

Texas State Affordable Housing Corporation

Las Palmas Villa Apartments
2211 Del Rio Blvd., Eagle Pass, Texas 78852
Owner: Apartments of Las Palmas, LLC **Date Built: 1972**
Management Company: United Apartments Group **Property Manager: Joe Sanchez**
Inspection Date & Time: April 27, 2023 at 8:30 AM **Inspector's Name: Celina Mizcles Stubbs**

Occupancy at Time of Report:	95.3%	Average Occupancy Over Last 12 Months:	95.8%
Number of Units: 64			
Number of One Bedrooms:	N/A	Number of Two Bedrooms:	32
Number of Three Bedrooms:	32	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: Based on the property photos that were submitted for review, the property is in great condition. The property-wide rehabilitation was completed in 2022, and items that were scheduled to be completed post-rehabilitation were completed in the last 12 months (i.e., maintenance storage was reorganized, and smoke alarm was installed, and the carports were repaired).

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		
Criminal Mischief		
Personal Assault		
Drug Related Activity		
Gun Related Activity		
Domestic Violence		
Disturbance		
Other	3	Loud party – 1, Unwanted person – 1, Suspicious person – 1

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	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		
COMMENTS: Based on the Eagle Pass Police Department call log from February - April 2023, there hasn't been a significant change in criminal activity at the property. The call logs noted there were 6 calls received during that period, three of them are noted in the chart above. Management confirmed 8 surveillance cameras were installed. One of the cameras is inoperable but is scheduled to be serviced. Site and upper management have access to camera footage and review it when incidents are brought to their attention. Management utilizes the property's house rules and lease contract to address criminal activity.			

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 Regional Manager conducts risk assessment inspection quarterly.			

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: There are 2 playgrounds	X		
➤ Community Room	X		
➤ BBQ/Picnic Area	X		
➤ Laundry Facility	X		
➤ Business Center	X		
➤ Pool			X
➤ Other: Community garden and basketball court	X		
COMMENTS: Management confirmed the community garden is open and available to the tenants. In addition, the basketball court was restriped.			

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:			

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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? ➢ Services are provided monthly, and the provider rotates the type of service (one month exterior/one month all unit interiors).			
5) What is the policy for following up on completed service requests? ➢ Tenant and site management utilize the resident portal to management and follow-up on work orders. Management will follow up on pending work orders to ensure tenants are aware of the reason for the delay.			
6) What is the property's after-hours emergency policy? ➢ The answering service system accepts all calls, and forwards emergency calls to the on-call staff member (management or maintenance staff).			
7) What capital improvements have been scheduled or completed for this budget year? ➢ Management confirmed there are no large capital improvements scheduled or completed for the budget year.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
8) Unit Interior and Appliance upgrades ➢ None.			
9) Building Exterior and Curb Appeal repairs ➢ None.			
10) Amenity upgrades ➢ All carports were repaired.			
11) Other repairs or replacements ➢ None.			
Number of service requests received:	22		
Number of requests open from prior periods:	5		
Number of service requests completed:	0		
Number of service requests completed within 24 hours:	14		
Number of outstanding service requests:	13		
12) On average, how many days does it take to complete a work order? ➢			
COMMENTS: The Work Order Status Report was submitted for a 2-month timeframe (3/1/23 – 4/20/23). Management confirmed none of the pending work orders are emergency related.			

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: Apt247.com (\$469) and Property website (\$129)	\$598		
Other Source			
TOTAL	\$598	See comment	See comment
The rental activity reflected in the above table was for the month of: See comment			
	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 did not submit a marketing report for this review; therefore, the reviewer was unable to determine the best marketing source that generates prospects that converted to leases. While the property maintains a high occupancy rate, it is imperative for management to maintain this information. This will be reviewed during next year's review.			

LEASE RENEWAL	YES	NO	N/A
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1) Does it appear that an effective lease renewal program is in place? If no, please comment below.			
2) What percentage of residents renewed last month, past 6 months, and past 12 months?	Current: N/A	6 months: N/A	12 months: 95.3%
3) What percentage of move-outs in the last 12 months were due to eviction for non-payment of rent or "skip"?	33%		
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 was in August 1, 2023 from \$133 for the 2-bedroom and \$247 for the 3-bedroom.			
9) How many households are currently on month-to-month leases? ➢ The property uses the HUD model lease therefore lease terms turn into month-to-month lease after the initial 12-month term.			
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:			1
2) Number of completed made ready units at time of activity report:			1
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:			1
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		
2B	Occupied, 3-bedroom		
3B	Vacant, 3-bedroom (507 days) Made-ready however the unit has a flooring issue. See comment		
5E	Occupied, 2-bedroom		
4B	Occupied, 3-bedroom		
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 – see comment		
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? ➢ N/A			

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9) What is the company policy on the number of days to turn vacant units? ➤ Management is required to turn units within 3-5 business days.	
COMMENTS: Unit 3B has been vacant for what appears to be 507 days. However, this unit was utilized as the temporary management office for over a year. Management staff moved out of the unit in early 2023, and the unit made-ready for occupancy. The unit was vacant for longer than usual because management had difficulty finding new flooring for the unit. As of the date of the report, the unit is pre-leased according to site management.	

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 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
Operating and Maintenance Expenses	\$451	\$2,500	\$2,048	81.9%	HVAC – repairs/Supplies, Interior Repairs/Supplies, and Water Softener/Chemicals
Capital Expenses	\$35,930	\$6,964	(\$28,966)	(\$145)	Parking Lot

COMMENTS: Management is working with the contractor to replaced 3-4 refrigerators that require replacement and are not budgeted. Management also discloses the capital expense variance is due to the carport expense being mis-itemized under parking lot. Management disclosed they will revise the budget.

REVENUE			
FOR THE MONTH ENDING: February 2023		YEAR TO DATE AS OF: February 2023	
Gross Potential	\$71,680	Gross Potential	\$143,360
Budgeted Rental Income	\$70,360	Budgeted Rental Income	\$140,720
Actual Rental Income Collected	\$68,304	Actual Rental Income Collected	\$139,314
Variance + (-)	(\$2,056)	Variance + (-)	(\$1,406)
Other Revenue	\$456	Other Revenue	\$1,158
Total Budgeted	\$71,595	Total Budgeted	\$142,290
Total Collected	\$68,760	Total Collected	\$140,472
Variance + (-)	(\$2,834)	Variance + (-)	(\$1,817)

COMMENTS: The var

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 2/28/23 was used to complete this report.	0-30 Days:		\$315
	30-60 Days:		\$150
	60 Days and Over:		(\$362)
	TOTAL		\$103

DELINQUENCIES	YES	NO	N/A
1) Is the delinquency report up to date?	X		
2) What is the rent collection policy? ➤ Rent is late on the 6 th day of the month. A \$5 late fee is assessed followed by a daily \$1 fee not to exceed \$30 total.			
3) When is legal action taken against delinquent accounts? ➤ Legal action is taken between the 16 th – 20 th of each month.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?	X		

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COMMENTS: The Delinquency and Prepaid Report dated 4/25/23 was used to complete this report. According to management, the balance is due to pending housing payments.	0-30 Days:		\$2,226
	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$2,226

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 the 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. ➤ Staff attended Grace Hill, SWAHA and LMS training in the last 12 months.			

COMMENTS:

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? ➤ Amounts over \$1,000 require the owner's approval.			

COMMENTS:

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

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Unit 3B

