

Texas State Affordable Housing Corporation

Woodglen Apartments

6800 Crockrell Hill Dr., Dallas, Texas 75236

Owner: Woodglen Apartments LP

Date Built: 2004

Management Company: Allied Orion Group

Property Manager: Primera Sanchez

Inspection Date & Time: July 28, 2023 at 9:00 am

Inspector's Name: Celina Mizcles Stubbs

Occupancy at Time of Report:	93.5%	Average Occupancy Over Last 12 Months:	97.2%
Number of Units: 232			
Number of One Bedrooms:	64	Number of Two Bedrooms:	112
Number of Three Bedrooms:	56	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: The property is 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	1		
Theft			
Criminal Mischief	3		
Personal Assault	2	Aggravated Assault (1) and Assault (1)	
Drug Related Activity			
Gun Related Activity			
Domestic Violence			
Disturbance			
Other			
			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: The Dallas Police Department's Redbird Outreach Center noted there were 10 incidents from May 18, 2023 though July 19, 2023. Six of the ten calls are noted in the chart above. Management confirmed they utilize 19 surveillance cameras and get daily updates from the courtesy officer who resides onsite and walks the property daily.

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:

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 and fire and alarm panels.	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 – Two playgrounds	X		
➤ Community Room	X		
➤ BBQ/Picnic Area	X		
➤ Laundry Facility			X
➤ Business Center	X		
➤ Pool	X		
➤ Other – Fitness center and volleyball court	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		

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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 for 1-2 buildings.			
5) What is the policy for following up on completed service requests? ➢ The management software system sends follow-up emails to tenants with completed work orders. Tenants can comment at that time. If tenants submit comments, the Property Manager will contact the tenant.			
6) What is the property's after-hours emergency policy? ➢ The company's after-hours answering service sends emergency calls to the on-call staff members.			
7) What capital improvements have been scheduled or completed for this budget year? ➢ The following capital improvements were completed, sidewalk repairs and playground railings. The following replacements are scheduled to be completed pool furniture and playground equipment.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
8) Unit Interior and Appliance upgrades ➢ Management upgrades the flooring to vinyl when units are turned.			
9) Building Exterior and Curb Appeal repairs ➢ Management started an ongoing water conservation replacement (i.e., toilets, aerators, and leak repairs) in each unit.			
10) Amenity upgrades ➢ Management installed new ellipticals and treadmills.			
11) Other repairs or replacements ➢ Other repairs include parking lot repairs, tree trimming, and stair railing.			
Number of service requests received:	26		
Number of requests open from prior periods:	0		
Number of service requests completed:	0		
Number of service requests completed within 24 hours:	0		
Number of outstanding service requests:	26		
12) On average, how many days does it take to complete a work order? ➢ Unable to determine. See comment.			
<ul style="list-style-type: none"> COMMENTS: The Work Order Summary report dated 6/12/23 – 7/12/23 was submitted for review did not contain “completed dates” for the 26 work orders. There was a recent owner and management changes; therefore, the reviewer strongly suggest management review the Work Order Summary report dated 6/12/23 – 7/12/23 to ensure its accuracy. In addition, management is advised to properly open and close work orders to ensure requested are being completed in a timely manner. This will be monitored during next year's review. 			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth		4	4
Resident Referral (Current/Prior)		1	0
Locator Service			
Printed/Internet Advertising: Apartments.com, GoSector8, GoogleAds, Facebook & Property Website		2	0
Other Source			
TOTAL	Unknown	7	4
The rental activity reflected in the above table was for the month of: 6/12/23 – 7/12/23			
	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 did not know the amount expended for the marketing sources.			

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: 90%

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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"?	28.57%		
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 was implemented on June 30, 2023. There was a \$18 increase for the one-bedroom, \$26 increase for the two-bedrooms, and a \$36 increase for the three-bedroom.			
9) How many households are currently on month-to-month leases? > There are currently 3-4 month-to-month leases.			
10) What is the charge for month-to-month leases? > Month to month leases are charged the 60% AMI max rent.			
COMMENTS:			

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VACANT/MAKE READY UNITS	
1) Number of vacant units at time of activity report:	14
2) Number of completed made ready units at time of activity report:	3
3) Number of completed one-bedroom units at time of activity report:	1
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:	11
6) Number of uncompleted made ready units at time of activity report:	1
7) Number of uncompleted one-bedroom units at time of activity report:	7
8) Number of uncompleted two-bedroom units at time of activity report:	3
9) Number of uncompleted three-bedroom units at time of activity report:	

Units Walked	
Unit #	Brief Description
908	(3x2) Vacant: This unit is not made-ready
1802	(3x2) Vacant: The unit is ready.
1804	(3x2) Vacant: The unit is 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		
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: Semi-annually			
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 11 units that are in the make-ready process.			
9) What is the company policy on the number of days to turn vacant units? ➢ It is company policy to turn units within 5-7 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% 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
General Administrative Expenses	\$5,603	\$6,620	\$1,010	15%	Software costs and Dues/Subscriptions
Payroll Expenses	\$18,002	\$41,411	\$23,408	56%	Manager, Maintenance Supervisor, Groups Insurance and Bonuses.
Marketing Expenses	\$1,753	\$3,159	\$405	44%	Website Hosting, Commissions and Resident Referral
Make Ready/Cleaning	\$1,255	\$4,304	\$3,048	70%	Apt Cleaning, Apt Paint and Resurfacing Repairs

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Repairs & Maintenance	\$3,651	\$7,482	\$3,830	51%	Electrical Supplies HVAC Repairs, Plumbing Repairs and Plumbing Supplies
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COMMENTS:

REVENUE					
FOR THE MONTH ENDING: MAY 2023			YEAR TO DATE AS OF: MAY 2023		
Gross Potential		\$168,648	Gross Potential		\$198,760
Budgeted Rental Income		\$259,246	Budgeted Rental Income		\$312,880
Actual Rental Income Collected		\$270,819	Actual Rental Income Collected		\$324,453
Variance + (-)		\$11,573	Variance + (-)		\$1,573
Other Revenue		\$5,627	Other Revenue		\$7,532
Total Budgeted		\$240,643	Total Budgeted		\$292,439
Total Collected		\$262,522	Total Collected		\$321,861
Variance + (-)		\$21,679	Variance + (-)		\$29,422

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 AP Again Details report dated 7/12/23 was submitted for review.	0-30 Days:		\$928
	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$928

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 3 rd and late on the 4 th . A 10% late fee is assessed on the 4 th day.			
3) When is legal action taken against delinquent accounts? ➤ Legal action is taken after a 10-day and 30-day Notice to Vacate letter is issued.			
4) Does the property currently have any resident(s) under eviction?	X		
5) Does Housing have any outstanding balances?	X		
COMMENTS: The Delinquency report dated 7/12/23 was submitted for review. According to management, there are 7 tenants under eviction, 4 of which have scheduled court dates. Management disclosed they offer tenant payment plans and provide them with a list of agencies that provide rental assistance.	0-30 Days:		\$59,841
	30-60 Days:		\$38,108
	60 Days and Over:		\$0
	TOTAL		\$97,949

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		

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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. ➤ Management is required to take various Gracehill training courses.			
COMMENTS: There are two vacant positions at this item of the report, a leasing agent and assistant maintenance.			

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? ➤ The Property Manager needs owner approval for amounts over \$500 and the Regional requires owner approval for amounts over \$1,000.			
COMMENTS:			

SUMMARY OF OBSERVATIONS AND FINDINGS
<p>No Observation or Findings.</p>

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