

## T25 Update Overview—Fiscal Year 2019 Quarter 4

Below is an executive summary with major changes as well as the T25 performance management component. In addition, there is an update for each T25 property and recent noteworthy action at the property. Following the list of active T25 properties is a section where properties are highlighted that have had significant updates in the past quarter. The last attachment shows a list of properties that have successfully completed their probationary period and have graduated from the list.

In this quarter’s report, some of the performance metrics that are tracked show increases, such as police arrests and fire service calls. This can be attributed to the most recent properties that were added which were primarily multifamily properties. In this quarter we have seen a reduction of Tier 3 properties who have shown improvement in their performance and have attained a rating of Tier 2 or Tier 1, this is an example of properties working to adjust their conditions to ensure compliance. There is one property that has seen poor performance this past quarter and has become a Tier 4 (Very poor) rated property.

## T25 Executive Summary

Since implementing the program in 2015, 68 properties have been added to the list. A total of 39 properties have been removed from the list that have met certain improvements. The goal of the T25 Task Force is to remedy ongoing property maintenance, building condition and criminal issues at T25 properties and through collaborative effort, address the biggest problem properties in the city with aggressive and creative enforcement strategies. The following is a snapshot of the T25 program:

<b>T25 at a Glance</b>	
<b>Total Active T25 Properties</b>	21
Single-Family Properties	2
Multi-Family Properties	8
Hotel/Motel Properties	6
Commercial Properties	4
Vacant Tracts of Land	1
Active Probation Properties	0
<b>T25 All Time</b>	
Properties Added Since Implementation	68
Removed Properties	47
Properties with Structures Demolished	12

## T25 Property Rating Score

It has been a goal of management to create a performance management framework to allow the T25 Task Force to make data driven decisions regarding management of the list. One of the key components is a rating score and tier scale. An assessment is utilized and each property gets “points” for every issue it has, i.e. the higher the score the more issues. The goal is to have properties that have no identifiable issues on this assessment.

The assessment is broken up by departments (Building Inspection, Code, Police and Fire). Properties will be scored under each department category, with the composite score derived at the end of the assessment. In order to be eligible for probation and inevitable removal, a property must obtain a tier ranking of 1 for a defined period of time. Below is a breakdown of the number of active T25 properties in each tier ranking:

Rating Score	FY 2019 Q4 T25 Properties	FY2019 Q3 T25 Properties	FY2019 Q2 T25 Properties	FY2019 Q1 T25 Properties	FY2018 Q4 T25 Properties
Tier 1 (Acceptable)	2	0	11	15	13
Tier 2 (Fair)	5	4	8	7	8
Tier 3 (Poor)	13	17	10	7	11
Tier 4 (Very Poor)	1	0	0	0	2
Total	21	21	29	29	34

### Performance Metrics for All T25 Properties

This is a listing of some of the performance metrics that are used to calculate T25 Property Rating Scores. The data shows there is an increase in resident arrests for all properties in Quarter 4 versus Quarter 3. This is not attributed to any one property as most properties show a slight increase or have remained stagnant. Another major increase is seen in our fire service calls, these metrics are primarily being driven by the multifamily complexes recently added to the T25 list. These multifamily properties are high density and in result, most metrics show a slight increase in Q4 vs. Q3.

Metrics	FY 18-19 Q4	FY 18-19 Q3	FY 18-19 Q2	FY 18-19 Q1	FY 17-18 Q4
# of Police Calls for Service	859	879	893	662	783
# of Arrests	67	62	79	67	69
# of Trash/ Junk/ Debris Violations	4	3	5	5	5
# of High Grass/ Weeds Violations	5	4	1	4	8
# of Fire Runs	7	6	3	0	3
# of Fire Alarm Calls	23	8	18	1	5
# of Ambulance Runs	132	144	98	42	34

These metrics will continue to be monitored, and provided on a per T25 property basis. This can help account for any properties that are removed or added to the active list. An example of this is provided below:

Metrics	FY 18-19 Q4	FY 18-19 Q3	FY 18-19 Q2	FY 18-19 Q1
<b>Total Active T25 Properties</b>	21	21	29	29
Police Calls for Service per T25 Property	41	42	31	23
Arrests per T25 Property	3.2	3.0	2.7	2.3
Trash/ Junk/ Debris Violations per T25 Property	0.2	0.1	0.2	0.2
High Grass/ Weeds Violations per T25 Property	0.2	0.2	0.03	0.1
Fire Runs per T25 Property	0.3	0.3	0.1	0

Fire Alarm Calls per T25 Property	1.1	0.4	0.6	.03
Ambulance Runs per T25 Property	6.3	6.9	3.4	1.4

**Attachments**

Attachment 1: Active T25 Property List has all 21 active properties and included date added, vacancy status, lien and tax history, and Current Quarter vs. Last Quarter Tier Ranking.

Attachment 2: Notable T25 Active Property Updates has a more in depth snapshot of properties that have had the most substantial updates both positively and negatively.

Attachment 3: Properties Removed from the T25 List

# Attachment 1: Active T25 Properties

Property Address (Common Name)		Date Added	Type	Vacancy Status	Liens	Tax History	Recent Significant Action and Date	Fy19 Q4 Tier	FY19 Q3 Tier
3911	E. US Highway 80 (Budget Inn)	Dec-15	Commercial	Occupied	N	Current	There has been a small increase in police service metrics.	3	2
3817	E. US Highway 80 (Delux Inn)	Dec-15	Commercial	Occupied	N	Current	No major updates.	3	3
4260	E. US Highway 80 (Forty Two Hundred)	Sep-16	Multifamily	Occupied	N	Current	There has been an increase in fire service metrics particularly fire alarm calls.	3	3
3601	E. US Highway 80 (Luna Lodge/ Rodeo Inn)	Dec-15	Commercial	Occupied	N	Current	No major updates.	3	3
3629	E. US Highway 80 (Meri Best)	Dec-15	Commercial	Occupied	N	Last filed 4Q 2011	Failed August inspection with more than 381 building violations.	3	3
3527	E. US Highway 80 (Shell Station)	Sep-16	Commercial	Occupied	N	Current	No major updates.	1	2
4405	E. US Highway 80 (Tejas Motel)	Dec-15	Commercial	Occupied	N	Current	Amortized and no major updates.	2	3
<b>4417</b>	<b>E. US Highway 80 (Pharoahs Court Apartments)</b>	<b>Mar-19</b>	<b>Multifamily</b>	<b>Occupied</b>	<b>N</b>	<b>Current</b>	<b>*A more detailed update is provided in Attachment 2 below.</b>	<b>4</b>	<b>3</b>
2500	East Meadows Blvd. (Spanish Meadows Apartments)	Dec-15	Multifamily	Occupied	N	Current	One complaint that was unfounded regarding water issues.	3	3
2119	Hillcrest (Hillcrest Apartments)	Sep-16	Multifamily	Occupied	N	Current	Two complaints were received for lights not	3	3

Property Address (Common Name)		Date Added	Type	Vacancy Status	Liens	Tax History	Recent Significant Action and Date	Fy19 Q4 Tier	FY19 Q3 Tier
							working and no AC, both were resolved within reasonable amount of time.		
2960	IH 30 (Former Chaparral Dodge)	Dec-15	Commercial	Unoccupied	N	Current	Notice sent for high weeds and trash. Several building permits now approved. Slowed construction down due to design issues.	2	3
2544	IH 30 (Hometown Studios)	Jul-18	Commercial	Occupied	N	Current	Contacted owners regarding 3-4 dead trees and landscaping concerns.	3	3
2626	John West Rd. (Eastfield Apartments)	Mar-19	Multifamily	Occupied	N	Current	Increase in police services metrics and one complaint of pest/bugs.	3	3
<b>4727</b>	<b>Laurel Ln</b>	<b>Sep-17</b>	<b>Residential</b>	<b>Occupied</b>	<b>N</b>	<b>Current</b>	<b>*A more detailed update is provided in Attachment 2 below.</b>	<b>2</b>	<b>3</b>
100	Montego	Dec-15	Residential Duplex	Unoccupied	\$11,995	Current	Under new ownership. New notices sent for High weeds, Landscaping and loose trash.	2	2
3700	N. Town East Blvd (Tradewind Apartments)	Mar-19	Multifamily	Occupied	N	Current	The property had complaints about A/C not working, but have resolved them.	3	3

Property Address (Common Name)		Date Added	Type	Vacancy Status	Liens	Tax History	Recent Significant Action and Date	Fy19 Q4 Tier	FY19 Q3 Tier
4783	N. Galloway Ave. (Crossroads II East Apartments)	Mar-19	Multifamily	Occupied	N	Current	Service metrics are stagnant and no other major updates.	3	3
3225	N. Town East Blvd (Motley) (Old Vickers Gas Station & Albertsons)	Sep-16	Commercial Vacant Lot	Vacant	N	Current	Notice sent for high grass and weeds in September.	2	3
612	Rodeo Center Blvd. (Brown's Boat Repair)	Sep-16	Commercial	Occupied	N	Current	No violations and no major updates.	1	2
933	W. Cartwright Rd. (Stone Ridge Apartments)	Sep-16	Multifamily	Occupied	N	Current	Have received complaint on no A/C this was addressed and resolved.	3	3
1228	W. Scyene (Westlake Industrial Park)	Dec-15 2nd Time Feb-18	Commercial	Occupied	N	Current	<b>*A more detailed update is provided in Attachment 2 below.</b>	2	3

# Attachment 2: Notable T25 Active Property Updates

## 4727 Laurel Ln.



**Property Type:** Residential

**Owner(s):** HUNTER INVESTMENTS LLC  
6909 BRANDFORD RD  
ROWLETT, TEXAS 750892939

**Date Added to T25 List:** September 2017

**Departments Involved:** Police and Code Enforcement

Metrics	FY 2019 Q4	FY 2019 Q3	FY 2019 Q2	FY 2019 Q1	FY 2018 Q4
# of Police Calls for Service	25	15	37	28	47
# of Police Crime Reports	5	0	0	8	6
# of Resident Arrests	10	0	15	12	10
# of High Grass/Weeds	1	0	1	1	0
# of Trash/Junk/Debris	1	0	0	0	0

**Recent Significant Action:** This property was added to the T25 list in September 2017 as a major problem area for Police and Code Enforcement. As of September the owner has sold the property to an investment group. This is an important update because the property owner did contribute to the poor conditions of the property. This is an example of the T25 task force working to address concerns with property owners. It is important for the task force to work with the new owner to show improvements to this property.

# 4417 E. US Highway 80 (Pharoahs Court Apartments)



**Property Type:** Multifamily

**2019 Appraised Value:** \$1,075,000

**Owner(s):** INVESTMENT INSIGHTS PJ12 LLC  
508 ROCK RIDGE WAY  
MCKINNEY, TEXAS 75072

**Date Added to T25 List:** March 2019

**Departments Involved:** Police, Fire and Building Inspection

Metrics	FY 2019 Q4	FY 2019 Q3	FY 2019 Q2	FY 2019 Q1
# of Police Calls for Service	25	12	4	-
# of Arrests	3	1	0	-
# of Police Crime Reports	5	5	0	-
Condition Rating (1-4 scale, 4=Worst)	3	3	3	-
# of Ambulance Runs	2	4	1	-

**Recent Significant Action:** This property is one of the most recent additions to the T25 list as a problem area for Police, Building Inspection and Fire. This property has had multiple complaints in the last quarter that includes A/C issues and maintenance issues. The biggest complaints received have been about the sewer system not working correctly. This is a property that continues to show decreased performance and the task force will continue to make this property a priority.



# 1228 W. Scyene (Westlake Industrial Park)



**Property Type:** Commercial

**2019 Appraised Value:** Building A-\$1,117,940; Building B- \$1,024,770

**Owner(s):** RANA ENTERPRISES HOLDINGS LLC SERIES I  
1228 WEST SCYENE RD STE #209  
MESQUITE, TEXAS 75149

**Date Added to T25 List:** December 2015

**Departments Involved:** Building Inspection, Police and Code Enforcement

Metrics	FY 2019 Q4	FY 2019 Q3	FY 2019 Q2	FY 2019 Q1	FY 2018 Q4
# of Police Calls for Service	9	5	0	10	13
# of Police Crime Reports	0	2	0	0	1
Condition Rating (1-4 scale, 4=Worst)	2	2	2	2	2
# of Ambulance Runs	1	1	0	3	0

**Recent Significant Action:** This property was added to the T25 list in December of 2015 as a problem area for Building Inspection, Police, and Fire. There have been several renovations to the property including doors and the roof. The property owner has filed for a change of zoning to help attract new businesses and promote economic growth. Conditions of the change of zoning will bring about improvements to the aesthetics of the property. This is another example of property owners working with the T25 task force in order to improve conditions.

## Attachment 3: Properties Removed from T25 List

Property Address	Type	Status
1600 Hickory Tree Road (Arroyo Vista Apartments)	Multifamily	Removed from list 7-13-16
2861 Franklin Dr. (Prescott Place Apartments)	Multifamily	Removed from T-25 list
2127 Tradewind (Strip center)	Commercial	Removed from T-25 list.
3716 Cranston	Residential	Removed from T-25 list
728 Versailles	Residential Duplex	Removed from T-25 list
1714 Hancock	Residential	Removed from T-25 list
3305 Caribbean	Residential	Removed from T-25 list
4313 Harvey	Residential	Removed from T-25 list
1217,1221,1224, 1229,1233, 1237 Barbara Street	Commercial	Removed from list after city bought properties
2200 Baker Dr.- Denton	Residential	Removed from list after city bought property
2200 Baker Dr.- Zintec	Commercial Vacant Lot	Removed from list after city bought property
4403 Ridgedale Dr.	Residential	Removed from T-25 list
980 N. Town East Blvd	Commercial Vacant Lot	Agreed to remove on 5/2/18
1033 S. Peachtree	Residential	Agreed to remove on 5/2/18
1508 Rodeo Center Blvd. (Former Lester's Style Shop)	Commercial	Agreed to remove on 5/2/18
1750 Range #105 (Upper Cutt Barbershop)	Commercial	Agreed to remove on 5/2/18
1750 Range #108	Commercial	Agreed to remove on 5/2/18
3329 IH 30 (Old office building)	Commercial Vacant Lot	Agreed to remove on 5/2/18
3637 Bahamas Drive	Residential Vacant Lot	Agreed to remove on 5/2/18

Property Address		Type	Status
4861	Gus Thomasson (Old Swamp Jaws)	Commercial Vacant Lot	Agreed to remove on 5/2/18
302	Phillip	Residential Vacant Lot	Agreed to remove on 9/5/18
1005	Powell Rd	Residential Vacant Lot	Agreed to remove on 9/5/18
1601	Bruton (Snack Shack)	Commercial	Agreed to remove on 9/5/18
4321	Coryell Way	Residential	Agreed to remove on 9/5/18
2713	Oates Dr. (Former Day Care)	Commercial	Removed from T-25 list 12/5/18
3056	Dogwood	Residential	Removed from T-25 list 12/5/18
618	Rodeo Center Blvd.	Commercial	Removed from T-25 list 12/5/18
620	Rodeo Center Blvd. (Piston's Plug Automotive)	Commercial	Removed from T-25 list 12/5/18
4515	E. US Highway 80 (McIntyre Truck)	Commercial	Removed from T-25 list 12/5/18
2713	Oates Dr. (Former Day Care)	Commercial	Removed from T-25 list 12/5/18
622	Rodeo Center Blvd. (Storage Warehouse)	Commercial	Removed from T-25 list as of 3/6/19
1443	Tripp (Storage Warehouse)	Commercial	Removed from T-25 list as of 3/6/19
2006	Hillview Dr.	Residential Vacant Lot	Removed from T-25 list as of 3/6/19
3500	IH 30 (Old Community Hospital)	Commercial	Removed from T-25 list as of 3/6/19
816	W. Scyene (Texas Lakes Marine)	Commercial	Removed from T-25 list as of 4/3/19
3349	IH 30 (Old Office Bldgs)	MultiFamily Vacant Lot	Removed from T-25 list as of 4/3/19
2945	Motley (Old Sonic)	Commercial	Removed from T-25 list as of 4/3/19
3328	Hula Dr.	Residential	Removed from T-25 list as of 6/5/19
1819	Crestridge (Just Wright Barbershop)	Commercial	Removed from T-25 list as of 6/5/19
2614	Big Town (Vacant truck stop)	Commercial	Removed from T-25 list as of 6/5/19

Property Address	Type	Status
2801	Motley (JT's Car Care and Corner Store)	Removed from T-25 list as of 6/5/19
1610	Allen Dr.	Removed from T-25 list as of 6/5/19