

# Texas State Affordable Housing Corporation

<b>Property Name</b>	
Property Address	
<b>Owner:</b>	<b>Date Built:</b>
<b>Management Company:</b>	<b>Property Manager:</b>
<b>Inspection Date &amp; Time:</b>	<b>Inspector's Name:</b>

<b>Occupancy at Time of Report:</b>	%	<b>Average Occupancy Over Last 12 Months:</b>	%
<b>Number of Units:</b>			
<b>Number of One Bedrooms:</b>		<b>Number of Two Bedrooms:</b>	
<b>Number of Three Bedrooms:</b>		<b>Number of Four Bedrooms:</b>	

PHYSICAL INSPECTION	YES	NO	N/A
1) Are the access gates in operable condition?			
2) Is the community monument sign in acceptable condition?			
3) Is the perimeter fence surrounding the property in acceptable condition?			
4) Are the grounds and landscaping in acceptable condition?			
5) Are trees and shrubs properly trimmed?			
6) Are the grounds free of erosion, foot paths and tree root elevation?			
7) Are sidewalks clean and in good repair?			
8) Is parking lot clean and in good repair with handicap parking clearly marked?			
9) Are recreational/common areas clean, maintained and accessible?			
10) Are laundry facilities clean, maintained and accessible?			
11) Is facility equipment operable and in acceptable condition?			
12) Is the area around the waste receptacles clean and are the enclosures in good repair?			
13) Is the exterior of the buildings in acceptable condition?			
14) Are hallways clean and maintained?			
15) Are storage/maintenance areas clean, maintained and organized?			
16) Are building foundations in good repair?			
17) Are the gutters, downspouts and fascia boards on the buildings in good repair?			
18) Do the building roofs appear to be in good condition?			
19) Do balconies and upper level walkways appear to be in good condition?			
20) Do windows, blinds, doors, and trim appear to be in good condition?			
21) Is Management addressing all health, fire or safety concerns on the property?			
22) Have repairs or corrections recommended or required from the last physical inspection been satisfactorily completed?			

**COMMENTS:**

SECURITY PROGRAM Part I
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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		
2) Does the property utilize a crime prevention agreement?		

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3)	What pro-active measures is the property taking to address crime on the property? ➤
4)	How often is a light check conducted on the property? Who performs light checks on the property? ➤

**COMMENTS:**

SECURITY PROGRAM Part II	YES	NO	N/A
1) Is the Staff trained to address crime on the property?			
2) Is the property free of graffiti and/or vandalism?			
3) Are criminal background checks being conducted on all residents over 18 years of age?			
➤ Are criminal background checks being conducted on residents as they age to be 18 while living in the unit?			
4) Has a risk assessment been conducted to determine risk liabilities at the property?			

**COMMENTS:**

OFFICE	YES	NO	N/A
1) Is the office neat, the desk uncluttered?			
2) Are accurate office hours posted?			
3) Are emergency phone numbers posted?			
4) Are the EHO logos clearly posted?			
5) Are the following displayed in full view in the leasing office?			
➤ Fair Housing Poster			
➤ Occupancy Qualifications			
6) Is there a compliance department that ensures the set aside and eligibility requirements are being maintained?			
7) Which of the following community amenities are provided for resident use?			
➤ Playground			
➤ Community Room			
➤ BBQ/Picnic Area			
➤ Laundry Facility			
➤ Business Center			
➤ Pool			
➤ Other (describe)			
8) When are property licenses and permits renewed? ➤			
9) Where are vendor insurance records/binders maintained? ➤			

**COMMENTS:**

KEY CONTROL	YES	NO	N/A
1) Are all property keys properly coded?			
2) Is key box locked and secured?			
3) Is the key code list kept separate from the key box?			
4) Are locks being changed during unit turnovers?			

**COMMENTS:**

MAINTENANCE PROGRAM	YES	NO	N/A
1) Does the property have a preventative maintenance program?			
2) Is the preventative maintenance schedule being implemented?			
3) Is the maintenance shop clean and organized?			
4) On average, how many days does it take to complete a work order? ➤			
5) Does the maintenance area have properly documented MSDS material and chemicals labeled properly?			
6) How often are Pest Control services provided? ➤			
7) What is the policy for following up on completed service requests?			

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➤			
8)	What is the property's after-hours emergency policy?		
➤			
9)	What capital improvements have been scheduled or completed for this budget year?		
➤			
<b>Detail of Ongoing Repairs and Replacements Completed in Last Budget Year</b>			
10)	Unit Interior and Appliance upgrades		
➤			
11)	Building Exterior and Curb Appeal repairs		
➤			
12)	Amenity upgrades		
➤			
13)	Other repairs or replacements		
➤			
Number of service requests received:			
Number of requests open from prior periods:			
Number of service requests completed:			
Number of service requests completed within 24 hours:			
Number of outstanding service requests:			
<b>COMMENTS:</b>			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Drive-By/Word of Mouth			
Flyers			
Resident Referral			
Locator Service			
Printed Advertising			
Internet Advertising			
Other Source			
<b>TOTAL</b>			
<b>The rental activity reflected in the above table was for the month of (note report dates):</b>			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2) Is the property doing bilingual advertising?			
3) Does the property have any competitors nearby?			
4) Does the property "shop" their competitors?			
5) Does the property complete a market survey at least monthly?			
<b>COMMENTS:</b>			

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:	6 months:	12 months:
3) What percentage of move-outs in the last 12 months were due to eviction/non-payment of rent or "skip"?			
4) When are the lease renewal/rent increase notices sent to residents? ➤			
5) Are individual files being reviewed to determine renewal/non-renewal status?			
6) How are renewals and re-certifications tracked and monitored? ➤			
7) Are rent increases being implemented?			

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8) When was the last rent increase implemented? What was the average rent increase? ➤
9) How many households are currently on month-to-month leases? ➤
10) What is the charge for month-to-month leases? ➤
<b>COMMENTS:</b>

<b>VACANT/MAKE READY UNITS</b>	
1) Number of vacant units at time of activity report:	
2) Number of completed made ready units at time of activity report:	
3) Number of completed one bedroom units at time of activity report:	
4) Number of completed two bedroom units at time of activity report:	
5) Number of completed three bedroom units at time of activity report:	
6) Number of uncompleted made ready units at time of activity report:	
7) Number of uncompleted one bedroom units at time of activity report:	
8) Number of uncompleted two bedroom units at time of activity report:	
9) Number of uncompleted three bedroom units at time of activity report:	

<b>Units Walked</b>	
Unit #	Brief Description

<b>Down Units Walked (units vacant and unready for extended period of time and all down units)</b>			
Unit #	Brief Description		
NA		<b>YES</b>	<b>NO</b>
1) Does the Unit Availability Report match the make ready board?			<b>N/A</b>
2) Are units being turned in a timely manner?			
3) Are there any down units?			
4) Are there vacant units that have been vacant for an extended period of time? If so, please comment below.			
5) What system is used by management to monitor the timely preparation of units? ➤			
6) How often are occupied units inspected? ➤			
7) How often are vacant units inspected? ➤			
8) How many vacant units are in progress of being made ready? ➤			
9) What is the company policy on the number of days to turn vacant units? ➤			

<b>COMMENTS:</b>
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<b>BUDGET MANAGEMENT</b>			
1) How many bids are solicited in order to obtain materials, supplies, and services? ➤			
2) Have there been any large unexpected repairs or purchases that have negatively affected the current budget? ➤			
3) Explain YTD variances of 10% or greater. ➤			

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## 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

**COMMENTS:**

### REVENUE

FOR THE MONTH ENDING: _____		YEAR TO DATE AS OF:	
Gross Potential		Gross Potential	
Budgeted Rental Income		Budgeted Rental Income	
Actual Rental Income Collected		Actual Rental Income Collected	
Variance + (-)		Variance + (-)	
Other Revenue		Other Revenue	
Total Collected		Total Collected	
Budgeted		Budgeted	
Variance + (-)		Variance + (-)	

**COMMENTS:**

### ACCOUNTS PAYABLE

	YES	NO	N/A
1) Is the payable report up to date?			
2) Is the property in good standing with all vendors?			
3) How often are invoices processed? ➤			

**COMMENTS:**

0-30 Days:		
30-60 Days:		
60 Days and Over:		
<b>TOTAL</b>		

### DELINQUENCIES

	YES	NO	N/A
1) Is the delinquency report up to date?			
2) What is the rent collection policy? ➤			
3) When is legal action taken against delinquent accounts? ➤			
4) Does the property currently have any resident(s) under eviction?			
5) Does Housing have any outstanding balances?			

**COMMENTS:**

0-30 Days:		
30-60 Days:		
60 Days and Over:		
<b>TOTAL</b>		

### RETURNED CHECKS

	YES	NO	N/A
1) Total number of returned checks in the past 3 months:			
2) Has the manager collected and deposited all returned checks?			
3) Is the manager following company policy on returned checks?			

**COMMENTS:**

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PERSONNEL	YES	NO	N/A
1) Does owner/agent have a system/procedure for providing field supervision of on-site personnel?			
2) Does the property appear to be adequately staffed?			
3) Is overtime being controlled?			
4) Were requested pre-audit reports submitted on time?			
5) Does it appear that personnel are team oriented?			
6) Are name tags/photo IDs being worn by the maintenance personnel?			
7) Was management staff prepared for the site visit?			
8) Has staff turnover occurred since the last site review?			
9) How often are staff meetings held?			
➤			
10) Have personnel been trained in Fair Housing?			
11) List training staff has received in the past year.			
➤			
<b>COMMENTS:</b>			

OWNER PARTICIPATION	YES	NO	N/A
1) Does the owner have access to the software system utilized to manage the property?			
2) How often are reports submitted to the owner?			
➤			
3) What is the dollar amount of an unbudgeted or over budget expense that requires owner approval for the release of funds?			
➤			
4) Are the funds for needed capital improvement items, turning of units, and marketing campaigns released by the owner according to what has been budgeted?			
<b>COMMENTS:</b>			

SUMMARY OF OBSERVATIONS AND FINDINGS