



# City of San Antonio

## Legislation Details (With Text)

**File #:** 21-3012  
**Type:** Staff Briefing - Without Ordinance  
**In control:** Audit and Accountability Committee  
**On agenda:** 4/20/2021  
**Title:** AU20-022 Audit of Neighborhood and Housing Services Under One Roof Program  
**Sponsors:**  
**Indexes:**  
**Code sections:**  
**Attachments:** 1. AU20-022 Audit of NHSD - Under One Roof Program

Date	Ver.	Action By	Action	Result
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### AUDIT COMMITTEE SUMMARY Audit of NHSD Under One Roof Program Report Issued April 5, 2021

#### Audit Objective

Determine if the Under One Roof Program is managed effectively and efficiently and in compliance with established guidelines.

#### Background

The City of San Antonio established the Under One Roof program in Fiscal Year 2016 to provide qualified residents with new roofs. The program fully replaced worn and damaged roof with new energy efficient asphalt shingle roofs for qualified homeowners. Qualification for participation include but are not limited to the following: property solely owned and occupied by resident, less than 1700 sq ft, and meet established HUD income limits. The adopted program budget for Fiscal Year 2019 and 2020 was \$4,250,000 & \$4,287,802 respectively.

#### Scope & Methodology

The audit scope included Under One Roof projects and applications for fiscal years 2019 and 2020.

#### Conclusions

The Under One Roof Program is managed effectively and efficiently and in compliance with established guidelines. Management established controls for administration and accurate processing of roofing applications. However, we observed opportunities to enhance program criteria to provide clarity to applicant eligibility and restrictive covenant requirements. In addition, we identified a need to strengthen controls with regards to logical and physical access to sensitive customer information.

We made recommendations to address these opportunities. Management agreed with the recommendations and developed positive corrective action plans.