

Texas State Affordable Housing Corporation

River Park Apartments

1309 Central Expressway, Lampasas, Texas 76550

Owner: RHAC – River Park, LLC

Date Built: 1983

Management Company: J. Allen Management Co.

Property Manager: Jeff Burton

Inspection Date & Time: February 27, 2019 at 9:30 a.m.

Inspector's Name: Celina Mizcles Stubbs

Occupancy at Time of Report:	96%	Average Occupancy Over Last 12 Months:	98%
Number of Units: 50			
Number of One Bedrooms:	N/A	Number of Two Bedrooms:	30
Number of Three Bedrooms:	20	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		
5) Are trees and shrubs properly trimmed?	X		
6) Are the grounds free of erosion, foot paths and tree root elevation?	X – See comments		
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 comments		
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 appeared to be in great condition on the day of the onsite visit. The property grounds (i.e., sidewalks, common areas, parking lots, etc.), laundry facility, and management office. The reviewer noticed a few areas of the erosion and foot paths within the lawn areas. Management stated it is due to the climate and the large trees throughout the property that shade the grassy areas. The building exteriors are in good condition including building 6 which was down for several months due to a building fire. Details regarding the building fire are noted in the Maintenance Program section below.

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		
Criminal Mischief		
Personal Assault		
Drug Related Activity		
Gun Related Activity		
Domestic Violence		

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Disturbance		
Other	3	Harassment (1), Firework (1), and Loud Party (1)
	YES	NO
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: There were seven calls made to the Lampasas Police Department, three of which are noted above. Manamgnet confirmed that the police department continues to provide property oversight when available. Light check are still completed by management staff weekly.		

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: Site managers are required to conduct monthly risk assessments.			

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? ➤ (Describe)		X	
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: According to the Property Manager, the property will have a new picnic area, grill, and a covered pavilion installed this summer.			

KEY CONTROL	YES	NO	N/A
1) Does the property use an electronic key tracking system? If not, answer questions 2-4.	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: The property uses the Blackhorse key system.			

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		

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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? ➢ Services are provided bi-weekly. Three buildings are treated on the 3 rd week of the month and remaining buildings are treated on the 4 th week of the month.			
6) What is the policy for following up on completed service requests? ➢ All completed service request are followed up on by management.			
7) What is the property's after-hours emergency policy? ➢ The after-hours number will directly call the on-call staff member.			
8) What capital improvements have been scheduled or completed for this budget year? ➢ The following capital improvements have been scheduled; a community grill, picnic tables, and a covered pavilion are to be installed in the summer. In addition, the management office will be rehabbed and the parking look will be resurfaced.			

Detail of Ongoing Repairs and Replacements Completed in Last Budget Year

9) Unit Interior and Appliance upgrades ➢ Unit floors and appliances were upgraded as needed.			
10) Building Exterior and Curb Appeal repairs ➢ There were no building or curb appeal repairs completed in the last budget year.			
11) Amenity upgrades ➢ None were completed in the last budget year.			
12) Other repairs or replacements ➢ N/A			

Number of service requests received:	88		
Number of requests open from prior periods:	0		
Number of service requests completed:	63		
Number of service requests completed within 24 hours:	9		
Number of outstanding service requests:	25		

13) On average, how many days does it take to complete a work order? ➢ On average, management completes work orders within 3 days.			
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COMMENTS: The information above was taken from the Service Request Activity Report dated 1/1/2019 – 2/28/2019. According to the Property Manager, the majority of the outstanding work orders are due to the make ready for unit 15 and 20. Building 6 was fully rehabilitated due to fire, water and smoke damage. These items are not noted above as it was processed through an insurance claim.

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 Current Resident (3) and Other (8)	\$0	11	0
TOTAL	\$0	11	0

The rental activity reflected in the above table was for the month of: 1/1/2019 through 2/28/2019

	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: The Property Manager confirmed the type of traffic that is listed under "Other" is from applicants that are pulled from the top of the Wait List and/or prospects that are referred to River Park from Lampasas Mission.

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		

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2)	What percentage of residents renewed last month, past 6 months, and past 12 months?	Current: 90%	6 months: 96%	12 months: 98%
3)	What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	0%		
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 last rent increase was in March 2018.			
10)	How many households are currently on month-to-month leases? ➤ Leases roll into a month-to-month term after the initial term, however, management decided to renew tenants for a 12 month term.			
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:		2		
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:		2		
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:		2		
Units Walked				
Unit #	Brief Description			
15	(3x2) Vacant: In make-ready process			
20	(3x2) Vacant: In the make-ready process			
35	(2x2) Occupied: See comment			
42	(2x2) Occupied: See comment			
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? ➤ Occupied units are inspected: Quarterly				
7) How often are vacant units inspected? ➤ Vacant units are inspected: Daily				
8) How many vacant units are in progress of being made ready? ➤ There are two units in the processed of being made-ready (units 15 and 20).				

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- 9) What is the company policy on the number of days to turn vacant units?
- Units should be made-ready within 3-5 business days.

COMMENTS: On June 5, 2018, TSAHC was notified of a building fire that occurred at this property on May 31, 2018. Building 6 sustained fire, water and smoke damage throughout the building affecting all 8 units. There were no injuries and all tenant were relocated. Building 6 was rehabilitated and brought up to code as of February 2019. All units have been occupied by eligible household members since February 2019. The reviewer inspection two units that were rehabbed due to fire (units 35 and 42). The units were in excellent condition.

BUDGET MANAGEMENT	YES	NO	N/A
1) Are three bids solicited in order to obtain materials, supplies, and services?			
➤ Yes, three bids are required.			
2) Have there been any large unexpected repairs or purchases that have negatively affected the current budget?			
➤ Nothing has affected the current budget. While the property experienced rent loss due to the building fire, they will be able to recapture the income from a different affordable housing program fund.			
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	\$14,203	\$8,627	(\$5,576)	(64%)	Bank Fees, Professional Fees, Internet Access, Real Page
Maintenance Expenses	\$9,378	\$7,707	(\$1,670)	(20%)	Cleaning Supplies
Routine Replacement Expenses	\$25,896	\$34,316	(\$8,419)	24%	Window/Screens, Celina Fans and Venthoods

COMMENTS:

REVENUE					
FOR THE MONTH ENDING: December 2018			YEAR TO DATE AS OF: December 2018		
Gross Potential		\$31,320	Gross Potential		\$374,850
Budgeted Rental Income		\$31,340	Budgeted Rental Income		\$374,960
Actual Rental Income Collected		\$29,542	Actual Rental Income Collected		\$344,518
Variance + (-)		(\$1,788)	Variance + (-)		(\$29,060)
Other Revenue		\$604	Other Revenue		\$5,675
Total Collected		\$30,146	Total Collected		\$350,194
Budgeted		\$31,856	Budgeted		\$379,701
Variance + (-)		(\$1,710)	Variance + (-)		(\$29,507)

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?			
➤ Invoices are processed daily.			
COMMENTS: A review of the Vendor Aging Report dated 2/26/2019 shows that the majority of the current balance (0-30 days) is due to the annual financial audit invoice in the amount of \$12,312.	0-30 Days:		\$18,469
	30-60 Days:		\$0.
	60 Days and Over:		(\$44)
	TOTAL		\$18,425

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 and late on the 6 th . A \$5 initial late fee is assessed followed by a \$1 daily fee until rent is paid in full.			
3) When is legal action taken against delinquent accounts?			
➤ Legal actions are taken on or around the 27 th of each month.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?	X		

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COMMENTS:	0-30 Days:		\$2,521
	30-60 Days:		\$751
	60 Days and Over:		(\$641)
	TOTAL		\$2,631

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:			

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. ➤ Site staff has taken several Grace Hill training including Time Management, Sexual Harassment, Conflict Resolution, and Fair Housing I and II.			
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 software system and pulls 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? ➤ Owner approval is required for any dollar amount.			
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 or Findings.

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