

# Texas State Affordable Housing Corporation

## Brooks Manor Apartments

444 E. Jefferson Street, West Columbia, Texas 77486

**Owner: Monroe Group, LTD**

**Date Built: 1983**

**Management Company: Monroe Group**

**Property Manager: Glenda Jones**

**Inspection Date & Time: February 27, 2023 at 9:00 AM**

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

<b>Occupancy at Time of Report:</b>	98%	<b>Average Occupancy Over Last 12 Months:</b>	100%
<b>Number of Units: 50</b>			
<b>Number of One Bedrooms:</b>	50	<b>Number of Two Bedrooms:</b>	N/A
<b>Number of Three Bedrooms:</b>	N/A	<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) 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 – see comment	

**COMMENTS:** The property was in overall good condition. The perimeter fence was maintained by the owner/agent and the grounds were clean and free of debris. There were several potholes, cracks, and/or chipped concrete noted in last years report, most of which were repaired. There was still a noticeable pothole near the eastside garbage area. Management submitted bids to upper management for approval in February of 2023. Management also stated tree trimming is completed annually. When asked, management stated screen doors were initially installed however if damaged they are not replaced.

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	
Criminal Mischief		
Personal Assault		
Drug Related Activity		
Gun Related Activity		
Domestic Violence		
Disturbance		

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Other	1	Civil matter (1)	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> The West Columbia Police Department call logs dated 12/22/2022 through 1/23/2023 documented 25 total calls, 2 of which are noted above. Management stated there are 2 surveillance cameras in the management office that are monitored by the corporate office. Management also stated they anticipate starting quarterly Neighborhood Watch meeting in the next month or two.					

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 (see comment)
<b>COMMENTS:</b> The property management wasn't able to confirm if/when a risk assessment has been completed.			

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		
➤ Pool			X
➤ Other (describe)		X	
<b>COMMENTS:</b>			

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		
<b>COMMENTS:</b> The property recently installed the HandiTrack electronic key tracking system.			

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 control services are provided bi-monthly.			
5) What is the policy for following up on completed service requests? ➢ Management calls tenants after the work is completed to ensure customer satisfaction.			
6) What is the property's after-hours emergency policy? ➢ After hour calls go directly to maintenance. If not answered, the call goes to the Property Manager followed by the Vice President.			
7) What capital improvements have been scheduled or completed for this budget year? ➢ The following capital improvements are scheduled and/or have been proposed 1) office furniture replacement 2) community room tables replacement 3) pothole repair 4) property bench replacement and 5) shed extension.			
<b>Detail of Ongoing Repairs and Replacements Completed in Last Budget Year</b>			
8) Unit Interior and Appliance upgrades ➢ Flooring is replaced as needed.			
9) Building Exterior and Curb Appeal repairs ➢ None			
10) Amenity upgrades ➢ None			
11) Other repairs or replacements ➢ The majority of the parking lot repairs were completed in the last budget year, however a few potholes remain an issue.			
Number of service requests received:	7		
Number of requests open from prior periods:	0		
Number of service requests completed:	7		
Number of service requests completed within 24 hours:	2		
Number of outstanding service requests:	0		
12) On average, how many days does it take to complete a work order? ➢ It takes 2 days on average to close work orders.			
<b>COMMENTS:</b> According to management, they are currently working with the maintenance technical on creating and closing work orders in a timely manner.			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth			
Resident Referral (Current/Prior)			
Locator Service			
Printed/Internet Advertising			
Other Source: Housing Agency.	\$0	18	7
<b>TOTAL</b>	<b>\$0</b>	<b>18</b>	<b>7</b>
<b>The rental activity reflected in the above table was for the month of January 1-31, 2023</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	
<b>COMMENTS:</b> Management heavily relies on the local housing agency for referrals and therefore does not conduct formal marketing efforts. The property's budget does not have a designated budget for marketing.			

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: 90%

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3) What percentage of move-outs in the last 12 months were due to eviction for non-payment of rent or "skip"?	0%		
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? > The last rent increase averaged \$100 and was implemented in August 2022.			
9) How many households are currently on month-to-month leases? > The property utilizes HUD leases.			
10) What is the charge for month-to-month leases? > N/A			
<b>COMMENTS:</b> The property utilizes the HUD lease; therefore, it is difficult to calculate renewal percentages as leases roll into a month-to-month leases after the initial 12-month term. If required to provide a percentage, management believes at least 90% remain on their month-to-month lease.			

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			
13D	Occupied (1x1) - good condition			
25F	Occupied (1x1) - good condition			
45J	Occupied (1x1) - good condition			
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: Quarterly				
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 were no vacant units at the time of the review.				
9) What is the company policy on the number of days to turn vacant units? > Units are to be made-ready withing 5-7 business days.				
<b>COMMENTS:</b>				

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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% of greater in the charet 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
Administrative Expenses	\$88	\$2,634	\$2,545	96%	Management Fee & State Agency Fees
Operating and Maintenance Expense	\$4,318	\$5,893	\$1,575	26%	HVAC Part & Repairs, Painting Contract – supplies, and Carpet/Flooring

**COMMENTS:**

### REVENUE

FOR THE MONTH ENDING: January 2023		YEAR TO DATE AS OF: January 2023	
Gross Potential	\$52,751	Gross Potential	\$52,751
Budgeted Rental Income	\$52,751	Budgeted Rental Income	\$52,751
Actual Rental Income Collected	\$52,750	Actual Rental Income Collected	\$52,750
Variance + (-)	-\$1	Variance + (-)	-\$1
Other Revenue	-\$82	Other Revenue	-\$82
Total Budgeted	\$52,667	Total Budgeted	\$52,667
Total Collected	\$52,290	Total Collected	\$52,290
Variance + (-)	\$377	Variance + (-)	\$377

**COMMENTS:**

### ACCOUNTS PAYABLE

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 reviewer utilized the Aging Vendor Report dated 1/30/2023.

0-30 Days:	\$1,019.89
30-60 Days:	\$0
60 Days and Over:	\$63.83
<b>TOTAL</b>	<b>\$1,083.72</b>

### DELINQUENCIES

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 considered late on the 6 <sup>th</sup> . An initial late fee of \$5 is assessed on the 6 <sup>th</sup> followed by a daily late fee of \$1 for a max \$30.			
3) When is legal action taken against delinquent accounts? ➤ Management issues a 10-day NTV on the 6 <sup>th</sup> day followed by a 3-day NTV. Legal action is usually taken by the 21 <sup>st</sup> of the month.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?		X	

**COMMENTS:** The reviewer utilized the Delinquent and Prepaid report dated 1/30/2023.

0-30 Days:	\$236
30-60 Days:	\$336
60 Days and Over:	\$141
<b>TOTAL</b>	<b>\$713</b>

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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) 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		
10) List training staff has received in the past year. ➤ Staff attends virtual property manager and compliance trainings throughout the year.			
<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? ➤ The owner requires monthly financial and occupancy reports.	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 amount over \$1000 requires the owner's approval.			
<b>COMMENTS:</b>			

SUMMARY OF OBSERVATIONS AND FINDINGS
<p><b>No Observation and Findings,</b></p>

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