

Texas State Affordable Housing Corporation

Willow Green Apartments

9301 Willow Place Drive, Houston, Texas 77070

Owner: Dalcour Affordable Housing I, LLC

Date Built: 1995

Management Company: Dalcour Management, LLC

Property Manager: Terra London

Inspection Date & Time: September 13, 2021, at 12:00 p.m.

Inspector's Name: Estefania Linares

Occupancy at Time of Report:	95.24%	Average Occupancy Over Last 12 Months:	94.35%
Number of Units: 336			
Number of One Bedrooms:	88	Number of Two Bedrooms:	168
Number of Three Bedrooms:	80	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: Based on the pictures provided by management, the property is in overall great condition. The community monument sign is visible, sidewalks and parking lot are clean, trees and shrubs look properly trimmed and the exterior of the buildings are 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/Residence/In Progress
Theft	0	
Criminal Mischief	1	Criminal Mischief
Personal Assault	0	
Drug Related Activity	0	
Gun Related Activity	1	Shooting
Domestic Violence	0	
Disturbance	6	Disturbance/Family (3) Disturbance/Unknown Weapon (3)
Other	1	Suspicious Person

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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 chart above was completed using the Houston Police Department's call logs. Management has been taking the proper measurements to increase security measures on the property. Incidents called to the Houston Police Department have been decreased from last year's report. The maintenance staff checks the lights on a weekly basis.

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 in January 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		
➤ Fire panels, pool, property signs, and security system.	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 – Fitness Center	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:

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?			
5) How often are Pest Control services provided? ➢ Pest control services are provided on a weekly basis.			
6) What is the policy for following up on completed service requests? ➢ One of the property's staff will follow up on a completed service request within 24 hours of completion.			
7) What is the property's after-hours emergency policy? ➢ The answering services answered all after-hour calls. The answer services will forward the call to maintenance staff.			
8) What capital improvements have been scheduled or completed for this budget year? ➢ Property had some trees removed, sidewalks redone, the stairs were replaced and there was a major plumbing repair on buildings 24 and 25.			

Detail of Ongoing Repairs and Replacements Completed in Last Budget Year

9) Unit Interior and Appliance upgrades ➢ Flooring is replaced with vinyl at turnover.			
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:	218		
Number of requests open from prior periods:	0		
Number of service requests completed:	212		
Number of service requests completed within 24 hours:	75		
Number of outstanding service requests:	6		

13) On average, how many days does it take to complete a work order? ➢ Based on management, it takes 5 business days to complete a work order.			
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COMMENTS: The chart above was using the Work Order Directory dated 07/15/2021-08/25/2021. None of the outstanding service request are emergencies.

MARKETING

1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	-	34	2
Flyers/Newspaper/Banners	\$256		-
Resident Referral	\$50	7	1
Locator Service	-	-	-
Printed/Internet Advertising (Facebook \$0) (Housing \$0) (Rent Café \$0) (Property Website \$0)	\$0	56	5
Other Source (Apartments LLC \$683) (Moving Ink/Facebook 66.50)	\$749.50		-
TOTAL	1,055.50	97	8

The rental activity reflected in the above table was for the month of: 07/25/2021-08/25/2021

	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: The chart above was completed using the Traffic Sheet report.

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: 96.74%	12 months: 88.54%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	-	-	35.11%
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 April 1, 2021. The rent increase for 1- bedroom was \$8, for 2-bedrooms was \$11, and for 3-bedrooms was \$13.			
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:	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:	0
8) Number of uncompleted two bedroom units at time of activity report:	2
9) Number of uncompleted three bedroom units at time of activity report:	1

Units Walked	
Unit #	Brief Description
907	(Vacant 3 – bedrooms) Moved out on July 21, 2021.
1303	(Vacant 2 – bedrooms) Moved out on Sept 1, 2021.
2510	(Vacant 2 – bedrooms) Moved out on Sept 7, 2021.
205	(Occupied 1 – bedroom) Based on pictures, unit is in good condition.
512	(Occupied 1 – bedroom) Based on pictures, unit is in good condition.
2511	(Occupied 2 – bedrooms) Based on pictures, unit is in good condition.

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: Twice a week.			
8) How many vacant units are in progress of being made ready? > Three units are in the progress of being made ready.			
9) What is the company policy on the number of days to turn vacant units? > The company policy to turn a vacant unit is 30 days.			

COMMENTS: Vacant unit #907 moved out on July 21, 2021. Management confirmed that this unit is made ready except for the paint since there is a paint shortage. Paint has been ordered and will be delivered on 9/15/2021.

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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 solicited to obtain materials, supplies and services for anything over \$100 for the manager.			
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
Redecorating Expense	\$48,264	\$57,358	\$9,093	15.85%	Vinyl and Tile Repair and Supplies Other
Repairs and Maintenance	\$43,262	\$59,325	\$16,062	27.08%	Interior Repairs
Advertising Expense	\$11,447	\$13,895	\$2,447	17.61%	Promotional Expense, Social Recreation and Resident Retention.
Administrative Expense	\$52,680	\$47,110	-\$5,570	-11.82%	Printing/Forms, Eviction/Legal, Travel/Lodging and Patrol/Alarm System.
Non-Operating Expense	\$120,417	\$84,931	-\$35,486	-41.78%	Appliance Replacement, Electrical Fans Lighting, Signs Playground Picnic, Stairs Walks Balconies, Vinyl Replacement, Fire Protection, Camera/Fences.

COMMENTS:

REVENUE			
FOR THE MONTH ENDING: July 2021		YEAR TO DATE AS OF: July 2021	
Gross Potential	\$251,291	Gross Potential	\$1,767,681
Budgeted Rental Income	\$284,421	Budgeted Rental Income	\$1,974,357
Actual Rental Income Collected	\$288,283	Actual Rental Income Collected	\$1,996,810
Variance + (-)	\$3,862	Variance + (-)	\$22,453
Other Revenue	\$2,523	Other Revenue	\$104,097
Total Collected	\$290,807	Total Collected	\$2,092,910
Budgeted	\$289,270	Budgeted	\$2,008,300
Variance + (-)	\$1,537	Variance + (-)	\$84,610

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:		\$8,351.27
	30-60 Days:		\$454.65
	60 Days and Over:		\$0
	TOTAL		\$8,805.92

DELINQUENCIES	YES	NO	N/A
1) Is the delinquency report up to date?			
2) What is the rent collection policy? ➤ Rent is due on the 1st of every month and late on the 6th. An initial late fee of \$60 and a 5% daily fee is charge if rent is not paid in full. Late fees cannot exceed \$100. A 3-day notice to vacate are sent on or around the 10th of each month.			
3) When is legal action taken against delinquent accounts? ➤ Legal action is taken around the 20th unless a repayment agreement has been signed.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?		X	
	0-30 Days:		\$33,554.45

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COMMENTS: Based on management, out of the total delinquency amount, \$33,455 has been approved by Texas Rent Relief and \$2,378 is still pending approved. In addition, the property also has a total of \$29,621 pending and/or approved assistance from a program called "Baker Ripley," a Utility Assistance program. Management confirmed that this program takes around 60 days to receive payment assistance once it has been approved.

30-60 Days:		\$531.50
60 Days and Over:		\$23,208.83
TOTAL		\$57,294.78

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:		1	
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. ➤ Fair housing, Grace Hill, Houston Apartment Association and TDHCA trainings.			

COMMENTS: In the last 12 months, the Manager and Lead Maintenance positions were filled with new employees.

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? ➤ Owners have access to the software system therefore the property staff does not submit any reports.			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ Anything over \$100 for the Property Manager and 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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