

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: Roscoe Property Management

Property Manager: Frenchell Henson

Inspection Date & Time: March 17, 2023 at 9:00 A.M.

Inspector's Name: Celina Mizcles Stubbs

Occupancy at Time of Report:	96.7%	Average Occupancy Over Last 12 Months:	97.4%
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) Are parking lots clean, in good repair with handicap parking spaces clearly marked?	X		
9) Are all recreational, common areas and amenity areas clean, maintained, and accessible?	X		
10) Is facility equipment operable and in acceptable condition?	X		
11) Is the area around the waste receptacles clean and are the enclosures in good repair?	X		
12) Is the exterior of the buildings in acceptable condition?	X		
14) Are hallways/breezeways 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: The property is in overall great 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	2	Theft - 2	
Criminal Mischief			
Personal Assault			
Drug Related Activity			
Gun Related Activity	1	Random Gun Fire - 1	
Domestic Violence			
Disturbance			
Other	4	Disturbance -1, Suspicious Person - 1, Minor Disturbance - 1	
		YES	NO
		N/A	

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2) Does the property utilize a crime prevention agreement?			
3) Does the property take pro-active measures to address crime on property? If so, add comment			
4) Are light checks conducted by management staff on a weekly basis? If not, add comment.			
COMMENTS: According to the call logs dated 12/1/23 – 2/28/23 from the local police department, there were a total of 18 calls. Seven (7) of the calls are listed on the chart above. Management stated there's been an uptick in crime in general, however; very little activity at the property during the holiday season. Overall, management stated tenants are well acquainted with the courtesy officer who lives onsite. The courtesy officer walks the grounds nightly and conducts light checks. All activity, if any, is called in and brought to the managers attention.			

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		
4) Are criminal background checks being conducted on residents as they age to be 18 while living in the unit			X
5) Has a risk assessment been conducted to determine risk liabilities at the property? If yes, when?	X		
COMMENTS: The Lead Maintenance conducts monthly hazard property inspections and the regional maintenance staff conducts quarterly property inspections.			

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		
➤ Annual pool, hot water heater and access gates license/permits are required.			
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		
COMMENTS:			

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:			

MAINTENANCE PROGRAM	YES	NO	N/A
1) Does the property have a preventative maintenance program that is being followed?	X		

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2) Is the maintenance shop clean and organized?	X		
3) Does the maintenance area have properly documented MSDS material and chemicals labeled properly?	X		
4) How often are Pest Control services provided? ➤ Pest controls services are provided semi-annually and upon request.			
5) What is the policy for following up on completed service requests? ➤ The manager follows up on a minimum of 10% of completed work orders.			
6) What is the property's after-hours emergency policy? ➤ The answering service contacts the lead maintenance first, followed by the manager, if needed.			
7) What capital improvements have been scheduled or completed for this budget year? ➤ The following items have been completed, fire panel replacement, office flooring upgrades, and golf cart refurbishing. The following items are scheduled, office furniture replacement, tree trimming and parking lot restriping.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
8) Unit Interior and Appliance upgrades ➤ Ongoing appliance replacement takes place at unit turns. There are seven units replaced on average.			
9) Building Exterior and Curb Appeal repairs ➤ Minor repairs were made to the roof and gutters.			
10) Amenity upgrades ➤ None.			
11) Other repairs or replacements ➤ Repairs and/or replacements were made to water heaters and air conditioners.			
Number of service requests received:	189		
Number of requests open from prior periods:	1		
Number of service requests completed:	188		
Number of service requests completed within 24 hours:	See comment		
Number of outstanding service requests:	2		
12) On average, how many days does it take to complete a work order? ➤ On average, it takes 2 days to complete work orders.			
COMMENTS: The Maintenance Report dated 2/1/23 – 2/28/23 did not disclose how many work orders were closed within 24 hours. However, management confirmed that emergency work orders are required to be completed within a 24-hour time frame. In addition, management confirmed that the 2 reported pending work orders are closed as of the date of this report. Management stated the pending status was due to delayed shipping of parts.			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$1,000	18	5
Resident Referral (Current/Prior): If approved, \$50 rent concession (avg 1 per month)	\$600	15	7
Locator Service: If approved, 25% fee (avg 1 per quarter)	\$1,500	2	0
Printed/Internet Advertising: Apartment List (104), Rent Café (4), Google (943)Corp Site (8), Apt Rating (4), Co-op (2).	\$1,800	1065	23
Other Source: Social Media (20) and Property Website (29)	\$0	49	1
TOTAL	\$4,900	1149	36
The rental activity reflected in the above table was for the month of: March 1, 2022 – February 28, 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: The cost for the marketing efforts listed above are annual figures.			

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		

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2) What percentage of residents renewed last month, past 6 months, and past 12 months?	Current (March): 29%	6 months: 75.5%	12 months: 84%
3) What percentage of move-outs in the last 12 months were due to eviction for non-payment of rent or "skip"?	X		
4) Are lease renewal 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) When was the last rent increase implemented? What was the average rent increase? ➤ Rents are increased with the release of the HUD income limits. The average increase was \$40.			
9) How many households are currently on month-to-month leases? ➤ N/A			
10) 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:			5		
2) Number of completed made ready units at time of activity report:			2		
3) Number of completed one-bedroom units at time of activity report:			2		
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:			3		
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:			3		
9) Number of uncompleted three-bedroom units at time of activity report:			0		
Units Walked					
Unit #	Brief Description				
121	(1x1) Vacant: Made-Ready				
817	(2x1) Vacant: Made-Ready				
1514	(1x1) Vacant: Made-Ready				
Down Units Walked (units vacant and unready for extended period 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? 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: Twice a year					
7) How often are vacant units inspected? ➤ Vacant units are inspected: Daily					
8) How many vacant units are in progress of being made ready? ➤ There are 3 units in the process of being made-ready.					

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- 9) What is the company policy on the number of days to turn vacant units?
 ➤ Units are to be turned within 3-5 business days.

COMMENTS:

BUDGET MANAGEMENT	YES	NO	N/A
1) Are three bids solicited to obtain materials, supplies, and services?	X		
2) Have there been any large, unexpected repairs or purchases that have negatively affected the current budget? If so, comment below.	X		
3) Explain YTD variances of 10% or greater in the chart below.			

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
Payroll Expenses	\$28,717	\$33,006	\$4,289	13%	Quarterly bonuses and Employee comp-rent
Advertising Expenses	\$985	\$1,616	\$630	39%	Resident Activities, Resident survey, Refreshments
General Administration Expense	\$5,301	\$4,265	-\$1,036	-24%	Answering service, professional fees, computer software system
Reoccurring Replacement Expense	\$6,125	\$13,386	\$7,261	54%	Have not had expense on any of the line items.

COMMENTS: According to management, there was an unexpected expense due to a fire inspection that resulted in the purchase of new fire extinguishers and fire extinguisher boxes. As of the date of this report, all fire extinguishers have been installed.

REVENUE					
FOR THE MONTH ENDING: January 2023			YEAR TO DATE AS OF: January 2023		
Gross Potential		\$200,441	Gross Potential		\$200,441
Budgeted Rental Income		\$200,441	Budgeted Rental Income		\$200,441
Actual Rental Income Collected		\$195,405	Actual Rental Income Collected		\$195,405
Variance + (-)		-\$5,035	Variance + (-)		-\$5,035
Other Revenue		\$4,581	Other Revenue		\$4,581
Total Budgeted		\$199,986	Total Budgeted		\$199,986
Total Collected		\$204,092	Total Collected		\$204,092
Variance + (-)		-\$4,105	Variance + (-)		-\$4,105

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: The Vendor Aging Report dated 1/31/23 was utilized for this section. Regional management confirmed the invoice totaling \$54,676 for the bonds has been paid.	0-30 Days:		\$75,442
	30-60 Days:		\$406
	60 Days and Over:		-\$530
	TOTAL		\$75,318

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 st and late on the 5 th . A 10% late fee is assessed on the 5 th day of the month.			
3) When is legal action taken against delinquent accounts? ➤ Legal action is taken around the 20 th , after required notices are sent.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?	X		
COMMENTS: The Delinquency and Prepared Report dated 3/2/23 was utilized for this section.	0-30 Days:		-\$20

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	30-60 Days:		-\$41
	60 Days and Over:		\$0
	TOTAL		-\$61

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:			3
2) Has the manager collected and deposited all returned checks?	X		
3) Is the manager following company policy on returned checks?	X		

COMMENTS: The reviewer was able to confirm 2 of the 3 tenant ledgers included the NSF fee, however the NSF fee on the 3rd ledger was waived as it was due to a portal system error.

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) Was management staff prepared for the site visit?	X		
7) Has staff turnover occurred since the last site review?	X		
8) Are weekly staff meetings held?	X		
9) Have personnel been trained in Fair Housing?	X -see comment		

10) List training staff has received in the past year.
 ➤ Site staff is required to completed in-house weekly online trainings and Real Page trainings.

COMMENTS: Management attended Fair Housing training about 12 months ago and mentioned it will likely come up on their weekly in-house training soon. If not, the reviewer suggested they visit the TDHCA website that list free Fair Housing webinars located here, <https://www.tdhca.state.tx.us/fair-housing/presentations.htm>

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?	X		
3) 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		

4) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds?
 ➤ Any expense over \$750 required owner approval.

COMMENTS: The Property Manager sends the owner weekly occupancy, vacancy and leasing updates.

SUMMARY OF OBSERVATIONS AND FINDINGS
No Observation or Findings.

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