

Texas State Affordable Housing Corporation

El Nido Apartments 204 Alicia Dr., El Paso, Texas 79905

Owner: RHAC – El Nido, LLC

Date Built: 1951

Management Company: J. Allen Management Company

Property Manager: Juana Pineda

Inspection Date & Time: October 24, 2019 at 8:30 a.m.

Inspector's Name: Celina Mizcles Stubbs

Occupancy at Time of Report:	100%	Average Occupancy Over Last 12 Months:	99.8%
Number of Units: 104			
Number of One Bedrooms:	26	Number of Two Bedrooms:	53
Number of Three Bedrooms:	25	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 – see comment		
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: The property is in good condition. The property grounds were clean, the playground areas were well maintained, the parking lots were restriped and coated, and the building exteriors appeared to be in great condition. The property is now fully xeriscaped (the property recently installed crushed granite on lawn areas that were not xeriscape).

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		
Theft	1	
Criminal Mischief		
Personal Assault		
Drug Related Activity		
Gun Related Activity		
Domestic Violence	3	Family Violence - 3
Disturbance	3	Disturbance Calls - 3

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Other			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: El Paso Police Department call logs dated June through August 2019 were used to complete the security section above; seven of the ten calls are listed. Light checks are completed by management staff.					

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: Alden Torch completed a risk assessment in July 2019 and the Senior Regional Supervisor completed a risk assessment in August 2019.				

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	
	➤ (Describe)			
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		X	
	➤ BBQ/Picnic Area	X		
	➤ Laundry Facility		X	
	➤ Business Center		X	
	➤ Pool		X	
	➤ Other (describe)		X	
COMMENTS:				

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		

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4) Does the maintenance area have properly documented MSDS material and chemicals labeled properly?	X		
5) How often are Pest Control services provided? ➢ A total of 20 units are treated monthly. Pest control will service addition units, if requested.			
6) What is the policy for following up on completed service requests? ➢ Management conducts follow-up phone calls for each completed work orders to ensure tenant satisfaction.			
7) What is the property's after-hours emergency policy? ➢ Tenants are provided with the after-hour number. Maintenance staff rotates after-hour call responsibilities.			
8) What capital improvements have been scheduled or completed for this budget year? ➢ According to management, there were several capital improvements completed. Improvements include roof replacements, patio support beam replacements, the repairs of the breezeways and sidewalks, the purchase of stucco re-enforcement fans, tree trimming, and the placement of crushed granite on non-xeriscape lawn areas. Improvements to unit interiors include new flooring, appliances and cabinets for several units.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
9) Unit Interior and Appliance upgrades ➢ Unit interior upgrades (i.e., flooring, appliance and/or cabinets) were completed as needed.			
10) Building Exterior and Curb Appeal repairs ➢ Exterior building upgrades include exterior paint and portions of the new landscaping (crusaded granite).			
11) Amenity upgrades ➢ Playground repairs were completed.			
12) Other repairs or replacements ➢ The building porches were repaired (i.e., patio ceilings and fascia).			
Number of service requests received:	23		
Number of requests open from prior periods:	0		
Number of service requests completed:	21		
Number of service requests completed within 24 hours:	14		
Number of outstanding service requests:	2		
13) On average, how many days does it take to complete a work order? ➢ On average, it takes maintenance staff 1.5 days to complete work orders.			
COMMENTS:			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth			
Flyers			
Resident Referral			
Locator Service			
Printed/Internet Advertising			
Other Source: Other	\$0	35	0
TOTAL	\$0	35	0
The rental activity reflected in the above table was for the month of: 10/1/2018 through 10/31/2019.			
	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:			

	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: 100%	6 months: 100%	12 months: 98%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	2%		

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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 lease 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., Yardi, 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? <ul style="list-style-type: none"> > The property has not had a rent increase in the last 12 months however they did have a utility allowance change that affected rent amounts in August 2019. 			
10) How many households are currently on month-to-month leases? <ul style="list-style-type: none"> > All tenants execute an initial HUD lease for a 12-month term that rolls into a month-to-month term. 			
11) What is the charge for month-to-month leases? <ul style="list-style-type: none"> > N/A 			
COMMENTS:			

VACANT/MAKE READY UNITS

1) Number of vacant units at time of activity report:	0
2) Number of completed made ready units at time of activity report:	0
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:	0
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:	0
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:	0
9) Number of uncompleted three bedroom units at time of activity report:	0

Units Walked

Unit #	Brief Description
200AA	(3x1) Occupied: Bathroom vent cover missing.
5100D	(2x1) Occupied: Unit is in good condition
5107A	(3x1) Occupied: Bathroom vent cover loose.
5301A	(1x1) Occupied: Unit is in good condition.

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

Unit #	Brief Description
NA	

	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) 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? <ul style="list-style-type: none"> > Occupied units are inspected: Semiannually 			
7) How often are vacant units inspected? <ul style="list-style-type: none"> > Vacant units are inspected: Twice (at the time it becomes vacant and again when the unit is made ready). Both inspections usually happened within 3-5 business days of one another 			
8) How many vacant units are in progress of being made ready? <ul style="list-style-type: none"> > N/A – There were no vacant units. 			
9) What is the company policy on the number of days to turn vacant units? <ul style="list-style-type: none"> > N/A 			

COMMENTS: Completed work orders for units (200AA and 5107A) were submitted prior to the issuance of this report.

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BUDGET MANAGEMENT	YES	NO	N/A
1) Are three bids solicited in order to obtain materials, supplies, and services? ➤ Three bids are required in order to obtain materials or services.			
2) Have there been any large unexpected repairs or purchases that have negatively affected the current budget? ➤ There has not been any unexpected repairs or purchases in this budget year.			
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
Administrative Expenses	\$20,299	\$16,353	(\$3,945)	(24%)	Office Equipment Services and Employee Reimbursement
Leasing Expenses	\$83	\$500	\$416	83%	Promotions and Entertainment
Turnover Expenses	\$3,078	\$2,700	(\$378)	(14%)	Materials - Painting and Materials - Painting
Repair and Replacements - Under \$5K	\$64,438	\$34,721	(\$29,717)	(85%)	Vinyl, Refrigerators, Water Heaters, Plumbing Fixtures and Other
Capital Improvement -Over \$5k	\$76,210	45,500	(\$30,710)	(67%)	Roofing and REAC Repairs

COMMENTS: Management stated they completed several repairs and replacements throughout the current year, most due to the age of the particular items (i.e., inoperable appliance or plumbing lines breaks). Management also confirmed that roofs were replaced on all buildings.

REVENUE

FOR THE MONTH ENDING: September 2019		YEAR TO DATE AS OF: September 2019	
Gross Potential	\$89,384	Gross Potential	\$795,209
Budgeted Rental Income	\$88,486	Budgeted Rental Income	\$791,363
Actual Rental Income Collected	\$89,787	Actual Rental Income Collected	\$785,351
Variance + (-)	\$1,300	Variance + (-)	(\$6,012)
Other Revenue	\$343	Other Revenue	\$2,098
Total Collected	\$90,129	Total Collected	\$787,449
Budgeted	\$89,332	Budgeted	\$797,173
Variance + (-)	\$797	Variance + (-)	(\$9,723)

COMMENTS:

ACCOUNTS PAYABLE

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? ➤ Invoices are processed when received.	X		
COMMENTS:	0-30 Days:		\$252
	30-60 Days:		\$0
	60 Days and Over:		-\$225
	TOTAL		\$27

DELINQUENCIES

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 st day of the month and considered late on the 6 th day.			
3) When is legal action taken against delinquent accounts? ➤ Legal action is taken around the 20 th of the month.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?	X		
COMMENTS: Information was completed using the Delinquent and Prepaid Report dated 10/24/19.	0-30 Days:		-\$223
	30-60 Days:		-\$479

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	60 Days and Over:		-\$667
	TOTAL		-\$1369

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:	0		
2) Has the manager collected and deposited all returned checks?	X		
3) Is the manager following company policy on returned checks?	X		

COMMENTS: A \$30 NSF fee is assessed for rent payments returned due to non-sufficient funds.

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) 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.
 ➤ Staff is required to enroll and complete several Grace Hill trainings which include fair housing, conflict resolution and other managerial training.

COMMENTS: Management is reminded that all new employees are encouraged to take Fair Housing training.

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 pulls or reviews property 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 used from petty cash or requested for unbudgeted or unexpected items need prior 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 Findings or Observations.

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