

Texas State Affordable Housing Corporation

Woodglen Park Apartments

6800 Cockrell Hill Dr., Dallas, Texas 75236

Owner: Dalcour Woodglen, Ltd.

Date Built: 2004

Management Company: Dalcour Management, LLC

Property Manager: Primera Sanchez

Inspection Date & Time: September 26, 2019 at 8:00 a.m.

Inspector's Name: James Matias

Occupancy at Time of Report:	99.3%	Average Occupancy Over Last 12 Months:	95.4%
Number of Units: 232			
Number of One Bedrooms:	64	Number of Two Bedrooms:	112
Number of Three Bedrooms:	56	Number of Four Bedrooms:	

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		
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 overall visual observation of the property grounds, sidewalks, amenities, and building structures appear to be maintained in great condition. The landscaping and curb appeal were found to be inviting and well maintained. The reviewer noticed a few pieces of broken concrete around the community. (Photo attached) The community has a small amount of trash on the Northern fence line. Building 12 needs the top tread replaced on the staircase. (Photo attached) A few breezeways and staircases are in need of being power washed.

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	1	
Personal Assault	4	Assault – Bodily Injury Only (1), Assault – Family Violence Offensive Contact (3)
Drug Related Activity		
Gun Related Activity		
Domestic Violence		
Disturbance		
Other		

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	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: The incident data above was compiled from an Offense Report from the Ft. Worth Police department dated June through mid-September 2019. Pro-active measures to address crime at the property include security cameras, which are monitored 24-7, monthly crime watch meetings, and the Dallas Police Department has two officers that patrol regularly. The courtesy officers and/or maintenance staff conducts nightly light checks on the property grounds.

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: Management stated they do not recall the date of the last risk assessment, but it was within the last year.

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		
➤ The property maintains licenses for Pool Manager Operations, Alarms, & Fire equipment.	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 (fitness center)	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: The property utilizes the Handytrack system for monitoring keys.

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? ➢ Pest control services are provided weekly and all units get treated at least twice per year.			
6) What is the policy for following up on completed service requests? ➢ Management stated they follow up on about 50% of completed work orders.			
7) What is the property's after-hours emergency policy? ➢ The after-hours emergency call center will automatically contact the staff member on-call to address emergency issues.			
8) What capital improvements have been scheduled or completed for this budget year? ➢ Capital improvements completed for this budget year include additional cameras and a security system upgrade, tree trimming, and the replacement of 19 exterior lights. Capital improvements scheduled include concrete and asphalt repairs for the parking lot and sidewalks.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
9) Unit Interior and Appliance upgrades ➢ Interior upgrades were performed as needed.			
10) Building Exterior and Curb Appeal repairs ➢ In 2018, no exterior or curb appeal upgrades were completed.			
11) Amenity upgrades ➢ No amenity upgrades were completed during the last budget year.			
12) Other repairs or replacements ➢ A French drain was installed for units 1005 and 1501. In addition, the office door was replaced, and the property purchased a new golf cart.			
Number of service requests received:	131		
Number of requests open from prior periods:	0		
Number of service requests completed:	112		
Number of service requests completed within 24 hours:	35		
Number of outstanding service requests:	19		
13) On average, how many days does it take to complete a work order? ➢ On average it takes about 6 days to complete a work order. The Work Order Directory Report provided from 8/25/19 through 9/24/19 was used to derive the average.			

COMMENTS:

Observations:

- The Work Order Directory Report provided indicates that staff is not reviewing and or closing work orders that are opened through the after-hours answering service. Currently 100% (a total of 19) of the work orders opened with "Call" as the status are not closed. It appears that these work orders are being overlooked in the software system and possibly overlooked completely. Management is encouraged to implement a system to ensure that all work called in after-hours is completed and that all work orders created are reviewed and closed.
- Currently the average turn time for completing work orders is high at more than 6 days. The ideal average for a property of this size is between 1 and 3 days. Of the 112 completed work orders, 33 took 10 or more days to close and nine took more than 20 days. After a detailed review of the Work Order Directory Report, most of the work orders greater than 10 days were not items where major work was needed, or they were workorders when parts were ordered. It is strongly recommended that staff review the work order log daily to make sure items are not aging and work orders are closed frequently in the system. An efficient maintenance program is instrumental in the success of the community, the tenant retention rate, and the satisfaction of the residents.

MARKETING

1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$0	12	3
Flyers	\$0	0	0
Resident Referral	\$0	1	0
Locator Service	\$0	0	0
Printed/Internet Advertising (Rent Path, Community website)	\$79	0	0
Other Source (section8.com, Housing, N/A)	\$376	0	0
TOTAL	\$455	13	3
The rental activity reflected in the above table was based on the Traffic Sheet report from 8/25/2019 through 9/24/2019.			
	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		

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5) Does the property complete a market survey at least monthly?		X	
COMMENTS: Management stated a market survey is done quarterly.			

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: 100%	6 months: 81.2%	12 months: 82.1%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	21% (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, 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 began in May of 2019 and is being implemented upon renewal. Increases range between \$15 and \$25.			
10) How many households are currently on month-to-month leases? ➤ Management stated they do not have anyone on a month-to-month lease.			
11) What is the charge for month-to-month leases? ➤ N/A			
COMMENTS: The percentage in item 3 accounts for 11 move outs, 3 which were skips and 8 that were due to owner initiation for nonpayment of rent.			

VACANT/MAKE READY UNITS					
1) Number of vacant units at time of activity report:			1		
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:			1		
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:			1		
9) Number of uncompleted three bedroom units at time of activity report:			0		
Units Walked					
Unit #	Brief Description				
313	(1x1), Occupied				
811	(1x1), Occupied				
1206	(2x2), Vacant, Full turn needed				
20-2008	(3x2), Occupied				
16-1613	(2x2), Occupied				
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		

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6) How often are occupied units inspected?
➤ Occupied units are inspected: Semiannually
7) How often are vacant units inspected?
➤ Vacant units are inspected: Weekly
8) How many vacant units are in progress of being made ready?
➤ As of the date of the onsite visit, 1 unit was in the process of being made-ready.
9) What is the company policy on the number of days to turn vacant units?
➤ Per policy, units should be turned in 5 -7 business days.
COMMENTS: While reviewing unit 313, it was observed that there were a large number of ant mounds surrounding building 3.

BUDGET MANAGEMENT					
1) Are three bids solicited in order to obtain materials, supplies, and services? ➤ Per company policy, three bids are required prior to obtaining materials, supplies or services.					
2) Have there been any large unexpected repairs or purchases that have negatively affected the current budget? ➤ There has not been any large unexpected repairs or purchases that have negatively affected the current budget.					
3) Explain YTD variances of 10% or greater.					
<u>Expense Items that Varied by 10% or Greater from the Budget for Year to Date Operations Ending</u>					
(Please note that a positive variance is under budget and a negative variance is over budget.)					
EXPENSE ITEM	ACTUAL	BUDGET	VARIANCE	%	EXPLANATION
Advertising Expenses	\$7,437	\$6,720	(\$717)	(10.7%)	Resident retention, Models
Payroll Expense	\$146,532	\$165,236	\$18,704	(11.3%)	Payroll, Health Insurance
COMMENTS: Management stated they had a large variance in payroll expenses because they were down an assistant property manager and maintenance team member for a portion of the year.					

REVENUE			
FOR THE MONTH ENDING: AUGUST 2019		YEAR TO DATE AS OF: AUGUST 2019	
Gross Potential	\$231,558	Gross Potential	\$1,763,147
Budgeted Rental Income	\$194,267	Budgeted Rental Income	\$1,545,752
Actual Rental Income Collected	\$201,882	Actual Rental Income Collected	\$1,586,471
Variance + (-)	\$7,613	Variance + (-)	\$40,719
Other Revenue	\$3,971	Other Revenue	\$42,859
Total Collected	\$205,853	Total Collected	\$1,629,331
Budgeted	\$197,729	Budgeted	\$1,573,432
Variance + (-)	\$8,124	Variance + (-)	\$55,899
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?	X		
COMMENTS: The large balance due beyond 60 days is for one invoice for the Asset Management review. This is performed annually and paid at the end of the year. The more recent invoices (under 30 days) of substantial dollar amounts are for irrigation repairs, new fire alarms, and a staffing agency who provides the porter and leasing agent.	0-30 Days:		\$14,792
	30-60 Days:		\$0
	60 Days and Over:		\$12,957
	TOTAL		\$27,749

DELINQUENCIES	YES	NO	N/A
1) Is the delinquency report up to date?			
2) What is the rent collection policy?	➤ Rent is due on the 1 st of the month. If rent has not been received and is not on a repayment plan, management will issue a three-day Notice to Vacate on the 6h day on the month.		

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3) When is legal action taken against delinquent accounts? ➤ If a payment plan has not been agreed to, management will take legal action on or around the 20 th day of each month.			
4) Does the property currently have any resident(s) under eviction?	X		
5) Does Housing have any outstanding balances?	X		
COMMENTS: Based on conversation with Management, the balance noted on the Affordable Tenant Delinquency Report is being addressed. When compared to last year's delinquency report the balance due appears to be trending negatively. Around 30% (\$7,050) of the current delinquent balance is due to housing. Management is encouraged to continue to work with the Housing Authority to minimize the amount of unpaid rent.	0-30 Days:		\$12,740
	30-60 Days:		\$2,801
	60 Days and Over:		\$7,127
	TOTAL		\$22,668

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:		3	
2) Has the manager collected and deposited all returned checks?	X		
3) Is the manager following company policy on returned checks?	X		
COMMENTS: After a review of the resident ledgers, management is following their policy regarding NSF procedures. Residents with two NSF's can no longer pay with a personal check.			

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. ➤ On-site staff has attended internal (DALCOR) safety meetings and Gracehill trainings including sexual harassment and mold remediation.			
COMMENTS: In the last year the property had turnover at the leasing agent position. In addition, the property is looking for a porter currently.			

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 can review and pull reports at their discretion.			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ The Manager must seek approval for any unbudgeted or over budget items for the property.			
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
<p>No Findings.</p> <p>Observations:</p> <ul style="list-style-type: none"> The Work Order Directory Report provided indicates that staff is not reviewing and or closing work orders that are opened through the after-hours answering service. Currently 100% (a total of 19) of the work orders opened with "Call" as the status are not closed. It appears that these work orders are being overlooked in the software system and possibly overlooked completely. Management is encouraged to implement a system to ensure that all work called in after-hours is completed and that all work orders created are reviewed and closed. Currently the average turn time for completing work orders is high at more than 6 days. The ideal average for a property of this size is between 1 and 3 days. Of the 112 completed work orders, 33 took 10 or more days to close and nine took more than 20 days. After a detailed review of the Work Order Directory Report, most of the work orders greater than 10 days were not items where major work was needed, or they were workorders when parts were ordered. It is strongly recommended that staff review the work order log daily to make sure items are not aging and work orders are closed frequently in the system. An efficient maintenance program is instrumental in the success of the community, the tenant retention rate, and the satisfaction of the residents.

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