

# Texas State Affordable Housing Corporation

## Riverstation Apartments 220 Stoneport Dr., Dallas, Texas, 75217

**Owner:** Dallas Leased Housing Assoc XI, LLLP

**Date Built:** 2002

**Management Company:** Dominionium

**Property Manager:** Shenaque Hurd

**Inspection Date & Time:** October 26, 2022, at 8:30 am

**Inspector's Name:** James Matias/Mercedes Dunmore

<b>Occupancy at Time of Report:</b>	80.1%	<b>Average Occupancy Over Last 12 Months:</b>	72%
<b>Number of Units: 236</b>			
<b>Number of One Bedrooms:</b>	NA	<b>Number of Two Bedrooms:</b>	132
<b>Number of Three Bedrooms:</b>	84	<b>Number of Four Bedrooms:</b>	20

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		
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) 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:** The property appeared to be overall in good condition. The property is at the tail end of a full interior and exterior rehab. The buildings, including the roofs, foundations, staircases, windows, and walls appeared to be in good condition and in working order. The sidewalks, fences, amenities, and carports were found in good condition and functioning as intended. The property added a lot of new sidewalks, ramps, and rails as part of the property rehab.

**Observations:**

- The Breezeways for most buildings were found to be dingy and discolored. It is suggested that management work to clean the breezeways. (Photo attached)
- The parking lot had an area with standing water. It appears an arm of the drainage system is clogged. The property did get heavy rain the night before the site visit; however, the water was not dissipating timely and will likely take many days to evaporate without help from the drain. Management stated this is something they are aware of. It is imperative that this is corrected prior to the end of the rehab. (Photo attached)
- The property has numerous open cable boxes with loose wires exposed. It is strongly suggested that the cable provider is called to correct this. The loose cables are bad for curb appeal and can cause harm to children if they were to play with them. (Photo attached)
- The property had numerous large potholes in the parking lot. Management was unsure if these will be corrected as part of the rehab. It is important to make sure these items are corrected. (Photo attached)
- The pool area had numerous rusty rivets fastened to the cool deck. It appears these are left over from pool furniture hat was affixed but later removed. These items are very much a hazard for people enjoying the pool, and they should be removed as soon as possible.

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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:			
Incident Type	# of Occurrences	Comments:	
Burglary	1		
Theft	4	Theft of Building (1) Theft of Motor Vehicle (1) Theft of Property (2)	
Criminal Mischief			
Personal Assault	5	Aggravated Assault (3) Simple Assault (2)	
Drug Related Activity			
Gun Related Activity			
Domestic Violence			
Disturbance			
Other	1	Robbery	
		YES	NO
2) Does the property utilize a crime prevention agreement?			X (see comments)
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> Management stated they do not use a crime prevention agreement or a zero-tolerance policy. The property has two security officers through Progressive Development Resources (PDR), that patrols the property daily. Fifteen to twenty cameras will be installed at the property as part of the rehab. According to management crime does not appear to be a huge issue at the property; however, the community did have a recent break in on the model unit which was left damaged.			

SECURITY PROGRAM Part II	YES	NO	N/A
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 (see comments)	
4) Has a risk assessment been conducted to determine risk liabilities at the property? If yes, when?	X		
<b>COMMENTS:</b> The last risk assessment was conducted prior to the acquisition rehab. <b>Observation:</b> <ul style="list-style-type: none"> <li>Management stated they do not conduct criminal background screenings on individuals who age to 18 while residing at the property. To ensure policy is being followed, management is encouraged to review this practice with corporate. It is recommended that background screenings for children that age to 18 is completed to assist management with handling the safety and security of the property.</li> </ul>			

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 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		
➤ The City of Dallas requires pool and multifamily tenant licenses.			
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		

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➤ Business Center	X		
➤ Pool	X		
➤ Other (Fitness Center, valet trash)	X		
<b>COMMENTS:</b>			

KEY CONTROL	YES	NO	N/A
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
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 property utilizes the Handytrack system to monitoring keys			

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 observation)	
5) How often are Pest Control services provided?			
➤ Pest control services are provided upon request only.			
6) What is the policy for following up on completed service requests?			
➤ The office follows up with residents on major items upon completion.			
7) What is the property's after-hours emergency policy?			
➤ Residents call the on-call maintenance team member using the emergency after hours phone number posted.			
8) What capital improvements have been scheduled or completed for this budget year?			
➤ See Attachment 1 (Rehabilitation Detail) at the bottom of this report.			

## Detail of Ongoing Repairs and Replacements Completed in Last Budget Year

9) Unit Interior and Appliance upgrades			
➤ See Attachment 1 (Rehabilitation Detail)			
10) Building Exterior and Curb Appeal repairs			
➤ See Attachment 1 (Rehabilitation Detail)			
11) Amenity upgrades			
➤ See Attachment 1 (Rehabilitation Detail)			
12) Other repairs or replacements			
➤ See Attachment 1 (Rehabilitation Detail)			
Number of service requests received:	135		
Number of requests open from prior periods:	See comments		
Number of service requests completed:	135		
Number of service requests completed within 24 hours:	96		
Number of outstanding service requests:	See comments		
13) On average, how many days does it take to complete a work order?			
➤ On average it takes 2 days to complete work orders.			

**COMMENTS:** For the chart and questions above the Work Order Directory dated 9/25/2022 through 10/25/2022 was reviewed. The report has many open work orders. All the open work orders appear to be inspections and/or administration items where the staff needed to meet with tenants, or duplicate work orders with a status of "call". In an effort to help with turn time analytics on the maintenance team's efficiency, it is suggested that all work orders are closed, not just the maintenance-related work orders. Overall, the maintenance team appears to be doing a good job completing maintenance timely.

## MARKETING

1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth		24	
Flyers	\$1,519	1	
Resident Referral, Employee Referral, Referral, "other referral"		5	1

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Locator Service		0	
Printed/Internet Advertising (Apartments.com, Google, Rent Café, Rent Path, Zumper, Costar, Go Section 8.com)	\$24,308	460	9
Other Source (Property website, Mobile app, Property referral)	\$1,519	89	3
<b>TOTAL (Annual)</b>	<b>\$27,346</b>	<b>579</b>	<b>13</b>

The rental activity reflected in the above table was for the month of: 9/26/2022-10/26/2022

	YES	NO	N/A
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		

**COMMENTS:** Management stated that marketing surveys are completed quarterly.

LEASE RENEWAL	YES	NO	N/A
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: 76.3%	6 months: 65.2%	12 months: 78.9%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	33.7% (see observation)		
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 property recently had a rent increase.			
10) How many households are currently on month-to-month leases? ➤ The property currently has 29 month-to-month leases per the report dated 1/1/22-10/26/22.			
11) What is the charge for month-to-month leases? ➤ Management does not have additional charges for month-to-month leases.			

**COMMENTS:**

**Observation:**

- Twenty-seven of the eighty move outs (33.7%) in the last year were due eviction (25) and skips (2). It is apparent that the property has viral problem regarding rent collection. The property appears to be filling evictions when needed, and this practice is encouraged. However, management and ownership should make every effort to screen tenants thoroughly to avoid such a high percentage of evictions.

VACANT/MAKE READY UNITS	
1) Number of vacant units at time of activity report:	47
2) Number of completed made ready units at time of activity report:	25
3) Number of completed two bedroom units at time of activity report:	20
4) Number of completed three bedroom units at time of activity report:	4
5) Number of completed four bedroom units at time of activity report:	1
6) Number of uncompleted made ready units at time of activity report:	22
7) Number of uncompleted two bedroom units at time of activity report:	13
8) Number of uncompleted three bedroom units at time of activity report:	9
9) Number of uncompleted four bedroom units at time of activity report:	0
Units Walked	
Unit #	Brief Description
5207	2x2, Vacant – All good – Model Unit
8104	3x2, Vacant, Ready
13104	4x2, Vacant, Ready

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Down Units Walked (units vacant and unready for extended period of time and all down units)				
Unit #	Brief Description			
NA				
		YES	NO	N/A
1)	Does the Unit Availability Report match the make ready board?		X (see comments)	
2)	Are units being turned in a timely manner?	X (see comments)		
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: Annually			
7)	How often are vacant units inspected? ➤ Vacant units are inspected: weekly.			
8)	How many vacant units are in progress of being made ready? ➤ Twenty-two units are in the process of being made ready.			
9)	What is the company policy on the number of days to turn vacant units? ➤ Management expects "quick turns" to be completed within 24 hours. A standard turn requires 5 business days and turns with excessive damage are monitored on a case-by-case basis.			
<b>COMMENTS:</b> The property currently has more vacancy than expected. The high vacancy is due to the full property rehab, and the eviction moratorium being lifted in 2022. The community did not aggressively rent the vacant units that needed rehab because adding tenants to a non-rehabbed unit would have increased the relocation expenses. In addition, the property had a high number of evictions in 2022 because the eviction moratorium. Since the rehab is almost complete, management is aggressively marketing the property to increase the occupancy. Management did not have a good handle on the number of vacant units, and they do not use a make ready board. Management stated that communication between the rehab vendors has not been good leading them to some disorganization on the available units.				

BUDGET MANAGEMENT					
1)	Are three bids solicited in order to obtain materials, supplies, and services? ➤ Three bids are obtained for materials, supplies, and services.				
2)	Have there been any large, unexpected repairs or purchases that have negatively affected the current budget? ➤ The property did not have any repairs or purchases that have 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
Marketing	\$66,056	\$27,347	-38,709	-141.55	Advertising-Internet
Administrative	\$49,829	\$79,820	29,991	37.57	Conferences, IT-Cloud & Portal Service, Misc. Expense, Telephone Misc. Telephone-Corporate System-DUCS, Uniforms/Logo Wear, Technology Fee,
Payroll	\$288,988	\$252,499	-36,489	-14.45	Administrative Payroll, PR Taxes, Benefits, WC Ins.etc
Repairs and Maintenance	\$93,014	\$160,689	67,676	42.12	Floors, Carpet Repairs, Security Contract, Cleaning, General Repair Material, Appliance Maintenance/Parts,
Turnover	\$8,783	\$54,693	45,909	83.94	Paint Supplies, Contact Painting, Contract Cleaning, Contract Carpet Cleaning
<b>COMMENTS:</b> The marketing expenses are trending negatively because the property needs to spend more to combat the increased vacancy. Repairs and Maintenance and Turnover expenses are well under budget because a large portion of these expenses are part of rehabilitation expenses.					

REVENUE			
FOR THE MONTH ENDING: September 2022		YEAR TO DATE AS OF: September 2022	
Gross Potential	\$305,769	Gross Potential	\$2,714,097
Budgeted Rental Income	\$244,876	Budgeted Rental Income	\$2,217,484

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Actual Rental Income Collected	\$185,765	Actual Rental Income Collected	\$1,516,801
Variance + (-)	(\$59,108)	Variance + (-)	(\$700,683)
Other Revenue	\$523	Other Revenue	\$1,586
Total Collected	\$185,896	Total Collected	\$1,509,079
Budgeted	\$247,106	Budgeted	\$2,236,781
Variance + (-)	(\$61,210)	Variance + (-)	(\$727,702)

**COMMENTS:** The revenue is well under budget due to high delinquency and increased vacancy.

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 (see comments)	
3) Are invoices processed weekly?		X	
<b>COMMENTS:</b> The Payable Aging Report reviewed was dated on 10/26/2022. The Payable Aging Summary report captured expenses associated with the construction. Therefore, the reviewer removed \$1,769,349 from the report balance. Management appears to be doing an adequate job paying vendors timely.	0-30 Days:	\$37,614	
	30-60 Days:	\$0	
	60 Days and Over:	\$802	
	TOTAL	\$38,416	

DELINQUENCIES	YES	NO	N/A
1) Is the delinquency report up to date?	X (see comments)		
2) What is the rent collection policy? ➤ Rent is due on the 1 <sup>st</sup> , after the 4 <sup>th</sup> rent is considered late. On the 5 <sup>th</sup> day you can send a 21-day notice. After the 21-day notice expires, you can then issue a 3-day NTV and start the process that will eventually lead to eviction.			
3) When is legal action taken against delinquent accounts? ➤ After the above criteria is met, management will file for eviction.			
4) Does the property currently have any resident(s) under eviction?	X (see comments)		
5) Does Housing have any outstanding balances?	X		
<b>COMMENTS:</b> <b>Observation:</b> <ul style="list-style-type: none"> <li>Outstanding rent and evictions are a concern for the community. The property currently has 42 residents with a balance of at least \$500. The total delinquent rent for the 42 residents is \$126,065, and average of just over \$3,000 per tenant. According to management the City of Dallas has strict guidelines in place regarding eviction procedures. The procedures are new to the community, and were not initially followed, resulting in further delinquent rent. Management stated that as of early November, 37 notices for non-payment have been issued. After 21 days, the property can then post a 30-day Notice to Vacate. After the 51 days has passed, the property can then file for eviction. According to management, if a tenant can provide proof of rental assistance at the time of the court hearing, the eviction will not be granted, and the process starts over.</li> </ul>	0-30 Days:		\$47,192
	30-60 Days:		\$28,569
	60 Days and Over:		\$50,304
	TOTAL		\$126,065

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:		3	
2) Has the manager collected and deposited all returned checks?	X		
3) Is the manager following company policy on returned checks?		X – see comments	
<b>COMMENTS:</b>			
<b>Observation:</b> <ul style="list-style-type: none"> <li>After a review of tenant ledgers for the 3 NSF occurrences, it is determined that management did not properly charge NSF fees according to company policy of \$50 per NSF. Management is strongly encouraged to implement the charges for every occurrence according to policy.</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		

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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. ➤ The staff completes various trainings through Dominion University.			
<b>COMMENTS:</b> In the past year, Management has hired a Leasing Consultant, Porter, and a Community Manager which started in September 2022.			

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? ➤ Owners can obtain reports as needed, and multiple reports are submitted monthly.			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ Ownership must approve any unbudgeted or over budget expense more than \$500.			
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>			

SUMMARY OF OBSERVATIONS AND FINDINGS
<b>No Findings.</b>
<b>Observations:</b>
<ul style="list-style-type: none"> <li>The Breezeways for most buildings were found to be dingy and discolored. It is suggested that management work to clean the breezeways. (Photo attached)</li> <li>The parking lot had an area with standing water. It appears an arm of the drainage system is clogged. The property did get heavy rain the night before the site visit; however, the water was not dissipating timely and will likely take many days to evaporate without help from the drain. Management stated this is something they are aware of. It is imperative that this is corrected prior to the end of the rehab. (Photo attached)</li> <li>The property has numerous open cable boxes with loose wires exposed. It is strongly suggested that the cable provider is called to correct this. The loose cables are bad for curb appeal and can cause harm to children if they were to play with them. (Photo attached)</li> <li>The property had numerous large potholes in the parking lot. Management was unsure if these will be corrected as part of the rehab. It is important to make sure these items are corrected. (Photo attached)</li> <li>The pool area had numerous rusty rivets fastened to the cool deck. It appears these are left over from pool furniture hat was affixed but later removed. These items are very much a hazard for people enjoying the pool, and they should be removed as soon as possible.</li> <li>Management stated they do not conduct criminal background screenings on individuals who age to 18 while residing at the property. To ensure policy is being followed, management is encouraged to review this practice with corporate. It is recommended that background screenings for children that age to 18 is completed to assist management with handling the safety and security of the property.</li> <li>Twenty-seven of the eighty move outs (33.7%) in the last year were due eviction (25) and skips (2). It is apparent that the property has viral problem regarding rent collection. The property appears to be filling evictions when needed, and this practice is encouraged. However, management and ownership should make every effort to screen tenants thoroughly to avoid such a high percentage of evictions.</li> <li>Outstanding rent and evictions are a concern for the community. The property currently has 42 residents with a balance of at least \$500. The total delinquent rent for the 42 residents is \$126,065, and average of just over \$3,000 per tenant. According to management the City of Dallas has strict guidelines in place regarding eviction procedures. The procedures are new to the community, and were not initially followed, resulting in further delinquent rent. Management stated that as of early November, 37 notices for non-payment have been issued. After 21 days, the property can then post a 30-day Notice to Vacate. After the 51 days has passed, the property can then file for eviction. According to management, if a tenant can provide proof of rental assistance at the time of the court hearing, the eviction will not be granted, and the process starts over.</li> </ul>



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## Attachment 1

REHABILITATION DETAIL		YES	NO	N/A
1)	Has rehab been completed according to the schedule?	XX		
		DATE		AMOUNT
2)	Were unit interior upgrades performed? ➤ Yes, replacement of flooring with LVP, cabinets & vanities, countertops, plumbing fixtures, lighting fixtures to LED, water heaters, air conditioner and air handlers, thermostats, door hardware, entry doors, blinds, appliances, garbage disposal	9/2021-12/2022		\$6,145,000
4)	Were appliances purchased/replaced? ➤ Yes, all appliances	9/2021-12/2022		\$697,000
5)	Were building exteriors repaired? ➤ Yes, full repaint, lighting replacements, roof replacement to 50-year roof, handrail upgrades for ADA compliance, building signage, fire boxes, CCTV cameras, gutter & downspout repairs	9/2021-12/2022		\$464,000
6)	Were amenities upgraded/repaired? ➤ Yes, community building, leasing office, fitness center received complete renovations. Add new bus stop, pavilion, turf field, landscaping.	9/2021-12/2022		\$2,130,000
7)	Were HVAC systems installed or repaired? ➤ Yes, all HVAC systems replaced with heat pumps, all exhaust fans replaced	9/2021-12/2022		\$863,000
8)	Were plumbing or electrical repairs made? ➤ Yes, all plumbing and electrical fixtures replaced, installed bathroom fan smart switches.	9/2021-12/2022		\$1,684,000
9)	Were any repairs made to the parking area, including carports? ➤ Yes, parking lot received replacements as need to for ADA compliance, parking lot was restriped, ADA signage replaced	9/2021-12/2022		\$239,000
10)	Were any additional repairs made?			\$
Comments:				





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STANDING WATER







POT HOLES





# Texas State Affordable Housing Corporation



OPEN CABLE BOXES





# Texas State Affordable Housing Corporation





# Texas State Affordable Housing Corporation



# Texas State Affordable Housing Corporation

Unit 8104 (Rehab in progress)





# Texas State Affordable Housing Corporation

Unit 11102 (Rehab done)



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