

Lien Services Division

City Council Winter Retreat
March 3rd & 4th, 2016

Presented By: Charlie Proulx, CGFO, Senior Accountant, Finance Department

Lien Services Division

Strategic Plan Goal: Exceptional Municipal Services

What will be discussed:

Goal of department

Background on city liens

Current challenges to staff

Potential solutions to current challenges

Cost to support solutions

Lien Services Division

(Goal of Division)

Goal:

To provide one point of contact for all City lien related matters.

General Lien Related Matters:

- Lien searches
- Informational inquiries
- Payoffs
- Mediation (modifications/vacates)

Lien Services Division

(Background)

Types of Liens

- Code Liens
- Building Liens
- Contractor License Liens
- Delinquent Utility Charges Liens
- Nuisance Abatement Liens
- Unimproved Real Property Liens
- Utility Capital Charge Liens
- Community Services Liens

Lien Services Division

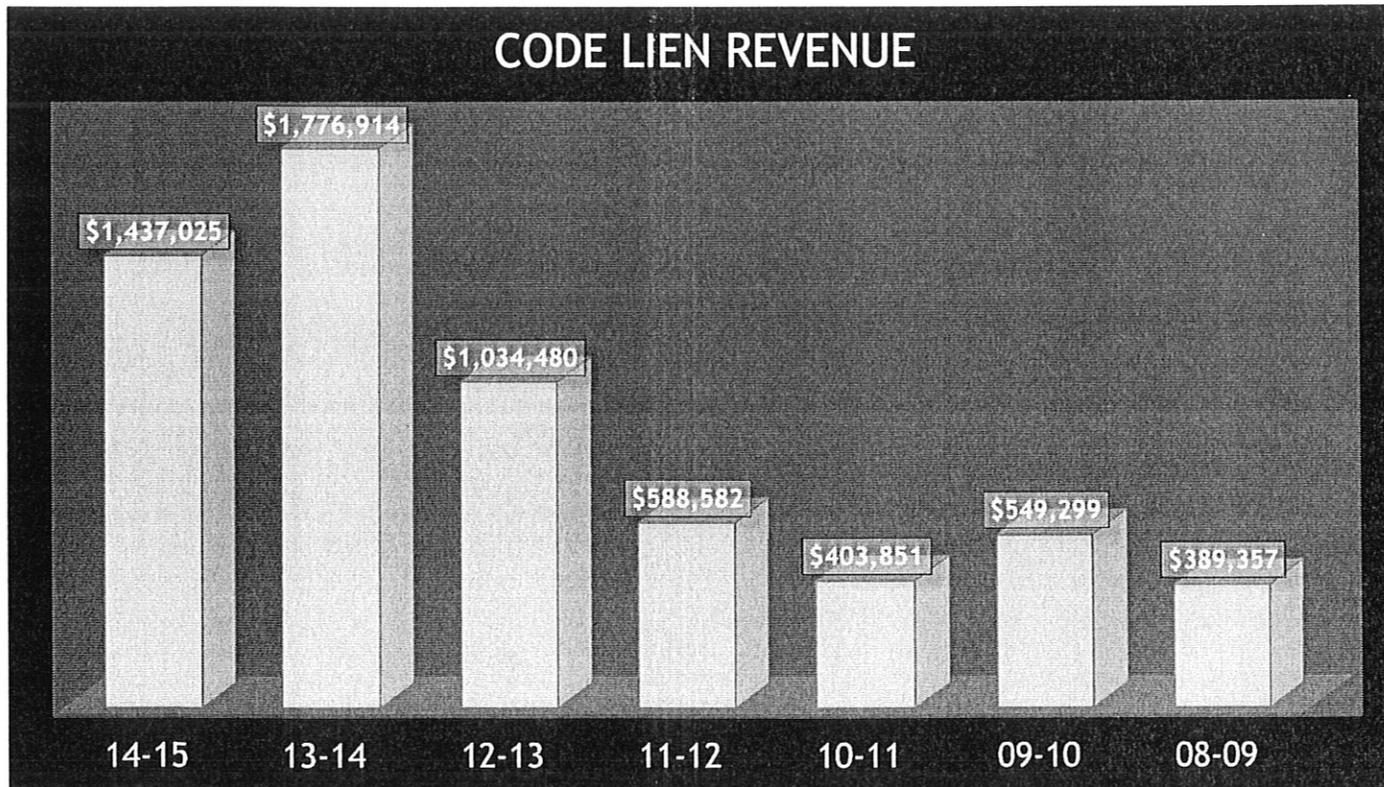
(Background)

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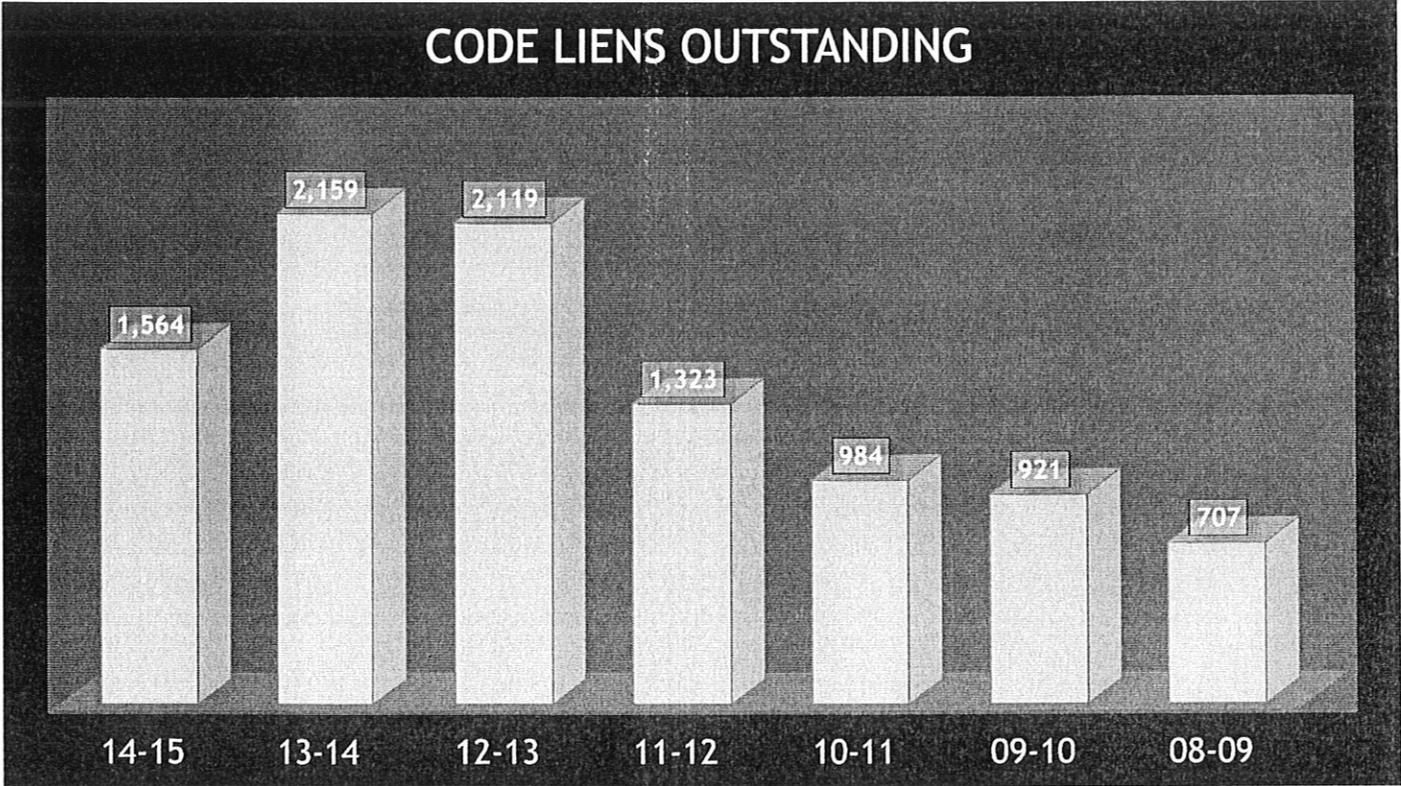
Lien Services Division

(Background)



Lien Services Division

(Background)



Lien Services Division

(Current Challenges)

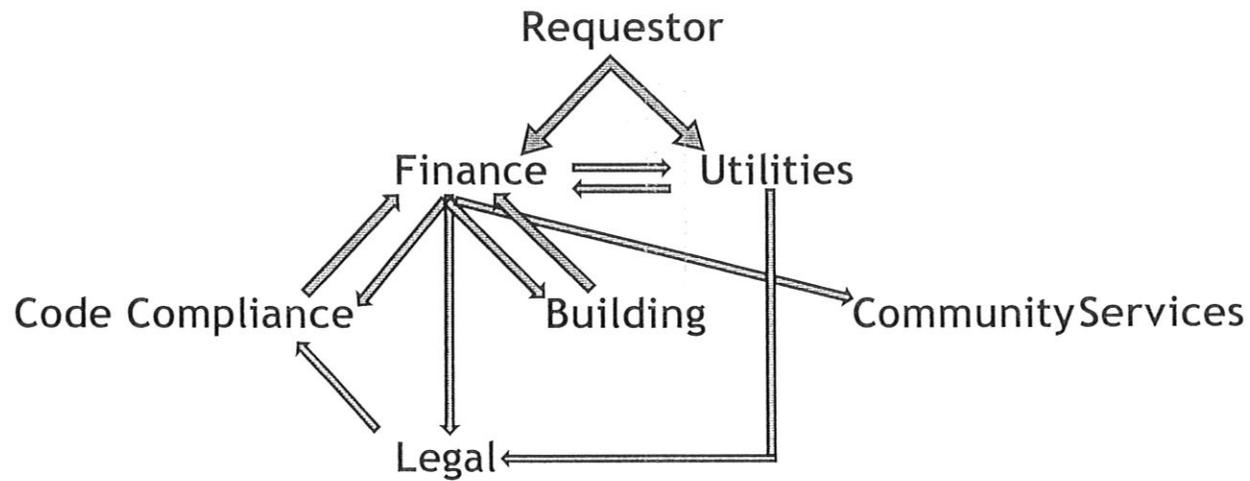
Who Does What?

- Finance - Provides lien searches, collects revenue, issues payoffs, and records liens for code liens, building liens, nuisance liens, contractor license lien, unimproved real property liens, grass fees.
- Building - Provides compliance information on building liens & contractors license liens. Also conducts active case searches for building violations.
- Code Compliance - Provides compliance information on code liens, nuisance liens and unimproved real property liens. Also schedules modification hearings for both code and building liens.
- Utilities - Provides lien searches, collects revenue, issues payoffs, and records liens for utility capital charge liens, utility usage liens, and unrecorded utility usage due.
- Community Services - Provides lien searches, collects revenue, issues payoffs, and records liens for community service liens.
- Legal - Provides legal support for all City liens as well as handles vacate requests.

Lien Services Division

(Current Challenges)

Is there anything due on this property?



Lien Services Division

(Current Challenges)

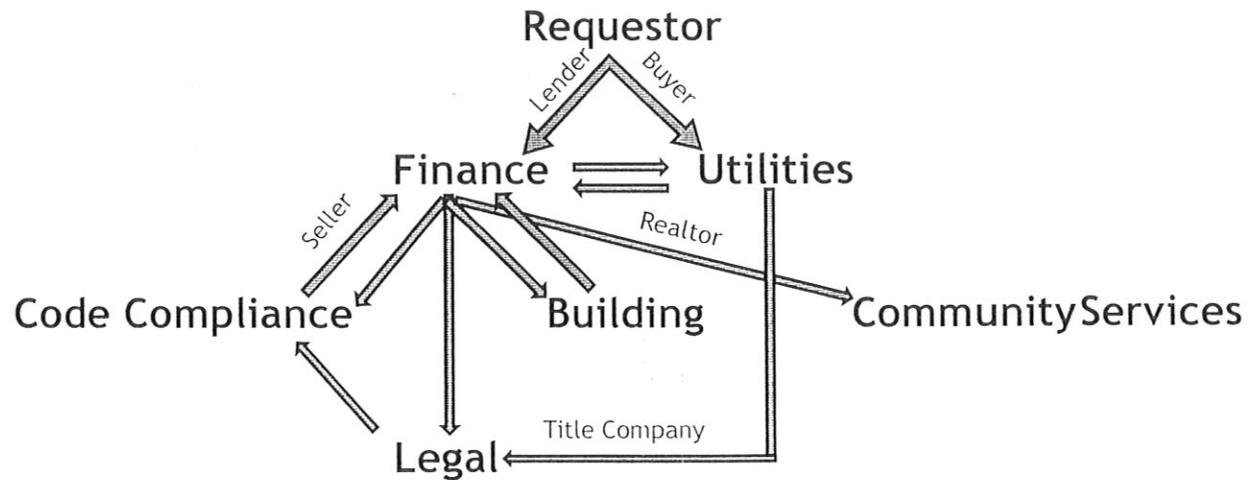
Who's making the request?

- Buyer
- Seller
- Lender
- Title Company
- Realtor

Lien Services Division

(Current Challenges)

Is there anything due on this property?



Lien Services Division

(Current Challenges)

Challenges with the current system:

- ❑ Duplicated services
- ❑ Multiple points of contact
- ❑ Overload of requests caused by multiple interested parties
- ❑ Double payments / Overpayments

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(Solutions)

What's the solution?

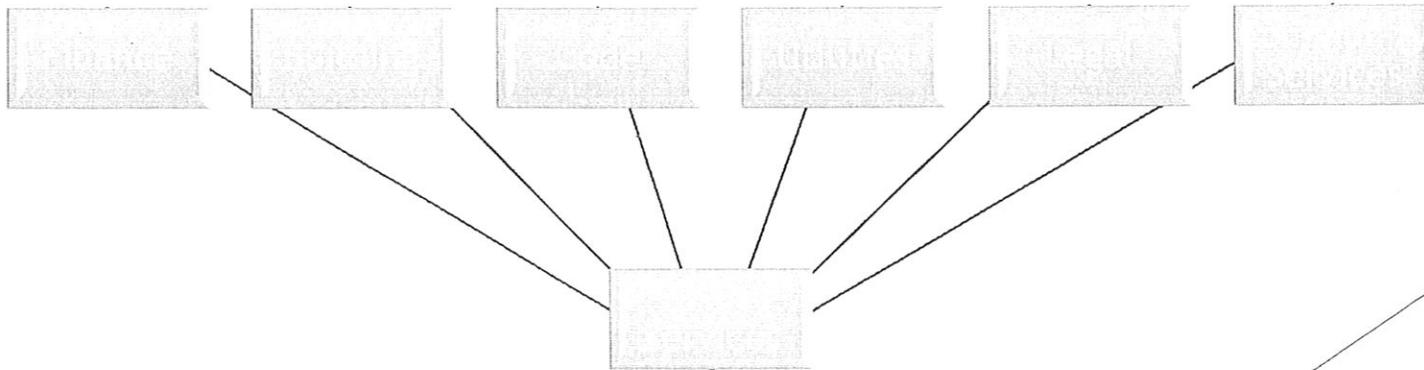
- Consolidate responsibilities
- Create lien search request form
- Create internal database
- Establish lien search and verification charge
- Hire additional staff

Lien Services Division

(Solutions)

What's the solution?

Consolidate responsibilities



Lien Services Division

(Solutions)

What's the solution?

Lien Service Division Responsibilities:

- Provide comprehensive lien search on all City liens and active cases.
- Provide information on all City liens. Information includes violations, compliance, dates, service records, etc.
- Issue, track, and accept all modification & vacate requests.
- Housed in Financed Department.

Lien Services Division

(Solutions)

What's the solution?

Lien Search Request Form:

- Filled out and submitted online by applicant.
- Received by Lien Services, completed, then returned.
- Contains all information needed to understand outstanding violations and balances due.

Lien Services Division

(Solutions)

What's the solution?

Create Internal Database:

- ❑ Created internally by MIS department.
- ❑ Will track lien searches, modifications, and vacate requests.
- ❑ Will catch any counterproductive inquiries.
 - ie. Trying to pay off a vacated lien.
 - ie. Trying to mod a lien in the vacate process.

Lien Services Division

(Solutions)

What's the solution?

Lien Search and Verification Charge:

- \$50 payment for comprehensive City lien search.
- Payment is only to recoup the cost of researching/verifying and creating a document.
- Liens still viewable on SLC Clerk website.
- Liens still viewable on City's website.

Lien Services Division

(Solutions)

What's the solution?

Hire Additional Staff (2 FTE's):

- Increased customer service.
- Staff time savings in other departments.
- Staff available 8hrs a day 5 days a week.

Lien Services Division

(Cost)

Revenues:

- Utilities averages 30 lien search requests per day.
- Finance averages 5 lien search requests per day.

Finance is lower due to website:

Lien Services Division

(Cost)

Revenues:

- A conservative estimate of 15 requests per day will generate \$195,000 in additional general fund revenue per year.

Lien Services Division

(Cost)

Expenses:

- 2 additional FTE's = \$120,000.

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(Cost)

- Revenue from \$50 payment = \$195,000
Cost of 2 FTE's = \$120,000
General Fund Surplus = \$75,000 per year
- Program and charges can be evaluated annually.

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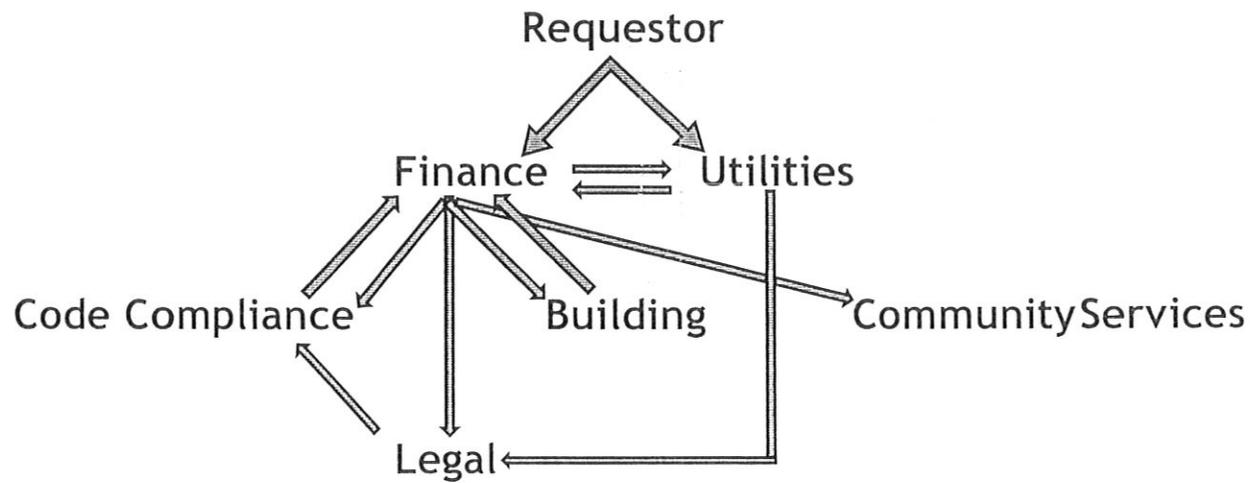
(Cost)

What are other City/Counties doing?

City/County	Payment	Population	Avg Searches per Day	Annual Revenue	# of People Responsible for Searches
St Petersburg	\$55	249,688	45	\$643,500	2
Fort Lauderdale	\$75	172,389	55	\$1,072,500	2
Port St. Lucie	\$50	171,016	15	\$195,000	2
Pembroke Pines	\$100	162,329	50	\$1,300,000	2
Hollywood	\$100	146,526	35	\$910,000	3
Miramar	\$35	130,288	40	\$364,000	2

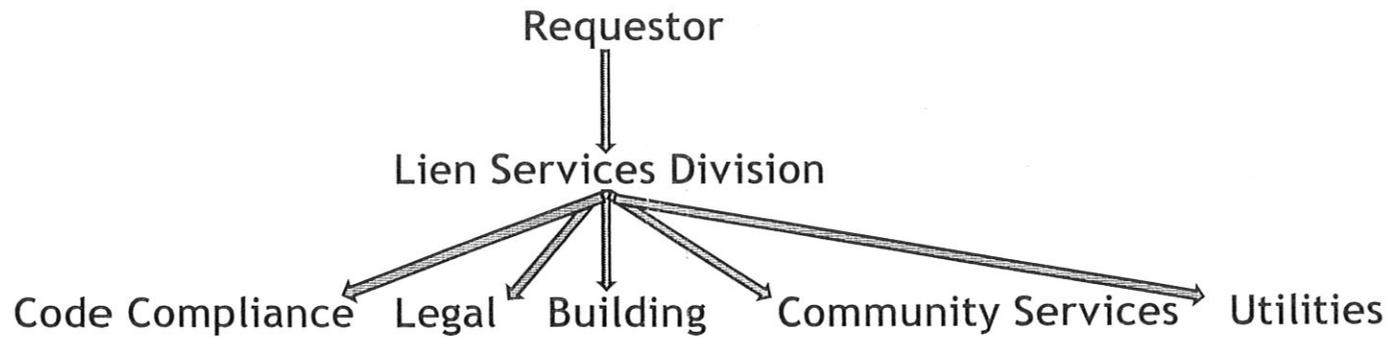
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Is there anything due on this property?



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Direction

- ❑ Approval of charge (\$50 recommended)
- ❑ Approval of 2 FTE's
- ❑ Implementation timeline

Questions?



A \$50.00 NON-REFUNDABLE PAYMENT WILL BE CHARGED PER PROPERTY

City of Port St. Lucie

To pay by credit card please click [HERE](#)

FOR A THOROUGH SEARCH, PLEASE PROVIDE ALL OF THE INFORMATION LISTED BELOW

PROPERTY INFORMATION (one property per request)

PROPERTY ADDRESS: _____ PARCEL ID: _____

FROM: _____ (company) _____ (name of representative)

EMAIL: _____ PHONE: _____

EMPLOYEE INFORMATION ONLY

Code & Building Liens and Active Cases

Case Number	_____	_____	_____
Violation Corrected	_____	_____	_____
Book / Page	_____	_____	_____
Daily Fines	_____	_____	_____
Admin Fee	_____	_____	_____
Recording Fee	_____	_____	_____
Grass Cutting Fee	_____	_____	_____
Interest	_____	_____	_____
Collections	_____	_____	_____
TOTAL DUE:	_____	_____	_____
Payoff Good Through:	_____	_____	_____

Nuisance Abatement & Unimproved Real Property Liens and Active Cases

Book / Page	_____	_____	_____
Assessment Amount	_____	_____	_____
Interest	_____	_____	_____
TOTAL DUE:	_____	_____	_____
Payoff Good Through:	_____	_____	_____

Utility Usage & Capital Charge Liens

Customer Account:	_____	_____	_____
Customer Name:	_____	_____	_____
Water CCA Payoff:	_____	_____	_____
Sewer CCA Payoff:	_____	_____	_____
Usage Balance Due:	_____	_____	_____
TOTAL DUE:	_____	_____	_____
Service Good Through Date:	_____	_____	_____

Community Services Mortgages

Account Number:	_____	_____	_____
Book / Page:	_____	_____	_____
TOTAL DUE:	_____	_____	_____
Payoff Good Through:	_____	_____	_____

DISCLAIMER OF LIABILITY

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