

Texas State Affordable Housing Corporation

Cove Village Apartments

1102 Golf Course Rd., Copperas Cove, Texas 76522

Owner: RHAC – Cove Village, LLC

Date Built: 1983

Management Company: J. Allen Management Co.

Property Manager: Ashley Larry

Inspection Date & Time: September 27, 2021, at 2:00 p.m.

Inspector's Name: Estefania Linares

Occupancy at Time of Report:	100%	Average Occupancy Over Last 12 Months:	99.83%
Number of Units: 50			
Number of One Bedrooms:	N/A	Number of Two Bedrooms:	28
Number of Three Bedrooms:	22	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: This review was conducted virtually and based on the property photos provided by management; Cove Village looks to be in overall great condition. The monument sign is visible, the landscape is maintained, the sidewalks are clean and the property's building exterior is in acceptable condition.

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 habitation 1)
Theft	0	
Criminal Mischief	0	
Personal Assault	1	(Assault 1)
Drug Related Activity	0	
Gun Related Activity	0	
Domestic Violence	1	(Domestic 1)
Disturbance	0	
Other	7	(Harassment 3) (Fight 3) (Threat 1)

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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: The section above was completed using the incidents listed on the Copperas Cove Police department report dated from June 2021 – August 2021. Ten of the 13 incidents were crime related, the remaining 3 were only security or welfare checks.
Lights checks are conducted weekly by maintenance.

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 Regional Manager conducted a risk assessment on May 12, 2021.

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	
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: Last year's report said the office was scheduled to be rehabilitated. During this review, management commented that due to the pandemic, the management office rehab had to be canceled. Management is unsure if they will reschedule.

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? ➢ Pest Control services are provided monthly.			
6) What is the policy for following up on completed service requests? ➢ After a service request has been completed, the property manager calls the tenant back within 24-48 hours.			
7) What is the property's after-hours emergency policy? ➢ The after-hours number will directly call the maintenance staff on call.			
8) What capital improvements have been scheduled or completed for this budget year? ➢ Roofs were repaired on three buildings and plumbing repairs were completed.			

Detail of Ongoing Repairs and Replacements Completed in Last Budget Year

9) Unit Interior and Appliance upgrades ➢ Appliances were replaced as needed.			
10) Building Exterior and Curb Appeal repairs ➢ N/A			
11) Amenity upgrades ➢ N/A			
12) Other repairs or replacements ➢ N/A			

Number of service requests received:	29		
Number of requests open from prior periods:	0		
Number of service requests completed:	29		
Number of service requests completed within 24 hours:	29		
Number of outstanding service requests:	0		

13) On average, how many days does it take to complete a work order? ➢ Based on the Service Request Activity Report submitted by management, it takes less than 24 hours to complete a work order.			
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COMMENTS: The information above was taken from the Service Request Activity Report dated 7/1/2021 through 9/28/2021.

MARKETING

1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$0	-	-
Flyers	\$0	-	-
Resident Referral	\$0	-	-
Locator Service	\$0	-	-
Printed/Internet Advertising	\$0	-	-
Other Source (GoSection8.com \$5 per month)	\$5	6	3
TOTAL	\$5	6	3

The rental activity reflected in the above table was for the month of: 09/01/2020 through 09/01/2021.

	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
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: 100%	6 months: 98%	12 months: 94%
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		

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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 implemented on March 1, 2021. The average of the increase was for 1.5% on all bedrooms.			
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:	-
3) Number of completed one bedroom units at time of activity report:	-
4) Number of completed two bedroom units at time of activity report:	-
5) Number of completed three bedroom units at time of activity report:	-
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:	-
8) Number of uncompleted two bedroom units at time of activity report:	-
9) Number of uncompleted three bedroom units at time of activity report:	-

Units Walked

Unit #	Brief Description
N/A	There were no vacant units at the time of this report.

Down Units Walked (units vacant and unready for extended period of time and all down units)

Unit #	Brief Description	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: Daily			
8)	How many vacant units are in progress of being made ready? > Property does not have any vacant units.			
9)	What is the company policy on the number of days to turn vacant units? > The company policy to turn a vacant unit is 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? ➤ Yes, three bids are required for materials, supplies, and services for anything over \$1000.			
2) Have there been any large unexpected repairs or purchases that have negatively affected the current budget? ➤ N/A			
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 Expenses	\$21,107	\$28,014	\$6,906	24.65%	Salaries – Maintenance and Overtime
Administrative Expenses	\$7,351	\$9,853	\$2,502	25.39%	Office Supplies, Evictions and Seminars/Staff Training.
Maintenance Expenses	\$5,461	\$7,170	\$1,708	23.83%	Appliances, Drapes/Blinds, Glass/Screens, Doors/Locks/Keys, Electrical/Lights and Plumbing.
Services Expenses	\$10,582	\$11,900	\$1,318	11.07%	Plumbing Contractor.
Turnover Expenses	\$2,110	\$2,775	\$664	23.93%	Cleaning and Repairs (Resurfacing Contract).
Repairs/Replacements Under \$5k	\$13,567	\$22,189	\$8,621	38.85%	Carpet, Vinyl, Refrigerators, Cabinets, Plumbing and Other.
Capital Renovations Over \$5k	\$0	\$30,000	\$30,000	100%	Roofing
Leasing Expenses	\$0	\$200	\$200	100%	Promotions & Entertainment

COMMENTS:

REVENUE			
FOR THE MONTH ENDING: September 2021		YEAR TO DATE AS OF: September 2021	
Gross Potential	\$39,941	Gross Potential	\$357,903
Budgeted Rental Income	\$38,958	Budgeted Rental Income	\$349,839
Actual Rental Income Collected	\$40,024	Actual Rental Income Collected	\$280,178
Variance + (-)	\$1,066	Variance + (-)	-\$69,661
Other Revenue	\$600	Other Revenue	\$4,342
Total Collected	\$40,624	Total Collected	\$284,520
Budgeted	\$39,517	Budgeted	\$276,448
Variance + (-)	\$1,107	Variance + (-)	\$8,072

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: This section was completed using the Vendor Aging Report as of 9/08/2021.	0-30 Days:		(\$58.14)
	30-60 Days:		\$0
	60 Days and Over:		(\$766.40)
	TOTAL		(\$824.54)

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 and late on the 6th. A \$5 initial late fee is assessed followed by a \$1 daily fee until rent is paid in full.			
3) When is legal action taken against delinquent accounts? ➤ Legal actions are taken on or around the 27th of each month.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?		X	
COMMENTS: This section was completed using the Delinquent and Prepaid report as of 9/08/2021.	0-30 Days:		\$2,632

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	30-60 Days:	\$1,049
	60 Days and Over:	\$93
	TOTAL	\$3,774

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-see comment		
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. ➤ Grace Hill and LaTeX courses.			
COMMENTS: Ashley Larry joined Cove Village as the new manager since the last property review.			

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 has access to the software system and pulls 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? ➤ It is required to get the owner's approval for anything over \$1500 for the Regional Manager.			
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 Observations.
No Findings.

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