

# 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:** Shayla Keaton

**Inspection Date & Time:** November 19, 2020 at 10:00 a.m.

**Inspector's Name:** James Matias

<b>Occupancy at Time of Report:</b>	96.5%	<b>Average Occupancy Over Last 12 Months:</b>	95.4%
<b>Number of Units: 232</b>			
<b>Number of One Bedrooms:</b>	64	<b>Number of Two Bedrooms:</b>	112
<b>Number of Three Bedrooms:</b>	56	<b>Number of Four Bedrooms:</b>	

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:** According to the photos provided, the property appeared to be in great condition on the day of the virtual site visit. The property grounds are clean and free of debris. The exterior of all buildings (sidewalks, roofs, fascia boards) appear to be in good condition. The monument and office signs were in good condition and visible. The parking lots examined were found to be well kept with the handicap spaces clearly marked.

### 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	1	Burglary of Residence (1)
Theft	2	Stolen Vehicle (2), Theft (1)
Criminal Mischief	2	
Personal Assault	5	Assault (4), Aggravated Assault (1)
Drug Related Activity		
Gun Related Activity	1	Recovered Stolen Gun (1)
Domestic Violence		
Disturbance		
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		
<b>COMMENTS:</b> The incident data above was compiled from an Offense Report from the Dallas Police department dated August 1 <sup>st</sup> through November 15, 2020. 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 manager conducts nightly light checks on the property grounds. In addition, the property has an access gate to monitor who enters the property.			

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		
<b>COMMENTS:</b> Insurance conducted the last risk assessment on April 3, 2020.			

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		
<b>COMMENTS:</b>			

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		
<b>COMMENTS:</b> The property utilizes the Handytrack system for monitoring keys.			

# Texas State Affordable Housing Corporation

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		
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 concerns.				
8) What capital improvements have been scheduled or completed for this budget year?				
➤ Capital improvements completed for this budget year include: Parking lot was resurfaced and striped and a new gate system was installed.				
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				
➤ No exterior or curb appeal upgrades were completed in 2019.				
11) Amenity upgrades				
➤ No amenity upgrades were completed during the last budget year.				
12) Other repairs or replacements				
➤ The sprinkler system was replaced for all buildings in need.				
Number of service requests received:		94		
Number of requests open from prior periods:		0		
Number of service requests completed:		78		
Number of service requests completed within 24 hours:		44		
Number of outstanding service requests:		16		
13) On average, how many days does it take to complete a work order?				
➤ On average it takes 3.7 days to complete a work order.				
<b>COMMENTS:</b> The Work Order Directory Report provided from 10/2/2020 through 11/2/2020 was used to derive the average and fill in the chart above. The property had 16 open work orders when the report was provided, the majority (10) of these open work orders were recently created and the other 6 are awaiting parts for HVAC's.				

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth (\$300/year)	\$300	36	7
Flyers (\$10/month)	\$120	0	0
Resident Referral \$50: 2/quarter	\$400	0	0
Locator Service	\$0	0	0
Printed/Internet Advertising (Apartments.com - \$342/monthly, Community website)	\$4,104	8	0
Other Source (section8.com: \$396/year, Housing, N/A)	\$396	0	0
<b>TOTAL</b>	<b>\$5,320</b>	<b>44</b>	<b>7</b>
The rental activity reflected in the above table was based on the Traffic Sheet report from 9/26/2020 through 10/26/2020.			
	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		

# Texas State Affordable Housing Corporation

2) What percentage of residents renewed last month, past 6 months, and past 12 months?	Current: (September) 97.2%	6 months: 79.6%	12 months: 91.9%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	10.9% (5 total)		
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 April 2020 and is being implemented upon renewal. Increases ranged between \$40-\$50.			
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			
<b>COMMENTS:</b> The percentage in item 3 (10.9%) accounts for 5 move outs, 3 which were skips and 2 that were due to owner initiation for nonpayment of rent.			

VACANT/MAKE READY UNITS					
1) Number of vacant units at time of activity report:			10		
2) Number of completed made ready units at time of activity report:			6		
3) Number of completed one bedroom units at time of activity report:			3		
4) Number of completed two bedroom units at time of activity report:			1		
5) Number of completed three bedroom units at time of activity report:			2		
6) Number of uncompleted made ready units at time of activity report:			4		
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:			3		
9) Number of uncompleted three bedroom units at time of activity report:			1		
Units Walked					
Unit #	Brief Description				
04-408	(2x2), Vacant – Full turn needed				
07-708	(2x2), Vacant – ready				
10-104	(3x2), Vacant - ready				
20-2003	(3x2), Vacant - ready				
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 (see comment)					
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 virtual visit, 4 units are in the process of being made-ready.					

# Texas State Affordable Housing Corporation

- 9) What is the company policy on the number of days to turn vacant units?
- According to management, units should be turned in 5 -7 business days.

**COMMENTS:** Due to the covid-19 pandemic, recent inspections have been cancelled. The bathroom cabinets for the make ready unit inspections had doors and drawers that did not match the remainder of the cabinets. The manager confirmed that all portions of the cabinets in the bathrooms are being painted white to match.

## 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.

### 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
Advertising Expenses	\$4,986	\$9,315	\$4,329	46.5%	Social recreation, Models
Payroll Expenses	\$155,717	\$192,269	\$36,552	19.0%	Payroll, Bonuses, Payroll Taxes, Health Insurance
Utilities	\$151,502	\$128,396	(\$23,106)	(18.0%)	Water and Sewer, Trash removal
Redecorating Expense	\$30,308	\$44,154	\$13,846	31.4%	Carpet Cleaning/Repair, Contract painting, Appliance Parts/repairs, and Door Locks/ hardware.
Repairs and Maintenance	\$25,485	\$40,950	\$15,465	37.8%	Building & Structures, Pool/Spa Maintenance, Fire Protection, Gate Repairs, Common area maintenance

**COMMENTS:**

## REVENUE

FOR THE MONTH ENDING: SEPTEMBER 2020		YEAR TO DATE AS OF: SEPTEMBER 2020	
Gross Potential	\$246,368	Gross Potential	\$2,177,862
Budgeted Rental Income	\$207,713	Budgeted Rental Income	\$1,848,581
Actual Rental Income Collected	\$207,948	Actual Rental Income Collected	\$1,866,267
Variance + (-)	\$235	Variance + (-)	\$17,686
Other Revenue	(\$4,944)	Other Revenue	\$1,329
Total Collected	\$203,004	Total Collected	\$1,867,595
Budgeted	\$212,507	Budgeted	\$1,891,727
Variance + (-)	(\$9,503)	Variance + (-)	(\$24,132)

**COMMENTS:**

## ACCOUNTS PAYABLE

- 1) Is the payable report up to date?
- 2) Is the property in good standing with all vendors?
- 3) Are invoices processed weekly?

**COMMENTS:** During the virtual site visit, management was asked to elaborate on two invoices in excess of \$500 and 30 days overdue. Management stated that the marketing bill and remodeling bill have both been processed for payment at this time.

	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		
0-30 Days:			\$17,732
30-60 Days:			\$4,957
60 Days and Over:			\$340
TOTAL			\$23,029

## DELINQUENCIES

- 1) Is the delinquency report up to date?
- 2) What is the rent collection policy?
- Rent is due on the 1<sup>st</sup> 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 6<sup>th</sup> day on the month.
- 3) When is legal action taken against delinquent accounts?

# Texas State Affordable Housing Corporation

➤ If a payment plan has not been agreed to, management will take legal action on or around the 20 <sup>th</sup> day 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> On the day of the virtual site visit the reviewer discussed various concerns regarding delinquent rent. Management provided some explanations for delinquent rent. One resident receiving housing subsidy, with a large balance, had an amended lease due to an income change. Housing has sent a large payment for this resident, but it has not been applied to the resident ledger. Another resident behind on rent is set to make a large payment on 11/27/2020. Last, a resident with a balance greater than \$5,000 is scheduled for eviction in December. Management is encouraged to stay on top of residents and housing changes so balances due not inflate beyond 1 month of rent.	0-30 Days:		\$15,032
	30-60 Days:		\$6,677
	60 Days and Over:		\$31,856
	TOTAL		\$53,565

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:	2		
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> 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.			
<b>COMMENTS:</b> Currently the property is operating without a part time leasing agent that left this past year. In addition, the maintenance staff needs a porter at this time.			

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		
<b>COMMENTS:</b>			

SUMMARY OF OBSERVATIONS AND FINDINGS
No Observations or Findings.



# Texas State Affordable Housing Corporation





# Texas State Affordable Housing Corporation





# Texas State Affordable Housing Corporation



# Texas State Affordable Housing Corporation





# Texas State Affordable Housing Corporation



# Texas State Affordable Housing Corporation





