

MODEL MEMO

Explain Discrepancies to Make Audits Go Smoothly

You can use this memo as a guide when writing your own memo to the files anytime you resolve a discrepancy during a household's initial certification or any annual recertification. The memo explains the discrepancy and how management resolved it. After you complete a memo, keep a copy in the appropriate household's file, attaching the memo to the document it concerns. This way, if your state housing agency asks about a discrepancy during an audit, your memo will help you explain what happened and prove that you resolved the discrepancy before processing that household's certification or recertification.

DISCREPANCY IN HOUSEHOLD FILE

To: Household — Smith, Apt. 5G
BIN: US02-424
FROM: Jim Jones, ABC Management Co.
DATE: Jan. 5, 2015

Last month, we discovered and resolved a discrepancy in the Smith household's income when completing that household's initial certification.

On Dec. 5, 2014, Jane Smith said on her application that she works as a secretary at XYZ Company, earning \$9 per hour during normal business hours and \$13.50 per hour for overtime (during evenings, weekends, and holidays).

On Dec. 22, 2014, we received a completed verification form from XYZ Company, indicating that Jane Smith earns \$9 per hour during normally business hours and \$12.50 per hour for overtime.

On Dec. 23, 2014, we asked Jane Smith about the discrepancy and she insisted that her overtime pay is \$13.50 per hour. That afternoon, we spoke with Mary White, personnel director of XYZ Company, who informed us that the verification form was incorrect and that Jane Smith does earn \$13.50 per hour. At my request, Ms. White forwarded a corrected version of the verification form, which I received on Dec. 29, 2014. We processed the Smiths' initial certification using the correct overtime pay figure.