

Texas State Affordable Housing Corporation

Las Palmas Apartments

27745 S Kansas City Rd., La Feria, Texas 78559

Owner: HVM BP LaFeria III, LC

Date Built: 1999

Management Company: Hamilton Valley Management Inc.

Property Manager: Rebecca Chapa

Inspection Date & Time: April 8, 2021 at 1:30 PM

Inspector's Name: James Matias

Occupancy at Time of Report:	100%	Average Occupancy Over Last 12 Months:	94%
Number of Units: 36			
Number of One Bedrooms:	32	Number of Two Bedrooms:	4
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: This is the first virtual Asset Oversight review for Las Palmas. Based on a review of the submitted photos the property is in overall great condition. The management office, common areas, and amenities were clean and accessible to the public. The monument sign was visible and in good shape.

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		

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Other			
		YES	NO
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 Property utilizes the Rural Rental Housing Association (RRHA lease) to address criminal activity. If criminal activity is observed, management will issue lease violations or take other legal action, as necessary. No incidents are found on the chart above because management was not able to obtain police call logs from the La Feria Police Department. Management state the community has very little crime and the local police department patrols regularly. Maintenance conducts light checks weekly.			

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 risk assessment was completed a few months prior to the recent rehab.			

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? ➤ (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 (library and food pantry)	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:

Finding:

- Based on the conversation with management its apparent that at times the keys are not fully secure. Management and maintenance are not both full time employees and only work certain days of the week. In an effort to have access to the keys at all times, management leaves the keys in a common room desk drawer for maintenance to use. Based on a conversation with management

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they understand that this is not safe, and a better more secure process needs to be implemented. The reviewer suggests a closet or room outside the manager's office with a wall mounted lockbox. Both the lockbox and the closet would be opened with a separate key. In addition, it is a good idea if they keys were coded with a log and the log was kept in a separate area, such as the manager's office. Management will provide TSAHC with an explanation of the new process and photos no later than May 15, 2021.

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 for each unit quarterly or as needed.			
6)	What is the policy for following up on completed service requests? ➤ The Property Manager follows up on all completed work orders by calling tenants to ensure work was completed satisfactorily.			
7)	What is the property's after-hours emergency policy? ➤ The after-hours emergency number is posted on the management office and is provide to all tenants. The call calls the Property Manager directly. The Property Manager then call the appropriate parties.			
8)	What capital improvements have been scheduled or completed for this budget year? ➤ N/A – See summary below.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year				
9)	Unit Interior and Appliance upgrades ➤ N/A			
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:	19		
	Number of requests open from prior periods:	0		
	Number of service requests completed:	19		
	Number of service requests completed within 24 hours:	18		
	Number of outstanding service requests:	0		
13)	On average, how many days does it take to complete a work order? ➤ On average it takes 1.5 days to complete work orders.			
COMMENTS: The property provided a workorder summary and a list of completed work orders for the last year. Between the two reports, 19 completed work orders were reviewed.				

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 (Newspaper ads)	\$180		
TOTAL	\$180		
The rental activity reflected in the above table is from the 2021 Budget			
	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: The property did not submit a Traffic Report however provided a copy of the wait list and confirmed they have a great relationship with the local housing authority. Markey surveys are done quarterly.			

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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:	6 months:	12 months: 69%
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 lese 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 property implemented a pre-approved rent increase in January 2021. The rent will increase by \$100 for one-bedrooms and \$130 for two-bedrooms.			
10)	How many households are currently on month-to-month leases? ➤ N/A – the property does not allow month-to-month lease.			
11)	What is the charge for month-to-month leases? ➤ N/A			
COMMENTS: Management stated they had more vacancy in the last 12 months, and the anticipate that this will be much lower for the next year. Management indicated that the recent rehab and some unit transfers are the main reason for the high number of move-outs.				

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				
17	2x1, Occupied, ADA, Good condition				
33	1x1, Occupied				
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: Quarterly					
7) How often are vacant units inspected? ➤ Vacant units are inspected: Weekly					

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8) How many vacant units are in progress of being made ready? ➤ No vacant units are in the process of being made ready.
9) What is the company policy on the number of days to turn vacant units? ➤ Per company policy, units should be turned in 3-5 business days.
COMMENTS:

BUDGET MANAGEMENT					
1) Are three bids solicited in order to obtain materials, supplies, and services? ➤ Three bids are required prior to obtaining materials, supplies and services.					
2) Have there been any large, unexpected repairs or purchases that have negatively affected the current budget? ➤ N/A – The property underwent a full rehabilitation in 2020. See attachment					
3) Explain YTD variances of 10% or greater.					
<u>Expense Items that Varied by 10% or Greater from the Budget for Year-to-Date Operations Ending</u> (Please note that a positive variance is under budget and a negative variance is over budget.)					
EXPENSE ITEM	ACTUAL	BUDGET	VARIANCE	%	EXPLANATION
Operating Expenses	\$3,807	\$5,164	\$1,357	26%	Maintenance & Repairs (Payroll and supply), Grounds maintenance
Utility Expenses	\$3,290	\$3,730	\$440	11%	Water, Sewer
Other Expenses	\$950	\$1,804	\$854	47%	Dues and subscriptions, Office supplies
COMMENTS:					

REVENUE			
FOR THE MONTH ENDING: FEBRUARY 2021		YEAR TO DATE AS OF: FEBRUARY 2021	
Gross Potential	\$21,481	Gross Potential	\$42,962
Budgeted Rental Income	\$21,481	Budgeted Rental Income	\$42,962
Actual Rental Income Collected	\$17,038	Actual Rental Income Collected	\$33,798
Variance + (-)	(\$4,443)	Variance + (-)	(\$9,164)
Other Revenue	(\$263)	Other Revenue	(\$2,953)
Total Collected	\$14,425	Total Collected	\$24,765
Budgeted	\$21,269	Budgeted	\$42,538
Variance + (-)	(\$6,844)	Variance + (-)	(\$17,773)
COMMENTS: The gross potential and budgeted rent is higher than the actual income because those figures use the proposed rents for 2021 and the rent change has not been fully applied. The reviewer noticed a large balance of discounts in the Year-to-date "Other Revenue" section; management explained this was for rent discounts for residents that had to temporarily relocate during the rehab. The discount was prorated based on the resident portion of rent, and It is charged to the operating account and not the rehab budget because originally it was supposed to be an in-place rehab. However, due to covid, the owner had to relocate tenants.			

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:		\$2,068.73
	30-60 Days:		\$0.00
	60 Days and Over:		\$0.00
	TOTAL		\$2,068.73
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 st and late on the 10 th . On the 11 th of the month a lease violation for nonpayment of rent is posted. On the 15 th a 3-day Notice to Vacate is posted.		
3) When is legal action taken against delinquent accounts?	➤ Management issues a Notice of Termination on the 11 th day of the month followed by a 30-Day Notice to Vacate.		

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4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?		X	
COMMENTS:	0-30 Days:		\$40.68
	30-60 Days:		\$0.00
	60 Days and Over:		\$0.00
	TOTAL		\$40.68

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.
 ➤ Grace Hill: Sexual harassment, Cyber awareness, VAWA, Fair Housing I & II.

COMMENTS: Both the property manager and maintenance person are part time for this community and share time at other communities with the same manager.

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? ➤ Financial, Occupancy, and Delinquency reports are submitted to the owner at the end of the month.			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ Manager and Regional Manager seek approval for anything over \$500.			
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

Within 60 days of the issuance of this report, owner will provide the completed Rehab Questionnaire to TSAHC. Upon receipt, the reviewer will attach the completed Rehab Questionnaire to this Asset Oversight Report.

No Observations.

Findings:

- Based on the conversation with management its apparent that at times the keys are not fully secure. Management and maintenance are not both full time employees and only work certain days of the week. In an effort to have access to the keys at all times, management leaves the keys in a common room desk drawer for maintenance to use. Based on a conversation with management they understand that this is not safe, and a better more secure process needs to be implemented. The reviewer suggests a closet or room outside the manager's office with a wall mounted lockbox. Both the lockbox and the closet would be opened with a separate key. In addition, it is a good idea if they keys were coded with a log and the log was kept in a separate area, such as the manager's office. Management will provide TSAHC with an explanation of the new process and photos no later than May 15, 2021.

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