

Texas State Affordable Housing Corporation

Brooks Manor Apartments

444 E. Jefferson Street, West Columbia, Texas 77486

Owner: Monroe Group LTD

Date Built: 1983

Management Company: Monroe Group

Property Manager: De'Airon Hill

Inspection Date & Time: March 18, 2021 at 1:30 P.M.

Inspector's Name: James Matias

Occupancy at Time of Report:	98%	Average Occupancy Over Last 12 Months:	98.3%
Number of Units: 50			
Number of One Bedrooms:	50	Number of Two Bedrooms:	0
Number of Three Bedrooms:	0	Number of Four Bedrooms:	0

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: On the day of the site visit, the property appeared to be well kept with an inviting curb appeal. The buildings, roofs, foundations, sidewalks, and doors/windows were all found to be in good condition and working properly. The landscaping was mowed; however, it appears that edging is needed in a few areas and some fallen sticks can be picked up. Management stated in house maintenance takes care of the landscaping normally, but at this time they are without a maintenance person; therefore, landscaping is being outsourced at this time.

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		
Disturbance	2	Verbal disturbance (2)

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Other	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 West Columbia Police Department call logs dated 12/1/2020 through 3/1/2021, there was a total of 16 calls, two of which are listed above. The Property Manager stated the office, and the entry door are under video surveillance that is monitored by the corporate office. Lights are checked bi-weekly by maintenance and/or management.			

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: According to management the last risk assessment was completed on November 12, 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	
➤ (Describe)			
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 no, 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		

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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? ➢ The property interiors and exteriors are treated monthly.			
6) What is the policy for following up on completed service requests? ➢ The Property Manager will call or visit with tenants to ensure work order completion and tenant satisfaction.			
7) What is the property's after-hours emergency policy? ➢ The Property Manager will receive the call and delegate to staff or vendor accordingly.			
8) What capital improvements have been scheduled or completed for this budget year? ➢ N/A – No capital improvements have been completed.			

Detail of Ongoing Repairs and Replacements Completed in Last Budget Year

9) Unit Interior and Appliance upgrades ➢ There were no unit interior or appliance upgrades completed during the last budget year.			
10) Building Exterior and Curb Appeal repairs ➢ There were no building exterior or curb appeal repairs completed in 2020.			
11) Amenity upgrades ➢ There were no amenity upgrades completed during the last budget year.			
12) Other repairs or replacements ➢ There were no major repair and/or replacements completed.			
Number of service requests received:	28		
Number of requests open from prior periods:	0		
Number of service requests completed:	27		
Number of service requests completed within 24 hours:	0		
Number of outstanding service requests:	1		
13) On average, how many days does it take to complete a work order? ➢ According to the work order report provided it takes 5-6 weeks to complete work orders. See observation			

COMMENTS: According to the Regional Manager the property has been without a maintenance technician for a few months.

Observation:

- There have been 28 non-inspection related work orders opened in the last 2 months. Almost all the work orders were opened on February 1, 2021 and closed between March 8 and March 16, 2021. It appears that Management and Maintenance have not opened and closed work orders diligently in the system. The on-site property maintenance position was vacant at the beginning of the year and the property has been without a lead maintenance for some time. In an effort to track the efficiency of the maintenance department it is critical that someone take on the role of opening and closing work orders when the staff is depleted.

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	2	2
TOTAL	\$0	2	2

The rental activity reflected in the above table was for the month of: 2/1/2020 – 3/1/2020

	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:

LEASE RENEWAL	YES	NO	N/A
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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: 84%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	0%		
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 August 1, 2020 for \$13.			
10) How many households are currently on month-to-month leases? ➢ HUD leases are considered month-to-month after the initial 12-month term.			
11) What is the charge for month-to-month leases? ➢ N/A			
COMMENTS: In the last 12 months, there were a total of 8 move-outs. The reasons for moving out were either tenant initiated or death of the sole household member.			

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:			1
3) Number of completed one bedroom units at time of activity report:			1
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		
24F	Vacant (1x1): Unit is in good condition and made-ready.		
32G	Vacant (1x1): Unit is in good condition. Needs new blinds and a cleaning		
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: Quarterly			
7) How often are vacant units inspected? ➢ Vacant units are inspected: Weekly			
8) How many vacant units are in progress of being made ready? ➢ There is one vacant unit that is being made ready.			
9) What is the company policy on the number of days to turn vacant units? ➢ Units must be turned and made-ready within 5-7 business days.			

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COMMENTS:

BUDGET MANAGEMENT

- 1) Are three bids solicited in order to obtain materials, supplies, and services?
 - Yes, three bids are required for materials, supplies, and services.
- 2) Have there been any large, unexpected repairs or purchases that have negatively affected the current budget?
 - There has not been any unexpected repairs or purchase.
- 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
Operating & Maintenance	\$3,112	\$6,996	\$3,884	55.5%	Maintenance Salary, Landscaping Contracts, Carpet/Flooring Repairs

COMMENTS:

REVENUE

FOR THE MONTH ENDING: JANUARY 2021		YEAR TO DATE AS OF: JANUARY 2021	
Gross Potential	\$49,292	Gross Potential	\$49,292
Budgeted Rental Income	\$48,050	Budgeted Rental Income	\$48,050
Actual Rental Income Collected	\$48,050	Actual Rental Income Collected	\$48,050
Variance + (-)	\$0	Variance + (-)	\$0
Other Revenue	\$280	Other Revenue	\$280
Total Collected	\$48,330	Total Collected	\$48,330
Budgeted	\$47,916	Budgeted	\$47,916
Variance + (-)	\$414	Variance + (-)	\$414

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: Management provided an Accounting Payable Ledger for postings up to 2/4/2021.

0-30 Days:		\$5,390.84
30-60 Days:		\$0
60 Days and Over:		\$0
TOTAL		\$5,390.84

DELINQUENCIES

- | | YES | NO | N/A |
|--|-----|----|-----|
| 1) Is the delinquency report up to date? | X | | |
| 2) What is the rent collection policy? <ul style="list-style-type: none"> ➢ Rent is due on the 1st day of the month. Late fees are assessed on the 6th day and each day thereafter until rent is paid (fees not to exceed \$30). A 10-Day Notice is sent to the tenants on the 6th followed by a 3-Day Notice if rent is not paid. | | | |
| 3) When is legal action taken against delinquent accounts? <ul style="list-style-type: none"> ➢ Actions against delinquent tenants is taken around the 21st 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 Delinquent and Prepaid report dated 3/18/2021 was used to complete this section.

0-30 Days:		\$62
30-60 Days:		\$0
60 Days and Over:		\$0
TOTAL		\$62

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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		
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. ➤ The Property Manager has attended or participated in Property Management and Compliance training.			

COMMENTS: The onsite manager and maintenance technician have left the company within the last year. A new property manager started January 25th, 2021 but a maintenance technician position has not been filled.

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? ➤ On a monthly basis, owners get a financial and occupancy report for the property. The owner receives compliance reports quarterly			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ The Property Manager is required to get owner approval for any amount over \$500. Regional is \$1,000.			
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.

Observation:

- There have been 28 non-inspection related work orders opened in the last 2 months. Almost all the work orders were opened on February 1, 2021 and closed between March 8 and March 16, 2021. It appears that Management and Maintenance have not opened and closed work orders diligently in the system. The on-site property maintenance position was vacant at the beginning of the year and the property has been without a lead maintenance for some time. In an effort to track the efficiency of the maintenance department it is critical that someone take on the role of opening and closing work orders when the staff is depleted.

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