

Texas State Affordable Housing Corporation

Compliance Review Observation Report

Willow Green Apartments
 9301 Willow Place Dr., Houston, Texas 77070

Owner: Willow Green Apt. LP **Date Built: 1995**
Management Company: Orion Real Estate Services Texas LLC **Property Manager: Terra London**
Inspection Date & Time: August 17, 2023 @ 8:00 am **Inspector's Name: Mercedes Dunmore**

Number of Units: 336 **Number of required LI units:** 336 **Number of required VLI units:** N/A

COMPLIANCE AUDIT	YES	NO	N/A
1) Are procedures that ensure compliance with the set aside requirements and rent requirements effective?	X		
2) Is the property accepting Section 8 households?	X		
3) Is the income to rent ratio for Section 8 households less than 2.5?	X		
4) Are the rent increases smaller than 5%?	X		
5) Does the Application for Tenancy or Occupancy Qualifications exclude language that may appear to be discriminatory?	X		
6) Does the lease or rental agreement inform the resident of Very Low Income/Low Income Recertification requirements?	X		
7) Is additional monitoring by TSAHC recommended?		X	

COMMENTS:

SET-ASIDES	YES	NO	N/A
1) Is the property meeting all occupancy restrictions required by the property's Regulatory Agreement and Asset Oversight and Compliance Agreement?	X		
2) If either of the set asides have not been met, are any units:			
a) Rented for less than 30 days, not including month-to-month?		X	
b) Utilized as a hotel, motel, dormitory, fraternity house, sorority house, rooming house, nursing home, hospital, sanitarium, rest home, or trailer court or park?		X	
c) Leased to a corporation, business or university?		X	
d) Owned by a cooperative housing corporation?		X	
e) Not available for rental on a continuous basis to members of the general public?		X	

COMMENTS:

UNITS WALKED

Unit #	USR Designation	Comments
707	60%	140 days vacant
2113	60%	205 days vacant

COMMENTS:

RESIDENT SERVICES	YES	NO	N/A
1) Do the resident services appear to cater to the resident profile of the property?	X		
2) Is the property meeting the Resident Service requirements as required by the Regulatory Agreement and Asset Oversight and Compliance Agreement?	X		
3) Is management monitoring the following:			
a) Resident attendance	X		

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b) Frequency of service provided	X		
c) Notification to residents of services	X		
d) Number or type of services	X		
e) Survey of residents	X		
5) Is management properly submitting monthly Resident Service reports through the Compliance System?	X		
6) In the last 12 months, has TSAHC provided any assistance regarding the monthly Resident Service reports submitted through the Compliance System? If so, comment below.		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 the following displayed in full view:			
a) Occupancy Qualifications?	X		
b) Fair Housing Poster?	X		
COMMENTS:			

RESIDENT FILE REVIEW	YES	NO	N/A
1) Does the owner maintain all records relating to initial resident income certifications, together with supporting documentation and TSAHC required forms?	X		
2) Does the Owner/Agent make an effort to determine that the income certification provided by the resident is accurate?	X		
3) Does the file audit establish that residents are being recertified on an annual basis?	X		
4) For mixed (low-income and market units) developments, are there any Next Available Unit Rule Violations?			X
5) Does the file audit indicate that staff needs additional training?		X	
COMMENTS: On the day of review 27 files were reviewed. Overall, the files were well maintained. However, the following minor infractions were noted and require the following corrective actions, see chart below.			

If a new household moves in to any of the units with Findings (listed below), instead of submitting the required Corrective Action documents, submit with your response: the application for tenancy, all income and asset verifications, the executed Income Certification, and the 1st page of the lease for the new household occupying the unit.

Unit	Finding	Corrective Action Requirement
201	The tenant file and Unit Status Report (USR) reflects inaccurate information	<ul style="list-style-type: none"> - The rent on the USR doesn't match the rent roll. Management must update the USR to reflect the correct rent amount. - The recertification questionnaire and student form are signed, however, not completed. Management must have the resident complete the forms in its entirety. - Management must have the resident clarify why a member of the household is marked out of the AEC. Once the household composition is determined management will need to update the USR with the correct number of household members.
908	The Tenant file reflects missing information.	<ul style="list-style-type: none"> - Management must clarify the \$249 and \$740 deposits on the June statement with Greenspoint Motor.
1404	The tenant file is missing the 2023 AEC.	<ul style="list-style-type: none"> - The tenant is currently under eviction and has not been recertified. Management must provide TSAHC with an update on the eviction or the completed AEC paperwork.

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1604	The TIC reflects missing information.	- The TIC is missing the Venmo and Cash App accounts which are listed on the application. Management must update the TIC to reflect both accounts.
2008	The TIC reflects inaccurate information.	- The cash app account is listed as a checking account on the TIC. Management must update the TIC to reflect the account accurately. The account should be listed as "Other".

COMMENTS:

Management must provide TSAHC with corrective actions for the findings identified in the chart above no later than 11/13/2023.

SUMMARY OF FINDINGS AND OBSERVATIONS

Management must provide TSAHC with corrective actions for the findings identified in the chart above no later than 11/13/2023.