

Purpose

HUD's Management and Occupancy Review (MOR) is a review of a property's compliance with HUD's requirements. Management and Occupancy Reviews (MORs) are an important task that verify that property owners and management agents are in compliance with HUD and other federal regulations and their Housing Assistance Payments (HAP) Contract.

Process

Initial Notice (Visit Letter)

MPI Executive Assistant (Exec Asst) via email to the following:



Property Supervisor (Supervisor)
MPI Compliance (Compliance)
Property Manager (Manager)
Vice President (VP)
Director of Asset Management (Asset Director)
Realpage Compliance Services (RPCS) RPCSAudits@realpage.com if Full
Review

- The Exec Asst will send a Calendar reminder on the MPI Shared Calendar reflecting the date and time of the Monitoring Review to the above parties.
- Compliance will be responsible for ensuring all documentation requested on the MOR Document Checklist and Addendum C is collected and submitted PRIOR to the inspection date.
 - *Supervisor will complete and submit to MPI Compliance the following:*
 - *Addendum D*
 - *MOR Data sheet*
 - Compliance will be responsible to upload files (if requested) per the MOR Tenant File Checklist.

MOR Summary Report

The Exec Asst will send via email to the following:



Property Supervisor
Compliance
Manager

Vice President
Asset Director
Realpage Compliance Services (RPCS) RPCSAudits@realpage.com
(if Full Review)

- The Exec Asst will send a Calendar reminder on the MPI Shared Calendar reflecting the following:
 - Follow up #1 - 10 days after receipt of Summary Report
 - Follow up #2 – 15 days after receipt of Summary Report
 - Follow up #3 – 20 days after receipt of Summary Report

MOR Response Preparation and Submission

- Immediately after receipt of the Summary Report (within 5 business days) the Supervisor will schedule a meeting with the Manager and Compliance to review the Summary Report and discuss the plan and responsibility of each party in the Response. The Manager/Compliance /RPCS(Real Page Compliance Services) will collectively compile all information/paperwork/corrections to address all FINDINGS noted on the Summary Report. by the 15th day after receipt of the Summary Report.

- File Audit Findings:

- Properties on FULL RPCS Review: RPCS will prepare a Tracker within 3 days of receipt, detailing the corrections needed. The Manager will work on findings and upload corrections to RPCS within 5 days of receiving tracker. RPCS will pull corrected documents from the workspace and prepare a response for all findings. If a finding is to be disputed, RPCS will prepare the dispute.
- Properties NOT ON FULL RPCS Review: Manager will work on all findings and email corrections to MPI Compliance within 5 days of receipt of Summary report.

- Physical Audit Findings:

- All Properties: Manager will work on all findings and email corrections to Property Supervisor within 5 days of receipt of

Summary report. Corrections should include a completed/signed Onsite Service Request.

- The Compliance Department will prepare the RESPONSE Letter using the MPI MOR Response Template and submit to the Supervisor by the 20th day. The Property Supervisor will complete the Response letter by adding the Physical Audit Corrections and APPROVE the FINAL response letter.
- On or before the 25th day after receipt of the Summary Report, MPI Compliance will send/email/upload the APPROVED MOR Response Letter and all supporting documents to the appropriate Monitoring Agency secure portal and copy the following:



Property Supervisor
Vice President
Asset Director
Executive Assistant

The Executive Assistant will upload the MOR Response Letter and Supporting Documents to the appropriate directory within the MPI drive.

MOR Close Out Letter

- The Executive Assistant will forward (via email) the Close Out letter to the following:



Property Supervisor
Vice President
Asset Director
Monarch Compliance
RPCS RPCSAudits@realpage.com and
kim.kneeter@realpage.com
Property Ownership

- The Executive Assistant will upload the MOR Close out Letter to the appropriate directory within the MPI drive.