

Texas State Affordable Housing Corporation

Accessible Housing Austin

1915 Briarcliff Blvd., Austin, Texas 78723

Owner: Accessible Housing Austin

Date Built: 2020

Management Company: Accessible Housing Austin

Property Manager: Trey Nichols/ Nicole Garcia

Inspection Date & Time: October 29, 2024, at 8:30 a.m.

Inspector's Name: Blaire Bigelow

Occupancy at Time of Report:	85%	Average Occupancy Over Last 12 Months:	92%
Number of Units: 27			
Number of One Bedrooms:	15	Number of Two Bedrooms:	12
Number of Three Bedrooms:	N/A	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 following observations and findings were noted based on a physical walk of the properties.

Management provided an update on the HVAC system litigation. A settlement was reached to fund the HVAC repairs property wide. Management is coordinating with a general contractor to complete necessary repairs in five phases, addressing six apartment units at a time (two units per floor in a vertical stack). Each phase is estimated to take 30 to 45 days. During this transition, tenants will be accommodated in vacant units or hotels and packing boxes will be supplied for their convenience. Residents will have controlled access to their units to retrieve any necessary belongings. Mold testing and remediation will be conducted as part of the repair process on all units.

Observations:

- **Parking lot stripping:** The parking lot, fire lanes, handicap spaces need to be re-stripped and repainted. TSAHC recommends management obtain bids to complete the repairs to eliminate any liability or safety risks.
- **Tree trimming:** The trees and shrubs appear to be overgrown. TSAHC recommends management contact the landscaping vendor to arrange for the trimming of the overgrown shrubs and trees.
- **Tree stakes:** There are three stakes remaining from previous tree removal. TSAHC recommends that management have maintenance remove the stakes or contact a landscaping vendor to handle the removal.
- **Leaning Handicap sign:** A handicap sign in the parking lot is leaning and may require stabilization or replacement. TSAHC recommends that management have maintenance address this issue or contact a company to ensure the sign is properly secured.

Finding:

- **Perimeter fence repairs:** The fence is broken and inadequately maintained. Management must obtain bids to complete the repair to eliminate any liability or safety risks. Management must submit both an invoice and a photo of the repaired fence. Corrective action is due to TSAHC 12/21/2024.

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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	0		
Theft	0		
Criminal Mischief			
Personal Assault			
Drug Related Activity	2		
Gun Related Activity	2		
Domestic Violence			
Disturbance	8		
Other	2	(1) Criminal trespass, (1) Suspicious person	
		YES	NO
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 911 Call Synopsis from the Austin Police Department during the months of July, August and September 2024, there have been a total of 26 calls. Fourteen of the total calls are detailed in the chart above.			

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 most recent risk assessment was completed in August 2024 by the insurance company.			

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		
➤ Fire Extinguishers, Sprinklers, Fire Alarms, and Elevator			
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 (Dog stations)	X		

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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 properly?	X		
4) How often are Pest Control services provided? ➤ Pest control services are provided every two weeks.			
5) What is the policy for following up on completed service requests? ➤ Management contacts residents after each work order is completed to follow up on the service request.			
6) What is the property's after-hours emergency policy? ➤ After-hours calls are routed to the answering service, which contacts either maintenance or the property manager based on the nature of the emergency.			
7) What capital improvements have been scheduled or completed for this budget year? ➤ HVAC improvements are scheduled to be completed this budgeted year.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
8) Unit Interior and Appliance upgrades ➤ 15 Dehumidifiers purchased.			
9) Building Exterior and Curb Appeal repairs ➤ Curb appeal improvements included tree removal.			
10) Amenity upgrades ➤ N/A			
11) Other repairs or replacements ➤ Cabinetry replacement in two units.			
Number of service requests received:			10
Number of requests open from prior periods:			0
Number of service requests completed:			10
Number of service requests completed within 24 hours:			10
Number of outstanding service requests:			0
12) On average, how many days does it take to complete a work order? ➤ On average it takes 24 hours to complete a work order.			
COMMENTS:			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$0	11	0
Resident Referral (Current/Prior)	\$0	0	0
Locator Service	\$0	0	0
Printed/Internet Advertising	\$300	1	0
Other Source	\$0	0	0
TOTAL	\$300	12	0
The rental activity reflected in the above table was for the month of: September 20, 2024, through October 15, 2024.			

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	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: 100%	6 months: 93%	12 months: 93%
3) What percentage of move-outs in the last 12 months were due to eviction for non-payment of rent or "skip"?	100%		
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 in June 2024, with an average increase of ten dollars.			
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: In the last 12 months, there were only two move-outs, both were due to non-payment of rent. Renewal notices are not being sent out at the 120-day, 90-day, 60-day and 30-day timeframes.

Finding:

- **The property does not have an effective lease renewal program in place to track lease expirations. According to management, this is due to staff turnover in the last 12 months. To ensure timely processing, management must issue lease renewal letters to tenants at the 120, 90, 60 and 30-day timeframes and must execute lease renewals timely moving forward. Management must submit a renewal program plan to TSAHC, corrective action is due by 12/21/2024.**

VACANT/MAKE READY UNITS		
1)	Number of vacant units at time of activity report:	6
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:	6
7)	Number of uncompleted one-bedroom units at time of activity report:	3
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:	0
Units Walked		
Unit #	Brief Description	
214	(1x1) not ready	
134	(1x1) not ready	
Down Units Walked (units vacant and unready for extended period and all down units)		
Unit #	Brief Description	
125	548 days vacant (2x1) not ready	
223	691 days vacant (2x1) not ready HVAC is inoperable	
233	683 days vacant (2x1) not ready HVAC is inoperable	

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	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: Monthly			
7) How often are vacant units inspected? ➤ Vacant units are inspected: Maintenance personnel checks the vacant units weekly.			
8) How many vacant units are in progress of being made ready? ➤ There are six units in the process of being made ready.			
9) What is the company policy on the number of days to turn vacant units? ➤ The company policy is to turn units within 30 days.			
COMMENTS: The company policy is to turn units within 30 days. The timeline is currently not being met due to ongoing HVAC issues at the property. There are currently a total of six vacant units; management plans to use these six units to relocate tenants during HVAC repairs (which includes necessary mold remediation caused by excess humidity from the existing HVAC systems). Units 223 and 233 are uninhabitable due to casualty loss therefore not considered Down Units Finding: <ul style="list-style-type: none"> Unit 125 is considered a Down Unit as it is not ready and available for the general public within 180 days. Management must submit a copy of the completed work order to support that the unit is made-ready and available for occupancy to TSAHC no later than 12/21/2024. 			

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 chart below.							
<u>Expense Items that Varied by 10% or Greater from the Budget for Year-to-Date Operations Ending</u> (Please note that a positive variance is under budget and a negative variance is over budget.)							
EXPENSE ITEM	ACTUAL	BUDGET	VARIANCE	%	EXPLANATION		
Maintenance & Improvements	\$74,367	\$594,909	\$520,541	12.5%	HVAC repairs, Landscaping, lawns & trees, misc. carpentry		
Supplies/Copies/Postage	\$1,113	\$1,800	\$686	62%	Office supplies		
Administrative Expenses	\$224,092	\$183,582	\$40,510	122%	Audit Expenses, Legal Services		
COMMENTS: Management disclosed there were two units that flooded, resulting in unexpected carpentry repair costs that negatively impacted the budget. These units have been repaired; however, they are not leasing them out due to needing them for tenants to stay in temporary while their units are under repair.							

REVENUE			
FOR THE MONTH ENDING:		YEAR TO DATE AS OF: September 2023	
Gross Potential	See Comment	Gross Potential	\$308,740
Budgeted Rental Income		Budgeted Rental Income	\$380,229
Actual Rental Income Collected		Actual Rental Income Collected	\$987,841
Variance + (-)		Variance + (-)	\$94,187
Other Revenue		Other Revenue	\$0
Total Budgeted		Total Budgeted	\$1,326,429
Total Collected		Total Collected	\$1,138,419
Variance + (-)		Variance + (-)	\$188,009
COMMENTS: The report that was submitted provides year-to-date actual vs budget comparison, not month end. Therefore, the reviewer was unable to complete the section above.			

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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 Executive Director stated invoices are entered into the system and paid promptly upon receipt. A QuickBooks report was provided for review to support there are not current outstanding or past due invoices.	0-30 Days:		\$0
	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$0

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 and late on the 5 th . On the 5 th an initial late fee of \$15 is assessed followed by an additional late fee of \$25 if accounts remain delinquent on the 10 th of the month.			
3) When is legal action taken against delinquent accounts? ➤ Legal action is taken on the 10 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:	0-30 Days:		\$1,059.00
	30-60 Days:		\$0
	60 Days and Over:		\$0
	TOTAL		\$1,059.00

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-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. ➤ Fair Housing, Utility Allowance, Sexual Harassment, HOTMA, Income determination.			
COMMENTS: Staff turnover has occurred since the last site review. The organization has brought in two new staff members, one through a temporary agency and one through AARP. Both staff members were hired on November 1, 2024.			
Observation:			
<ul style="list-style-type: none"> The requested pre-onsite reports were not submitted to the reviewer by the due date. However, it is commendable that the new staff worked diligently to provide the documents before the review date. Management is reminded that it is the borrower's responsibility to ensure all requested reports are submitted timely moving forward. Timely submissions are crucial for facilitating a smooth review process and maintaining program compliance. 			

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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 must have any amount over \$300 approved.			
COMMENTS:				

SUMMARY OF OBSERVATIONS AND FINDINGS	
<p>Observations:</p> <ul style="list-style-type: none"> • <u>Parking lot stripping:</u> The parking lot, fire lanes, handicap spaces need to be re-stripped and repainted. TSAHC recommends management obtain bids to complete the repairs to eliminate any liability or safety risks. • <u>Tree trimming:</u> The trees and shrubs appear to be overgrown. TSAHC recommends management contact the landscaping vendor to arrange for the trimming of the overgrown shrubs and trees. • <u>Tree stakes:</u> There are three stakes remaining from previous tree removal. TSAHC recommends that management have maintenance remove the stakes or contact a landscaping vendor to handle the removal. • <u>Leaning Handicap sign:</u> A handicap sign in the parking lot is leaning and may require stabilization or replacement. TSAHC recommends that management have maintenance address this issue or contact a company to ensure the sign is properly secured. • The requested pre-on-site reports were not submitted to the reviewer by the due date. However, it is commendable that the new staff worked diligently to provide the documents before the review date. Management is reminded that it is the borrower's responsibility to ensure all requested reports are submitted timely moving forward. Timely submissions are crucial for facilitating a smooth review process and maintaining program compliance. <p>Findings:</p> <ul style="list-style-type: none"> • <u>Perimeter fence repairs:</u> The fence is broken and inadequately maintained. Management must obtain bids to complete the repair to eliminate any liability or safety risks. Management must submit both an invoice and a photo of the repaired fence. Corrective action is due to TSAHC 12/21/2024. • The property does not have an effective lease renewal program in place to track lease expirations. According to management, this is due to staff turnover in the last 12 months. To ensure timely processing, management must issue lease renewal letters to tenants at the 120, 90, 60 and 30-day timeframes and must execute lease renewals timely moving forward. Management must submit a renewal program plan to TSAHC, corrective action is due by 12/21/2024. • Unit 125 is considered a Down Unit as it is not ready and available for the general public within 180 days. Management must submit a copy of the completed work order to support that the unit is made-ready and available for occupancy to TSAHC no later than 12/21/2024. 	

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