

Texas State Affordable Housing Corporation

El Nido Apartments 204 Alicia Dr., El Paso, Texas 7905

Owner: RHAC – El Nido, LLC

Date Built: 1951

Management Company: J. Allen Management

Property Manager: Juana Pineda

Inspection Date & Time: November 30, 2020 at 1:30 pm

Inspector's Name: Celina Mizcles Stubbs

Occupancy at Time of Report:	100%	Average Occupancy Over Last 12 Months:	100%
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		
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: Based on a review of the property photos submitted for review, the property is in overall good condition. Management mentioned the City of El Paso repaved the streets and repaired the sidewalks, both of which are city owned. These repairs improved the curb appeal 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		
Theft		
Criminal Mischief		
Personal Assault		
Drug Related Activity		
Gun Related Activity		
Domestic Violence	2	Family Violence (2)
Disturbance	6	Loud Music (1), Fighting (1), Disturbances (4)
Other		

Texas State Affordable Housing Corporation

	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: Based on the El Paso Police Department call records from June through September 2020, there were 12 incidents reported. The chart above lists 8 of the 12 incidents. Overall, the property does not have a lot of criminal activity; however, when management is made aware of an incident they follow up on the incident and issue lease violation(s), when necessary.

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: The Senior Regional Supervisor completed the last risk assessment on 11/22/2019.

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) N/A			
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		

Texas State Affordable Housing Corporation

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 every two weeks for up to 10 units and as requested.			
6) What is the policy for following up on completed service requests? ➢ Management follows up on completed work orders by calling tenants, at random, to confirm work was completed satisfactorily.			
7) What is the property's after-hours emergency policy? ➢ All after-hours calls are routed to the maintenance staff member that is on-call. Appropriate person(s) are contacted thereafter.			
8) What capital improvements have been scheduled or completed for this budget year? ➢ The following items were scheduled but not completed in the current budget year; install artificial grass around playground and install a cover on the existing pavilion near the playground. Management submitted these items for the next budget year.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
9) Unit Interior and Appliance upgrades ➢ Unit interiors and appliance upgrades were completed as needed.			
10) Building Exterior and Curb Appeal repairs ➢ No building and curb appeal upgrades were completed.			
11) Amenity upgrades ➢ No amenity upgrades were completed.			
12) Other repairs or replacements ➢ N/A			
Number of service requests received:	35		
Number of requests open from prior periods:	0		
Number of service requests completed:	35		
Number of service requests completed within 24 hours:	21		
Number of outstanding service requests:	0		
13) On average, how many days does it take to complete a work order? ➢ On average, work orders are completed within 2 days.			
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	\$0	17	12
TOTAL	\$0	17	12
The rental activity reflected in the above table was for the month of October 1, 2020 through October 31, 2020			
	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: According to management, site staff is collecting traffic sources however, the prospect information will not be visible on a report as they are still working off a long wait list.			

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: N/A	6 months: N/A	12 months: 90%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	0%		

Texas State Affordable Housing Corporation

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., 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 property had a utility allowance change in August 2020 and a rent increase in November 2020. The increase averaged \$10.			
10) How many households are currently on month-to-month leases? > N/A			
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:	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
N/A	There were no unit walked for this annual review.

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: Semiannually; however, inspections were cancelled this year due to covid.			
7) How often are vacant units inspected? > Vacant units are inspected: Vacant units are inspected at the time they are vacated and before they are reoccupied.			
8) How many vacant units are in progress of being made ready? > N/A – there were no vacant units.			
9) What is the company policy on the number of days to turn vacant units? > The company policy is to have units made-ready within 5-7 business days.			

COMMENTS:

BUDGET MANAGEMENT

1) Are three bids solicited in order to obtain materials, supplies, and services? > Management is required to obtain three bids.
2) Have there been any large unexpected repairs or purchases that have negatively affected the current budget?

Texas State Affordable Housing Corporation

- According to management, plumbing continues to affect the property's budget. While there isn't a large variance on the property budget management is aware that plumbing is an annual issue.

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
Service Expenses	\$20,842	\$23,281	\$2,440	10.4%	Pest control (bed bugs), and trash removal
Repairs/Replacements Under \$5K	\$26,064	\$30,504	\$4,439	14.5%	Cabinets and Water Heaters

COMMENTS:

REVENUE

FOR THE MONTH ENDING: SEPTEMBER 2020

YEAR TO DATE AS OF: SEPTEMBER 2020

Gross Potential	\$91,600	Gross Potential	\$811,828
Budgeted Rental Income	\$90,586	Budgeted Rental Income	\$896,760
Actual Rental Income Collected	\$90,758	Actual Rental Income Collected	\$808,655
Variance + (-)	(\$306)	Variance + (-)	\$1,894
Other Revenue	(\$55)	Other Revenue	\$1,784
Total Collected	\$90,224	Total Collected	\$810,439
Budgeted	\$90,953	Budgeted	\$809,263
Variance + (-)	(\$729)	Variance + (-)	\$1,175

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:

0-30 Days:

\$102

30-60 Days:

(\$142)

60 Days and Over:

(\$734)

TOTAL

(\$774)

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 1st of each month and considered late on the 6th. Three-day Notices are issues thereafter.

3) When is legal action taken against delinquent accounts?

- Legal action is taken against delinquent amounts around the 20th of each month.

4) Does the property currently have any resident(s) under eviction?

X

5) Does Housing have any outstanding balances?

X

COMMENTS: The payable data was based on the Aged Payable Report dated 10/29/2020. Management stated the credits are due to tenants overpaying their rent amounts. Overall, site management is doing an excellent job collecting rent.

0-30 Days:

\$1,925

30-60 Days:

\$774

60 Days and Over:

(\$1,307)

TOTAL

\$1,390

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

Texas State Affordable Housing Corporation

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. ➤ Management confirmed they have attended various online trainings via Grace Hill.			

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 pulls 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? ➤ Owner approval is required on all amounts unbudgeted and unexpected expenses.			
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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