

Texas State Affordable Housing Corporation

Villa Rodriguez

3270 Nacogdoches, San Antonio, Texas 78217

Owner: San Antonio Low Income Housing, LLC

Date Built: 1982

Management Company: Cesar Chavez Foundation

Property Manager: Lorraine Plata

Inspection Date & Time: May 9, 2018 at 8:30 a.m.

Inspector's Name: Celina Mizcles Stubbs

| | | | |
|-------------------------------------|-----|---|-------|
| Occupancy at Time of Report: | 89% | Average Occupancy Over Last 12 Months: | 87.9% |
| 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 – see comment | | |
| 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 – see comment | | |
| 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 – see comment | | |
| 11) Is facility equipment operable and in acceptable condition? | X | | |
| 12) Is the area around the waste receptacles clean and are the enclosures in good repair? | X | | |
| 13) Is the exterior of the buildings in acceptable condition? | X | | |
| 14) Are hallways clean and maintained? | X | | |
| 15) Are storage/maintenance areas clean, maintained and organized? | X | | |
| 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 appeared to be in overall good condition. The property's landscaping looked nice however the site sign was not visible at one of the entrances and a few trees throughout the property needed to be trimmed. All three laundry facilities were open and accessible to tenants. Management was advised of the chirping smoke alarm in the laundry facility near the main office. The battery was replaced the same day. During the physical inspection, the reviewer noted a few stair landings that appeared to need repair or replacement and stair rails that appeared to be loose. Management stated they are currently working on replacing damaged stair landings and are in the beginning stages of repairing loose stair rails. The reviewer was able to observe the stair landings that were scheduled for replacement and management provided the reviewer with scheduled work orders from a contractor for the repair of loose stair rails. The reviewer also noticed a few broken blinds. According to management, window blinds are slowly being replaced throughout the property. The building's exterior have all been repainted and all roofs have been replaced. The property's new color-scheme added to its curb appeal.

| 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 | 10 | Burglary - 4, Burglar Alarm - 3, Burglary Vehicle - 1, Burglary in Progress - 2 |

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| | | |
|-----------------------|----|---|
| Theft | 2 | Theft 2 |
| Criminal Mischief | 1 | Criminal Mischief 1 |
| Personal Assault | 7 | Assault - 3, Assault in Progress 4 |
| Drug Related Activity | | |
| Gun Related Activity | 3 | Shots fired - 2, Shooting - 1 |
| Domestic Violence | | |
| Disturbance | 26 | Disturbance - 22, Disturbance Family - 3, Disturbance neighbor - 1 |
| Other | 19 | Suicide/Suicide in Progress - 3, Suspicious Person - 2, Suspicious Vehicle - 2, DOA - 2, Fight -1, Threat - 1, Visitation Violation - 8 |

| | YES | NO | N/A |
|--|-----|----|-----|
| 2) Does the property utilize a crime prevention agreement? | X | | |
| 3) Does the property take pro-active measures to address crime on property? If so, add comment | X | | |
| 4) Are light checks conducted by management staff on a weekly basis? If not, add comment. | X | | |

COMMENTS: Based on a review of the Tritech call logs dated 1/1/18 through 3/31/18, there were a total of 93 calls received; 68 of the 93 calls are noted above. Based on a review of the previous year's report, there appears to be a similar amount of calls year after year. During the exit interview, management disclosed that they will no longer pull Tritech call logs since they are in the process of installing 18 security surveillance cameras throughout the property. They have hired Stealth Monitoring to monitor the property, the monitoring system will notify management of all incidents and will call the cops, when needed. In addition, the property will continue to utilize Texas Lawman who provides courtesy patrols 3 times per week and provides site management with weekly 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? | x | | |
| ➤ Are criminal background checks being conducted on residents as they age to be 18 while living in the unit? | | X | |
| 4) Has a risk assessment been conducted to determine risk liabilities at the property? If yes, when? | X | | |

COMMENTS: According to management, corporate staff walks the property on a monthly basis to assess risk liabilities at the property.

| 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 | | |
| ➤ Pool, mechanical and alarm systems. | | | |
| 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: Learning Center | X | | |
| ➤ BBQ/Picnic Area | X | | |
| ➤ Laundry Facility: Three Laundry Facilities | X – see comment | | |
| ➤ Business Center | | X | |
| ➤ Pool: Two pools | X – see comment | | |
| ➤ Other (describe) | | X | |

COMMENTS: One of the washing machines is inoperable and the pool in Phase II is temporarily closed due to a part malfunction. Management stated that the washing machine is scheduled to be repaired and the pool part has been ordered.

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| 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 | | |

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) Does the maintenance area have properly documented MSDS material and chemicals labeled properly? | X | | |
| 5) How often are Pest Control services provided? ➤ On Thursday of each week, pest control will service one building and up to 15 units that have requested service. | | | |
| 6) What is the policy for following up on completed service requests? ➤ At random, management will following on a few completed services request. | | | |
| 7) What is the property's after-hours emergency policy? ➤ The after-hour answering service will contact the Property Manager in case of emergencies. | | | |
| 8) What capital improvements have been scheduled or completed for this budget year? ➤ Capital improvements that are taking place include completing retaining walls and repairing or replacing stair landings and some stair rails. Items scheduled for the next budget year includes the continuation of the repair/replacement of loose stair rails and stair steps. | | | |

Detail of Ongoing Repairs and Replacements Completed in Last Budget Year

| | | | |
|--|-----|--|--|
| 9) Unit Interior and Appliance upgrades ➤ When a unit becomes available, countertops and cabinets are being resurfaced and all appliances are being upgraded. | | | |
| 10) Building Exterior and Curb Appeal repairs ➤ The building exteriors have been painted, stair landings and stair rails have been repaired and/or replaced. | | | |
| 11) Amenity upgrades ➤ New chairs were ordered for the learning center. | | | |
| 12) Other repairs or replacements ➤ N/A | | | |
| Number of service requests received: | 164 | | |
| Number of requests open from prior periods: | 0 | | |
| Number of service requests completed: | 46 | | |
| Number of service requests completed within 24 hours: | 17 | | |
| Number of outstanding service requests: | 118 | | |
| 13) On average, how many days does it take to complete a work order? ➤ See comment below. | | | |

COMMENTS: According to the Work Order report dated 4/9/18 - 5/9/18 there were a total of 164 work orders. Of the 164 work orders, only 46 have been completed. In addition, the average completion time is 4 days. There are 118 pending work orders 9 of which mention "leak" in the work order description and 3 that mention "smoke alarm." The number of pending work orders is alarming considering it's only in a month timeframe.

Finding:

- An observation was written in last year's report stating that there were roughly 35 pending work orders that were categorized as "call" on the Work Order Report for a two month timeframe. This year, there are 118 pending work orders categorized as "call" for a single month timeframe. Management must review the Word Order Report dated 4/9/18 – 5/9/18 and provide a written update on each pending work order to determine the current status of each work order (i.e., work contracted out, completed, scheduled completion date, etc.). In addition, management must provide a written statement explaining the current work order process and changes that will be made to the work order process to ensure that the issue is resolved. This information must be submitted to TSAHC no later than 07/01/2018.

MARKETING

| 1) Complete the table below with the most recent information available. | | | |
|---|------|----------------|-------------------|
| SOURCE | COST | # of Prospects | # of Applications |
| Drive-By/Word of Mouth: Family/Friend | \$0 | 112 | 28 |
| Flyers | | | |

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|--|---------------------|------------|-----------|
| Resident Referral: N/A | | | |
| Locator Service: 50% for successful move ins | Unable to determine | 26 | 2 |
| Printed/Internet Advertising: Apartment Magazine Guide (\$196) and ChavezFoundatoin.org (\$399) and RentPath & AptGuide (\$200), Zillow/Hot Pads, GoSection8.com | \$795 | 58 | 7 |
| Other Source: Housing Authority, Other | \$0 | 18 | 1 |
| TOTAL | \$795 | 214 | 38 |

The rental activity reflected in the above table was for the month of: 4/10/18 – 5/10/18. See comment.

| | 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 traffic Detailed Report dated 4/10/18 – 5/10/18 was used to complete the chare above. The report does not provide the number of leases the traffic generated however it does indicate how may applied for an apartment. The number of applications received is used in the t

| 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: 50% | 6 months: 85% | 12 months: 81% |
| 3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"? | 35% | | |
| 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 lese 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., Yadri, 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 HUD rent limits were recently released (April 2018); rent increases are implemented at the time of lease renewal. | | | |
| 10) How many households are currently on month-to-month leases? ➢ There are no month-to-month leases. | | | |
| 11) What is the charge for month-to-month leases? ➢ N/A | | | |
| COMMENTS: | | | |

| 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: | 7 |
| 3) Number of completed one bedroom units at time of activity report: | 5 |
| 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: | 0 |
| 6) Number of uncompleted made ready units at time of activity report: | 30 |
| 7) Number of uncompleted one bedroom units at time of activity report: | 20 |
| 8) Number of uncompleted two bedroom units at time of activity report: | 10 |
| 9) Number of uncompleted three bedroom units at time of activity report: | 0 |
| Units Walked | |
| Unit # | Brief Description |
| 10215 | (1x1) Vacant for 183 days: The unit is considered to be made-ready, however it appears that one kitchen and one bath cabinet need to be replaced. |
| 10911 | (1x1) Vacant for 143 days: The unit is not made-ready, it needs a new refrigerator and the master toilet bowl should be replaced. |
| 11005 | (1x1) Vacant for 282 days: The unit is made-ready. Management stated an upgraded stove will be installed prior to the unit being leased. |
| 11006 | (1x1) Vacant for 282 days: The unit is made-ready. Management stated an upgraded stove will be installed prior to the unit being leased. |

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|-------|--|
| 20309 | (1x1) Vacant for 167 days: The unit is made-ready. Management stated an upgraded stove will be installed prior to the unit being leased. |
| 20602 | (1x1) Vacant for 161 days: The unit is considered to be made-ready however the bathroom faucet needs to be replaced and the screen door was off track. |

Down Units Walked (units vacant and unready for extended period of time and all down units)

| Unit # | Brief Description | | | |
|--------|---|-----------------|-----------------|-----|
| N/A | See comment | | | |
| | | YES | NO | N/A |
| 1) | Does the Unit Availability Report match the make ready board? | X – see comment | | |
| 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) | Is management utilizing property software (i.e., Yardi, Onesite, or an owner/agent created) to monitor the timely preparation of units? If not, comment. | X | | |
| 6) | How often are occupied units inspected? ➢ Occupied units are inspected: Quarterly | | | |
| 7) | How often are vacant units inspected? ➢ Vacant units are inspected: Weekly, see comment. | | | |
| 8) | How many vacant units are in progress of being made ready? ➢ There are 30 units are in the process of being made-ready at this time. | | | |
| 9) | What is the company policy on the number of days to turn vacant units? ➢ According to management policy, units should be made ready within 3 - 5 business days. See comment. | | | |

COMMENTS: On the day of the onsite visit, the reviewer walked 6 vacant units. Five of the six units were listed as made-ready yet small items still needed to be completed (i.e., install new stove, repair bathroom sink fixture, kitchen cabinet repair, and place patio screen door on the track). The one vacant unit that was in the processes of being made-ready has been vacant for 143 days.

Finding:

- An observation was written in last year's report stating that management is not following their own policy of turning units within 3-5 business days. TSAHC suggested that management create and implement a make-ready plan and focus on leasing units with the highest vacancy length first. TSAHC is unable to determine if a make-ready plan was put into place and what efforts were made to lease units with the highest vacancy length; therefore, management must provide TSAHC with a plan of action to improve the make-ready turnaround time and/or revise their company policy to allow for additional make-ready turnaround time. In addition, management must provide TSAHC with a marketing plan to get units with high vacancy length leased sooner. Both plans are due to TSAHC no later than 07/01/2018.

| BUDGET MANAGEMENT | YES | NO | N/A |
|---|-----|----|-----|
| 1) Are three bids solicited in order to obtain materials, supplies, and services? ➢ Management requires 3 bids to be obtained prior to obtaining materials, supplies and services. | | | |
| 2) Have there been any large unexpected repairs or purchases that have negatively affected the current budget? ➢ There has not been any large or unexpected repairs or purchases 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 |
|---------------------------|----------|----------|-----------|------|--|
| Advertising and Marketing | \$2,235 | \$4,346 | \$2,110 | 48% | Promotions, Referral Fees, Model Unit, Other-renting expense |
| Operating and Maintenance | \$84,570 | \$79,786 | -\$4,784 | -6% | Equip/Maintenance repair, Turnover Janitorial, Hardware, Cleaning Supplies |
| Contract Expenses | \$38,752 | \$34,938 | -\$3,814 | -10% | Ground Upgrades, Security and Fire safety, Garbage and Trash Removal |
| Replacement and Capital | \$88,093 | \$58,383 | -\$29,710 | -50% | Flooring, Windows/Sliding Doors, Appliances, Plumbing/Boiler/Water Heater |

COMMENTS: According to management, the variances are due to the turning of several units, purchasing cleaning materials to secure a better contract cleaning rate, replacing 100% of the fire extinguishers due to a recall, and replacing all screen doors due to age.

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| REVENUE | | | |
|-----------------------------------|-----------|--------------------------------|-----------|
| FOR THE MONTH ENDING: MARCH 20118 | | YEAR TO DATE AS OF: MARCH 2018 | |
| Gross Potential | \$225,141 | Gross Potential | \$670,194 |
| Budgeted Rental Income | \$208,425 | Budgeted Rental Income | \$620,932 |
| Actual Rental Income Collected | \$192,460 | Actual Rental Income Collected | \$565,939 |
| Variance + (-) | -\$15,964 | Variance + (-) | -\$54,992 |
| Other Revenue | \$13,341 | Other Revenue | \$42,632 |
| Total Collected | \$205,833 | Total Collected | \$608,670 |
| Budgeted | \$226,809 | Budgeted | \$676,084 |
| Variance + (-) | -\$20,975 | Variance + (-) | -\$67,413 |
| 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) Are invoices processed weekly? ➤ The Property Manager processes invoices weekly. | | | |
| COMMENTS: According to management and the Payables Aging Report dated May 2018, the entire balance of \$190,139 is due to unpaid management fees to Cesar Chavez Foundation. | 0-30 Days: | | \$52,484 |
| | 30-60 Days: | | \$58,896 |
| | 60 Days and Over: | | \$78,759 |
| | TOTAL | | \$190,139 |

| DELINQUENCIES | YES | NO | N/A |
|---|-------------------|----|---------|
| 1) Is the delinquency report up to date? | | | |
| 2) What is the rent collection policy? ➤ Rent is due on the 1 st and late on the 4 th of each month. An initial late fee is assessed on the 4 th in the amount of \$25, and a daily late fee is \$10 for up to 15 days or until rent is paid in full. | | | |
| 3) When is legal action taken against delinquent accounts? ➤ According to management, legal action is taken around the 15 th of each month. | | | |
| 4) Does the property currently have any resident(s) under eviction? | | X | |
| 5) Does Housing have any outstanding balances? | X | | |
| COMMENTS: According to management, the Property Manager has been able to close each month with a 1% delinquency rate. | 0-30 Days: | | \$7,711 |
| | 30-60 Days: | | \$836 |
| | 60 Days and Over: | | -\$530 |
| | TOTAL | | \$8,017 |

| 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: | | | |

| 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) Are weekly staff meetings held? | X | | |
| 10) Have personnel been trained in Fair Housing? | X | | |
| 11) List training staff has received in the past year. ➤ Site staff regularly attends housing tax credit, marketing, and maintenance training. | | | |

COMMENTS:

| 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 the property management systems and can pull reports as needed. | | | |
| 3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ Any amount that is unbudgeted or over budget requires owner approval. | | | |
| 4) Are the funds for needed capital improvement items, turning of units, and marketing campaigns released by the owner according to what has been budgeted? | X | | |

COMMENTS:

SUMMARY OF OBSERVATIONS AND FINDINGS

No Observations.

Findings:

- An observation was written in last year's report stating that there were roughly 35 pending work orders that were categorized as "call" on the Work Order Report for a two month timeframe. This year, there are 118 pending work orders categorized as "call" for a single month timeframe. Management must review the Word Order Report dated 4/9/18 – 5/9/18 and provide a written update on each pending work order to determine the current status of each work order (i.e., work contracted out, completed, scheduled completion date, etc.). In addition, management must provide a written statement explaining the current work order process and changes that will be made to the work order process to ensure that the issue is resolved. This information must be submitted to TSAHC no later than 07/01/2018.
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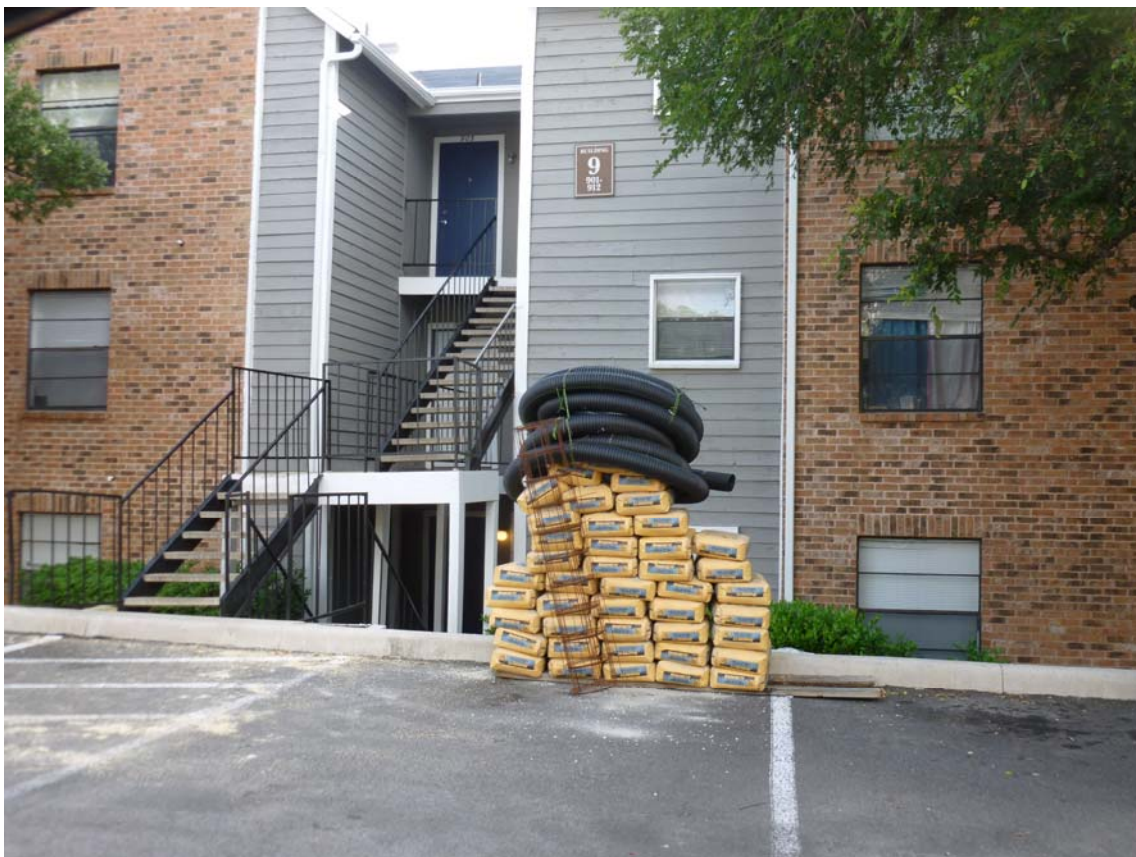
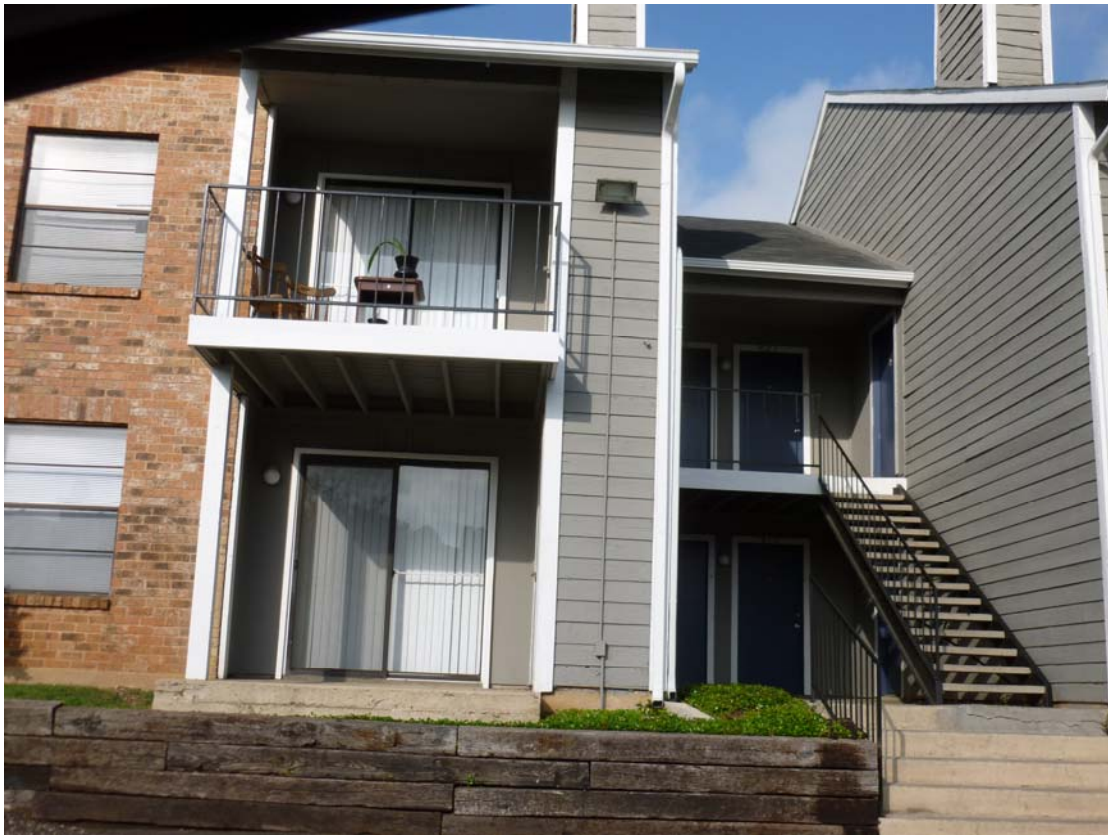


Texas State Affordable Housing Corporation

Phase 1 Pool



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Texas State Affordable Housing Corporation



Unit 10215



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Phase II



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Phase II Pool



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