

# Texas State Affordable Housing Corporation

## El Nido Apartments

204 Alicia Dr., El Paso, Texas 79905

**Owner:** RHAC – El Nido, LLC

**Date Built:** 1951

**Management Company:** J Allen Management

**Property Manager:** Juana Pineda

**Inspection Date & Time:** September 30, 2022 at 8:30 AM

**Inspector's Name:** Celina Mizcles Stubbs

<b>Occupancy at Time of Report:</b>	100%	<b>Average Occupancy Over Last 12 Months:</b>	100%
<b>Number of Units: 104</b>			
<b>Number of One Bedrooms:</b>	26	<b>Number of Two Bedrooms:</b>	53
<b>Number of Three Bedrooms:</b>	25	<b>Number of Four Bedrooms:</b>	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 property photos submitted by management, the property appears to be 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:		
Incident Type	# of Occurrences	Comments:
Burglary		
Theft	1	Theft Related - 1
Criminal Mischief		
Personal Assault		
Drug Related Activity	2	Narcotic Related – 2
Gun Related Activity		
Domestic Violence		
Disturbance		
Other	5	Family Violence – 4 and Disturbance Call – 1

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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> El Paso Police Department call logs reflect a total of 13 calls were made. Eleven of the 13 calls are noted above. Management disclosed they follow up on incident reports and issue leave violation when needed. Management refers to the lease and house rules to address crime on property.			

<b>SECURITY PROGRAM Part II</b>	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> On May 27, 2022, management completed a risk assessment on the property.			

<b>OFFICE</b>	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	
➤ (Describe)			
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
<b>COMMENTS:</b>			

<b>KEY CONTROL</b>	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>			

<b>MAINTENANCE PROGRAM</b>	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?	X		
5) How often are Pest Control services provided? ➢ Pest control services are provided weekly for up to 10 units.			
6) What is the policy for following up on completed service requests? ➢ Management is required to follow-up on completed work orders on a random basis.			
7) What is the property's after-hours emergency policy? ➢ On-call staff is responsible for accepting after-hours calls.			
8) What capital improvements have been scheduled or completed for this budget year? ➢ Some roof repairs were completed during the current budget. In addition, several property fixes were completed as management prepared for a REAC inspection.			

### Detail of Ongoing Repairs and Replacements Completed in Last Budget Year

9) Unit Interior and Appliance upgrades ➢ Interior upgrades were completed as needed.			
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:	26		
Number of requests open from prior periods:	0		
Number of service requests completed:	26		
Number of service requests completed within 24 hours:	20		
Number of outstanding service requests:	0		
13) On average, how many days does it take to complete a work order? ➢ Based on the Service Request Activity Report, it takes maintenance staff an average of 1.5 days to complete work orders.			

**COMMENTS:**

### 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: Go Section 8 website	\$0	13	10
<b>TOTAL</b>	<b>\$0</b>	<b>13</b>	<b>10</b>
<b>The rental activity reflected in the above table was for the month of: 9/1/2021 – 9/22/2022</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	

**COMMENTS:** According to management, their only source of traffic is generate from the Go Section 8 website.

### 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: 94%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?			0%

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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 lese 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? > In November 2022, the rent increased by an average of \$21 dollars per unit.			
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			
<b>COMMENTS:</b>			

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:			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:			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		
N/A	There are 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			
		<b>YES</b>	<b>NO</b>
		<b>N/A</b>	
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: Semi-annually			
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 no vacant units at thit time.			
9) What is the company policy on the number of days to turn vacant units? > It is company policy to turn units within 3-5 days.			
<b>COMMENTS:</b>			

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BUDGET MANAGEMENT	YES	NO	N/A
1) Are three bids solicited in order to obtain materials, supplies, and services? ➤ Three bids are required to solicit materials supplies and/or services.			
2) Have there been any large, unexpected repairs or purchases that have negatively affected the current budget? ➤ There has not been any 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
Turnover Expense	\$3,038	\$2,640	(\$398)	(15%)	Cleaning (Contract)
Administrative Expenses	\$18,466	\$14,845	(\$3,621)	(24%)	Professional Fees, Seminar/Training, Employee – Reimbursement
Maintenance Expenses	\$6,740	\$7,945	\$1,204	15%	Glass/Screens
Repair/Replacement Under \$5,000	\$47,512	\$59,416	\$11,903	20%	Other, Dishwasher, Water heater

**COMMENTS:**

REVENUE			
FOR THE MONTH ENDING: August 2022		YEAR TO DATE AS OF: August 2022	
Gross Potential	\$94,095	Gross Potential	\$739,845
Budgeted Rental Income	\$92,651	Budgeted Rental Income	\$735,514
Actual Rental Income Collected	\$94,332	Actual Rental Income Collected	\$739,767
Variance + (-)	\$1,700	Variance + (-)	\$4,252
Other Revenue	\$131	Other Revenue	\$2,664
Total Collected	\$94,483	Total Collected	\$742,431
Budgeted	\$92,951	Budgeted	\$738,914
Variance + (-)	\$1,531	Variance + (-)	\$3,517

**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 Aged Payable Report dated 9/22/2022.	0-30 Days:		\$181
	30-60 Days:		(\$213)
	60 Days and Over:		\$0
	TOTAL		(\$32)

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> of the month. A \$5 late fee is assessed on the 6 <sup>th</sup> day along with a \$1 daily fee until rent is paid.			
3) When is legal action taken against delinquent accounts? ➤ Legal action is taken after a 30-day notice is served on delinquent accounts.			
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 Delinquency and Prepaid Report dated 9/22/2022.	0-30 Days:		(\$2,029)
	30-60 Days:		(\$359)
	60 Days and Over:		(\$813)
	TOTAL		(\$3,201)

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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		
<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. ➤ Staff is required to take various virtual trainings via Grace Hill management courses.			
<b>COMMENTS:</b>			

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? ➤ Owner has access to the property management software.			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ Any dollar amount requires the property manager to request approval for the release of funds.			
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
No Observation or Findings.





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