

# Texas State Affordable Housing Corporation

## Vista Rita Blanca 701 Maynard, Dalhart, Texas 79022

**Owner: Guadalupe Economic Services Corp. (GESC)**

**Date Built: 2014**

**Management Company: JL Gray Company**

**Property Manager: Marti Harris**

**Inspection Date & Time: August 26, 2022 at 2:00 p.m.**

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

<b>Occupancy at Time of Report:</b>	100%	<b>Average Occupancy Over Last 12 Months:</b>	97.3%
<b>Number of Units: 28</b>			
<b>Number of One Bedrooms:</b>	N/A	<b>Number of Two Bedrooms:</b>	12
<b>Number of Three Bedrooms:</b>	12	<b>Number of Four Bedrooms:</b>	4

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 – see comment	
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 – see comment	
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 – see comment	
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 – see comment	

**COMMENTS:** The property is in overall good condition. There are two areas of concern, one of which was identified on last year's report.

- Soil Erosion: There are two areas of erosion that were identified and discussed with management. One area near units 701 and 702 and another near 801 and 802 (both areas were identified on last year's Asset Oversight report). Management stated they planned to plant sod in these areas and obtained bids but never received approval. The review recommends this be addressed.
- Fascia Damages: There were three or more areas with damages fascia boards. Management stated their maintenance technician and vendors walked the property to identify all damaged areas and are awaiting bids.

**Observation:** It is important not only to walk the property to identify areas of concern, but important to ensure they are repaired in a timely manner to ensure they do not get worse. The reviewer recommends management repair the two areas of concerns noted above soon.

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		

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Theft		
Criminal Mischief		
Personal Assault		
Drug Related Activity		
Gun Related Activity		
Domestic Violence		
Disturbance		
Other	2	Loud Music - 2

	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:** Management submitted copies of the Dallam-Hartley County dispatch call sheets. There were two calls logged during the 3-month timeframe. Management stated the local police department conducts courtesy patrols throughout the week.

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:** Risk assessments are conducted twice a year, the last being conducted in April 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 – see comment		
➤ Pool			X
➤ Other: Library and Pantry	X		

**COMMENTS:** Management disclosed they are adding a computer to the community room for tenant's use.

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		

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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 a key box has been installed and keys are tracked via key log each time keys are pulled and returned.			

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?				
➤ Pest control services are provided semi-annually.				
6) What is the policy for following up on completed service requests?				
➤ The Property Manager follows up on all closed work orders.				
7) What is the property's after-hours emergency policy?				
➤ All after hour calls are received by the Property Manager.				
8) What capital improvements have been scheduled or completed for this budget year?				
➤ There are no capital improvements that have been completed or are scheduled. Management does anticipate receiving sod bids for next year's budget.				
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				
➤ The emergency system throughout the property was replaced with Vivid alarm systems.				
Number of service requests received:		10		
Number of requests open from prior periods:		0		
Number of service requests completed:		10		
Number of service requests completed within 24 hours:		2		
Number of outstanding service requests:		0		
13) On average, how many days does it take to complete a work order?				
➤ On average, it takes 10 days to close work orders. See comment.				
<b>COMMENTS:</b> According to the property manager, the time it takes to close work orders is strictly due to the time it take to order parts or the time it takes to get vendors out to the community if the maintenance technician is unable to complete the work. All health and safety work orders were completed within 24-hours.				

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth		2	0
Flyers (Annual flyer hand out)			
Resident Referral		12	1
Locator Service			
Printed/Internet Advertising: Newspaper (\$18.30 every 3 weeks), apartment.com (\$100 monthly), and property website (\$73.20 monthly), roughly \$912 per month.	\$192	10	0
Other Source			
<b>TOTAL</b>	<b>\$192</b>	<b>24</b>	<b>1</b>
<b>The rental activity reflected in the above table was for the month of: July 7, 2022 through August 9, 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	

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## 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: 100%	6 months: 0%	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 in January 2022, and it was about \$10.			
10) How many households are currently on month-to-month leases? ➤ None			
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:			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				
803	(3x1) Occupied. The unit is in good condition.				
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: Monthly					
7) How often are vacant units inspected? ➤ Vacant units are inspected: Weekly					

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8) How many vacant units are in progress of being made ready? ➤ There are no vacant units at the time of this review.
9) What is the company policy on the number of days to turn vacant units? ➤ Unit should be turned within 5 days, per company policy.
<b>COMMENTS:</b>

BUDGET MANAGEMENT	YES	NO	N/A
1) Are three bids solicited in order to obtain materials, supplies, and services? ➤ 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 have not been any unexpected repairs or purchases during this budget year.			
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
Capital Expenditures	\$457	\$1,517	(\$1,060)	(70%)	Appliances

**COMMENTS:**

REVENUE			
FOR THE MONTH ENDING: July 2022		YEAR TO DATE AS OF: July 2022	
Gross Potential	\$25,520	Gross Potential	\$255,062
Budgeted Rental Income	\$24,499	Budgeted Rental Income	\$244,852
Actual Rental Income Collected	\$24,899	Actual Rental Income Collected	\$246,511
Variance + (-)	\$400	Variance + (-)	\$1,659
Other Revenue	\$65	Other Revenue	\$279
Total Collected	\$24,964	Total Collected	\$246,790
Budgeted	\$24,573	Budgeted	\$245,582
Variance + (-)	\$391	Variance + (-)	\$1,208

**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> The Account Payable Ledger dated 8/19/2022 was used to complete the section.	0-30 Days:		\$0
	30-60 Days:		(\$3.40)
	60 Days and Over:		\$0
	TOTAL		(\$3.40)

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> and late on the 6 <sup>th</sup> with an initial late fee of \$20. Three-day notices to vacate are issued to residents on the 6 <sup>th</sup> day.			
3) When is legal action taken against delinquent accounts? ➤ Evictions are filed after the Three-day notices are issued to 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> The Aged Rent Receivables dated 8/24/2022 was used to complete this section.	0-30 Days:		\$4.00

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	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$4.00

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 continues to attend various online training via New Mexico Apartment Association.			
COMMENTS:			

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? ➤ Monthly occupancy and delinquency reports are submitted to the owner.			
3)	What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds? ➤ Any amount over \$150 for unbudgeted or over budget required approval from the owner.			
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 no Findings.



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Soil Erosion





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## Fascia Damages

