

## TheoPRO 3: Compliance Science: Setting up a Tax Credit Compliance Dept.

### (Reserved for Private Companies Only)

- Set Up
  - Property Binders
  - Important Tools for Processing Files for Compliance
    - Property Information Binders
  - File Systems
  - Procedures for File Set-Up
  - Vacated Households
    - Procedures for Filing Vacated Households
  - Your Property Profile
  - Initial Lease-Up Permanent Record
  
- Communication
  - Communicating With Applicants/Residents
  - Communicating With Third Parties
  - Communicating With the Corporate Compliance Department
    - Understand the Purpose
    - Tell the Whole Story
    - Get Questions Answered Before-Hand
    - Check Your Calculations
    - Allow Time for Follow-Up
    - Don't Interrupt the Process
    - Remember the Purpose
    - Learn All You Can
  
- File Processing
  - X-ACT Forms
    - X-ACT Forms Package
  - Minimizing Applicant Interaction
    - Document Package for the Applicant's/Tenant's Consent to the Release of Information
  
- File Approvals
  - Attention to the Details
    - The Application
    - Verifications
    - The Under \$5,000 Asset Certification
    - Calculations
    - Tenant Income Certification (TIC)
    - Recertifications
  - File Submission
    - File Order for Submitting Files for Approval to the Compliance Department
    - File Approval – Fax Cover Sheet

- File Pre-Submission Checklist
  - Writing Responses
- Corporate Certification Review And Approval Forms
  - Initial Certification Review
  - Recertification Review
  - Notice of Approval/Non- Approval