

TSAHC Asset Oversight Portfolio 2006 Annual Report

American Agape Foundation Inc.

Property Name	# of Units	Location	Audit Date	Occup. as of Nov. 14 th	Avg. Occup.	Annual Summary
Ashton Place	172	6904 Lasker Dr. Galveston TX 77551	3/27/06	91%	93%	<p>Findings:</p> <p>The police reports indicate a lot of criminal activity including gunfire. Currently the property does not have any strong measures in place to prevent these types of activities from happening. Management team must create and implement a 12 month action plan to end the crime and vandalism on the property. In response to this review, Property Manager must submit the action plan to TSAHC no later than May 4, 2006. (Action Pending)</p> <p>Unit 45 is a down unit and must be placed online on or before June 5, 2006. In response to this review, the Manager must sign a letter, on company letterhead, stating that this unit has been repaired. In addition, photos of the repaired unit and make ready invoices must be submitted to show that this unit has been repaired and submit to TSAHC on or before June 5, 2006. (Action Pending)</p> <p>The property does not have an effective lease renewal program in place. TSAHC recommends that Property create a renewal policy/action plan and maintain in a renewal binder to track your renewals. The property is just beginning to implement a Leasing Renewal Tracking system for compliance purposes. In response to this review, the Property Manager must submit a 12 month renewal action plan to TSAHC no later than May 4, 2006. (Action Pending)</p> <p>Property has 10 units that have not been made ready. In response to this review, the Property Manager must submit a letter, on company letterhead, a written plan to get vacant units made ready and leased and submit to TSAHC no later than May 4, 2006. (Action Pending)</p> <p>Several lights and light fixtures throughout the property are not working. Replace the missing light fixtures and put in light bulbs in all missing fixtures. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Manager must submit photos and must sign a letter, on company letterhead, stating that this has been corrected and submit to TSAHC no later than April 5, 2006. (Action Pending)</p> <p>During last year's audit it was mentioned that the laundry room had a broken window and was to be addressed by management; however this remains outstanding. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Manager must submit a photo and must sign a letter, on company letterhead, stating</p>

					<p>that this has been corrected and submit to TSAHC no later than April 5, 2006. (Action Pending)</p> <p>No Preventive Maintenance Schedule currently in place. In response to this review, the Manager must submit a copy of the Capitol Preventative Maintenance schedule no later than May 4, 2006. (Action Pending)</p> <p>Delinquency Report has errors. Property staff states that the corporate office has to make the corrections. Update the delinquency report to reflect the correct delinquency. In response to this review, submit a copy of the updated Delinquency Report no later than May 4, 2006. (Action Pending)</p> <p>Observations:</p> <p>The playground has graffiti. Graffiti must be removed immediately. Ensure that the property is free from graffiti. It is important for staff to paint over or power wash graffiti immediately.</p> <p>There is graffiti on the sidewalks. Graffiti must be removed immediately. Ensure that the property is free from graffiti. It is important for staff to paint over or power wash graffiti immediately.</p> <p>Both laundry rooms did not have working smoke detectors; however the maintenance staff did place working smoke detectors in the laundry rooms the day of the site visit. Hole in ceiling in the boiler room was repaired the day of the site visit. Boiler room 2 had exposed electrical wires; on the day of the site visit the maintenance staff did cap the wires to eliminate any problems.</p> <p>The electrical outlet in laundry room 1 did not have a plate cover; the maintenance staff placed a cover on the outlet during the site visit.</p> <p>The fence around the dumpster is down and needs to be completed. Ensure that the fence is put up and completed.</p> <p>The fascia board at the top of building 2 is down and needs to be completed. Ensure that the board is replaced and completed</p> <p>The parking lot is in need of re-stripping.</p> <p>On the day of the site visit the EHO logos were given to staff. Ensure that the EHO logo is placed on the front door of the property.</p> <p>Property does not maintain a work order log. A work order log should be maintained to track work orders.</p> <p>Units are not being turned in a timely manner. Ensure that units are turned in a timely manner.</p> <p>Leasing staff and maintenance staff do not have name tags or photo ID badges. Ensure that either name tags or photo ID's be worn by all property staff and</p>
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						<p>maintenance staff.</p> <p>It is recommended that leasing staff attend Compliance Training and all staff including maintenance attend Fair Housing Training, as well as additional industry related trainings and/or seminars.</p>
Woodstock Apartments	128	2121 Washington Cir. Arlington TX 76011	3/14/06	61%	62%	<p>Findings:</p> <p>The metal sidewalk covering at the entrance of the parking lot across from the office needs to be leveled. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Manager must sign a letter, on company letterhead, stating that this has been corrected and submit, along with photo to TSAHC no later than March 31, 2006. (Action Pending)</p> <p>The rotted landscape timbers near the tennis court need to be replaced. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Manager must sign a letter, on company letterhead, stating that this has been corrected and submit, along with photo to TSAHC no later than March 31, 2006. (Action Pending)</p> <p>The laundry rooms do not have working smoke detectors. Place working smoke detectors in both laundry rooms. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Property Manager must sign a letter, on company letterhead stating that this has been corrected and submit, along with photo to TSAHC no later than March 31, 2006. (Action Pending)</p> <p>The maintenance shop and storage area do not have working smoke detectors. Place working smoke detectors in the maintenance shop and storage area. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Manager must sign a letter, on company letterhead, stating that this has been corrected and submit, along with photo to TSAHC no later than March 31, 2006. (Action Pending)</p> <p>The exposed PVC pipe in the parking lot must be repaired to eliminate safety issues. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that this has been corrected and submit, along with photo to TSAHC no later than March 31, 2006. (Action Pending)</p> <p>The tennis court has broken bottle glass throughout the entire court. Remove all broken bottle glass from the tennis court. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that this has been corrected and submit to TSAHC no later than March 31, 2006. (Action Pending)</p> <p>The parking lot has holes that need to be repaired. Repair the holes in the parking lot. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that this has been corrected and submit, along with photo to TSAHC no later than March 31, 2006. (Action Pending)</p>

					<p>The exposed pipe box near building 2311 needs to be covered. Place a cover on the pipe box and ensure that it is safe. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that this has been corrected and submit along with photo to TSAHC no later than March 31, 2006. (Action Pending)</p> <p>All 47 vacant units must have working smoke detectors placed in them. Place a working smoke detector in all 47 vacant units. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that this has been corrected and submit, to TSAHC no later than March 31, 2006. (Action Pending)</p> <p>The floor tile at the entrance of the laundry rooms are broken and must be repaired. Ensure that all broken tiles are replaced. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that this has been corrected and submit, along with photo to TSAHC no later than April 30, 2006. (Action Pending)</p> <p>The window frame in the 2nd laundry room is broken and needs to be repaired. Ensure that the window frame is repaired. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that this has been corrected and submit, along with photo to TSAHC no later than April 30, 2006. (Action Pending)</p> <p>Police Report not submitted with pre audit reports. In response to this review the Property Manager must submit the Police Report from the Arlington Police Department showing any criminal activity for the property within the last 3 months. This must be submitted on or before April 30, 2006. (Action Pending)</p> <p>Property needs to begin aggressively leasing units to qualified households. In response to this review, Property Manager must sign a letter, on company letterhead, with a 12 month leasing plan of action that will track monthly renewals and rent increases. Also, the plan must show the marketing efforts (outreach) the monthly leasing results (percentage) and the tracking method for determining the monthly leasing percentage and submit to TSAHC no later than April 30, 2006. (Action Pending)</p> <p>The make ready board does not correspond with the Availability Report. Availability Report was a manual system from the manager that does not show all vacant units. Staff is not aware of the status of the vacant and down units. Property staff need to inspect all vacant units to find out the status of these units and update the Availability Report and the make ready board. It is recommended that after the Maintenance staff make ready a unit, Property Manager or Leasing staff walk the unit to confirm that the unit is indeed ready. In response to this review, Property Manager must submit a current Availability Report that reflects the current availability showing vacant and down units with the vacate date of the unit no later than April 30, 2006. (Action Pending)</p> <p>Units 215 and 209 have been vacant over 12 months. Apartments 209 and 215 must be placed online by April 30, 2006. In response to this review, the Property Manager must sign a letter on company letterhead, stating that these units have been repaired. In addition, photos of the units and invoices from the vendors must be submitted to show</p>
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					<p>that the units have been repaired on or before April 30, 2006. (Action Pending)</p> <p>Unit 210 is a burn unit and has been down due to a fire since the last site visit, April 18, 2005. Unit 210 must be placed back online by April 30, 2006. In response to this review, the Property Manager must sign a letter on company letterhead, stating that this unit has been repaired. In addition, photos of the unit and invoices from the vendors must be submitted to show that the units have been repaired on or before April 30, 2006. (Action Pending)</p> <p>Smoke alarm missing in units 215, 209 and 210. An alarm needs to be added in the unit within 24 hours because this is a safety issue. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that this has been corrected and submit, along with photos to TSAHC no later than March 31, 2006. (Action Pending)</p> <p>Living room and bathroom ceiling in unit 220 open and exposed with insulation in apartment. Ensure that the ceilings are closed and the insulation removed from the apartment. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that this has been corrected and submit, along with photo to TSAHC no later than April 30, 2006. (Action Pending)</p> <p>All Variance and Year to Date financials were not submitted to determine expense and variance information. In response to this review, the financials and variance reports must be submitted to TSAHC no later than April 30, 2006. (Action Pending)</p> <p>The delinquency report is not accurate. Update the delinquency report to reflect the correct delinquency. In response to this review, submit a copy of the updated Delinquency Report no later than April 30, 2006. (Action Pending)</p> <p>Observations:</p> <p>There is graffiti on the back dumpster. Graffiti must be removed immediately. Ensure that the property is free from graffiti. It is important for staff to paint over or power wash graffiti immediately.</p> <p>Landscaping includes patches of dry grass throughout the property. The flower beds need mulch and grass needs to be planted. Also, there are several trees that need to be trimmed. It is recommended that the landscaping be improved to enhance the visible appeal of the property.</p> <p>The day of the review, the key box was locked; however the key was in the hole of the box. Property staff removed the key. Ensure that the key box is locked and secured. The key codes are maintained in the key box. It is recommended that the key codes be maintained separate from the box</p> <p>Property provided copies of work orders. These work orders do not have sufficient information to determine if service requests were responded to within 24 hours. Ensure that all work orders are completed in their entirety. It is important to include the date the work order was completed and when staff followed up on the work order. It is strongly recommended that property maintain a work order log that reflects the</p>
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						<p>date the resident submitted the work order request and the date that the work was completed. Although the manager has established a manual system of tracking work orders the report must be able to reflect the follow up and the completion date. A copy of the Preventative Maintenance Schedule was provided the day of the site visit</p> <p>Units are not being turned in a timely manner. Ensure that units are turned in a timely manner.</p> <p>The fence around the dumpster enclosure must be repaired. Ensure that the fence around the dumpster is completed.</p> <p>The property does not have a consistent scheduled staff meeting currently in place. It is strongly recommended that the staff set aside a consistent staff meeting schedule either weekly, monthly or quarterly.</p>
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American Housing Foundation

Property Name	# of Units	Location	Audit Date	Occup. as of Nov. 15 th	Avg. Occup.	Annual Summary
Aston Brook Apartments	152	14101 Walters Rd Houston TX 77014	1st Visit 6/6/06 2nd Visit 10/17/06	89%	1st Visit 93% 2nd Visit 92%	<p>First Visit Finding: In response to this review, the property manager must submit a follow-up explanation, on company letterhead, along with the Courtesy Office's report, of the reported sexual assault against children. This must be submitted to TSAHC within 24 hours (June 13, 2006) due to the serious nature of the incident and the safety concern for all residents. (Completed 6/29/06)</p> <p>Observations: The second laundry facility has graffiti on the laundry tables that must be removed immediately. The manager stated that there are gangs in the community, as well as within the city of Houston. The property must be free of graffiti and should be removed immediately.</p> <p>After a review of the resident files due to the number of errors found, it is apparent that proper procedures are not being followed to ensure compliance of the set asides and rent requirements. It is recommended that proper procedures for set asides and rent requirements are strictly enforced to ensure program compliance.</p> <p>In review of the completed work order report, it indicates that work orders are not being completed within a 24 hour time frame. It is recommended that staff ensure work orders are given a priority and addressed immediately as received by residents. All work orders for the month of May had been completed, however not in a timely manner.</p> <p>The maintenance shop did not have a working smoke detector however, the day of the site visit the maintenance staff corrected the problem immediately.</p> <p>The holes in the parking lot are in need of repair. It is recommended that the holes in the parking lot be repaired along with the re-stripping for a cleaner curb appeal.</p>

						<p>Second Visit Finding:</p> <p>There are 3 down units that have been down for over 30 days. These units are listed below, 216, 601 and 611. In response to this review, the property manager must sign a letter, on company letterhead, stating that these units have been repaired. In addition, photos and vendor invoices for the repairs must be submitted to TSAHC on or before November 30, 2006. Additionally, an additional 5% of the units must be brought back on-line for occupancy. (Action Pending)</p>
Bent Creek Apartments	326	9750 Forest Ln Dallas TX 75243	<p>1st Visit 4/18/06</p> <p>2nd Visit 9/25/06</p>	53%	<p>1st Visit 78%</p> <p>2nd Visit 67%</p>	<p>First Visit Findings:</p> <p>The questions in the Security Section could not be answered because the Police Report was not submitted April 5, 2006 as requested in the original audit notice and again requested on April 21, 2006. Submit a copy of the Police Report for the past 3 months to TSAHC no later than May 15, 2006. (Corrected 5/3/06)</p> <p>The owner must create a 12 month Crime Prevention Plan that explains in detail what steps they will take to stop the criminal activity on the property. Along with the plan, the owner must submit to TSAHC on the 10th of every month a detailed report for the previous month explaining what they did and the results until TSAHC gives written notice that they are no longer required to do so. This should include supplemental information, including but not limited to security company reports and police reports. In response to this review, the owner must submit on company letter head the Crime Prevention Plan to TSAHC no later than May 15, 2006. (Corrected 5/3/06)</p> <p>The property has taken the 48 units in building 15 off line due to an anticipated unit conversion, although this has not occurred and has only been in the talking stages. All 48 units will need to be placed back on line for occupancy on or before June 26, 2006, or the owner must submit by that date evidence that the conversion of the units from 1 bedroom to 3 bedroom units has been approved in accordance with Section 3.5 of the Loan Agreement. If the conversion is approved, the owner shall submit a schedule for the conversion and an estimated date for the building to be returned to service. In response to this review, the owner must submit documentation to TSAHC no later than June 26, 2006. (Action Pending)</p> <p>The Availability Report does not reflect the following units as being vacant 111, 508, 815, 1112, 1321, 1424, and 1624. In response to this review, the manager must submit on company letter head, an updated Availability report showing the actual vacant units and the status of each unit to TSAHC no later than June 2, 2006. (Completed 7/31/2006)</p> <p>Observations:</p> <p>The key was in the key box the day of the site visit. It was recommended that the key be removed from the box and maintained in a separate location. Also, the recommendation was made for staff to remove the key log near the key box and place in a more secure area.</p> <p>Unable to determine the number of completed work orders because the dates in the computer system were incorrect. Unable to determine whether all service requests are being responded to within 24 hours and whether staff is following up on work orders. Ensure that all work orders are completed and put into the computer system so that an</p>

						<p>accurate report can be obtained.</p> <p>The property staff does outreach marketing to the local businesses in the area. It is highly recommended that the property staff seek more creative ways to target qualified households and market in target areas. A Preferred Employer Program could be a positive way to create a qualified base for residents.</p> <p>The availability report reflects incorrect make ready dates. Some units are not ready but have a make ready date. Property has the system automatically entering a default date of 7 days. Remove the date from the default system. The make ready date needs to be the date the unit was actually ready for move in.</p> <p>All 48 of the off line units have a battery back up smoke detector in each unit.</p> <p>Second Visit Findings: The police Report (911 Call Sheet) was not submitted. In response to this review the property manager must submit a copy of the police report for the past 3 months to TSAHC on or before October 30, 2006. (Corrected 11/13/06)</p> <p>The property has taken the 48 units in Building 15 off line due to an anticipated unit conversion, although this has not occurred and this has only been in the talking stages; the units have since been vacant. All 48 units will need to be placed back on line for occupancy on or before October 30, 2006, or the owner must submit by that date evidence that the conversion of the units from 1 bedroom to three bedroom units has been approved in accordance with Section 3.5 of the Loan Agreement. If the conversion is approved, the owner shall submit a schedule for the conversion and an estimated date for the building to be returned to service. In response to this review, the owner must submit documentation to TSAHC no later than October 30, 2006. (Action Pending)</p> <p>Observations: In reviewing the Work Order Directory report submitted by staff, it appears that there may be a computer glitch. Several service request completed dates are showing before the call dates. The staff may request that this problem is corrected to prevent any fair housing issues and correct documentation of all work completed.</p> <p>The community has a low lease renewal ratio. It is suggested that the staff capture lease renewals in order to maintain resident retention.</p>
Cimarron Park Apartments	162	2201 Montgomery Park Blvd. Conroe TX 77304	<p>1st Visit 5/23/06</p> <p>2nd Visit 10/18/06</p>	90%	<p>1st Visit 93%</p> <p>2nd Visit 93%</p>	<p>First Visit Findings: The property does not have a key code list and the keys are coded to a recognizable pattern. Vendors and ex-employees have access to the key box and are able to access keys without management knowledge. In response to this review, the manager must create a key code log and submit a letter to TSAHC on or before August 20, 2006 stating that a key code log has been completed and will be maintained in a separate location from the key box. (Completed 8/22/06)</p> <p>The maintenance shop does not have a smoke detector. This must be corrected within 24 hours because this is a safety issue. In response to this review, the manager must</p>

						<p>sign a letter on company letter head stating that this has been corrected and submit to TSAHC no later then July 21, 2006. (Completed 8/22/06)</p> <p>Observations: Invoices are processed on a weekly basis and submitted to the corporate office; however, late fees are applied on vendor invoices. Due to the number of vendor calls to TSAHC regarding unpaid accounts and the large amount of late fees being applied, an Accounts Payable ledger was obtained and shows a current outstanding balance of \$53,857 for vendor services, and an over 90 day late of \$35,291 for vendor services as of May 22, 2006. It is recommended that the owner pay outstanding invoices to vendors so that services are maintained and property staff will continue to operate efficiently on a day to day basis.</p> <p>The property has a Hispanic population; therefore, it is suggested that the property place a copy of the Spanish version of the Fair Housing Poster in the lobby of the front office along with the English version.</p> <p>Second Visit Observations: The stair railing on the building leading up to unit #206 is loose. It is recommended that staff ensure all stair railings are secured to the building.</p>
Creekwood Village Apartments	362	10928 Audelia Ln Dallas TX 75243	<p>1st Visit 4/17/06</p> <p>2nd Visit 9/25/06</p>	55%	<p>1st Visit 77%</p> <p>2nd Visit 80%</p>	<p>First Visit Findings: Property Manager must create a 12 month Crime Prevention Action Plan that addresses activities that aid in crime prevention and vandalism on the property. Along with the plan, a tracking method that will be used to determine the effectiveness and resident participation in the activities must be reported to TSAHC on the 10th day of each month to determine how well the program is going. In response to this review, the property manager must submit on company letterhead the crime prevention action plan to TSAHC no later than May 26, 2006. (Completed 6/7/06)</p> <p>Unit 624 is a down unit due to a kitchen fire and has been vacant since January 1, 2005. Unit 624 must be placed back on line by May 26, 2006. In response tot his review, the manager must sign a letter, on company letterhead, stating that this unit has been repaired. In addition, photos of the repaired unit and invoices from the vendors must be submitted to show that the unit has been repaired on or before May 26, 2006. (Completed 6/7/06)</p> <p>Observations: The smoke detector was placed in both laundry rooms the day of the site visit.</p> <p>HVAC cover on unit at building 10 was put back on the day of the site visit.</p> <p>Laundry room 2 has graffiti on the dryer door. Graffiti must be removed immediately. Ensure that the property is free from graffiti. It is important for staff to paint over or power wash graffiti immediately.</p> <p>The completed dates on the work order directory show some call dates after the completed date. See work order #2207 on the work order directory. The computer</p>

						<p>software program should be programmed to ensure that information is accurate. Ensure that the computer program is reporting information accurately.</p> <p>Property does not have an effective lease renewal program in place. Due to the high number of MTM leases TSAHC recommends that the property create a renewal policy/action plan that encourages residents to continue living at the property. In addition to creating a renewal policy/action plan that encourages residents to continue living at the property, management should maintain documentation to effectively monitor the lease renewal program.</p> <p>The make ready status board does not correspond with the vacancy report. Update the make ready status board and the vacancy report so that the correct vacancy units are reflected and the ready units show in the ready status.</p> <p>The smoke detectors were placed in the maintenance shop the day of the site visit.</p> <p>Second Visit Finding: The police report (911 Call Sheets) were not submitted. In response to this review the property manager must submit a copy of the police report to TSAHC on or before October 30, 2006. (Completed 10/27/06)</p>
Fountaingate Apartments	280	5210 Tower Dr Wichita Falls TX 76310	1st Visit 6/6/06 2nd Visit 10/31/06	81%	1st Visit 91% 2nd Visit 88%	<p>First Visit Finding: The Detail Budget Comparison report is not accurate. The numbers on the report are not the right number for the property and they do not add up to the totals. It is required that accounting correct Fountaingate's reports to reflect the correct financial status of the property. The corrected reports must be submitted to TSAHC no later than July 21, 2006. (Completed 7/17/06)</p> <p>Observations: The buildings have not been painted since 1994, over 12 years ago, and the buildings are showing their age. It is strongly suggested that the buildings be painted.</p> <p>Second Visit Finding: The police reports were provided however the codes were not included. It is required that the codes be submitted to TSAHC no later than December 1, 2006. After the codes are received this section will be completed. (Completed 12/28/06)</p> <p>Unit 1/288 did not have a working smoke detector. It is required that a working smoke detector be placed in the unit within 24 hours. A photo must be submitted by November 2, 2006 to TSAHC showing the newly installed detector. (Completed 11/13/06)</p> <p>Observations: The new leasing agent has not attended Fair Housing training to date. It is highly recommended that the agent attend the December training.</p>
Northwoods	200	18001 Cypress Trace	1st Visit	89%	1st Visit	First Visit

Apartments		Houston TX 77090	6/5/06 2nd Visit 10/17/06		91% 2nd Visit 89%	<p>Observations: Boiler rooms had stored items inside but the maintenance staff removed all items and placed them inside the maintenance shop. The boiler rooms cannot be used for storage of items.</p> <p>Concrete broken at building 5 in the parking lot was repaired the day of the site visit.</p> <p>There is a water leak on the side of the office building and at building 16 that the maintenance staff are aware of and is troubleshooting to find the problem. It is recommended that the water leak be repaired by maintenance or an outside contractor to avoid water cost and waste. The entire maintenance staff are recent hires having been with the company approximately 2 weeks.</p> <p>In review of the completed work order report, it indicates that work orders are not being completed within a 24 hour time frame. It is recommended that staff ensure work orders are given a priority and addressed immediately as received by residents.</p> <p>The property does have a Hispanic population therefore; a Spanish version of the Fair Housing poster should be displayed in the lobby of the front office.</p> <p>After a review of the resident files due to the number of errors found, it is apparent that proper procedures are not being followed to ensure compliance of the set asides and rent requirements. It is recommended that proper procedures for set asides and rent requirements are strictly enforced to ensure program compliance.</p> <p>Second Visit: Finding: Unit 2208 is a down unit that must be made ready for lease to the general public. This unit has been vacant over 100 days and has mold infestation in the unit. In response to this review, the property manager must submit a letter on company letterhead, stating that the unit has been repaired and made ready for occupancy; in addition a photo of the completed work and a copy of the vendor invoice must be submitted to TSAHC on or before November 30, 2006. (Completed 12/11/06)</p> <p>Observations: The boiler room near the office does not have a copy of the boiler permit. It is recommended that the boiler permit be available in the boiler room at all times for inspection.</p> <p>The access gates are not working at this time. The repair for the gates is scheduled in the 2007 budget. It is recommended that the gates are operational at all times.</p> <p>According to the Unit Vacancy report dated 10/17/2006 the resident in 201 moved in 9/28/2006. It is recommended that the report reflect accurate information at all times.</p>
One Willow Chase Apartments	136	8330 Willow Place Dr. South	1st Visit 5/8/06	91%	1st Visit 96%	<p>First Visit: Observations:</p>

		Houston TX 7070	<p>2nd Visit 10/16/06</p>		<p>2nd Visit 95%</p>	<p>On the day of the site visit the key box was locked; however, the key was in the key hole of the key box. Property staff removed the key.</p> <p>Property unit keys are coded; however, there is an obvious pattern. Property key codes need to be changed to a random pattern. Currently any vendors, past employees, and others would be able to identify the unit number of the keys. This is a major safety concern.</p> <p>Staff was unable to print the Lease renewal report. Staff can track their current renewal but determining the leasing percentage is cumbersome and ineffective. It is recommended that the property maintain a renewal binder that shows on a monthly basis who is due for renewal and who actually renewed to determine the monthly leasing percentage.</p> <p>Second Visit: Finding: According to the police report submitted by the local police department there is criminal activity occurring within the community. In response to this review the owner must create a 12 month Crime Prevention Plan that explains in detail what steps they will take to stop the criminal activity on the property. The owner must submit on company letterhead the Crime Prevention Plan to TSAHC no later than November 30, 2006. (Completed 12/15/06)</p> <p>The key codes are in a pattern that shows the apartment number and the codes so that anyone can locate a key for a specific apartment. Because this a safety concern, it is suggested that management create a random key code so that key codes are not easily recognized. This was also an observation from the May 8, 2006 site visit. In response to this review, the property manager must submit to TSAHC a copy of the revised key codes on or before November 30, 2006. (Completed 12/14/06)</p> <p>Observations: The electrical outlet in the boiler room did not have a cover plate; however the maintenance staff did replace the electrical cover the day of the site visit. It is recommended that maintenance ensure that all electrical outlets have face covers at all times.</p> <p>The battery in the smoke detector in the laundry room was beeping; however the maintenance staff did replace the battery in the smoke detector the day of the site visit.</p>
One Willow Park Apartments	178	8450 Willow Place Dr. North Houston TX 77070	<p>1st Visit 5/8/06</p> <p>2nd Visit 10/16/06</p>	90%	<p>1st Visit 92%</p> <p>2nd Visit 93%</p>	<p>First Visit: Finding: Unit 2304 has been down because of a fire. Due to the occupancy of the property, unit 2304 must be brought back on-line to be leased to the general public on or before June 15, 2006. In response to this review, the Manager must sign a letter, on company letterhead, stating that this unit has been repaired. In addition, photos of the repaired unit and vendor repair invoices must be submitted on or before June 15, 2006. (Action Pending)</p> <p>Observations: On the day of the site visit the key was in the key box. It is recommended that the key</p>

					<p>for the key box be placed in a secure location and removed from the key box.</p> <p>It was noticed that the key codes was in an easy to memorize pattern. It is recommended that the key codes be created in a random system that is not easily memorized.</p> <p>The boiler room has items stored inside. The boiler room should not be used for storage at any time. Ensure that all items are removed from the boiler room and stored in a safe place.</p> <p>The battery in the smoke detector in the shop was not working the day of the visit, however, maintenance personnel did place a working battery in the smoke detector.</p> <p>Due to the diverse population at the property, it is recommended that the Spanish version of the Fair Housing poster, in addition to the English version, be displayed in the front lobby area.</p> <p>Property was unable to print Lease Renewal report. Property can track their current renewal but determining the leasing percentage is cumbersome and ineffective. It is recommended that property maintain a renewal binder that shows a monthly basis who is due for renewal and who actually renewed to determine the monthly leasing percentage.</p> <p>The fitness room did not have a working smoke detector, although the maintenance personnel did place a working smoke detector the day of the site visit.</p> <p>Second Visit Findings:</p> <p>According to the police report submitted by the local police department there is criminal activity occurring within the community. In response to this review the owner must create a 12 month Crime Prevention Plan that explains in detail what steps they will take to stop the criminal activity on the property. The plan should also include addressing that lights are operable throughout the property daily. The owner must submit on company letterhead the Crime Prevention Plan to TSAHC no later than November 30, 2006. (Completed 12/15/06)</p> <p>The key codes are in a pattern that shows the apartment number and the code so that anyone can locate a key for a specific apartment. Because this is a safety concern, it is suggested that management create a random key code so that key codes are not easily recognized. This was also an observation from the May 8, 2006 site visit. In response to this review, the property manager must submit to TSAHC a copy of the revised key codes on or before November 30, 2006. (Completed 12/14/06)</p> <p>Unit 2304 is a down unit due to a resident caused fire. In response to this review, the property manager must get the apartment home available for lease to the general public on or before November 30, 2006. A letter stating that all repairs have been completed along with vendor invoice and a photo of the completely repaired apartment home must be submitted to TSAHC on or before November 30, 2006. A copy of a bid obtained on October 10, 2006 from Superior Services was submitted to the auditor the day of the site visit; additionally it was noted that one half of the work must be paid for in advance due to the slow pay history by management. (Action Pending)</p>
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Pine Creek Village Apartments	216	229 I-45 North Conroe TX 77304	1st Visit 5/22/06 2nd Visit 10/18/06	64%	1st Visit 78% 2nd Visit 71%	<p>First Visit Findings: Invoices are processed on a weekly basis and submitted to the corporate office; however, late fees are being applied to vendor invoices. Due to the late fees and the number of vendor calls to TSAHC regarding unpaid accounts, an Accounts Payable ledger was obtained and shows a current outstanding balance of \$223,360.30 and an over 90 day late of \$154,966.87 as of May 22, 2006 the date of the report. In response to this review the property manager must send a letter, by July 21, 2006 to TSAHC on company letterhead, indicating the action plan to have vendors paid so that units can be made ready and the property can purchase the necessary supplies to keep the property operating efficiently on a day-to-day basis. Additionally, the property will be placed on a monthly monitoring status requiring submission of the Accounts Payable Ledger at property's monthly reporting close out. (Completed 7/27/06)</p> <p>Units cannot be turned in a timely manner because vendors will not service the property due to outstanding balances owed by the property. In response to this review the property manager must send a letter, by July 21, 2006 to TSAHC on company letterhead, stating that the property is able to purchase the necessary supplies to make ready the units and an updated copy of the Unit Availability Report must be submitted to TSAHC on or before July 21, 2006. (Completed 7/27/06)</p> <p>Second Visit Findings: The keys to the units had apartment numbers on the back of the key ring. The manager must submit a letter on company letterhead stating that the unit numbers have been removed from the back of the key rings on or before November 30, 2006. (Completed 12/15/06)</p>

						<p>According to the police report submitted by the local police department there is criminal activity occurring within the community. In response to this review, the owner must create a 12 month Crime Prevention Plan that explains in detail what steps they will take to stop the criminal activity on the property. The owner must submit on company letterhead the Crime Prevention Plan to TSAHC no later than November 30, 2006. (Completed 12/15/06)</p>
Settler's Cove Apartments	182	4045 Treadway Beaumont TX 77706	<p>1st Visit 4/25/06</p> <p>2nd Visit 10/4/06</p>	92%	<p>1st Visit 95%</p> <p>2nd Visit 95%</p>	<p>First Visit Observations: Due to the diverse traffic and for current residents it is recommended that the Spanish version of the Fair Housing Poster be displayed in the front office along with the English version.</p> <p>Two checks where accepted for new applicant business however the application was denied/cancelled without replacing the NSF checks. Also, the resident in #2415 was allowed to pay his April 2006 rent although he has 2 NSF checks. Company policy states that after 2 NSF's within the lease term all payments must be money order or cashier's check.</p> <p>Second Visit Observations: The fitness room did not have a working smoke detector; the maintenance technician did place a working smoke detector the day of the site visit. It is recommended that management ensure smoke detectors are working at all times.</p> <p>Units 2311 and 2313 did not have working smoke detectors; the maintenance technician did replace the batteries in both units the day of the site visit. It is recommended that management ensure that although units are vacant smoke detectors must be working.</p>
Shadowridge Village Apartments	144	9701 W. Ferris Branch Blvd. Dallas TX 75243	<p>1st Visit 6/5/06</p> <p>2nd Visit 9/25/06</p>	94%	<p>1st Visit 95%</p> <p>2nd Visit 65%</p>	<p>First Visit Findings: The carport in front of building #2 has a broken light in car slot #5. The light fixture has exposed wires. It is required that staff fix the light so that it will not pose a danger to residents. This must be correct by July 29, 2006. A photo along with a letter stating what action was taken is due to TSAHC by the above date. (Completed 8/3/06)</p> <p>The police report was not provided. It is required that the police report for the past 3 months be submitted to TSAHC no later then July 29, 2006. (Completed 8/3/06)</p> <p>The property must have locking cabinets for the resident files that must be locked when the office is closed. It is also required that the property have working locks for the offices and for the night drop that remain locked when the office is closed to prevent another thief from gaining access to the files and money. With the help of your legal council, staff needs to notify all residents that their personal information could have been stolen. The above issues must be addressed no later than July 28, 2006. A letter must be sent to TSAHC by that date stating what action was taken along with copies of any invoices. (Completed 8/3/06)</p> <p>The property did not have a Fair Housing poster in the leasing area. During the audit a</p>

					<p>temporary one was printed off the Internet. It is required that permanent ones are placed in the leasing area. A photo of the hanging posters must be submitted to TSAHC by July 29, 2006. (Completed 8/3/06)</p> <p>The pool and boiler room certificates are not current. The pool certificate expired in Feb. 2006 and the boiler certificates expired in 2003. It is required that the staff obtain current certificates for both the pool and boiler room. Copies of the certificates must be submitted to TSAHC by July 29, 2006. (Completed 8/3/06)</p> <p>Observations:</p> <p>The pool area is closed because of the broken pool pump and the broken stone around the pool. It is strongly suggested that they both be fixed so that residents can use the pool and prospects can look at a clean, functioning pool.</p> <p>In March the work orders were no longer completed in the system. It is strongly recommended that work orders be tracked and monitored appropriately including completing them in the Yardi software.</p> <p>The property has not been consistently tracking renewals. It is suggested that the property keep a renewal binder with the previous 12 months of renewal history.</p> <p>Neither the make ready board nor the unit availability report is correct. The staff does not know the status of any of the vacant units and there is a lot of confusion about the units. It is suggested that the manager work closely with the maintenance staff to quickly assess the status of all units and then get the information correctly documented on both reports.</p> <p>The staff had given out the last key to unit 921 to a vendor. The vendor did not return it. It is very strongly suggested that the master key to units not be given out.</p> <p>The property has outstanding balances with vendors. It is suggested that the staff create an action plan to have vendors paid so that units can be made ready and the property can purchase the necessary supplies to keep the property operating efficiently on a day-to-day basis.</p> <p>Second Visit Findings:</p> <p>The security section could not be answered because the police report (911 call sheets) were not submitted with the original request; however the property did send the crime statistics. In response to this review the property manager must submit a copy of the 911 Call Sheet from the local police department to TSAHC on or before October 30, 2006. (Corrected 11/13/06)</p> <p>Policy states \$25.00 NSF fee 1211, 1323 charged 35.00 4/18/2006; 1816 charged 35.00 5/16/2006; 1222 had 2 NSF and was charged 35.00 1/16/2006 and 5/16/2006; 616 charged 35.00 5/23/2006 for NSF; 1321 charged 35.00 5/23/2006; 1711 charged 35.00 8/22/06; 311 charged 35.00 6/20/06; 1621 charged 35.00 7/18/2006 1711 charged 35.00 8/22 In response to this review the property manager will need to pull the lease agreement for each ledger listed and charge according to the lease agreement and submit</p>
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						<p>a copy of the first page of the lease agreement and a corrected ledger to TSAHC on or before October 30, 2006. (Corrected 11/13/06)</p> <p>Unit 613 has a ceiling leak that needs to be repaired. In response to this review, the property manager must have the ceiling repaired and submit a photo of the repaired ceiling to TSAHC on or before October 30, 2006. (Corrected 11/13/06)</p> <p>Observations: The work order report shows that some of the service request call in dates is after the completed date. It is recommended that staff ensure accurate service request completed dates are input into the system to eliminate any fair housing issues.</p> <p>The make ready log shows units as ready and they actually are not ready. It is suggested that staff verify the status of all units before updating the make ready log. If a unit is not ready for immediate occupancy do not show as a ready unit on the report. Ready suggests that a household is ready for immediate move-in without anything left to be completed in the apartment home.</p> <p>The property has a very low renewal rate. It is recommended that the property staff become more aggressive in the renewal process so that the property does not lose too many residents at one time.</p>
Stony Creek Apartments	252	231 I-45 North Conroe TX 77304	<p>1st Visit 6/22/06</p> <p>2nd Visit 10/18/06</p>	77%	<p>1st Visit 80%</p> <p>2nd Visit 77%</p>	<p>First Visit Findings: The ceiling in the maintenance shop is falling down and needs to be repaired for safety reasons. There are items at the top of the ceiling that appear to be falling down and could cause injury to an individual. Repair the ceiling in the maintenance shop. In response to this review the Property Manager must sign a letter, on company letterhead, stating that the ceiling has been repaired and submit photos to TSAHC on or before July 21, 2006 to show the correction has been completed. (Completed 7/27/06)</p> <p>Invoices are processed on a weekly basis and submitted to the corporate office; however, late fees are being applied to vendor invoices. Due to the late fees and the number of vendor calls to TSAHC regarding unpaid accounts, an Accounts Payable ledger was obtained and shows a current outstanding balance of \$223,360.30 and an over 90 day late of \$154,966.87 as of May 22, 2006 the date of the report. In response to this review the property manager must send a letter, by July 21, 2006 to TSAHC on company letterhead, indicating the action plan to have vendors paid so that units can be made ready and the property can purchase the necessary supplies to keep the property operating efficiently on a day-to-day basis. Additionally, the property will be placed on a monthly monitoring status requiring submission of the Accounts Payable Ledger at property monthly close-out. (Completed 7/27/06)</p> <p>Units cannot be turned in a timely manner because vendors will not service the property due to outstanding balances owed by the property. In response to this review the property manager must send a letter, by July 21, 2006 on company letterhead, stating that the property is able to purchase necessary supplies to make ready the units and an updated copy of the Unit Availability Report must be submitted to TSAHC on or before July 21, 2006. (Completed 7/27/06)</p>

					<p>Observations:</p> <p>The laundry room at building 11 had a cracked window that the maintenance staff repaired the day of the site visit.</p> <p>The electrical box in the laundry room at building 16 was cracked but was repaired by the maintenance staff the day of the review.</p> <p>The laundry room at building 16 has graffiti on the window and on the fire extinguisher box. Graffiti must be removed immediately. Ensure that the property is free of graffiti. It is important to paint over or power wash the graffiti immediately.</p> <p>The maintenance shops did not have smoke detectors but the staff did place working smoke detectors in the shop the day of the review.</p> <p>Second Visit Findings:</p> <p>According to the police report submitted by the local police department there is criminal activity occurring within the community. In response to this review, the owner must create a 12 month Crime Prevention Plan that explains in detail what steps they will take to stop the criminal activity on the property. The owner must submit on company letterhead the Crime Prevention Plan to TSAHC no later than November 30, 2006. (Completed 12/15/06)</p> <p>A copy of the Accounts Payable was requested by the auditor the day of the site visit but was not received. In response to this review the property manager must submit a copy of the current Accounts Payable Report to TSAHC on or before November 30, 2006. (Completed 12/15/06)</p> <p>Observations:</p> <p>Property has a large amount of month to month leases. In fact, 8% of units are month-to-month leases. This means in 30 days the occupancy could drop to 67% or lower.</p>
Woodedge Apartments	126	10802 Green Creek Dr. Houston TX 77070	<p>1st Visit 6/9/06</p> <p>2nd Visit 10/16/06</p>	91%	<p>1st Visit 92%</p> <p>2nd Visit 93%</p> <p>First Visit Findings:</p> <p>The fire in unit 101 was resident caused and has been down for six (6) months. Due to the occupancy of the property, unit 101 must be brought back online for lease to the general public on or before August 31, 2006. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that this unit has been repaired. In addition, photos of the repaired unit and vendor invoices for the repairs must be submitted to TSAHC on or before August 31, 2006. (Action Pending)</p> <p>The availability report reflects incorrect make ready dates. Some units are not ready but have a make ready date. The make ready date needs to be the date the unit was/is actually ready and not the property's proposed move in date. In response to this review the property manager must submit a copy of the updated Availability Report showing the current status of each vacant unit and the accurate make ready dates to TSAHC on or before July 21, 2006. (Action Pending)</p>

						<p>This section of the report could not be answered because the Police Report was not submitted. In response to this review the property manager must submit a copy of the Police Report to TSAHC on or before July 21, 2006. (Action Pending)</p> <p>Observations:</p> <p>The day of the review the key box was not locked; however there was not a key in the key hole. This is a major safety concern; therefore the key box must be locked at all times.</p> <p>The key codes to the units are in an obvious pattern. Property key codes need to be changed to a random pattern. Currently any vendors, past employees and others would be able to identify the unit number of the keys. This too is a major safety concern.</p> <p>The boiler room has items stored inside that must be removed. Ensure that the boiler room is not used for storage at any time.</p> <p>The maintenance shop had a smoke detector but the battery did not work. The maintenance personnel did place a battery in the smoke detector the day of the site visit.</p> <p>The staff does have name tags, although the day of the site visit they were not being worn. It is recommended that the staff wear name tags so that they can be readily identified as staff.</p> <p>Second Visit Findings:</p> <p>In the May 9, 2006 site visit it was requested that unit 101 be brought back on-line for lease on or before August 31, 2006. Based upon the report the fire in the unit was resident caused and had been down for six (6) months. This finding still remains outstanding and the unit remains in a down status with no attempt to get the unit back on-line due to its use as a storage area. Additionally, because the occupancy is over 90% all units should be available for lease to the general public and this unit could be an easy lease. In response to this review, the manager must sign a letter on company letterhead, stating that the unit has been repaired. In addition, photos of the repaired unit and vendor invoices must be submitted to TSAHC on or before November 30, 2006. (Action Pending)</p> <p>The Availability Report shows make ready dates for units that are not made ready according to the report. Units 1003 and 409 are shown as not ready on the report. In response to this review, the property manager must submit a corrected copy of the Availability Report showing the current status of each unit to TSAHC on or before November 30, 2006. Additionally, the software program has a glitch in the system because the Availability Report shows the resident in unit 902 as a current resident with a move in date of 6/16/2006. This also must be corrected and reflected as a correction on the submitted report. (Corrected 12/5/06)</p>
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American Opportunity for Housing						
Property Name	# of Units	Location	Audit Date	Occup. as of	Avg. Occup.	Annual Summary

				Nov. 14 th		
Briarcrest Apartments	376	25650 I-45 Spring TX 77386	1 st Visit 2/22/06 2 nd Visit 10/9/06	89%	1 st Visit 75% 2 nd Visit 89%	<p>First Visit Findings:</p> <p>The electrical outlet at the coke machine area was not secured and open causing a serious safety concern. Ensure that the outlet has been closed within 24 hours because this is a safety issue. In response to this review, the Manager must sign a letter on company letterhead stating that this has been corrected and submit a photograph to TSAHC no later than 3/3/2006. (Completed 5/1/06)</p> <p>The telephone near the laundry room is not operational and has exposed wirings. Ensure that the exposed wiring be secured within 24 hours because this is a safety issue. In response to this review, the Manager must submit a photograph and sign a letter on company letterhead, stating that this has been corrected and submit to TSAHC no later than 3/3/2006. (Completed 5/1/06)</p> <p>The playground slide is broken on the edge. In response to this review, the playground slide must be replaced and the Property Manager must submit a photograph and sign a letter on company letterhead, stating that this has been corrected and submit to TSAHC no later than April 2, 2006. (Completed 5/1/06)</p> <p>No Preventive Maintenance schedule is currently in place. In response to this review the Property Manager must submit a copy of the Capitol Preventive Maintenance Schedule no later than April 2, 2006. (Completed 5/1/06)</p> <p>501 has been down for over 3 years. Apartment 501 must be placed online by April 2, 2006. In response to this review, the Manager must sign a letter, on company letterhead, stating that this unit has been repaired. In addition, photos of the unit and invoices from the vendors must be submitted to show that the unit has been repaired on or before April 2, 2006. (Completed 5/1/06)</p> <p>Smoke alarm missing in unit. An alarm needs to be added in the unit with in 24 hours because this is a safety issue. In response to this review, the Manager must sign a letter, on company letterhead, stating that this has been corrected and submit to TSAHC no later than 3/3/2006. (Completed 5/1/06)</p> <p>Observations:</p> <p>It is recommended that the outside maintenance storage area be swept and cleaned placing the doors and any useable materials to the inside of the maintenance shop. Also any screens that are no longer useable should be disposed of immediately; the gutters and roofs are scheduled to be replaced and should be completed by April 2006 according to the Manager.</p> <p>Laundry room #1 has graffiti on the table. Graffiti must be removed immediately. Ensure that the property is free from graffiti. It is important for staff to paint over or power wash graffiti immediately.</p> <p>The playground has graffiti. Graffiti must be removed immediately. Ensure that the property is free from graffiti. It is important for staff to paint over or power wash graffiti immediately.</p>

					<p>Property provided copies of work orders. These work orders do not have sufficient information to determine if service requests were responded to within 24 hours. Ensure that all work orders are completed in their entirety. It is important to include the date the work order was completed and when staff followed up on the work order. It is strongly recommended that property maintain a work order log that reflects the date the resident submitted the work order request and the date the work order was completed.</p> <p>Property not implementing a renewal policy/action. It is recommended that property create a renewal policy/action plan that encourage residents to continue living at the property. Property is currently not maintaining documentation for lease renewals. In addition to creating a renewal policy/action plan that encourages residents to continue living at the property, property should maintain documentation to effectively monitor the lease renewal program. Lease expiration report does not track which tenants renewed, this only provides a list of tenants whose leases expired for each of the months listed on the report. Property should maintain a lease renewal binder that tracks whose leases were up fro renewal and who renewed their leases. These records must be maintained for a minimum of 12 months.</p> <p>Units are not being turned in a timely manner. Ensure that units are turned in a timely manner.</p> <p>Second Visit Findings:</p> <p>Outside electrical box under meters is uncovered with exposed wires. This is a major safety issue. In response to this review, the property manager must submit to TSAHC on or before October 20, 2006, a letter and a photo on company letterhead indicating that the exposed wires have been safely secured. (Completed 11/21/06)</p> <p>There is an uncovered electrical outlet in the boiler room. In response to this review, the property manager must submit to TSAHC on or before October 20, 2006, a letter and a photo on company letterhead indicating that a cover has been placed on the electrical outlet in the boiler room. (Completed 11/21/06)</p> <p>The light fixture at the laundry facility is hanging with exposed wires and there are no light bulbs at either entrance to the laundry facility. This is a major safety issue. In response to this review the property manager must submit to TSAHC on or before October 20, 2006, a letter and a photo on company letterhead indicating that the exposed wire had been repaired and the light bulbs have been added to the laundry facility area. (Completed 11/21/06)</p> <p>Smoke detector in the laundry facility is missing. In response to this review, the property manager must submit to TSAHC on or before October 20, 2006, a letter and a photo on company letterhead indicating that the smoke detector in the laundry facility has been replaced. (Completed 11/21/06)</p> <p>According to the manager and the maintenance technician the missing light fixture in the mailbox area had a shortage and is in the process of being worked on. In response to this review, the property manager must submit to TSAHC on or before October 20, 2006, a letter and a photo on company letterhead indicating that the light fixture had</p>
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						<p>been repaired or the expected date that the fixture will be repaired providing a licensed electrician will be needed to make the repair. (Completed 11/21/06)</p> <p>The slide on the playground was broken and removed. This is a safety issue and it needs to be replaced. In response to this review, the property manager must submit to TSAHC on or before November 19, 2006, a letter and a photo on company letterhead indicating that the storage area was cleaned up and organized. (Completed 11/21/06)</p> <p>The sidewalk leading to the community laundry facility area broken and in disrepair. This is a safety issue and needs to be repaired. The property manager must submit to TSAHC on or before November 19, 2006, a letter and a photo on company letterhead indicating that the exposed cable wire had been covered or removed. (Completed 11/21/06)</p> <p>There are numerous lights around the property which have been vandalized. There are also broken windows in the laundry room area from vandalism. A crime prevention plan must be created and implemented. A copy of the plan must be turned into TSAHC no later than November 19, 2006. (Completed 11/21/06)</p> <p>During the last audit there was a finding because the property had no preventative maintenance schedule. Management was required to create and implement a preventative schedule. The schedule was submitted to TSAHC by the regional manager. However, it is apparent that the PM schedule was not implemented on the property because the manager and staff were not aware of the PM schedule. In response to this review the PM schedule must be submitted again to TSAHC by November 19, 2006. Another copy of the implemented schedule indicating the progress made must be submitted to TSAHC by December 19, 2006. (Completed 11/21/06)</p> <p>Observations:</p> <p>The trees throughout the community are overgrown and obtrusive creating a safety concern. It is strongly recommended that management correct the leasing summary report to correctly reflect traffic, sources, and number of leases.</p> <p>The smoke detector in unit 1910 needs a new battery and the counter tops were not properly resurfaced. The counter tops were painted instead of being properly resurfaced or replaced. Painting the counter tops is not a sanitary alternative. It is recommended that the counter top is properly resurfaced prior to leasing the unit.</p> <p>There is an extremely high number of vacant unmade ready units. It is suggested that at least 2 units per floor plan be made ready so that leasing staff has a variety of units to show and ones that are ready for immediate move in.</p> <p>The two new members of the maintenance staff need to complete fair housing. It is recommended that they fully complete the Fair Housing training by the end of October.</p>
Clover Hill Apartments	216	903 Road to Six Flags West Arlington TX 76012	1st Visit 2/28/06	82%	1st Visit 78%	<p>First Visit Finding:</p> <p>No preventative Maintenance schedule is currently in place. In response to this review, the property manager must submit a copy of the capital preventative maintenance</p>

			<p>2nd Visit 8/21/06</p>		<p>2nd Visit 92%</p>	<p>schedule no later than April 2, 2006. (Completed 4/11/06)</p> <p>Observations: There is graffiti on the tennis court. Graffiti must be removed immediately. Ensure that the property is free from graffiti. It is important for staff to paint over or power wash the graffiti immediately.</p> <p>The parking lot is in need of resurfacing and restriping.</p> <p>A working smoke detector was placed in the maintenance shop and the front floor entrance was secured due to the broken boards in the floor.</p> <p>Units not being turned in a timely manner. Ensure that units are being turned in a timely manner</p> <p>Second Visit Findings: There is a water leak in the parking lot. In response to this review the property manager must submit to TSAHC a photo and letter on company letterhead stating that the leak has been repaired on or before September 23, 2006. (Completed 9/19/06)</p> <p>The curb walkway at the back of the property is broken and is a safety concern. This must be corrected within 24 hours. In response to this review the property manager must submit to TSAHC a photo and letter on company letterhead stating that the curb walkway has been repaired on or before August 24, 2006. (Completed 9/19/06)</p> <p>Sewer cap missing on sewer line opening. This must be corrected within 24 hours because this is a safety concern. In response to this review the property manager must submit to TSAHC a photo and letter on company letterhead stating that the sewer cap has been replaced on or before August 24, 2006. (Completed 9/19/06)</p> <p>Observations: The parking lot is in need of resurfacing and restriping. It is strongly recommended that the parking lot be repaired to eliminate any safety issues.</p> <p>The property is in need of sod replacement for landscaping enhancement. It is recommended that landscaping and tree pruning be considered as a capital improvement item to enhance the prolonged existence of the property.</p>
Hillcrest Apartments	310	1960 West Tarrant Rd. Grand Prairie TX 75050	<p>1st Visit 2/27/06</p> <p>2nd Visit 8/21/06</p>	82%	<p>1st Visit 79%</p> <p>2nd Visit 80%</p>	<p>First Visit Findings: Stairs on bldg 4 cracked and not secure causing a safety concern. This must be corrected immediately. In response to this review, submit pictures that reflect that this has been corrected no later than 3/3/2006. (Completed 4/19/06)</p> <p>The stair railings at building 8 are loose causing a safety concern. This must be corrected immediately. In response to this review, submit pictures that this has been corrected no later than 3/3/2006. (Completed 4/19/06)</p> <p>The sidewalk in front of laundry room #2 has a large foundation gap. This must be</p>

					<p>corrected immediately. In response to this review, submit pictures that this has been corrected no later than 3/3/2006. (Completed 4/19/06)</p> <p>The Police Report for the months of November 2005 thru January 2006 indicates a lot of criminal activity, including gunfire. Currently the property does not have strong measures in place to prevent these types of activities from happening. Management team must create and implement a 12 month action plan to end the crime and vandalism on the property. In response to this review, Property Manager must submit the action plan to TSAHC no later than April 2, 2006. (Completed 4/19/06)</p> <p>Property does not have a current swimming pool permit; property licenses and permits are expired. In response to this review, either provide documentation that the property is not required to have a swimming pool permit or provide copies of the current licenses and permits no later than April 2, 2006. (Completed 4/19/06)</p> <p>The ledger for Timothy Jones, Hector Montoya, Benjamin Mawate, Amber Mason, and Lamarcus Hill was not accessible due to the computer being down. In response to this review Property Manager must submit the requested ledgers no later than April 2, 2006. (Completed 4/19/06)</p> <p>Observations: No working smoke detectors in the laundry facilities however during the site visit staff placed working smoke detectors in both laundry facilities and replaced all fire extinguishers with current 2006 extinguishers.</p> <p>Fire Alarm Control near laundry room #2 box open and exposed; however during the site visit staff secured and locked the box.</p> <p>Pool phone jack has open and exposed wires; during the site visit maintenance placed a cover to secure the jack.</p> <p>Property grounds had lots of litter and glass in the parking lot.</p> <p>Laundry facilities not cleaned and lots of mud throughout both laundry rooms.</p> <p>Sweep out maintenance storage near back of property and remove ladder from the front entrance door.</p> <p>Several pot holes in the parking lot and needs to be restripped.</p> <p>The railroad log near laundry room #2 extends out causing a trip hazard and the yellow markings on the sidewalk are in need of repainting for better visibility. It is recommended that the railroad log be leveled with the sidewalk and the steps painted yellow because of safety concerns.</p> <p>The entrance floor of the ladies restroom in the common area is in need of repair. It is recommended that the floor be repaired for the safety of the general public.</p> <p>The office hours posted do not reflect the current office hours, the sign states 8:30 am to 5:30pm and the manager states that the office hours are 9:00 am to 6:00 pm.</p>
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					<p>Monday thru Friday. The week end hours are current. Ensure that accurate office hours are posted for the general public.</p> <p>Key system on key track and numbers for the apartments are on the back of the key; also a separate key box contains keys with apartment numbers that the staff could not input into the key track system. Ensure that all property unit keys are changed to a random pattern so that past employees and vendors cannot readily identify the unit number of the keys. This is a major safety concern.</p> <p>Property did not provide copies of all work orders for the past 30 days. Unable to determine whether all service requests are being responded to within 24 hours and whether staff is following up on work orders. Ensure that all work orders are completed in their entirety, including date of completion and date of follow up. Also, property staff is not completing work orders in their entirety; the forms submitted are missing dates and resident names. Ensure that all work orders are completed in their entirety so that the timeliness of work orders can be tracked.</p> <p>Property does not have an effective lease renewal program in place. TSAHC recommends that Property create a renewal policy/action plan that encourages residents to continue living at the property. Property can track their current renewal but is not tracking their prior renewal. Maintain a renewal binder or log that will track your renewals.</p> <p>Second Visit Findings:</p> <p>The boiler room has chemicals stored inside. All chemicals must be removed from the boiler room and marked and secured in another area. The boiler room should not have anything stored inside. In response to this review the property manager must submit a photo and a letter stating that the chemicals have been removed on or before September 24, 2006. (Action Pending)</p> <p>There was a murder on the property 5/2/2006 in apartment 1809. Girlfriend lived in unit and boyfriend's friends came to visit and started an argument. The argument got overheated and as a result the resident's boyfriend was shot and killed. This case is still under investigation. The resident moved out of the apartment community end of May 2006. As a result of this incident it is incumbent upon the owner to implement a 12 month Crime Prevention Plan that explains in detail what steps they will take to stop the criminal activity on the property. Along with the plan, the owner must submit to TSAHC on the 10th of every month a detailed report for the previous month explaining what was done to prevent crime, and the results, until TSAHC gives written notice that they are no longer required to do so. This should include supplemental information, including but not limited to security company reports and police reports. In response to this review, the owner must submit on company letterhead the Crime Prevention Plan to TSAHC no later than September 24, 2006. (Action Pending)</p> <p>Of the 40 units vacant there are only 4 units made ready. Several units have been vacant for over 200 days and are not considered down units. Units cannot be turned in a timely manner because vendors will not service the property due to outstanding balances owed by the property. In response to this review the property manager must send a letter, by September 24, 2006 to TSAHC on company letterhead, stating that the</p>
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						<p>property is able to purchase the necessary supplies to make ready the units and an updated copy of the Unit Availability Report showing 20% or more make readies have become available for lease must be submitted to TSAHC on or before September 24, 2006. (Action Pending)</p> <p>Invoices are processed on a weekly basis and submitted to the corporate office; however, late fees are being applied to vendor invoices. Due to the inability of units being turned in a timely manner an Accounts Payable ledger was obtained and shows a current outstanding balance of \$141,050.02 and an over 60 day of \$82,104.02 as of August 21, 2006, the date of the report. In response to this review the property manager must send a letter, by September 24, 2006 to TSAHC on company letterhead, indicating the action plan to have vendors paid so that units can be made ready and the property can purchase the necessary supplies to keep the property operating efficiently on a day-to-day basis. (Action Pending)</p> <p>The water line enclosure at the entrance of the property is open and not secure. In response to this review the property manager must submit a photo and a letter on company letterhead stating that this opening has been secured. Because this is a safety concern this must be submitted on or before August 24, 2006.</p> <p>The railroad timbers near laundry room 2 protrude out causing a safety concern. Also, the railroad timbers along the backside of the property protrude out and have a nail coming out of the log. Because this is a safety concern the railroad timbers should be secured to eliminate the possibility of serious injury. The property manager must submit photos and a letter on company letterhead stating that the railroad timbers have been secured on or before September 24, 2006. (Completed 9/22/06)</p> <p>Observations:</p> <p>The service requests were not available for review because the staff does not maintain a work order log, the computer does not generate a report and the request is filed in the resident file when completed. It is strongly recommended that a work order log be maintained for the next review.</p> <p>The company does not have a written NSF policy. It is recommended that a written NSF policy be incorporated into the company policies and distributed to residents as a matter of practice now and in the future. A non written policy is an open door for fair housing complaints.</p> <p>The telephone box at the entrance of the property has graffiti. It is very important that all graffiti be removed immediately. Ensure that the property is free from graffiti.</p>
Mill Creek Apartments	174	16339 Stuebner Airline Rd Spring TX 77379	<p>1st Visit 2/21/06</p> <p>2nd Visit 10/9/06</p>	93%	<p>1st Visit 88%</p> <p>2nd Visit NA</p>	<p>First Visit Findings:</p> <p>Police Report not submitted, Crime Watch Meetings not being held and no Courtesy Patrol at the property. Currently the property does not have any strong measures in place to prevent these types of activities from happening. Management team must create and implement a 12 month action plan to end the crime and vandalism on the property. In response to this review, Property Manager must submit the action plan no later than April 2, 2006. (Completed 5/2/06)</p> <p>Alarm system in maintenance shop has exposed wires from security system. Ensure</p>

					<p>that wires are secured. In response to this review, the Manager must sign a letter, on company letterhead, stating that this has been corrected and submit photograph to TSAHC no later than 3/3/2006. (Completed 5/2/06)</p> <p>Submit a copy of the Capitol Preventive Maintenance schedule on or before April 2, 2006. (Completed 5/2/06)</p> <p>Gutters on building 9 falling down. Ensure that the gutters have been repaired or replaced. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Manager must sign a letter, on company letterhead, stating that this has been corrected and submit to TSAHC no later than 3/3/2006. (Completed 5/2/06)</p> <p>Unit 105 has been down for 2 years, this unit must be made ready on or before May 2, 2006. In response to this review, the Manager must sign a letter on company letterhead and submit a picture stating that this has been repaired and submit to TSAHC no later than May 2, 2006. (Completed 5/2/06)</p> <p>The Property has a rent adjustment of \$-3,980 due to a system glitch-it is recommended that the rent adjustment be corrected in the system. Update the delinquency report to reflect the correct delinquency. In response to this review, submit a copy of the Delinquency report no later than April 2, 2006. (Completed 5/2/06)</p> <p>Observations:</p> <p>Laundry room #1 window broken out and dryer not working needs an OUT OF ORDER sign placed on door and graffiti on dryer removed. Graffiti must be removed immediately. Ensure that the property is free from graffiti. It is important for staff to paint over or power wash graffiti immediately.</p> <p>Access gates not functioning. It is recommended that access gates be put in operation. Last site visit 10/17/2005 showed that Manager was in the process of getting bids to repair the gate and the gates are still not operational.</p> <p>Parking lot has several potholes. It is recommended that parking lot be resurfaced and restripped.</p> <p>Both boiler rooms have exposed ceilings. It is recommended that the ceilings be secured with a door to cover the hole.</p> <p>10/17/2005 site visit showed that fence sections were in need of repair and the fence still has not been repaired. Manager stated that the Owner of the strip mall next door was working with him in getting the fence repaired by supplying the material and Manager supplying the labor. It is recommended that all sections of fence be repaired for safety reasons.</p> <p>Balconies in need of painting.</p> <p>Due to the volume of Hispanic residents it is recommended that the staff have the Fair Housing Poster in Spanish as well as English; it is recommended that staff also send out</p>
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						<p>resident notices in Spanish and English.</p> <p>HVAC Unit does not have a cover leaving it exposed therefore creating a Safety issue-it is recommended that a cover be placed on the HVAC unit.</p> <p>Due to the population of the Hispanic community at the property it is recommended that staff provide bilingual advertising in marketing material.</p> <p>The vacant unit information is not maintained due to the inability of the software programs tracking system. It is recommended that an effective tracking system be implemented in an effort to determine the status of the vacant units</p> <p>IT Department needs to correct the NSF override and the NSF policy must be made clear on all documents such as the rental criteria, the lease and the company policy.</p> <p>Second Visit Findings:</p> <p>The boiler room is being used for storage of appliances, equipment, and various other maintenance supplies this is a major fire/safety issue. The boiler room needs to be cleared out immediately, and a photo showing the boiler room cleaned out must be submitted to TSAHC on or before October 16, 2006. (Corrected 12/6/06)</p> <p>Lease renewals were not submitted. A report indicating the renewal percentage for each month in the last year needs to be submitted to TSAHC on or before November 20, 2006. (Completed 12/15/06)</p> <p>During the last Audit there was a finding because the property had no preventative maintenance schedule. Management was required to create and implement a preventative maintenance schedule. This schedule was submitted to TSAHC by the regional manager. However, it is apparent that the PM schedule was not implemented on the property because the manager and staff were not aware of the PM schedule. In response to this review the PM schedule must be submitted again to TSAHC by November 20, 2006. Another copy of the implemented schedule indicating the progress made must be submitted to TSAHC by December 20, 2006. (Completed 12/15/06)</p> <p>Observations:</p> <p>There was no EHO logo visible from the outside of the building. A logo was given to management and promptly placed on the front door.</p> <p>The trees throughout the community are overgrown and obtrusive creating a safety concern. It is strongly recommended that management take a risk assessment of the overgrown trees throughout the community and prune trees as needed.</p> <p>The back road on the property has a problem with people speeding through. This is a major safety concern because of the number of children playing near the road. It is suggested that another speed bump is added on this road to slow down traffic.</p> <p>The access gates are not operational, and were observed during TSAHC's last visit as well as the audit performed in 2005, and they have not been repaired. It is highly recommended that the gates are repaired.</p>
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						The work order system currently used by management does not keep track of when the job was completed. It is highly recommended that they be cleaned out and repaired throughout the property.
One Westfield Lake Apartments	246	2800 Hirschfield Spring TX 77373	1st Visit 3/21/06 2nd Visit 10/9/06	88%	1st Visit 68% 2nd Visit 91%	<p>First Visit Findings:</p> <p>There are several pole lights throughout the property that are missing globe light covers and light bulbs. Replace these light fixtures. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Manager must sign a letter, on company letterhead, stating that this has been corrected and submit to TSAHC no later than March 31, 2006. (Completed 5/3/06)</p> <p>The balcony stairwell at buildings 8 and 9 are loose and cracked. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Manager must sign a letter, on company letterhead, stating that this has been corrected and submit to TSAHC no later than March 31, 2006. (Completed 5/3/06)</p> <p>No Preventative Maintenance Schedule currently in place. In response to this review, Property Manager must submit a copy of the Capital Preventative Maintenance Schedule on or before April 30, 2006. (Completed 5/3/06)</p> <p>Smoke detectors are hard wired and do not have battery back-up. This must be corrected within 24 hours because this is a safety issue. Ensure that all vacant units have electricity or that the smoke alarms have a battery back up. In response to this review, the Manager must sign a letter, on company letterhead, stating that this has been corrected and submit to TSAHC no later than March 31, 2006. (Completed 5/3/06)</p> <p>Unit 171 has been down more than one year due to a sub floor problem. The apartment must be placed on line by April 30, 2006. In response to this review, the Manager must sign a letter, on company letterhead stating that this unit has been repaired. In addition, photos of the unit and invoices from the vendors must be submitted to show that this unit has been repaired on or before April 30, 2006. (Completed 5/3/06)</p> <p>Unit 41 has been down since 8/1/2005. The apartment must be placed on line by April 30, 2006. In response to this review, the Manager must sign a letter, on company letterhead stating that this unit has been repaired. In addition, photos of the unit and invoices from the vendors must be submitted to show that this unit has been repaired on or before April 30, 2006. (Completed 5/3/06)</p> <p>Observations:</p> <p>The cracked vinyl siding on the stairwell of Building 9 needs to be repaired. It is recommended that the vinyl is repaired to prevent further damage and problems associated with moisture.</p> <p>It was noted in the last site visit, October 17, 2005, that the parking lot was to be re-stripped on the following week, however, this does not appear to have happened.</p> <p>The day of the site visit there was a water leak from a busted pipe. Ensure that the pipe is repaired.</p>

						<p>Second Visit Findings: During the site visit on October 17, 2005 property staff stated that the parking lot would be re-stripped the following week. It was noted during the March 1, 2006 site visit that the parking lot had still not been striped. Currently the October 9, 2006 site visit still shows that the parking lot is in need of re-striping. In response to this review, the property manager must submit a letter and a photo on company letterhead stating that the parking lot has been restriped on or before November 19, 2006. (Action Pending)</p> <p>Police report was not submitted. Property manager must submit the police report to TSAHC on or before November 19, 2006. (Corrected 12/22/06)</p> <p>The last site review on 3/21/06 a PM schedule was requested and then submitted by the regional manager. However, it is apparent that the PM schedule was not implemented on the property because the manager and staff were not aware of the PM schedule. In response to this review the PM schedule must be submitted again to TSAHC by November 19, 2006. Another copy of the implemented schedule indicating the progress made must be submitted to TSAHC by December 19, 2006. (Completed 12/11/06)</p> <p>The work order report was not submitted at the time of the audit. In response to this review the work order report must be submitted to TSAHC on or before November 19, 2006. (Completed 12/11/06)</p> <p>Observation: Renewal percentages are unavailable due to the incompleteness of the lease renewal reports submitted by the property. It is highly recommended that the lease renewal reports are completed each month.</p>
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Property Name	# of Units	Location	Audit Date	Occup. as of Nov. 14 th	Avg. Occup.	Annual Summary
Ashley Park Townhomes	140	2253 Ashley Park Dr. Plano TX 75074	3/13/06	90%	94%	<p>Findings: The property did not submit the Police Report as requested. In response to this review, the Manager must submit the Police Report to TSAHC no later than April 30, 2006. (Completed 6/29/06)</p> <p>Unit 2239 is a down unit and must be placed back online within 60 days or by May 30, 2006. Make the unit ready for occupancy to the general public. In response to this review, the Manager must submit a photo, copies of invoices and sign a letter on company letterhead stating that this has been corrected and submit to TSAHC no later than May 30, 2006. (Completed 6/29/06)</p> <p>Availability Report is not accurate. Unit 2239 is not shown as a vacant unit on the report. In response to this review, Manager must submit a current Availability Report that reflects the current availability no later than April 30, 2006. (Completed 6/29/06)</p> <p>Unable to determine the percentage of renewals because reports submitted do not</p>

						<p>determine the percentage of residents renewed per month. In response to this review, the Property Manager must submit the leases that were due to expire per month and the leases that were actually renewed per month for January through December 2005 on company letterhead, to TSAHC no later than April 30, 2006. (Completed 6/29/06)</p> <p>Observation: The maintenance shop did not have a working smoke detector but the maintenance staff did place a working smoke detector in the day of the site visit.</p>
Champions Green Apartments	192	14141 Champions Dr. Houston TX 77069	1/27/06	90%	92%	<p>Finding: The marketing report that contains the information regarding how many prospects and leases where generated per marketing type was not included. It is required that this report be submitted no later than 3/13/2006 to TSAHC. (Completed 3/9/06)</p>
Chelsea Court	760	13101 Briar Forest Houston TX 77077	1/23/06	84%	86%	<p>Finding: The police report has not been submitted by the property as of the completion of this report. It is required that the property submit the police report to TSAHC no later than 3/7/06. (Completed 2/7/06)</p> <p>Observations: Unit 4609 had three NSF checks, two months in a row. Units 5114, 6208, and 3104G had two NSF checks within 3 months. Six of the ten ledgers reviewed showed that the residents had multiple NSF checks within a 6 month period. It is suggested that the property follow the company's suggested policy of putting people on a crash account after the first NSF check due to the severity of the issue on the property.</p> <p>The work order report is not being updated properly. All work orders for the past 30 days were closed the day of the audit. It is highly recommended that the staff close out and properly track the work orders using their work order software since they have such a high volume of work orders.</p> <p>Outside of building 23 there was exposed cable wires (see attached photos). It is strongly recommended that the wires be reburied or removed for safety reasons.</p> <p>Side walks and parking lots have lots of damage. Residents have to walk through standing water to get to their apartments because of the sidewalks being submerged in mud and water. It is strongly recommended that as soon as funds are available the sidewalks be repaired and then the parking lots.</p>
Kressington Place	136	7203 Oakwood Glen Blvd. Spring TX 77379	3/20/06	87%	94%	<p>Finding: The ceiling fan in the maintenance shop has exposed wires and must be covered. This must be corrected within 24 hours because this is a safety issue. In response to this review, the Manager must submit a photograph, and must sign a letter, on company letterhead, stating that this has been corrected and submit to TSAHC no later than 3/28/2006. (Completed 4/12/06)</p>
Riverwalk Apartments	176	12920 Audelia Rd. Dallas TX 75243	1/9/06	94%	91%	<p>Findings: The property manager did not provide the police report for their specific property. It is required that the report be submitted to TSAHC no later than 3/13/2006. The monthly renewal rates for the past 12 months where not provided. The reports are</p>

						<p>due to TSAHC no later than 3/13/06. (Completed 3/9/06)</p> <p>Observation: Make ready status is not being tracked in the computer. It is recommended that the make ready status be reported in the computer.</p>
Timberlodge Apartments	216	11600 Audelia Rd. Dallas TX 75243	1/10/06	89%	94%	<p>Findings: The laundry room has a broken window. The window needs to be fixed or replaced for safety reasons. This should be corrected and photos be submitted to TSAHC no later than 3/10/06. (Completed 3/9/06)</p> <p>One of the sidewalks has a large piece of concrete missing. The damaged section should be roped off immediately to prevent an accident. The section should be replaced no later than 3/10/06. Submit to TSAHC a photograph of the correction no later than 3/10/06. (Completed 3/9/06)</p> <p>The property did not provide the required police report. This report must be submitted to TSAHC no later than 3/10/06. (Completed 3/9/06)</p> <p>The property did not submit their renewal rates for the past 12 months. This is due to TSAHC no later than 2/10/2006. (Completed 3/9/06)</p> <p>Observations: The property is not updating the make ready status of the units in their software. It is recommended that the computer match the make ready board so that there is no confusion about the status of the units.</p>
Victoria Place Apartments	144	8740 Westheimer Rd. Houston TX 77063	1/26/06	91%	91%	<p>Finding: The police report was not provided at the time of the review. It is required that the property submit the required police report to TSAHC no later than 3/13/2006. (Completed 8/11/06)</p> <p>Observation: There were several pot holes in the community including the entrance to the property. It is highly suggested that the property go through with their plan to repair the parking lots and entry this fiscal year.</p>
South Texas Affordable Properties						
Property Name	# of Units	Location	Audit Date	Occup. as of Nov. 14th	Avg. Occup.	Annual Summary
Remington Apartments	158	1570 Thousand Oaks Dr. San Antonio TX 78232	1st Visit 4/17/06 2nd Visit 9/11/06	93%	1st Visit 94% 2nd Visit 95%	<p>First Visit Observation: The police report shows a lot of noise complaints. Because of noise the property should have crime watch meetings on the property for their residents.</p> <p>Currently the property does not have a preventative maintenance schedule in place. The property should create a preventative maintenance schedule.</p>

						<p>The manager's current policy did not sound like it was being implemented consistently. The non-renewal policy should be consistent for all residents.</p> <p>The staff accepted a personal check to refund a NSF check. Staff needs to be careful about accepting checks for NSFs.</p> <p>Second Visit Observation: Unit 205 have had 3 NSF checks in the past 12 months. The staff have been entering the checks as Money Orders to override the software program. It is strongly suggested that the staff follow company policy to avoid fair housing issues.</p>
Summer Oaks Apartments	256	1400 Patricia Ln. San Antonio TX 78213	<p>1st Visit 4/17/06</p> <p>2nd Visit 9/11/06</p>	90%	<p>1st Visit 92%</p> <p>2nd Visit 92%</p>	<p>First Visit Finding: The leasing agent started last July but has not been trained in Fair Housing by the management company. Leasing agent needs to be trained in Fair housing no later than May 20, 2006. A letter stating that she has attended must be submitted to TSAHC by the same date. (Completed 8/11/06)</p> <p>Observations: The railings need to be painted because of the paint peeling.</p> <p>The carports need to have the roofs cleaned off because of leaves and trash, power washed including the inside because of the mildew and dust, and painted because they are peeling rusting.</p> <p>The property has a low renewal rate. It is suggested that the manager and leasing staff create a stronger renewal program to recapture more long term residents.</p> <p>Second Visit Observation: The carports are rusted. It is suggested that the carports be painted. The staff stated that they wanted to work on the carports but because of the drought they have not been able to powerwash them.</p>
The Charleston Apartments	312	2800 Dairy Ashford Cranbrook TX 77014	<p>1st Visit 4/24/06</p> <p>2nd Visit 10/10/06</p>	90%	<p>1st Visit 87%</p> <p>2nd Visit 87%</p>	<p>First Visit Findings: No Preventative Maintenance Schedule currently in place. In response to this review, the Property Manager must submit a copy of the Preventative Maintenance Schedule on or before May 28, 2006. (Completed 6/7/06)</p> <p>Unit 1201 is a down unit that must be brought back online for occupancy on or before May 31, 2006. In response to this review, the Property Manager must sign a letter, on company letterhead, stating that the unit has been repaired. In addition, photos of the repaired unit and invoices from the vendors must be submitted to TSAHC no later than May 31, 2006. (Completed 6/7/06)</p> <p>Observations:</p>

						<p>Laundry room door had graffiti, nonetheless the maintenance staff painted the door the day of the visit to rid the graffiti from the property.</p> <p>The maintenance shop did not have a smoke detector however, maintenance staff did place a working smoke detector the day of the site visit.</p> <p>Unit 1201 did not have a smoke detector but the maintenance staff placed a working smoke detector in the unit the day of the site visit.</p> <p>Second Visit Finding: When the part time leasing consultant has completed the Fair Housing class property manager is to submit the certification to TSAHC on or before November 15, 2006. (Completed 11/21/06)</p> <p>Observation: The back laundry room had a broken smoke detector. Management was notified and it was replaced immediately.</p> <p>A few of the sidewalks have shifted. The old warning paint is wearing off and it is suggested that the sidewalks be repainted or repaired in these problem areas.</p> <p>The service requests could not be answered because the property does not have a method of tracking at this time. They are currently in the process of implementing the One Site Facilities reporting.</p> <p>Unit 1201 is a down unit and has been for several years. It is suggested that this unit be fixed and made-ready again.</p>
The Rafters Apartments	250	11325 I-37 Corpus Christi TX 78410	1st Visit 6/8/06 2nd Visit 9/21/06	90%	1st Visit 91% 2nd Visit 91%	<p>First Visit Findings: The window is missing in the storage room and has plywood over it. It is important to properly secure the maintenance's storage room. The glass should be replaced by June 12th. Photos should be sent to TSAHC to show that it has been completed by that date. (Completed 6/6/06)</p> <p>Observations: The railing paint is peeling. The rails should be painted.</p> <p>The back boiler room is missing the attic access cover. The access should be covered to prevent the heat from rising into the apartments above.</p> <p>The vinyl siding is dirty and should be cleaned or carefully power washed.</p> <p>The retaining through out the property are starting to deteriorate. It is recommended that the retaining walls be fixed on an as needed basis.</p>

						<p>The meter box on building 13 had pulled away from the side of the building. This was corrected during the audit by the maintenance staff.</p> <p>By the back pool there is a metal post that is sticking out of the ground and had a jagged edge. The post was properly removed during the audit.</p> <p>By building 32 there is a hole in the ground which is a safety hazard. The hole was filled and sod put over it during the audit.</p> <p>Currently the property does not have a preventative maintenance schedule in place. The property should create a preventative maintenance schedule.</p> <p>Second Visit Observations: Company policy states that after 2 NSF checks in one year residents are required to pay by money order or cashiers check. Staff continued to accept personal checks from Rodriguez resident #3002 after her second NSF, resulting in a 3rd NSF.</p> <p>Unit 3401 has graffiti around the patio fence and the outside of the unit. It is suggested that the graffiti be removed before the unit is shown.</p>
The Wharf Apartments	250	9320 South Padre Island Dr. Corpus Christi TX 78418	<p>1st Visit 5/9/06</p> <p>2nd Visit 9/21/06</p>	82%	<p>1st Visit 95%</p> <p>2nd Visit 95%</p>	<p>First Visit Observations: Some of the building number plaques have the paint peeling off. It is recommended that they be repainted to make it easier to read and it also gives the property a cleaner look.</p> <p>The property has dead trees and semi dead trees though out. It is suggested that the management contact an Arborist to see what can be done with the trees. Either through making them healthy or by replacing them with a new tree.</p> <p>Unit 3407's patio fencing has pulled away from the building. This was corrected the day of the audit.</p> <p>The fitness center smoke detector did not work, but was replaced right away. The sign's hours were not correct. It is recommended that the property get a new sign that has slots to change the office hours.</p> <p>Management accepted three NSF checks from the resident in unit 503 and 3008 in less than a 12 month period. This violates the management company's policy of cash only accounts after the 2nd NSF in a 12 month period.</p> <p>Second Visit Observations: After 2 NSF checks from Mathis #0406 staff is still accepting personal checks as payment. It is suggested that the staff follow company policy for NSF checks.</p>
Willowick Apartments	250	6947 Everhart Rd. Corpus Christi TX 78413	<p>1st Visit 5/8/06</p>	93%	<p>1st Visit 93%</p>	<p>First Visit Observations:</p>

			<p>2nd Visit 9/21/06</p>		<p>2nd Visit 94%</p>	<p>The boiler room by the front pool is missing the attic cover. This was corrected during the audit.</p> <p>Unit 2601's patio fencing has pulled away from the building. The fencing was corrected during the audit.</p> <p>The drain hole in the laundry room is missing a cover. The drain hole was fixed during the audit.</p> <p>The sprinkler is not working in some section which is causing large cracks in the soil. It is suggested that the staff water the grass to prevent the foundations from being damaged.</p> <p>The rails have paint peeling. It is suggested that the railings be painted.</p> <p>The buildings exteriors are dirty. It is suggested that the building be power washed.</p> <p>The fence by the open lots is in really bad shape. The kids have also broke out another section of it by the school. It is suggested that the fence section that the kids broke be fixed. It is also recommended that the owner speak to the developer who is building next to the property to see if they would be willing to help with the fence that runs along their property line.</p> <p>The office hours are different during the school year. It is suggested that the office change their sign to one that allows them to change the hours. This confusion leads people to think that they close the office a half hour early and could cause them to lose potential residents and offend residents.</p> <p>Management accepted three NSF checks from the resident in unit 3504 in less then a 12 month period. This violates the management company's policy of cash only accounts after the 2nd NSF in a 12 month period. It is suggested that the staff follow the company policies for NSF checks.</p> <p>Second Visit Findings:</p> <p>The maintenance shop did not have a smoke detector. It is required that one be installed within 24 hours. A photo of it must be submitted to TSAHC by September 23, 2006. (Corrected 10/23/06)</p> <p>The boiler room in building 29 has standing water. It is required that the maintenance staff inspect the room to see if there is any leaks. A letter stating what was found and what action was taken must be submitted to TSAHC by September 25, 2006. (Corrected 10/23/06)</p> <p>The management company does not have a copy of the boiler rooms inspection sheets. It is required that they obtain them from their April inspection by October 22, 2006. A copy must be submitted to TSAHC by October 22, 2006. (Corrected 10/23/06)</p> <p>Observations:</p> <p>Company Policy states that after 2 NSF checks in 12 months residents will not be</p>
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						permitted to pay rent with personal checks. Staff permitted Sanchez & Cargile in unit 3305 to continue to pay with personal checks after 2 NSF, resulting in a 3 rd NSF.
White Rock						
Property Name	# of Units	Location	Audit Date	Occup. as of Nov. 14 th	Avg. Occup.	Annual Summary
White Rock Apartments	336	3110 Thousand Oaks San Antonio TX 78247	2/14/06	96%	NA	<p>Observations:</p> <p>The white stripes in the parking areas are barely visible in some areas. It is suggested that the property be restriped this year as it is also built into the budget for 2006.</p> <p>The lease renewal rate is low, but trending upward. It is suggested that the new manager work with all of her staff to formulate a strategy for keeping more long term residents.</p> <p>The property did not have their phone number and EHO logo posted outside the leasing office. The manager was given a EHO logo to post. It is highly recommended that the logo and phone number be posted as soon as possible.</p>
Worthing Oaks						
Property Name	# of Units	Location	Audit Date	Occup. as of Nov. 14 th	Avg. Occup.	Annual Summary
Aguila Oaks	346	3270 Nacogdoches San Antonio TX 78217	<p>1st Visit 3/13/06</p> <p>2nd Visit 10/23/06</p>	89%	<p>1st Visit 90%</p> <p>2nd Visit 90%</p>	<p>First Visit Findings:</p> <p>The police report was not provided for the property. It is required that the police report for the past three months for the property be submitted to TSAHC no later than May 4, 2006. (Completed 5/4/06)</p> <p>The property currently does not have a preventative maintenance schedule in place. In response to this review, the property manager must submit a 12 month preventative maintenance plan to TSAHC no later than May 4, 2006. (Completed 5/4/06)</p> <p>Currently the property is not tracking their renewals. Since the computer system they use will not track it for them, the property must create a renewal binder that they use to track expirations, leases and notices to vacate. The information included in the binder must be kept for a minimum of 12 months. In response to this finding the property must submit a letter describing what they have done along with a sample sheet of how they will do it no later than May 4, 2006. (Completed 5/4/06)</p> <p>Unit 2-703 is a down unit and must be placed on line by May 4, 2006. In response to this review, the Property Manager must sign a letter, on company letterhead, and submit photos of the made ready unit and invoices showing that the unit has been completed and submit to TSAHC no later than May 4, 2006. Glass door on order should be in within the prescribed time frame. (Completed 5/4/06)</p> <p>The Availability Report is not accurate. The computer shows some units as vacant but they are occupied units. This is a major concern. The software program must have all occupied units showing as occupied. Those units need to have the accounting corrected</p>

						<p>as well. Some of the problems have been an issue since the take over. Property staff, especially the Manager needs to inspect units upon vacancy and make ready to find out the status of these units and update the Availability Report with one centralized copy for all staff persons. In response to this review, the manager must submit a current Availability Report that reflects the current availability no later than May 4, 2006. (Completed 5/4/06)</p> <p>Observations: The dead files are not properly being stored. They need to be in boxes with lids. The storage room they are being kept in was not locked and was accessed from outside the building, not through the office. It is extremely important to keep the files in a secure location so that no one can steal the identities of the former residents. As they would have access to everything from name, birth date, SS number etc.</p> <p>The property has an extremely high level of work orders. Units need to be thoroughly inspected during the turnover process to help prevent such high volumes. Also, the staff needs to follow up on work orders to make sure they are being done correctly the first time.</p> <p>The property is not tracking the traffic and the marketing source. They are only entering traffic if they leased and are not entering the correct traffic source. It is highly recommended that the leasing staff enter their traffic into the computer correctly so that the manager can access what types of marketing is needed for the property.</p> <p>The property has 8% of its units on month to month leases; this is very dangerous since they could all move out at the same time. It is highly recommended that the leasing staff work hard to secure 12 month leases for these units.</p> <p>The units are not being turned in a timely manner.</p> <p>It is strongly recommended for future audits that pre audit report be submitted in a timely manner.</p> <p>Second Visit Findings: The police report was not submitted. In response to this review the manager must submit a copy of the police report for the past 3 months to TSAHC on or before November 30, 2006. (Completed 12/29/06)</p> <p>Unit 904 is unsecured because the sliding glass door is broken. In response to this review, the property manager must have maintenance secure the unit and submit a photo of the secured unit on or before November 30, 2006. (Completed 12/29/06)</p> <p>Unit 1008 is a down unit and has been down for over 200 days. In response to this review, the property manager must get the unit ready and ensure that the stairs are repaired and safe for use. A letter stating that the units have been repaired, in addition to photos of the repaired units must be submitted to TSAHC on or before November 30, 2006. (Completed 12/29/06)</p> <p>Observations:</p>
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