

Texas State Affordable Housing Corporation

Villa Rodriguez formally known as Aguila Oaks

3270 Nacogdoches, San Antonio, Texas 78217

Owner: San Antonio Low Income Housing, LLC

Date Built: 1982

Management Company: Cesar Chavez Foundation

Property Manager: JoAnne Pacheco

Inspection Date & Time: June 7, 2017 at 9:00 a.m.

Inspector's Name: James Matias

Occupancy at Time of Report:	93.6%	Average Occupancy Over Last 12 Months:	92.1%
Number of Units: 346			
Number of One Bedrooms:	278	Number of Two Bedrooms:	68
Number of Three Bedrooms:	N/A	Number of Four Bedrooms:	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		
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 landscaping was in good condition and the property was free of trash. The common areas and amenities were found to be well kept and clean. The property is in the midst of a thorough rehab. The roofs which are in very bad condition are currently being replaced. On the day of the site visit, it appeared that about half of the buildings have received roof replacements. Almost all the buildings have portions with rotten sidings, window trim and door trim. The siding and trim is being replaced as needed. All buildings will be repainted along with the staircases and trim. The grounds had numerous areas where large landscaping timbers, which were being used as borders and retention walls, were found to be loose, flipped or damaged. Management stated that these timbers are being replaced as part of the rehab.

Observations:

- The property has numerous curb stops that have been damaged or cracked. It is strongly suggested that management replace the curb stops to get loose cement out of the parking lots.
- On the day of the site visit, a large hole was found in the parking lot near the dumpster of phase 1. In order to increase curb appeal and not damage any cars, it is recommended that this be fixed as soon as possible.
- On the day of the site visit a large portion of the blinds in each building were found to be broken, missing, or damaged. In order to increase the curb appeal and protect the resident's privacy, it is recommended that these are replaced as soon as possible. It is also suggested that management send out a letter encouraging residents to notify management when blinds are broken.

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:

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Burglary	9	Burglary alarm (6), Burglary (2), Burglary in progress (1)
Theft	2	Theft (1), Theft of vehicle (1)
Criminal Mischief	3	
Personal Assault	8	Assault in progress (6), Assault (2)
Drug Related Activity	3	Narcotics (3)
Gun Related Activity	2	Gun involved disturbance (1), Shooting in Progress (1)
Domestic Violence	2	Family Violence (2)
Disturbance	53	Disturbance (38), Family (4), Loud Music (11)
Other	8	Fight (1), Threats (1), Suicide in progress (4), Suicide (1) Rape in progress (1)

- 2) Does the property utilize a crime prevention agreement?
- The property does not use a written crime prevention agreement however they do use the Tri Tech system to retrieve monthly police call logs. Management reviews the reports and conducts household meeting when and if necessary.

- 3) What pro-active measures is the property taking to address crime on the property?
- Management has contracted Texas Lawman to patrol the property at least 3 times per night. Texas lawman submits daily reports to management and will discuss any major concerns with the Property Manager.

- 4) How often is a light check conducted on the property? Who performs light checks on the property?
- Light checks are conduct weekly by maintenance.

COMMENTS: A review of the monthly police department calls logs dated 1/1/2017 through 3/31/2017 indicate there were a total of 123 incidents logged. 90 of the 123 calls logged are listed above. Based on a review of the previous year's report, the amount of incidents has doubled. The time frame for this year's report is consistent with last year's report. Assault and disturbances appear to be the primary incident type that has led to the increase.

Finding:

- The property is currently providing monthly crime reports to TSAHC. Management said the crime reports provided are likely not just for these two phases of their community, but rather the entire area or block. The 911 call logs do indicate the specific property addresses which are 3270 Nacogdoches and 3400 Salado Creek. Management states that they feel strongly that all of these incidents are not happening at their community and they are not aware of this amount of criminal activity. The reviewer discussed with management the importance of reaching out to the San Antonio Police Department to assist with determining if the incidents are in fact happening on their property. If they are happening on their property, it would be extremely helpful if unit numbers can be added to the 911 call logs. If they are not incidents happening on their property, an investigation as to why they are putting the properties address in the call logs needs to be opened. The property will continue to send us monthly crime reports that consist of incident reports, 911 call logs, and anything else tracking crime at the property. In addition to the monthly Crime Reporting, management needs to turn in documentation that they are investigating the incidents on the TriTech Reports and making an effort to determine the legitimacy of the incidents and obtain unit numbers. This documentation needs to be turned in to TSHAC no later than 7/21/2017.

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		
4) Has a risk assessment been conducted to determine risk liabilities at the property?		X	

COMMENTS: The community has a new manager and she is unsure when the last risk assessment was conducted.

OFFICE	YES	NO	N/A
1) Is the office neat, the desk uncluttered?	X		
2) Are accurate office hours posted?		X (see comments)	
3) Are emergency phone numbers posted?			
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 (Learning Center)	X		
➤ BBQ/Picnic Area	X		

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➤ Laundry Facility (Three facilities)	X		
➤ Business Center		X	
➤ Pool (Two pools)	X		
➤ Other (learning center)	X		
8) When are property licenses and permits renewed? ➤ The pool, mechanical, and alarm system licenses and permits are renewed annually.			
9) Where are vendor insurance records/binders maintained? ➤ Both Cesar Chavez Foundation's corporate office and the property management office maintain copies of vendor insurance records.			
COMMENTS: The contractors are currently working on the office hours sign. The reviewer encouraged management to get this put back up as soon as possible and place a printed page in the window of the entrance for the time being.			

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 unit turnovers?	X		
COMMENTS:			

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 according to the Work Order Report provided (3/1/2017 through 5/31/2017) it takes 19 days to close 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 conducted on Thursday of each week and includes building exteriors, vacant units and occupied units when requested.			
7) What is the policy for following up on completed service requests? ➤ Management stated they place follow up calls on every single work order.			
8) What is the property's after-hours emergency policy? ➤ The property uses an on-call service provider that will notify management's point of contact for emergency related issues.			
9) What capital improvements have been scheduled or completed for this budget year? ➤ Capital improvements completed or scheduled for this year include the roofs which are currently being completed for all buildings, full paint, as needed siding and trim replacement and interior rehabs on all make readies.			

Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
10) Unit Interior and Appliance upgrades ➤ There were no major updates to the unit interior or appliance during the last budget year.			
11) Building Exterior and Curb Appeal repairs ➤ There were no major building exterior or curb appeal upgrades during the last budget year.			
12) Amenity upgrades ➤ There were no amenity upgrades in the last budget year.			
13) Other repairs or replacements ➤ No other repairs/replacements were completed during the last budget year.			
Number of service requests received:	674		
Number of requests open from prior periods:	0		
Number of service requests completed:	528		
Number of service requests completed within 24 hours:	96		
Number of outstanding service requests:	146		

COMMENTS: Management appears to be doing a good job opening new work orders for all maintenance that occurs.

Observations:

- The Work Order Report provided is from 3/1/2017 through 5/31/2017. The report includes 72 open work orders labeled as pre-inspections for a REAC. It is my understanding that the REAC inspection was conducted and therefore these pre-inspection work orders should be closed. Closing the pre-inspection work orders will close about half of the open service request. It is suggested that management investigate the other 74 work orders from March through May to determine why these remain open. All of the open work orders are listed as "Call", in many cases this means that the resident called the after-hours phone number and the answering service created a work order. If this is the case, it appears that the work orders are not being closed or they are possibly being duplicated.

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- In the last 3 months a total of 674 work orders have been opened which is excessive even though 72 work orders were opened for the REAC inspection. The average comes to 6.7 work orders opened daily after you remove the pre-inspection work orders. 131 work orders were opened in this time frame for air conditioning issues and only 24 of those were for filter changes. It is apparent that HVAC is the leading cause of the high volume of work orders being created. This issue is very likely due to the fact that a preventive maintenance program is not in place regarding HVAC serving and filter changes are not being completed or tracked. 8 of the work orders listed are for residents requesting filters changes. It is strongly suggested that a much more proactive approach is taken regarding proper maintenance of the HVAC systems and filter changes.

MARKETING

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

SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth/Calls	\$20	26	1
Flyers	\$0	0	0
Resident Referral	\$0	33	1
Locator Service	\$650	15	5
Printed Advertising (Apartment Guide Magazine)	\$0	28	1
Internet Advertising (Chavezfoundation.org / \$399 Rentpath & Apt guide, Zillow \$250)	\$649	11	0
Other Source (Other, Past Resident, Return Resident)	\$0	5	0
TOTAL	\$1,319	118	8

The rental activity reflected in the above table was for the 5/7/2017 through 6/7/2017 timeframe.

	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 market surveys are done weekly if under 95% occupancy. It appears the leasing staff is doing a diligent job entering all traffic in the system and coding it properly. Based on the Traffic detail provided, the majority of leases in the last month came from locators. If Rentpath.com and Apartment Guide Magazine continue to produce a minimal amount of leads and leases, further evaluation on if the community should continue to use the is recommended.

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: 60%	6 months: 56%	12 months: 51.6%
3) What percentage of move-outs in the last month was due to eviction/non-payment of rent or "skip"?	40%		
4) When are the lease renewal/rent increase notices sent to residents? ➤ The Yardi system auto-generates lease renewal notices 120 day prior to the move-in anniversary date of each tenant. If the residents fail to respond to the 120 day notice, the same process is taken and a 90 day, 60 day, and a final 30 day notice is sent.			
5) Are individual files being reviewed to determine renewal/non-renewal status?			
6) How are renewals and re-certifications tracked and monitored? ➤ The Yardi system is use to track recertifications			
7) Are rent increases being implemented?	X		
8) When was the last rent increase implemented? What was the average rent increase? ➤ In April with the new income limits came out management started increasing rents at renewal			
9) How many households are currently on month-to-month leases? ➤ 3 units are currently on a month-month lease.			
10) What is the charge for month-to-month leases? ➤ The three units that are market get the same rate as units with full leases.			

COMMENTS:

Observation:

- When comparing the Lease Renewal Report provided and the amount of units occupied and vacant, the community has an average renewal percentage of 52% for the past year. In addition, the community has an average of 11 move outs per month. In the last month (5/7/2017 through 6/7/2017), 4 of the 10 move-outs were due to skip (3) and non-payment of rent eviction (1). Retaining residents and decreasing turnover is almost always extremely beneficial to the overall stability of the community, it is strongly recommended that the property make efforts to determine what residents need in order to stay at the community longer. For example, additional security, better maintenance program, more amenities. The community rehab that is currently taking place

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inside and out may assist with an increase in the lease renewal percentage.

VACANT/MAKE READY UNITS

1) Number of vacant units at time of activity report:	23
2) Number of completed made ready units at time of activity report:	1
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:	N/A
6) Number of uncompleted made ready units at time of activity report:	22
7) Number of uncompleted one bedroom units at time of activity report:	16
8) Number of uncompleted two bedroom units at time of activity report:	6
9) Number of uncompleted three bedroom units at time of activity report:	N/A

Units Walked

Unit #	Brief Description
1-108	(1x1) Vacant for 7 days. Unit is almost ready for occupancy.
1-303	(2x2) Vacant for 98 days. Unit is not ready for occupancy, full turn is needed.
1-606	(1x1) Vacant for 58 days. Unit is not ready for occupancy, full turn is needed.
2-312	(1x1) Vacant for 42 days. Unit is almost ready for occupancy.
2-407	(2x1) Vacant for 42 days. Unit is not ready for occupancy, full turn is needed.

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		
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) What system is used by management to monitor the timely preparation of units? ➤ Management uses the Yardi system to track timely preparation of units.			
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? ➤ Twenty-two vacant units are in the process of being made ready. (see observation)			
9) What is the company policy on the number of days to turn vacant units? ➤ Management's policy is to have units turned and made-ready in 3- 5 business days.			

COMMENTS:

Observation:

- Management stated that company policy is to turn vacant units in 3-5 business days. There are currently 17 units that have been vacant for more than 7 days that are not made ready for occupancy. 13 of the 17 units have been vacant and not made ready for more than 30 days. In addition, after physical review, the units appear to have very little or no work done toward being made ready. The company policy is clearly not being followed. TSAHC suggests 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 revise the number of days it takes to turn a unit on the current management policy. The sooner units are turned, the sooner a new resident can move in which will decrease the community's vacancy loss and increase the overall annual revenue. Management is also advised to put their focus on leasing those unit with the highest vacancy rate first.

BUDGET MANAGEMENT

1) How many bids are solicited in order to obtain materials, supplies, and services? ➤ Three bids are solicited in order to obtain materials, supplies, and service.			
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- 2) Have there been any large unexpected repairs or purchases that have negatively affected the current budget?
 ➤ The property had a large exterior underground water leak that 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
Advertising and Marketing	\$200	\$1,174	\$974	83%	Other – Advertising and Referral Fees
Administrative Expenses	\$38,715	\$50,310	\$11,595	23%	Hourly wages, Equipment lease and repair, Bad Debts
Replacement/Capital Expense	\$20,219	\$17,385	(\$2,834)	(13.3%)	Plumbing, Professional Services
Maintenance Expense	\$18,631	\$22,389	\$3,758	16.8%	Maintenance wages, cleaning supplies, Electrical Repairs and supplies

COMMENTS: According to management, the Advertising Expense line item is under budget because they are not currently using Rental Guides (print material) and they are not paying referral fees. Management said they intend to start doing this and the budgeted funds will be used. Replacement/Capital Expenses (Plumbing and professional fees) went over budget because of the large water leak mentioned in the second question of this section.

REVENUE

FOR THE MONTH ENDING: APRIL 2017		YEAR TO DATE AS OF APRIL 2017	
Gross Potential	\$217,460	Gross Potential	\$865,108
Budgeted Rental Income	\$206,425	Budgeted Rental Income	\$819,479
Actual Rental Income Collected	\$202,431	Actual Rental Income Collected	\$811,796
Variance + (-)	(\$3,994)	Variance + (-)	(\$7,683)
Other Revenue	\$19,460	Other Revenue	\$77,350
Total Collected	\$221,890	Total Collected	\$889,146
Budgeted	\$224,803	Budgeted	\$894,091
Variance + (-)	(\$2,913)	Variance + (-)	(\$4,945)

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? ➤ Management processes invoices monthly.			
COMMENTS:	0-30 Days:		\$3,195.41
	30-60 Days:		\$357.84
	60 Days and Over:		\$30.88
	TOTAL		\$3,584.13

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 first day of each month and is considered late on the 4 th . A \$25.00 initial late fee is assessed and a \$10 daily late fee is assessed up to 15 days late (totaling \$175) or until balance is paid in full.			
3) When is legal action taken against delinquent accounts? ➤ On or around the 15 th day of the month, management will take legal action.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?	X		
COMMENTS: The property currently has 7 residents with multiple month balances that total more than \$1,000. Two of the seven units with multiple month balances receive housing (section 8) payments through the San Antonio Housing Authority. These 2 units are likely getting interim or annual income reviews. The other 5 units should be in the process of being evicted according to the rent collection policy and the answer provided for question 3 noted above. Management is encouraged to follow its policy and at a	0-30 Days:		\$24,589.61
	30-60 Days:		\$5,524.96
	60 Days and Over:		\$4,737.95

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minimum make notes on the delinquency report if payment plans have been established with the resident.

	TOTAL		\$34,852.52
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RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:	1		
2) Has the manager collected and deposited all returned checks?	X		
3) Is the manager following company policy on returned checks?	X		
COMMENTS: Management followed the NSF policy for the one NSF that was recorded in the last 3 months.			

PERSONNEL	YES	NO	N/A
1) Does owner/agent have a system/procedure for providing field supervision of on-site personnel?			
2) Does the property appear to be adequately staffed?		X (see comments)	
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?			
6) Are name tags/photo IDs being worn by the maintenance personnel?			
7) Was management staff prepared for the site visit?			
8) Has staff turnover occurred since the last site review?			
9) How often are staff meetings held? ➤ Meetings are conducted weekly or more often, if necessary.			
10) Have personnel been trained in Fair Housing?			
11) List training staff has received in the past year. ➤ E-learning through Yardi that is done monthly. Yardi training is being done with the new manager regularly.			
COMMENTS: Management stated the property is in the process of finding and hiring a full time and part time leasing agent.			

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? ➤ Site management submits weekly reports to the owner.			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ The Property Manager must request approval for unexpected expenditures over \$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		
COMMENTS:			

SUMMARY OF OBSERVATIONS AND FINDINGS
<p>Observations:</p> <ul style="list-style-type: none"> The property has numerous curb stops that have been damaged or cracked. It is strongly suggested that management replace the curb stops to get loose cement out of the parking lots. On the day of the site visit, a large hole was found in the parking lot near the dumpster of phase 1. In order to increase curb appeal and not damage any cars, it is recommended that this be fixed as soon as possible. On the day of the site visit a large portion of the blinds in each building were found to be broken, missing, or damaged. In order to increase the curb appeal and protect the resident's privacy, it is recommended that these are replaced as soon as possible. It is also suggested that management send out a letter encouraging residents to notify management when blinds are broken. The Work Order Report provided is from 3/1/2017 through 5/31/2017. The report includes 72 open work orders labeled as pre-inspections for a REAC. It is my understanding that the REAC inspection was conducted and therefore these pre-inspection work orders should be closed. Closing the pre-inspection work orders will close about half of the open service request. It is suggested that management investigate the other 74 work orders from March through May to determine why these remain open. All of the open work orders are listed as "Call", in many cases this means that the resident called the after-hours phone number and the answering service created a work order. If this is the case, it appears that the work orders are not being closed or they are possibly being duplicated. In the last 3 months a total of 674 work orders have been opened which is excessive even though 72 work orders were opened for the REAC inspection. The average comes to 6.7 work orders opened daily after you remove the pre-inspection work orders. 131 work orders were opened in this time frame for air conditioning issues and only 24 of those were for filter changes. It is apparent that HVAC is the leading cause of the high volume of work orders being created. This issue is very likely due to the fact that a preventive maintenance program is not in place regarding HVAC serving and filter changes are not being completed or tracked. 8 of the work orders listed are for residents requesting filters changes. It is strongly suggested that a much more proactive approach is taken regarding proper maintenance of the HVAC systems and filter changes. When comparing the Lease Renewal Report provided and the amount of units occupied and vacant, the community has an average renewal percentage of 52% for the past year. In addition, the community has an average of 11 move outs per month. In

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the last month (5/7/2017 through 6/7/2017), 4 of the 10 move-outs were due to skip (3) and non-payment of rent eviction (1). Retaining residents and decreasing turnover is almost always extremely beneficial to the overall stability of the community, it is strongly recommended that the property make efforts to determine what residents need in order to stay at the community longer. For example, additional security, better maintenance program, more amenities. The community rehab that is currently taking place inside and out may assist with an increase in the lease renewal percentage.

- Management stated that company policy is to turn vacant units in 3-5 business days. There are currently 17 units that have been vacant for more than 7 days that are not made ready for occupancy. 13 of the 17 units have been vacant and not made ready for more than 30 days. In addition, after physical review, the units appear to have very little or no work done toward being made ready. The company policy is clearly not being followed. TSAHC suggests 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 revise the number of days it takes to turn a unit on the current management policy. The sooner units are turned, the sooner a new resident can move in which will decrease the community's vacancy loss and increase the overall annual revenue. Management is also advised to put their focus on leasing those unit with the highest vacancy rate first.

Finding:

- The property is currently providing monthly crime reports to TSAHC. Management said the crime reports provided are likely not just for these two phases of their community, but rather the entire area or block. The 911 call logs do indicate the specific property addresses which are 3270 Nacogdoches and 3400 Salado Creek. Management states that they feel strongly that all of these incidents are not happening at their community and they are not aware of this amount of criminal activity. The reviewer discussed with management the importance of reaching out to the San Antonio Police Department to assist with determining if the incidents are in fact happening on their property. If they are happening on their property, it would be extremely helpful if unit numbers can be added to the 911 call logs. If they are not incidents happening on their property, an investigation as to why they are putting the properties address in the call logs needs to be opened. The property will continue to send us monthly crime reports that consist of incident reports, 911 call logs, and anything else tracking crime at the property. In addition to the monthly Crime Reporting, management needs to turn in documentation that they are investigating the incidents on the TriTech Reports and making an effort to determine the legitimacy of the incidents and obtain unit numbers. This documentation needs to be turned in to TSAHC no later than 7/21/2017.



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New Paint Scheme



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New Siding will be put in as needed. This entire wall needed it.



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New roof to old roof comparison



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New floors being done for all new make readies





Resurfaced counters being done for all make readies





Community Room



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