

Texas State Affordable Housing Corporation

The Willows Apartments

1332 Lamar Square Dr., Austin, Texas 78704

Owner: Mary Lee Foundation

Date Built: 2010

Management Company: Mary Lee Foundation

Property Manager: William Whitley

Inspection Date & Time: November 17, 2021, at 2:00 p.m.

Inspector's Name: Estefania Linares

Occupancy at Time of Report:	100%	Average Occupancy Over Last 12 Months:	96.17%
Number of Units: 64			
Number of One Bedrooms:	51	Number of Two Bedrooms:	9
Number of Three Bedrooms:	4	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: Based on the pictures provided by management, The Willows Apartments is in overall in good condition. The monument sign is visible, the grounds and hallways are clean, trees are trimmed, the building roofs are in good repair, and the windows and blinds appear to be in good condition as well.

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		
Other		

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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: Management was unable to request the prior 3 months of police reports. The Property Manager confirmed that all surveillance cameras are operable, and they utilize them to review incidents and issue lease violations, if needed. Exterior light checks are completed weekly by a 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 last risk assessment was conducted by the property manager on 11/16/2021.			

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		
➤ The property requires a license for the elevator and a permit for the fire alarm.			
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/Library	X		
➤ BBQ/Picnic Area			X
➤ Laundry Facility	X		
➤ Business Center			X
➤ Pool			X
➤ Other (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: The property does not have use an electronic key tracking system; however, the key box is behind two locks to be more secured.			

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- see comment	
5) How often are Pest Control services provided? ➤ Pest control services are provided weekly and by the end of the month all units are treated.			
6) What is the policy for following up on completed service requests? ➤ Property staff follows up after completion of all service requests.			
7) What is the property's after-hours emergency policy? ➤ Maintenance receives the emergency after-hours calls.			
8) What capital improvements have been scheduled or completed for this budget year? ➤ Three washers and four dryers will be replaced in the community's laundry room.			

Detail of Ongoing Repairs and Replacements Completed in Last Budget Year

9) Unit Interior and Appliance upgrades ➤ Upgrades are only replaced as needed.			
10) Building Exterior and Curb Appeal repairs ➤ N/A			
11) Amenity upgrades ➤ Three washers were replaced.			
12) Other repairs or replacements ➤ N/A			

Number of service requests received:	50		
Number of requests open from prior periods:	0		
Number of service requests completed:	40		
Number of service requests completed within 24 hours:	12		
Number of outstanding service requests:	8		

13) On average, how many days does it take to complete a work order? ➤ In average it takes about 6 days to complete a work order.			
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COMMENTS: Management confirmed that none of the outstanding work orders are emergency.

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	0	0	0
Locator Service	0	0	0
Printed/Internet Advertising - LeadatApartment.com and Apartment.com	0	0	0
Other Source – Phone Call	0	10	8
TOTAL	0	10	8

The rental activity reflected in the above table was for the month of: 10/01/2021 – 11/15/2021

	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- see comment	

COMMENTS: Management confirmed that at the time of the report, they are not completing a market survey, but they will start to complete them soon.

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: 93.75%	12 months: 84.37%
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 of 1.3% on all units was implemented in January 2021.			
10) How many households are currently on month-to-month leases? ➤ Based on the Lease Expirations report submitted by management, there are currently 6 leases on month to month.			
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:			-		
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 review.				
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: Twice a year.					
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 were no vacant units at the time of this review.					
9) What is the company policy on the number of days to turn vacant units? ➤ The company's policy to turn a vacant unit is 7 working 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 solicited in order to obtain materials, supplies, and services.							
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.							
<div><u>Expense Items that Varied by 10% or Greater from the Budget for Year-to-Date Operations Ending</u></div> <div>(Please note that a positive variance is under budget and a negative variance is over budget.)</div>							
EXPENSE ITEM		ACTUAL	BUDGET	VARIANCE	%	EXPLANATION	
Wages & Taxes		\$21,943	\$25,169	\$3,226	12.81%	Reg Wages - Willows	
Regular Expenses		\$53,437	\$74,683	\$21,246	28.73%	Utilities, Fees, Permits, Lic's, Repair & Maint, Prof Services, Waste Disposal, Bad Debt Write Off Exp, Vacancy Loss.	
COMMENTS:							

REVENUE			
FOR THE MONTH ENDING: September 2021		YEAR TO DATE AS OF: September 2021	
Gross Potential	\$95,020	Gross Potential	\$855,180
Budgeted Rental Income	\$91,958	Budgeted Rental Income	\$827,622
Actual Rental Income Collected	\$91,868	Actual Rental Income Collected	\$826,812
Variance + (-)	-\$90	Variance + (-)	-\$810
Other Revenue	\$2,409	Other Revenue	\$21,681
Total Collected	\$95,786	Total Collected	\$862,074
Budgeted	\$95,020	Budgeted	\$855,180
Variance + (-)	\$766	Variance + (-)	\$6,894
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 using the Weekly Budget Request report dated 11/24/2021 – 11/30/2021.	0-30 Days:		\$11,558.73
	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$11,558.73

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 1st day of each month and considered late on the 6th day.			
3) When is legal action taken against delinquent accounts?			
➤ Legal action is taken at the end of the month if rent has not been paid in full.			
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 dated 11/22/2021. The balance of \$4,382.03 is from a current tenant that management is working with to pay off the balance.	0-30 Days:		\$2,284.29
	30-60 Days:		\$547
	60 Days and Over:		\$4,382.03
	TOTAL		\$7,213.32

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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-see comment		
9)	Are weekly staff meetings held?	X		
10)	Have personnel been trained in Fair Housing?		X – see comment	
11) List training staff has received in the past year. ➤ Since The Willows have new staff, the Property Manager and Assistant Manager will attend a Tax Credit training soon.				
COMMENTS: Property had several staff turnover from last year to this review. A new assistant manager started on December 7 th , 2020, and an assistant maintenance employee started in October 2021. The lead maintenance position is vacant, but management is current interviewing.				
Observation: <ul style="list-style-type: none">TSAHC highly recommends all existing staff and new staff attend Fair Housing training at the soonest convenience and annual thereafter. Fair housing training will be monitored on next year’s asset oversight report.				

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?			
	➤ Reports are submitted weekly 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?			
	➤ It is required to get the owner's approval for anything over \$50 of an unbudgeted or over budget expense for the property 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	
Observation:	
<ul style="list-style-type: none"> TSAHC highly recommends all existing staff and new staff attend Fair Housing training at the soonest convenience and annual thereafter. Fair housing training will be monitored on next year's asset oversight report. 	
No Findings.	



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