

# Texas State Affordable Housing Corporation

## River Park Apartments

1309 Central Expressway, Lampasas, Texas 76550

**Owner:** RHAC- River Park, LLC

**Date Built:** 1983

**Management Company:** J. Allen Management Co.

**Property Manager:** Jeff Burton

**Inspection Date & Time:** March 21, 2023, at 9:30 a.m.

**Inspector's Name:** Mercedes Dunmore

<b>Occupancy at Time of Report:</b>	100%	<b>Average Occupancy Over Last 12 Months:</b>	99%
<b>Number of Units: 50</b>			
<b>Number of One Bedrooms:</b>	N/A	<b>Number of Two Bedrooms:</b>	30
<b>Number of Three Bedrooms:</b>	20	<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 – see comment		
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 - see comment	
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:** On the day of the site visit, the overall condition of the property is good. However, the reviewer noted a few landscaping issues and exterior building damages caused by server weather. Several areas throughout the property had protruding tree stumps due to recently cut down trees. Management confirmed the trees were cut down this year due to extensive damage caused by an ice storm in 2021 to prevent potential damage to the property. The grass throughout the property is depleted. Management hopes the removal of the trees will help the return of grass growth throughout the property. TSAHC will monitor the landscape during the next review. The fascia boards and window screens have been damaged due to a hailstorm in February 2023. Management stated new window screens and paint has been ordered and repairs will be made as soon all materials are delivered to the property. TSAHC will review this during next year's review.

**Observations:**

- The gutters on buildings five and seven are full of leaves and needs cleaning. TSAHC recommends gutters be monitored and cleaned regularly. See photos located at the end of this report for photo evidence of the gutters.
- The stairs and landings throughout the buildings have dirt build up. TSAHC recommends pressure washing to improve the overall presence of the property's curb appeal.
- The large tree in between buildings two and three are hanging over and touching the electrical poles and wires. TSAHC recommends having this tree trimmed to prevent any damage and/or electrical issues to the property. See photo located at the end of this report for evidence of this observation.
- The landscaping stones located around the stairs are not properly placed and may lead to potential tripping hazards. See photo at the end of this report for evidence of this hazard.

# Texas State Affordable Housing Corporation

77SECURITY 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	1	Suspicious Person	
		<b>YES</b>	<b>NO</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> Based on the police log dated 12/1/2022 through 2/28/2023, there has been five calls. One of the calls is noted in the chart above. Management has done an excellent job of working with the local police department to minimize the crime at the property.			

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		
<b>COMMENTS:</b> Risk assessments are conducted once a month. 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 (describe)			
<b>COMMENTS:</b>			

# Texas State Affordable Housing Corporation

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> Management states they do not have a key code list. Instead, it is memorized by the staff.			
<b>Observation:</b>			
<ul style="list-style-type: none"> <li>TSAHC recommends implementing a physical or digital key code list in case of emergency where property staff isn't available and regional management or other owner representative needs to gain access to a unit.</li> </ul>			

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. Each building receives service at least once quarterly.			
5) What is the policy for following up on completed service requests?			
➢ Management will follow up with the tenant by telephone call or home visit to ensure completion of the service request.			
6) What is the property's after-hours emergency policy?			
➢ After hours calls are automatically routed to maintenance or management staff.			
7) What capital improvements have been scheduled or completed for this budget year?			
➢ Per management, this year two water heaters have been replaced. Management is also preparing to install a new front loader washer and dryer in or around May 2023.			
<b>Detail of Ongoing Repairs and Replacements Completed in Last Budget Year</b>			
8) Unit Interior and Appliance upgrades			
➢ Appliances, lighting, cabinets, and flooring were replaced as needed.			
9) Building Exterior and Curb Appeal repairs			
➢ In November 2022, trees throughout the property were removed due to extensive damage from the 2021 winter storm.			
10) Amenity upgrades			
➢ N/A			
11) Other repairs or replacements			
➢ N/A			
Number of service requests received:			13
Number of requests open from prior periods:			0
Number of service requests completed:			13
Number of service requests completed within 24 hours:			13
Number of outstanding service requests:			0
12) On average, how many days does it take to complete a work order?			
➢ Work orders are completed within one day.			
<b>COMMENTS:</b> This chart above was completed by using the Maintenance Summary Report dated 2/21/2023 through 3/21/2023. The maintenance staff has done a great job of addressing resident's maintenance concerns 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 (Affirmative Fair Housing mailer, local churches, homeless shelters)	\$0	4	4

# Texas State Affordable Housing Corporation

<b>TOTAL</b>			
<b>The rental activity reflected in the above table was for the month of: 02/21/2023 through 03/21/2023</b>			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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> Per management, due to the extended waitlist period, there is currently no advertising sources. However, management is required to send monthly Affirmative Fair Housing Letters. The letters are sent to local homeless shelters, churches, and YMCA. This section of the report was completed using the Primary Advertising Source Evaluation report.			

<b>LEASE RENEWAL</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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: 88%
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 of \$24 was implemented on March 1, 2022. See comment.			
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> Per management, the Utility Allowance increase resulted in a rent adjustment/rent decrease for households on March 1, 2023. Rents were decreased by \$37 for two-bedroom units and \$45 dollars for three-bedroom units.			

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	There were no vacant units at the time of review.		
Down Units Walked (units vacant and unready for extended period and all down units)			
Unit #	Brief Description		
N/A			
		<b>YES</b>	<b>NO</b>
1)	Does the Unit Availability Report match the make ready board?		X

# Texas State Affordable Housing Corporation

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. Management mentioned they conduct a visual inspection of units when work orders are being completed.			
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 currently no vacant units.			
9) What is the company policy on the number of days to turn vacant units? ➤ The company policy is to turn units within 5 – 7 days.			
<b>COMMENTS:</b>			

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.							
<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		
Salaries & Benefits Expenses	\$5,389	\$6,181	\$792	12.81%	Workman's Comp and Salaries Maintenance		
Administrative Expenses	\$781	\$1,265	\$484	38.23%	Employee Reimbursement, Real Page Solution, Postage/Shipping, and Telephone/Internet/Cable		
Maintenance Expenses	\$2,307	\$350	(\$1,957)	(559%)	Electrical/Light, Plumbing, Doors/Locks/Keys, and		
Service Expenses	\$2,106	\$1,635	(\$471)	(28.79%)	Alarm Services and Fire Alarms/Extinguishers		
Turnover Expenses	\$200	\$0	(\$200)	(100%)	Cleaning Materials and Repairs Materials		
Repairs/Replacements (Under \$5k)	\$985	\$4,021	3,036	75.50%	Vinyl, Water Heaters, and Other		
Capital Renovations (Over \$5k)	\$0	\$15,000	\$15,000	100%	REAC Expenses		
<b>COMMENTS:</b> Per management, the large variance for electrical and lighting is due to the replacing of the light fixtures and ceiling fans. Management stated the REAC expense line item in the Capital Renovations Over \$5K budget was implemented by ownership to be proactive in preparing for the sale of the property.							

REVENUE			
FOR THE MONTH ENDING: January 2023		YEAR TO DATE AS OF: January 2023	
Gross Potential	\$34,180	Gross Potential	\$34,180
Budgeted Rental Income	\$34,180	Budgeted Rental Income	\$34,180
Actual Rental Income Collected	\$34,106	Actual Rental Income Collected	\$34,106
Variance + (-)	(\$74)	Variance + (-)	(\$74)
Other Revenue	(\$58)	Other Revenue	(\$58)
Total Budgeted	\$34,048	Total Budgeted	\$34,048
Total Collected	\$34,422	Total Collected	\$34,422
Variance + (-)	(\$374)	Variance + (-)	(\$374)
<b>COMMENTS:</b>			

# Texas State Affordable Housing Corporation

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 was completed using the Vendor Aging Report dated 3/21/2023.	0-30 Days:		\$0
	30-60 Days:		(\$608)
	60 Days and Over:		(\$1377)
	TOTAL		(\$1985)

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 1 <sup>st</sup> of the month and late on the 6 <sup>th</sup> day. On the 6 <sup>th</sup> day a \$1 late charge is billed each day until the account balance is paid.			
3) When is legal action taken against delinquent accounts?			
➤ Evictions are filed on the 19 <sup>th</sup> of the month.			
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 was completed using the Delinquent and Prepaid report dated 3/21/2023.	0-30 Days:		\$285
	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$285

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.			
➤ The staff has taken Grace Hill courses for; Fair Housing, Sexual Harassment, Conflict Resolution, and Tax Credit Trainings.			
<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) 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?			
➤ Owner approval is required for any purchases over \$1,000.			

# Texas State Affordable Housing Corporation

## COMMENTS:

### SUMMARY OF OBSERVATIONS AND FINDINGS

#### Observations:

- The gutters on buildings five and seven are full of leaves and needs cleaning. TSAHC recommends gutters be monitored and cleaned regularly. See photos located at the end of this report for photo evidence of the gutters.
- The stairs and landings throughout the buildings have dirt build up. TSAHC recommends pressure washing to improve the overall presence of the property's curb appeal.
- The large tree in between buildings two and three are hanging over and touching the electrical poles and wires. TSAHC recommends having this tree trimmed to prevent any damage and/or electrical issues to the property. See photo located at the end of this report for evidence of this observation.
- The landscaping stones located around the stairs are not properly placed and may lead to potential tripping hazards. See photo at the end of this report for evidence of this hazard.
- TSAHC recommends implementing a physical or digital key code list in case of emergency where property staff isn't available and regional management or other owner representative needs to gain access to a unit.

#### No Findings.





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\*gutter observations\*



\*gutter observations\*





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\*gutter observations\*



\*tree and wires observations\*



# Texas State Affordable Housing Corporation

\*landscaping stones observations\*

