

# Texas State Affordable Housing Corporation

## Las Palmas Villa Apartments

2211 Del Rio Blvd., Eagle Pass, Texas 78852

**Owner: Apartments of Las Palmas, LLC**

**Date Built: 1972**

**Management Company: United Apartment Group**

**Property Manager: Joe Sanchez**

**Inspection Date & Time: September 8, 2022 at 8:30 a.m.**

**Inspector's Name: Celina Mizcles Stubbs**

<b>Occupancy at Time of Report:</b>	95%	<b>Average Occupancy Over Last 12 Months:</b>	92.6%
<b>Number of Units: 64</b>			
<b>Number of One Bedrooms:</b>	N/A	<b>Number of Two Bedrooms:</b>	32
<b>Number of Three Bedrooms:</b>	32	<b>Number of Four Bedrooms:</b>	N/A

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 the grounds free of erosion, foot paths and tree root elevation?	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 – see comment		
10) Are laundry facilities clean, maintained and accessible?	X – see comment		
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 – see comment		
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 – see comment		
21) Is Management addressing all health, fire or safety concerns on the property?	X		
22) Have repairs or corrections recommended or required from the last physical inspection been satisfactorily completed?			X

**COMMENTS:** This is the first asset oversight review for Las Palmas Villa. Based on visual observations made on the day of the onsite visit, the property is in overall good condition. The property recently completed a property-wide rehabilitation. The building exteriors, parking lot and grounds are in good condition. The recreation and common areas are clean and accessible. Management stated they are replacing all apartment entry doors, to date they have replaced 24 of 64 units. The laundry room is still under construction but will soon be completed with 8 washer and 8 dryers. The property has carports free of charge and require some repair. Management stated the carports will be replaced once all rehab projects are completed. The storage unit is scheduled to be re organized and required a smoke alarm to be installed. The smoke alarm was installed on the day of the review.

### SECURITY PROGRAM Part I

1) After review of the prior 3 months of police reports, the following incidents were noted and includes the number of times incidents occurred:		
<b>Incident Type</b>	<b># of Occurrences</b>	<b>Comments:</b>
Burglary		
Theft		
Criminal Mischief		
Personal Assault		

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Drug Related Activity				
Gun Related Activity				
Domestic Violence				
Disturbance				
Other	3	Suspicious circumstance (1) and suspicious person (2)		
		<b>YES</b>	<b>NO</b>	<b>N/A</b>
2) Does the property utilize a crime prevention agreement?		X		
3) Does the property take pro-active measures to address crime on property? If so, add comment		X		
4) Are light checks conducted by management staff on a weekly basis? If not, add comment.		X		
<b>COMMENTS:</b> The chart above was completed using the Eagle Pass Police Department's call logs date 5/1/2022 to 7/31/2022. There was a total of 8 calls during that timeframe, 3 of those are noted above. The property uses the property house rules to address crime prevention measures. In addition, management mentioned they are scheduled to install 11 surveillance cameras throughout the property and a monitoring system will be placed in the property managers office for review. Light checks are conducted twice a month.				

<b>SECURITY PROGRAM Part II</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
1) Is the Staff trained to address crime on the property?		X		
2) Is the property free of graffiti and/or vandalism?		X		
3) Are criminal background checks being conducted on all residents over 18 years of age?		X		
➤ Are criminal background checks being conducted on residents as they age to be 18 while living in the unit?		X		
4) Has a risk assessment been conducted to determine risk liabilities at the property? If yes, when?		X		
<b>COMMENTS:</b> A preventive maintenance scheduled, which includes a risk assessment is completed monthly and submitted to the Regional Director.				

<b>OFFICE</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
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 in the leasing office?				
➤ Fair Housing Poster		X		
➤ Occupancy Qualifications		X		
6) Is there a compliance department that ensures the set aside and eligibility requirements are being maintained?		X		
7) Does the property require licenses or permits?		X		
➤ Boiler system				
8) Are property licenses and permits renewed as required?		X		
9) Are vendor insurance records/binders properly maintained?		X		
10) Are vendors properly screened to ensure proper insurance documents are being maintained?		X		
11) Which of the following community amenities are provided for resident use?				
➤ Playground:		X		
➤ Community Room		X		
➤ BBQ/Picnic Area		X		
➤ Laundry Facility		X – see comment		
➤ Business Center		X		
➤ Pool				X
➤ Other: Garden, Library, and a baseball court		X – see comment		

**COMMENTS:** The common room is in the process of being furnished, this includes a desk area for the contracted resident service coordinator from Resident Portfolio Services. Once it is open, tenants will have access to a library, computer area, and free basic Wi-Fi property wide. The garden area has been designated but is not ready for tenant use. Management stated all services should be available no later than November 2022, if not sooner.

<b>KEY CONTROL</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
1) Does the property use an electronic key tracking system? If not, answer questions 2-5.			X	
2) Are all property keys properly coded?		X		
3) Is key box locked and secured?		X		

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4) Is the key code list kept separate from the key box?		X	
5) Are locks being changed during unit turnovers?	X		
<b>COMMENTS:</b> The keys are behind lock and keys are properly coded, however the key code list is not kept separate from key box.			
<b>Observation:</b>			
<ul style="list-style-type: none"> <li>Apartment keys are properly being coded and being kept in a locked and secure manner. However, the reviewer noticed the code key is located next to the key box which defeats the purpose of coding the keys. TSAHC highly recommends the key code be kept in a separate property secure area moving forward.</li> </ul>			

MAINTENANCE PROGRAM		YES	NO	N/A
1) Does the property have a preventative maintenance program?		X		
2) Is the preventative maintenance schedule being implemented?		X		
3) Is the maintenance shop clean and organized?		X		
4) Does the maintenance area have properly documented MSDS material and chemicals labeled properly?		X – see comment		
5) How often are Pest Control services provided?				
> All units are treated with pest control services monthly.				
6) What is the policy for following up on completed service requests?				
> The maintenance technician is required to place a work order slip after work is completed. The work order slip request tenants to call the management office if there are any issues.				
7) What is the property's after-hours emergency policy?				
> The property utilized an answering service that directs calls to either the property manager or the maintenance technician.				
8) What capital improvements have been scheduled or completed for this budget year?				
> NA - There are no capital improvements scheduled or completed this year as the property is completing a property-wide rehabilitation				
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year				
9) Unit Interior and Appliance upgrades				
> N/A – The property recently completed a full rehabilitation. See Finding				
10) Building Exterior and Curb Appeal repairs				
> N/A – The property recently completed a full rehabilitation.				
11) Amenity upgrades				
> N/A – The property recently completed a full rehabilitation.				
12) Other repairs or replacements				
> N/A – The property recently completed a full rehabilitation.				
Number of service requests received:		35		
Number of requests open from prior periods:		0		
Number of service requests completed:		35		
Number of service requests completed within 24 hours:		11		
Number of outstanding service requests:		0		
13) On average, how many days does it take to complete a work order?				
> On average, it takes 2.5 days to complete work orders.				
<b>COMMENTS:</b> The property does have a MSDS binder however it is currently in the management office since the maintenance shed is scheduled to be reorganized. Management is advised to maintain the MSDS book near the chemicals in case of an emergency.				
<b>Finding:</b>				
<ul style="list-style-type: none"> <li>The Rehabilitation Detail form was not completed prior to the issuance of this report. Therefore, management must submit a completed Rehabilitation Detail form to TSAHC no later than 10/29/2022.</li> </ul>				

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth: Outreach Marketing	\$0	6	0
Flyers			
Resident Referral			
Locator Service			
Printed/Internet Advertising: Apartments.com (\$100 monthly) Property Website and Facebook	\$100	4	0
Other Source			

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<b>TOTAL</b>	<b>\$100</b>	<b>10</b>	<b>0</b>
<b>The rental activity reflected in the above table was for the month of: 8/1/2022 – 9/1/2022</b>			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2) Is the property doing bilingual advertising?	X		
3) Does the property have any competitors nearby?	X		
4) Does the property "shop" their competitors?	X		
5) Does the property complete a market survey at least monthly?	X		
<b>COMMENTS:</b>			

<b>LEASE RENEWAL</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1) Does it appear that an effective lease renewal program is in place? If no, please comment below.	X		
2) What percentage of residents renewed last month, past 6 months, and past 12 months?	Current: N/A	6 months: N/A	12 months: 91.6%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	7%		
4) Are lease renewal/rent increase notices sent to residents at the 120-day, 90-day, 60-day and 30-day timeframes prior the end of the lease contract? If not, comment below.	X		
5) Are rent increase notices sent to residents at least 30-days prior to the rent increase implementation?	X		
6) Are individual files being reviewed to determine renewal/non-renewal status?	X		
7) Are renewals and re-certifications tracked and monitored with property management software? I.e., Yardi, Onesite, or Owner/Agent created software?	X		
8) Are rent increases being implemented?	X		
9) When was the last rent increase implemented? What was the average rent increase? ➤ The last rent increase was completed on August 1, 2022. Two-bedrooms were increase by \$1 and the three-bedrooms were increase by \$30.			
10) How many households are currently on month-to-month leases? ➤ The property utilizes HUD leases, they sign initial 12-month leases that rolls into a month-to-month lease term.			
11) What is the charge for month-to-month leases? ➤ There is no additional charge for a month-to-month term.			
<b>COMMENTS:</b>			

VACANT/MAKE READY UNITS				
1) Number of vacant units at time of activity report:			3	
2) Number of completed made ready units at time of activity report:			3	
3) Number of completed one bedroom units at time of activity report:			0	
4) Number of completed two bedroom units at time of activity report:			1	
5) Number of completed three bedroom units at time of activity report:			2	
6) Number of uncompleted made ready units at time of activity report:			1	
7) Number of uncompleted one bedroom units at time of activity report:			0	
8) Number of uncompleted two bedroom units at time of activity report:			0	
9) Number of uncompleted three bedroom units at time of activity report:			0	
Units Walked				
Unit #	Brief Description			
2B	(3x2) Vacant: Made-ready but light cleaning required. Window screens need to be installed.			
3B	Temporary management office.			
4B	(3x2) Vacant: Made-ready but a full cleaning required. Window screens need to be installed. The additional appliance needs to be removed.			
5E	(2x2) Vacant: Made-ready but light cleaning required. The tub's backsplash looks like it needs a thorough cleaning.			
Down Units Walked (units vacant and unready for extended period of time and all down units)				
Unit #	Brief Description			
N/A				
		YES	NO	N/A
1) Does the Unit Availability Report match the make ready board?				X

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2) Are units being turned in a timely manner?	X		
3) Are there any down units?		X	
4) Are there vacant units that have been vacant for an extended period of time? If so, please comment below.		X	
5) Is management utilizing property software (i.e., Yardi, Onesite, or an owner/agent created) to monitor the timely preparation of units? If not, comment.	X		
6) How often are occupied units inspected? ➤ Occupied units are inspected: Quarterly			
7) How often are vacant units inspected? ➤ Vacant units are inspected: Weekly			
8) How many vacant units are in progress of being made ready? ➤ There are 3 vacant units however all are made-ready.			
9) What is the company policy on the number of days to turn vacant units? ➤ Company policy is to turn unit vacant units within 3-5 business days.			
<b>COMMENTS:</b> The Availability report dated 9/7/2022 shows there are 4 vacant units, however 1 of the 4 units (unit 3B) is currently being used as a temporary management office. The chart above reflects the 3 true vacant units. Management stated a make-ready board would be installed in the new management office. In regard to the tub backsplash items in unit 5E, management disclosed they will obtain bids to resurface all tub backsplashes since they all look like this unit. This will be reviewed next year.			

BUDGET MANAGEMENT			YES	NO	N/A
1) Are three bids solicited in order to obtain materials, supplies, and services? ➤ Three bids are required to obtain material, supplies and services.					
2) Have there been any large, unexpected repairs or purchases that have negatively affected the current budget? ➤ Damage was identified in 3 roofs during the rehab that were unexpected repairs. These repairs negatively affected the current budget.					
3) Explain YTD variances of 10% or greater.					
<b><u>Expense Items that Varied by 10% or Greater from the Budget for Year-to-Date Operations Ending</u></b>					
(Please note that a positive variance is under budget and a negative variance is over budget.)					
EXPENSE ITEM	ACTUAL	BUDGET	VARIANCE	%	EXPLANATION
Advertising	\$1,192	\$1,560	\$367	23	Advertising
Administration Expenses	\$10,050	\$8,632	(\$1,418)	(16%)	Uniform, Bank Charges,
Turn Over Cost	\$314	\$3,900	\$3,585	90%	Interior Repair – turnover and Appliance Repair – turnover
Operating Maintenance	\$2,860	\$5,970	\$3,109	52%	Water softener, Appliance repairs Supplies, and Ground Additions
<b>COMMENTS:</b>					

REVENUE					
FOR THE MONTH ENDING: June 2022			YEAR TO DATE AS OF: June 2022		
Gross Potential		\$71,680	Gross Potential		\$401,920
Budgeted Rental Income		\$71,680	Budgeted Rental Income		\$401,920
Actual Rental Income Collected		\$63,681	Actual Rental Income Collected		\$384,712
Variance + (-)		(\$7,999)	Variance + (-)		(\$17,208)
Other Revenue		\$1,549	Other Revenue		\$2,399
Total Collected		\$62,123	Total Collected		\$349,794
Budgeted		\$70,411	Budgeted		\$396,926
Variance + (-)		(\$8,287)	Variance + (-)		(\$47,131)
<b>COMMENTS:</b> The rental income variance is due to the length of vacancy for the ADA units as they required longer renovation time and scheduled.					

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ACCOUNTS PAYABLE	YES	NO	N/A
1) Is the payable report up to date?	X		
2) Is the property in good standing with all vendors?	X		
3) Are invoices processed weekly?	X		
<b>COMMENTS:</b> This section is completing using the Vendor Aging Report dated 6/30/2022.	0-30 Days:		(\$2,000)
	30-60 Days:		(\$1,179)
	60 Days and Over:		(\$220)
	TOTAL		(\$3,399)

DELINQUENCIES	YES	NO	N/A
1) Is the delinquency report up to date?	X		
2) What is the rent collection policy?			
➤ Rent is due on the 1st and considered late on the 6 <sup>th</sup> . An initial \$5 late fee is assessed following by a \$1 daily fee not to exceed \$30 total.			
3) When is legal action taken against delinquent accounts?			
➤ Legal action is taken on the 20 <sup>th</sup> on all delinquent accounts.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?	X		
<b>COMMENTS:</b> This section is completing using the Delinquent and Prepaid report dated 9/7/2022.	0-30 Days:		\$6,571
	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$6,571

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
<b>COMMENTS:</b>			

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) Are name tags/photo IDs being worn by the maintenance personnel?			X
7) Was management staff prepared for the site visit?	X		
8) Has staff turnover occurred since the last site review?	X		
9) Are weekly staff meetings held?	X		
10) Have personnel been trained in Fair Housing?	X		
11) List training staff has received in the past year.			
➤ Site management is required to take various Grave Hill trainings and two UAG internal training sessions monthly.			
<b>COMMENTS:</b>			

OWNER PARTICIPATION	YES	NO	N/A
1) Does the owner have access to the software system utilized to manage the property?	X		
2) How often are reports submitted to the owner?			
➤ The property financials and delinquency reports are submitted to the owner monthly.			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds?			
➤ Any amount of \$1,000 for the Regional Manager requires owner approval.			
4) Are the funds for needed capital improvement items, turning of units, and marketing campaigns released by the owner according to what has been budgeted?	X		
<b>COMMENTS:</b>			



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## SUMMARY OF OBSERVATIONS AND FINDINGS

### Observation:

- Apartment keys are properly being coded and being kept in a locked and secure manner. However, the reviewer noticed the code key is located next to the key box which defeats the purpose of coding the keys. TSAHC highly recommends the key code be kept in a separate property secure area moving forward.

### Finding:

- The Rehabilitation Detail form (attached to this report) was not completed prior to the issuance of this report. Therefore, management must submit a completed Rehabilitation Detail form to TSAHC no later than 10/29/2022.



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Community Room





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Unit 4B



# Texas State Affordable Housing Corporation





# Texas State Affordable Housing Corporation

Laundry Room





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## Rehabilitation Detail Form

REHABILITATION DETAIL	YES	NO	N/A
1) Has rehab been completed according to the schedule?			
	DATE		AMOUNT
2) Were unit interior upgrades performed? If so, please comment. ➤			\$
4) Were appliances purchased/replaced? If so, please comment. ➤			\$
5) Were building exteriors repaired? If so, please comment. ➤			\$
1) Were amenities upgraded/repared? If so, please comment. ➤			\$
2) Were HVAC systems installed or repaired? If so, please comment. ➤			\$
7) Were plumbing or electrical repairs made? If so, please comment. ➤			\$
8) Were any repairs made to the parking area, including carports? If so, please comment. ➤			\$
1) Were any additional repairs made? If so, please comment. ➤			\$
Comments:			