

Texas State Affordable Housing Corporation

Ridgewood Apartments

2830 Lake Road Huntsville, TX 77340

Owner: Dalcour Affordable Housing I, LLC

Date Built: 1996

Management Company: Dalcour Management

Property Manager: Linette Bounds

Inspection Date & Time: April 24, 2014 at 8:30 AM

Inspector's Name: James Matias

| | | | |
|-------------------------------------|-----|---|-----|
| Occupancy at Time of Report: | 84% | Average Occupancy Over Last 12 Months: | 81% |
| Number of Units:232 | | | |
| Number of One Bedrooms: | 48 | Number of Two Bedrooms: | 112 |
| Number of Three Bedrooms: | 72 | Number of Four Bedrooms: | 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 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: On the day of the site visit the property appeared to be in good condition with nice curb appeal. The landscaping was found to be very well kept with flowers in the front of the community. On the day of the site visit, a few buildings, including building 3 and 5 had a large amount of cigarette butts found on the ground. It is suggested that management create a plan to address proper disposal of cigarette butts. The building roofs, foundations, and stairwells were all found to be in good condition. The parking lot, retaining walls, and amenities were all found to be clean and in good working order.

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 | | |
| Criminal Mischief | | |
| Personal Assault | 1 | |
| Drug Activity | 3 | |
| Gunfire | | |
| Domestic Violence | 9 | Domestic(8), In progress(1) |
| Disturbance | 22 | Noise(21), Other(1) |

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|---|---|--|
| Other | 9 | Civil Dispute(2), Fight in progress(1), Harassment(1), Threat(3), Civil Dispute(2) |
| 2) Does the property utilize a crime prevention agreement? ➤ The property follows Management policies regarding criminal activity and has the residents sign a safety addendum upon move-in. | | |
| 3) What pro-active measures is the property taking to address crime on the property? ➤ To deter criminal activity on the property, management has Security officers that patrol daily, crime watch meetings are held twice per quarter, and the property has security cameras. | | |
| 4) How often is a light check conducted on the property? Who performs light checks on the property? ➤ The security officers check the lights once per week and turn in a report. | | |

COMMENTS:

| SECURITY PROGRAM Part II | YES | NO | N/A |
|--|-----|----|-----|
| 1) Is the Staff trained in addressing 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? | X | | |

COMMENTS: The initial risk assessment was conducted in November of 2012, but one has not been done since.

| 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) Which of the following community amenities are provided for resident use? | | | |
| ➤ Playground | X | | |
| ➤ Community Room | X | | |
| ➤ BBQ/Picnic Area | X | | |
| ➤ Laundry Facility | | X | |
| ➤ Business Center | X | | |
| ➤ Pool | X | | |
| ➤ Other (Gym, volleyball, toddler play scape, and dog park) | X | | |
| 8) When are property licenses and permits renewed? ➤ The pool license is renewed annually. | | | |
| 9) Where are vendor insurance records/binders maintained? ➤ Vendor insurance records are kept at the corporate office. | | | |

COMMENTS:

Finding:

- On the day of the site visit the after hour's emergency phone number was not posted. The emergency phone number must be posted in order to protect the property and the residents. The owner must post the emergency phone number and provide proof via pictures, work orders, or invoices to TSAHC. Preferably, the emergency phone number will be on a plaque on the exterior of the leasing office. This issue must be corrected by May 30, 2013.

| 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: The Handy track key system is being utilized.

Finding:

- On the day of the site visit the maintenance shop was found to be open with a key box located inside of it. The key box was unlocked, opened, and the keys were not coded. In an effort to protect residents and minimize the liability of management, the staff

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must immediately remove and stop the use of the extra box located in the maintenance shop. Proof of the removal of the keybox must be sent to TSACH no later than May 16, 2014.

| 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) | On average, how many days does it take to complete a work order? ➤ On average it takes 3 days to complete a work order. | | | |
| 5) | Does the maintenance area have properly documented MSDS material and chemicals labeled properly? | X | | |
| 6) | How often are Pest Control services provided? ➤ Pest control services are provided weekly and all buildings are serviced quarterly. | | | |
| 7) | What is the policy for following up on completed service requests? ➤ Staff calls residents approximately 30% of the time to ensure work was completed to their satisfaction. | | | |
| 8) | What is the property's after hours emergency policy? ➤ Residents call the office phone number and are transferred to a live answering service that determines if there is an emergency and then the appropriate staff person is contacted. | | | |
| 9) | What capital improvements have been scheduled or completed for this budget year? ➤ No capital improvements have been scheduled or completed for this budget year. | | | |
| Detail of Ongoing Repairs and Replacements Completed in Last Budget Year | | | | |
| 10) | Unit Interior and Appliance upgrades ➤ Interior or appliance upgrades were completed as needed. | | | |
| 11) | Building Exterior and Curb Appeal repairs ➤ No exterior upgrades or curb appeal upgrades were completed. | | | |
| 12) | Amenity upgrades ➤ An additional playground was added in the last budget year. | | | |
| 13) | Other repairs or replacements ➤ No other repairs or replacements were done in the last year | | | |
| Number of service requests received: | | 92 | | |
| Number of requests open from prior periods: | | NA | | |
| Number of service requests completed: | | 77 | | |
| Number of service requests completed within 24 hours: | | 46 | | |
| Number of outstanding service requests: | | 15 | | |
| COMMENTS: Management appears to have a well-organized, effective, and efficient maintenance program. Management is encouraged to continue to open and close work orders daily in the system. | | | | |

| MARKETING | | | |
|--|-------|----------------|-------------|
| 1) Complete the table below with the most recent information available. | | | |
| SOURCE | COST | # of Prospects | # of Leases |
| Drive-By/Word of Mouth | \$50 | 57 | 5 |
| Flyers | \$50 | 0 | 0 |
| Resident Referral(paying \$200 per referral) | \$225 | 2 | 0 |
| Locator Service | \$0 | 0 | 0 |
| Printed Advertising | \$32 | 23 | 0 |
| Internet Advertising | \$147 | 27 | 1 |
| Other Source (radio, housing, NA) | \$110 | 25 | 4 |
| TOTAL | \$614 | 134 | 10 |
| The rental activity reflected in the above table was from March 23, 2014 to April 23, 2014. | | | |
| | 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: The property completes a market survey quarterly. | | | |

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| LEASE RENEWAL | | YES | NO | N/A |
|--|---|-----------------|------------------|-------------------|
| 1) | Does it appear that an effective lease renewal program in place? | X | | |
| 2) | What percentage of residents renewed last month, past 6 months, and past 12 months? | Current: 88% | 6 months: 89% | 12 months: 78% |
| 3) | What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"? | 45% | | |
| 4) | When are the lease renewal/rent increase notices sent to residents? ➤ Lease renewal and recertification notices are sent to residents 120 days before lease expiration and followed up on every 30 days thereafter. | | | |
| 5) | Are individual files being reviewed to determine renewal/non-renewal status? | X | | |
| 6) | How are renewals and re-certifications tracked and monitored? ➤ Yardi is used to track and monitor renewals | | | |
| 7) | Are rent increases being implemented? | | X | |
| 8) | When was the last rent increase implemented? What was the average rent increase? ➤ Rent increases are not being administered because the property is currently at max rent. The last rent increase was in January of 2014 and it was approximately 5%. | | | |
| 9) | How many households are currently on month-to-month leases? ➤ Month to month leases are not allowed under management guidelines. | | | |
| 10) | What is the charge for month-to-month leases? ➤ NA | | | |
| COMMENTS: | | | | |
| Observation: | | | | |
| <ul style="list-style-type: none"> In the last 12 months, 56 of the 124(45%) units have moved out for nonpayment of rent, skip, or lease violations. It is suggested that management take a more diligent and stricter approach when reviewing the credit, payment, and rental history of applicants. | | | | |

| VACANT/MAKE READY UNITS | | | | | |
|---|---------------------------------------|--|-----|----|-----|
| 1) Number of vacant units at time of activity report: | | | 37 | | |
| 2) Number of completed made ready units at time of activity report: | | | 4 | | |
| 3) Number of completed one bedroom units at time of activity report: | | | 1 | | |
| 4) Number of completed two bedroom units at time of activity report: | | | 2 | | |
| 5) Number of completed three bedroom units at time of activity report: | | | 1 | | |
| 6) Number of uncompleted made ready units at time of activity report: | | | 33 | | |
| 7) Number of uncompleted one bedroom units at time of activity report: | | | 2 | | |
| 8) Number of uncompleted two bedroom units at time of activity report: | | | 16 | | |
| 9) Number of uncompleted three bedroom units at time of activity report: | | | 15 | | |
| Units Walked | | | | | |
| Unit # | Brief Description | | | | |
| 702 | 2x2, Vacant, Full turn needed | | | | |
| 1301 | 2x2, Vacant, Pre-leased, Almost ready | | | | |
| Down Units Walked (units vacant and unready for extended period of time and all down units) | | | | | |
| Unit # | Brief Description | | | | |
| 301 | 3x2, Vacant, Full turn needed | | | | |
| 302 | 3x2, Vacant, Full turn needed | | | | |
| 518 | 2x2, Vacant, Pre-leased, Almost ready | | | | |
| 520 | 3x2, Vacant, Full turn needed | | | | |
| 1020 | 3x2, Vacant, Full turn needed | | | | |
| | | | YES | NO | N/A |
| 1) Does the Unit Availability Report match the make ready board? | | | | X | |
| 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? | | | X | | |
| 5) What system is used by management to monitor the timely preparation of units? | | | | | |
| ➤ Management uses Yardi and a make ready board to monitor the make ready status. | | | | | |

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| 6) How often are occupied units inspected? |
| ➤ Management stated that occupied units are inspected quarterly. |
| 7) How often are vacant units inspected? |
| ➤ Management stated that occupied units are inspected at least once per month. |
| 8) How many vacant unready units are in progress of being made ready? |
| ➤ Thirty vacant 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 policy is to turn a vacant unit in 5 to 7 business days. |

COMMENTS: The make ready board does not currently match the availability report because the make ready board only has the capacity to show 24 units and the property currently has 37 vacant units.

Observation

- Management stated that company policy is to turn vacant units within 5 to 7 business days. There are currently 35 units that have been vacant and have not been made ready for more than 19 days. The average days vacant for these units which are not yet ready is 99 days. The company policy is clearly not being followed and it is suggested that Management implement a Make Ready Plan that will help the Maintenance staff be able to complete make readies in the appropriate amount of time or change the policy on the number of days to turn a unit.
- During the time of the site review, units 702 and 1301 were marked on the unit availability report as ready. After an inspection of each unit, it was determined that unit 702 is in need of a full turn and that unit 1301 has some items that need attention before it can be classified as fully ready. It is suggested that management complete a full make ready inspection for all units prior to being moved to having the status changed to "ready" on the unit availability report.
- After an analysis of the amount of not ready and vacant one, two, and three bedroom units, the property is currently not capitalizing on approximately \$22,000 in additional rental revenue.

Finding

- Units 301, 302, 518, 520, and 1020 are considered down because they are not available for rental on a continuous basis to members of the general public. The unit designation on the Unit Status Report must be market until a qualified household occupies the unit. In addition to the designation change, TSHAC also request that "Down Vacant" be put in the last name field on the Unit Status report for each down unit. In response to this review, in order for this unit to reverse its "down" status, the owner must submit proof to TSAHC 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. Once TSAHC has reviewed Tenant Income Certifications, invoices, work orders and/or pictures and have given Management approval, then the unit can be added back to the Unit Status Report with a market designation until a qualified household occupies the unit.

| BUDGET MANAGEMENT | YES | NO | N/A |
|--|-----|----|-----|
| 1) How many bids are solicited in order to obtain materials, supplies, and services? | | | |
| ➤ Three bids are collected to obtain materials and services. | | | |
| 2) Have there been any large unexpected repairs or purchases that have negatively affected the budget? | | | |
| ➤ Management stated that there have not been any expenses that have negatively affected the budget. | | | |
| 3) Explain YTD variances of 10% or greater. | | | |

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 | \$25,487 | \$33,232 | \$7,745 | 23.3% | Payroll, Bonuses |
| Utilities | \$51,303 | \$38,922 | -\$12,381 | -31.8% | Water & Sewer, House Meters Electric, Trash Removal |
| Redecorating Expense | \$6,200 | \$5,306 | -\$894 | -16.8% | Contract Painting Labor, Paint and Supplies |
| Repairs & Maintenance | \$1,967 | \$2,822 | \$855 | 30.3% | Carpet Wet Vacs, Miscellaneous Maintenance |
| Grounds & Maintenance | \$4,980 | \$5,998 | \$1,019 | 17.0% | Grounds Contract |
| Advertising Expense | \$1,474 | \$2,306 | \$832 | 36.1% | Resident Retention, Resident Referrals, Promotional Expenses |

COMMENTS: Management states that the negative utility variance is due to a water overage from the city of Huntsville. The property received a \$16,000 credit in January and distributed it to the residents in February and March.

Observation:

- The budget comparison report provided shows a positive \$832 variance for the end of February 2014. If the trend of spending less on advertising than what was budgeted has continued for March and April, it is suggested that additional marketing efforts be made in order to decrease vacancy and increase revenue.

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| REVENUE | | | |
|---------------------------------|-----------|--------------------------------|-----------|
| FOR THE MONTH OF February, 2014 | | YEAR TO DATE | |
| Gross Potential | \$139,096 | Gross Potential | \$278,192 |
| Budgeted Rental Income | \$110,874 | Budgeted Rental Income | \$221,715 |
| Actual Rental Income Collected | \$106,571 | Actual Rental Income Collected | \$210,220 |
| Variance + (-) | -\$4,303 | Variance + (-) | -\$11,495 |
| Other Revenue | \$17,344 | Other Revenue | \$31,723 |
| Total Collected | \$123,915 | Total Collected | \$241,913 |
| Budgeted | \$126,510 | Budgeted | \$252,987 |
| Variance + (-) | -\$2,595 | Variance + (-) | -\$11,044 |
| COMMENTS: | | | |

| 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) How often are invoices processed? ➤ Invoices are processed weekly. | | | |
| COMMENTS: The majority of the outstanding balance from 30-60 days is for the accounting firm that handled the taxes for this property. Management stated that this payable is being handled by corporate. | 0-30 Days: | | \$8,820 |
| | 30-60 Days: | | \$9,054 |
| | 60 Days and Over: | | \$440 |
| | TOTAL | | \$18,314 |

| 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 1 st late on the 6 th . A 3 day Notice To Vacate (NTV) is sent around the 6 th after the 3 day NTV expires. | | | |
| 3) When is legal action taken against delinquent accounts? ➤ Eviction is typically filed on or around the 10 th of the month, unless a payment agreement has been made and is being honored. | | | |
| 4) Does the property currently have any resident(s) under eviction? | | X | |
| 5) Does Housing have any outstanding balances? | X | | |
| COMMENTS: Currently housing has a balance for 8 units that total \$3,708. The majority of the housing balance is not from new move ins. | 0-30 Days: | | \$15,765 |
| | 30-60 Days: | | \$527 |
| | 60 Days and Over: | | \$612 |
| | TOTAL | | \$16,904 |

| RETURNED CHECKS | YES | NO | N/A |
|---|-----|----|-----|
| 1) Total number of returned checks in the past 3 months: | | 4 | |
| 2) Has the manager collected and deposited all returned checks? | X | | |
| 3) Is the manager following company policy on returned checks? | X | | |
| COMMENTS: | | | |

| 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 | | |

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|---|---|---|--|
| 8) Has staff turnover occurred since the last site review? | X | | |
| 9) How often are staff meetings held? ➤ Staff meetings are held daily. | | | |
| 10) Have personnel been trained in Fair Housing? | | X | |
| 11) List training staff has received in the past year. ➤ Management stated that the staff has not received any training. | | | |

COMMENTS: The regional manager for this community also acts as the compliance department for this portfolio as well as assists with the compliance of another portfolio. It appears, based on the delinquency, loss to lease, vacancy, and extended vacancies, that the duties for the regional manager need to be revised to ensure financial stability and success for the property.

Observation:

- On the day of the site visit management stated that the staff has not received any training in the past year. In an effort to decrease the properties liability and increase the productivity and effectiveness of the staff, it is highly recommended that all staff members receive various different best practices, ethical, and industry standard trainings.

Finding:

- On the day of the site visit, management stated that all staff members are scheduled to get fair housing training by September of this year. TSHAC request that proof of the completed training be submitted for review no later than September 30, 2014.

| 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 owner has access to reports daily. | | | |
| 3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ All unbudgeted or over budget expenses require approval from the owner | | | |
| 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 | | |

COMMENTS:

SUMMARY OF OBSERVATIONS AND FINDINGS

Observations:

- In the last 12 months, 56 of the 124(45%) units have moved out for nonpayment of rent, skip, or lease violations. It is suggested that management take a more diligent and stricter approach when reviewing the credit, payment, and rental history of applicants.
- Management stated that company policy is to turn vacant units within 5 to 7 business days. There are currently 35 units that have been vacant and have not been made ready for more than 19 days. The average days vacant for these units which are not yet ready is 99 days. The company policy is clearly not being followed and it is suggested that Management implement a Make Ready Plan that will help the Maintenance staff be able to complete make readies in the appropriate amount of time or change the policy on the number of days to turn a unit.
- During the time of the site review, units 702 and 1301 were marked on the unit availability report as ready. After an inspection of each unit, it was determined that unit 702 is in need of a full turn and that unit 1301 has some items that need attention before it can be classified as fully ready. It is suggested that management complete a full make ready inspection for all units prior to being moved to having the status changed to "ready" on the unit availability report.
- After an analysis of the amount of not ready and vacant one, two, and three bedroom units, the property is currently not capitalizing on approximately \$22,000 in additional rental revenue.
- The budget comparison report provided shows a positive \$832 variance for the end of February 2014. If the trend of spending less on advertising than what was budgeted has continued for March and April, it is suggested that additional marketing efforts be made in order to decrease vacancy and increase revenue.
- On the day of the site visit management stated that the staff has not received any training in the past year. In an effort to decrease the properties liability and increase the productivity and effectiveness of the staff, it is highly recommended that all staff members receive various different best practices, ethical, and industry standard trainings.

Findings:

- On the day of the site visit the after hour's emergency phone number was not posted. The emergency phone number must be posted in order to protect the property and the residents. The owner must post the emergency phone number and provide proof via pictures, work orders, or invoices to TSAHC. Preferably, the emergency phone number will be on a plaque on the exterior of the leasing office. This issue must be corrected by May 30, 2013.
- On the day of the site visit the maintenance shop was found to be open with a key box located inside of it. The key box was unlocked, opened, and the keys were not coded. In an effort to protect residents and minimize the liability of management, the staff must immediately remove and stop the use of the extra box located in the maintenance shop. Proof of the removal of the keybox must be sent to TSACH no later than May 16, 2014.
- Units 301, 302, 518, 520, and 1020 are considered down because they are not available for rental on a continuous basis to members of the general public. The unit designation on the Unit Status Report must be market until a qualified household occupies the unit. In addition to the designation change, TSHAC also request that "Down Vacant" be put in the last name field on the Unit Status report for each down unit. In response to this review, in order for this unit to reverse its "down" status, the owner

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