

Texas State Affordable Housing Corporation

Sierra Vista Apartments

10501 Montwood, El Paso, Texas 79935

Owner: RHAC – Sierra Vista, LLC

Date Built: 1983

Management Company: J. Allen Management

Property Manager: Juana Pineda

Inspection Date & Time: May 19, 2023 at 9:00 a.m.

Inspector's Name: Celina Mizcles Stubbs

Occupancy at Time of Report:	100%	Average Occupancy Over Last 12 Months:	95%
Number of Units: 106			
Number of One Bedrooms:	N/A	Number of Two Bedrooms:	66
Number of Three Bedrooms:	40	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 – see comments		
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 a review of the property photos submitted, the property is in good condition. The property monument sign appears to be fading and should be monitored by management.

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		

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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: According to management, the call logs were requested from the EL Paso Police Department however never received. Therefore, the reviewer was unable to complete this section of the report. Based on the last two reviews, the property has had minimal 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 last risk assessment was conducted in the summer of 2022.			

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		

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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? ➢ Management provides pest control twice a month.			
5) What is the policy for following up on completed service requests? ➢ Management staff contacts the tenant after work orders are complete.			
6) What is the property's after-hours emergency policy? ➢ After-hour calls are answered by on-call maintenance staff.			
7) What capital improvements have been scheduled or completed for this budget year? ➢ There were no capital improvements scheduled or completed this budget year.			

Detail of Ongoing Repairs and Replacements Completed in Last Budget Year

8) Unit Interior and Appliance upgrades ➢ Appliance upgrades were completed as needed.			
9) Building Exterior and Curb Appeal repairs ➢ Repairs to all exterior storage were completed during the last budget year.			
10) Amenity upgrades ➢ N/A			
11) Other repairs or replacements ➢ N/A			
Number of service requests received:	8		
Number of requests open from prior periods:	0		
Number of service requests completed:	7		
Number of service requests completed within 24 hours:	7		
Number of outstanding service requests:	1		
12) On average, how many days does it take to complete a work order? ➢ On average, it takes a day and a half 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	2	2
TOTAL	\$0	2	2

The rental activity reflected in the above table was for the month of: 4/1/2023 – 5/1/2023

	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:

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: 83.9%
3) What percentage of move-outs in the last 12 months were due to eviction for non-payment of rent or "skip"?			29%
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		

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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 effective March 1, 2023.			
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
103	(3x1) Occupied - unit is in good condition

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: 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			
9) What is the company policy on the number of days to turn vacant units? ➢ Per policy, units should be turned within 3-5 business days.			

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	
3) Explain YTD variances of 10% of greater in the charet below.				

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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
Salaries & Benefits	\$62,221	\$55,943	(\$8,277)	(14%)	Overtime
Leasing Expenses	\$22	\$0	(\$22)	(100%)	Promotions & Entertainment
Maintenance Expenses	\$10,254	\$4,837	(\$5,417)	(112%)	Cleaning Supplies, Electrical/Lights and Appliances
Turnover Expenses	2,251	\$1,660	(\$591)	(35%)	Materials – Repairs
Repairs/Replacement Under \$5k	\$10,374	\$16,729	\$6,354	37%	Tubs and Other

COMMENTS:

REVENUE

FOR THE MONTH ENDING: April 2023		YEAR TO DATE AS OF: April 2023	
Gross Potential	\$75,977	Gross Potential	\$300,931
Budgeted Rental Income	\$75,977	Budgeted Rental Income	\$300,931
Actual Rental Income Collected	\$78,711	Actual Rental Income Collected	\$308,634
Variance + (-)	\$2,733	Variance + (-)	\$7,702
Other Revenue	\$485	Other Revenue	\$2,855
Total Budgeted	\$76,505	Total Budgeted	\$300,761
Total Collected	\$78,349	Total Collected	\$308,939
Variance + (-)	\$1,844	Variance + (-)	\$9,177

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: Aged Payable Reports as of 4/30/2023.	0-30 Days:		\$4,018
	30-60 Days:		(\$23)
	60 Days and Over:		(\$142)
	TOTAL		\$3,853

DELINQUENCIES

	YES	NO	N/A
1) Is the delinquency report up to date?			
2) What is the rent collection policy?			
➤ Rent is due on the 1 st day of the month and considered late on the 6 th . Late fees are assessed on the 5 th followed by daily fees until paid in full.			
3) When is legal action taken against delinquent accounts?			
➤ Legal action is taken on the 11 th of the month.			
4) Does the property currently have any resident(s) under eviction?		X	
5) Does Housing have any outstanding balances?	X		
COMMENTS: The Delinquent and Prepaid report as of 5/15/2023 was utilized to complete the section. According to management, the report did not reflect all rent payments received. The reviewer was informed the the property's site manager has recently resigned and the report had not been updated.	0-30 Days:		\$10,574
	30-60 Days:		(\$405)
	60 Days and Over:		(\$1,724)
	TOTAL		\$8,445

RETURNED CHECKS

	YES	NO	N/A
1) Total number of returned checks in the past 3 months:		0	

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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 – see comment		
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 take Grace Hill trainings.			

COMMENTS: As of the date of this report, the site is actively seeking a property manager and an assistant manager.

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 amount over the budget.			

COMMENTS:

SUMMARY OF OBSERVATIONS AND FINDINGS
No Observations and No Findings.

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