

Texas State Affordable Housing Corporation

People El Shaddai and St James Manor 2836 E. Overton Road and 3119 Easter Ave, Dallas, TX 75216

Owner: Steele St James Peoples LLC

Date Built: 1969 (St James) 1970 (People El Shaddai)

Management Company: Monroe Group

Property Manager: Jamelah Silas

Inspection Date & Time: September 25, 2024, at 8:00 a.m.

Inspector's Name: Blaire Bigelow

Occupancy at Time of Report:	97% (Peoples) 92% (St. James)	Average Occupancy Over Last 12 Months:	94% (Peoples) 95% (St. James)
Number of Units: 200 (100 units at each property)			
Number of One Bedrooms:	20 (Peoples) 20 (St. James)	Number of Two Bedrooms:	20 (Peoples) 40 (St. James)
Number of Three Bedrooms:	30 (Peoples) 30 (St. James)	Number of Four Bedrooms:	30 (Peoples) 10 (St. James)

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-see comment	
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.

Observations:

- **Parking lot stripping:** The parking lot, fire lanes, handicap spaces need to be re-stripped, repainted and power washed. TSAHC recommends management obtain bids to complete the repairs to eliminate any liability or safety risks.
- **Curb appeal:** The sidewalks, grounds, and surrounding dumpsters for both sites appear to be dirty and in need of cleaning. TSAHC advises management to coordinate with maintenance to establish a routine cleaning schedule to enhance property upkeep and improve curb appeal.
- **Playground:** The playground area is overgrown and full of weeds. TSAHC advises cleaning up this area and obtaining bids to add mulch.
- **Playground rules:** The playground rules sign is torn. TSAHC recommends management obtain bids to complete the repairs to eliminate any liability or safety risks.
- **Handrailing painting:** The handrails at both properties need repainting. TSAHC recommends management obtain bids to complete the repairs.

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Findings:

- **Front door railing missing:** The railing at the front door of unit 132 at Peoples El Shaddai is missing and was found unsecure, lying next to the stairs. TSAHC recommends that management obtain bids to complete this repair to eliminate any liability or safety risks. Corrective action is due to TSAHC by 12/08/2024.
- **Broken window:** Unit 118 at St. James Manor has a broken window. TSAHC requires this issue to be repaired. Management must submit a photo and invoice to TSAHC confirming that the window has been repaired. Corrective action is due to TSAHC by 12/08/2024.
- **Handicap sign missing:** The sign is missing in the parking lot near the front door at St. James Manor. Management must submit a photo to TSAHC showing that the sign has been replaced. Corrective action is due to TSAHC by 12/08/2024.

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		
Disturbance		
Other		

	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: Management stated new security cameras were installed at both properties to enhance safety for staff, residents, and the general public due to the increase of activity at both properties. The cameras are monitored 24/7 by Stealth Monitoring, which has the capability to speak directly to the public to give verbal warnings through the system before contacting the police, if necessary. After notifying law enforcement, Stealth Monitoring promptly informs the property manager of all incidents and provides email updates including video footage if needed. Additional video requests from the property manager are provided.

Finding:

- **For the third consecutive year, TSAHC has not received 911 call logs. Therefore, the chart above could not be completed. Management stated 911 call logs were requested but not received. It is important that management periodically request 911 call logs to monitor property activity and address any potential lease violations, if necessary. Management must obtain and submit 911 call log reports or submit copies of Stealth list of incidents for a 3-month timeframe to TSAHC no later than 12/08/2024.**

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-see comment	
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 conducted by the Regional Manager in September 2024.

Finding:

- **The reviewer noted graffiti located between units 123 and 124 at Peoples El Shaddai. Management must submit invoices and/or completed work orders along with photos to support the graffiti has been removed to TSAHC by 12/08/2024.**

OFFICE

	YES	NO	N/A
1) Is the office neat, the desk uncluttered?	X		
2) Are accurate office hours posted?	X		

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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 extinguisher, gas and boiler permits are required.			
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 (Library at both properties)	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 properly?	X		
4) How often are Pest Control services provided?			
➤ Pest control services are conducted weekly on Tuesdays, with one building receiving preventive treatment and an additional five service requests as needed.			
5) What is the policy for following up on completed service requests?			
➤ The office staff calls completed work orders at random.			
6) What is the property's after-hours emergency policy?			
➤ The property's after-hours emergency policy directs all emergency calls to an assigned on-call staff member via a dispatch system.			
7) What capital improvements have been scheduled or completed for this budget year?			
➤ Stripping the parking lot and pothole repairs have been scheduled.			
Detail of Ongoing Repairs and Replacements Completed in Last Budget Year			
8) Unit Interior and Appliance upgrades			
➤ Flooring and appliance upgrades were completed as needed.			
9) Building Exterior and Curb Appeal repairs			
➤ Some of the exterior painting has been completed as needed.			
10) Amenity upgrades			
➤ N/A			
11) Other repairs or replacements			
➤ A new camera system was installed at both properties.			

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Number of service requests received:			146
Number of requests open from prior periods:			0
Number of service requests completed:			127
Number of service requests completed within 24 hours:			45
Number of outstanding service requests:			18
12) On average, how many days does it take to complete a work order? ➤ On average it takes maintenance 4 days to complete a work order.			
COMMENTS: The number of outstanding service requests is due to staffing issues. Management indicated that both properties have hired new maintenance personnel who are focused on prioritizing service requests to improve response times. There are no outstanding emergency service requests, as maintenance personnel address these requests first or, if unable to complete the work, management calls a vendor.			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth	\$0	36	13
Resident Referral (Current/Prior)	\$0	5	2
Locator Service (referral companies/merchants)	\$0	3	1
Printed/Internet Advertising	\$0	6	0
Other Source	\$0	126	28
TOTAL	\$0	176	44
The rental activity reflected in the above table was for dates September 2023 to August 2024.			
	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: The property does not have a marketing budget; instead, management relies on the waitlist to fill vacant units.			

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: 82%
3) What percentage of move-outs in the last 12 months were due to eviction for non-payment of rent or "skip"?	27%		
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 most recent rental increase was May 2024 with an average increase of \$20.			
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: Due to the HUD contracts converting to a month-to-month contract after the first initial certification, the reviewer is unable to determine the current and 6-month percentage of resident renewals.			

VACANT/MAKE READY UNITS	
1) Number of vacant units at time of activity report:	3 (Peoples) 8 (St. James)
2) Number of completed made ready units at time of activity report:	2 (Peoples) 3 (St. James)

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3) Number of completed one-bedroom units at time of activity report:	2 (Peoples) 0 (St. James)
4) Number of completed two-bedroom units at time of activity report:	0 (Peoples) 3 (St. James)
5) Number of completed three-bedroom units at time of activity report:	0 (Peoples) 0 (St. James)
6) Number of uncompleted made ready units at time of activity report:	1 (Peoples) 5 (St. James)
7) Number of uncompleted one-bedroom units at time of activity report:	1 (Peoples) 0 (St. James)
8) Number of uncompleted two-bedroom units at time of activity report:	0 (Peoples) 5 (St. James)
9) Number of uncompleted three-bedroom units at time of activity report:	0 (Peoples) 0 (St. James)

Units Walked

Unit #	Brief Description
114B7	St. James Manor (3x1) not ready, vacant 56 days.
220B10	St. James Manor (4x1) not ready, vacant 8 days.
252B18	St. James Manor (2x1) not ready, vacant 51 days.
108A2	Peoples El Shaddai (4x1) not ready, vacant 63 days.
124A6	Peoples El Shaddai (4x1) not ready, vacant 54 days.
130A7	Peoples El Shaddai (4x1) not ready, vacant 19 days.

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-see comment	
2) Are units being turned in a timely manner?		X	
3) Are there any down units?	X-see comment		
4) Are there vacant units that have been vacant for an extended period? If so, please comment below.	X-see comment		
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: Weekly			
8) How many vacant units are in progress of being made ready? ➢ At Peoples El Shaddai there is one unit in the process of being made ready. ➢ At St. James there are two units in the process of being made ready. There are three units they are waiting on a company to remediate the mold.			
9) What is the company policy on the number of days to turn vacant units? ➢ The company policy is to turn units within five days.			

COMMENTS: Units are being turned in a timely manner at both properties with the exception of three units that are down for mold remediation at St. James Manor (see details below). Additionally, unit 121B10 is marked as a ready unit on the Availability Report, however management stated the unit is not available due to mold issues. Management should update the Availability Report to accurately reflect unit status for leasing purposes.

Down units, mold remediation at St. James Manor:

- Unit 121B10, vacant for 147 days.
- Unit 129B12, vacant for 200 days
- Unit 157B19, vacant for 200 days

Note: Restoration Management Company completed the mold remediation of these units on October 30, 2024. The manager is in the process of obtaining bids for the re-build of each unit and is pre-leasing the units with an anticipated availability date in December 2024.

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Finding:

- Units 121B10, 129B12, and 157B19 are considered Down Units because they have not been available for rent on a continuous basis to members of the general public. The unit designation has been updated to reflect "Down Unit" until a qualified household occupies the unit. To correct this Finding, management must submit proof that the unit is back on-line and available for rental to the general public in the form of invoices, work orders, pictures, and/or Tenant Income Certifications to TSAHC no later than 12/08/2024.

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% 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
Utilities	\$202,254	\$177,757	\$24,496	13%	Electricity
Operating & Maintenance	\$696,078	\$473,530	\$222,548	46%	Frontline assistance, Building Inspection fees, Contract Labor, Garbage & Trash removal, Alarm, Auto & Gas Expense, Fire Dept. Inspection, Exterminating, Repair Contract Plumbing, Painting Contract/Supplies, Appliance Part Repair/Replacement

COMMENTS:

REVENUE			
FOR THE MONTH ENDING: August 31, 2024		YEAR TO DATE AS OF: August 31, 2024	
Gross Potential	\$38,265	Gross Potential	\$300,524
Budgeted Rental Income	\$255,100	Budgeted Rental Income	\$2,003,484
Actual Rental Income Collected	\$249,989	Actual Rental Income Collected	\$1,992,970
Variance + (-)	(\$5,111)	Variance + (-)	(\$10,513)
Other Revenue	(\$13,024)	Other Revenue	(\$104,655)
Total Budgeted	\$239,574	Total Budgeted	\$1,849,948
Total Collected	\$236,964	Total Collected	\$1,888,315
Variance + (-)	(\$2,609)	Variance + (-)	\$38,367

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:

	0-30 Days:	\$50,020
	30-60 Days:	\$6,355
	60 Days and Over:	\$5,649
	TOTAL	\$62,024

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 1st of each month and late on the 6 th . An initial late fee of \$5 and \$1 each day after until rent is paid in full. Maximum late			

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fee is \$30 per 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: The Delinquency and Prepaid Report dated November 4, 2024, shows a significant decrease from \$172,388 in 2023 to \$28,639 in 2024, reflecting a reduction of \$143,749. which is a decrease of approximately 83%. This improvement indicates effective management rental collections and targeted efforts to address outstanding delinquencies.	0-30 Days:		\$6,496
	30-60 Days:		\$5,136
	60 Days and Over:		\$17,007
	TOTAL		\$28,639

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		
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. ➤ Fair Housing, Cyber Awareness, budget training, HOTMA, NSPIRE, Sexual Harassment, and US Housing.			
COMMENTS:			

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? ➤ Any amount over \$500 requires approval.			
COMMENTS:			

SUMMARY OF OBSERVATIONS AND FINDINGS
Observations: <ul style="list-style-type: none"> Parking lot stripping: The parking lot, fire lanes, handicap spaces need to be re-stripped, repainted and power washed. TSAHC recommends management obtain bids to complete the repairs to eliminate any liability or safety risks. Curb appeal: The sidewalks, grounds, and surrounding dumpsters for both sites appear to be dirty and in need of cleaning. TSAHC advises management to coordinate with maintenance to establish a routine cleaning schedule to enhance property upkeep and improve curb appeal. Playground: The playground area is overgrown and full of weeds. TSAHC advises cleaning up this area and obtaining bids to add mulch. Playground rules: The playground rules sign is torn. TSAHC recommends management obtain bids to complete the repairs to eliminate any liability or safety risks. Handrailing painting: The handrails at both properties need repainting. TSAHC recommends management obtain bids to complete the repairs. Findings: <ul style="list-style-type: none"> Front door railing missing: The railing at the front door of unit 132 at Peoples El Shaddai is missing and was found unsecure, lying next to the stairs. TSAHC recommends that management obtain bids to complete this repair to eliminate any liability or safety risks. Corrective action is due to TSAHC by 12/08/2024.

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- **Broken window:** Unit 118 at St. James Manor has a broken window. TSAHC requires this issue to be repaired. Management must submit a photo and invoice to TSAHC confirming that the window has been repaired. Corrective action is due to TSAHC by 12/08/2024.
- **Handicap sign missing:** The sign is missing in the parking lot near the front door at St. James Manor. Management must submit a photo to TSAHC showing that the sign has been replaced. Corrective action is due to TSAHC by 12/08/2024.
- For the third consecutive year, TSAHC has not received 911 call logs. Therefore, the chart above could not be completed. Management stated 911 call logs were requested but not received. It is important that management periodically request 911 call logs to monitor property activity and address any potential lease violations, if necessary. Management must obtain and submit 911 call log reports or submit copies of Stealth list of incidents for a 3-month timeframe to TSAHC no later than 12/08/2024.
- The reviewer noted graffiti located between units 123 and 124 at Peoples El Shaddai. Management must submit invoices and/or completed work orders along with photos to support the graffiti has been removed to TSAHC by 12/08/2024.
- Units 121B10, 129B12, and 157B19 are considered Down Units because they have not been available for rent on a continuous basis to members of the general public. The unit designation has been updated to reflect "Down Unit" until a qualified household occupies the unit. To correct this Finding, management must submit proof that the unit is back on-line and available for rental to the general public in the form of invoices, work orders, pictures, and/or Tenant Income Certifications to TSAHC no later than 12/08/2024.

Corrective Action is due to TSAHC by 12/08/2024.



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Missing Railing



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