

Texas State Affordable Housing Corporation

Residence at the Oaks 2740 Duncanville Rd., Dallas Texas 78211

Owner: Residential Los Robles LD

Date Built: 1999

Management Company: Pace Realty Corporation

Property Manager: Frenchell Henson

Inspection Date & Time: July 19, 2022 at 3:00 p.m.

Inspector's Name: James Matias

Occupancy at Time of Report:	97.6%	Average Occupancy Over Last 12 Months:	98.7%
Number of Units: 212			
Number of One Bedrooms:	124	Number of Two Bedrooms:	88
Number of Three Bedrooms:	N/A	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 visual observation on the day of the onsite visit, the property is managed and maintained in excellent condition. The property grounds and landscaping were well kept and very clean. The management office, common areas, and amenities were clean and accessible to the public. The building exterior and building roofs also appeared to be in good condition. The siding on all buildings were repainted last year, as well as all stair rails. In addition, the building structures (i.e., roof, widows, gutters and stairs) appeared to be in 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		
Criminal Mischief		
Personal Assault		
Drug Related Activity		
Gun Related Activity		
Domestic Violence		

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Disturbance					
Other					
			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 property continues to host monthly crime watch meeting with the local police department. The community has a courtesy officer who patrols the grounds 4-5 times a week and provides feedback to the Property Manager as needed. There is a total of 8 surveillance cameras that are monitored daily by management. Based on a review of the Dallas Police call logs, there was no criminal activity in the last 3 months. Nightly light checks are conducted by maintenance staff.					

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 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?	X		
➤ See comment below.			
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): Horseshoe pit and 9-Hole Golf Course	X		
COMMENTS: Annual permits/licenses are obtained for the pool, hot water, and property gate.			

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: The property uses the Handytrack key tracking system.			

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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? ➢ Each unit gets treated twice a year and upon request.			
6) What is the policy for following up on completed service requests? ➢ The Property Manager follows up on 10% or more of all completed work orders to ensure the work was completed satisfactorily.			
7) What is the property's after-hours emergency policy? ➢ The afterhours number is provided to all tenants. The answering service notifies the Property Manager or maintenance.			
8) What capital improvements have been scheduled or completed for this budget year? ➢ The property does not have any scheduled capital improvements.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
9) Unit Interior and Appliance upgrades ➢ Appliances are being replaced only if needed.			
10) Building Exterior and Curb Appeal repairs ➢ In the last budget year, Residence at the Oaks completed landscaping improvements by trimming trees and adding sod.			
11) Amenity upgrades ➢ None			
12) Other repairs or replacements ➢ N/A			
Number of service requests received:	224		
Number of requests open from prior periods:	3		
Number of service requests completed:	220		
Number of service requests completed within 24 hours:	189		
Number of outstanding service requests:	4		
13) On average, how many days does it take to complete a work order? ➢ On average, it takes maintenance staff one day to complete a work order.			
COMMENTS: The preventive maintenance program is on the board in the manager's office. The Maintenance Report dated 6/1/2022 through 7/31/2022, reflects that 224 work orders were opened and all but four recent requests were closed. Overall, the maintenance program appears to be very efficient, and doing a wonderful job.			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$941	1	
Flyers	\$750		
Resident Referral: Prior or Current (\$50 per approved tenant and 1 every other month)	\$50	1	1
Locator Service: 25%	\$1,548		
Printed/Internet Advertising: Apartment List (17), Rent cafe (7), Instagram (1), Apartments.com (1)	\$1,800	26	
Other Source: Property website (60), after55.com, ICT and google (127)	\$0	187	1
TOTAL	\$5,089	215	2
The rental activity reflected in the above table was for the period of: June 1, 2022 through July 31, 2023			
	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:			

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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: (June 2022) 95.2%	6 months: 94.6%	12 months: 84.8%
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?	1 (2.3%)		
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? ➢ According to the Property Manager, rent increases are processed annually and at the time of renewal. The current rent increase is about \$35.			
10) How many households are currently on month-to-month leases? ➢ N/A - there were no month-to-month leases.			
11) What is the charge for month-to-month leases? ➢ N/A			
COMMENTS: The property appears to be doing a great job renewing residents. The property experience much more turnover than expected this year. The turnover was unfortunately mostly due to death or illness.			

VACANT/MAKE READY UNITS				
1) Number of vacant units at time of activity report:			5	
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:			1	
4) Number of completed two bedroom units at time of activity report:			2	
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:			2	
7) Number of uncompleted one bedroom units at time of activity report:			2	
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			
527	(2x2) Vacant: Good			
1515	(1x1) Vacant: Unit is in the make-ready process. Full turn needed			
1626	(1x1) Vacant: Good			
Down Units Walked (units vacant and unready for extended period of time and all down units)				
Unit #	Brief Description			
NA				
		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: Semiannually				
7) How often are vacant units inspected? ➢ Vacant units are inspected: Daily				
8) How many vacant units are in progress of being made ready? ➢ Five units are in the make-ready process.				

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9) What is the company policy on the number of days to turn vacant units? ➤ According to management, units should be turned in 5 business days.
COMMENTS:

BUDGET MANAGEMENT

1) Are three bids solicited in order to obtain materials, supplies, and services? ➤ The Property Manager is required to obtain three bids for services and supplies outside the budget and over \$1,000.
2) Have there been any large unexpected repairs or purchases that have negatively affected the current budget? ➤ The community had some large trees that split that had to be removed. These expenses had a small negative affect on 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
Make-Ready	\$18,149	\$11,905	(\$6,244)	(52.4%)	Cleaning Service, Interior Paint
Payroll Related	\$155,053	\$175,293	\$20,240	11.5%	Manger Service Technician, Workers Comp, Health Insurance
Advertising	\$2,847	\$3,441	\$594	17.3%	Printed Materials, Signage
Resident Retention	\$8,037	\$6,160	(\$1,877)	(30.4%)	Activities Coordinator, Scheduled Transportation
Other Marketing	\$4,764	\$4,034	(\$731)	(18.0%)	Apartment Locators, Training and Education

COMMENTS: The few items slightly overbudget are due to the additional turnover outlined in the comments of the Lease Renewal section above.

REVENUE

FOR THE MONTH ENDING: JUNE 30, 2022		YEAR TO DATE AS OF: JUNE 30, 2022	
Gross Potential	\$241,188	Gross Potential	\$1,357,832
Budgeted Rental Income	\$185,482	Budgeted Rental Income	\$1,111,117
Actual Rental Income Collected	\$183,831	Actual Rental Income Collected	\$1,135,715
Variance + (-)	(\$1,651)	Variance + (-)	\$24,598
Other Revenue	\$5,192	Other Revenue	\$25,012
Total Collected	\$189,021	Total Collected	\$1,160,728
Budgeted	\$189,879	Budgeted	\$1,132,865
Variance + (-)	(\$856)	Variance + (-)	(\$27,863)

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:		\$4,248.29
	30-60 Days:		(\$607.37)
	60 Days and Over:		(\$1,113.64)
	TOTAL		\$2,527.28

DELINQUENCIES

	YES	NO	N/A
1) Is the delinquency report up to date?	X		
2) What is the rent collection policy? ➤ Rent is always due on the 1 st and considered late on the 5 th day. Three-day notice to vacate notices are sent on the 6 th day.			
3) When is legal action taken against delinquent accounts? ➤ If needed, the Property Manager will process eviction on the 15 th and 20 th of the month.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?		X	

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COMMENTS: A large portion of the 30-60-day balance is due to two units. The Manager is working with the residents and collecting rent and late fees or obtaining payment from a charitable foundation.	0-30 Days:		(1,110.56)
	30-60 Days:		(\$184.02)
	60 Days and Over:		(\$1,893.10)
	TOTAL		(\$3,187.68)

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:			

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. ➤ Management is required to complete in-house training and Real Page LMS training.			
COMMENTS: The Property Manager was promoted to a Regional Property and a former Assistant Manager returned to manage the property.			

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 utilized onsite; reports are pulled at their convenience.			
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 unbudgeted or over budget expense that exceed \$750.			
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 Findings or Observations.

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