

# Texas State Affordable Housing Corporation

## Ventura at Tradewinds Apartments 1181 Tradewinds Blvd., Midland, Texas 79706

**Owner: Midland Leased Housing Development, LLC**

**Date Built: 2021**

**Management Company: Dominionium**

**Property Manager: Janie Arrieta**

**Inspection Date & Time: August 24, 2023 at 9:00 am**

**Inspector's Name: Celina Mizcles Stubbs**

<b>Occupancy at Time of Report:</b>	90.8%	<b>Average Occupancy Over Last 12 Months:</b>	89.3%
<b>Number of Units: 204</b>			
<b>Number of One Bedrooms:</b>	36	<b>Number of Two Bedrooms:</b>	84
<b>Number of Three Bedrooms:</b>	84	<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		
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 is in overall good condition.

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	2	Burglary of vehicle – 1, Burglary of Habitation - 1	
Theft	2		
Criminal Mischief	1		
Personal Assault	5		
Drug Related Activity			
Gun Related Activity			
Domestic Violence			
Disturbance			
Other			
		<b>YES</b>	<b>NO</b>
		<b>N/A</b>	

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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:** Based on the data listed on CrimeMapping.com from May 2023 – July 2023, there appeared to be 15 incidents reporting on the 1700 – 1800 block of Tradewinds. Ten (10) of them are listed in the chart above. Management staff continues to monitor the security surveillance cameras.

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 August 2023 by regional maintenance personnel.

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		
➤ Community 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: Fitness room, yoga room, a playroom, and a newly installed dog park area.	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? ➤ Services are provided twice a month. Management stated all units are serviced at least once annually.			
5) What is the policy for following up on completed service requests? ➤ Management's software system auto-populates a completed work order report that site staff is required to follow up on.			
6) What is the property's after-hours emergency policy? ➤ The answering service will contract the on-call staff when emergencies calls are received.			
7) What capital improvements have been scheduled or completed for this budget year? ➤ There were no capital improvements scheduled or completed during the current budget year.			
<b>Detail of Ongoing Repairs and Replacements Completed in Last Budget Year</b>			
8) Unit Interior and Appliance upgrades ➤ No upgrades were completed.			
9) Building Exterior and Curb Appeal repairs ➤ No exterior or curb repairs were completed.			
10) Amenity upgrades ➤ No upgrades were completed.			
11) Other repairs or replacements ➤ N/A			
Number of service requests received:	25		
Number of requests open from prior periods:	0		
Number of service requests completed:	25		
Number of service requests completed within 24 hours:	Unknown		
Number of outstanding service requests:	0		
12) On average, how many days does it take to complete a work order? ➤ ON average it took 18 days to close work orders. See comments.			
<b>COMMENTS:</b> According to the Work Order Cost Analysis report dated 7/23/23, there were a total of 25 work orders created that took an average of 18 days to complete.			
<b>Observation:</b>			
<ul style="list-style-type: none"> <li>• <b>According to the Work Order Cost Analysis report, it took an average of 18 days to turn 25 work orders. The report did not provide details for the 25 work orders however it appears service requests are still not being opened or closed daily in the software system. Resident retention/satisfaction is often strongly related to the maintenance program. TSAHC strongly recommends staff begin to appropriately utilize the software system and ensure work orders are opened and closed properly moving forward.</b></li> </ul>			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$0	6	1
Resident Referral (Current/Prior)			
Locator Service			
Printed/Internet Advertising: Zumper \$450/month, Zillow \$625/month, Weblister \$60/month, RentPath \$962/month and Apartments LLC \$2,024/month.	\$4,121	313	5
Other Source			
<b>TOTAL</b>	<b>\$4,121 per month</b>	<b>313</b>	<b>6</b>
<b>The rental activity reflected in the above table was for the month of: July 1, 2023 – August 1, 2023</b>			
	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		
<b>COMMENTS:</b>			

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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: N/A	6 months: N/A	12 months: 83%
3) What percentage of move-outs in the last 12 months were due to eviction for non-payment of rent or "skip"?			19.3%
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? ➢ A rent increase was implemented in June 2023, with a rent increase average of \$140.			
9) How many households are currently on month-to-month leases? ➢ None			
10) What is the charge for month-to-month leases? ➢ N/A			
<b>COMMENTS:</b>			

VACANT/MAKE READY UNITS			
1) Number of vacant units at time of activity report:			15
2) Number of completed made ready units at time of activity report:			15
3) Number of completed one-bedroom units at time of activity report:			2
4) Number of completed two-bedroom units at time of activity report:			9
5) Number of completed three-bedroom units at time of activity report:			4
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
<b>Units Walked</b>			
<b>Unit #</b>	<b>Brief Description</b>		
1309	(1x1) Vacant, Made-ready		
4101	(3x1) Vacant, Made-ready		
4307	(2x1) Vacant, Made-ready		
7202	(3x1) Vacant, Made-ready		
<b>Down Units Walked (units vacant and unready for extended period and all down units)</b>			
<b>Unit #</b>	<b>Brief Description</b>		
N/A			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
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: Annually, at renewal.			
7) How often are vacant units inspected? ➢ Vacant units are inspected: Weekly			
8) How many vacant units are in progress of being made ready? ➢ There are a no units in the make-ready process.			

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9) What is the company policy on the number of days to turn vacant units? ➤ Management advised, units should be turned within 5 business 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% 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
Marketing Expenses	\$20,302	\$24,409	\$4,106	16.6%	Leasing Center and Other Marketing Expenses
Turnover Expenses	\$35,066	\$7,427	-\$27,639	-372%	Turnover – Contract Cleaning

**COMMENTS:** According to management, they hired a cleaning vendor to clean several units made-ready which affected the turnover budget.

REVENUE					
FOR THE MONTH ENDING: July 2023			YEAR TO DATE AS OF: July 2023		
Gross Potential	\$286,932		Gross Potential		\$2,014,212
Budgeted Rental Income	\$254,431		Budgeted Rental Income		\$1,777,976
Actual Rental Income Collected	\$241,879		Actual Rental Income Collected		\$1,596,342
Variance + (-)	-\$12,551		Variance + (-)		-\$181,633
Other Revenue	\$10,447		Other Revenue		\$49,356
Total Budgeted	\$256,864		Total Budgeted		\$1,795,211
Total Collected	\$252,327		Total Collected		\$1,645,175
Variance + (-)	-\$4,537		Variance + (-)		-\$150,035

**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		
<b>COMMENTS:</b> This section was completed using the Open Payable Summary, there are 82 invoices totaling \$23,600. According to management, the over 90-day balance is due to a discrepancy with a carpet vendor that is currently being discussed.	0-30 Days:		\$9,625
	30-60 Days:		\$3,890
	60 Days and Over:		\$10,085
	TOTAL		\$23,600

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 the 1 <sup>st</sup> and late on the 4 <sup>th</sup> . A 10% late fee is assessed, and a late rent letter is issued.			
3) When is legal action taken against delinquent accounts? ➤ Management issues 3-day notices followed by 30-day notice to vacate on delinquent accounts around the 15 <sup>th</sup> of the month for any tenant that have not entered into a repayment agreement.			
4) Does the property currently have any resident(s) under eviction?	X		
5) Does Housing have any outstanding balances?	X		
<b>COMMENTS:</b> The Aged Receivables Summary August 11, 2023, indicates there is a total delinquency of \$54,135. Management stated the current balance is high as the report was pulled on the 11 <sup>th</sup> of the month. Additionally, management confirmed the other balances are due to both pending HAP payments and	0-30 Days:		\$45,233
	30-60 Days:		\$858

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repayment plans.

60 Days and Over:		\$8,044
TOTAL		\$54,135

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.			
➤ Site staff is required to attend Dominion University trainings as directed.			

**COMMENTS:** The Property Manager and Leasing Agent started in March 2023 and July 2023, respectively.

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 \$500 required the property manager to receive owner approval.			

**COMMENTS:**

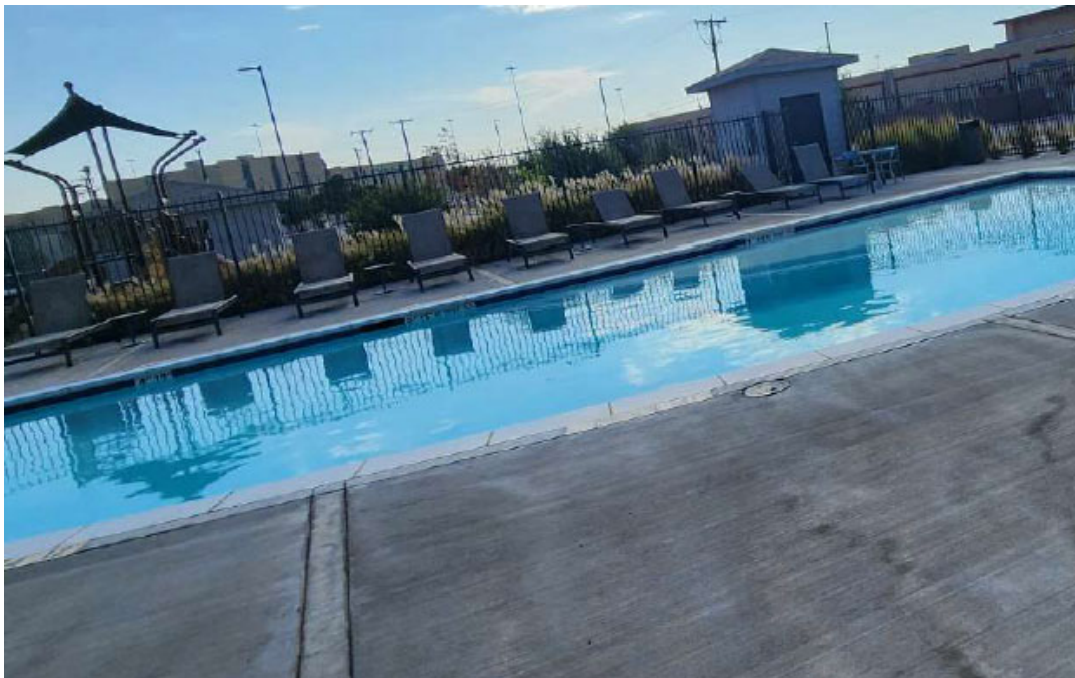
SUMMARY OF OBSERVATIONS AND FINDINGS
<p><b>Observation:</b></p> <ul style="list-style-type: none"> <li>According to the Work Order Cost Analysis report, it took an average of 18 days to turn 25 work orders. The report did not provide details for the 25 work orders however it appears service requests are still not being opened or closed daily in the software system. Resident retention/satisfaction is often strongly related to the maintenance program. TSAHC strongly recommends staff begin to appropriately utilize the software system and ensure work orders are opened and closed properly moving forward.</li> </ul> <p><b>No Findings.</b></p>



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Unit 4101



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