

# Texas State Affordable Housing Corporation

“Bringing Affordable Housing Closer to Home”

**Win Lin Village**  
**5700 Wabash**  
**Amarillo, TX 79109**

**Owner: RHAC-Win Lin, LLC      Date Built: 1984**  
**Management Company: Capstone Real Estate Services      Property Manager: Arra Coleman**  
**INSPECTION DATE/ TIME: July 14, 2009 8:00AM**  
**Inspector’s Name: Mindy Green**

<b>Number of Units:</b>	50	<b>Occupancy at Time of Report:</b>	100%	<b>Average Occupancy Over Last 12 Months:</b>	100%
<b>Number of One Bedrooms:</b>	NA	<b>Number of Two Bedrooms:</b>	40	<b>Number of Three Bedrooms:</b>	10

PHYSICAL INSPECTION	YES	NO	N/A
1) Are the access gates in operable condition?			X
2) Is the community monument sign in acceptable condition?	X		
3) Is the perimeter fence surrounding the property in acceptable condition?	X		
4) Is the grounds and landscaping in acceptable condition?	X		
5) Are trees and shrubs properly trimmed?	X		
6) Are there signs of erosion, foot paths or tree root elevations?		X	
7) Are sidewalks clean and in good repair?	X		
8) Is parking lot clean and in good repair with handicap parking clearly marked?	X		
9) Are recreational/common areas clean, maintained and accessible?	X		
10) Are laundry facilities clean, maintained and accessible?	X		
11) Is facility equipment operable and in acceptable condition?	X		
12) Is the area around the waste receptacles clean and are the enclosures in good repair?	X		
13) Is the exterior of the buildings in acceptable condition? (Please use the comment section if there is rotted wood, peeling paint, missing or broken bricks, or other signs of deferred maintenance.)	X		
14) Are hallways clean and maintained?			X
15) Are storage/maintenance areas clean, maintained and organized?	X		
16) Are building foundations in good repair?	X		
17) Are the gutters, downspouts and fascia boards on the buildings in good repair?	X		
18) Do the building roofs appear to be in good condition?	X		
19) Do balconies and upper level walkways appear to be in good condition?			X
20) Do windows, blinds, doors, and trim appear to be in good condition?	X		
21) Are there any major repairs on the property currently? (Please use the comment section if there are any water main repairs, boiler repairs, utility repair, other.)		X	
22) Have repairs or corrections recommended or required from the last physical inspection been satisfactorily completed?			X
23) Are there any other health, fire or safety concerns that need to be addressed?		X	

**COMMENTS:** On the day of the site visit, staff was prepared for the visit and was helpful in assisting the reviewer to complete the review. The office was clean and neatly organized. The landscaping was in acceptable condition and the property was free from trash. The buildings appear to be in good condition and the reviewer did not view any items in need of major repair.

**SECURITY PROGRAM Part I**

1) In reviewing the police report the following incidents were noted and includes the number of times incidents occurred:		
Incident Type	# of Occurrences	Comments:
- Burglary?	2	
- Theft?		
- Criminal Mischief?		
- Personal Assault?	1	Simple Assault
- Drug Activity?	1	
- Gunfire?		
- Domestic Violence?		
- Disturbance		

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- Other?	11	Vehicle Vandalism (4), Trespassing (2), Disorderly Conduct (5)
2) Does the property have a Crime Prevention Plan in effect to address criminal activity on the property? <input checked="" type="checkbox"/> The property does not currently have a Crime Prevention Plan in effect.		
3) What pro-active measures is the property taking to address crime on the property? <input checked="" type="checkbox"/> The property is not taking any pro-active measures to address crime on the property.		
4) How often is a light check conducted on the property? (Please obtain a copy of the schedule.) <input checked="" type="checkbox"/> A light check is conducted weekly.		
<b>COMMENTS:</b> The property is not currently taking any pro active measures to help prevent crime from occurring on the property. To help deter an increase in criminal activity, management should consider implementing a crime prevention plan.		

SECURITY PROGRAM Part II	YES	NO	N/A
1) Is the Staff trained in addressing crime on the property?	X		
2) Does the Management Policy or the Resident Services Program address any of the following activities responding to the needs of the community:			
- Violent Crime?	X		
- Drug Activity?	X		
- Family Violence?	X		
- Other?	X		
3) Are there other signs of vandalism on the property?		X	
4) Are criminal background checks being conducted on all residents over 18 years of age?	X		
5) Has a risk assessment been conducted to determine risk liabilities at the property?	X		
<b>COMMENTS:</b> The Risk Management department guides the property on how to handle all criminal activity situations.			

OFFICE	YES	NO	N/A
1) Is the office neat, the desk uncluttered?	X		
2) Are accurate office hours posted?	X		
3) Are emergency phone numbers posted?	X		
4) Are the EHO logos clearly posted?	X		
5) Are the following displayed in full view:			
- Fair Housing Poster?	X		
- Occupancy Qualifications?	X		
6) Are property licenses and permits on file and renewed on a timely basis?	X		
7) Are insurance binders maintained on vendors on-site and/or at the corporate office?	X		
8) Is there a compliance department that ensures the set aside and requirements are being maintained? (If no, please explain the current compliance procedures.)	X		
9) What community facilities and amenities are provided for resident use? <input checked="" type="checkbox"/> Laundry Room, Playground, BBQ Area			
<b>COMMENTS:</b> The front office area had a large quantity of helpful information available for residents and prospective residents.			

KEY CONTROL	YES	NO	N/A
1) Are all property keys properly coded?	X		
2) Is key box locked and secured?	X		
3) Is the key code list kept separate from the key box?	X		
4) Are locks being changed during turnover of vacant units and turnover of staff?	X		
<b>COMMENTS:</b>			

MAINTENANCE PROGRAM	YES	NO	N/A
1) Is there a schedule for preventive maintenance/servicing? (Please include a copy of the schedule)	X		
2) Is the maintenance shop clean and organized?	X		
3) How often does the exterminator provide services? <input checked="" type="checkbox"/> The exterminator provides services on a monthly basis.			
4) Does the maintenance area have properly documented MSDS material and chemicals labeled properly? <input checked="" type="checkbox"/> A MSDS binder was available for review on the day of the site visit.			
5) What is the policy on follow ups for completed service request? <input checked="" type="checkbox"/> Follow ups are not being completed. Management stated that most residents do not have a phone for follow up.			
6) What is the property's after hour's emergency policy? <input checked="" type="checkbox"/> Residents can call the after hours phone number and leave a message. Maintenance is then called to handle any issues.			
7) What capital improvements have been scheduled for this budget year?			

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<input type="checkbox"/> New mailboxes sidewalks are scheduled for this budget year. Sidewalk repairs and some kitchen countertop additions have already been completed this year.			
8) Were capital improvements scheduled from last year conducted? <input type="checkbox"/> Rehab was completed in late 2007 which included exterior painting, playground, BBQ pits, cabana, some cabinets and countertops.			
<b>The following information was reported for the month of <u>6/1/06-7/15/09</u> :</b>			
Number of service requests completed in the past 30 days:	5		
Number of service requests completed within 24 hours:	0		
Number of outstanding service requests:	2		
<p><b>COMMENTS:</b> On the day of the site visit, Management was unable to pull a work order summary report that reflected any work orders had been entered or completed in the last 30 days. Management stated that they would be in contact with their IT department to pull the correct reports. Management stated that they would also do a manual file audit to determine which units had submitted work orders in the last 30 days. A copy of the preventative Maintenance schedule was provided however management was unable to provide a completed preventative maintenance log.</p> <p><b>Observations:</b></p> <ul style="list-style-type: none"> <li>• It appears that work orders are not being entered or completed in the software system on a daily basis. It is suggested that Management enter work orders daily so that they can effectively monitor the maintenance program and the timeliness of the work order completion.</li> <li>• On the day of the site visit, management was unable to provide the reviewer with a completed preventative maintenance log. Preventative Maintenance is imperative to keep the buildings in proper working condition for as long as possible. It is suggested that Management implement the preventative maintenance program that is currently in place. The preventative maintenance log will be reviewed during future site visits.</li> </ul>			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Source of traffic:			
Drive-By/Word of Mouth	\$0	9	2
Flyers	0		
Resident Referral	0		
Locator Service	0		
Printed Advertising	0		
Internet Advertising	0		
Preferred Employer	0		
Other Source (list)	0		
<b>TOTAL</b>	<b>\$0</b>	<b>9</b>	<b>2</b>
<b>(The rental activity reflected in the above table was for the month of June 21, 2009- July 21, 2009.)</b>			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2) Is the property doing bilingual advertising?		X	
3) How often are competitors shopped? <input type="checkbox"/> Competitors are not being shopped.			
4) How often is a market survey completed? <input type="checkbox"/> A market survey is not being completed.			
<p><b>COMMENTS:</b> The property currently has a waiting list of 3-4 people, and does not have a need for marketing currently. Management stated that they fax flyers to local churches occasionally. Management also stated that if they were doing advertising they may incorporate bilingual advertising, as the maintenance person is able to translate for the manager.</p>			

LEASE RENEWAL	YES	NO	N/A
1) Is an effective lease renewal program in place?	X		
2) What percentage of residents renewed for the last 12 months?	54%		
3) When are the lease renewal/rent increase notices sent to residents? <input type="checkbox"/> 120 days before the annual recertification.			
4) Are individual files being reviewed to determine renewal/non-renewal status?	X		
5) How are renewals tracked and monitored? <input type="checkbox"/> Renewals are tracked using the Unit Status Report.			

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6) Are rate increases being implemented?		X	
7) What is the number of month-to-month leases?	0		
8) What is the month-to-month charge?			X

**COMMENTS:** In the last 12 months there have been 23 move ins and move outs. The property currently re-certifies all residents once in a calendar year; therefore the reports do not reflect renewal activity on a monthly basis.

### VACANT/MAKE READY UNITS

1) Number of vacant units at time of activity report:	0
2) Number of completed made ready units at time of activity report:	0
3) Number of completed two bedroom units at time of activity report:	0
4) Number of completed three bedroom units at time of activity report:	0
5) Number of uncompleted made ready units at time of activity report:	0
6) Number of uncompleted two bedroom units at time of activity report:	0
7) Number of uncompleted three bedroom units at time of activity report:	0

#### Units Walked (model and minimum of 3 make ready units)

Unit #	Brief Description (See Unit Inspection Sheet for details)
15	Possible Skip 2x2
33	Occupied 2x2
43	Occupied 2x2

#### Units Walked (units vacant and unready for extended period of time and all down units)

Unit #	Brief Description (See Unit Inspection Sheet for details)
NA	

	YES	NO	N/A
1) Is the make ready product acceptable?			X
2) Does the Unit Availability Report match the make ready board?			X
3) Are there any down units?		X	
4) Are units being turned in a timely manner?	X		
5) Are there vacant units that have been vacant for an extended period of time? (If yes, specify the reason below.)		X	
6) Does management have a system to monitor timely preparation of vacant units?	X		
7) Does the property manager walk vacant units after they are made ready?	X		
8) How often are occupied units inspected? Ø Occupied units are inspected twice annually.			
9) What is the company policy on turning vacant units? Ø Company policy is 3-5 days to turn a vacant unit.			
10) How many vacant unready units are near completion? Ø NA			

**COMMENTS:**

### BUDGET MANAGEMENT

	YES	NO	N/A
1) Is management using the current budget to monitor and control operating expenses?	X		
2) How many bids are solicited in order to obtain materials, supplies, and services? Ø Three bids are solicited in order to maintain supplies and services.			
3) Explain variance of 10% or greater YTD.			

#### Expense Items that Varied by 10% or Greater from the Budget for Year to Date Operations Ending

(Please note that a positive variance is under budget and a negative variance is over budget.)

EXPENSE ITEM	ACTUAL	BUDGET	VARIANCE	%	EXPLANATION
Payroll	\$22,948	\$33,690	\$10,742	32%	Maintenance Supervisor, Manger Salary, Assistant Manager Salary
Administrative	\$16,147	\$8,183	-\$7,964	-97%	Audit Expense, Professional Services

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Operating and Maintenance	\$4,310	\$8,449	\$4,129	49%	Landscape Maintenance
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**COMMENTS:** Management stated that the payroll portion of the budget is showing a positive variance because the property was budgeted for 4 full time staff and currently only have 3. Landscape Maintenance was budgeted for 12 months and is not used in the winter months.

REVENUE			
FOR THE MONTH OF MAY		YEAR TO DATE 2009	
Gross Potential	\$25,795	Gross Potential	\$127,853
Budgeted	25,810	Budgeted	129,050
Variance + (-)	-15	Variance + (-)	-1,197
Collected to Date	25,882	Collected to Date	127,865
Other Revenue	197	Other Revenue	1,094
Total Collected	26,079	Total Collected	128,342
Budgeted	25,720	Budgeted	128,600
Variance + (-)	359	Variance + (-)	-258

**COMMENTS:**

ACCOUNTS PAYABLE	YES	NO	N/A
1) Is the payable report up to date?	X		
2) Do the invoices reflect late charges due to late payments?		X	
3) Have any property accounts been closed in the past 30 days?		X	
4) Is debt being controlled?	X		
5) How often are invoices processed? <input checked="" type="checkbox"/> Invoices are processed on a weekly basis.			
6) If payments are a problem, what is management doing to correct the problem? <input checked="" type="checkbox"/> NA			
<b>COMMENTS:</b>	Current:		\$52
	30 Days:		\$2,177
	60 Days and Over:		\$44
	TOTAL		\$2272

DELINQUENCIES	YES	NO	N/A
1) Is the delinquency report up to date?	X		
2) What is the collection policy for outstanding rents? <input checked="" type="checkbox"/> Late notices on the 6 <sup>th</sup> , By the 16 <sup>th</sup> a 3 day notice is then sent.			
3) When is legal action taken against delinquent accounts? <input checked="" type="checkbox"/> Legal action would be filed on the 19 <sup>th</sup> however the property does not typically file eviction.			
4) Does the property currently have any resident(s) under eviction? (If yes, how much?)		X	
5) Does housing have any outstanding balances? (If yes, how much?)		X	
<b>COMMENTS:</b> Management stated that they work with the residents so that they are able to pay rents without filing for eviction.	Current:		\$2,065
	30 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$2,065

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:		0	
2) Has the manager collected and deposited all returned checks?	X		
3) Is the manager following company policy on returned checks?	X		

**COMMENTS:**

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PERSONNEL	YES	NO	N/A
1) Does owner/agent have a system/procedure for providing field supervision of on-site personnel?	X		
2) Does the property appear to be adequately staffed?		X	
3) Is overtime being controlled?	X		
4) Were requested pre-audit reports submitted on time?	X		
5) Does it appear that personnel are team oriented?	X		
6) Do personnel appear to be dressed appropriately?	X		
7) Are name tags/photo IDs being worn by the maintenance personnel?		X	
8) Was management staff prepared for the site visit?	X		
9) How often are staff meetings held? Ø Staff meetings are being held once a week.			
10) Have personnel been trained in Fair Housing?	X		
11) List all training staff has received in the past three years. Ø Grace Hill, Go-To Meetings, Special Claims, Fire Safety, File Audit Training, Management Plus Training			
<b>COMMENTS:</b> The property is currently without a second Maintenance Staff (for both Win Lin Village and Spring Terrace). Management stated that there is not a need for a second maintenance staff and will not be budgeted for in the following year.			
<b>Observation:</b>			
<ul style="list-style-type: none"> <li><b>Maintenance personnel were not wearing a uniform or identification. For the safety of residents and property staff it is recommended that maintenance personnel wear a uniform and/or name tag so that they can be identified as property employees.</b></li> </ul>			

OWNER PARTICIPATION	YES	NO	N/A
1) Does the owner have access to computer generated reports?	X		
2) If owner does not have computer access to the reports, what reports are submitted to the owner? Ø NA			
3) How often are the reports submitted to the owner? Ø Reports are submitted weekly.			
4) What is the approval amount that the owner requires for the release of funds? Ø Anything over \$1,000 and that is unbudgeted needs approval.			
5) Are the funds for needed capital improvement items, turning of units, marketing campaigns released by the owner according to what has been budgeted?	X		
<b>COMMENTS:</b>			

SUMMARY OF OBSERVATIONS AND FINDINGS
<p><b>No Findings.</b></p> <p><b>Observations:</b></p> <ul style="list-style-type: none"> <li><b>It appears that work orders are not being entered or completed in the software system on a daily basis. It is suggested that Management enter work orders daily so that they can effectively monitor the maintenance program and the timeliness of the work order completion.</b></li> <li><b>On the day of the site visit, management was unable to provide the reviewer with a completed preventative maintenance log. Preventative Maintenance is imperative to keep the buildings in proper working condition for as long as possible. It is suggested that Management implement the preventative maintenance program that is currently in place. The preventative maintenance log will be reviewed during future site visits.</b></li> <li><b>Maintenance personnel were not wearing a uniform or identification. For the safety of residents and property staff it is recommended that maintenance personnel wear a uniform and/or name tag so that they can be identified as property employees.</b></li> </ul>

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