

# Texas State Affordable Housing Corporation

## Brooks Manor Apartments

444 E. Jefferson Street, West Columbia, Texas 77486

**Owner:** Monroe Group LTD

**Date Built:** 1983

**Management Company:** Monroe Group

**Property Manager:** Glenda Jones

**Inspection Date & Time:** March 16, 2022, at 8:30 A.M.

**Inspector's Name:** James Matias

<b>Occupancy at Time of Report:</b>	98%	<b>Average Occupancy Over Last 12 Months:</b>	98.3%
<b>Number of Units: 50</b>			
<b>Number of One Bedrooms:</b>	50	<b>Number of Two Bedrooms:</b>	0
<b>Number of Three Bedrooms:</b>	0	<b>Number of Four Bedrooms:</b>	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:** On the day of the site visit, the property appeared to be well kept with an inviting curb appeal. The buildings, roofs, foundations, sidewalks, and doors/windows were all found to be in good condition and working properly.

**Observation:**

- The parking lot was found to have numerous areas with potholes, cracks, and chipped concrete. The onsite manager said this is on the radar and she is seeking approval to have this done as a Capital Improvement. Concrete is very expensive at this time, and the first bid came back very high. The reviewer will follow up in a few months to see if this was approved and will be repaired or replaced.

### 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:		
<b>Incident Type</b>	<b># of Occurrences</b>	<b>Comments:</b>
Burglary		
Theft	1	Stolen Vehicle found in the parking lot (1)
Criminal Mischief		
Personal Assault		
Drug Related Activity		
Gun Related Activity		

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Domestic Violence					
Disturbance					
Other	1	Harassment (1)			
			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		
<b>COMMENTS:</b> Based on a review of the West Columbia Police Department call logs dated 11/1/2022 through 2/1/2022, there was a total of 6 calls, two of which are listed above. The Property Manager stated the office, and the entry door are under video surveillance that is monitored by the corporate office. Lights are checked bi-weekly by maintenance and/or management.					

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: According to management the last risk assessment was completed in January 2022.				

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 (describe)		X	
COMMENTS:				

KEY CONTROL		YES	NO	N/A
1)	Does the property use an electronic key tracking system? If no, 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:				

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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? ➤ The property interiors and exteriors are treated bi-monthly.			
6)	What is the policy for following up on completed service requests? ➤ The Property Manager will call or visit with tenants to ensure work order completion and tenant satisfaction.			
7)	What is the property's after-hours emergency policy? ➤ The Property Manager will receive the call and delegate to staff or vendor accordingly.			
8)	What capital improvements have been scheduled or completed for this budget year? ➤ No capital improvements have been completed. Tree trimming and parking lot improvements are scheduled (if approved).			
<b>Detail of Ongoing Repairs and Replacements Completed in Last Budget Year</b>				
9)	Unit Interior and Appliance upgrades ➤ There were no unit interior or appliance upgrades completed during the last budget year.			
10)	Building Exterior and Curb Appeal repairs ➤ There were no building exterior or curb appeal repairs completed in 2021.			
11)	Amenity upgrades ➤ There were no amenity upgrades completed during the last budget year.			
12)	Other repairs or replacements ➤ There were no major repair and/or replacements completed.			
	Number of service requests received:	5		
	Number of requests open from prior periods:	1		
	Number of service requests completed:	4		
	Number of service requests completed within 24 hours:	1		
	Number of outstanding service requests:	2		
13)	On average, how many days does it take to complete a work order? ➤ On average it takes 3 days to complete a work order.			
<b>COMMENTS:</b>				
<b>Observation:</b>				
<ul style="list-style-type: none"> <li>After a review of the Maintenance Summary Report, it appears that all work orders are not being entered. The Report had a period from 2/1/2022 through 3/16/2022. A total of 5 work orders open in this period is very low for a 50-unit property. In addition, all 5 work orders are for the same unit. Management is encouraged to make sure the maintenance team is aware to open and close all work orders, even when a resident stops you for a simple fix. Having detailed records of the maintenance history for each unit can often help the staff resolve maintenance issues that arise in the future.</li> </ul>				

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	\$0	3	3
<b>TOTAL</b>	<b>\$0</b>	<b>3</b>	<b>3</b>
<b>The rental activity reflected in the above table was for the month of: 2/1/2022 – 3/31/2022</b>			
	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	
<b>COMMENTS:</b>			

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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: N/A	6 months: N/A	12 months: 80%
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		
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 March 1, 2021 for \$20.			
10)	How many households are currently on month-to-month leases? ➤ HUD leases are considered month-to-month after the initial 12-month term.			
11)	What is the charge for month-to-month leases? ➤ N/A			
<b>COMMENTS:</b> In the last 12 months there were a total of 10 move-outs. The reasons for moving out were either tenant initiated or death of the sole household member.				

VACANT/MAKE READY UNITS					
1) Number of vacant units at time of activity report:			1		
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:			1		
7) Number of uncompleted one bedroom units at time of activity report:			1		
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				
5B	Occupied (1x1 - ADA): Unit is in good condition with all items operable.				
29G	Occupied (1x1): Unit is in good condition with all items operable.				
42I	Vacant (1x1): Unit is in good condition. Make ready in progress.				
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					

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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 is one vacant unit that is being made ready.
9)	What is the company policy on the number of days to turn vacant units?
➤	Units must be turned and made-ready within 5-7 business days.
<b>COMMENTS:</b>	

BUDGET MANAGEMENT					
1)	Are three bids solicited in order to obtain materials, supplies, and services?				
➤	Yes, three bids are required for materials, supplies, and services.				
2)	Have there been any large, unexpected repairs or purchases that have negatively affected the current budget?				
➤	There has not been any unexpected repairs or purchase.				
3)	Explain YTD variances of 10% or greater.				
<b><u>Expense Items that Varied by 10% or Greater from the Budget for Year to Date Operations Ending</u></b>					
(Please note that a positive variance is under budget and a negative variance is over budget.)					
EXPENSE ITEM	ACTUAL	BUDGET	VARIANCE	%	EXPLANATION
Operating & Maintenance	\$4,307	\$10,159	\$5,852	57.6%	Painting Contracts/Supplies, Landscaping Contracts
Administrative	\$6,643	\$16,899	\$10,256	60.6%	State Agency Fees, Manager Salaries
<b>COMMENTS:</b>					

REVENUE			
FOR THE MONTH ENDING: JANUARY 2022		YEAR TO DATE AS OF: JANUARY 2022	
Gross Potential	\$48,851	Gross Potential	\$48,851
Budgeted Rental Income	\$48,851	Budgeted Rental Income	\$48,851
Actual Rental Income Collected	\$48,850	Actual Rental Income Collected	\$48,850
Variance + (-)	\$1	Variance + (-)	\$1
Other Revenue	(\$138)	Other Revenue	(\$138)
Total Collected	\$48,712	Total Collected	\$48,712
Budgeted	\$48,915	Budgeted	\$48,915
Variance + (-)	\$203	Variance + (-)	\$203
<b>COMMENTS:</b>			

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		
<b>COMMENTS:</b> Management provided an Accounting Payable Ledger for postings up to 3/15/2022.	0-30 Days:		\$840.36
	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$840.36

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 <sup>st</sup> day of the month. Late fees are assessed on the 6 <sup>th</sup> day and each day thereafter until rent is paid (fees not to exceed \$30). A 10-Day Notice is sent to the tenants on the 6 <sup>th</sup> followed by a 3-Day Notice if rent is not paid.			
3) When is legal action taken against delinquent accounts?			
➤ Actions against delinquent tenants is taken around the 21 <sup>st</sup> of each month.			
4) Does the property currently have any resident(s) under eviction?		X	

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5) Does Housing have any outstanding balances?		X	
<b>COMMENTS:</b> The Delinquent and Prepaid report dated 3/18/2022 was used to complete this section.	0-30 Days:		\$142
	30-60 Days:		\$0
	60 Days and Over:		82
	TOTAL		\$224

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		
<b>COMMENTS:</b>			

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. ➤ The Property Manager has attended or participated in Property Management and Compliance training through Real Page.			
COMMENTS: A new property manager started June 1 <sup>st</sup> , 2021. A new maintenance technician started July 2021.			

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?			
➤ On a monthly basis, owners get a financial and occupancy report for the property. The owner receives compliance reports quarterly			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds?			
➤ The Property Manager is required to get owner approval for any amount over \$500. Regional is \$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		
<b>COMMENTS:</b>			

SUMMARY OF OBSERVATIONS AND FINDINGS
<b>No Findings.</b>
<b>Observations:</b>
<ul style="list-style-type: none"> <li>The parking lot was found to have numerous areas with potholes, cracks, and chipped concrete. The onsite manager said this is on the radar and she is seeking approval to have this done as a Capital Improvement. Concrete is very expensive at this time, and the first bid came back very high. The reviewer will follow up in a few months to see if this was approved and will be repaired or replaced.</li> <li>After a review of the Maintenance Summary Report, it appears that all work orders are not being entered. The Report had a period from 2/1/2022 through 3/16/2022. A total of 5 work orders open in this period is very low for a 50-unit property. In addition, all 5 work orders are for the same unit. Management is encouraged to make sure the maintenance team is aware to open and close all work orders, even when a resident stops you for a simple fix. Having detailed records of the maintenance history for each unit can often help the staff resolve maintenance issues that arise in the future.</li> </ul>



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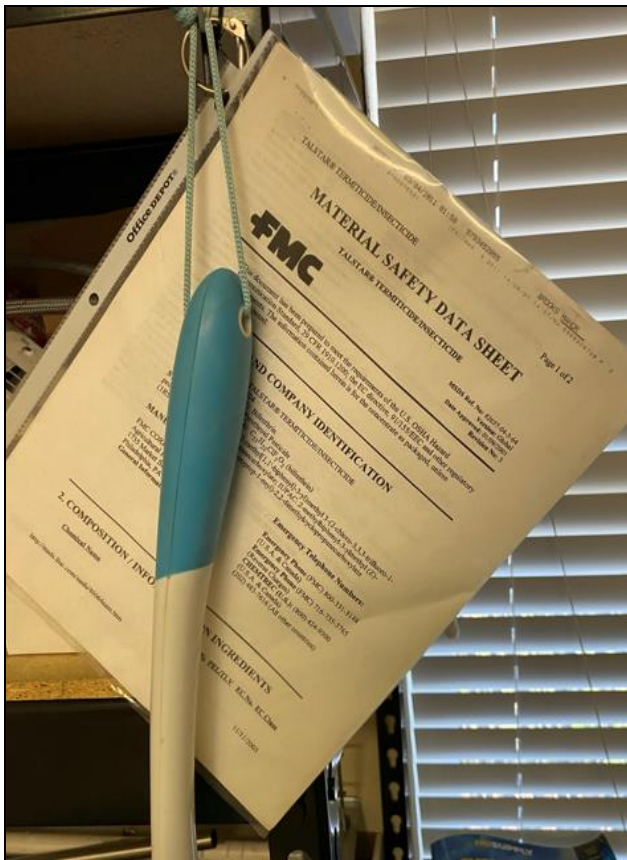
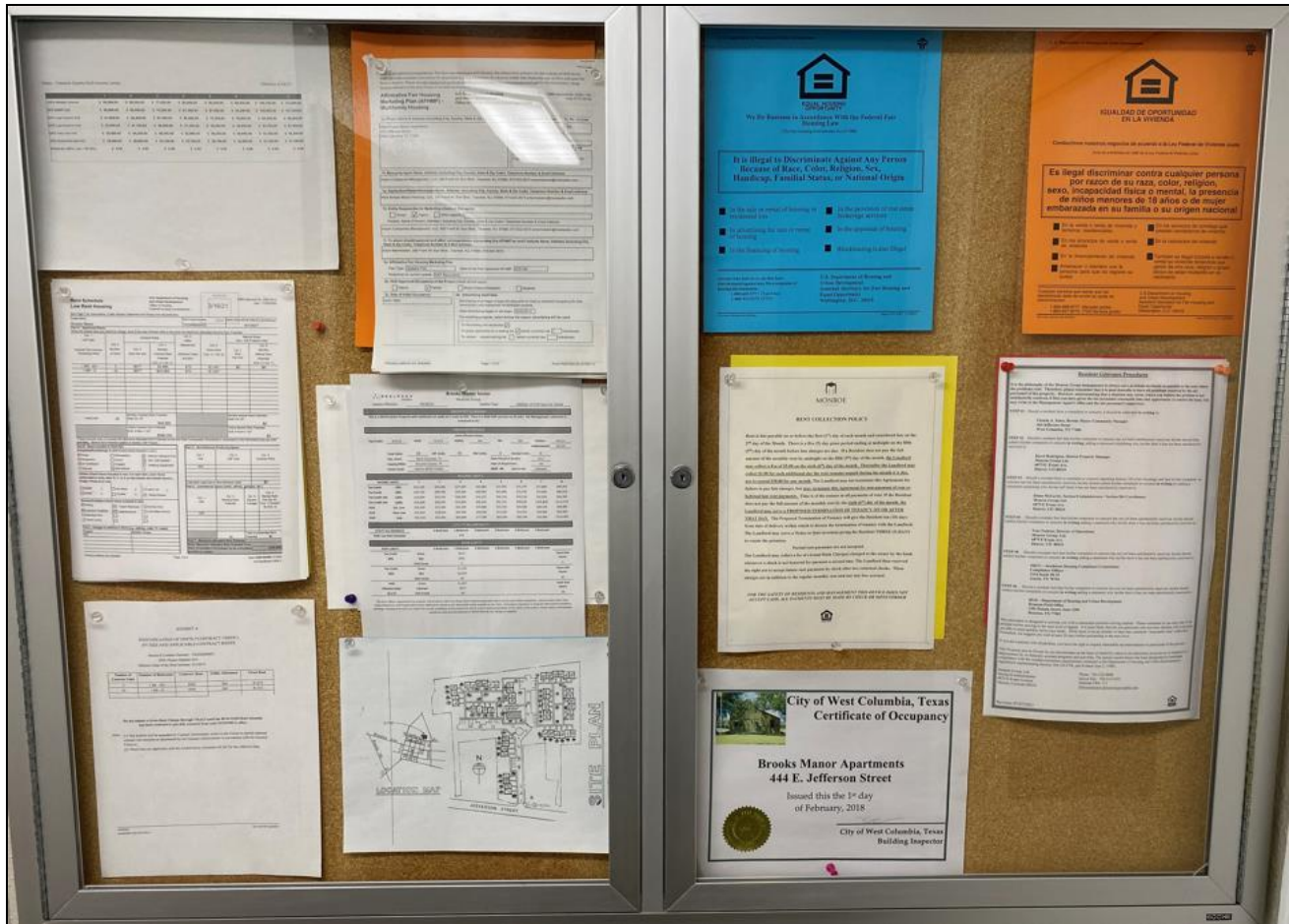


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