

Texas State Affordable Housing Corporation

Residence at the Oaks

2740 Duncanville Rd., Dallas Texas 78211

Owner: Residencial Los Robles LTD

Date Built: 1999

Management Company: Roscoe Property Management

Property Manager: Sandra Martin

Inspection Date & Time: July 12, 2021, at 3:30 p.m.

Inspector's Name: Estefania Linares

Occupancy at Time of Report:	99%	Average Occupancy Over Last 12 Months:	99.78%
Number of Units: 212			
Number of One Bedrooms:	124	Number of Two Bedrooms:	88
Number of Three Bedrooms:	N/A	Number of Four Bedrooms:	N/A

PHYSICAL INSPECTION	YES	NO	N/A
1) Are the access gates in operable condition?		X- see comment	
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: Based on a visual observation, the property is in excellent condition. Property's monument sign, sidewalks, parking lot and the exterior of the buildings are in great condition as well. The trees and shrubs are trimmed properly. In addition, all amenities such as pool, golf course, gym, community center and picnic area, are all clean and the equipment is operable and ready for the residents to use.

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: Based on the police report submitted by management, there has been no incidents within the last three months. However, the property had an incident in June 2021 that was not included in the police report submitted. The property's gate motor was stolen, and property manager did notify the police. There are a total of 8 surveillance cameras that are being monitored by property staff and there is a courtesy officer who patrols the property 3-4 times a week. Light checks are being conducted weekly by either the property manager, maintenance, or courtesy officer.			

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 property's entry gate was vandalized. Management has ordered the part and replaced the motor in July 2021. The last risk assessment was conducted in August 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		
➤ Property requires licenses for the pool, welding and property gate.	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 – Horseshoe pit and 9-Hole Golf Course	X		
COMMENTS: All amenities are in great condition and operable for residents to use.			

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: Locks are being changed after the unit has been cleaned.			

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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 for the interior of the units and the exterior of the buildings (if necessary).			
6)	What is the policy for following up on completed service requests? ➤ After a service request has been completed, the property staff follows up with the residents within 3-5 days.			
7)	What is the property's after-hours emergency policy? ➤ When an after-hour emergency call is placed, the answering service transfers the call to the maintenance team.			
8)	What capital improvements have been scheduled or completed for this budget year? ➤ For this budget year, Residence at the Oaks completed landscaping improvements by trimming all their trees. In addition, management added LED lighting around the property.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year				
9)	Unit Interior and Appliance upgrades ➤ Appliances are being replaced only if needed.			
10)	Building Exterior and Curb Appeal repairs ➤ N/A			
11)	Amenity upgrades ➤ N/A			
12)	Other repairs or replacements ➤ Gutters clean out was completed in November 2020 and the restriping from the parking lot was completed in December 2020.			
Number of service requests received:		246		
Number of requests open from prior periods:		12		
Number of service requests completed:		202		
Number of service requests completed within 24 hours:		30		
Number of outstanding service requests:		44		
13)	On average, how many days does it take to complete a work order? ➤ Based on the Maintenance Summary Report, the average it takes to complete a work order is less than 24 hours.			
COMMENTS: From the 44 open service requests, 37 of them are for the vacant units that are being made-ready and the remaining 7 are non-emergency work orders from residents.				

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$0	0	0
Flyers	\$0	0	0
Resident Referral (\$50 Gift card)	\$50	6	1
Locator Service	\$0	0	0
Printed/Internet Advertising (Rent Vision \$150/month)	\$150	21	1
Other Source (Property Website)	\$0	11	1
TOTAL	\$200	38	3
The rental activity reflected in the above table was for the month of: 06/01/2021 – 07/14/2021			
	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:			

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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: 98.75%	6 months: 99.43%	12 months: 99.22%
3)	What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?			2.17%
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 last rent increase was on 07/02/2021 with an average of \$25-\$55 for 1-bedroom and \$75-\$125 for 2 bedrooms.			
10)	How many households are currently on month-to-month leases? ➤ There are currently 3 month-to-month leases (all employee units).			
11)	What is the charge for month-to-month leases? ➤ Resident is charged the max rent on the month-to-month leases.			
COMMENTS:				

VACANT/MAKE READY UNITS				
1) Number of vacant units at time of activity report:		3		
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:		3		
7) Number of uncompleted one bedroom units at time of activity report:		2		
8) Number of uncompleted two bedroom units at time of activity report:		1		
9) Number of uncompleted three bedroom units at time of activity report:		0		
Units Walked				
Unit #	Brief Description			
311	Vacant (2-bedrooms) Unit is not made-ready.			
323	Vacant (1-bedroom) Unit is not made-ready.			
326	Vacant (1-bedroom) Unit is not made-ready.			
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: Yearly				
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?
➤	Currently there are 3 vacant units in the process of made-ready. Unit 326 will be ready 07/15/2021 and units 311 and 323 will be ready 07/20/2021.
9)	What is the company policy on the number of days to turn vacant units?
➤	Per company policy, it should take 5 business days to turn a vacant unit.
COMMENTS:	

BUDGET MANAGEMENT	YES	NO	N/A
1) Are three bids solicited in order to obtain materials, supplies, and services?			
➤ Three bids are solicited in order to obtain materials, supplies and services anything over \$1,000.			
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
Payroll Related	\$114,639	\$128,169	\$13,529	10.55%	Assistant Manager, Service Technician, Renewal Lease Bonus, Payroll Taxes, Workers Comp Ins and Health Insurance.
Repairs and Maintenance	\$11,157	\$6,792	-\$4,366	-64.28%	Interior Paint Supplies and Interior Paint Labor.
Marketing/Advertising	\$2,626	\$4,019	\$1,393	34.66%	Newspaper, Flags/Poles, and Internet Advertising
Other Marketing	\$1,830	\$2,892	\$1,061	36.68%	Training and Education.
Interior Replacements	\$29,521	\$32,852	\$3,331	10.13%	Flooring, Site Improvements, Fire Safety and Computer Expense.
Exterior Replacements	\$12,335	\$38,040	\$25,705	67.57%	Landscaping, Exterior Lighting and Access Gate.

COMMENTS:

REVENUE			
FOR THE MONTH ENDING: May 2021		YEAR TO DATE AS OF: May 2021	
Gross Potential	\$211,676	Gross Potential	\$1,058,380
Budgeted Rental Income	\$184,210	Budgeted Rental Income	\$916,826
Actual Rental Income Collected	\$185,594	Actual Rental Income Collected	\$924,240
Variance + (-)	\$1,384	Variance + (-)	\$7,415
Other Revenue	\$3,326	Other Revenue	\$16,814
Total Collected	\$182,936	Total Collected	\$895,331
Budgeted	\$181,399	Budgeted	\$905,245
Variance + (-)	\$1,538	Variance + (-)	-\$9,914

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:	0-30 Days:		\$0
	30-60 Days:		\$0
	60 Days and Over:		-\$1,015.35
	TOTAL		-\$1,015.35

DELINQUENCIES	YES	NO	N/A
1) Is the delinquency report up to date?	X		
2) What is the rent collection policy?			

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➤ Rent is due on the 1 st of every month, and it is declared late by the 5 th . Three-day notice to vacate notices are sent on the 6th day.			
3) When is legal action taken against delinquent accounts?			
➤ If needed, the Property Manager will process eviction on the 15th day of the month.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?		X	
COMMENTS: The property currently has two residents waiting for the approval to receive assistance from Texas Rent Relief Program.	0-30 Days:		\$4,343.38
	30-60 Days:		\$1,349
	60 Days and Over:		\$314
	TOTAL		\$6,006.38

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		
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.			
➤ Property staff requires to complete Fair Housing training.			
COMMENTS:			

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?			
➤ Weekly occupancy, financial, marketing, traffic, delinquency, and lease renewal reports are submitted monthly to the owner.			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds?			
➤ Owner approval of funds are required for services or items over \$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 or Observations.

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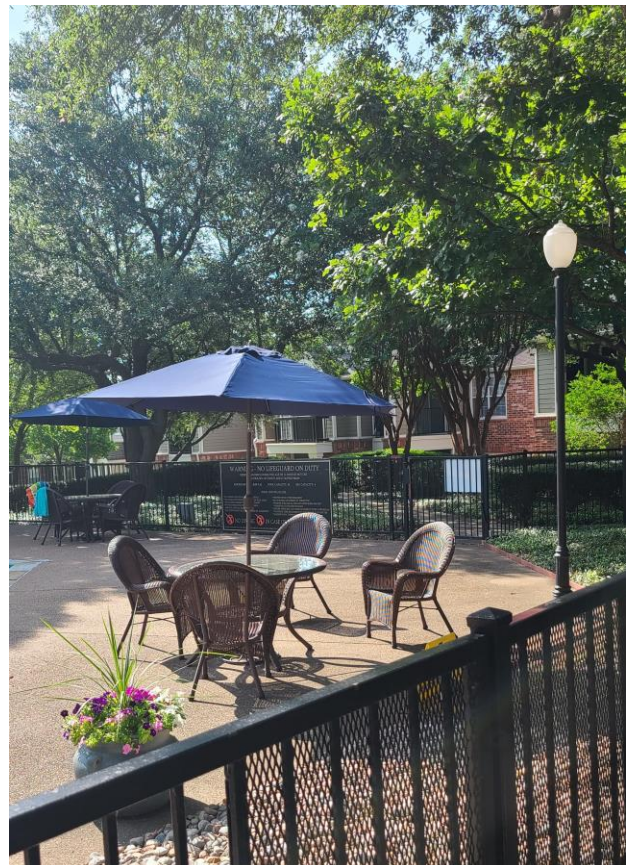
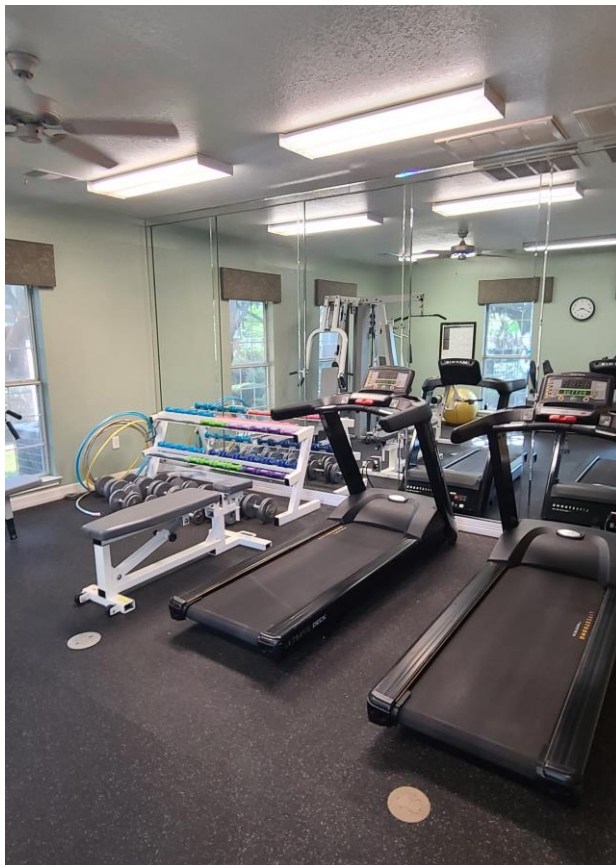
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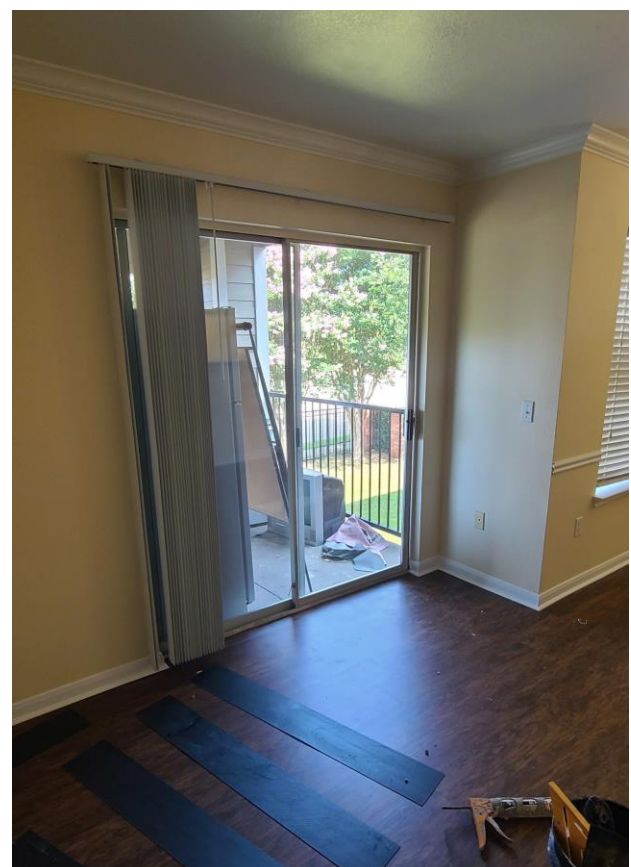
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