

Texas State Affordable Housing Corporation

‘Riverstation Apartments 220 Stoneport Dr., Dallas, Texas 75217

Owner: Dallas Leased Housing Assoc XI, LLP

Date Built: 2002

Management Company: Dominionium

Property Manager: Elizabeth Molina

Inspection Date & Time: August 4, 2023 at 9:00 am

Inspector’s Name: Celina Mizcles Stubbs

Occupancy at Time of Report:	91.5%	Average Occupancy Over Last 12 Months:	87.1%
Number of Units: 236			
Number of One Bedrooms:	N/A	Number of Two Bedrooms:	132
Number of Three Bedrooms:	84	Number of Four Bedrooms:	20

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 management provided to TSAHC, the property is in good condition overall. The building, grounds, and amenities were clean and free of debris.

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	2		
Criminal Mischief	1		
Personal Assault	5		
Drug Related Activity			
Gun Related Activity	2	Discharge Firearm - 2	
Domestic Violence			
Disturbance			
Other	3	Terroristic Threat - 3	
		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: During the periods of April – June 2023, the Dallas Police Department logged 16 calls. Thirteen (13) of the calls are documented on the chart above. Management continues to participate in the Progressive Development Resource program which provides 2 security officers to provide security patrol from 11pm - 3am daily. The officers communicate issues, if any, with management staff. Site management also monitors the property's security surveillance cameras and issues lease violations when needed. Management is encouraged to maintain its efforts in deterring criminal activity 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		

COMMENTS: Risk assessments are conducted monthly; the last assessment is dated July 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		
➤ Pool	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 – Open Fields	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: The property utilizes key fobs throughout the property.

MAINTENANCE PROGRAM	YES	NO	N/A
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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 weekly, on Tuesday, as well as any special unit request.			
5) What is the policy for following up on completed service requests? ➢ Leasing staff is required to pull a work order report to conduct tenant call back to ensure completion.			
6) What is the property's after-hours emergency policy? ➢ The office's main number rolls over after-hours and contacts the on-call maintenance staff. If the call is not answered, the property manager get the call followed by regional staff. answered.			
7) What capital improvements have been scheduled or completed for this budget year? ➢ Management confirmed they completed a few pool repairs and ordered window screens for the property (currently being replaced). The property's entry access gate is scheduled for repairs this budget year.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
8) Unit Interior and Appliance upgrades ➢ There were no upgrades, however unit interiors and/or appliances were replaced if needed.			
9) Building Exterior and Curb Appeal repairs ➢ There were no building exterior or curb appeal repairs.			
10) Amenity upgrades ➢ None.			
11) Other repairs or replacements ➢ N/A			
Number of service requests received:	148		
Number of requests open from prior periods:	0		
Number of service requests completed:	See comment		
Number of service requests completed within 24 hours:	See comment		
Number of outstanding service requests:	See comment		
12) On average, how many days does it take to complete a work order? ➢ See comment			
<p>COMMENTS: The work order report provided dated 6/13/2023 – 7/13/2023 listed 270 work orders; however, 122 of them were for unit inspection leaving 148 true tenant requested work orders. The report did not provide completion or close out dates, so the reviewer was unable to determine the amount of time it takes maintenance to complete work orders.</p> <p>Observation:</p> <ul style="list-style-type: none"> • Service requests are not being closed in the software system. Resident retention/satisfaction is often strongly related to the maintenance program. Diligent use of the software system and accuracy of the information entered is strongly recommended and will be monitored during next year's annual review. 			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$920	62	1
Resident Referral (Current/Prior)	\$0		
Locator Service	\$0		
Printed/Internet Advertising	\$15,178	67	14
Other Source	\$0	1	
TOTAL	\$16,098	130	15
The rental activity reflected in the above table was for the month of: 7/14/2023 – 8/14/2023			
	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:			

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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:	6 months:	12 months: See Observation
3)	What percentage of move-outs in the last 12 months were due to eviction for non-payment of rent or "skip"?	see observation		
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, Onsite, or Owner/Agent created software?	X		
8)	When was the last rent increase implemented? What was the average rent increase? <ul style="list-style-type: none"> ➢ Rent increases are based on HUD income limits (posted in May 2023) and implemented at the time of renewal. The increase for 2 bedrooms was \$77, for 3 bedrooms was \$859, and for 4 bedrooms was \$99. 			
9)	How many households are currently on month-to-month leases? <ul style="list-style-type: none"> ➢ There are currently 20 units on a month-to-month lease while they wait for the housing voucher payment contracts to be approved. 			
10)	What is the charge for month-to-month leases? <ul style="list-style-type: none"> ➢ Tenants are not being charged a month-to-month fee. 			
<p>COMMENTS: The reviewer was unable to complete the percentage of residents that renewed last month, the past 6 months, and the past 12 months. According to management, there were instances where the lease renewal date did not sync with previous lease end dates making it more difficult to determine.</p> <p>Observation:</p> <ul style="list-style-type: none"> • Management is strongly encouraged to maintain both the number of residents who renew and the reasons for move out. This information to accurately report resident retention. Management is advised that TSAHC will be requesting this information annually moving forward. 				

VACANT/MAKE READY UNITS				
1)	Number of vacant units at time of activity report:			16
2)	Number of completed made ready units at time of activity report:			5
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:			2
5)	Number of completed three-bedroom units at time of activity report:			2
6)	Number of completed four-bedroom units at time of activity report:			1
7)	Number of uncompleted made ready units at time of activity report:			11
8)	Number of uncompleted one-bedroom units at time of activity report:			0
9)	Number of uncompleted two-bedroom units at time of activity report:			7
10)	Number of uncompleted four-bedroom units at time of activity report:			3
11)				1
Units Walked				
Unit #	Brief Description			
2102	(2x2) Vacant, Made-ready			
3306	(1x1) Vacant, Made-ready			
11306	(2x2) Vacant, Made-ready			
11307	(2x2) Vacant, Made-ready			
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		

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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: Weekly, and daily if needed.			
8) How many vacant units are in progress of being made ready? ➢ There are currently about 20 units in the process of being made-ready.			
9) What is the company policy on the number of days to turn vacant units? ➢ Units should be turned in within 5 business days, per company policy.			
COMMENTS:			

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% or greater in the chart 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	\$34,468	\$82,000	\$47,531	-72.8%	Mandatory Resident Services, Furniture & Equip "Rental and Maintenance, and Credit Reports/Background Checks
Turnover Expenses	\$29,519	\$42,539	\$13,019	63.8%	Contract Carpet Cleaning and Contract Painting

COMMENTS: Management disclosed there was a major underground water leak that negatively affected the budget. The leak has been repaired.

REVENUE					
FOR THE MONTH ENDING: July 2023			YEAR TO DATE AS OF: July 2023		
Gross Potential		\$304,576	Gross Potential		\$2,132,032
Budgeted Rental Income		\$289,347	Budgeted Rental Income		\$2,025,429
Actual Rental Income Collected		\$281,109	Actual Rental Income Collected		\$1,937,531
Variance + (-)		-\$8,238	Variance + (-)		-\$87,897
Other Revenue		\$9,870	Other Revenue		\$64,860
Total Budgeted		\$293,673	Total Budgeted		\$2,055,715
Total Collected		\$290,979	Total Collected		\$2,002,392
Variance + (-)		-\$2,694	Variance + (-)		-\$53,323

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: The Payable Aging Report dated July 2023 was used to complete the section.	0-30 Days:		\$36,725
	30-60 Days:		-\$71
	60 Days and Over:		\$2,740
	TOTAL		\$39,394

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DELINQUENCIES	YES	NO	N/A
1) Is the delinquency report up to date?	X		
2) What is the rent collection policy? ➤ Rent is considered late on the 4 th of the month. On the 5 th , the manager will ensure delinquent notices are posted.			
3) When is legal action taken against delinquent accounts? ➤ Legal actions are taking as soon as required tenant notifications have been posted and adhered to.			
4) Does the property currently have any resident(s) under eviction?	X		
5) Does Housing have any outstanding balances?	X		
COMMENTS: The Affordable Aging Detail report dated 7/25/2023 was used to complete the section. However, management provided updated delinquency details as of 9/20/2023 totaling \$79,094 which consist of 9 grated evictions in the amount of \$44,129, 2 dismissals in the amount of \$14,772, 1 balance paid in the amount of \$2,679 and 1 in-progress with attorney in the amount of \$17,514.	0-30 Days:		\$45,647
	30-60 Days:		\$38,166
	60 Days and Over:		\$65,258
	TOTAL		\$149,071

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:		1	
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 is required to complete in-house Dominion University training, as assigned.			
COMMENTS: The property currently has two full-time positions open, Leasing Agent and Maintenance Supervisor.			

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 the owner's approval.			
COMMENTS:			

SUMMARY OF OBSERVATIONS AND FINDINGS
<p>Observations:</p> <ul style="list-style-type: none"> • Service requests are not being closed in the software system. Resident retention/satisfaction is often strongly related to the maintenance program. Diligent use of the software system and accuracy of the information entered is strongly recommended and will be monitored during next year's annual review. • Management is strongly encouraged to maintain both the number of residents who renew and the reasons for move out. This information to accurately report resident retention. Management is advised that TSAHC will be requesting this information annually moving forward. <p>No Findings.</p>

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Unit 2101

