

Texas State Affordable Housing Corporation Compliance Review Observation Report

Willow Green Apartments

8301 Willow Place Drive, Houston, TX 77070

Owner: Dalcor Affordable Housing I, LLC

Date Built: 1995

Management Company: Dalcor Management, LLC

Property Manager: Gayle Harris

Inspection Date & Time: April 19, 2018 at 8:30 a.m. **Inspector's Name:** James Matias

Number of Units:	336	Number of required affordable units:	336	
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
802	60%	
1006	60%	
1503	60%	
1805	60%	
2612	60%	

COMMENTS:

RESIDENT SERVICES		YES	NO	N/A
1)	Do the resident services appear to cater to the resident profile of the property?	X		

Texas State Affordable Housing Corporation

Compliance Review Observation Report

2) Is the property meeting the Resident Service requirements as required by the Regulatory Agreement and Asset Oversight and Compliance Agreement?	X		
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	

COMMENTS: Based on a review of the March 2018 Resident Service report, management submitted Business Center and Fax/Copy as two separate service types. However TSAHC considers these services as one; therefore, the reviewer recommends submitting them as one service type entry moving forward.

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 reviewer noted discrepancies between the information listed on the Unit Stats Report (USR) and the information listed on the certification documents in 4 tenant files: units 1801 and 2502, (tenant rent and housing assistance amounts), unit 2502 (move-in date), and unit 205 (household size). Prior to the issuance of the report, management provided documentation to support that the tenant data is accurately reflected on the URS. In addition, management sent corrections for unit 2514 which had the retirement account missing on the asset portion of the Tenant Income Certification (TIC).

Observation:

- **Unit 2706 had an incomplete TIC, the missing information included; household compensation, income, and assets. Management provided a completed TIC prior to the completion of this review. It is suggested that a peer review is conducted when completing the certification documents.**

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 1st page of the lease for the new household occupying the unit.

Texas State Affordable Housing Corporation Compliance Review Observation Report

Unit	Finding	Corrective Action Requirement

COMMENTS:

SUMMARY OF FINDINGS AND OBSERVATIONS

No Findings.

Observation:

- Unit 2706 had an incomplete TIC, the missing information included; household compensation, income, and assets. Management provided a completed TIC prior to the completion of this review. It is suggested that a peer review is conducted when completing the certification documents.