

Texas State Affordable Housing Corporation Compliance Review Observation Report

Woodglen Apartments	
6800 Cockrell Hill Dr., Dallas, TX 75236	
Owner: Dalcor Woodglen, Ltd.	Date Built: 2004
Management Company: Dalcor Management, LLC	Property Manager: Veronica Moreno
Inspection Date & Time: September 23, 2015 at 8:00 a.m.	Inspector's Name: James Matias

Number of Units: 232	Number of required LI units: 232	Number of required VLI units:	N/A	
COMPLIANCE AUDIT		YES	NO	N/A
1) Are procedures that ensure compliance with the set aside requirements and rent requirements effective?		X		
2) Is the property accepting Section 8 households?		X		
3) Is the income to rent ratio for Section 8 households less than 2.5?		X		
4) Are the rent increases smaller than 5%?		X		
5) Is there any discriminatory language on the Application for Tenancy or Occupancy Qualifications?			X	
6) Does the lease or rental agreement inform the resident of Very Low Income/Low Income Recertification requirements?		X		
7) Is additional monitoring by TSAHC recommended?			X	

COMMENTS:

SET-ASIDES		YES	NO	N/A
1) Is the property meeting all occupancy restrictions required by the property's Regulatory Agreement and Asset Oversight and Compliance Agreement?		X		
2) Are the set-aside units evenly distributed?				X
a) No more than 60% of the set-aside requirements consist of one unit type?				X
b) No less than 20% of the set aside requirements consist of any particular unit type?				X
3) If either of the set asides have not been met, are any units:				
a) Rented for less than 30 days, not including month-to-month?			X	
b) Utilized as a hotel, motel, dormitory, fraternity house, sorority house, rooming house, nursing home, hospital, sanitarium, rest home, or trailer court or park?			X	
c) Leased to a corporation, business or university?			X	
d) Owned by a cooperative housing corporation?			X	
e) Not available for rental on a continuous basis to members of the general public?			X	

COMMENTS:

UNITS WALKED			
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Unit #	USR Designation	New Designation	Comments
204	60	NA	
615	60	NA	
906	60	NA	
1209	60	NA	
1905	60	NA	
2004	60	NA	

COMMENTS:

RESIDENT SERVICES		YES	NO	N/A
1) Do the resident services appear to cater to the resident profile of the property?		X		

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2) Do the resident services appear to be effective?	X		
3) Is the property meeting the Resident Service requirements as required by the Regulatory Agreement and Asset Oversight and Compliance Agreement?	X		
4) Is management monitoring the following:			
a) Resident attendance	X		
b) Frequency of service provided	X		
c) Notification to residents of services	X		
d) Number or type of services	X		
e) Survey of residents		X	
5) Is management properly submitting monthly Resident Service reports through the Compliance System?	X		
6) Did TSAHC provide any Technical Assistance regarding Resident Services?	X		

COMMENTS:

OFFICE	YES	NO	N/A
1) Is the office neat, the desk uncluttered?	X		
2) Are accurate office hours posted?	X		
3) Are the following displayed in full view:			
a) Occupancy Qualifications?	X		
b) Fair Housing Poster?	X		

COMMENTS:

RESIDENT FILE REVIEW	YES	NO	N/A
1) Does the owner maintain all records relating to initial resident income certifications, together with supporting documentation?	X		
2) Does the Owner/Agent make an effort to determine that the income certification provided by the resident is accurate	X		
3) Does the file audit establish that residents are being recertified on an annual basis?	X		
4) For mixed (low-income and market units) developments, are there any Next Available Unit Rule Violations?	X		
5) Does the file audit indicate that staff needs additional training?		X	

COMMENTS: Management did a great job correcting all compliance inconsistencies and errors prior to the submittal of the compliance report.

Observation:

- **The most common issues found during the file review included differences between the Tenant Income Certifications (TIC) or Annual Eligibility Certifications (AEC) and the Unit Status Report (USR). The differences included rent amounts, effective dates, and/or household size. In addition to the differences mentioned above, management was also informed of a few income calculation errors. Corrections were turned in on the following units: 304, 314, 601, 602, 614, 616, 716, 804, 816, 907, 1002, 111113, 121201, 121204, 121210, 121216, 131307, 161602, 161604, 161608, 161609, 161613, 181805, 181808, 191901, and 202002. It is suggested that a more diligent effort should be made to keep the TSAHC USR up to date.**

If a new household moves in to any of the units with Findings (listed below), instead of submitting the required Corrective Action documents, submit with your response: the application for tenancy, all income and asset verifications, the executed Income Certification, and the 1st page of the lease for the new household occupying the unit.

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Unit	Finding	Corrective Action Requirement
N/A		
COMMENTS:		

SUMMARY OF FINDINGS AND OBSERVATIONS
<p>No Findings</p> <p>Observation:</p> <ul style="list-style-type: none">The most common issues found during the file review included differences between the Tenant Income Certifications (TIC) or Annual Eligibility Certifications (AEC) and the Unit Status Report (USR). The differences included rent amounts, effective dates, and/or household size. In addition to the differences mentioned above, management was also informed of a few income calculation errors. Corrections were turned in on the following units: 304, 314, 601, 602, 614, 616, 716, 804, 816, 907, 1002, 111113, 121201, 121204, 121210, 121216, 131307, 161602, 161604, 161608, 161609, 161613, 181805, 181808, 191901, and 202002. It is suggested that a more diligent effort should be made to keep the TSAHC USR up to date.