

Texas State Affordable Housing Corporation Compliance Review Observation Report

Willow Green Apartments
9301 Willow Place Dr., Houston, Texas 77070

Owner: Dalcor Affordable Housing I, LLC **Date Built:** 1995
Management Company: Dalcor Management, LLC **Property Manager:** Terra London
Inspection Date & Time: October 6, 2022 at 9:00 a.m. **Inspector's Name:** Celina Mizcles Stubbs

| | | |
|-----------------------------|---|--|
| Number of Units: 336 | Number of required LI units: 336 | Number of required VLI units: N/A |
|-----------------------------|---|--|

| COMPLIANCE AUDIT | YES | NO | N/A |
|--|-----|----|-----|
| 1) Are procedures that ensure compliance with the set aside requirements and rent requirements effective? | X | | |
| 2) Is the property accepting Section 8 households? | X | | |
| 3) Is the income to rent ratio for Section 8 households less than 2.5? | X | | |
| 4) Are the rent increases smaller than 5%? | X | | |
| 5) Does the Application for Tenancy or Occupancy Qualifications exclude language that may appear to be discriminatory? | X | | |
| 6) Does the lease or rental agreement inform the resident of Very Low Income/Low Income Recertification requirements? | X | | |
| 7) Is additional monitoring by TSAHC recommended? | | X | |

COMMENTS:

| SET-ASIDES | YES | NO | N/A |
|---|-----|----|-----|
| 1) Is the property meeting all occupancy restrictions required by the property's Regulatory Agreement and Asset Oversight and Compliance Agreement? | X | | |
| 2) If either of the set asides have not been met, are any units: | | | |
| a) Rented for less than 30 days, not including month-to-month? | X | | |
| b) Utilized as a hotel, motel, dormitory, fraternity house, sorority house, rooming house, nursing home, hospital, sanitarium, rest home, or trailer court or park? | X | | |
| c) Leased to a corporation, business or university? | X | | |
| d) Owned by a cooperative housing corporation? | X | | |
| e) Not available for rental on a continuous basis to members of the general public? | X | | |

COMMENTS:

UNITS WALKED

| Unit # | USR Designation | Comments |
|--------|-----------------|----------|
| 801 | 60% | |
| 908 | 60% | |
| 1004 | 60% | |
| 1709 | 60% | |
| 2202 | 60% | |

COMMENTS:

| RESIDENT SERVICES | YES | NO | N/A |
|--|-----|----|-----|
| 1) Do the resident services appear to cater to the resident profile of the property? | X | | |
| 2) Is the property meeting the Resident Service requirements as required by the Regulatory Agreement and Asset Oversight and Compliance Agreement? | X | | |
| 3) Is management monitoring the following: | | | |
| a) Resident attendance | X | | |

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| | | | |
|---|---|---|--|
| b) Frequency of service provided | X | | |
| c) Notification to residents of services | X | | |
| d) Number or type of services | X | | |
| e) Survey of residents | X | | |
| 5) Is management properly submitting monthly Resident Service reports through the Compliance System? | X | | |
| 6) In the last 12 months, has TSAHC provided any assistance regarding the monthly Resident Service reports submitted through the Compliance System? If so, comment below. | | X | |

COMMENTS:

| OFFICE | YES | NO | N/A |
|--|-----|----|-----|
| 1) Is the office neat, the desk uncluttered? | X | | |
| 2) Are accurate office hours posted? | X | | |
| 3) Are the following displayed in full view: | | | |
| a) Occupancy Qualifications? | X | | |
| b) Fair Housing Poster? | X | | |

COMMENTS:

| RESIDENT FILE REVIEW | YES | NO | N/A |
|--|-----|----|-----|
| 1) Does the owner maintain all records relating to initial resident income certifications, together with supporting documentation? | X | | |
| 2) Does the Owner/Agent make an effort to determine that the income certification provided by the resident is accurate? | X | | |
| 3) Does the file audit establish that residents are being recertified on an annual basis? | X | | |
| 4) For mixed (low-income and market units) developments, are there any Next Available Unit Rule Violations? | | | X |
| 5) Does the file audit indicate that staff needs additional training? | X | | |

COMMENTS: The tenant files were in overall good order and well maintained. However, the following observation was made.

Observation:

- Based on a review of the files, it was apparent that the assistance manager was completing some of the applicant/tenant required forms (i.e., supplement to the application, asset certification under \$5,000K, non-citizen form, and a few sections of the application). This practice is strongly discouraged and must not continue. The applicant/tenant must complete all forms. If assistance is needed, the applicant/tenant should ask a friend or family member for assistance. Oral clarification of this must be maintained in the tenant file.

If a new household moves in to any of the units with Findings (listed below), instead of submitting the required Corrective Action documents, submit with your response: the application for tenancy, all income and asset verifications, the executed Income Certification, and the 1st page of the lease for the new household occupying the unit.

| Unit | Finding | Corrective Action Requirement |
|------|---------|-------------------------------|
| N/A | | |

COMMENTS:

SUMMARY OF FINDINGS AND OBSERVATIONS

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Observation:

- Based on a review of the files, it was apparent that the assistance manager was completing some of the applicant/tenant required forms (i.e., supplement to the application, asset certification under \$5,000K, non-citizen form, and a few sections of the application). This practice is strongly discouraged and must not continue. The applicant/tenant must complete all forms. If assistance is needed, the applicant/tenant should ask a friend or family member for assistance. Oral clarification of this must be maintained in the tenant file.

No Findings.