

Texas State Affordable Housing Corporation

Win Lin Apartments 5700 Wabash, Amarillo, Texas, 79109

Owner: RHAC – Win Lin, LLC

Date Built: 1983

Management Company: J Allen Management CO., Inc

Property Manager: Lisa Mullin

Inspection Date & Time: July 22, 2023 at 9:00 am

Inspector's Name: Mercedes Dunmore

Occupancy at Time of Report:	100%	Average Occupancy Over Last 12 Months:	98.67%
Number of Units: 50			
Number of One Bedrooms:	N/A	Number of Two Bedrooms:	40
Number of Three Bedrooms:	10	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: This year's review was completed virtually. Of the photos received, the reviewer observed the improvements in the landscaping from last year's review. There was debris in the parking lot that can be attributed to the heavy rains this season. The maintenance staff will pick up grounds. Management states pressure washing takes place at least three times per year.

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	1	
Disturbance	3	Suspicious Person (2) and Disturbance (1)
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: The Amarillo Police Department call logs dated April to June 2023 indicate there were seven calls which is a significant decrease from last year's report. Four of the seven calls are noted in the chart above. Management confirms that the efforts of the local police department and issuing lease violations contribute to the decrease in calls and issues on 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: The last risk assessment was conducted in March 2023 by the Regional and Asset Managers.			

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	
➤			
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			
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? ➢ Pest Control services are provided monthly.			
5) What is the policy for following up on completed service requests? ➢ The Property Manager follows up on completed service requests by calling or texting the tenants at random and ensuring completion.			
6) What is the property's after-hours emergency policy? ➢ After-hours calls are forwarded to an email and the Ring Central app. The property manager will send the message to maintenance to confirm receipt.			
7) What capital improvements have been scheduled or completed for this budget year? ➢ N/A – see comment below.			

Detail of Ongoing Repairs and Replacements Completed in Last Budget Year

8) Unit Interior and Appliance upgrades ➢ Appliances were replaced as needed. Three hot water heaters were replaced.			
9) Building Exterior and Curb Appeal repairs ➢ Fifteen HVAC units were replaced.			
10) Amenity upgrades ➢ None			
11) Other repairs or replacements ➢ None			
Number of service requests received:	18		
Number of requests open from prior periods:	0		
Number of service requests completed:	17		
Number of service requests completed within 24 hours:	13		
Number of outstanding service requests:	1		
12) On average, how many days does it take to complete a work order? ➢ On average it takes 3.4 days to complete a work order.			

COMMENTS: Management states a request to replace the last four HVAC units have been submitted, however, all capital improvements and repairs have been halted due to the future sale of the property. Additionally, management is unsure of the number of appliances replaced over the past last year.

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	0
Resident Referral (Current/Prior)	\$0	3	0
Locator Service	\$0	0	0
Printed/Internet Advertising (Google, Apartment.com, Affordablehousing.com)	\$0	0	0
Other Source	\$0	24	0
TOTAL	\$0	33	0

The rental activity reflected in the above table was for the month of: 7/1/2022 through 7/1/2023

	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: Management provided a Market Source Traffic Report for the past twelve months.

LEASE RENEWAL	YES	NO	N/A
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: See finding below	6 months:	12 months:

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3) What percentage of move-outs in the last 12 months were due to eviction for non-payment of rent or "skip"?			
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?			
8) When was the last rent increase implemented? What was the average rent increase? ➢ The last rent increase of \$14 was implemented in 2021.			
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:

Finding:

- The reviewer is unable to determine the percentage of residents renewing at the current, six-month, and twelve-month timeframes based on the report provided. Management is required to submit to TSAHC a completed monthly lease expiration report from September 2022 through August 2023 to detail the number of renewals for each period as outlined above. The corrective actions are due to TSAHC no later than 10/06/2023.

VACANT/MAKE READY UNITS	
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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	

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: Daily			
8) How many vacant units are in progress of being made ready? ➢ The property currently does not have any vacant units.			

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9) What is the company policy on the number of days to turn vacant units? ➤ Company policy is to turn units within three to five days.
COMMENTS:

BUDGET MANAGEMENT	YES	NO	N/A
1) Are three bids solicited to obtain materials, supplies, and services?	X – see comment		
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.			

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
Maintenance Expense	\$4,335	\$5,075	\$740	14.58	Appliances, Glass/Screens, and HVAC
Service Expense	\$10,431	\$7,664	(\$2,767)	(36.09)	Landscaping, Landscaping Extras, Pest Control, and Fire Alarms/Extinguishers
Turnover Expense	\$722	\$900	\$178	19.78	Cleaning (Contract)
Utilities Expense	\$15,709	\$11,748	(\$3,961)	(33.71)	Vacant Gas

COMMENTS: Per management, bids are solicited for any amounts over \$500.

REVENUE					
FOR THE MONTH ENDING: May 2023			YEAR TO DATE AS OF: May 2023		
Gross Potential		\$33,610	Gross Potential		\$168,052
Budgeted Rental Income		\$33,450	Budgeted Rental Income		\$167,250
Actual Rental Income Collected		\$33,492	Actual Rental Income Collected		\$166,858
Variance + (-)		\$160	Variance + (-)		\$802
Other Revenue		\$1,581	Other Revenue		\$2,981
Total Budgeted		\$35,073	Total Budgeted		\$169,839
Total Collected		\$34,186	Total Collected		\$169,466
Variance + (-)		\$887	Variance + (-)		\$373

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: This section of this report was completed by using the AP Aging Detail Report dated 5/31/2023.	0-30 Days:		\$5,603
	30-60 Days:		\$0
	60 Days and Over:		(\$440)
	TOTAL		\$5,163

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 st of the month and late on the 6 th .			
3) When is legal action taken against delinquent accounts? ➤ Legal actions are taken on the 17 th of the 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: This section of this report was completed by using the Delinquent and Prepaid Report dated 5/31/2023.	0-30 Days:		(\$1,014)
	30-60 Days:		\$813
	60 Days and Over:		(\$730)
	TOTAL		\$931

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

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 – see comment		
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 site staff has taken various Grace Hill Trainings, including Sexual Harassment, Fair Housing, and WorkPlace Violence courses.

COMMENTS: Although management provided a response to the reports by the due dates, it was an incomplete response as some reports were not submitted as requested.

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?
 ➤ Management is required to obtain owner's approval for expenses over \$500 for the Property Manager and \$1000 for the Regional Manager.

COMMENTS:

SUMMARY OF OBSERVATIONS AND FINDINGS

No Observations.

Finding:

- The reviewer is unable to determine the percentage of residents renewing at the current, six-month, and twelve-month timeframes based on the report provided. Management is required to submit to TSAHC a completed monthly lease expiration report from September 2022 through August 2023 to detail the number of renewals for each period as outlined above. The corrective actions are due to TSAHC no later than 10/06/2023.

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