

# Texas State Affordable Housing Corporation

## Vista Landing

**4620 Thousand Oaks Drive  
San Antonio, TX 78233**

**Owner: HDSA-Vista Landing, LLC Date Built:  
Management Company: Asset Plus Companies Property Manager: Billie Riddle**

**INSPECTION DATE/ TIME: August 17, 2011 8:00AM**

**Inspector's Name: Mindy Green**

<b>Occupancy at Time of Report:</b>	66%	<b>Average Occupancy Over Last 12 Months:</b>	65%**
<b>Number of Units: 296</b>			
<b>Number of One Bedrooms:</b>	192	<b>Number of Two Bedrooms:</b>	104
<b>Number of Three Bedrooms:</b>	0	<b>Number of Four Bedrooms:</b>	0

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) Are 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?		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?		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 the landscaping throughout the property was not in good condition. Some areas were dirt covered while others were covered with brown grass. Management stated that the property appears to have an irrigation system; however they have been unable to locate the control box. San Antonio, as well as the rest of the state, is experiencing a severe drought, which has caused the ground to be extremely dry and erosion to worsen which, paired with previous lack of attention, has led to several areas of exposed foundations throughout the property. Management stated that foundation issues are being addressed and will be corrected as a part of the rehab to be performed on the property. Balconies throughout the property have peeling paint, missing slat boards, and rotting wood. The parking lot has several large pot holes and is in need of re-stripping and curb paint. The fence throughout the property is in poor condition, boards are missing in several areas while boards in other areas are painted an array of colors creating less than appealing curb appeal.

**Observations:**

- **On the day of the site visit breezeways were dirty and covered with bird droppings in some areas. This can be considered a health issue and it is suggested that the breezeways be power washed to increase curb appeal and ensure the health of residents.**
- **On the day of the site visit, a few retaining walls were noticed to be in very bad condition with missing railroad ties and obvious erosion, it is suggested that Management repair the retaining walls as soon as possible to prevent further damage from happening.**
- **Several windows throughout the property displayed blinds that were not in good condition. It is suggested that management**

# Texas State Affordable Housing Corporation

address the blinds issue by contacting current residents to repair or pay for repairs to blinds in order to increase curb appeal.

- The playground area for the property is not located in a convenient area. It is suggested that the area where the playground is located be spruced up to offer more amenities and also to block off the drive area so that cars can not access that part of the property.

\*\*Occupancy information was only available for the prior 9 months due to a change in ownership.

## 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	4	
Theft	4	Theft (2) Theft of Vehicle (2)
Criminal Mischief	2	
Personal Assault	4	Assault (2) Fight (2)
Drug Activity		
Gunfire	1	Family Violence - Gun
Domestic Violence		
Disturbance	15	Disturbance (12), Disturbance Music (2) Disturbance Family (1)
Other		

2) Does the property have a written plan to address criminal activity on the property?

- The property does not have a written crime prevention plan.

3) What pro-active measures is the property taking to address crime on the property?

- Monthly crime watch meetings, resident council meetings, nightly security patrol, courtesy officer, and cooperation from Police Department all

4) How often is a light check conducted on the property? (Please obtain a copy of the schedule.)

- Courtesy officer performs a light check nightly; maintenance staff also performs a light check weekly.

**COMMENTS:** Management stated that crime has decreased significantly since in March.

**Finding:**

- According to the police reports for the last three months, there have been burglaries, thefts, assaults, and gun violence on the property that should be addressed by management. As a result of those incidents, the owner must create a 12 month Crime Prevention Plan that explains in detail what steps will be taken to eliminate the criminal activity from occurring on the property. Along with the plan, the owner must submit to TSAHC on the 10<sup>th</sup> of each month, a detailed report for the previous months activities explaining what was done to prevent crime, and the results until TSAHC gives written notice that reporting is no longer required. The first Crime Prevention report will be due on November 10, 2011. In response to this review, the owner must submit the Crime Prevention Plan on company letterhead to TSAHC before or on October 15, 2011.

## SECURITY PROGRAM Part II

	YES	NO	N/A
1) Is the Staff trained in addressing crime on the property?	X		
<input checked="" type="checkbox"/> Does the Management Policy or the Resident Services Program address any of the following activities responding to the needs of the community?			
<input checked="" type="checkbox"/> Violent Crime	X		
<input checked="" type="checkbox"/> Drug Activity	X		
<input checked="" type="checkbox"/> Family Violence	X		
<input checked="" type="checkbox"/> Other	X		
2) Are there signs of vandalism on the property?	X		
3) Are criminal background checks being conducted on all residents over 18 years of age?	X		
4) Has a risk assessment been conducted to determine risk liabilities at the property?		X	

**COMMENTS:** Management stated that the property occasionally gets graffiti however, they work diligently to clean it up daily. The property is unaware if a risk assessment has been conducted.

**Observation:**

- On the day of the site visit, there were several areas throughout the property that had been tagged with graffiti. This type of vandalism creates very poor curb appeal for current and future residents. In addition, it can attract criminal activity to the property. It is suggested that Management implement a plan that includes verifying that each building is free from graffiti daily.

## OFFICE

OFFICE	YES	NO	N/A

# Texas State Affordable Housing Corporation

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?			
Ø Fair Housing Poster	X		
Ø 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?	X		
9) Which of the following community amenities are provided for resident use?			
Ø Playground	X		
Ø Community Room	X		
Ø BBQ/Picnic Area		X	
Ø Laundry Facility	X		
Ø Business Center	X		
Ø Pool	X		
Ø Other (Tennis Court)	X		

**COMMENTS:**

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		

**COMMENTS:**

MAINTENANCE PROGRAM	YES	NO	N/A
1) Is the preventative maintenance schedule being implemented?	X		
2) Is the maintenance shop clean and organized?	X		
3) How often does the exterminator provide services? Ø Exterminator services are provided weekly.			
4) Does the maintenance area have properly documented MSDS material and chemicals labeled properly? Ø There was a MSDS binder in the maintenance area.			
5) What is the policy on follow ups for completed service requests? Ø Management follows up with all work orders to ensure satisfaction.			
6) What is the property's after hours emergency policy? Ø The answering service contacts maintenance in the case of an emergency.			
7) What capital improvements have been scheduled for this budget year? Ø Interior upgrades and repairs, roof repairs, wood repairs, parking lot repairs, fence repairs and exterior painting are scheduled as part of the rehab.			

**The following information was reported for the month of July 17, 2011-August 16, 2011:**

Number of service requests received:	78		
Number of service requests completed:	239		
Number of service requests completed within 24 hours:	12		
Number of outstanding service requests:	17		

**COMMENTS:** Several old outstanding work orders were closed this month. Management stated that staff was able to allocate time to old work orders this month in order to ensure completion of work as well as to clean up the work order reporting system.

REHABILITATION DETAIL	YES	NO	N/A
1) Has rehab been completed according to the schedule?			X
2) Were materials and repairs completed according to the detail provided during the application process?			X
	<b>DATE</b>	<b>AMOUNT</b>	<b>LOCATION</b>
3) Were unit interior upgrades performed? Ø Rehab has not yet begun at Vista Landing.		\$	

# Texas State Affordable Housing Corporation

4) Were appliances purchased/replaced? <input type="checkbox"/> Rehab has not yet begun at Vista Landing.		\$	
5) Were building exteriors repaired? <input type="checkbox"/> Rehab has not yet begun at Vista Landing.		\$	
5) Were amenities upgraded/repared? <input type="checkbox"/> Rehab has not yet begun at Vista Landing.		\$	
6) Were HVAC systems installed or repaired? <input type="checkbox"/> Rehab has not yet begun at Vista Landing.		\$	
7) Were plumbing or electrical repairs made? <input type="checkbox"/> Rehab has not yet begun at Vista Landing.		\$	
8) Were any repairs made to the parking area, including carports? <input type="checkbox"/> Rehab has not yet begun at Vista Landing.		\$	
8) Were any additional repairs made? <input type="checkbox"/> Rehab has not yet begun at Vista Landing.		\$	

**COMMENTS:** Some roof replacements have been done recently however draws have not yet been performed.

## MARKETING

1) Complete the table below with the most recent information available.

SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$250	29	9
Flyers	0		
Resident Referral \$100	\$200	3	0
Locator Service	\$1090	5	2
Printed Advertising For Rent	\$690		
Internet Advertising		14	1
Preferred Employer	0		
Other Source ("other", Prior resident)		3	1
<b>TOTAL</b>	<b>\$2,230</b>	<b>54</b>	<b>14</b>

**The rental activity reflected in the above table was for the month of:** July 17, 2011-August 16, 2011

	YES	NO	N/A
2) Is the property doing bilingual advertising?		X	
3) Does the property have any competitors?	X		
4) How often are competitors shopped? <input type="checkbox"/> Competitors are shopped monthly.			
5) How often is a market survey completed? <input type="checkbox"/> Market surveys are completed monthly.			

**COMMENTS:**

**Observation:**

- Management stated that they are spending \$690 per month to advertise in the "For Rent" magazine; however there is not any data tracking the use of those marketing funds. It is suggested that management expand prospective resident tracking to ensure that marketing funds are being allocated and used effectively.

LEASE RENEWAL	YES	NO	N/A
1) Is an effective lease renewal program in place?	X		
2) What percentage of residents renewed last month, past 6 months, and past 12 months?	43%	27%	18%
3) When are the lease renewal/rent increase notices sent to residents? <input type="checkbox"/> Lease renewal notices are sent 90 days in advance and every 30 days thereafter.			
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 in OneSite and with a Renewal binder.			
6) Are rent increases being implemented?		X	
7) What is the number of month-to-month leases?	18		
8) What is the month-to-month charge?	\$50 if in process MKT if not cooperative		

# Texas State Affordable Housing Corporation

**COMMENTS:** Lease renewals appear to be trending positively.

**Observation:**

- **The property currently has 18 residents on month to month leases. This allows for a great level of vulnerability for the property if those residents chose to move out at the same time. It is suggested that Management increase efforts to renew month to month leases to decrease the potential for abrupt lost income.**

### VACANT/MAKE READY UNITS

1) Number of vacant units at time of activity report:	102
2) Number of completed made ready units at time of activity report:	7
3) Number of completed one bedroom units at time of activity report:	4
4) Number of completed two bedroom units at time of activity report:	3
5) Number of completed three bedroom units at time of activity report:	NA
6) Number of completed four bedroom units at the time of activity report:	NA
7) Number of uncompleted made ready units at time of activity report:	95
8) Number of uncompleted one bedroom units at time of activity report:	62
9) Number of uncompleted two bedroom units at time of activity report:	33
10) Number of uncompleted three bedroom units at time of activity report:	NA
11) Number of uncompleted four bedroom units at the time of activity report:	NA

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

Unit #	Brief Description (See Unit Inspection Sheet for details)
102	1x1 Mini model
305	2x2 Model
904	1x1 Mini model
1005	2x1 Model
1617	1x1 Made Ready

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

Unit #	Brief Description (See Unit Inspection Sheet for details)
402	2x1 Vacant 242 days—Needs kitchen appliances and full make ready
706	1x1 Vacant 248 days -- Back door is missing and is boarded up, need new front door and door jamb, broken window, unit also needs ceiling repairs
921	1x1 Vacant 228 days – Needs appliances and carpet, unit has foundation issues
1006	2x1 Vacant 248 days – Being used as maintenance area
1304	2x1 Vacant 320 days – Previously had roof leak, needs new carpet

	YES	NO	N/A
1) Were the inspected made ready units in acceptable condition?	X		
2) Does the Unit Availability Report match the make ready board?		X	
3) Are units being turned in a timely manner?		X	
4) Are there any down units?	X		
5) Are there vacant units that have been vacant for an extended period of time?	X		
6) Does management have a system to monitor timely preparation of vacant units?	X		
7) Are units inspected after being made ready?	X		
8) How often are occupied units inspected? Ø Occupied units are inspected annually.			
9) How often are vacant units inspected? Ø Vacant units are inspected monthly.			
10) What is the company policy on turning vacant units? Ø Company policy for turning vacant units is 3-5 days.			
11) How many vacant unready units are near completion? Ø Seven units are eighty percent complete and nine additional units have already been painted.			

# Texas State Affordable Housing Corporation

**COMMENTS:** Management stated that several units have been vacant and not made ready for a significant number of days due to the number of vacant units and the lack of funding that was previously available to turn units. Management stated that work on these units will increase as rehab funds are made available.

**Finding:**

- Units 402, 706, 921, 1006, and 1304 are considered down because they are not available for rental on a continuous basis to members of the general public. The units must be deleted from the August 2011 Unit Status Report due September 10, 2011 until repairs are made. The unit designation must be market until a qualified household occupies the unit. In response to this review, the owner must submit proof that the units are back on-line and available for rental to the general public in the form of invoices, work orders, pictures, and/or Tenant Income Certifications to TSAHC.
- According to the Availability report, units 305 and 904 are not vacant. However, on the day of the site visit, the reviewer walked these vacant units. It appears that the Availability Report is not accurate. It is important for the Availability Report to be completely accurate to ensure that all units that are available to be rented can be rented and also to ensure that all units are accounted for. The Owner must submit proof to TSAHC that a thorough unit inventory has been taken and that the inventory of units matches the availability report. The unit inventory should be submitted to TSAHC by October 15, 2011.
- On the day of the site visit, the Laundry Room, Community Room, and Maintenance shop did not have working smoke detectors. Nor did any of the vacant units that were walked. Management must ensure that all community spaces as well as each apartment has a working smoke detector to ensure the safety of residents. Proof that smoke detectors have been installed must be submitted to TSAHC by October 15, 2011.

**Observation:**

- According to the Availability report there are units being used as storage for the property. The units currently being used as storage space are not available for rental to the general public and it is suggested that these units be considered down.

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 to obtain materials and services. However, all bids that are related to the rehab are collected by the corporate office.			
3) Have there been any large unexpected repairs or purchases that have negatively affected the budget? Ø Management stated that they do not believe there are any repairs or purchases that have occurred or that they will incur that they can not recover from.			
4) 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
General & Administrative	\$15,970	\$19,060	\$3,090	16%	Dues & Subscriptions, Data Processing/Computer Expense
Marketing	\$16,667	\$14,616	\$2,349	16%	Locator Fees, Promotions & Events, Publications
Communications	\$1,117	\$1,736	\$619	36%	Internet, TV

**COMMENTS:**

REVENUE					
FOR THE MONTH OF JUNE 2011			YEAR TO DATE		
Gross Potential		\$171,412	Gross Potential		\$1,036,057
Budgeted		176,237	Budgeted		1,040,883
Variance + (-)		-4,825	Variance + (-)		-4,826
Collected to Date		97,273	Collected to Date		530,697
Other Revenue		9,105	Other Revenue		67,510
Total Collected		106,378	Total Collected		598,207
Budgeted		112,678	Budgeted		604,511
Variance + (-)		-6,300	Variance + (-)		-6,305

**COMMENTS:**

# Texas State Affordable Housing Corporation

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 weekly.			
6) If payments are a problem, what is management doing to correct the problem? <input checked="" type="checkbox"/> Management stated that funds are made available as needed.			
<b>COMMENTS:</b> Management stated that checks are sometimes cut on the basis of what needs to be paid most urgently. Management also stated that approximately \$30,000 was being paid out on the day of the site visit however, updated reports were not submitted as requested.	Current:		\$19,379
	30 Days:		\$20,111
	60 Days and Over:		\$24,406
	TOTAL		\$63,896

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"/> Three day notices are being sent to residents on the 4 <sup>th</sup> , followed by a meeting or phone call to make payment arrangements where possible.			
3) When is legal action taken against delinquent accounts? <input checked="" type="checkbox"/> Evictions are filed on the 15 <sup>th</sup> .			
4) Does the property currently have any resident(s) under eviction?	\$7,568		
5) Does Housing have any outstanding balances?	\$2,734		
<b>COMMENTS:</b> Delinquencies appear to be high for the low occupancy of the property.	Current:		\$30,472
	30 Days:		\$5,649
	60 Days and Over:		\$1,132
	TOTAL		\$37,253

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:		5	
2) Has the manager collected and deposited all returned checks?		X	
3) Is the manager following company policy on returned checks?		X	
<b>COMMENTS:</b>			
<b>Observation:</b>			
<ul style="list-style-type: none"> <li>Management has not consistently charged NSF check fees. It is suggested, in order to maintain fair and consistent practices, that all residents are charged the appropriate fees and that NSF fees be listed in the community policies</li> </ul>			

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? <input checked="" type="checkbox"/> Staff meetings are held weekly.			
10) Have personnel been trained in Fair Housing?	X		
11) List all training staff has received in the past three years. <input checked="" type="checkbox"/> The property utilizes Call Source training which provides training in fair housing, leasing, maintenance 101, customer service, diversity. Asset Plus provides compliance and budget training			

# Texas State Affordable Housing Corporation

**COMMENTS:** The property is currently without one leasing agent. On the day of the site visit, property staff was accommodating and friendly. All reports requested after the site visit were delivered in a timely manner.

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 to the owner monthly.			
4) What is the amount that requires owner approval for the release of funds? Ø Any unbudgeted expense over \$500 requires approval from the Regional Supervisor.			
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		

**COMMENTS:**

## SUMMARY OF OBSERVATIONS AND FINDINGS

**Finding:**

- According to the police reports for the last three months, there have been burglaries, thefts, assaults, and gun violence on the property that should be addressed by management. As a result of those incidents, the owner must create a 12 month Crime Prevention Plan that explains in detail what steps will be taken to eliminate the criminal activity from occurring on the property. Along with the plan, the owner must submit to TSAHC on the 10<sup>th</sup> of each month, a detailed report for the previous months activities explaining what was done to prevent crime, and the results until TSAHC gives written notice that reporting is no longer required. The first Crime Prevention report will be due on November 10, 2011. In response to this review, the owner must submit the Crime Prevention Plan on company letterhead to TSAHC before or on October 15, 2011.
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