

# Texas State Affordable Housing Corporation

## Chaparral Village Apartments 1411 S Grant Ave, Odessa, Texas 79761

**Owner:** RHAC – Chaparral, LLC

**Date Built:** 1981

**Management Company:** J. Allen Management

**Property Manager:** Belkys Sanabria

**Inspection Date & Time:** December 28, 2023 at 9:00 am

**Inspector's Name:** Mercedes Dunmore

<b>Occupancy at Time of Report:</b>	97.50%	<b>Average Occupancy Over Last 12 Months:</b>	98.75%
<b>Number of Units: 80</b>			
<b>Number of One Bedrooms:</b>	0	<b>Number of Two Bedrooms:</b>	70
<b>Number of Three Bedrooms:</b>	8	<b>Number of Four Bedrooms:</b>	2

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 – see comment		
5) Are trees and shrubs properly trimmed?			
6) Are the grounds free of erosion, foot paths and tree root elevation?			
7) Are sidewalks clean and in good repair?	X – see comment		
8) Are parking lots clean, in good repair with handicap parking spaces clearly marked?		X – see comment	
9) Are all recreational, common areas and amenity areas clean, maintained, and accessible?			
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 appears to be in good condition overall including the landscaping. The landscaping has several dead spots which the property manager attributes to the weather. Management states the landscaping vendor visits the property once a month and has been requested to come in twice a month. In addition, the parking lot requires care as there are several oil, dirt, and debris stains. Management states they are working to receive bids within the next 30 days.

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

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Disturbance	3			
Other	6	2 Runways, 2 Aggressive Animal 1 Refusing to leave 1 Overdose		
		<b>YES</b>	<b>NO</b>	<b>N/A</b>
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 Odessa Police Department call logs dated September 2023 through November 2023 reflect 17 calls, where 9 calls are reported in the chart above. This is a 54.54% decrease from last year.				

<b>SECURITY PROGRAM Part II</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
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		
<b>COMMENTS:</b> The most recent risk assessment was conducted by the Regional Manager in October 2023.				

<b>OFFICE</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
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	
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			X
<b>COMMENTS:</b>				

<b>KEY CONTROL</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
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>				

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MAINTENANCE PROGRAM		YES	NO	N/A
1)	Does the property have a preventative maintenance program that is being followed?	X		
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 monthly and treats half of the units each visit.			
5)	What is the policy for following up on completed service requests? ➤ At random the manager calls all residents for resident satisfaction.			
6)	What is the property's after-hours emergency policy? ➤ Maintenance has a cell phone that residents use to call for all after-hours calls.			
7)	What capital improvements have been scheduled or completed for this budget year? ➤ Management is currently in the process of replacing 13 A/C units.			
<b>Detail of Ongoing Repairs and Replacements Completed in Last Budget Year</b>				
8)	Unit Interior and Appliance upgrades ➤ Management has replaced 23 appliances. There were 7 stoves, 7 water heaters, and 9 refrigerators.			
9)	Building Exterior and Curb Appeal repairs ➤ N/A			
10)	Amenity upgrades ➤ N/A			
11)	Other repairs or replacements ➤ N/A			
	Number of service requests received:	0		
	Number of requests open from prior periods:	12		
	Number of service requests completed:	0		
	Number of service requests completed within 24 hours:	0		
	Number of outstanding service requests:	12		
12)	On average, how many days does it take to complete a work order? ➤			
<b>COMMENTS:</b> Maintenance did not close out work orders, so the manager mentioned she is now closing work orders during the monthly close-out.				

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$0	-	-
Resident Referral (Current/Prior)	\$0	-	-
Locator Service	\$0	-	-
Printed/Internet Advertising	\$0	-	-
Other Source (Shelters and 211)	\$0	9	4
<b>TOTAL</b>	<b>\$0</b>	<b>9</b>	<b>4</b>
<b>The rental activity reflected in the above table was for the month of 11/15/2023 - 12/15/2023</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 – see comment	
<b>COMMENTS:</b> Management states the "other" marketing source is traffic from Shelters and 211 referrals. Additionally, market surveys are completed quarterly.			

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: N/A	12 months: N/A

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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"?	22%		
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 most recent rental increase was in November 2023 and the average increase was roughly \$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			
<b>COMMENTS:</b> There was a significant increase in the percentage of move-outs due to the eviction for non-payment of rent or skips. According to management, the increase in nonpayment of rent is due to management following their collection policy and serving 10-day notices. Additionally, management states after the execution of the 10-day notice, a 3-day notice is delivered which has triggered multiple residents to move out due to not being able to pay the past due balances.			

VACANT/MAKE READY UNITS					
1) Number of vacant units at time of activity report:			2		
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:			2		
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:			2		
9) Number of uncompleted three-bedroom units at time of activity report:			0		
Units Walked					
Unit #	Brief Description				
5	Occupied				
23	Occupied				
80	Occupied				
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: Annually					
7) How often are vacant units inspected? ➤ Vacant units are inspected: Once at move-out and again after work is completed by the vendor.					
8) How many vacant units are in progress of being made ready? ➤ There are currently two make-ready units in progress.					
9) What is the company policy on the number of days to turn vacant units? ➤ Company policy is to turn units within 4 – 5 days unless there is significant damage which then is 7-10 days.					
COMMENTS:					

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## Observation:

- Management is strongly encouraged to inspect vacant units weekly to eliminate and prevent property loss or damage.

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 – see comment		
3)	Explain YTD variances of 10% of greater in the chart below.						
<b><u>Expense Items that Varied by 10% or Greater from the Budget for Year-to-Date Operations Ending</u></b>							
(Please note that a positive variance is under budget and a negative variance is over budget.)							
EXPENSE ITEM		ACTUAL	BUDGET	VARIANCE	%	EXPLANATION	
Administrative Expenses		\$26,758	\$23,334	(\$3,424)	(14.67)	Bank Fees, Other Administrative, and Credit Checks	
Maintenance Expenses		\$37,300	\$18,032	(\$19,268)	(107)	Interior, Plumbing, Cleaning Supplies, and Tools/Equipment	
Turnover Expenses		\$28,149	\$8,468	(\$19,681)	(232)	Material Repairs, Cleaning (Contracts), Repairs (Resurfacing Contract)	
Repairs/Replacements		\$65,811	\$73,965	\$8,154	11.02	Dishwashers, and Windows/Screens	
<b>COMMENTS:</b> HVAC, flooring and replacement cabinets were unexpected repairs that have negatively affected the budget.							

REVENUE			
FOR THE MONTH ENDING: December 2023		YEAR TO DATE AS OF: December 2023	
Gross Potential	\$76,338	Gross Potential	\$901,086
Budgeted Rental Income	\$74,467	Budgeted Rental Income	\$879,647
Actual Rental Income Collected	\$68,748	Actual Rental Income Collected	\$882,701
Variance + (-)	(\$5,719)	Variance + (-)	\$3,054
Other Revenue	\$6,888	Other Revenue	\$21,721
Total Budgeted	\$75,636	Total Budgeted	\$904,422
Total Collected	\$75,330	Total Collected	\$891,963
Variance + (-)	\$305	Variance + (-)	\$12,459
<b>COMMENTS:</b>			

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> This section of the report was completed using the Vendor Aging Report dated January 5, 2024.		0-30 Days:		\$2,323
		30-60 Days:		\$214
		60 Days and Over:		(\$2,209)
		TOTAL		\$328
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> . A \$5 initial late fee is assessed on the 6 <sup>th</sup> and \$1 per day up to the 25 <sup>th</sup> of the month.			
3)	When is legal action taken against delinquent accounts?			
	➤ Legal action is taken on the 26 <sup>th</sup> of the month for all 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> This section of the report was completed using the Delinquent and Prepaid Report dated December 15, 2023.		0-30 Days:		\$6,109
		30-60 Days:		\$4,241

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	60 Days and Over:		(\$2,684)
	TOTAL		\$7,666

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 – see comment		
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. ➤ Fair Housing, TDHCA Income Determination, Various Grace Hill Training.			
COMMENTS: Although management answered the initial request for the virtual review, several reports were not submitted as requested.				
Observation:				
<ul style="list-style-type: none"><li>Management is reminded of the importance of submitting requested documents timely. This will be monitored during next year's review.</li></ul>				

OWNER PARTICIPATION		YES	NO	N/A
1)	Does the owner have access to the software system utilized to manage the property?	X		
2)	Is site management required to submit weekly reports 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 dollar amount over \$500 requires ownership approval.			
COMMENTS:				

SUMMARY OF OBSERVATIONS AND FINDINGS
<b>Observations:</b> <ul style="list-style-type: none"> <li>Management is strongly encouraged to inspect vacant units weekly to eliminate and prevent property loss or damage.</li> <li>Management is reminded of the importance of submitting requested documents timely. This will be monitored during next year's review.</li> </ul>
<b>No Findings.</b>



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