Texas State Affordable Housing Corporation Compliance Review Observation Report

Palladium Glenn Heights

2400 S Hampton Rd, Glenn Heights, Texas 75154

Owner: Palladium Glenn Heights, LTD. Date Built: 2019

Management Company: Omnium Management Property Manager: Katherine Robinson

Inspection Date & Time: December 8, 2020 at 1:30 pm Inspector's Name: Celina Mizcles Stubbs

nspe	ction Date G	c i iiiic. i	becember 0, 2020 at 1:50 pm	inspector s	Tume: Cen	iia iviizcics	obtubbs	
Nun	nber of Units:	270	Number of required LI units:	108	Number o	of required VL	I units:	N/A
			COMPLIANCE AUDIT			YES	NO	N/A
1)	Are procedures effective?	s that ensure	compliance with the set aside requirement	ents and rent requ	irements	X		
2)	Is the property a	accepting Sec	ction 8 households?			Х		
3)	s) Is the income to rent ratio for Section 8 households less than 2.5?					Х		
4)	Are the rent increases smaller than 5%?				Х			
5) be	Does the Applic		nancy or Occupancy Qualifications exclu	de language that	may appear to	х		
6)	Does the lease Recertification re	-	eement inform the resident of Very Low I ?	ncome/Low Incom	ne	х		
7)	Is additional mo	nitoring by T	SAHC recommended?				х	
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COMMENTS:

	SET-ASIDES	YES	NO	N/A
1)	Is the property meeting all occupancy restrictions required by the property's Regulatory Agreement and Asset Oversight and Compliance Agreement?	Х		
2)	Are the set-aside units evenly distributed?			
	No more than 60% of the set-aside requirements consist of one unit type?	Х		
	b) No less than 20% of the set aside requirements consist of any particular unit type?	Х		
3)	If either of the set asides have not been met, are any units:			
	a) Rented for less than 30 days, not including month-to-month?		Х	
	b) Utilized as a hotel, motel, dormitory, fraternity house, sorority house, rooming house, nursing home, hospital, sanitarium, rest home, or trailer court or park?		х	
	c) Leased to a corporation, business or university?		Х	
	d) Owned by a cooperative housing corporation?		Х	
	e) Not available for rental on a continuous basis to members of the general public?		Х	

UNITS WALKED

Unit #	USR	Comments
	Designation	
N/A	N/A	There were no unit walked for this annual review.

COMMENTS: There were no vacant units to walk however management submitted photos of their model unit. The unit was in exceptional condition.

RESIDENT SERVICES	YES	NO	N/A
Do the resident services appear to cater to the resident profile of the property?	Х		
2) Is the property meeting the Resident Service requirements as required by the Regulatory Agreement and Asset Oversight and Compliance Agreement?	х		
Is management monitoring the following:			

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a) Resident attendance	Х			
b) Frequency of service provided	Х			
c) Notification to residents of services	Х			
d) Number or type of services	х			
e) Survey of residents	X			
4) Did TSAHC provide any assistance regarding Resident Services based on the review conducted during the onsite visit?	х			
5) Is management properly submitting monthly Resident Service reports through the Compliance System?	Х			
6) In the last 12 months, has TSAHC provided any assistance regarding the monthly Resident Service reports submitted through the Compliance System? If so, comment below.				
COMMENTS:				

OFFICE	YES	NO	N/A
1) Is the office neat, the desk uncluttered?	Х		
2) Are accurate office hours posted?			
3) Are the following displayed in full view:			
a) Occupancy Qualifications?	Х		
b) Fair Housing Poster?	Х		
			•

COMMENTS:

RESIDENT FILE REVIEW	YES	NO	N/A
Does the owner maintain all records relating to initial resident income certifications, together with supporting documentation?	х		
Does the Owner/Agent make an effort to determine that the income certification provided by the resident is accurate?	х		
3) Does the file audit establish that residents are being recertified on an annual basis?	Х		
For mixed (low-income and market units) developments, are there any Next Available Unit Rule Violations?	х		
5) Does the file audit indicate that staff needs additional training?		Х	

COMMENTS: Based on a review of the tenant files that were submitted for review, the files are well maintained and in good order. There was one rent discrepancy for unit 9308. Management corrected the discrepancy on the unit status report. Management is encouraged to continue the good

If a new household moves in to any of the units with Findings (listed below), instead of submitting the required Corrective Action documents, submit with your response: the application for tenancy, all income and asset verifications, the executed Income Certification, and the 1st page of the lease for the new household occupying the unit.

Unit	Finding/Observation	Corrective Action Requirement			
N/A					
COMMENTS:					

	SUMMARY OF FINDINGS AND OBSERVATIONS
No Observations or Findings.	