

# Texas State Affordable Housing Corporation Compliance Review Observation Report

**Chaparral Village Apartments**  
1411 S. Grant Avenue, Odessa, Texas 79761

**Owner: RHAC – Chaparral, LLC** **Date Built: 1981**

**Management Company: J. Allen Management Co., Inc.** **Property Manager: Pamela Hand**

**Inspection Date & Time: March 7, 2018 at 8:00 a.m.** **Inspector's Name: Celina Mizcles Stubbs**

<b>Number of Units:</b>	80	<b>Number of required LI units:</b>	80	<b>Number of required VLI units:</b>	0
COMPLIANCE AUDIT			YES	NO	N/A
1) Are procedures that ensure compliance with the set aside requirements and rent requirements effective?			X		
2) Is the property accepting Section 8 households?			X		
3) Is the income to rent ratio for Section 8 households less than 2.5?			X		
4) Are the rent increases smaller than 5%?			X		
5) Does the Application for Tenancy or Occupancy Qualifications exclude language that may appear to be discriminatory?			X		
6) Does the lease or rental agreement inform the resident of Very Low Income/Low Income Recertification requirements?			X		
7) Is additional monitoring by TSAHC recommended?				X	

**COMMENTS:**

SET-ASIDES			YES	NO	N/A
1) Is the property meeting all occupancy restrictions required by the property's Regulatory Agreement and Asset Oversight and Compliance Agreement?			X		
2) Are the set-aside units evenly distributed?					
a) No more than 60% of the set-aside requirements consist of one unit type?					X
b) No less than 20% of the set aside requirements consist of any particular unit type?					X
3) If either of the set asides have not been met, are any units:					
a) Rented for less than 30 days, not including month-to-month?				X	
b) Utilized as a hotel, motel, dormitory, fraternity house, sorority house, rooming house, nursing home, hospital, sanitarium, rest home, or trailer court or park?				X	
c) Leased to a corporation, business or university?				X	
d) Owned by a cooperative housing corporation?				X	
e) Not available for rental on a continuous basis to members of the general public?				X	

**COMMENTS:**

### UNITS WALKED

Unit #	USR Designation	Comments
1	60%	
22	60%	
68	60%	
80	60%	

**COMMENTS:**

RESIDENT SERVICES			YES	NO	N/A
1) Do the resident services appear to cater to the resident profile of the property?			X		
2) Is the property meeting the Resident Service requirements as required by the Regulatory Agreement and Asset Oversight and Compliance Agreement?			X		

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3) Is management monitoring the following:			
a) Resident attendance	X		
b) Frequency of service provided	X		
c) Notification to residents of services	X		
d) Number or type of services	X		
e) Survey of residents	X		
4) Did TSAHC provide any assistance regarding Resident Services based on the review conducted during the onsite visit?		X	
5) Is management properly submitting monthly Resident Service reports through the Compliance System?	X		
6) In the last 12 months, has TSAHC provided any assistance regarding the monthly Resident Service reports submitted through the Compliance System? If so, comment below.	X – see comment		

**COMMENTS:** TSAHC has sent management reminder emails regarding the monthly reports and/or emails requesting corrections to the submitted reports. Please ensure the Unit Status Report (USR) is completed fully and accurately with the most current household information (i.e., rent, housing assistance payment, number of household members, etc.). The USR is a tool used by TSAHC to ensure that the property is meeting set-aside requirements so it is imperative to submit accurate reports. In addition, management is reminded that reports are due no later than the 10<sup>th</sup> of each month. For example, March reports will be due to TSAHC no later than April 10<sup>th</sup>.

OFFICE	YES	NO	N/A
1) Is the office neat, the desk uncluttered?	X		
2) Are accurate office hours posted?	X		
3) Are the following displayed in full view:			
a) Occupancy Qualifications?	X		
b) Fair Housing Poster?	X		

**COMMENTS:**

RESIDENT FILE REVIEW	YES	NO	N/A
1) Does the owner maintain all records relating to initial resident income certifications, together with supporting documentation?	X		
2) Does the Owner/Agent make an effort to determine that the income certification provided by the resident is accurate?	X		
3) Does the file audit establish that residents are being recertified on an annual basis?	X		
4) For mixed (low-income and market units) developments, are there any Next Available Unit Rule Violations?			X
5) Does the file audit indicate that staff needs additional training?		X	

**COMMENTS:** The following file issues were noted on the day of the onsite visit:

**Missing documents:**

- Unit 1 (page 6 of the application missing from file).

**USR updates required:** Update rent, assistance rental amount, number of household members and/or entire household tenant information:

- Units 3, 53, 60, 64, 65, 67, and 69.

**Documentation of Assets:**

- Unit 22: The application indicates the tenant had \$60 in saving account yet the Under \$5,000 Asset Form says the tenant had no assets at the time of move-in. Prior to the issuance of this report, management provided a copy of a revised Under \$5,000 Asset Form and initial TIC from that property captured the checking account/ .
- Unit 60: The tenant indicates they have no assets on the Under \$5,000 Asset Form, yet the paycheck stubs indicate they received their employment income via direct deposits. Prior to the issuance of this report, management provided a copy of a tenant clarification form stating the tenant had a work debit card but not an actual bank account. Since then, the tenant disclosed that she has opened an account which was properly screen and and verified at the time of recertification.

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**Observation:**

- **Unit Status Report (USR):** The USR is not being updated accurately. During the files review there was a lot of inconsistent information listed in the tenant file compared to the USR specific to household income, rent and housing assistance amounts, and household information. It is imperative for management to collect and submit accurate information because the USR must reflect actual household information to ensure that all applicable set asides are being met.
- **Asset Screening and Verification:** Management is reminded to thoroughly review and screen applicants for assets.

*If a new household moves in to any of the units with Findings (listed below), instead of submitting the required Corrective Action documents, submit with your response: the application for tenancy, all income and asset verifications, the executed Income Certification, and the 1<sup>st</sup> page of the lease for the new household occupying the unit.*

Unit	Finding	Corrective Action Requirement
N/A		

**COMMENTS:**

### SUMMARY OF FINDINGS AND OBSERVATIONS

**Observation:**

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**No Findings.**