

# Texas State Affordable Housing Corporation

## Cielo Lindo Apartments 402 Hinojosa St, Edcouch, TX, 78538

**Owner:** HVM BP Edcouch II, LLC

**Date Built:** 2001

**Management Company:** Hamilton Valley Management Inc

**Property Manager:** Priscilla Lozano

**Inspection Date & Time:** May 11, 2022, at 1:30PM

**Inspector's Name:** Estefania Linares

<b>Occupancy at Time of Report:</b>	97.05%	<b>Average Occupancy Over Last 12 Months:</b>	98.13%
<b>Number of Units: 34</b>			
<b>Number of One Bedrooms:</b>	30	<b>Number of Two Bedrooms:</b>	4
<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:** This is the last on-site review for Cielo Lindo Apartments. A full property rehab was completed in December of 2020 and based on a physical inspection, the property is in overall good 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:		
<b>Incident Type</b>	<b># of Occurrences</b>	<b>Comments:</b>
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		
<b>COMMENTS:</b> Management was unable to request a 911 call log prior to finalizing this report. Management staff conducts light checks weekly.			

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		
<b>COMMENTS:</b> The Regional Manager conducts a risk assessment quarterly.			

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 (Library, Food Pantry, Benches, Art/Crafts, and Community Garden)	X		
<b>COMMENTS:</b> Art/Crafts and Community Garden are scheduled to start soon.			

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		
<b>COMMENTS:</b> Management stated they have a 4-lock system, where an individual needs keys to open 4 locks to access the key lockbox.			

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		

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5) How often are Pest Control services provided?
➤ Pest control services are completed monthly or as requested.
6) What is the policy for following up on completed service requests?
➤ The Property Manager follows up within 24 hours on a completed request.
7) What is the property's after-hours emergency policy?
➤ The after-hours emergency number is posted in the management office and is provided to all tenants. The calls go to the Property Manager directly. The Property Manager then calls the appropriate parties.
8) What capital improvements have been scheduled or completed for this budget year?
➤ N/A – A full property rehab was completed last year. Management submitted documentation to support a completion date of December 1, 2020, and submitted a detailed rehab construction summary with associated construction costs

## 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:	0		
Number of requests open from prior periods:	0		
Number of service requests completed:	0		
Number of service requests completed within 24 hours:	0		
Number of outstanding service requests:	0		
13) On average, how many days does it take to complete a work order?			
➤ According to management, work orders are completed within 24 hours.			

**COMMENTS:** The Property Manager confirmed that there have been no work orders for the past 30 days.

## MARKETING

1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$0	3	0
Flyers (Newspaper - annually)	\$300	0	0
Resident Referral	\$0	2	0
Locator Service	\$0	0	0
Printed/Internet Advertising	\$0	0	0
Other Source	\$0	0	0
TOTAL	\$300	0	0
The rental activity reflected in the above table was for the month of: April 1, 2022 – May 11, 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:** This section was completed using the Weekly Traffic Log dated April 1, 2022 – May 11, 2022.

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: 91.17%	12 months: 88.23%
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 to 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		

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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? ➢ Management had a rent increase on January 1, 2021. There was a \$104 rent increase on all units.			
10) How many households are currently on month-to-month leases? ➢ N/A – the property does not allow month-to-month lease.			
11) What is the charge for month-to-month leases? ➢ N/A			
<b>COMMENTS:</b>			

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:			1		
3) Number of completed one-bedroom units at time of activity report:			1		
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:			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				
14	(Vacant 1 – bedroom) 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: Quarterly					
7) How often are vacant units inspected? ➤ Vacant units are inspected: Weekly					
8) How many vacant units are in progress of being made ready? ➤ The only vacant unit Cielo Lindo has is already made-ready.					
9) What is the company policy on the number of days to turn vacant units? ➤ Per company policy, units should be turned in 3-5 business days.					
COMMENTS:					

BUDGET MANAGEMENT	YES	NO	N/A
1) Are three bids solicited in order to obtain materials, supplies, and services? ➢ Yes, three bids are 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? ➢ There have been no large, unexpected repairs or purchases that have negatively affected the current budget.			
3) Explain YTD variances of 10% or greater.			

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## 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
Operating Expenses	\$6,362	\$7,758	\$1,295	17.98%	Grounds Maintenance
Other Expenses	\$2,358	\$1,899	-\$459	-24.17%	Office Supplies
Other Property Expenses	\$9,244	\$8,346	-\$898	19.80%	Note Payable Loan

**COMMENTS:**

## REVENUE

FOR THE MONTH ENDING: January 2022		YEAR TO DATE AS OF: January 2022	
Gross Potential	\$21,436	Gross Potential	\$21,436
Budgeted Rental Income	\$21,436	Budgeted Rental Income	\$21,436
Actual Rental Income Collected	\$21,673	Actual Rental Income Collected	\$21,673
Variance + (-)	-\$237	Variance + (-)	-\$237
Other Revenue	-\$1,110	Other Revenue	-\$1,110
Total Collected	\$20,562	Total Collected	\$20,562
Budgeted	\$20,701	Budgeted	\$20,701
Variance + (-)	\$139	Variance + (-)	\$139

**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		
<b>COMMENTS:</b> This section was completed using the Summary Aged Payables report as of March 31, 2022.	0-30 Days:		\$645.78
	30-60 Days:		\$0
	60 Days and Over:		-\$107.11
	TOTAL		\$538.67

## 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 or before the 1st of each month and is considered delinquent if not paid in full by the 3rd day of the month. Late fees are assessed on the 10th day of each month and are charged in the amount of the greater of 1) \$100 or 2) 5% of the resident gross tenant amount.			
3) When is legal action taken against delinquent accounts?			
➤ Management issues a Notice of Termination on the 11th 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	
<b>COMMENTS:</b> This section was completed using the Rent Roll Detail report as of 05/11/2022.	0-30 Days:		\$664.50
	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$664.50

## 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:**

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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. ➤ Management staff has been taking Grace Hill training.			
<b>COMMENTS:</b> A Property Manager was hired on October 3, 2021, and has not attended Fair Housing training. Management confirmed they are scheduling it to attend a course through Grace Hill soon.			
<ul style="list-style-type: none"> <li><b>Observation: The reviewer strongly recommends the Property Manager complete Fair Housing training no later than 06/01/2022.</b></li> </ul>			

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 monthly and include property financial, occupancy, and delinquency reports.			
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 and Regional Manager seek approval for anything over \$500.			
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>Observation: The reviewer strongly recommends that the property manager complete Fair Housing training no later than 06/01/2022.</b>
<b>No Findings.</b>





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