

# Texas State Affordable Housing Corporation

## Vista Rita Blanca

701 Maynard, Dalhart, Texas 79022

**Owner:** Guadalupe Economic Services Corp. (GESC)

**Date Built:** 2014

**Management Company:** JL Gray Company

**Property Manager:** Marti Harris

**Virtual Review Date & Time:** August 26, 2020 at 1:00 p.m.

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

<b>Occupancy at Time of Report:</b>	100%	<b>Average Occupancy Over Last 12 Months:</b>	96.4%
<b>Number of Units: 28</b>			
<b>Number of One Bedrooms:</b>	N/A	<b>Number of Two Bedrooms:</b>	12
<b>Number of Three Bedrooms:</b>	12	<b>Number of Four Bedrooms:</b>	4

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?			
22) Have repairs or corrections recommended or required from the last physical inspection been satisfactorily completed?	X		

**COMMENTS:** Based on a review of the photos that were provided by management, the property appear to be well kept, and in great overall physical condition. The property Manager confirmed the large amount of spalling located in from of an ADA unit, noted in last year's report, has been corrected. Management is advised to tend to the lawn around the playground areas.

### 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	1	
Drug Related Activity		
Gun Related Activity	1	(Gun shots heard)
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:** Based on a review of the local police department call-logs, there were a total of four incidents recorded between May 2020 and July 2020. Two of the four incidents are listed above. The Property Manager confirmed that she continues to maintain a good working relationship with local police department. She also conducts light checks on a weekly basis.

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 confirmed a risk assessment was conducted within the last 12 months.

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?			
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:**

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? ➤ Quarterly pest control services are provided to tenants.			
6) What is the policy for following up on completed service requests? ➤ The Property Manager follows up on all completed service requests.			
7) What is the property's after-hours emergency policy? ➤ The after-hour emergency calls are answered by the Property Manager. The Property Manager will contact the appropriate person(s).			
8) What capital improvements have been scheduled or completed for this budget year? ➤ Circuit boards for the smoke alarm and carbon monoxide detectors were repaired in each unit. In addition, all property streetlights were serviced by the electric company.			
<b>Detail of Ongoing Repairs and Replacements Completed in Last Budget Year</b>			
9) Unit Interior and Appliance upgrades ➤ No upgrades have been completed.			
10) Building Exterior and Curb Appeal repairs ➤ No upgrades have been completed.			
11) Amenity upgrades ➤ N/A			
12) Other repairs or replacements ➤ N/A			
Number of service requests received:	1		
Number of requests open from prior periods:	0		
Number of service requests completed:	1		
Number of service requests completed within 24 hours:	1		
Number of outstanding service requests:	0		
13) On average, how many days does it take to complete a work order? ➤ It took the maintenance contractor one day to complete the work order.			
<b>COMMENTS:</b> Based on the work order log for the July 10 <sup>th</sup> through August 10 <sup>th</sup> timeframe, there was one work order that was reported and completed in one day. A brief review of the work order log for the last 12 months indicates most work orders are completed within two day unless it was contracted out. In those instances, it takes about 1.5 weeks to complete.			

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 (Newspaper \$76 and RentPat.com \$169)	\$245	0	0
Other Source (Email 8, Phone Calls 14, Application Drop Off 2)	\$0	24	0
<b>TOTAL</b>	<b>\$245</b>	<b>24</b>	<b>0</b>
The rental activity reflected in the above table was for the month of: 7/10/2020 through 8/10/2020			
	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	
<b>COMMENTS:</b>			

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: 90.9%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	0%		

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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? ➤ The last rent increase was effective October 1, 2019; it was a \$5 rent increase.			
10) How many households are currently on month-to-month leases? ➤ There are not tenants on a month-to-month lease.			
11) What is the charge for month-to-month leases? ➤ N/A			
<b>COMMENTS:</b>			

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				
B-1	(2x1) Occupied, in good condition.				
B-4	(2x1) Occupied, in good condition.				
D-4	(2x1) Occupied, in good condition.				
Down Units Walked (units vacant and unready for extended period of time and all down units)					
Unit #	Brief Description				
N/A					
			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: Monthly, however inspection have been postponed due to covid-19.					
7) How often are vacant units inspected? ➤ Vacant units are inspected: Weekly					
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? ➤ Management is responsible for turning vacant units in 3-5 business days.					
COMMENTS:					

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BUDGET MANAGEMENT					YES	NO	N/A
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?							
➤ Management stated there have not been any unexpected repairs or purchases.							
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 Expenses		\$57,070	\$45,382	\$11,688	26%	Professional Fees, Advertising, Office Salaries, and Bad Debt	
Operating & Maintenance Expenses		\$26,977	\$39,667	(\$12,690)	(32%)	Vehicle & Eqt. Operating, Maintenance Salary and Security.	
COMMENTS:							

REVENUE					
FOR THE MONTH ENDING: JUNE 2020			YEAR TO DATE AS OF: JUNE 2020		
Gross Potential		\$25,520	Gross Potential		\$229,237
Budgeted Rental Income		\$23,734	Budgeted Rental Income		\$213,163
Actual Rental Income Collected		\$24,680	Actual Rental Income Collected		\$217,027
Variance + (-)		\$946	Variance + (-)		\$3864
Other Revenue		\$126	Other Revenue		\$1216
Total Collected		\$24,806	Total Collected		\$218,243
Budgeted		\$23,955	Budgeted		\$215,148
Variance + (-)		\$851	Variance + (-)		\$3,095
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:		\$30
					30-60 Days:		\$0
					60 Days and Over:		\$0
					TOTAL		\$30

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> day of the month and late on the 6 <sup>th</sup> day. On the 6 <sup>th</sup> , Notice to Vacate letters are issued.		
3) When is legal action taken against delinquent accounts?					Legal action is taken after a 3 day notice to vacate expires.		
4) Does the property currently have any resident(s) under eviction?						X	
5) Does Housing have any outstanding balances?					X		
COMMENTS:					0-30 Days:		\$0
					30-60 Days:		\$575.14
					60 Days and Over:		\$0
					TOTAL		\$575.14

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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> Management properly assessed a \$25 NSF fee.				

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 is required to participate in industry lead webinars. This includes participation in annual fair housing trainings.			
COMMENTS: A maintenance technical was hired in the last year, however that position has become vacant once again.				

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 is provided with the Occupancy and Delinquency reports on a monthly basis.			
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 items that are unbudgeted or over budget in excesses of \$150.			
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	
No Observations or Findings.	



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