

# 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: June 7, 2019 @ 8:30 a.m.**

**Inspector's Name: Celina Mizcles Stubbs**

<b>Occupancy at Time of Report:</b>	93.3%	<b>Average Occupancy Over Last 12 Months:</b>	90.7%
<b>Number of Units: 346</b>			
<b>Number of One Bedrooms:</b>	278	<b>Number of Two Bedrooms:</b>	68
<b>Number of Three Bedrooms:</b>	N/A	<b>Number of Four Bedrooms:</b>	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		
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 - 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 much better condition when compared to last year's site visit. The property's monument sign was visible and the property grounds were clean and free of debris. The laundry centers were clean and appear to be well maintained. The building exteriors were also in good repair. Management confirmed that they are in the beginning stages of replacing windows and sliding doors for all units. Management also confirmed that the repair or replacement of damaged stair landings and stair steps was completed. In addition, repair or replacement of the loose stair rails are completed as needed. The reviewer observed some of the repairs during the physical inspection of the property.

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	16	Burglary – 2 , Burglary Alarm – 11, Burglary In progress – 2, Burglary of a vehicle - 1
Theft	2	Theft of a vehicle – 2
Criminal Mischief	1	Criminal Mischief – 1
Personal Assault	3	Assault – 3
Drug Related Activity		
Gun Related Activity		
Domestic Violence		

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Disturbance	34	Disturbance (knife) - 1, Disturbance - 20, Disturbance (gun) - 1, Disturbance (family) - 4, Disturbance (loud music) - 8		
Other	6	Suicide – 1, Family Violence – 3, Suspicious Activity – 1, Threat – 1		
		<b>YES</b>	<b>NO</b>	<b>N/A</b>
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		
<b>COMMENTS:</b> TriTech's call logs for March through May 2019 show a total of 87 calls, 62 of which are noted above. The number of calls the number of incidents listed have stayed about the same in the last couple of years. Management is advised to continue their efforts and to follow up on all disturbances and document the tenant files when necessary. Management mentioned they no longer utilize Texas Lawman's courtesy patrol services. Manamngnet stated they will utilize the surveillance cameras and Stealth's monitoring services to monitor criminal activity on the property.				

<b>SECURITY PROGRAM Part II</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
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		
<b>COMMENTS:</b> Risk liabilities are assessed during the corporate staff's monthly property inspection.				

<b>OFFICE</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
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		
➤ The property must maintain licenses for the 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		
➤ Business Center			X	
➤ Pool: Two pools		X		
➤ Other (describe)			X	
<b>COMMENTS:</b>				

<b>KEY CONTROL</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
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		
<b>COMMENTS:</b>				

<b>MAINTENANCE PROGRAM</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
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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? ➢ Pest control services one building per week and up to 15 units of requested service.			
6) What is the policy for following up on completed service requests? ➢ Management follows up on a handful of completed service request to ensure they are completed satisfactorily.			
7) What is the property's after-hours emergency policy? ➢ The after-hour answering service (KB National) will contact the maintenance staff directly when the call is deemed an emergency.			
8) What capital improvements have been scheduled or completed for this budget year? ➢ The property is replacing all unit windows and sliding doors as a capital improvement. The Phase I is in progress (estimated to be an 8 weeks process) and Phase II is scheduled to begin the next fiscal year. Management also scheduled the installation of an ADA chair for the pool in Phase I. The community center kitchen is scheduled for a makeover which will include fresh paint, new cabinets, and the resurfacing of the counters.			
<b>Detail of Ongoing Repairs and Replacements Completed in Last Budget Year</b>			
9) Unit Interior and Appliance upgrades ➢ The following upgrades are being complete as units become available; unit floors, appliances, counter tops and tub resurfacing.			
10) Building Exterior and Curb Appeal repairs ➢ Management stated they completed erosion prevention, added drainage on Phase II, and installed a new fence near the new drain passage.			
11) Amenity upgrades ➢ The pool in Phase 2 was resurfaced.			
12) Other repairs or replacements ➢ N/A			
Number of service requests received:	153		
Number of requests open from prior periods:	0		
Number of service requests completed:	153		
Number of service requests completed within 24 hours:	12		
Number of outstanding service requests:	0		
13) On average, how many days does it take to complete a work order? ➢ A review indicates maintenance staff completes work order in about 3 days.			
<b>COMMENTS:</b> There was an improvement in the number of work orders opened and completed within a month's timeframe (5/1/19 – 6/1/19) when compared to last year's review. The new maintenance staff completed all work orders that were created within a 3-day timeframe which is an excellent completion time. Note: The maintenance staff is entirely new; with a new lead maintenance, new lead maintenance assistant, and 4 new maintenance technicians.			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Applications Submitted
Drive-By/Word of Mouth: Family/Friend	\$0	20	5
Fliers			
Resident Referral: Family Friend	Unable to determine	24	10
Locator Service: 50% for successful move ins	Unable to determine	4	3
Printed/Internet Advertising: ChavezFoundatoin.org, RentPath & AptGuide (\$399), Zillow/Hot Pads (\$200), GoSection8.com	\$599	207	7
Other Source: Housing Authority, Other	\$0	7	0
<b>TOTAL</b>	<b>\$599</b>	<b>262</b>	<b>25</b>
<b>The rental activity reflected in the above table was for the month of: 5/1/19 – 5/31/19 See comment.</b>			
	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		

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**COMMENTS:** The Traffic Sheet does not provide the number of leases the traffic generated however it does indicate how many applied for an apartment. The number of applications received is used in the section above.

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: 87%	6 months: 72%	12 months: 46%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	22% - See Comment		
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, Onsite, 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 2019); rent increased for an average of about \$45.			
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			
<b>COMMENTS:</b> There as a 12% decrease (from 35% to 22% this year) in regards to the percentage of move-out that were due to eviction and non-payment of rent.			

VACANT/MAKE READY UNITS					
1) Number of vacant units at time of activity report:			23		
2) Number of completed made ready units at time of activity report:			22		
3) Number of completed one bedroom units at time of activity report:			15		
4) Number of completed two bedroom units at time of activity report:			7		
5) Number of completed three bedroom units at time of activity report:			N/A		
6) Number of uncompleted made ready units at time of activity report:			1		
7) Number of uncompleted one bedroom units at time of activity report:			1		
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:			N/A		
Units Walked					
Unit #	Brief Description				
10303	Vacant (129 days): Made-ready				
11011	Vacant (126 days): Made-ready				
11301	Vacant (225 days): Made-ready				
20107	Vacant (126 days): Made-ready				
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	
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 – 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					

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7)	How often are vacant units inspected?
➤	Vacant units are inspected: Weekly
8)	How many vacant units are in progress of being made ready?
➤	There are 3 units 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.
<b>COMMENTS:</b> On the day of the onsite visit, the reviewer presented a list of vacant units to be inspection. It was evident that the USR had not been updated as the units were occupied (10303, 11011, 11301, and 20107). The reviewer used the Unit Availability Detail report to pick another set of units to inspect. The four vacant units listed above were inspected due to the length of vacancy, they were vacant for an average of 151 days. Mangement confirmed that the units were re-leased an offered the following move-in dates.	
<b>Observation:</b> <ul style="list-style-type: none"> <li>It appears that more attention is needed when updating the Unit Status Report (USR). Management is reminded to take the necessary time to ensure the property's monthly Unit Status Report is completed accurately prior to submission. This was also noted in the Compliance Report.</li> </ul>	

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 collected 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 were no large or unexpected repairs or purchases that have negatively affected the budget. The property is in the process of completing windows replacements for each units. The budget reflects this cost with a large variance in the Replacement/Capital expenses line item.							
3) Explain YTD variances of 10% or greater.							
<b><u>Expense Items that Varied by 10% or Greater from the Budget for Year to Date Operations Ending</u></b>							
(Please note that a positive variance is under budget and a negative variance is over budget.)							
EXPENSE ITEM		ACTUAL	BUDGET	VARIANCE	%	EXPLANATION	
Administrative Expense		\$35,535	\$57,331	\$21,795	38%	Wages Exempt, Payroll taxes, Health/Dental/Life Insurance	
Operating and Maintenance		\$9,651	\$23,681	\$14,029	59%	Wage Maintenance	
Replacements and Capital		\$93,062	\$13,600	-\$79,462	-584%	Window Siding/Window Covering and Concrete Walkway repair, pool resurfacing	
COMMENTS:							

REVENUE			
FOR THE MONTH ENDING: May 2019		YEAR TO DATE AS OF: May 2019	
Gross Potential	\$205,804	Gross Potential	\$1,023,855
Budgeted Rental Income	\$211,590	Budgeted Rental Income	\$1,108,495
Actual Rental Income Collected	\$219,523	Actual Rental Income Collected	\$1,157,105
Variance + (-)	\$7,933	Variance + (-)	\$48,610
Other Revenue	\$9,911	Other Revenue	\$42,254
Total Collected	\$229,435	Total Collected	\$1,105,223
Budgeted	\$228,752	Budgeted	\$1,135,130
Variance + (-)	\$683	Variance + (-)	-\$29,906
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.			
<b>COMMENTS:</b> The Payables Aging Summary dated June 2019 indicated that 97% of the balance is due to a Cesar Chavez Foundation invoices totaling \$441,447. According to the Regional Property Manager, the Cesar Chavez Foundation invoices will be paid in increments (\$25,000 annually) once occupancy is better and cash flow increases. The remaining balance of \$13,190 is a current payable (0-30 days) and not past due.	0-30 Days:		\$77,550
	30-60 Days:		\$66,496
	60 Days and Over:		\$310,591
			5
	TOTAL		\$454,637

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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 <sup>st</sup> and late on the 4 <sup>th</sup> of each month. An initial late fee is assessed on the 4 <sup>th</sup> 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 <sup>th</sup> of each month.			
4) Does the property currently have any resident(s) under eviction?	X		
5) Does Housing have any outstanding balances?	X		
<b>COMMENTS:</b>	0-30 Days:		\$9,496
	30-60 Days:		\$3,883
	60 Days and Over:		-\$3,436
	TOTAL		\$9,943

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		
<b>COMMENTS:</b>			

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 attended the same trainings this budget year as they did in 2018. Training includes, but is not limited to housing tax credit, marketing, and maintenance training.			
<b>COMMENTS:</b> The following position are held by new staff members; assistance property manager, leasing manger, and leasing agent. The new maintenance staff includes a new lead maintenance, lead maintenance assistance and 4 new technicians.			

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 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 unbudgeted or over budget items in excess of \$500 for the Property manager and \$5,000 for the Regional Manager.			
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		
<b>COMMENTS:</b>			

SUMMARY OF OBSERVATIONS AND FINDINGS
<b>Observation:</b> <ul style="list-style-type: none"> <li>It appears that more attention is needed when updating the Unit Status Report (USR). Management is reminded to take the necessary time to ensure the property's monthly Unit Status Report is completed accurately prior to submission. This was also noted in the Compliance Report.</li> </ul> <b>No Findings.</b>



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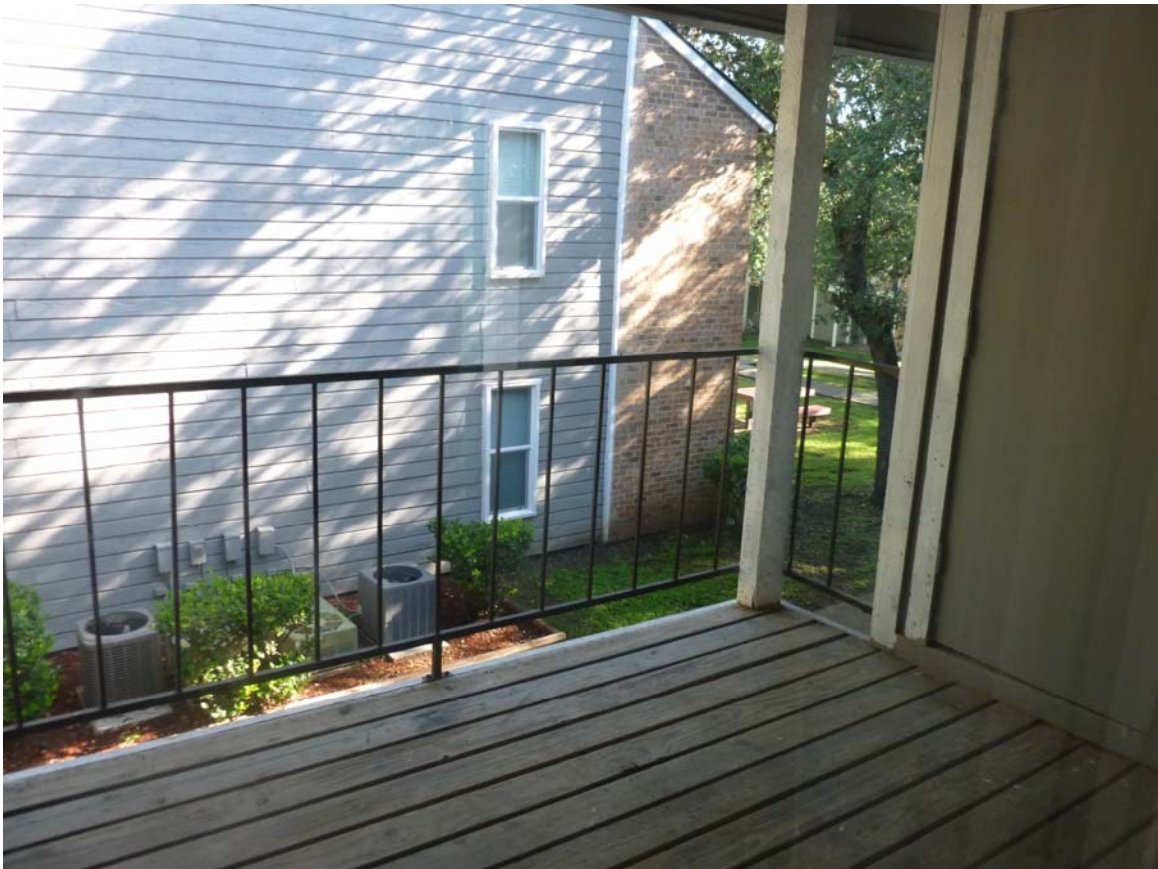
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Unit 303





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Unit 1011



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