility allowance, fees, and, in some instances, housing assistance. If you have questions or concerns about the Utility Allowance please contact the owner, management company, on-site staff, or the Department.

- Utilities are gas, electricity, water, sewer, and trash.
- Cable, phone, and internet are never included in the utility allowance.
- Annually, at a minimum, the owner of the property is required to review the utility allowance and, in some cases, submit to the Department for approval.
- At the time of a Utility Allowance change, unless the property uses the Public Housing Authority to calculate the amount, a posting will be available in a common area to notify residents of the change.
- The resident posting will give you information on how to address concerns directly to the Department.
- A change in the utility allowance may cause your rent to go down, or go up, depending on the change in the allowance amount. The property must properly notify you of a rent increase as required by Texas law or Department rules. If the rent is increasing more than \$75, the property must notify you, the tenant, at least 75 days prior to the higher rent going into effect. Additionally, the rent may not be increased more than once in a 12-month period per Department rules.
- The amount the owner may charge for an apartment is calculated as follows: Gross Rent (from page 1) minus the approved Utility Allowance minus any required fees equals Net Rent (the amount the owner can charge a tenant (i.e. you)). Sometimes this calculation includes housing assistance, if received by the household. That is going to depend on the LURA for the property and program requirements.

[https://www.tdhca.texas.gov/sites/default/files/pmcdocs/IRL/RentIncomeLimitHandout-en\\_0.pdf](https://www.tdhca.texas.gov/sites/default/files/pmcdocs/IRL/RentIncomeLimitHandout-en_0.pdf)

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## Utility Allowance Posting

**NOTICE TO RESIDENTS OF ANNUAL REVIEW OF UTILITY ALLOWANCE**

Date of Posting:

Please be aware that effective on 90 days after posting (example posting: 8/28/23 the 90 days after is 11/26/23), the management and ownership of Property Name will implement the following revised Utility Allowances. These allowances were calculated using the same methodology that was used to calculate the allowance last year.

Unit Type	Current Utility Allowance	Updated Utility Allowance
	\$ list total for all utilities	\$ list total for all utilities
	\$	\$
	\$	\$
	\$	\$

During a period of 90 days from the date of service of this notice, residents of Property Name may submit written comments on these proposed changes to the management office at **Management Company Contact Information**.

All comments received will be transmitted to the Texas Department of Housing and Community Affairs (TDHCA). If you wish, you may also send a copy of your comments directly to TDHCA by email to [cara.polei@tdhca.texas.gov](mailto:cara.polei@tdhca.texas.gov) or at the following address:

Texas Department of Housing and Community Affairs  
P.O. Box 13941  
Austin, Texas 78711-3941  
Attn: Cara Polei

Please provide the following reference on all correspondence: Property Name, **CMTS ID**, **File Number** for Program selected or CMTS ID (based on option chosen in drop down box)

TDHCA will review the comments. When approved, this change will be effective for rents due **Enter date rent next due after end of 90 day notification period (example: 90 days after is 11/25/23 then rents next due 12/1/23)**.

For further information on Utility Allowances, visit the Texas Department of Housing and Community Affairs website at [www.tdhca.texas.gov](http://www.tdhca.texas.gov). To access, select the "Support and Services" tab; then select "Compliance". A side menu will appear, select "Utility Allowances".

Name of Person Posting  
Title of Person Posting  
Company Name of Person Posting  
Contact (phone and/or email) Information of Person Posting

The above contact information is not intended for utility assistance; if you wish to request assistance, please visit <https://www.tdhca.texas.gov/help-for-tenants> for assistance opportunities.

<https://www.tdhca.texas.gov/compliance-utility-allowance-information>

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## Fair Housing Trainings

Fair Housing in Texas

Watch on YouTube

Reasonable Accommodations in Texas

Watch on YouTube

Assistance Animals in Texas

Do I Have to Prove I Have a Disability?

Watch on YouTube

<https://www.tdhca.texas.gov/fair-housing-toolkits-sample-forms-and-downloads>

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## Compliance and NSPIRE Trainings

### Compliance Monitoring

- [2022 Monitoring Reviews Beginning to End Training \(YouTube.com\)](#) 
  - [2022 Monitoring Reviews Beginning to End Training Handout](#) 
- [2024 Forms Training \(YouTube.com\)](#) 
  - [2024 Forms Training Handout](#) 
- [2024 Supportive Services Training \(YouTube.com\)](#) 
  - [2024 Supportive Services Training Handout](#) 
- [2024 Monitoring Review, Monitoring Report and Corrective Action Training \(Youtube.com\)](#) 
  - [Monitoring Review, Monitoring Report and Corrective Action Training Handout](#) 
- [2024 HTC Monitoring after the Federal Compliance Period \(Post-15\) \(YouTube.com\)](#) 
  - [2024 HTC Monitoring after the Federal Compliance Period \(Post-15\) Handout](#) 
- [2024 Average Income and Minimum Set-Aside Training](#) 
  - [2024 Average Income Minimum Set-Aside Handout](#) 
  - [2024 Average Income Minimum Set-Aside Rent Test Handout](#) 
- [2024 Tax Exempt BOND Program Training \(YouTube.com\)](#) 
  - [2024 Tax Exempt BOND Program Training Handout](#) 
- [2024 Acquisition, Rehab and Re-Syndication Training \(YouTube.com\)](#) 
  - [2024 Acquisition, Rehab and Re-Syndication Training Handout](#) 
- [2025 Transfers and Household Additions Training \(YouTube.com\)](#) 
  - [2025 Transfers and Household Additions Training Handout](#) 
  - [2025 Transfers and Household Additions Training Handout with Answers](#) 
- [2025 Common Issues of Noncompliance Training \(YouTube.com\)](#) 
  - [2025 Common Issues of Noncompliance Training Handout](#) 

### Miscellaneous

- [Previous Participation Review Webinar \(MP4\)](#)
  - [Previous Participation Review Webinar Slides](#) 
- [2024 Proposed Changes to Subchapter F - Compliance Monitoring Rules Roundtable \(YouTube.com\)](#) 
- [2025 National Standards of the Physical Inspection of Real Estate \(NSPIRE\) Training \(Youtube.com\)](#) 
  - [2025 National Standards of the Physical Inspection of Real Estate \(NSPIRE\) Training Handout](#) 
- [2025 New Owner Training \(YouTube.com\)](#) 
  - [2025 New Owner Training Handout](#) 













<https://www.tdhca.texas.gov/compliance-program-training-presentations>

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## Income Determination Trainings

### Income Eligibility

- [2024 Student Eligibility and Income Training \(YouTube.com\)](#) 
  - [2024 Student Eligibility and Income Handout](#) 
  - [2024 Student Eligibility and Income Handout with Answers](#) 
- [2024 Income Determination Training \(YouTube.com\)](#) 
  - [2024 Income Determination Training Handout](#) 
  - [2024 Income Determination Training Handout with Answers](#) 
- [2024 Assets and HOTMA Changes Training \(YouTube.com\)](#) 
  - [2024 Assets and HOTMA Changes Handout](#) 
  - [2024 Assets and HOTMA Changes Handout with Answers](#) 
- [2025 TDHCA Multi-Program Income Determination Training \(YouTube.com\)](#) 
  - [2025 TDHCA Multi-Program Income Determination Training Handout](#) 
  - [2025 TDHCA Multi-Program Income Determination Training Handout with Answers](#) 

<https://www.tdhca.texas.gov/compliance-program-training-presentations>

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## Vacancy Clearinghouse

**Vacancy Clearinghouse - City, County or ZIP Code Search**

Please enter a Texas city, county or ZIP code to search for affordable apartments in your area. Important: Enter only one field to search.

Properties is included if available. Please note the properties listed are only properties funded by TDHCA. For other affordable housing rental options, contact your local Public Housing's [Fair Housing 101 page](#).


**Vacancy Clearinghouse Search Criteria**

City		
County		
Zip		

Check one or more of the following to narrow your search of apartments. If you don't want to narrow your search, then leave all unchecked.

☐ Elderly Only  
☐ Transitional Only  
☐ Individual/Family  
☐ Section 811 Project Rental Assistance  
☐ Disaster Housing

[Search](#)

[Site Policies](#)

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<https://hrc-ic.tdhca.state.tx.us/hrc/VacancyClearinghouseSearch.m>

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# THANK YOU!

## The Complaint Process

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS  
 221 EAST 11<sup>TH</sup> STREET, AUSTIN, TEXAS 78701  
 PO Box 13941, AUSTIN, TEXAS 78711  
 (512) 475-3800 or (800) 525-0657

[WWW.TDHCA.TEXAS.GOV](http://WWW.TDHCA.TEXAS.GOV)  
[INFO@TDHCA.TEXAS.GOV](mailto:INFO@TDHCA.TEXAS.GOV)



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