



STANDARD OPERATING PROCEDURES

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PURPOSE:

The purpose of this Standard Operating Procedures (SOP) document is to familiarize all HBCRA personnel with the Agency and its operations. This document is a supplement to the HBCRA Policy Manual, HBCRA Resolution and By-Laws, Code of Ordinances, and HBCRA Plan. By formalizing these standards, staff will have a resource to follow which will help them become more effective in day to day processes. This document is not intended to change, alter, or supersede Florida State Statutes, or City Policies or Procedures.

It is also recognized that no document can be created which covers absolutely all circumstances for all times. This SOP is designed to be a general guideline for procedures and instructions to follow if procedures have become a standard set of actions. This cannot be all-inclusive and cannot be intended to describe every possible action that may be necessary to perform a task. Therefore, this document is considered a flexible guide to operational efficiencies. Deviations made from the strict interpretation of this policy should be backed up by sound professional judgment and responsible integrity.

This policy will be amended or rescinded, as dictated by the efficiency needs for the HBCRA. Specific questions or clarifications should be directed to the HBCRA's Executive Director or designee.

Roger M. Carlton
Executive Director, HBCRA

Effective Date: _____

Next Annual Review: _____

Date Superseded or Obsolete: _____

Eligible Destruction Date: _____

DEFINITIONS:

Affordable Housing: A situation where the cost of monthly rents or monthly mortgage payments including taxes, insurance, and utilities do not exceed 35% of a household's adjusted gross monthly income. This is based on the median average income for the household size and primarily applies to very low, low, and moderate income households.

Assets: Cash or items of value that can be converted to cash and used as collateral to secure financing.

Assumption of Mortgage: When a buyer purchases a home and agrees to take over the existing mortgage debt on the house from the seller.

COHB: City of Hallandale Beach

Community Redevelopment Agency: The Community Redevelopment Act of 1969, codified as Part III of Ch. 163, F.S., was enacted to enable counties and municipalities to eliminate and prevent the development or spread of slums and urban blight, to encourage needed community rehabilitation and to provide for the redevelopment of slums and blighted areas.

Cooperative: – The form of ownership of real property wherein legal title is vested in a corporation or other entity and the beneficial use is evidenced by an ownership interest in the association and a lease or other monument of title or possession granted by the association as the owner of all the cooperative property.

Crime Prevention Through Environmental Design (CPTED): Technique to provide architectural and landscape design to make the property less susceptible to crime by providing for natural surveillance, lighting and limited access.

Debt to Income Ratio: The percentage of a person or household's monthly gross income that goes toward paying debts.

Default: When a borrower is unable to fulfill the obligations of his/her loan agreement.

First Right-of-Buyback: The right to have the first opportunity to purchase the property from a buyer when the buyer decides to sell or convey the property. The HBCRA, at its option, may purchase the property at the Market Value (as appraised) minus the principal assistance amount and any applicable deductions.

HBCRA: Hallandale Beach Community Redevelopment Agency

Homestead: In Florida, an individual's primary residence.

Loan Agreement: A contract which regulates the terms of a loan.

Market Value: The amount that a buyer pays a seller, determined by the appraised property value.

Mortgage and Promissory Note: A legal document that states that a borrower obtaining a loan is obligated to repay it within the specified time period and provides a security interest in the form of a lien in favor of the lender against the home if the borrower fails to fulfill the terms.

Principal: The currently unpaid balance of a loan, not including interest (if applicable).

Proceeds of Sale: The difference between the purchase price of a property at the time the property was conveyed to the buyer, and the sale price of the property at a subsequent time when the buyer intends to sell or convey the property.

Rehabilitation: The process of returning a property to a state of utility, through repair or alteration, which makes possible an efficient, contemporary use while preserving those portions which are significant to its historic, architectural and cultural values.

Restrictive Covenant: A provision and/or contract restricting or limiting the use or sale of the property in some manner.

Satisfaction of Mortgage: A document acknowledging the payment of a mortgage debt.

SOP: Standard Operating Procedures

Subordination: A loan (or security) that ranks below other loans (or securities) with regard to claims on assets or earnings.

Sweat Equity: Increased value from a property due to the owner performing the labor when renovating or improving that property.

Transfer: Any change in ownership which is different from the name(s) on the original mortgage and promissory note.

CREATION HISTORY:

The City of Hallandale Beach City Commission in recognition of the constraints of the City, authorized staff to pursue the creation of the Community Redevelopment Agency (CRA) on March 19, 1996. The City Commission directed CRA creation so as to utilize an additional funding mechanism to address the revitalization and rehabilitation of eligible areas which are in a state of decline and deterioration and to provide for expanded affordable housing opportunities.

Staff prepared the documentation required to request Broward County Commission authority to establish a Hallandale Beach CRA and to do a needs assessment for the Hallandale Beach Community Redevelopment Area (HBCRA) pursuant to Chapter 163, Part II, Section 163.410, Florida Statutes (1995). Broward County, as home rule Charter County, delegated authority to establish a HBCRA through Resolution No. 96-0698 on August 13, 1996. Broward County pursuant to Part III, Chapter 163, Florida Statutes, subject to the Board's review and approval of the Community Redevelopment Area Plan.

Broward County specifically retained the power to authorize the establishment of a Redevelopment Trust Fund pursuant to Section 163.387, Florida Statutes until such time as the Board of County Commission's approval of the Hallandale Beach CRA Plan. On November 26, 1996, Broward County adopted a Resolution No. 96-1074 approving the HBCRA Plan. The Redevelopment Trust Fund was established by City Commission Ordinance # 96-25, and effective December 27, 1996. Note: See Appendix C for CRA creation documents.

MISSION STATEMENT:

The mission of the Hallandale Beach Community Redevelopment Agency (HBCRA) is to enhance quality of life by eliminating and preventing blighted conditions through the facilitation of community partnerships, business growth, job creation and neighborhood revitalization.

OVERVIEW:

A Community Redevelopment Agency (CRA) is a significant tool for municipalities to commit resources to reduce and/or eliminate the conditions of slum and blight, stimulate the community and encourage economic revitalization. A community redevelopment area is a geographic area in which the physical and economic conditions meet the definition of slum or blight according to the Florida Statute Chapter 163. The purpose for establishing the Hallandale Beach CRA and the Redevelopment Trust Fund was to serve as a partner to the City, to other government entities, and to the private sector in addressing the distressed conditions in the redevelopment area.

The Hallandale Beach Community Redevelopment Agency (HBCRA) was established on December 27, 1996. The HBCRA Board of Directors approved the current implementation plan in March 2012. The HBCRA's 2012 Implementation Plan, which is available to the public on the HBCRA's website (www.cohbcra.org), provides the framework for projects and activities intended to accomplish this mission, and offers objectives for redevelopment of the area that is also consistent with the citizens' visions as expressed through various neighborhood and area planning initiatives. The policies used to accomplish these goals are targeted at businesses and residents respectively. The Board held their most recent Visioning Session on February 9, 2015

to discuss the strategic actions of the agency. As a result, the Board modified the goals and objectives of the HBCRA by identifying priority projects and programs see Appendix D.

The HBCRA is focusing primarily on tangible capital improvements that create cohesive visual appeal by undertaking comprehensive improvements of the public realm and promoting public/public and public/private partnerships. Furthermore, the HBCRA is promoting projects with large scale impacts such as the *In-Fill Housing Phase I and II*, *Gulfstream Point*, *Foster Square Park*, *Fashion Art & Design District (FADD)*, *Art Square Project*, and the *Ice Box Café*, (among others).

BOUNDARIES MAP:

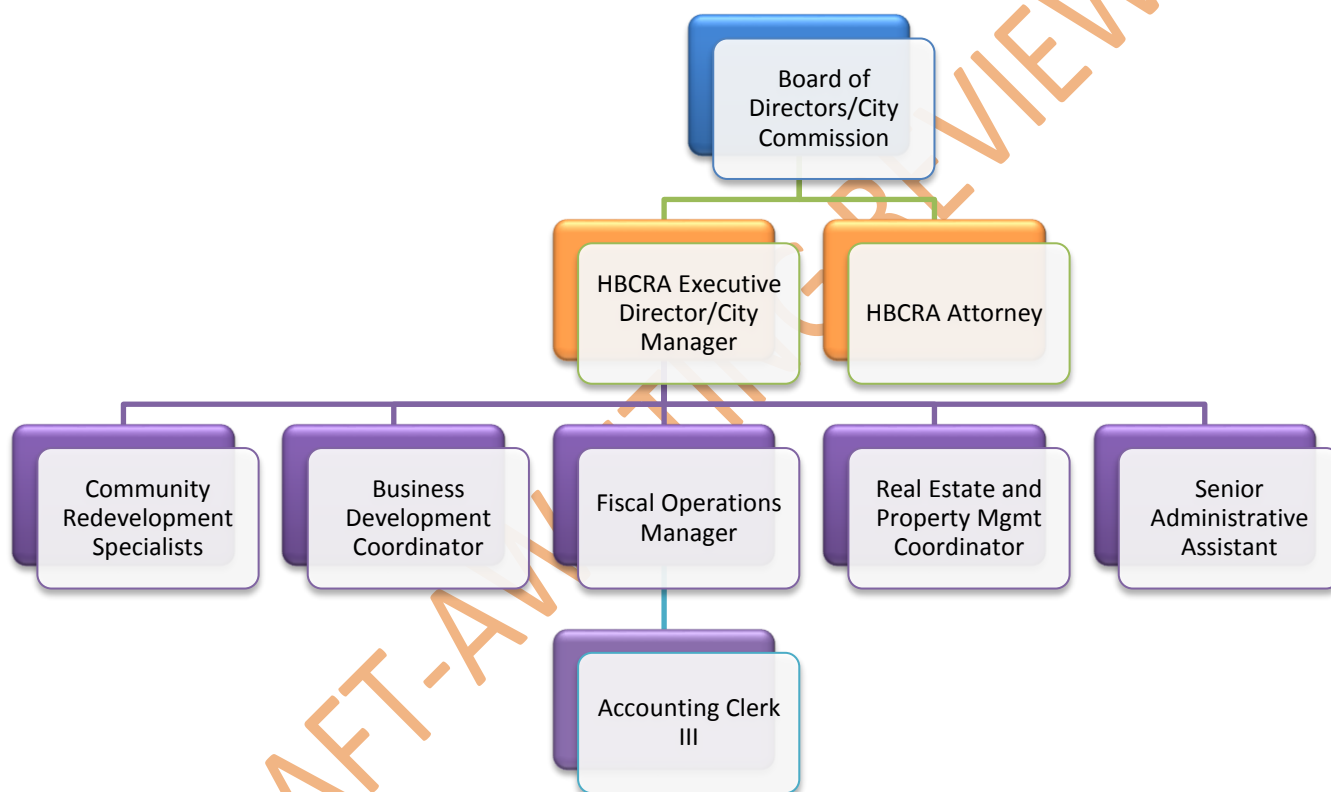
The HBCRA area is bounded on the North by Pembroke Road, on the South by County Line Road, on the East by NE 14 Avenue and the South East 14 Avenue Canal, and on the West by Interstate 95. These boundaries are indicated on the HBCRA Boundaries Map below:



ORGANIZATIONAL STRUCTURE:

The organization chart for any agency provides the framework for how work will be carried out and the reporting structure for the staff. The organization chart also provides interested stakeholders a better understanding of functions and responsibilities of each staff member by providing titles for each position.

The HBCRA governance structure allows executive level staff to align the agencies priorities with City Departments responsible for managing certain projects. It also ensures consistent and efficient communication between HBCRA and City Departments with greatest nexus to HBCRA related activities. Providing efficient accountability of HBCRA funded City projects to ensure compliance with the Florida Statutes.



WORKWEEK AND HOURS OF WORK:

The basic workweek for all full-time, regular employees is 40 hours per week. Employees will work five eight-hour days per week.

All employees are required to be present on their assigned jobs for the total hours in the workweek unless absence from duty is authorized in advance by the Executive Director/Designee. Delinquencies of more than 15 minutes, must be reported by employee to the Executive Director/Designee. All absences shall be properly recorded and charged.

Office hours during the week shall be from 8:00 am to 5:00 pm (or any other period approved by the Executive Director/Designee). One (1) hour per day shall be given for lunch.

STAFF ROLES & RESPONSIBILITIES:

- a. **Board of Directors/City Commission** – The HBCRA Board consists of (5) members who also serve as the Mayor and City Commission. The Board presides at all meetings of the HBCRA and shall execute instruments in the name of the HBCRA as may be required, and shall have general supervision, direction, and control over the business and operations of the HBCRA. The Board serves without compensation from the HBCRA, but shall be entitled to reimbursement for their actual and necessary expenses incurred in the discharge of their duties for the HBCRA.
- b. **Executive Director/City Manager (ED/CM)** – Manages and provides professional guidance to all HBCRA staff and consultants, and provides complex leadership (analytical, administrative, and technical), in preparation, coordination, management, and analysis of programs relating to the HBCRA, Economic Development, Affordable Housing Program, and other grant funded special projects. The ED/CM plans and organizes workloads, reviews progress and makes changes as needed; makes presentations to supervisors, boards, commissions, civic groups, and the general public as assigned; establishes management methods and procedures in order to improve workflow and simplify reporting procedures to implement cost reductions and increase efficiency; and develops departmental policies and procedures, the department's plan of work, and long and short term objectives as related to Community Redevelopment Agency.
- c. **HBCRA Attorney** - The Board of Directors shall appoint and set compensation for the HBCRA General Counsel who shall attend all meetings of the HBCRA and shall be responsible for the oversight of the HBCRA's legal affairs. Upon receiving the recommendation of the General Counsel, the Board shall also appoint and set compensation for any Special Counsel as it deems necessary and appropriate, who shall work under the general supervision of the General Counsel.
- d. **Community Redevelopment Agency (CRA) Residential Specialist** – Manages all of the residential programs (First Time Homebuyers Program (FTHB), Neighborhood Improvement Program (NIP), Home Replacement, Storm Shutter/Hurricane Impact Windows Program, and Paint Voucher Program from receipt of application to closing/completion of project. Performs loan closings and submits documents for recording. Loads the initial loan file into AutoPal Loan Software once loans are closed. Processes letters of satisfaction for all NIP and FTHB programs once they reach maturity.
- e. **Business Development Coordinator (BDC)** – Manages HBCRA commercial programs such as the Business Incentive Loan Program and Façade Improvement Grant Program including, but not limited to: program administration, evaluation and modification based on data analysis. In addition, the BDC is in charge of special projects that target commercial revitalization in special districts of the City and accepts and meets with clients submitting unsolicited proposals for development of HBCRA vacant land. The BDC disseminates business information; markets, and negotiates financial incentives with prospective businesses and commercial property owners to promote business growth and retention. There are more than 1,700 businesses within the HBCRA boundaries, as such, the BDC position exists with the main purpose of expanding the economic revitalization of the area by retaining existing business, attracting new business to

the City and incentivizing commercial development either by revitalization of existing structures or by promoting new commercial building projects. The nature of this job requires not only working with the HBCRA staff, but also the Development Services Department (i.e. planning and zoning, code enforcement and permitting), coordinating the facilitation and review of ongoing and future business development, or redevelopment, throughout the HBCRA district to continue development and economic growth in the district, with public and private financing programs. Serves as Policy Maps liaison.

- f. **Fiscal Operations Manager (FOM)** – Manages the HBCRA Annual Budget, performs budget development, maintenance and approvals. Oversees all financial aspects and approves expenses related to capital projects. Prepares AutoPal monthly billing statements and applies loan payments to loan accounts, tracking receivables. Submits bi-weekly payroll taxes, quarterly federal tax returns (941) and reemployment taxes. Prepares monthly bank reconciliations from HBCRA bank accounts and reconciles quarterly MOU (Memorandum of Understanding) expenses, reimbursing the City for said expenses. Assists auditors with annual audit, providing all necessary information to assist with preparation of HBCRA Annual Financial Report. Point of contact between the COHB Finance department and HBCRA.
- g. **Accounting Clerk III** – Works directly under the Fiscal Operations manager to perform accounts payable duties for HBCRA office (i.e. invoicing, purchase change orders, requisitions, and purchase orders). Assists FOM with all areas of the HBCRA Annual Budget as necessary. Reconciles bank statements, processes payments, and collections for AutoPal, and processes payoffs requested for HBCRA loan files. Point of contact between the COHB Finance department and HBCRA.
- h. **Real Estate and Property Management Coordinator** – Manages all aspects of property, land acquisition and disposition (i.e. ordering environmental studies, demolitions, & closings on purchased properties). Coordinates the maintenance and security of properties owned by the HBCRA. Identifies distressed and abandoned properties, researches and identifies possible property foreclosures. Assists with the creation of RFP's for the HBCRA. Researches available grant opportunities and writes grants to obtain additional funding for services. Liaison between COHB and HBCRA real estate transactions.
- i. **Senior Administrative Assistant (SAA)** – Manages the day to day office operations and first point of contact for customers and all COHB departments. Payroll and IT liaison for HBCRA office, processing all payroll and information technology requests for HBCRA Office. Manages the HBCRA agenda process entering into the Granicus/Legistar system working with City Clerk's office to finalize HBCRA agenda. HBCRA website manager and special events coordinator for HBCRA office. Maintains files for all incoming development agreements, contracts, and resolutions ensuring that HBCRA server is constantly up to date with valid information. Performs all administrative and clerical duties such as processing billing requests for various programs and services via MUNIS Finance System, requests requisitions, purchase orders, change orders, and processes AutoPal Payments. Arranges and processes all travel and expense reports for staff. Processes all P-Card payments and reconciliations. Serves as liaison for public records retention, management and destruction. Responsible for entering and tracking After Action Tasks and Work Orders.

SERVICES AND PROGRAMS OVERVIEW:

The Hallandale Beach Community Redevelopment Agency (HBCRA) focus is to address projects in the public domain and continue to bring private investment to the area to incentivize even greater development. The agency continues to support the strategic priorities of quality housing, economic opportunities and sound infrastructure for residents and business owners within the District.

HBCRA programs and initiatives are made possible by the Hallandale Beach CRA Trust Fund which is funded through Tax Incremental Financing (TIF). These revenues are generated from increases in property values over the HBCRA base year (1996) within a community redevelopment area. The HBCRA invests the tax increment revenues in a myriad of programs and projects based upon the goals and objectives of each community redevelopment plan. These programs and projects include business attraction/retention, affordable housing, infrastructure development, community facilities and other endeavors that promote an improved and safer neighborhood environment and restoration of community pride. The taxing authorities are the City of Hallandale Beach, Broward County, Children's Services Council, and South Broward Hospital District.


The HBCRA provides residential, commercial, real estate property management, capital projects, construction, design and management program, social services programs, innovative community policing, and code compliance programs. These programs foster community involvement and address quality of life issues eliminating and preventing blighted conditions and revitalizing the economic integrity of the area of the City that lies between Interstate I – 95 and 14th Avenue and Pembroke Road and County Line Road as outlined in the approved HBCRA Implementation Plan (Appendix - E).

I. Residential

- a. First Time Homebuyers Program (FTHB) assists homebuyers with the cost of construction of a new single family home or the purchase of an existing home, condominium or townhouse. The assistance consists of up to \$50,000 to be used towards down payment or closing costs for the purchase of a first home.
- b. Neighborhood Improvement Program (NIP) offers a loan up to \$30,000 for residential property owners for correction of existing code violations, repair or replacement of roofing, windows, doors, driveways, seawall, fencing, and installation of energy efficient air conditioning and water heater, landscaping and more.
- c. Replacement Home Program provides a low interest or interest-free loan up to \$150,000 to single-family home owners when it has been determined (by way of the inspection as part of the preliminary loan approval process) that the necessary repairs to their property to bring it up to code will exceed 50% of the assessed value of the property.
- d. Storm Shutter and Impact Window Rebate Program is an up to \$1,500 rebate for the installation of storm shutters or impact windows for owner occupied property in order to mitigate storm damage.
- e. Paint Voucher Program offers residents a Sherwin-Williams paint voucher worth \$500 to be used towards exterior paint and supplies for residential property to encourage façade improvements.

II. Business

- a. Business Incentive Loan Program (BILP) offers loans at 0-3% APR for exterior rehabilitation, expansion and/or relocation costs. The assistance is up to \$50,000 for business owners currently leasing their storefront and up to \$200,000 for commercial property owners. The loan will cover up to 80% of the total project cost. HBCRA also recognizes that some projects will be of a scale which exceeds the program's \$200,000 limit. Should a development which is commercial or mixed use in nature clearly demonstrate their need for greater financial assistance, and/or that the project will have a substantial positive effect on the priorities of the Board, the interested party may apply under this program for additional funding above the limit contingent on board approval and the CRA Implementation Plan. Benefits of the project that must be demonstrated include but are not limited to: increase in the tax base, creation of affordable housing, and job creation. Awards are given on a first come, first serve basis, subject to Board approval. Program participants are encouraged to use local vendors for improvement projects.
- b. Façade Improvement Grant Program (FIGP) provides grant funding for code compliance and aesthetic improvements based on the square footage a commercial property to enhance the exterior appearance. The grant addresses deteriorating property conditions and encourage improvements to the property as viewed from the public right of way. Funding may include other work necessary to complete the project (i.e. design services, permits and inspection fees). There are funding limitations and eligibility requirements please refer for details on program to the HBCRA Policy Manual (Appendix B).

 **Note:** All program participants are encouraged to use local vendors for improvement projects. All programs operate on a first come, first serve, as funds are available basis. Projects utilizing the HBCRA programs must be located within the outlined HBCRA boundaries map.

III. Other Services & Programs

The agency provides support services to the City of Hallandale Beach, its residents and business owners, in helping the City of Hallandale Beach fulfill the "guiding principle of its HBCRA Implementation Plan". The Real Estate Property Management (Property Acquisitions & Demolitions), Social Services Programs, Code Compliance Program, Innovative Community Policing, and Capital Projects & Transportation are programs aimed at the elimination of slum and blighted conditions and improving the standard of living of its residents. They are intended to be a catalyst for the revitalization of the entire area. The City's survival as a governmental entity is dependent upon the generation of adequate tax revenues to meet the service needs of its residents.

Projects and programs undertaken by key City Departments through HBCRA funding that increase the overall marketability of the City as a commercial, recreational, and residential area will ultimately increase the tax base, thus fulfilling the mission of the HBCRA.

EXPENDITURE AUTHORIZATIONS:

The HBCRA follows the City of Hallandale Beach (COHB) standard operating procedures SOP #CM01 Expenditure Authorizations (Appendix F) and Procurement Process SOP #PROC01 (Appendix G) to maximize efficiency across the organization. The Fiscal Year (FY) for the City of Hallandale Beach and Hallandale Beach Community Redevelopment Agency is October 1st - September 30th.

DRAFT-AWAITING REVIEW

SECTION I: ADMINISTRATIVE

1. EMPLOYMENT AND PERSONNEL PROCEDURES

Purpose: All hiring for the Hallandale Beach CRA is authorized by the CRA Executive Director and processed via City of Hallandale Beach Human Resource Department. Once staff has been officially hired, notification is sent to SAA to ensure that the new hire receives the following items and that forms are processed accordingly.

Procedure:

1. Personnel Action Request (PAR) form must be prepared and signed by the Executive Director and returned to the Human Resources department when staff is hired, changes capacity, or resigns see Appendix H.
2. Assignment of Proximity Card Access form to be provided to Police Department for employee access to open door(s) controlled by the access control system see Appendix I.
3. Assignment of Keys to the Municipal Complex Form to be provided to Procurement department requesting a key for the office door see Appendix J.

2. RECORDS MANAGEMENT

Purpose: All records for the Hallandale Beach CRA are maintained in office by respective staff. The SAA is the records liaison for the CRA office. Files are boxed at the end of each Fiscal Year and held based on retention period in local Public Storage Unit A392 located at Public Storage 21280 Biscayne Blvd, Aventura, FL, 33180-1243 (305) 792-9875. Each box of files placed in the storage unit must be cataloged and placed in the appropriate file folder on the CRA Server. The catalog can be accessed via the following hyperlink: [CRA Boxes in Public Storage Unit](#). The storage unit billing is sent monthly.

Procedure: *Storage and Disposition of Records*

1. The files are to be placed into a box and labeled accordingly with the following information:
 - Date files boxed
 - Retention Period
 - Date of destruction
2. Boxes are taken to the storage unit and stored until access is needed or until destruction date.
3. City Clerk Office notifies each department of the yearly Records Destruction Event and provides a Records Disposition Sheet (GS1-SL) Appendix K to be filled out and submitted back before destruction event date.
 - a. Ensure that the record being destroyed is closed or case resolved. If record is not closed, or case is not resolved, it is not ready to be destroyed.
 - b. Fill out the Records Disposition Sheet (GS1-SL).
 - c. Fill out the Records Storage box labels (2) per page Appendix L.

Procedure: *Public Records Request*

1. Once the office receives a public records request either in person, email, fax, phone, mail, or via City Clerk's office it will be processed within a reasonable time. Remember contact information is optional.
2. The request should be forwarded back to requestor as stated and depending on the number of pages accrued, an expense may incur as stated on the City Clerk's departments page as follows:
 - a. Two or more pages is .15 cents per page
 - b. Double sided is .20 cents per page,
 - c. Color copies single sided are .50 cents per page
 - d. Certified copy of records \$1.00

- e. If the nature or volume of a public records request to be inspected or copied requires extensive staff time (15 minutes or more), in addition to the actual cost of duplication, charges will include the person performing the work at their hourly rate, plus 30%.

3. AGENDA PROCESS

Purpose: HBCRA Board of Directors meetings are normally held once a month with scheduled start time of 5:00 pm at the City's Commission Chambers. The agenda process is conducted in preparation for the Board of Directors to review and approve an agenda item via resolution. Resolutions are proposed to set general policy, give formalized direction to staff, or approve administrative actions. Resolutions must be approved by a majority of the governing body present at the meeting.

Procedure:

1. Staff is to review the HBCRA Agenda-Granicus Schedule for deadlines for Agenda Cover Memos to be submitted and reviewed by Department Director.
2. SAA via email to internal staff, requests notification of Agenda Items for current months meeting and provides a preliminary agenda to the department director for review and edits.
3. On the HBCRA Server, under Agenda Items, folders are set up based on the Fiscal Year i.e. FY 2016-2017 which holds the folders by month of Board of Directors meetings.
4. Select the month and for each Agenda Item, create a folder for the Agenda Cover Memo and Exhibits that will be attached in Granicus. Exhibits should be saved in PDF Format. Agenda Cover Memos and Resolutions are the only 2 items that should be saved in WORD Format.
*As staff works on the Agenda Cover Memos, making edits and corrections, please do not copy over existing document. Create a copy and name v1 (version 1) and so on.
5. Once Agenda is set and agenda cover memos are in review, email is sent to the HBCRA Attorney with attached Agenda Cover Memo for creation of resolutions.

 **Note:** All emails to Staff, Director, Attorney and City Clerk templates are saved on the HBCRA Server.

4. GRANICUS / (LEGISTAR)

Purpose: Software that organizes and tracks Legislative Files /Agenda Cover Memos and attachments (exhibits). As files are created and travel through the process, GRANICUS/Legistar maintains the files integrity as it captures specific file information and attributes used in creating agendas and minutes. Staff will use the system to upload a completed Agenda Cover Memo with exhibits to be reviewed and edited by designated approvers. Please see Appendix M - Hallandale Beach Community Redevelopment Agency Board of Directors Meeting Agenda Cover Memo.

Procedure:

1. At the beginning of the Fiscal Year (FY) the City Clerk publishes the City of Hallandale Beach Circular Memorandum see sample (Appendix N) and the HBCRA Board of Directors Agenda Schedule (Appendix O) which provides the agenda deadline dates and process workflow. This document is then used to: create the HBCRA Agenda-Granicus Schedule (Appendix P) for staff, provide due dates for agenda cover memos due to SAA/Director for Review and Attorney for creation of resolution, enter items into Granicus for approval, provide the dates for the Executive Director/CM Internal Agenda Review, and provide the dates the City Clerk releases finalized agenda with all attachments.

2. Staff creates the Agenda Cover Memos that will cover the items being presented to the HBCRA Board of Directors monthly meeting for approval via resolution. Access template saved on the HBCRA server under file folder Agenda Items – “HBCRA Agenda Cover Memo updated 4.27.17 – PLEASE USE THIS TEMPLATE”
3. Save the completed Agenda Cover Memo and attachments on the HBCRA Server under folder titled Agenda Items relative to the Fiscal Year (i.e. FY2016-2017) and Month (i.e. June 13, 2016) of scheduled Board of Directors meeting.
4. Provide reviewed items to Executive Director via email for edits and comments. Once returned, re-submit to staff for additional edits before uploading to Granicus.
5. Forward Agenda Cover Memo’s only via email to HBCRA Attorney Steven Zerkowitz for creation of resolution. (Development Agreements ALWAYS need a Resolution). Please provide a deadline for the return of resolution. When signed Resolution is returned, scan it, save it in the HBCRA Server under Resolutions and file original.
6. Sign on to Granicus/Legistar using username and password provided by City Clerk’s office.
7. Click on Files from the left side menu to create a new Granicus legislative file.
8. Click New in top ribbon of screen. The File ID, Status, Type, In Control, and File Created fields will auto-complete with default settings.
9. Click on Agenda Date field calendar icon and select date of Board meeting.
10. In the Type field - click and choose Resolution.
11. In Control field - click Community Redevelopment Agency Board of Directors.
12. Final Action field leave blank.
13. Title field - is for the short title from the resolution which is provided by the HBCRA Attorney. If no resolution has been received back at time of creation of file enter the following place holder “*Name of Agenda Item*” – *Resolution to be provided by HBCRA Attorney*.
14. Click Attachments tab – To attach a file, click Attach from the bottom left-hand corner of the screen, locate the file for import, and click Open. Attach Agenda Cover Memo and all Exhibits in order; all exhibits (exhibits should already be named Exhibit 1 and so on). The file is now attached to the legislative file. Note: If you need to delete a file, select the file and click remove.
15. Click on Associations tab:
 - a. Click on edit next to Sponsors and click on edit then select Roger Carlton – HBCRA Executive Director. Click save and close.
 - b. Click edit next to Indexes then refer back to Agenda Cover Memo for checked boxes under Strategic Plan Priority Area. Once all selected click save and close.
16. Click on Approval Tracking tab:
 - a. Click add sequence tab located at bottom of screen and select HBCRA Res/Other – Ensure that Roger Carlton appears as first approver (If necessary reorder the approvers using the up and down arrows).
 - b. Click Save and Start (located at bottom of screen) Note: After you start the approval tracking process, only the approval requester and assigned approvers can edit the file until the approval process is complete.

Procedure: Search Files and Run Reports

1. Click Files tab
2. Enter search criteria in any of the fields at the top of the screen (e.g., Type, Status, In-Control).
3. Click Search. If more than one record is found, click Yes to display all records
4. Click a record in the list to open

5. KRONOS & MUNIS - EMPLOYEE SELF SERVICE (ESS):

Purpose: As part of the Enterprise Resources Program LEAP Project, the City of Hallandale Beach implemented the KRONOS timekeeping and attendance system and a MUNIS Employee Self Service (ESS) personal and payroll access system. The new web based system reports time and attendance through computer single sign on (SSO) or time clock (biometric). The GO LIVE was effective October 1, 2014 with Tyler-Munis Human Resources/Payroll information and KRONOS attendance and timekeeping systems.

Each department is assigned a payroll liaison to ensure that all missing or incorrect information (punches, pay code edits, schedule edits, etc.) have been corrected. The payroll liaison for the HBCRA office is the SAA working with the Executive Director to perform final reviews of payroll each pay period. All payroll, time and attendance tasks are performed online via KRONOS, including reviewing, editing and approving employee timesheets; reviewing, approving, denying or rescinding time off requests; and monitoring overtime, attendance, tardiness and employee certifications. Employees can access all personal and payroll information via MUNIS (ESS) please see Appendix Q.

Procedure:

1. Employees are assigned a COHB Employee ID and sign on(s) by the Human Resource Department at time of hire. KRONOS timekeeping system can be accessed via <https://secure.saashr.com/ta/6044425.clock?rnd=TVS> and MUNIS Employee Self Service (ESS) via <https://hallandalebeach.munisselfservice.com/>.
2. Each employee is responsible for clocking in and clocking out of the KRONOS timekeeping system daily as assigned. Contact the SAA, via email, for any edits needed or resetting of password. Copy email of requested change into notes on timesheet.
3. At the end of the pay period all employees are to submit timesheets for final approval.
4. Executive Director, or designee, is responsible for approving all entered time off requests and final approval of all timesheets submitted by staff. All timesheets must be submitted and approved BEFORE 11:00 am on Monday of the pay week.

6. OFFICE SUPPLIES PURCHASING

Purpose: At the beginning of each Fiscal Year a purchase order is created to process all expenditures related to Office Depot office supplies purchases. The budgeted amount is determined based on the amount of expenditures processed the prior Fiscal Year.

Procedure:

1. Sign on to Office Depot online via <https://business.officedepot.com/index.do>
2. Enter Login Name and Password.
3. Select items to purchase.

4. Click Cart to check out and key in purchase order number opened at start of Fiscal Year.
5. Submit order (Online). Print order and check against order when it is delivered.
6. Finance Department will forward invoice HBCRA once it is received.
7. Process Invoice in MUNIS creating a purchase order receiving record and invoice entry batch record.
8. Save copy of invoice electronically to HBCRA Invoicing Folder for Office Depot.
9. Use Munis to print a copy of the check. Attach to physical invoice and file. Save electronic check file to HBCRA Invoicing Folder for Office Depot.
10. Finance will mail check when it is generated.

7. FED-EX PROCESSING

Purpose: FED-EX labels can be obtained or requested from the procurement office. Envelopes are stored in the scanner room. There is a file set up at the SAA desk which provides the contact number 1-800-463-3339 to schedule a pick up, labels, and envelopes. All scheduled packages are picked up at the Police Department Front Desk.

8. eCERTIFIED MAIL

Purpose: E-Certified Return Receipt Mail process went live as of September 9, 2016 per Procurement Department implementation. Access ConnectSuite via the following link: ecertify.connect-suite.com to the E-Certified Portal website to process all certified mail. The training video can be accessed via:

<https://drive.google.com/file/d/0Bwy3vLsaN0JzcncxaUZkRDdpN1k/view?usp=sharing>

Procedure:

1. Access E-Certified Portal website : ecertify.connect-suite.com
2. Enter email address and password assigned by Procurement Department.
3. Add Mailing Address and refer to Procurement Department for further processing.

9. ENERGOV – PERMIT REVIEW

Purpose: The Development Services Department Citizen Access Portal (CAP) online Self Service internet website is available 365/24/7 for review permits, inspections, and code information. The website can be accessed via - <https://hallandale-energov.tylertech.com/EnerGov/>

This is a read only system view for all CRA staff. All personnel has been issued a sign on via the Information Technology (IT) department.

Procedure:

1. User Name
2. Password
3. Press Login
4. Click the (e) symbol in left hand corner
5. Search either by clicking:
 - a. Plan Management (Mgmt.) – When customer first applies for a permit and department is processing the request is given a plan number.
 - i. Click Plan Mgmt.
 - ii. Plan Viewer
 - iii. Plan Search
 - iv. Once loaded can search by Plan number or Address (See ribbon for choices)

- v. Once approved a permit number is assigned. See search criteria below:
- b. Permit Management (Mgmt.) – Once the plan has been approved a permit number is issued for all disciplines of the permit.
 - i. Click Permit Mgmt.
 - ii. Permit Viewer
 - iii. Permit Search
 - iv. Once loaded can search by Permit number or Address (See ribbon for choices)
 - v. Once Permit is approved in system the customer can pay for and pick up. The permit number will show as “Active”. (See permitting process status below). Each item has a number issued to it in the system.



***Note - Permitting Process Status**

- **Required** = Missing Documents permit is not ready
- **Active** = Permit has been issued to customer (Approved)
- **Finale** = Work complete inspection passed and Finalized

10. TRAVEL & TRAINING

Purpose: The Hallandale Beach CRA follows all administrative policies and procedures governed by the City of Hallandale Beach for travel. A travel package provides a traveler a complete step by step process for complying with COHB travel policy and Florida State Statues. A travel package must be completed for any travel covered by this policy. A travel package is not required for a meeting of one day or less. For in-depth details on travel policy please see Appendix R - 3004001-R08 Travel Authorization Policy and Summary.

Reimbursement for all travel will be processed by the SAA based on approved funding in annual budget for general In-State and other designated travel. Please provide all receipts and approvals for travel reimbursement as applicable.

Procedure: Booking Transportation and Hotels

1. When booking please book directly through the transportation or hotel site in order to use the certificate of tax exemption. Please provide a copy of the tax exemption certificate to the organization at time of booking or checking in.

Procedure: Travel Expense Reimbursement

1. Travel Authorization and Expense report must be prepared and authorized by the ED or designee before any travel can be taken please see Appendix S - Travel and Expense Request form. The SAA will process the form accordingly:
 - a. Ensure that the account being charged for travel has adequate funds available before submitting.
 - b. Provide all travel receipts and related items to the SAA within (5) working days after completion of the travel.
 - c. Create an invoice entry in MUNIS to process the travel and expense request form. Scan all documents for record and approval.

11. WEBSITE UPDATES

Purpose: The HBCRA official website was created via WordPress version 4.5.3. The Domain name is cohbcra. WP Engine provides the HBCRA with a user portal detailing plan usage, system status, page performance, account information, and user information. This page is accessed via <https://my.wpengine.com/>. To edit the official HBCRA website access page via http://cohbcra.org/wp-login.php?redirect_to=http%3A%2F%2Fhbcra.wpengine.com%2Fwp-admin%2F&reauth=1 Updates to the website are done as necessary per various documents, pictures, and projects change. Access the dashboard to make necessary changes/updates to pages and posts menus, add pictures to media tab, and get glimpses into other areas of the WordPress community. Refer any changes needed to website content manager.

All special districts (including CRAs) must have a prominent/official website (may be within City or County website). The Hallandale Beach CRA's official website is www.cohbcra.org which came on-line in FY 2015. The website is updated as needed by the SAA (Website Content Manager) and contains as required by Chapter 189, F.S. the following document(s)/information:

- CRA legal name, boundaries map
- Public Purpose (Elimination of Blight in Community)
- Services provided (Community Redevelopment)
- CRA creation document (locally adopted resolutions, ordinance)
- Statue or statues under which the special district operates (Chapter 163, Part III and Chapter 189)
- Date established
- Establishing entity (legislature (special act/county/city)
- Mailing address/email/phone number/web address
- Registered agent/office
- Code of Ethics if adopted
- Link to generally applicable ethics provisions (Florida Commission on Ethics)
- Taxes, fees, assessments, or charges imposed and collected (NA for CRAs)
- Tax rates or amounts of fees for the current fiscal year
- Statutory authority for tax/fee/assessment/charge
- Fiscal Year (October 1 – September 30)
- Proposed budget online at least (2) days before adoption
- Adopted budget
- Budget amendments posted once adopted
- CRA Annual Audit report posted once available
- Link to Florida Chief Financial Officers Local Government Reporting searchable database (<https://apps.fldfs.com/LocalGov/Reports/>)
- CRA Board of Directors name, contact address, business email, and term or length of appointment

12. SOCIAL MEDIA

Purpose: In FY 2014 the CRA engaged LGW Social Media Marketing, LLC d/b/a Miami Social Marketing to provide the social media component for a well-rounded marketing strategy. The CRA currently has Facebook, Twitter, Instagram, Gmail and Google+ Account online presence. This service provides the CRA with social media best practices such as authenticity, propagation of relevant and useful content, engagement in conversations and responsiveness. The consultants role has been to cultivate and engage an audience of targeted followers and expand the CRA online presence; providing the CRA with a platform to continue to engage stakeholders and residents. Reports are produced and reviewed monthly for status updates, then stored on CRA Server. Each fiscal

year the CRA reviews its needs for the various platforms and provides a professional consultant services agreement to LGW Social Media Marketing, LLC d/b/a Miami Social Marketing for services of established social media accounts per ED review and approval.

Procedure: Social Media Accounts

Facebook: <https://www.facebook.com/HallandaleBeachCRA>

Twitter: <https://twitter.com/HallandaleCRA>

Instagram: @HallandaleBeachCRA

Google+: <https://plus.google.com/u/4/b/105260286622575738711/105260286622575738711/about>

13. TYLER MUNIS FINANCIAL SYSTEM

Purpose: The Tyler Technologies, Inc. was awarded the RFP # 2011-2012-026, ERP System Software Implementation for the MUNIS system on January 23, 2013. The MUNIS systems is an integrated ERP System which currently supports on for the Tyler MUNIS system was awarded BID.

Procedure: Requisitions – Conversion to Purchase Order

A Requisition initiates the purchase of goods and services. Online approval of the purchase is tracked by MUNIS workflow and once approved the requisition will be converted to a purchase order and assigned a purchase order number. Always ensure that insurance information is current for all vendors, and adequate based on development agreement or contract before submitting. The following are steps on requesting a requisition/purchase order:

1. Open requisition entry in MUNIS (i.e. Financials, Departmental Functions, Requisition Entry)
2. Click Add then Tab (Status is 2 = Created)
3. Select Commodity Codes: (i.e. Residential Program 90962, Commercial Program 95013)
4. General Description – Program Name, Customer/Business Name (i.e. NIP#1087 Lovern Parks, BIG-83 The Business Name- Address)
5. General Notes: Total for (Scope of work) for (Program Name, Customer Name and Address). Vendor does not come on City property. Click print on PO field.
6. Enter Needed by Date (i.e. today's date mm/dd/yyyy)
7. Enter Vendor Number (Ensure that vendor is registered via VSS Link if not send email notification to customer/contractor to register online at <https://hallandalebeach.munisselfservice.com/Vendors/default.aspx>)
8. Vendor Sourcing Notes: (i.e. Vendor/Contractor to apply for all applicable permits with City of Hallandale Beach and provide "APPROVED" permit(s) to HBCRA office on receipt for initial disbursement of deposit. Final disbursement of funds will be made once project is "COMPLETED" and all required inspection(s) and permit has final signatures and closed)
9. Terms/Miscellaneous – Tab through this screen unless there is a contract or work order number to be entered
10. Click or Tab to Line Detail page
11. Click Add – Adds line 001
12. Quantity – The full amount of the purchase/scope of work
13. Commodity – Click ... then select Accept, select the (6) digit code provided and click accept
14. Description – use information from General Notes
15. Additional Desc/Notes – Provide the scope of work from approval memo in detail
16. Unit Price- is always 1.00000
17. Required by – input today's date
18. Requested by – (i.e. 8363csmi) This is a searchable field

19. Enter Project Account, Account Number Org and Object, as applicable, then tab through. Remaining fields will auto load
20. Document(s) to attach for back-up are based on program as applicable. Always attach a copy of the *CRA By-Laws, Resolution, *Policy Manual and the following if they apply:
 - a. Signed Proposal/Invoice with total being paid for service
 - b. Insurance Certificate applicable to agreement or contract
 - c. Approval Memorandum signed by E.D.
 - d. Estimate(s) for services
 - e. General File (if applicable)
 - f. Residential Loan & Lien Note
 - g. Mortgage to Secure a Loan
 - h. W-9 Form
 - i. *CRA By-Laws and Resolution
 - j. *CRA Policy Manual
21. Release requisition into workflow for approval
22. Once approved, requisition is converted to a purchase order. An email will be received with the PO number and payment via invoice can be processed.
23. To Print the Purchase Order:
 - a. Open Purchase Order Central (i.e. Financials, Purchasing, Purchase Order Inquiry and Reports, Purchase Order Central)
 - b. Click on Advanced Search
 - c. Enter PO# - Click search (at the bottom of screen in blue)
 - d. Click on PO# in blue
 - e. Click on Purchase Order, Attachment, Export, Open, File, Print

Procedure: *Purchase Order Change Orders*

The Purchase Order Change Orders program is the only way to change a purchase order that has been printed or posted. Used to increase and decrease POs, add line details, close out, and add project number. The program tracks contract CFWD monies when these monies are allocated to purchase orders associated with contracts. When contracts are fully rolled to the next year, open PO amounts from prior years are identified as carry forward PO amounts both on the Contract Amount lines and the PO Allocation lines. Refer to MUNIS Knowledgebase for detailed information.

1. Open purchase order change order in MUNIS (i.e. Financials, Purchasing, Purchase Order Processing, Purchase Order Change Orders)
2. Search Purchase Order Number (i.e. 20160136)
3. Click Line Items
4. Click Update: Complete changes, as appropriate
5. Click Accept – program will display the following message “Are you sure you want to update this PO?”
6. Click Yes to complete the update; click No to cancel

Procedure: *Purchase Order Receiving Record*

Purchase Order Receiving records log incoming invoices against open purchase orders. Entering receipts into Purchase Order Receiving does not liquidate the purchase order. Only liquidation in Invoice Entry reduces encumbrances (or Purchase Order Change Orders). A purchase order receiving record must be created before and invoice entry can be processed by the following steps:

1. Open requisition entry in MUNIS (i.e. Financials, Purchasing, Purchase Order Processing, Purchase Order Receiving)
2. Click Add then Tab
3. PO Fiscal Year field – automatically populate with current FY i.e. 2017
4. PO Number – Purchase Order used to pay down invoice/purchase
5. Line# - Fill in if various lines are created on Purchase Order
6. Quantity – Amount to be paid
7. Packing Slip# - Used to notate invoice number
8. Comments – Enter any details or notes for future reference
9. Click *Close PO - Only if closing purchase order after this entry
10. Tab over to the Return Tab: Only fill in this tab if there is an item being returned; if not please tab through screen.
11. Accept to add record
12. Attach Document(s) to for back-up based on program as applicable.
 - a. Invoice or any additional documents – signed off by staff requesting payment to be processed
13. Close Purchase Order Receiving before going to Invoice Entry to process for check

Procedure: Invoice Entry (Accounts Payable)

Allows users to enter invoices, credit memos, wire transfers, and direct disbursements in batch mode in order that funds be set aside to pay for items already purchased or for services that will be provided in the future.

You will need to start a batch and enter an invoice directly or liquidate the purchase order for processing:

1. Invoices must be signed and dated before it is submitted to the Fiscal Operations Manager.
2. Once it is reviewed and signed by the Fiscal Operations Manager, it is to be submitted to the Accounting Clerk for entry in MUNIS.
3. Open Invoice Entry in MUNIS (i.e. Financials, Accounts Payable, Invoice Processing, Invoice Entry)
4. Click Add Batch – (program defaults batch number, fund, cash account fields)
5. Tab to Change Fund to 130
6. Tab to Change Cash Account to 130 101631
7. Tab or Click Accept
8. Click Add (page should have changed)
9. The year defaults
10. If **Direct Entry**:
 - a. Enter Invoice number
 - b. Enter Gross (Amount of invoice)
 - c. Enter Description of services or purchase (i.e. Office Supplies)
 - d. Invoice Date: Enter the vendors invoice date or date the invoice is entered into the system.
 - e. Received Date: Date invoice was received into office
 - f. Due Date: Date when payment is due to a vendor defaults to the due date entered on the Batch Header
 - g. Separate Check: Select if separate check is to be cut for this invoice
 - h. If check is to be returned to CRA, email Nick with that request
 - i. Click Accept
 - j. Enter Org., Object and Project (if applicable)
 - k. Click Accept
 - l. Click Attach (TCM Document(s) to attach for back-up, based on program, such as an invoice or any additional documents signed off by staff requesting payment to be processed
 - m. Click Accept and Return

- n. Click Release then Approval – Once invoice has been approved, notification email will be sent to Output Post for processing of check

11. If Processing a payment by PO:

- a. Enter PO# and Click Update
- b. Enter invoice amount into invoice quantity and Accept
- c. Click Continue and tab.
- d. Enter Invoice number
- e. Enter Gross (Amount of invoice)
- f. Enter Description of services or purchase (i.e. Office Supplies)
- g. Invoice Date: Enter the vendors invoice date or date the invoice is entered into the system.
- h. Received Date: Date invoice was received into office
- i. Due Date: Date when payment is due to a vendor defaults to the due date entered on the Batch Header
- j. Separate Check: Select if separate check is to be cut for this invoice
- k. If check is to be returned to CRA, email Nick with that request
- l. Click Accept
- m. Click Modify
- n. Enter Liquidated Amount which matches the Invoice Amount
- o. Click Accept and Continue
- p. Click Return
- q. Click Attach (TCM Document(s) to attach for back-up based on program as applicable
- r. Invoice or any additional documents signed off by staff requesting payment to be processed
- s. Click Release then Approval – Once invoice has been approved, notification email will be sent to Output Post for processing of check

Procedure: Contract Management Entry with Retainage

The Munis Contract Management module allows you to create and approve contracts for purchases and encumber the appropriate funds in advance, before details such as quantities and delivery dates are known. Later, as these specifics become clear, the user can create requisitions, purchase orders, and invoices that refer to the contract to avoid re-encumbering the same funds. The contract management module is fully integrated with General Ledger, Requisitions, Purchase Orders, Accounts Payable, and Workflow modules. Please refer to Appendix U - Contract Management Entry Process with Retainage SOP # PROC02 - Procurement Department - Standard Operating Procedures 2015 and Appendix V - Retainage Processing for detail information and procedures.

Procedure: Purchase Card (P-CARD)

The City of Hallandale Beach Procurement Card (P-Card) Program is designed to improve efficiency in processing and streamlining payments by eliminating the administrative burdens and costs associated with traditional methods of payment. This program will allow the cardholder to make small value purchases of supplies, materials, equipment, and services for City business use (up to \$2,500 for a single transaction). Each card holder has a pre-determined maximum per transaction limit and a maximum monthly limit which may from time to time be increased by the Department Director, with the approval of the CFO, under special circumstances. The P-Card statements are reconciled by the SAA. Please see Appendix W - Purchase Cards (P-Card) Statements Training Manual - How to Code, Release, and Approve P-Cards Statements in MUNIS and Appendix G - PROC01 Procurement Process for detail information and procedures of use.

- 1. Open Purchase Card Statements in MUNIS (i.e. Financials, Accounts Payable, Invoice Processing, Purchase Cards, Purchase Card Statements)
- 2. Click Browse – The screen will fill with all transactions. The most recent to be converted will read **NEW**.

3. Double click on file to update
4. Go to Transactions field and double click on transaction you would like to edit
5. Click Update in Ribbon at Top and Tab to each location need to be changed
6. TAB to Charge Description line update/add information based on statement/ receipts
7. TAB to Invoice number (Place invoice number from receipt)
8. Enter Account Information this invoice will be paid from i.e. Org 5910 | Obj 546060 | Project (if applicable) | All others will pre-fill
9. Click Attach and attach all applicable documents to verify transaction
 - a. Click view documents
 - b. Click New then Click Import (drag and drop document or search and attach)
 - i. *Invoice or any additional documents must be signed off by staff requesting payment to be processed
 - c. Click Save and Close
10. Click Accept and Return to Statement ID screen (If multiple transactions repeat steps 1 - 9 for each)
11. If no other transactions Click Return
12. Click Release (Transactions will go through approval process and be approved and converted via COHB Finance department)
13. When transaction is pending it will read **Approved**. When transaction has been approved it will read **Converted**.

Procedure: Work Orders/Service Request

The Service Requests program creates requests for service that will become work order records. A requesting department enters basic information in the Service Requests program, and a servicing department later enters the remaining information in the Work Order Maintenance program. In Munis work orders are broken down into four (4) type's facilities, fleet, public works and general work order, and utilities. Please see Appendix X Work Order Module for detail information and procedures.

SECTION II: FINANCE

1. AUTOPAL

Purpose: AutoPal Loan Servicing Software affords the HBCRA office the ability originate loans directly (Appendix T), process loan payments, provide receipts, and payoffs for all Residential and Commercial loan files. Loan customer can request that their loan account be setup for automatic draft payments through the SunTrust First Data website only using a Visa, MasterCard, or debit card. The Fiscal Operations Manager (FOM), Accounting Clerk III or Senior Administrative Assistant (SAA), all have access to setup loan customers for automatic payments. Once a customer is setup for automatic draft payments are drafted in accordance to the loan payment schedule in AutoPal.

Procedure: Loan Payments i.e. Cash, Credit or Debit (Visa/MasterCard)

1. Residential and Commercial loan customers are allowed to submit their loan payment to the HBCRA office by mail (check or money order), in person (cash, check, money order, Visa, MasterCard, debit card, or by phone (Visa or MasterCard or debit card). All payment types should be accepted by the Accounting Clerk III or SAA
2. Log on to AutoPal Loan Servicing Software at to verify that the loan account is active and that a loan payment is due via <https://dev.autopal.info/apps/projects/autopal/system/login.htm> .

3. If the customer is paying by Visa, MasterCard, or debit card, the payment must be processed through the SunTrust First Data website at <https://globalgatewaye4.firstdata.com/> to ensure that the debit or credit card payment is approved. Only the FOM, Accounting Clerk III or the SAA has access to accept debit or credit card payments.
 - a. Process payment and print out 2 copies of approval receipt
 - b. Customer signs the copy that will be kept in office (if the customer prefers to receive the approval receipt by email, this can be done using First Data).
 - i. If the customer is making a payment by phone, only 1 print out of the debit or credit card approval receipt is needed for our records.
 - ii. Once the debit or credit card is approved, the loan payment must be applied as a payment to the customer's account in AutoPal.
4. On a weekly basis (Friday), the Accounting Clerk III, will review the SunTrust First Data website to check for any drafts that have processed that week and confirm the draft payment was accepted by SunTrust. If payment was not processed or returned by SunTrust; the payment in AutoPal must be reversed, account notated, and customer notified.
5. If the customer is paying by: check or money order, verify that the check or money is completed and made payable to the HBCRA, the payment amount is correct, the check or money order is dated and signed.
 - a. Apply the loan payment to the customer's loan account in AutoPal.
 - b. Once loan payment has been processed in AutoPal, print the customer's loan payment receipt from AutoPal as confirmation of the payment and provide it to the customer.
6. If the customer is paying by cash, count the cash back to the customer to confirm the amount that you received. Use the counterfeit detector pen to confirm that the bills are not counterfeit bills.
 - a. Apply the loan payments in AutoPal to customer's loan number.
 - b. Print the customer's loan payment receipt from AutoPal as confirmation of the payment and provide it to the customer.
7. Provide all processed payments to FOM to be stored in safe and submitted to Finance on a weekly basis for deposit to SunTrust.
8. Monthly Billing - The Accounting Clerk III monitors and notifies loan customers on bill payments and any other inquiries that may arise. On the 17th of each month the Accounting Clerk III pulls a report to show outstanding balance of each customer owes which is due the following month. Once this report is pulled statements are generated and mailed to each customer.

2. DEPOSIT OF LOAN PAYMENTS

Purpose: Any loan payments, application fees, reimbursement checks or any other revenues that are received by the Accounting Clerk III or designated backup must be entered into the **Check Log** spreadsheet which can be found on the HBCRA network file [X:\Check Log](#).

Each revenue item should be entered to show when the item was received, who the item came from, the date the check/money order was written, the check number, the amount of the revenue item and a description of what the item was for. (See Sample Below).



HALLANDALE BEACH COMMUNITY REDEVELOPMENT AGENCY

MEMORANDUM

DATE:

TO: Finance Department

FROM: Faith Phinn, CRA Accounting Clerk

CC: Nickens Remy, CRA Fiscal Operations Manager

SUBJECT: CRA Check Deposit

Please see attached and below for a list of __ checks totaling _____ to be deposited into the CRA SunTrust Bank account ending 25839.

Daily Receipt of Checks/Payments						
FY 2016						
#	Received	From	Check Date	Check No.	Amount	Reference/Miscellaneous Info
442	5/27/2016	Raul Chirinos	5/27/2016	870	135.00	Payment for Loan #870
446	6/1/2016	Dominick & Cassandra Petracca	5/16/2016	104	75.00	Shutter Program Application fee #1150-600 Layne Blvd #201
447	6/1/2016	Stuart & Shelby Development, Inc.	5/20/2016	6573	139.03	Water Refund for 1012 Foster Road In-Fill Ph 1

Daily Receipt of Checks/Payments						
FY 2016						
#	Received	From	Check Date	Check No.	Amount	Reference/Miscellaneous Info
442	5/27/2016	Raul Chirinos	5/27/2016	870	135.00	Payment for Loan #870
443	6/1/2016	Richard Roberto & Manon Turpin	5/5/2016	138	75.00	Shutter Program Application fee #1150-600 Layne Blvd #121
444	6/1/2016	Jean Guy & Lise Roy Alary	5/5/2016	181	75.00	Shutter Program Application fee #1154-600 Layne Blvd #123
445	6/1/2016	Cynthia Vegazo	5/19/2016	0098	75.00	Shutter Program Application fee #1150-600 Layne Blvd #211
446	6/1/2016	Dominick & Cassandra Petracca	5/16/2016	104	75.00	Shutter Program Application fee #1150-600 Layne Blvd #201
447	6/1/2016	Stuart & Shelby Development, Inc.	5/20/2016	6573	139.03	Water Refund for 1012 Foster Road In-Fill Ph 1
448	6/1/2016	Carlos Carabajal	5/23/2016	646	179.00	Payment for Loan #986
449	6/1/2016	Linda & Anthony Creary	5/25/2016	1670	90.00	Payment for Loan #1001
450	6/1/2016	Leonard & Iva Kalikow	5/26/2016	404	135.00	Payment for Loan #988
451	6/1/2016	Maria & Rafael Angel	5/20/2016	5035	60.00	Payment for Loan #553R
452	6/1/2016	Dorothy Hicks	6/1/2016	1102	237.00	Payment for Loan #1018
472						
473				Check Total	1,275.03	
474				Cash Total	-	
475				Total Deposit	1,275.03	
476						
477			130-341910	Application Fees	300.00	
478			130-369980	Loan Payments	836.00	
479			130-361600	Loan Interest	-	
480			130-369990	Misc. Revenue	139.03	
481			130-367300	Realized Gain or Loss	-	

Procedure:

1. Prepare a memo to Finance for the weekly deposit, which provides detail of what's being deposited for that particular week. A template of the memo to Finance can be found on the HBCRA network file [X:\Check Log](#).
2. Prepare a SunTrust deposit slip for the weekly deposit. Cash deposits must be prepared separate from the checks, money orders, etc. A separate deposit must be completed for the cash deposits.
3. Once the deposit memo has been prepared and the deposit slip(s) are complete, the memo is to be initialed and dated by the Accounting Clerk and then submitted to the Fiscal Operations Manager for review.
4. Once the Fiscal Operations Manager has initialed and dated the memo, it is to be submitted back to the Accounting Clerk to be sent to Finance for deposit.
5. HBCRA revenue should be provided to Finance (Accounting Clerk I) every Friday by 12pm for deposit into the HBCRA SunTrust account.
6. Finance (Accounting Clerk I) will return the memo and deposit bag slip(s) showing that the deposit was submitted for deposit into the HBCRA SunTrust account. Note: check the SunTrust account in 3 days, the deposit should be reflected.
7. Once the deposit slip is returned to the HBCRA, the Accounting Clerk is to journal the transactions in MUNIS and attach the following: First Data Transactions, Deposit Memo, and Checks.

3. BANK RECONCILIATION

Purpose: The monthly bank reconciliation is prepared by the Accounting Clerk III by the 20th of the following month. The Accounting Clerk III enters a journal entry in MUNIS to reflect the entries from the bank reconciliation.

Procedure:

1. Clear Checks in MUNIS based on the checks cleared on the bank statement. Open "Check Reconciliation program. Click "Define" above Menu section. Enter date based on "Date Paid" on bank statement. Enter "130" in place of "999" and "101631" in place of "101901". Enter check number in both boxes next to "Check numbers". Click Accept. Click "Unclear" above "Menu" section. Click Accept. Click "Output-Post" above "Menu" section. Click Save icon.

2. Open "Check Reconciliation" program. Click "Reports" above Menu section. Click "Update" icon above Actions section. Click "Outstanding Date" under "Select by" section. Enter "130" in place of "999" and "101631" in place of "101910" under Cash account range. Choose last day of reconciled month next to "Outstanding as of date". Click Accept. Click "Excel" icon above "Office" section. Click Accept. Save and Open Excel file.
3. Open Account Inquiry program. Enter 130 for Fund, 130 for Org, and 101631 for Object. Click Search. Click the yellow folder next to the amount for Actual (Memo). Click the Excel icon at the top of the page. Click Detail. Open Excel file, sort and delete transactions for the month being reconciled.
4. The Accounting Clerk III prepares and signs the monthly bank reconciliation to the Fiscal Operations Manager for review and approval.
5. The Fiscal Operations Manager reviews and signs the bank reconciliation.
6. The signed bank reconciliation and all supporting documentation is provided to the Associate Controller for final review, approval and signature.
7. Once the Associate Controller has approved and signed the bank reconciliation and approved the journal entry in MUNIS, the Associate Controller returns the bank reconciliation to the Accounting Clerk III to be filed. All approvals should be completed by the 30th of the following month.

4. QUARTERLY 941 EMPLOYERS TAX REPORT

Purpose: On a quarterly basis, the HBCRA Quarterly 941 Employers Tax Report must be completed and submitted to the IRS. The due dates for the Employer's Quarterly 941 Employers Tax Report are as follows:

Months Quarter Includes	Quarter Ends	Quarter/Period	Form 941 Due Date
January February March	March 31 st	1 st	April 30 th
April May June	June 30 th	2 nd	July 31 st
July August September	September 30 th	3 rd	October 31 st
October November December	December 31 st	4 th	January 31 st

Procedure:

1. To complete this report, go to MUNIS and extract the Quarterly 941 Report for the Year/Quarter being reported. This information will be used to complete the Employer's Quarterly 941 Employers Tax Report.
2. You will also need to have the bi-weekly Tax Payment Report Worksheets for the appropriate months being reported. Use the information from the bi-weekly Tax Payment Report Worksheets to complete Schedule B (Form 941).
3. Once the Employer's Quarterly 941 Employers Tax Report and Schedule B (Form 941) is completed.
 - a. If line 10 of the Employer's Quarterly 941 Employers Tax Report is more than line 11, enter the difference on line 12.

- b. **Note:** No payment is due if line 12 is under \$1. If line 11 is more than line 10, enter the difference on line 13.
- c. **Note:** If line 13 is under \$1, we will send a refund or apply it to your next return only if you ask us in writing to do so.
4. Once the Employer's Quarterly 941 Employers Tax Report and Schedule B (Form 941) is completed. Prepare a memo to the HBCRA Director for signature approving the completed Employer's Quarterly 941 Employers Tax Report and Schedule B (Form 941). Provide supporting documentation.
5. After page 2 of the Employer's Quarterly 941 Employers Tax Report is signed and approved by the HBCRA Director, scan a copy for our records.
6. Submit the original signed Employer's Quarterly 941 Employers Tax Report and Schedule B (Form 941) to the IRS as follows by certified mail to the following:

If you are in . . .		Without a payment . . .	With a payment . . .
Connecticut	New Jersey	Department of the	Internal Revenue
Delaware	New York	Treasury	Service
District of Columbia	North Carolina	Internal Revenue	P.O. Box 804522
Florida	Ohio	Service	Cincinnati, OH
Georgia	Pennsylvania	Cincinnati, OH	45280-4522
Illinois	Rhode Island	45999-0005	
Indiana	South Carolina		
Kentucky	Tennessee		
Maine	Vermont		
Maryland	Virginia		
Massachusetts	West Virginia		
Michigan	Wisconsin		
New Hampshire			

Save a copy of the completed and signed Employer's Quarterly 941 Employers Tax Report, Schedule B (Form 941) and all supporting documents, on the HBCRA network file [..\IRS 941 Taxes](#).

5. QUARTERLY UNEMPLOYMENT/RE-EMPLOYMENT REPORT

Purpose: On a quarterly basis, the HBCRA Quarterly Reemployment Tax Report must be completed and submitted to the Department of Revenue (DOR) at the following website: <https://brtx-fl-uc.bswa.net/>
The due dates for the Reemployment Tax Report are as follows:

Months Quarter Includes	Quarter Ends	Quarter/Period	Reemployment Tax Due Date
January - March	March 31 st	1 st	April 30 th
April - June	June 30 th	2 nd	July 31 st
July - September	September 30 th	3 rd	October 31 st
October - December	December 31 st	4 th	January 31 st

Procedure:

1. In order to complete this report, go to MUNIS and extract the Disability and Unemployment Report for the Year/Quarter being reported. This information will be used to complete the Reemployment Tax Report.
2. Log onto the Department of Revenue website to prepare the Reemployment Tax Report for submission. The information for the Reemployment Tax Report will come from the Disability and Unemployment Report.

3. Once the Reemployment Tax Report is completed and submitted to the Department of Revenue, save a PDF copy of the report on the HBCRA network file [..\Reemployment Tax](#).

6. MUNIS APPROVAL PROCESS

Purpose: The HBCRA Fiscal Operations Manager (FOM) is tasked with the responsibility to review and approve in the MUNIS all requisitions, invoice entry, and purchase order change orders submitted by various departments utilizing HBCRA funds for expenditures.

Procedure: Requisitions to Purchase Orders (PO)

1. Once the Requisition is released for approval, the FOM receives notification from MUNIS that there is a requisition in queue to be approved.
2. The FOM reviews the requisition and the supporting documentation to ensure that the expenses are HBCRA related expenditures.
3. The FOM also reviews the budget account being used with the requisition to ensure that the appropriate budget account is being utilized for that particular expenditure.
4. If the requisition is not correct or missing supporting documentation, the FOM rejects the requisition for corrections.
5. The FOM approves the requisition after reviewing it and the requisition will move to the next approval level in the requisition approval workflow which will then be converted into a Purchase Order (PO).

Procedure: Invoice Entry

1. Invoices must be signed and dated before it is submitted to the Fiscal Operations Manager.
2. Once it is reviewed and signed by the Fiscal Operations Manager, it is to be submitted to the Accounting Clerk for entry in MUNIS.
3. Once the Invoice Entry is released for approval, the FOM receives notification from MUNIS that there is an invoice in queue to be approved.
4. The FOM reviews the invoice entry and the supporting documentation to ensure that the expenses are HBCRA related expenditures.
5. The FOM also reviews the budget account being used with the requisition to ensure that the appropriate budget account is being utilized for that particular expenditure.
6. If the invoice is being paid through an open Purchase Order (PO), the FOM also verifies that the PO number being utilized ties back to the corresponding expense/vendor.
7. If the invoice is not correct or missing supporting documentation, the FOM rejects the invoice for corrections.
8. The FOM approves the invoice after reviewing it and the invoice will move to the next approval level in the invoice entry approval workflow.
9. Once the Invoice is approved the Accounting Clerk III or outside department representative must now output-post so that vendors may receive payment.

Procedure: Purchase Change Orders

1. Once the Purchase Change Orders (POM) is released for approval, the FOM receives notification from MUNIS that there is a POM in queue to be approved.
2. The FOM reviews the POM to determine what changes are being requested to the PO.

3. The FOM, reviews the notes entered and the amounts to determine if the PO will be increasing or decreasing.
4. The FOM must also determine if there are funds available to cover the changes to the PO.
5. Once the FOM has determined that the changes being requested are appropriate and there are sufficient funds in the budget account to cover the changes to the POM the FOM approves the POM and the POM will move to the next approval level in the POM approval workflow.

7. MUNIS - CHECK RUNS

Purpose: On a weekly basis, the Fiscal Operations Manager receives the weekly check run list from the Finance department for all invoices that will be paid for that particular week.

Procedure:

1. The checks are reviewed to ensure that all items on the check run list are HBCRA approved expenditures via email.
2. If all the items on the check run list belong to the HBCRA, reply to the email approving. The Fiscal Operations Manager send the approval email that allows Finance to proceed with cutting the weekly checks for the HBCRA.

8. BUDGET TRANSFERS AND APPROVALS

Purpose: Requests for budget transfers must be submitted to the FOM via email, memo, or formal written notice. The FOM reviews the budget accounts to ensure the funds that are being transferred are available and do not exceed the Executive Director's spending threshold. If transfers are \$25,000 or more should go to the HBCRA Board as notification since this is more than the Executive Director's spending threshold. Budget transfers are processed in MUNIS on an as needed basis.

Procedure:

1. Once the FOM has determined that the requested budget transfer request can be entered for approval. Follow the steps for processing; outline in Appendix X "How to Enter a Budget Transfer Amendment in MUNIS".
2. After the Budget Transfer has been entered, it will go through the approval workflow in MUNIS.
3. The FOM must approve the Budget Transfer request.
4. Once the Budget Transfer has completed the approval workflow, MUNIS will send an email notification.
5. Go back into MUNIS to complete the Budget Transfer by output posting the request. Output posting will transfer the funds from/to the appropriate budget accounts.
6. Notify the appropriate/requesting staff that the budget transfer has completed and funds are available.

9. MONTHLY FINANCIAL REPORT

Purpose: On a monthly basis, a financial report for the previous month is prepared to be submitted as an agenda item informational item at the HBCRA Board of Directors meeting. The monthly financial report provides Year-To-Date (YTD) budget details of the revenues and expenditures.

Procedure:

1. For the preparation of the monthly financial report, the FOM, extracts an YTD Budget report (Appendix Y) from MUNIS which provides the details for each account. Since payroll journal entries are not processed

automatically once payroll is completed in MUNIS, the payroll accounts amounts must be manually calculated.

2. The monthly financial report must be completed and sent to the Executive Director for review and placed into the HBCRA file server prior to agenda review meeting and agenda being published for the public.
3. The monthly financial report is prepared and placed on the agenda as an informational item.

10. INTERLOCAL AGREEMENT (ILA) REIMBURSEMENT REPORT

Purpose: On a quarterly basis, the HBCRA must reimburse the City for all expenses related to the Interlocal Agreement (ILAs) with the City that were approved with the Annual HBCRA Adopted Budget.

Procedure:

1. The FOM extracts expenses from MUNIS for the related ILAs for each program for the quarter that is being reimbursed.
2. Prepares the quarterly reimbursement report for the ILAs relating to the Police Department, an email is sent to the department confirming their expenses for the quarter, since not all expenses are attached to the appropriate project accounts in MUNIS.
3. Once all the expenses for the various ILAs are outlined, an email with the completed report and all supporting documentation is sent to the Accounting Clerk in Finance for review.
4. After the Accounting Clerk III has confirmed agreement with the reimbursement amount for that particular quarter, the FOM prepares a memo to the Executive Director (ED) for approval of the Quarterly ILA Reimbursement Request.
5. After the ED has approved and signed off on the Quarterly MOU Reimbursement Request a wire transfer request form is prepared and submitted to Finance to transmit from the HBCRA to the City the reimbursement payment.

11. CRA UTILITY BILLING

Purpose: The CRA owns and purchases various properties within the CRA Boundaries and until those property sites are demolished all utilities i.e. (water, sewer, storm water, FPL etc.) must be paid. The CRA FOM receives invoicing for the utility bills from COHB Finance department; which should then be processed as an API/Accounts Payable from designated account by CRA FOM. This is the most effective and efficient way to properly review and record transactions per COHB Finance. *Note: The utility bills should not be debiting the CRA Pooled Cash Account 130-101000 as the agency is not a part of the pooled cash.

12. PAY OFF REQUEST

Purpose: Form is provided to customers requesting a payoff or information on existing HBCRA Residential and Commercial loans. The payoff request form (Appendix CC) can be accessed via HBCRA website www.cohbcra.org, email, or pick up in office.

Procedure:

1. Pay off request forms are submitted to the Accounting Clerk III via walk in request, email, fax or mail.
2. Once received the Accounting Clerk III has up to five business days to fulfill this request.
3. Once the request is completed by the Accounting Clerk III, he or she then notifies the customers on the status of the request.

4. If the customer has a balance, the amount owed must be paid in full in order for the customer to receive a satisfaction of mortgage or release of lien.
5. Once the balance is paid the HBCRA Specialist is then informed and the requested documents are then provided to the customers within the next 60 days.

13. BUDGETING

Overview:

1. HBCRA Revenue consists primarily of TIF (Tax Increment Financing), Proceeds from Sale of Infill Homes, and Loan Repayments from Commercial and Residential Programs.
2. The four TIF taxing authorities are Broward County, the City of Hallandale Beach, CSC (Children's Services Council), and Memorial Regional Hospital South.
3. Expenditure requests and forecasts are prepared by HBCRA staff.
4. The budget is submitted to the Assistant City Manager and HBCRA Executive Director for initial review.
5. Attend HBCRA Board Budget Workshop to review preliminary budgets in detail and discuss. Workshop is a strategic meeting to discuss the preliminary budget and work plan; and to define any activities necessary to finalize the budget by end of September.
6. Section 163.387(7), Florida Statutes, provides that on the last day of a CRA's fiscal year, any money remaining in the CRA trust fund after payment of expenses described in the CRA plan for such year must be either returned to each taxing authority, used to reduce the amount of any indebtedness to which increment revenues are pledged, deposited into an escrow account for the purpose of later reducing any indebtedness to which increment revenue was pledged or appropriated to a specific redevelopment project pursuant to an approved redevelopment plan, which project will be completed within three years.
7. Budget Amendments (re-forecasts) are generally completed once during the year, but may occur more often, if needed.
8. Fiscal Operations Manager prepares appropriate reports.
9. Assistant City Manager and Fiscal Operations Manager meet to review reports and make necessary adjustments to the budget.
10. Changes are presented to the board and amendment is passed by resolution .
11. Updated budget is updated on the website and uploaded in MUNIS.

14. COLLECTIONS

1. Upon default of payment agreement, finance will initiate the following procedures;
 - a. Warning notice is mailed to loans that are two payments in the arrears.
 - b. Demand letter and notification of intent to place loan in collection if no payments are made within 30 days of warning notice.
 - c. Loan is turn over to collections within 45 days of the initial warning notice.

SECTION III: RESIDENTIAL PROGRAMS

I. FIRST TIME HOME BUYER'S PROGRAM (FTHB):

Purpose: The First Time Homebuyers Program was created to assist homebuyers with down payment and closing costs up to \$50,000 for a primary residential property (i.e., single family home, condominium) within the Hallandale Beach Redevelopment Agency district. An individual who has never owned a home or has not owned a home for at least three (3) years is considered a first time homebuyer and is therefore eligible. Applicants are required to provide a minimum of \$2,000 of their own funds toward the down payment. The loan will take the form of a 0% forgivable loan for a ten-year period. HBCRA assistance will be subordinate only to a mortgage on the same property from the primary lender. Before submission of a First Time Homebuyers program application the applicant must have obtained a pre-approval letter from a financial institution. All HBCRA programs are on a first come first ready basis subject to availability of funds.

File Retention Period: (3) years after Satisfaction

Procedure:

1. Review application to assure that all documents are included. Request missing documents or additional documents to complete review if necessary.
2. Review documents for eligibility: Verify that income meets the Broward County Median Income Guidelines. Verify that asset does not exceed the \$20,000 policy limit (bank statements) Note: retirement funds are not considered in the calculation. This process is completed within five (5) business days of receipt of application.
3. If client meets the income/asset guidelines, inform client (via email) that they are income eligible then request the contract if not included in package.
 - a. Allow 30 days for applicant to secure contract.
 - b. After 30 days, if contract not received place file in inactive status. Note: Application can be reactivated if applicant receives contract only if funds are available. However intake date is revised and updated financials may be required.
4. Once all documents are in place, including contract, perform the principal, interest, property taxes, insurance (PITI) and housing to income ratio function.
5. Give file and income certification to the HBCRA FOM for financial review. (NOTE: If the applicant is purchasing a condominium the association fees must be a part of the housing to income ratio calculations. The housing to income ratio should not exceed 30%. Exceptions can be made for a higher front end ratio if

the back in ratio does not exceed 45% (back end ratio is calculated by the first lender). If applicant is a viable candidate for the program, generate an approval memo.

6. Forward approval memo with entire file to HBCRA Executive Director or designee for final approval. The approval process should take approximately five (5) business days.
7. Enter client's name on excel spreadsheet to reserve funds.
8. Once file has completed the approval process and if approved for the assistance, provide the applicant a 90 day reservation of fund letter.
 - a. Closing should occur within that 90 day period.
 - b. If an extension is required because the applicant was unable to find a home and closed within the 90 day period, applicant can request an extension in writing and provide updated financials.
 - c. HBCRA Specialist reviews documents and request and determine if extension can be granted. Applicant can be granted an additional 90 days extension.
 - d. Once this extension expires the file is closed. At such time applicant can submit a new application after 90 days.
9. HBCRA Specialist, the first lender, the selected Title Company, and the applicant will be in constant communication until the closing occurs. HBCRA specialist will request the following from the title company: Title Commitment (HBCRA must be listed as an insured), Bank loan commitment, Property Appraisal, Full Property Inspection Report, Preliminary Disclosure Statement (CD). HBCRA Specialist will review documents to assure that the information is correct. HBCRA Specialist will review the details of the Appraisal and the Inspection report to assure that the HBCRA is investing in a suitable property.
10. Ensure the title company handling the closing is a registered vendor. If vendors are not registered provide them with the vendor self-service registration information to give to their selected vendors.
11. All required pre-closing documents must be in the HBCRA office at least ten (10) business days prior to closing. At which time HBCRA Specialist will generate a funding request memo and forward it to the HBCRA Director for approval along with a copy of the approved reservation of fund memo and all the pre-closing documents.
12. Once funding memo is signed by Executive Director or designee prepare the check request for the desired amount, scan all the documents submitted for the funding request in Munis. Check should be written in the name of the title company.
13. Prepare HBCRA closing documents (2 copies of Mortgage to secure loan and Promissory Note).
14. Take check and HBCRA mortgage documents to closing.
15. At the closing table HBCRA documents are signed by the buyer and notarized at that time by closing agent.
 - a. Copy of the Note and One of the original signed mortgage document is for the Title Company to record.
 - b. Copy of the mortgage and note to the buyer.
16. Leave the closing with the following signed and original documents:
 - a. Mortgage
 - b. Promissory Note
 - c. Disclosure Statement (if more than one prepared then one from the first lender and one from the HBCRA)
 - d. Marked up title policy.

17. Place a reminder on your calendar to follow up within 30 days with the Title Company to make sure you receive the original recorded HBCRA mortgage and original Title Policy.
18. Once recorded documents are returned copy it for the client's file. Give to City Clerk to record on the City's Conduit. Confirm that it is recorded then file it along with the other original signed documents (Promissory Note) in the recorded documents folder.
19. Review the Broward County Property Appraiser website, annually, to assure that property is homesteaded.
 - a. If not homesteaded reach out to property owner via certified and regular mail and give them 30 days to show proof of homestead or to apply for homestead exemption.
 - b. If still not homestead then take the necessary steps to recover the down payment assistance funds.

II. NEIGHBORHOOD IMPROVEMENT PROGRAM (NIP):

Purpose: The Neighborhood Improvement Program (NIP) is a low interest, forgivable loan of up to \$30,000 for residential properties of no more than four (4) dwelling units and up to \$50,000 for multi-family properties with five (5) or more dwelling units. Funds may be utilize for correction of existing code violations; termite removal; repair or replacement of roofing, windows, doors, driveways, seawall, fencing; installation of energy efficient air conditioning and water heater; landscaping and more. Costs may include other work necessary to complete the project (architectural/engineering fees for the preparation of construction drawings, construction supervision and permits and inspection fees). The loan becomes forgivable at a rate of 20% per year for five years. If the property is sold or transferred within that time, the loan must be repaid. All HBCRA programs are on a first come first ready basis subject to availability of funds.

File Retention Period: (3) years after Satisfaction

Procedure:

1. Schedule one on one appointment with applicant for 30 minutes to an hour.
2. Review application to assure that all documents are included and confirm that taxes and utilities are current. Receive the application fee of \$150.
3. Enter client's name and pertinent information on CRA Specialist spreadsheet, on the file server, to reserve funds and generate the NIP number.
4. Create a file for applicant and place all appropriate documents in the designated flap of the folder.
5. Put the application number on the application fee check, copy for file and give to HBCRA FOM to be deposited.
6. Review documents for eligibility: Verify that income meets the Broward County Median Income Guidelines. Verify that asset does not exceed the \$20,000 policy limit. Note: retirement funds are not considered in the calculation. Give file and income certification to the HBCRA Finance Manager for financial review. This process is completed within five (5) business days of receipts of application.
7. If client meets the income/asset guidelines then order the owners & encumbrances (O&E) search from CRA Attorney Gray Robinson by email. Providing the following for the O&E search:
 - a. Name of Applicant
 - b. Address of Property
 - c. Folio Number

8. Inform the applicant (via email) if they are income eligible to participate in the program and that an O & E will be conducted on the property. Also inform them that the O&E search will take approximately 15 business days.
9. Once O & E search is returned, review to determine if there are any City/County/State liens/fines or judgements on the property.
 - a. If such instruments exists then contact applicant and inform them that until those items are rectify they cannot participate in the program. (Note: a property with a City code violation can participate in the program. This will assist the home/property owner in discussing mitigating the fine, if any exist).
 - b. If no such instruments are found, inform applicant that you will be ordering an inspection of the property. Provide applicant with the name and contact number for the inspector.
10. Contact the Independent Inspector, selected by HBCRA, via email to conduct an initial inspection of the property. Provide inspector with the name and contact number of the applicant and list of the items to be repaired/replaced. The inspector will contact the applicant to schedule the inspection. Inspection should be completed within 5 to 7 business days after request.
11. After the inspection is completed, the inspector will provide HBCRA Specialist with two copies (one with the industry cost of all listed repairs and a bid copy) of the report and other pertinent documents along with his invoice.
 - a. Provide the client with the bid copy (the one without the cost) and have them use this to secure quotes/estimates for the improvements. This should take about 10 business days. Note: Sometimes the clients is unable to find contractors in that time frame – in this case they are able to request a time extension – usually another 10 business days.
12. Once client has secured the cost estimates then an approval memo is generated for the Executive Director's approval. This process is usually completed within 2 to 3 days after estimates are received.
13. Forward approval memo with entire file to HBCRA Executive Director or designee for final approval. The approval process should take approximately five (5) business days.
14. Once file has completed the approval process
 - a. If approved contact the applicant and schedule the closing. Closing should occur within 10 days of receiving the approved file.
 - b. If not approved, provide the client with a denial letter.
15. Prior to closing applicant should select the contractor(s) who will complete the improvements. Selected contractor's cost of the improvements to the property should not exceed the industry standards (industry cost is provided by the inspector).
 - a. Confirm in Munis if the selected vendors are registered.
 - b. If vendors are not registered provide the client with the vendor self-service registration information to give to their selected vendors.
 - c. CRA Specialist to confirm with City's Building Division which improvements require permits and inform the applicant.
16. Prepare loan documents prior to closing (Promissory Note, Mortgage to Secure a Loan, Change of Contractor, Final Fee Payment Affidavit, and Affidavit of Contractor Release).
17. Close the loan. After loan closing, contractors have 10 to 15 business days to pull permits (if applicable).
18. Enter loan in AutoPal see Appendix U – How to enter loans in AutoPal Loan Software.

19. Provide all document(s) to request requisition/purchase order to the Fiscal Operations Manager for each selected contractor, encumbering the awarded funds. Ensure that clients name, NIP number, and address are listed on the requisition. The following documents are needed to process the requisition:
 - a. Signed approval memo
 - b. Executed loan document
 - c. Signed estimate from selected contractor
 - d. Applicant photo identification
 - e. Copy of HBCRA By-laws & Resolution
20. Once requisition is approved it will be converted to Purchase Order and emailed directly to the contractor.
 - a. Print a copy for the file
21. Payments are made directly to the contractor(s) selected by the applicant. An initial 50% deposit will be processed once permit is approved by COHB and customer submits to HBCRA office the payment request form (Appendix AA), payment release form (Appendix BB), and invoice (the initial signed estimate can be used for the deposit).
22. When all work is completed, a final inspection is performed by City's Building department and HBCRA independent inspector. Final inspection report, from HBCRA inspector, must be satisfactory in order for final payment to be released.
23. Final payment will be processed once applicant submits, to HBCRA office, the payment request form, payment release form, final invoice and proof of closed permit. CRA Specialist will verify that permit is "Finaled" on the City's Inergov System.

III. STORM SHUTTER/HURRICANE IMPACT WINDOW REBATE:

Purpose: The Storm Shutter/Hurricane Impact Window rebate program offers up to \$1,500 rebate for owner-occupied properties excluding trailer parks in order to mitigate storm damage. The property owner is responsible for any costs exceeding the maximum \$1,500 benefit. All companies and contractors must be licensed and insured and all products certified to meet applicable codes. Residence can only be assisted once through the Hurricane Shutter/Impact Window Program. There is a \$75.00 non-refundable application fee due at application submission. All HBCRA programs are on a first come first ready basis subject to availability of funds.

File Retention: 1-2 Years (Once audit completed for FY filed closed)

Procedure:

1. Meet with client via scheduled appointment to intake initial application.
2. Review application and confirm that taxes and utilities (not applicable for condos) are current.
3. Enter client's name and pertinent information on CRA Shutter Program spreadsheet to reserve funds for \$1,500.
4. Create file number for the application (select the next number available in the program spreadsheet). Place this number on the file folder. This number will become the invoice number when paying out the rebate.
5. Provide client with funds reservation letter if approved.
6. Place applicant file folder in the pending folder for 30 days or until the contract and permit is received. (Applicant is responsible for providing this information).
7. Place reminder on calendar to assure that contract and approved permit are received within 30 days.

8. Send letter/email of fund reservation cancellation if documents not received within 30 days of application submission.
9. Once approved permit and contractor estimate are received update file and move it from pending to complete.
10. Place another reminder on calendar to assure that final documents are received 60 days from the date of application submission.
11. Once final documents (after pictures, approved final inspection, check request and paid in full receipt) are received, process rebate check. Rebate check should be processed within 10 business days.
12. Scan all the "after documents" along with the paid tax bill & utility report (if single family home).
13. Enter the invoice in Munis using single vendor # 9999.
14. Mail check to homeowner at desired address when processed.
15. Update spreadsheet (in HBCRA folder under Spreadsheet)
16. Close File

IV. PAINT VOUCHER PROGRAM:

Purpose: The HBCRA offers a Sherwin- Williams paint voucher in the amount of \$500 to Hallandale Beach home owners residing within the HBCRA boundaries. The paint voucher is to be used towards A-100 exterior paint and supplies for the residential property in need of exterior painting. Application are only accepted by scheduled appointment only. All HBCRA programs are on a first come first ready basis subject to availability of funds.

File Retention: 1-2 Years (Once audit completed for FY filed closed)

Procedure:

1. Meet with client via scheduled appointment to intake initial application.
2. Review application and confirm that:
 - a. Property taxes and utilities are current.
 - b. Warranty Deed is in name of applicant
 - c. Valid Identification of applicant
 - d. Property is in need of painting via before colored pictures
3. Approval is given at the time of appointment if file is complete. Once approved:
 - a. Enter client's name and pertinent information on CRA Paint Program spreadsheet to reserve funds.
 - b. Prepare and print paint voucher to provide to client. Seal the CRA Specialist signature with CRA Clerk's seal to authenticate the voucher. Provide applicant with voucher. Voucher can only be used at Sherwin Williams store in Hollywood.
 - c. Generate file number for the application. The number would be the next available number on the spreadsheet (i.e. PV122-081717). The last six file number is the application date (month, date, and year).
4. Place reminder on calendar to assure that work is completed within 30 days.
5. Client to return after pictures to HBCRA within 30 days.
 - a. If pictures not received in time specified, contact client to follow up.
 - b. If necessary contact Code Office to take after pictures.
6. Invoice will be sent from Sherwin Williams after voucher is utilized. Verify if correct and provide to Accountant Clerk III to process for payment in MUNIS.

7. Once check is generated mail check to Sherwin Williams.
8. Update spreadsheet (in HBCRA folder under Spreadsheet)

SECTION IV: COMMERCIAL PROGRAMS

1. BUSINESS INCENTIVE LOANS

Purpose: The Business Incentive Loan Program was established by the City of Hallandale Beach City Commission as a means to stimulate the local economy through business expansion, improvements, and job creation. Under this program the Hallandale Beach CRA provides loans at 0-3% APR for exterior rehabilitation, expansion and/or relocation costs. The program offers assistance of up to \$50,000 for business owners currently leasing their storefront and up to \$200,000 for commercial property owners. The loan will cover up to 80% of the total project cost. Awards are given on a first come, first ready basis, and subject to Board approval. The property must be located within the Hallandale Beach Community Redevelopment Agency district as outlined in the HBCRA Boundaries Map.

File Retention Period: (3) years after Satisfaction of Lien recorded

Procedure:

1. Once customer contacts the HBCRA office they are referred to the BDC to discuss the details of the program. The BDC contacts customer for the Initial meeting to explain the mission of the agency and process of the program.
2. Application is submitted by customer with all required documents for review and processing with application fee in the amount of \$750.00.
 - a. Review the application and documents to ensure all required documents have been submitted
 - b. Create a file folder on the CRA Server under BDC File folder pending approval folder and scan all submitted documentation.
 - c. Place all hard copies of files to be stored until project is denied or closed.
3. Financial information for applicant is then sent to the HBCRA Loan Underwriter for financial assessment. The analysis is to ensure that the applicant organization has financial viability to take on the loan obligation and also to suggest the interest rate for the loan, if approved, accordingly.

4. Property assessment stage to determine scope of work and project cost. This assessment includes a property visit and scope of work negotiation to try to leverage private dollars
5. Preparation of official memo package to the Executive Director for review of request for approval
 - a. If approved – applicant is notified via written notification and an Agenda Cover Memo/Staff report is prepared and shared with applicant which will be presented to the HBCRA Board of Directors for official approval of the loan via resolution. Then see step 6.
 - b. If denied – applicant is provided a written notification file is closed and placed in storage with destruction date
6. Once approved via resolution
 - a. Update file on CRA Server with approval documents i.e. Resolutions, Agenda Cover Memo, and other applicable documents
 - b. Provide written notification to applicant of approval and notice to proceed. Ensure that applicant has notified selected contractor to register via vendor self-service registration
7. Contact HBCRA Attorney to prepare official loan closing documents (2) copies
 - a. Mortgage and Security Agreement
 - b. Promissory Note
 - c. Performance Agreement
 - d. Closing Statement
 - e. Continuing and Unconditional Guaranty
8. Contact applicant/recipient to schedule loan closing. Ensure all documents are signed and notarized at closing.
9. Record with Broward County the Mortgage and Security Agreement and any other documents as applicable.
10. Notify City Clerk to record on the City's Conduits and confirm
11. Enter loan in AutoPal – see Appendix T – How to enter Loan in AutoPal Loan Software.
 - a. AutoPal will issue a loan number once file created. Provide number to Accountant Clerk III to notate on requests for requisition
12. Provide all document(s) to request requisition/purchase order to the Fiscal Operations Manager.
 - a. Resolution, Application, Loan Underwriter - Financial Analysis, Agenda Cover Memo/Staff Report, Contractor Estimate, and AutoPal File number
13. Once purchase order approved
 - a. Process invoice for full payment of approved loan amount and once check received in office update file and provide check to recipient.
14. BDC follows up on project progress on weekly basis. Follow up includes telephone, email, communication regular site visits until completion of project.

2. FAÇADE IMPROVEMENT GRANT PROGRAM (FIGP)

Purpose: The FIGP was established to encourage revitalization and private sector capital investment in the Community Redevelopment district. The purpose of the FIGP is to enhance the appearance of the façades of commercial buildings located within the CRA. The grant works to address deteriorating property conditions and encourage improvements to the property as viewed from the public right of way. The property must be located within the HBCRA district. Preference will be given to properties located within the target areas as determined by

the HBCRA Board. Local vendors are encouraged to be used for improvement projects. All HBCRA programs are on a first come first ready basis subject to availability of funds.

File Retention Period: (3) years after work is completed

Procedure:

1. Schedule one on one appointment with applicant for 30 minutes to an hour.
2. Review application to assure that all documents are included and confirm that business license is current and that company is registered on Sunbiz. Receive the application fee of \$100.
3. Enter client's name and pertinent information on Facade Program (FIGP) spreadsheet, on the file server, to reserve funds and generate the FP number.
4. Create a file for applicant and place all appropriate documents in the designated flap of the folder.
5. Put the application number on the application fee check, copy for file and give to HBCRA FOM to be deposited.
6. If application is complete, contact the Independent Inspector, selected by HBCRA, via email to conduct an initial inspection of the property. Provide inspector with the name and contact number of the applicant and list of the items to be repaired/replaced. The inspector will contact the applicant to schedule the inspection. Inspection should be completed within 10 business days after request.
7. After the inspection is completed, the inspector will provide BDC with two copies (one with the industry cost of all listed repairs and a bid copy) of the report and other pertinent documents along with his invoice.
 - a. Provide the client with the bid copy (the one without the cost) and have them use this to secure three quotes/estimates for the improvements. This should take about 10 business days. Note: Sometimes the clients is unable to find contractors in that time frame – in this case they are able to request a time extension – usually another 10 business days.
8. Once client has secured the cost estimates then an approval memo is generated for the Executive Director's approval. This process is usually completed within seven (7) days after estimates are received.
9. Forward approval memo with entire file to HBCRA Executive Director or designee for final approval. The approval process should take approximately seven (7) business days.
10. Once file has completed the approval process
 - a. If approved notify applicant in writing of approval and have applicant do the following:
 - i. Select the contractor who will complete the improvements (from the 3 quotes provided). BDC must make sure the selected contractor's price does not exceed the industry standards (industry cost is provided by the inspector)..
 - ii. Forward to their selected contractor the City's Vendor self-service link so contractor can register as a vendor, if not yet registered.
 - iii. Have contractor pull the necessary permits (BDC must confirm with City's Building Division, which improvements require permit).
 - b. If not approved; provide the client with a denial letter.
11. Provide all document(s) to request requisition/purchase order to the Fiscal Operations Manager for each selected contractor, encumbering the awarded funds. Ensure that clients name, FIGP number, and address are listed on the requisition. The following documents are needed to process the requisition:
 - a. Signed approval memo

- b. Signed estimate of selected contractor
 - c. Business license and Sunbiz document
 - d. Applicant photo identification
 - e. Copy of HBCRA By-laws & Resolution
12. Once requisition is approved it will be converted to Purchase Order and emailed directly to the contractor.
- a. Print a copy for the file
13. Payments are made directly to the contractor(s) selected by the applicant. An initial 50% deposit will be processed once permit is approved by COHB and customer submits to HBCRA office the payment request form (Appendix AA), payment release form (Appendix BB), and invoice (the initial signed estimate can be used for the deposit).
14. When all work is completed, a final inspection is performed by City's Building department and HBCRA independent inspector. Final inspection report, from HBCRA inspector, must be satisfactory in order for final payment to be released.
15. Final payment will be processed once applicant submits, to HBCRA office, the payment request form, payment release form, final invoice and proof of closed permit. BDC will verify that permit is "Finaled" on the City's Inergov System.
16. Once project is complete file and purchase orders are closed. File is placed in storage with destruction date.

SECTION V: REAL ESTATE MANAGEMENT

1. REAL PROPERTY ACQUISITION

Purpose: The Hallandale Beach Community Redevelopment Agency shall adhere to all requirements as set forth in Section 163.380 with regards to the acquisition and disposition of property in the redevelopment area and to Administrative Policy No. 2027.011 (Real Estate Acquisition, Disposition and Lease Policy). The ED may evaluate and negotiate for the HBCRA to acquire appropriate property in accordance with the Redevelopment Plan and applicable law. The ED shall have the authority to sign the documents necessary to purchase real property, as authorized by the HBCRA Board and according to policy. All acquisitions of real property shall require the approval of the HBCRA Board of Directors via resolution.

File Retention Period: TBD

Procedure:

1. Identification of the property acquisition opportunity. Research of property details including legal description, ownership, zoning, land size, etc.
2. Research of any code violations, City liens and tax information.
3. Contact owner of record to make an offer based on Broward County's assessed value or contingent on appraised value.
4. After determining if owner is a willing; seller must order appraisal from a State Certified Appraiser.

5. Provide appraisal to owner of record and negotiate sales price if necessary.
6. After sales price has been established, request HBCRA Attorney to prepare sales and purchase agreement with necessary addendums for signature of both seller and buyer. If any tenants reside at the property, it is recommended that the sales and purchase agreement includes a clause stipulating that the property must be vacant at the time of closing. If it is the desire of the HBCRA to keep the tenants, need to establish a new lease and rent collection method.
7. Prepare staff report to be presented to the HBCRA Board of Directors explaining how the subject property fits into the HBCRA plans. Provide funding source.
8. If acquisition is approved by the Board a Resolution must be executed and staff may continue with the due diligence process.
9. Due diligence process - Order an Environmental Study Phase I and additional surveys if necessary to ensure soil is not contaminated, order boundary survey and complete title search.
10. After due diligence process is completed proceed to schedule closing date with HBCRA Attorney, seller and HBCRA FOM and Finance Department.
11. Request closing statement and as soon it is received prepare Payment Request Form for review and approval by the FOM and CRA Executive Director.
12. Enter request for wire transfer and attached back up documentation into MUNIS. Include wire transfer instructions from Title Agency. Give Finance Department lead time to wire funds.
13. Close on property.
14. Notify the HBCRA's Insurance Company and Risk Management to include new property in insurance policy (if applicable).
15. Notify the Lot Maintenance Company to maintain the property. Board up property immediately if necessary.
16. Enter property into HBCRA database.
17. Notify HBCRA FOM and Finance Department to add the acquisition to their records.
18. Erect HBCRA property sign (if applicable).
19. Maintain property.
20. In the instance that property is purchased with City liens dollar amounts must be specified and inform the Board of future request for waivers of City liens to the City Commission. Present item to the City Commission requesting waivers of City liens.
21. Keep copies of all records on property file.


2. REAL PROPERTY DISPOSITION

Purpose: The sale, lease, disposition, or transfer of real property by the HBCRA shall be done in accordance with Chapter 163, Part III, Florida Statutes, as amended from time to time.

Procedure:

1. Prior to disposition of any real property the agency shall give public notice of such disposition by publication in a newspaper having a general circulation in the community, at least 30 days prior to the execution of any contract to sell, lease, or otherwise transfer real property.
2. The HBCRA may receive a disposition request or may desire to dispose a property. The disposition of real property shall be consistent with HBCRA goals and objectives. Financial arrangements may be associated with the disposition, and certain restrictions may be placed on the property.
3. An item should be presented to the CRA Board of Directors for consideration for the disposition of real property. The agenda item should include purchaser's intended use of the property and any restrictions to be imposed (if applicable).

4. Close on property, receive payment and provide it to FOM for deposit.
5. Notify the HBCRA's Insurance Company and Risk Management to remove property from insurance policy (if applicable).
6. Notify the Lot Maintenance Company to remove property from maintenance schedule.
7. Remove property from HBCRA database and enter into list of disposed properties.
8. Notify CRA FOM and Finance Department to remove the property from their records.
9. Keep copies of all records on property file.

 **ITEMS TO BE INCLUDED IN THE PROPERTY FILE:** The following items must be included in the file to be a completed file:

- Property records (assessed value, lot size, legal description, site plan, survey, location map, tax bill)
- Mortgage Information (existing mortgage-balance due if applicable)
- Lien Search/Title Search and Title Commitment
- City Clerk's Lien Search
- Property Inventory Report (if applicable)
- Appraisal
- Environmental Site Assessment
- Notice of Disposition
- Meeting Minutes from Board of Directors, with votes, resolution, memos and staff report
- Contract/Purchase Agreement
- Closing Statement
- Closing Documents
- Recorded Deed/Mortgage
- Payment Information
-

SECTION VI: APPENDICES

- A. HBCRA BY-LAWS AND RESOLUTION
- B. HBCRA POLICY MANUAL
- C. CRA CREATION DOCUMENTATION
 - i. NECESSITY DOCUMENT – RESOLUTION NO 96-15
 - ii. COUNTY RESOLUTION 96-1074 – BROWARD COUNTY APPROVING HBCRA PLAN
 - iii. ORDINANCE NO. 96-25 ESTABLISHMENT AND FUNDING OF A REDEVELOPMENT TRUST FUND
- D. 2015 VISIONING SESSION-HALLANDALE BEACH HBCRA STRATEGIC PLAN RETREAT REPORT
- E. HBCRA IMPLEMENTATION PLAN
- F. SOP #CM01 EXPENDITURE AUTHORIZATION – REVISED 033114
- G. SOP #PROC01 PROCUREMENT PROCESS
- H. PERSONNEL ACTION REQUEST FORM
- I. ASSIGNMENT OF PROXIMITY CARD ACCESS FORM
- J. ASSIGNMENT OF KEYS TO THE MUNICIPAL COMPLEX
- K. RECORDS DISPOSITION SHEET (GS1-SL)
- L. RECORDS STORAGE BOX LABEL

- M. AGENDA COVER MEMO – TEMPLATE
- N. COHB CIRCULAR MEMORANDUM COMMISSION MEETING DATES
- O. HBCRA AGENDA SCHEDULE
- P. HBCRA AGENDA GRANICUS SCHEDULE
- Q. MUNIS EMPLOYEE SELF SERVICE (ESS) INSTRUCTIONAL GUIDE
- R. 3004001-R08 TRAVEL AUTHORIZATION POLICY & SUMMARY
- S. TRAVEL AUTHORIZATION AND EXPENSE REPORT
- T. HOW TO ENTER LOANS IN AUTOPAL LOAN SOFTWARE
- U. CONTRACT MANAGEMENT ENTRY PROCESS WITH RETAINAGE SOP # PROC02
- V. RETAINAGE PROCESSING FOR DETAIL INFORMATION AND PROCEDURES
- W. PURCHASE CARD PCARD STATEMENTS TRAINING MANUAL
- X. WORK ORDER MODULE
- Y. HOW TO ENTER A BUDGET TRANSFER AMENDMENT IN MUNIS
- Z. HOW TO EXTRACT A YEAR TO DATE (YTD) BUDGET REPORT
- AA. CHECK REQUEST FORM
- BB. PAYMENT AUTHORIZATION FORM
- CC. PAYOFF REQUEST FORM

DRAFT-AWAITING REVIEW