

Texas State Affordable Housing Corporation

El Nido Apartments 204 Alicia Dr., El Paso, Texas 79905

Owner: RHAC – El Nido, LLC

Date Built: 1951

Management Company: J Allen Management

Property Manager: Juana Pineda

Inspection Date & Time: June 2, 2023 at 1:30 pm

Inspector's Name: Celina Mizcles Stubbs

Occupancy at Time of Report:	100%	Average Occupancy Over Last 12 Months:	98%
Number of Units: 104			
Number of One Bedrooms:	26	Number of Two Bedrooms:	53
Number of Three Bedrooms:	25	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 appears to be in overall good condition based on a review of the photos submitted for review.

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	1	Family violence - 1	
Disturbance			
Other			
			YES NO N/A

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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: El Paso Police Department call logs for the January 2023 – March 2023 timeframe indicated there were 6 calls. Two of the calls are noted in the chart above. This was a slight decrease from last year's report.

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 last risk assessment was conducted in February 2023.

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	
➤ (Describe)			
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

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		
2) Is the maintenance shop clean and organized?	X		
3) Does the maintenance area have properly documented MSDS material and chemicals labeled	X		

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properly?			
4) How often are Pest Control services provided? ➢ Pest control services are provided semi-monthly.			
5) What is the policy for following up on completed service requests? ➢ At random, management follows up on completed service requests.			
6) What is the property's after-hours emergency policy? ➢ Rotating on-call maintenance staff is responsible for answering after-hour emergency calls.			
7) What capital improvements have been scheduled or completed for this budget year? ➢ No capital improvements have been scheduled or complete this budget year.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
8) Unit Interior and Appliance upgrades ➢ Cabinet, floors, and blinds were replaced when needed.			
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:	37		
Number of requests open from prior periods:	0		
Number of service requests completed:	36		
Number of service requests completed within 24 hours:	25		
Number of outstanding service requests:	1		
12) On average, how many days does it take to complete a work order? ➢ On average, it takes 1.5 days to complete work orders.			
COMMENTS:			

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; "Other"	\$0	14	11
TOTAL	\$0	14	11
The rental activity reflected in the above table was for the month of: 5/1/22 – 5/22/22			
	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: Management confirmed "Other" is used on the marketing report because their applicants all come from a wait list.			

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: 99%
3) What percentage of move-outs in the last 12 months were due to eviction for non-payment of rent or "skip"?			9%
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		

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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 of an average of \$25 was implemented in August 2022.			
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:	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
N/A	No vacant units.

Down Units Walked (units vacant and unready for extended period and all down units)

Unit #	Brief Description	YES	NO	N/A
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: Semi-annually			
7)	How often are vacant units inspected? ➢ Vacant units are inspected: At the time of move-in and move-out			
8)	How many vacant units are in progress of being made ready? ➢ There were no vacant units at the time of this report.			
9)	What is the company policy on the number of days to turn vacant units? ➢ Per company policy, units should be turned withing 3-5 business days.			

COMMENTS:

BUDGET MANAGEMENT	YES	NO	N/A
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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	

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3) Explain YTD variances of 10% or 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	\$7,238	\$9,964	\$2,725	27.3%	Seminars/Staff Trainings and Real Page Product Services
Maintenance Expenses	\$2,364	\$2,700	\$335	12.4%	Appliances and Doors/Locks/Keys
Service Expenses	\$11,758	\$9,938	(\$1,820)	(18%)	Plumbing Contracts
Turnover Expenses	\$1,123	\$1,405	\$282	20%	Materials - Repairs
Repairs/Replacements Under \$5k	\$15,883	\$28,950	\$13,066	45.1%	Refrigerators, Stoves, Dishwashers, Countertops/Sinks/Resurfacing

COMMENTS:

REVENUE

FOR THE MONTH ENDING: April 2023		YEAR TO DATE AS OF: April 2023	
Gross Potential	\$94,381	Gross Potential	\$377,524
Budgeted Rental Income	\$94,381	Budgeted Rental Income	\$377,524
Actual Rental Income Collected	\$94,381	Actual Rental Income Collected	\$377,524
Variance + (-)	\$0	Variance + (-)	\$0
Other Revenue	\$285	Other Revenue	\$1,146
Total Budgeted	\$94,281	Total Budgeted	\$377,682
Total Collected	\$94,485	Total Collected	\$378,285
Variance + (-)	\$203	Variance + (-)	\$602

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: This section was completed using the Ages Payables Reports dated 4/30/2023.	0-30 Days:		\$2,899
	30-60 Days:		\$0
	60 Days and Over:		\$270
	TOTAL		\$3,169

DELINQUENCIES

	YES	NO	N/A
1) Is the delinquency report up to date?	X		
2) What is the rent collection policy?			
➤ Late fees are assessed on the 5 th day of the month followed by a daily fee until rent is paid in full.			
3) When is legal action taken against delinquent accounts?			
➤ Legal action is taken against delinquent accounts after 30-day notices are issued.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?		X	
COMMENTS: This section was completed using the Delinquent and Prepaid Report dated 5/23/2023.	0-30 Days:		\$805
	30-60 Days:		\$1,266
	60 Days and Over:		(\$741)
	TOTAL		\$1,330

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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		
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) 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. ➤ Site staff attends Grace Hill trainings.			
COMMENTS: A maintenance team member was hired in May 2023.			

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 amount over \$500 requires owner approval.			
COMMENTS:			

SUMMARY OF OBSERVATIONS AND FINDINGS
No Observations and no Findings.

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