

Texas State Affordable Housing Corporation

Chula Vista Apartments

201 Springfield Road, San Diego, Texas 78384

Owner: HVM BP San Diego, LLC

Date Built: 1993

Management Company: Hamilton Valley Management, Inc.

Property Manager: Linda Tingle

Inspection Date & Time: May 5, 2022 at 9:00 a.m.

Inspector's Name: Celina Mizcles Stubbs

Occupancy at Time of Report:	100%	Average Occupancy Over Last 12 Months:	91.5%
Number of Units: 44			
Number of One Bedrooms:	8	Number of Two Bedrooms:	28
Number of Three Bedrooms:	8	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:

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			
		YES	NO
		N/A	

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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 confirmed call logs for the January 2022 through May 2022 requested from the Sheriff's Department, however they have not been received. Management confirmed they will submit the reports to TSAHC upon receiving them.			

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: Regional management staff conducts quarterly risk assessments.

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	
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: Community Garden, Library and 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:

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?			

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➤ All unit interiors are treated monthly. Outdoor services are completed as needed.			
6) What is the policy for following up on completed service requests?			
➤ As work order are completed, the maintenance technician leaves a "completion questionnaire" form in the unit. Tenants may provide their feedback and are instructed to call the Property Manager if there are any issues.			
7) What is the property's after-hours emergency policy?			
➤ The Property Manager receives all after-hour emergency calls. Once received, the property manager will call the appropriate person(s).			
8) What capital improvements have been scheduled or completed for this budget year?			
➤ There have been no capital improvements scheduled or completed. Please note, the property recently completed a full-site rehab. Management submitted a detailed rehab construction summary with associated construction costs to support a completion date of July 28, 2021.			
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:	11		
Number of requests open from prior periods:	0		
Number of service requests completed:	11		
Number of service requests completed within 24 hours:	4		
Number of outstanding service requests:	0		
13) On average, how many days does it take to complete a work order?			
➤ Based on the Work Order Summary report, it takes 6 days to completed work orders. See comment below			
COMMENTS: There is one work order (unit 28) listed on the Work Order Summary report that was open for 30 days which caused the high average turn time. Without it, the average time to close work orders is 3.5 days. The Property Manager confirmed that the work order for unit 28 was a change of the dead bolt in a vacant unit.			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth: Flyers	\$0	11	1
Flyers			
Resident Referral			
Locator Service			
Printed/Internet Advertising			
Other Source: Neighborhood marking packets & Alice Echo News Journal (\$125 per month)	\$125		
TOTAL	\$125	11	1
The rental activity reflected in the above table was for the month of: October 2021 – March 2022			
	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:			

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: 88%	12 months: 61%
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? ➢ A rent increase of \$20 was implemented on all unit sizes on January 1, 2022.			
10) How many households are currently on month-to-month leases? ➢ N/A – there are no month-to-month leases.			
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:		3		
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:		3		
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			
12	(2x1) Vacant 108 days. The unit is made-ready however the unit needs a full cleaning prior to the unit being occupied.			
20	(2x1) Vacant 66 days. The unit is made-ready however the shower needs to be cleaned prior to the unit being occupied.			
28	(2x1) Vacant 67 days. The unit is made-ready however the unit needs a full cleaning prior to the unit being occupied.			
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: Monthly				
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 are 3 vacant units however they are all made ready.				
9) What is the company policy on the number of days to turn vacant units? ➤ Unit should be turned in 3-5 business days, per company policy.				
COMMENTS: The three vacant units noted above (units 12, 20 and 28) have been vacant for an average of 80 days. According to management, they are having a difficult time finding qualified applicants.				

BUDGET MANAGEMENT	YES	NO	N/A
1) Are three bids solicited in order to obtain materials, supplies, and services? ➢ Three bids are required for expense that exceed \$5,000.			
2) Have there been any large, unexpected repairs or purchases that have negatively affected the current budget?			

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➤ There has not been any unexpected repairs or purchases that have negatively affected the budget.

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
Other Expense	\$456	\$1,250	\$794	63.5%	Travel & Seminars and Office Supplies

COMMENTS:

REVENUE

FOR THE MONTH ENDING: February 2022		YEAR TO DATE AS OF: February 2022	
Gross Potential	\$26,976	Gross Potential	\$53,952
Budgeted Rental Income	\$26,735	Budgeted Rental Income	\$53,470
Actual Rental Income Collected	\$24,499	Actual Rental Income Collected	\$50,218
Variance + (-)	\$2,236	Variance + (-)	\$3,251
Other Revenue	\$12.50	Other Revenue	\$12.50
Total Collected	\$24,511	Total Collected	\$50,231
Budgeted	\$26,735	Budgeted	\$53,470
Variance + (-)	\$2,223	Variance + (-)	\$3,238

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 completed using the Summary Ages Payables dated February 28, 2022.	0-30 Days:		\$2,990
	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$2,990

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 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 20 th day of the month followed by a 30-Day Notice to Vacate.			
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 Summary Aged Trail Balance dated February 28, 2022.	0-30 Days:		\$166
	30-60 Days:		\$487
	60 Days and Over:		\$385
	TOTAL		\$1,038

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

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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. ➤ Staff is required to complete various Grace Hill trainings.			

COMMENTS: A new maintenance technician started in August of 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? ➤ Management submits weekly financial, occupant and delinquent reports.			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ Owner approval is required for expenses over \$2,000.			
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 Observation and Findings.

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Unit 20



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