

# Texas State Affordable Housing Corporation

## Woodglen Place Apartments

6800 Corckrell Hill Dr., Dallas, Texas 75236

**Owner:** Dalcor Woodglen, Ltd.

**Date Built:** 2004

**Management Company:** Dalcor Management, LLC

**Property Manager:** Primera Sanchez

**Inspection Date & Time:** September 30, 2017 at 8:30 a.m.

**Inspector's Name:** Celina Stubbs

<b>Occupancy at Time of Report:</b>	95.9%	<b>Average Occupancy Over Last 12 Months:</b>	95.2%
<b>Number of Units: 232</b>			
<b>Number of One Bedrooms:</b>	64	<b>Number of Two Bedrooms:</b>	112
<b>Number of Three Bedrooms:</b>	56	<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		
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 (see comment)		
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 (see comment)		
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 (see comment)		
22) Have repairs or corrections recommended or required from the last physical inspection been satisfactorily completed?			X

**COMMENTS:** The property continues to be in overall great condition. During this year's observation, the reviewed noted several cable boxes left open. Management confirmed that this has become an issue and that they are working towards resolving the issue however, the cable company does not take ownership of the box covers which leaves the issue unresolved. TSAHC encourages management to implement a strategy to monitor this issue moving forward in order to control the situation. In addition, TSAHC was made aware of a kitchen fire in unit 811 on August 17, 2017. No one was injured however there are three down units. According to management, a total of 8 units were affected by the fire. The 8 households were immediately provided a hotel for one night. Management quickly determined that 3 units (units 811, 812, and 814) were down units (those households have been relocated) and that 5 units were safe and sanitary after they completed all repairs and replacements (those 5 households moved back into their unit).

### 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	

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Theft	1	
Criminal Mischief		
Personal Assault		
Drug Related Activity		
Gun Related Activity		
Domestic Violence		
Disturbance	15	
Other	6	1 – Stabbing, 1 – Suspicious Person, 4 - Damaged Property
2) Does the property utilize a crime prevention agreement? ➤ All resident are required to sign a crime prevention agreement when they initially move in.		
3) What pro-active measures is the property taking to address crime on the property? ➤ The property is part of the Dallas Police Department Gold Star community which is a cooperative effort by law enforcement, apartment managers/owner's and apartment residents to abate crime in the apartment community. The property recently upgraded their 17 operable surveillance cameras to having 24 hours monitoring capabilities and continues to house two courtesy officers who patrol the property nightly.		
4) How often is a light check conducted on the property? Who performs light checks on the property? ➤ The courtesy officers and/or maintenance staff conducts nightly light checks on the property grounds.		
<b>COMMENTS:</b> The Dallas Police Department data indicates there have not been any incidents or calls reported during June 2017 through August 2017. However, the property's courtesy officer created a data sheet that list 36 incidents occurred during the same timeframe. 23 of the 26 incidents are listed above. Management confirmed that once the courtesy officer identified an incident, the Property Manager immediately follows-up the respective parties. This appears to be working great for the property as there were no calls listed in the Dallas Police Department data reports.		

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? ➤ 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		
<b>COMMENTS:</b> The property conducted the last risk assessment in February 2017.			

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 ➤ 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 (3 play grounds) ➤ Community Room ➤ BBQ/Picnic Area (multiple throughout property) ➤ Laundry Facility ➤ Business Center ➤ Pool ➤ Other (Volleyball court and fitness center)	X		X
8) When are property licenses and permits renewed? ➤ All property permits and licenses are renewal annually.			
9) Where are vendor insurance records/binders maintained? ➤ The corporate office maintains all vendor records.			
<b>COMMENTS:</b>			

KEY CONTROL	YES	NO	N/A
1) Are all property keys properly coded?	X		
2) Is key box locked and secured?	X		

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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? > There are 62 pending work orders therefore the reviewer did not calculate the average amount of time it takes to close a service request. See comment.			
5) Does the maintenance area have properly documented MSDS material and chemicals labeled properly?	X		
6) How often are Pest Control services provided? > All building get treated twice per year however pest control services are conducted on a weekly basis.			
7) What is the policy for following up on completed service requests? > All completed service requested are followed by a call from the property manager to ensure work was completed satisfactorily.			
8) What is the property's after-hours emergency policy? > The after-hours emergency call center will automatically contact the staff member on-call to address emergency issues.			
9) What capital improvements have been scheduled or completed for this budget year? > Management stated that the following items have been scheduled and completed: the property has been repainted, 100% of the toilets have been replaced by energy efficient toilets (City of Dallas awarded the property with water-saver toilets for all units), tree trimming, and 100% of the units received fire blockers for all kitchen stoves.			

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

10) Unit Interior and Appliance upgrades > Interior or appliance upgrades were completed when necessary.			
11) Building Exterior and Curb Appeal repairs > The stairwell stingers were repaired.			
12) Amenity upgrades > No amenity upgrades were completed during the last budget year.			
13) Other repairs or replacements > There were no other repairs or replacements completed in the last budget year.			
Number of service requests received:	144		
Number of requests open from prior periods:	0		
Number of service requests completed:	80		
Number of service requests completed within 24 hours:	4		
Number of outstanding service requests:	62		

**COMMENTS:** The service request totals noted above were compiled from the Work Order Directory report dated 7/27/17 - 8/29/17. Based on conversation, the time to close a service request increased due to the replacement of 100% of the maintenance staff and the recent fire incident. Management stated that none of the pending service requests are urgent issues and confirmed that the maintenance staff is working diligently to properly close all pending work orders.

**MARKETING**

1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$0	4	1
Flyers	\$0	0	0
Resident Referral (\$50 each)	\$0	1	0
Locator Service	\$0	0	0
Printed Advertising	\$0	0	0
Internet Advertising (Property website, Foorrent.com, ApartmentFinder.com, and Section8.com)	\$0	8	0
Other Source (Housing Authority and N/A)	\$0	6	0
<b>TOTAL</b>	<b>\$0</b>	<b>19</b>	<b>1</b>

The rental activity reflected in the above table was based on the Traffic Sheet report for the month of 7/29/2017 – 8/29/2017.

	YES	NO	N/A
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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:**

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: 64.2%	6 months: 78.8%	12 months: 84.5%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	13%		
4) When are the lease renewal/rent increase notices sent to residents? <ul style="list-style-type: none"> <li>➢ Notices are sent out at 120 day in advance of the renewal expiration. Additional notices are sent at 60 and 30-days prior to lease expiration, if needed.</li> </ul>			
5) Are individual files being reviewed to determine renewal/non-renewal status?	X		
6) How are renewals and re-certifications tracked and monitored? <ul style="list-style-type: none"> <li>➢ Yardi software is used to manage renewals and recertifications.</li> </ul>			
7) Are rent increases being implemented?	X		
8) When was the last rent increase implemented? What was the average rent increase? <ul style="list-style-type: none"> <li>➢ The last rent increase averages between \$20 - \$25 dollars and was implemented in May 2017.</li> </ul>			
9) How many households are currently on month-to-month leases? <ul style="list-style-type: none"> <li>➢ There are currently 17 households on a month-to-month lease.</li> </ul>			
10) What is the charge for month-to-month leases? <ul style="list-style-type: none"> <li>➢ There is no additional charge for month-to-month leases.</li> </ul>			

**COMMENTS:** According to management, the 17 month-to-month leases are due to households that are requesting and have pending housing assistance payment increases. Because management is unaware of the increase approval the renewal leases are put on a month-to-month status. TSAHC suggests management and the head of households request the housing assistance as soon as the 120-day recertification notice is issued to ensure a timely renewal process times. Note: The resident renewal rate percentage was based on the Renewal Report dated 8/1/2016 – 7/31/2017.

VACANT/MAKE READY UNITS	
1) Number of vacant units at time of activity report:	9
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:	0
4) Number of completed two bedroom units at time of activity report:	3
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:	5
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:	4
9) Number of uncompleted three bedroom units at time of activity report:	1

**Units Walked**

Unit #	Brief Description
701	(2x2) Vacant: This unit needs a final cleaning to be considered made-ready. This unit has been vacant for 112 days. See comment.
1001	(3x2) Vacant: Made-ready.
161614	(2x3) Vacant: Made-ready.
202006	(3x2) Vacant: In make-ready process.
206	(2x2) Vacant/Model Unit.
Building 8	Three units down due to kitchen fire in unit 811. Units 811, 812, and 814 were not inspected however they are designated as down units until repairs/replacement due to the fire have been completed. See comment.

**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 (see comment)		
4) Are there vacant units that have been vacant for an extended period of time? If so, please comment below.	X (see comment)		
5) What system is used by management to monitor the timely preparation of units? > Yardi software is used to monitor unit make-ready activity.			
6) How often are occupied units inspected? > Inspections are conducted quarterly.			
7) How often are vacant units inspected? > Inspections are conducted daily for vacant units.			
8) How many vacant units are in progress of being made ready? > As of the date of the onsite visit, 5 units were in the process of being made-ready.			
9) What is the company policy on the number of days to turn vacant units? > Per policy, units should be turned in 5 days. See comment regarding unit 112.			

**COMMENTS:** On August 17, 2017 unit 811 had a kitchen fire. No one was injured however three units are down. According to management, a total of 8 units were affected by the fire. The 8 households were immediately provided with a hotel for one night. Management quickly determined that 3 units (units 811, 812, and 814) were down units (those households have been relocated) and that 5 units were livable after they completed all repairs and replacements (those households moved back into their unit). In addition, unit 701 has been vacant for 112 days as of the date of the onsite visit. Management explained that the unit had a 6-week bed bug treatment when vacated but also mentioned that the unit was pre-leased and should be occupied within the next 30 days. Management is encouraged to make the unit ready for occupancy to avoid any compliance issues due to length of vacancy.

## BUDGET MANAGEMENT

1) How many bids are solicited in order to obtain materials, supplies, and services? > Per company policy, three bids are required prior to obtaining materials or services.
2) Have there been any large unexpected repairs or purchases that have negatively affected the current budget? > The fire in building 8 is the only large and unexpected repair that has negatively affected the current 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 Expenses	\$4,714	\$7,096	\$2,381	33.5%	Promotional expenses and Locator and Broker fees
Administrative Expenses	\$36,762	\$29,865	-\$6,897	-23.1%	Office Supplies, Printing and Forms, Eviction Legal, and Patrol and Alarm Service
Refurbishment Expenses (Non-operating expenses)	\$58,027	\$26,776	-\$31,251	-116.7%	Carpet Replacement, Electric Fans Lighting, Stairs Walks Balconies, Landscape Irrigation, Fire Protection Replacement

**COMMENTS:** The variance noted in the Administrative Expense is due to corporate expenses, copier/toner, and an alarm service upgrade. The variance noted in the Refurbishment Expenses (non-operating expenses) is due to numerous carpet replacements, electrical pole replacements, and stair cross string (stinger) repairs.

## REVENUE

FOR THE MONTH ENDING: AUGUST 2017		YEAR TO DATE AS OF: AUGUST 2017	
Gross Potential	\$186,696	Gross Potential	\$801,044
Budgeted Rental Income	\$113,608	Budgeted Rental Income	\$901,420
Actual Rental Income Collected	\$182,300	Actual Rental Income Collected	\$1,454,044
Variance + (-)	\$3,795	Variance + (-)	\$35,800
Other Revenue	\$3,742	Other Revenue	\$49,356
Total Collected	\$186,042	Total Collected	\$1,503,400
Budgeted	\$183,975	Budgeted	\$1,461,706
Variance + (-)	\$2,067	Variance + (-)	\$41,694

**COMMENTS:**

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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) How often are invoices processed? ➤ Every 30 days management processes invoices.			
<b>COMMENTS:</b> The majority of the current balance is due to the unexpected repairs, replacements and/or rehabilitation of the units damaged by the fire in building 8. The majority of the balance for items 60 days and over are due to two vendors Digital Supply Center, Inc., and J & G Welding Solutions (total of \$3,979 combined). Based on conversation with management, the delay in payment was due to a dispute with the Digital Supply Center, Inc., and a lost invoice and awaiting vendor insurance documents for J & G Welding Solutions.	0-30 Days:		\$31,062
	30-60 Days:		\$211
	60 Days and Over:		\$4,829
	TOTAL		\$36,102

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 <sup>st</sup> of the month. If rent has not been received and is not on a repayment plan, management will issue a three-day Notice to Vacate on the 6 <sup>h</sup> day on the month.			
3) When is legal action taken against delinquent accounts? ➤ If a payment plan has not been agreed to, management will take legal action on or around the 20 <sup>th</sup> day of each month.			
4) Does the property currently have any resident(s) under eviction?	X		
5) Does Housing have any outstanding balances?	X		
<b>COMMENTS:</b> Based on conversation with management, the balance noted on the Affordable Receivable Aging Summary's current amount is due to late payment and repayment agreements. The balance noted in the report's 60 day and over column is due to current or delayed interim Housing Assistance Payment (HAP) changes.	0-30 Days:		\$7,217
	30-60 Days:		\$359
	60 Days and Over:		\$2,989
	TOTAL		\$10,565

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:		5	
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		
8) Has staff turnover occurred since the last site review?		X	
9) How often are staff meetings held? ➤ Management conducts weekly staff meetings.			
10) Have personnel been trained in Fair Housing?	X		
11) List training staff has received in the past year. ➤ On-site staff has attended annual safety training, housing tax credit training, and Yardi software system training.			

**COMMENTS:** The assistant manager position was vacated and filled since the last onsite visit.

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 the ability to review and pull reports at their discretion. However, management still provides the owner with weekly reports.			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ Owner must approve any unbudgeted or over budget items for the property.			

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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		
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COMMENTS:

## SUMMARY OF OBSERVATIONS AND FINDINGS

No Observation or Findings.



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## Building #8

