



AGENDA

CITY OF HAINES CITY, FLORIDA

COMMUNITY REDEVELOPMENT AGENCY MEETING

April 3, 2025, 5:15 p.m.

City Hall Commission Chambers

620 E. Main Street, Haines City, FL 33844

Phone: 863-421-9921 Web: hainescity.com

NOTICE – Pursuant to Section 286.0105 of the Florida Statutes, if any person decides to appeal any decision made by the City Commission with respect to any matter considered at this public meeting, such person will need a record of the proceedings and for such purpose, such person may need to ensure that a verbatim record of the proceedings is made, including the testimony and evidence upon which the appeal is to be based.

For special accommodations, please notify the City Clerk’s Office at least 72 hours in advance.

Help for the hearing impaired is available through the Assistive Listening System. Receivers can be obtained from the City Clerk’s Office. In accordance with the Americans with Disabilities Act (ADA), persons with a disability, such as a vision, hearing or speech impairment, or persons needing other types of assistance, and who wish to attend City Commission meetings or any other board or committee meeting may contact the City Clerk’s Office in writing, or may call 863-421-9921 for information regarding available aids and services.

	Pages
1. <u>CALL TO ORDER</u>	
2. <u>APPROVAL OF MINUTES</u>	3
March 10, 2025 - CRA Meeting	
Staff Contact: Sharon Lauther, MMC, City Clerk	
3. <u>OLD BUSINESS</u>	
3.a <u>Revision to the Residential Rehabilitation Grant Program Continued</u>	8
The intent of this item is to review, discuss, and seek approval for the revised 2024-2025 Residential Rehabilitation Grant Program.	
Staff contact: Alexander Abraham, CRA Manager/Consultant	
4. <u>NEW BUSINESS</u>	

4.a	<u>Residential Rehabilitation Grant Program-March 2025 Performance Report</u>	29
	The intent of this item is to present to the CRA Board a performance dashboard of the 2024-2025 Residential Rehabilitation Grant Program.	
	Staff Contact: Alexander Abraham, CRA Manager/Consultant	
4.b	<u>CRA Board Member Appointment</u>	33
	Staff Contact: Sharon Lauther, MMC, City Clerk	
4.c	<u>Structural Rehabilitation Grant Request- 137 N. 6th Street</u>	67
	The intent of this item is to request funding for a commercial Structural Rehabilitation Grant for 137 N. 6 th Street, located in Historic Downtown.	
	Staff Contact: Alexander Abraham, CRA Manager/Consultant	
5.	<u>CRA BOARD MEMBER COMMENTS</u>	
6.	<u>ADJOURNMENT</u>	



COMMUNITY REDEVELOPMENT AGENCY MEETING HAINES CITY, FLORIDA

MINUTES

March 10, 2025, 5:30 p.m.

City Hall Commission Chambers

620 E. Main Street, Haines City, FL 33844

Phone: 863-421-9921 Web: hainescity.com

Commissioners in Attendance: Morris West
Anne Huffman
Vernel Smith
Kim Downing
Albertine Richard

Commissioners Absent: Omar Arroyo

Staff in Attendance: Alex Abraham, CRA Consultant, Erica Sanchez, Deputy City Clerk

1. CALL TO ORDER

Board Member West called to order the Community Redevelopment Agency meeting on March 10 at 5:32 at 620 E Main St. Haines City, Florida.

2. INVOCATION

Removed for the 7 PM meeting

3. PLEDGE OF ALLEGIANCE

Removed for the 7 PM meeting

4. APPROVAL OF MINUTES

Board Member Smith motion to approve approved

Board Members Huffman and Downing second

Motion Carried

5. NEW BUSINESS

5.a 2025 CRA Board Monthly Meeting Dates

Alex Abraham presented this item.

Meeting monthly will allow staff to seek the required direction as they administer plans and implement policy. A consistent meeting schedule will be critical for staff and the agency. As the Work Plan remains fluid and in stages of redevelopment, CRA Board direction and consistent public dissemination are critical to ongoing success.

Board Member Huffman reminded Abraham about the special budget meeting but said she approves the dates.

Board Member West said we will leave these dates in place but will be adding addition meetings later in the year for budget sessions

Moved by Vernel Smith

Seconded by Kim Downing

Staff recommends approval of the 2025 CRA Board monthly meeting dates.

Carried

5.b Residential Rehabilitation Grant Program- February 2025 Performance Report

CRA Manager/Consultant presented this item.

The CRA Board significantly expanded the 2024-2025 Residential Rehabilitation Grant Program scope of eligible work and increased the budget as part of its ongoing commitment to enhancing the quality of life for residents.

Board member Huffman asks why award letters are not sent until after the work is completed, and when will they know if they have been approved. As well, she

said she does not agree with residents having to call the CRA office to find out if they qualify. Moreover, why is there qualified applicant outside the CRA District?

Board Member Richard asked if there was a way to distinguish the two CRA districts from each other on the map.

Vice-Chair West asked why the map of qualified applicants was needed. He said It doesn't seem relevant.

Board Member Downing requested that the applicants receive updates on the status of their application and when will the work begin.

Board Member Richard asked if residents are receiving letters declining their applications.

Board Member Smith requested that we keep the CRA of qualified applicates for transparency purposes.

Board Member Huffman said the commercial business district should mirror the downtown district.

City Attorney Reilly said they can look into changing jurisdictional lines and bring them back to the board if you want to do so. Additionally, he said that any changes that relate to the CRA should be considered in light of extending the CRA.

No recommendation as this is an update.

5.c Revision to the Residential Rehabilitation Grant Program

Alex Abraham presented this item.

The 2024-2025 Residential Rehabilitation Grant (RRG) Program is an initiative designed to strengthen and revitalize the community by supporting homeowners in maintaining and improving their residential property. This program reflects the ongoing commitment of the Haines City CRA to foster safe, attractive, and thriving neighborhoods while enhancing property values and the quality of life for residents

Vice-Chair West recommended that the board be given time to review the revision.

Board Member Downing had questions relating to the scope of qualified work, such as steps railing ramp repair. In addition, she wanted to know how residents who need ADA compliance are identified.

Board Member Smith clarified some language in the grant program, In regard to a resident with ADA issues.

Vicechair West said that an inspection is done to determine what is needed.

Board Member Huffman asked if the applicant checks off what they need, why do they need an inspection.

City Manager Elensky said that the county has an ADA program to help residents with that need.

City Attorney Reilly clarified board member Downing’s questions regarding railing and said that external ramps to the residents' entrance may be installed to be ADA compliant.

Board Member Downing asked how to identify the resident that need those ADA services.

Board Member Huffman recommended outreach to make the residents aware.

Vice-Chair West suggested that we check with other municipalities and ask how they identify these issues.

City Attorney Reily recommended that the application be amended to include the question of the ADA, additionally, he clarified that the inheritance property can be fixed by submitting it to probate.

Board Member Huffman said that she doesn't agree with that and said we are making it difficult for the people that need it.

The board agreed to a continue the discussion.

Staff recommends the approval of the revised 2024-2025 Residential Rehabilitation Grant Program, which is to become effective immediately.

6. CRA BOARD MEMBER COMMENTS

Board Member Downing asked about the status of the CRA-CAC board.

Board Member Huffman said she doesn't believe that we need that.

7. PUBLIC COMMENTS

8. ADJOURNMENT

Without any further business the meeting was adjourned at 6:57.

Omar Arroyo, Chair

Sharon Lauther, MMC, City Clerk



HAINES CITY

WWW.HAINESCITY.COM

CITY MANAGER MEMORANDUM

To: Honorable Chairperson and Board Members

Through: James R. Elensky, City Manager

From: Alexander Abraham, CRA Manager/Consultant

Date: April 3, 2025

Subject: Revision to the Residential Rehabilitation Grant Program Continued

Executive Summary

The intent of this item is to review, discuss, and seek approval for the revised 2024-2025 Residential Rehabilitation Grant Program.

Staff contact: Alexander Abraham, CRA Manager/Consultant

Introduction

The 2024-2025 Residential Rehabilitation Grant (RRG) Program is an initiative designed to strengthen and revitalize the community by supporting homeowners in maintaining and improving their residential property. This program reflects the ongoing commitment of the Haines City CRA to foster safe, attractive, and thriving neighborhoods while enhancing property values and the quality of life for residents.

The Residential Rehabilitation Grant Program has been active since October 2024, when it was approved by the CRA Board during the October 1, 2024 CRA Meeting.

Background

At the October 1, 2024 CRA Board Meeting, board members passed and approved a new Residential Rehabilitation Grant Program. This new program expanded eligible expenses for Residential Rehabilitation while incorporating new policies and parameters.

The CRA has become aware of some areas of misunderstanding regarding program requirements, and the unintended inclusion of legal information that may not fully align with the program's goals and policies. We have addressed these areas of concern to ensure compliance with the appropriate legal and procedural

standards for the successful execution of the program. Further, based on prior CRA Board discussions, we have incorporated desired changes.

Organizational Goal(s)

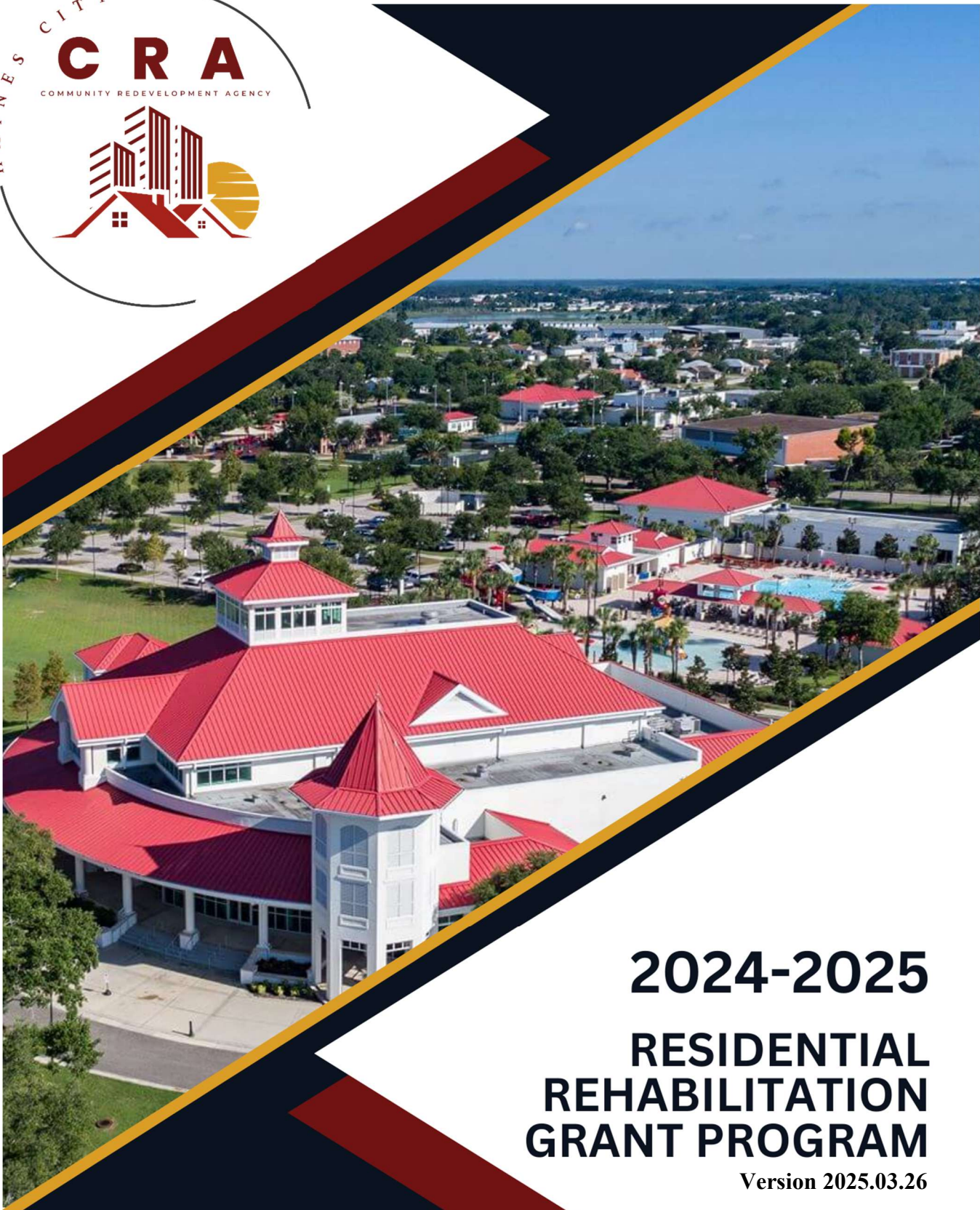
Quality of Life: Create an environment that enhances the quality of life and benefits the community culturally, recreationally and economically.

Budget Impact

There is no budget impact for fiscal year 2025.

Recommendation

Staff recommends the approval of the revised 2024-2025 Residential Rehabilitation Grant Program, which is to become effective immediately.



2024-2025 RESIDENTIAL REHABILITATION GRANT PROGRAM

Version 2025.03.26

Community Redevelopment Agency
303 Ledwith Avenue
Haines City, Florida 33844
863-421-3600 ext 5375 | CRAinfo@hainescity.com



TABLE OF CONTENTS

COMMUNITY REDEVELOPMENT AGENCY: MISSION STATEMENT 3

INTRODUCTION 3

PROGRAM OVERVIEW 3

 DEFINITIONS 4

 GRANT MAXIMUM ALLOWANCE 5

 SCOPE OF QUALIFIED WORK 5

 RESIDENT ELIGIBILITY REQUIREMENTS 6

 PROGRAM POLICIES 7

GENERAL PROGRAM PROCEDURE 8

APPLICATION 9

 PRIMARY APPLICANT INFORMATION 9

 PROJECT INFORMATION 9

 REQUESTED SCOPE OF WORK 10

 HOUSEHOLD INFORMATION 10

 HOUSEHOLD INCOME 11

VIDEO/PHOTOGRAPH RELEASE/CONSENT 12

AUTHORIZATION FOR RELEASE OF INFORMATION 13

FORGIVABLE DEFERRED MORTGAGE LOAN – PROGRAM DESCRIPTION 14

 MORTGAGE DESCRIPTION 14

 TERMS AND CONDITIONS 14

 NOTICE TO PROPERTY OWNERS 15

APPLICANT/OWNER CERTIFICATION 16

 APPLICANT/OWNER CERTIFICATION: NOTARIZATION 17

APPENDIX I: CRA DISTRICTS MAP 18

APPENDIX II: 2024-2025 HAINES CITY, FL AREA MEDIAN INCOME 19



COMMUNITY REDEVELOPMENT AGENCY: MISSION STATEMENT

The Haines City Community Redevelopment Agency (CRA) is dedicated to preserving, unifying, and nurturing the heart of Florida by providing visionary leadership and inspiration for the revitalization within the designated CRA districts. Through the strategic use of tax increment financing (TIF) and other available resources, we aim to eliminate blight while fostering economic growth, community development, and vibrant public spaces.

We are committed to actively engaging the community, encouraging collaboration, and seeking input to build a shared sense of pride and investment among residents and businesses. Together, we will create a thriving, unified, and resilient community that celebrates its heritage and embraces its future.

INTRODUCTION

Enacted by Ordinance No. 770 on April 19, 1990, the City of Haines City Community Redevelopment Agency (CRA) was established to foster economic growth, enhance community well-being, and promote equitable development. The ordinance was later amended by Resolution No. 558 on April 4, 1991 and created CRA district #47 (today recognized as #327 by the Polk County Property Appraiser). In 2001, a second CRA district (#46; today recognized as #328 by the Polk County Property Appraiser) was established, which, at the time, nearly incorporated the entire city – significantly expanding the CRA boundaries.

Since its enactment, the CRA mission has not changed and today, radiates stronger than ever. Its dedication to revitalizing neighborhoods, supporting businesses, and creating vibrant, inclusive spaces where residents and industries have access to opportunities and resources has remained unwavering. Through strategic partnerships and innovative initiatives, the CRA aims to build a sustainable future that reflects the diversity and needs of the community.

PROGRAM OVERVIEW

The Haines City CRA is proud to introduce the 2024-2025 Residential Rehabilitation Grant (RRG) Program, an initiative designed to strengthen and revitalize the community by supporting homeowners in maintaining and improving their residential property. This program reflects the ongoing commitment to fostering safe, attractive, and thriving neighborhoods while improving the quality of life for residents.

Through this program, eligible homeowners can receive financial assistance to address critical home repairs, improve energy efficiency, and ensure compliance with safety and building codes in accordance with the program’s defined scope of qualified work. Whether it’s repairing roofs, updating HVAC (heating, ventilation, and air conditioning) systems, repainting exteriors, or enhancing accessibility features, this grant aims to alleviate financial barriers and empower residents to preserve and restore the integrity of their homes.



DEFINITIONS

<u>Term</u>	<u>Definition</u>
Approved (Applicant)	A qualified application that has received official approval from the CRA to receive an award to perform a specific scope of work for a defined approximate cost as outlined and agreed to in a written award document.
Award	The formal approval or recognition granted to an applicant for the allocation of funds and resources pertaining to the parameters of the RRG Program. Applicant(s) that receive an award will be notified by an award letter that will contain the scope of work and associated approximate cost. All owners will receive and must sign and approve the award letter before any work commences.
Household	A household includes all individuals, related or unrelated, who occupy a single housing unit. For the purposes of the RRG Program, household members include any individual listed on the mortgage, utility bills, or who is claimed as a dependent on a tax return.
Household Income	The total income of household members that share financial resources of the residence (e.g. mortgage, rent, utilities, or income). For the purposes of the RRG Program, household members include any individual listed on a mortgage, lease, or utility bill.
Incomplete (Application)	An application that lacks the required information, documentation, or signatures necessary for evaluation and processing, as specified by the RRG Program requirements.
Pending (Application)	An application that has been submitted but is awaiting CRA review.
Qualified (Applicant)	An application that meets all eligibility requirements and includes all necessary information and documentation. While applications may be deemed qualified, it does NOT guarantee approval for an award as this program is available on a “first come, first qualified, first served” basis as budgeted funding allows.



GRANT MAXIMUM ALLOWANCE

The RRG Program funding is available on a “**first come, first qualified, first served**” basis, and will remain active until the end of the 2025 fiscal year (September 30, 2025) or until the complete expenditure of budgeted funds for the 2025 fiscal year, whichever occurs first.

The maximum amount of assistance per applicant, per residence, per parcel is up to fifty thousand dollars (\$50,000.00), inclusive of all costs and fees. See “Resident Eligibility Requirements” section for further details.

SCOPE OF QUALIFIED WORK

The RRG Program is focused on implementing essential and impactful improvements that will provide the most benefit to the resident. These residential improvements may include the following:

- Exterior pressure washing
- Exterior painting¹
- Roof repair or replacement
- Exterior windows, doors, and shutter repair or replacement
- Heating, ventilation, and air conditioning (HVAC) repair or replacement²
- External steps/railings/ramps repair, replacement, or installation³
- External structure removal (if deemed unsafe by professional)

¹ CRA will provide the resident with a limited selection of paint colors to choose from that will align with the CRA mission.

² Minor electrical and/or plumbing may be addressed to meet equipment requirements.

³ Upon CRA verification of ADA need, external ramps to the residence entrance may be installed to meet ADA Compliance.

The following work **IS NOT QUALIFIED** for the RRG Program⁵:

- Any luxury item (e.g. swimming pools, spas, hot tub, interior decorating, etc.)
- Cabinets or countertops
- Bathrooms
- Kitchens
- Flooring (e.g. tile, hardwood, vinyl, etc.)
- New additions
- Satellite dish or solar panel repair, removal or installation
- New patio, porch, or deck installation
- Interior painting
- Any sculptures, fountains, decorative rocks, art, etc.
- Seasonal plants or topiaries

⁵ This is NOT an exhaustive list of ineligible work. All work is at the full discretion of the CRA and, in its best judgement, will determine work eligibility in accordance with its mission and the intention of the RRG Program.



RESIDENT ELIGIBILITY REQUIREMENTS

General eligibility requirements for the RRG Program are as follows:

- Applicant(s), residence, and parcel must reside within the Haines City CRA district boundaries. Location eligibility will be verified via Polk County Property Appraiser (website: www.polkpa.org). For general reference only, see “Appendix I,” Haines City Community Redevelopment Agency Map.
- The applicant(s) must be the property owner(s).
- The property must be the primary residence of the applicant(s) (i.e. owner-occupied).
- Only ONE (1) property under the same owner(s) will qualify*.
- The household income of the applicant(s) must not exceed 100% of the Area Median Income (AMI) for Haines City, Florida for the current year the grant is effective (see Appendix II).
- The property must be conveyed free and clear of all liens and encumbrances, except for: (i) any mortgage lien held by a recognized financial institution; and (ii) any lien, restriction, or encumbrance arising from or associated with a government-approved housing or financial assistance program.
- Applicant(s) must provide the following original documents:
 - Completed RRG Program application (inclusive of all applicable/required signatures)
 - Driver’s License or Valid State of Florida Picture Identification
 - Social Security Card
 - One (1) year of the most recent income tax return
 - Most recent utility bills to the application date (electric or water required)
 - Seniors or Disabled individuals who are not required to file income taxes must provide their most recent Social Security benefit letter that details their annual benefits

* Participation in this program is subject to the following ownership restrictions: If a property owner holds ownership in more than one property, regardless of whether the owner occupies any of the listed residences, only one property may qualify for this program. In cases where multiple properties are owned by the same individual, entity, or associated parties, eligibility shall be limited to a single property, as determined at the sole discretion of the CRA. Any attempt to enroll multiple properties under the same ownership may result in disqualification from the program.

All RRG Program applications and required documents must be submitted by email or in person to the Haines City CRA staff located at:

Community Redevelopment Agency | Haines City
303 Ledwith Avenue, Haines City, Florida 33844

Phone: +1 863-421-3600 ext. 5375 | Email: CRainfo@hainescity.com



PROGRAM POLICIES

- Grantees of the RRG Program are subject to a five (5) year recorded, forgivable deferred mortgage loan on their property after the completion of work and payment has been made to the contractor(s) from the City of Haines City. If a grantee sells their property within the five (5) year loan period, they will be required to repay the City of Haines City on a prorated basis.
- Residential projects will commence upon the issuance of an official, written award letter.
- Any repairs or improvements that are in progress or underway prior to the issuance of award will not be funded.
- The property associated with the application will be checked for violations with the City of Haines City's Code of Compliance authorities. If a code compliance lien is found, a meeting will be scheduled with the Code Compliance Division to discuss repairs and reasons for fines associated with the address considered for award. CRA will work with Code Compliance and the Special Magistrate in an attempt to reduce the cost of the fine(s) or lien(s), if possible. Applicant(s) acknowledge that CRA grant funds cannot be used to pay fines for code violations or to satisfy liens.
- It is not the intent of the Haines City CRA to engage in any rehabilitation activity that requires vacating the property. Applicant(s) acknowledge that the CRA will not pay for any relocation expenses.
- Only the applicant(s) or designated alternate contact (as provided in the RRG Program application) may contact the CRA staff, unless designated power of attorney is applicable.
- Applicant(s) shall obtain, read, and acknowledge understanding of all aspects of the RRG Program.
- Applicant(s) acknowledge that all eligibility requirements must be satisfied to be considered qualified for the RRG Program.
- Applicant(s) acknowledge that applications will not be processed if incomplete or missing required program documentation.
- Applicant(s) acknowledge that Haines City CRA will verify information provided in the program application and associated required program documentation internally, through trusted third-party source(s), and/or site visit.
- Applicant(s) acknowledge that if the CRA has previously awarded grantees, they may either be ineligible for additional funding under this program or their eligible maximum funding will be equivalent to fifty thousand dollars (\$50,000) minus the amount of funding previously received.
- The RRG Program shall be available to anyone meeting the eligibility requirements, and no one shall be denied the benefits of said program because of race, color, national origin, or sex.
- RRG Program funds will be paid directly to contractors for approved contractual work. No funds will be released to the grantee(s).



- Haines City CRA does not and will not warrant any work completed nor will Haines City CRA be responsible for any claim for damage or repair.
- Applicant(s) acknowledge full responsibility for any scope of work that exceeds the maximum grant amount.
- Applicant(s) must be at least eighteen (18) years of age. By submitting an application, the applicant(s) affirm that they meet this age requirement. Applications submitted by minors will be deemed void and will not be processed. Applications submitted on behalf of a minor are permitted only if the applicant(s) provide valid evidence of legal guardianship. Acceptable documentation includes, but is not limited to, court orders, adoption certificates, or notarized legal guardianship agreements.

GENERAL PROGRAM PROCEDURE

Upon receipt of all required program documents, the following general procedure will occur:

1. Program application and associated required documentation will be reviewed by Haines City CRA internally, through trusted third-party source(s), and/or site visits to verify information provided is complete and correct.
 2. Applicant(s) will be notified regarding their eligibility to participate in the program. This notification does not indicate an award, but only that the applicant is qualified to be considered for an award.
 3. If RRG Program funding is still available, after eligibility has been determined by the CRA, an inspection will be completed by an authorized, licensed inspector.
 4. Upon receipt of inspection report, a scope of work will be determined based on the greatest safety needs, sustainability of the residence structure, and highest livability for the resident in alignment with the work parameters of the program.
 5. CRA will receive proposal(s) for the scope of work to identify a contractor.
 6. Upon identification of contractor and internal CRA approvals of work, the applicant(s) will receive an award letter.
 7. Upon written contractual agreement of work in the award letter by the applicant(s), CRA will enter into an agreement and authorize identified contractor to begin permitting (if applicable) and scope of work.
 8. CRA will be involved throughout the construction process to ensure only approved work is being completed, it is being completed correctly, and in a timely manner.
 9. When the approved work is completed and all permitting documentation is closed (if applicable), applicant(s) will sign a Project Completion Acknowledgement.
- Upon completion and payment to the identified contractor for the work, a five (5) year forgivable, deferred mortgage loan will be recorded with Polk County.



APPLICATION

PRIMARY APPLICANT INFORMATION

Full Name: _____

Email: _____ Phone: _____

Address: _____

Alternate Contact Name: _____

Alternate Contact Phone: _____

PROJECT INFORMATION

Please circle the appropriate answer:

- (1) Is the property free and clear of all liens and encumbrances, except for any existing mortgage? YES or NO
- (2) Is the property listed as Homestead (if applicable)? YES or NO
- (3) Have you previously received any grants from the Haines City CRA for repairs to your home? YES or NO

If YES to #3, please list the grants, assistance, and/or repairs that were made and in what year:



REQUESTED SCOPE OF WORK

Please check which areas of work you are requesting:

- Exterior pressure washing
- Exterior painting¹
- Roof repair or replacement
- Exterior windows, doors, and shutter repair or replacement
- Heating, ventilation, and air conditioning (HVAC) repair or replacement²
- External steps/railings/ramps repair, replacement, or installation³
- External structure removal (if deemed unsafe by professional)

¹ CRA will provide the resident with a limited selection of paint colors to choose from that will align with the CRA mission.
² Minor electrical and/or plumbing may be addressed to meet equipment requirements.
³ External ramps to the residence entrance may be installed to meet ADA Compliance.

HOUSEHOLD INFORMATION

1 Total number of occupants living in the home: _____

2 Primary Applicant marital status (check one):

- Married
 Unmarried (single, divorced, or widowed)
 Separated

Full Name	Relationship to Primary Applicant	Last four (4) of Social Security #	Age



Check all that apply to the Primary Applicant:

- Elderly (62+ Years) Single Parent Handicap/Physically Disabled
 Veteran (DD214 Required)

HOUSEHOLD INCOME

To be eligible, the applicant(s) of household income must provide one (1) year of the latest income tax return:

Tax Return Provided? Yes No

If Yes: Year of Return: _____

If No: Please explain why applicant is not required to file an income tax return per IRS regulations:

Annual (per year) household income: _____



VIDEO/PHOTOGRAPH RELEASE/CONSENT

I hereby give consent and permission to the Haines City Community Redevelopment Agency (CRA) to record the appearance, physical likeness and/or voice on videotape, on film, or digital video disk, or other means, and/or take photographs of the appearance of [print applicant name(s)]:

_____.

Notwithstanding any prohibition as may be contained in Section 540.08, Florida Statutes, I hereby freely and voluntarily consent to the use and publication of my name, participation, picture, and/or likeness by the CRA and/or its employees and/or agents, as well as the entity seeking this consent, and photographs, video and/or audio for any and all purposes including, but not limited to, educational, promotional, advertising, and trade, through any medium or format, including, but not limited to, film, photograph, television, radio, digital, internet, or exhibition, at any time from this date forward until I revoke this consent in writing.

I acknowledge that the CRA is the sole owner of all rights in, and to, this visual and/or sound production and/or photograph(s) and the recordings, thereof, and that it has the right to use, reproduce, or modify the resulting images and/or sound as often as it finds necessary. I acknowledge that the photographs, video and/or audio may be used indefinitely by television, radio, newspapers, magazines, newsletters, brochures, Internet, intranet, or in other media once released.

The CRA has the right, among other things, to edit and/or otherwise alter the visual or sound recording, or photographs, as needed. I understand I will receive no compensation for the appearance of the above-named person(s) or for the participation in said productions. I agree to hold Haines City CRA, its employees and other parties harmless against any claim, liability, loss, or damage caused by, or arising from, my participation in this Residential Rehabilitation Grant Program.

I have read this Consent before signing and fully understand the contents, meaning and impact of this consent. I understand that I am free to address any specific questions and have done so prior to signing this Release/Consent.

Name: _____

Address: _____

Phone: _____ Email: _____

Signature: _____ Date: _____



AUTHORIZATION FOR RELEASE OF INFORMATION

I, _____ [applicant name], hereby give consent and permission to the Haines City Community Redevelopment Agency (CRA) to verify my employment, income, assets, and any additional information provided for the purpose of determining my eligibility for assistance under the Residential Rehabilitation Grant Program. I understand that only relevant information required to authenticate and establish my eligibility will be requested.

I acknowledge that previous and current information about me may be necessary. The verifications that may be requested include, but are not limited to, salary, payment frequency, bonuses, cash assets, stocks, pensions, disability benefits, and business income.

I consent to the use of a photocopy of this authorization for the stated purposes. I also understand my right to review and correct any inaccurate information.

Applicant Signature Print Name _____
Date

**STATE OF FLORIDA
COUNTY OF POLK**

Pursuant to Section 117.05(13)(a) of the Florida Statutes:

Sworn to (or affirmed) and subscribed before me, _____ [name of notary], by means of physical presence or online notarization, this _____ day of _____ [year], by _____ [name of person acknowledging], who hereby, under Oath, affirms acknowledgment, execution of the foregoing instrument, and that the information provided is true and correct.

Witness my hand and official seal, this
_____ day of _____ [month],
20____.



Notary Public Signature

Commission Expiration Date



FORGIVABLE DEFERRED MORTGAGE LOAN – PROGRAM DESCRIPTION

The Forgivable Deferred Mortgage Loan is issued as a condition of participation in the Haines City CRA Residential Rehabilitation Grant (RRG) Program. It serves to promote program integrity, ensure compliance with program objectives, and protect public investment in the community.

MORTGAGE DESCRIPTION

Purpose

The purpose of the mortgage is to secure financial assistance provided through the CRA Grant Program to support property improvements and community development.

Amount Secured

The total financial amount expended by the CRA to complete the scope of work approved.

Forgiveness Duration Term

The forgivable deferred mortgage will be 100% forgiven after five (5) years, prorated on an annual basis from the date of execution of the mortgage agreement.

TERMS AND CONDITIONS

Deferred and Forgivable

The mortgage is deferred, with no payments required, and carries **zero percent interest (0%)** for the duration of the term.

Forgiveness

If all conditions of the program are met, the mortgage will be fully forgiven at the conclusion of the five (5)-year term.

Property Compliance

The property must be maintained in compliance with the CRA Program requirements and the recipient must remain in good standing with local regulations, property taxes, and other relevant obligations.

Transfer of Ownership

The mortgage will become immediately due and payable if the property is sold, transferred, leased, or ceases to meet program requirements before the end of the five-year term.



NOTICE TO PROPERTY OWNERS

This forgivable deferred mortgage is designed to incentivize long-term community development and ensure that grant funds are utilized as intended. By agreeing to these terms, property owners acknowledge their responsibility to comply with program guidelines and contribute to the community’s growth and sustainability. Upon approval of the application, the owner(s) will be required to execute the Security Agreement / Mortgage Lien.

THIS NOTICE SERVES AS A LEGALLY BINDING DOCUMENT AND OWNERS/APPLICANTS UNDERSTAND , ACKNOWLEDGE, AND CONSENT TO ALL TERMS AND CONDITIONS OF THE FORGIVABLE DEFERRED MORTGAGE LOAN AND ARE AWARE THAT THE MORTGAGE WILL BE RECORDED AS A LIEN ON THE PROPERTY UNTIL THE MORTGAGE IS FORGIVEN OR SATISFIED IN ACCORDANCE WITH THE ABOVE TERMS.

Applicant/Owner Name _____

Signature: _____ Date: _____

**STATE OF FLORIDA
COUNTY OF POLK**

Pursuant to Section 117.05(13)(a) of the Florida Statutes:

Sworn to (or affirmed) and subscribed before me, _____ [name of notary], by means of physical presence or online notarization, this _____ day of, _____ [year], by _____ [name of person acknowledging], who hereby, under Oath, affirms acknowledgement, execution of the foregoing instrument, and that the information provided is true and correct.

Witness my hand and official seal, this
_____ day of _____ [month],
20_____.



Notary Public Signature

Commission Expiration Date



APPLICANT/OWNER CERTIFICATION

BE AWARE that by submitting this application for CRA grant funding, you certify that all information provided is true and accurate. Under Florida Statute § 817.03, making false statements with the intent to defraud is a first-degree misdemeanor, punishable by up to one (1) year in jail and \$1,000 in fines. If the fraudulent statements result in obtaining funds or property valued at \$750 or more, the offense may escalate to grand theft under Florida Statute § 812.014, carrying felony charges with penalties ranging from 5 to 30 years in prison and fines of up to \$10,000. Fraudulent applicants will also be required to repay any improperly obtained funds in full and will be permanently disqualified from future funding opportunities.

By my (our) signature(s), I (we) certify that I (we) have read and understand the application, criteria, forgivable deferred mortgage loan, and Program requirements. I (we) further certify that all the information supplied is true, correct, and accurate. My (our) signature represents my agreement to comply with the City of Haines City Community Redevelopment Agency, as it relates to this CRA Residential Rehabilitation Grant Program.

Applicant/Owner Name _____

Signature: _____ Date: _____

Applicant/Owner Name _____

Signature: _____ Date: _____

[NOTARIZATION TO FOLLOW]



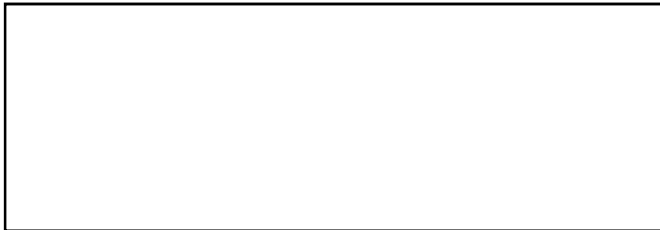
APPLICANT/OWNER CERTIFICATION: NOTARIZATION

**STATE OF FLORIDA
COUNTY OF POLK**

Pursuant to Section 117.05(13)(a) of the Florida Statutes:

Sworn to (or affirmed) and subscribed before me, _____ [name of notary], by means of physical presence or online notarization, this _____ day of, _____ [year], by _____ [name of person acknowledging], who hereby, under Oath, affirms acknowledgment, execution of the foregoing instrument, and that the information provided is true and correct.

Witness my hand and official seal, this _____ day of _____ [month], 20____.



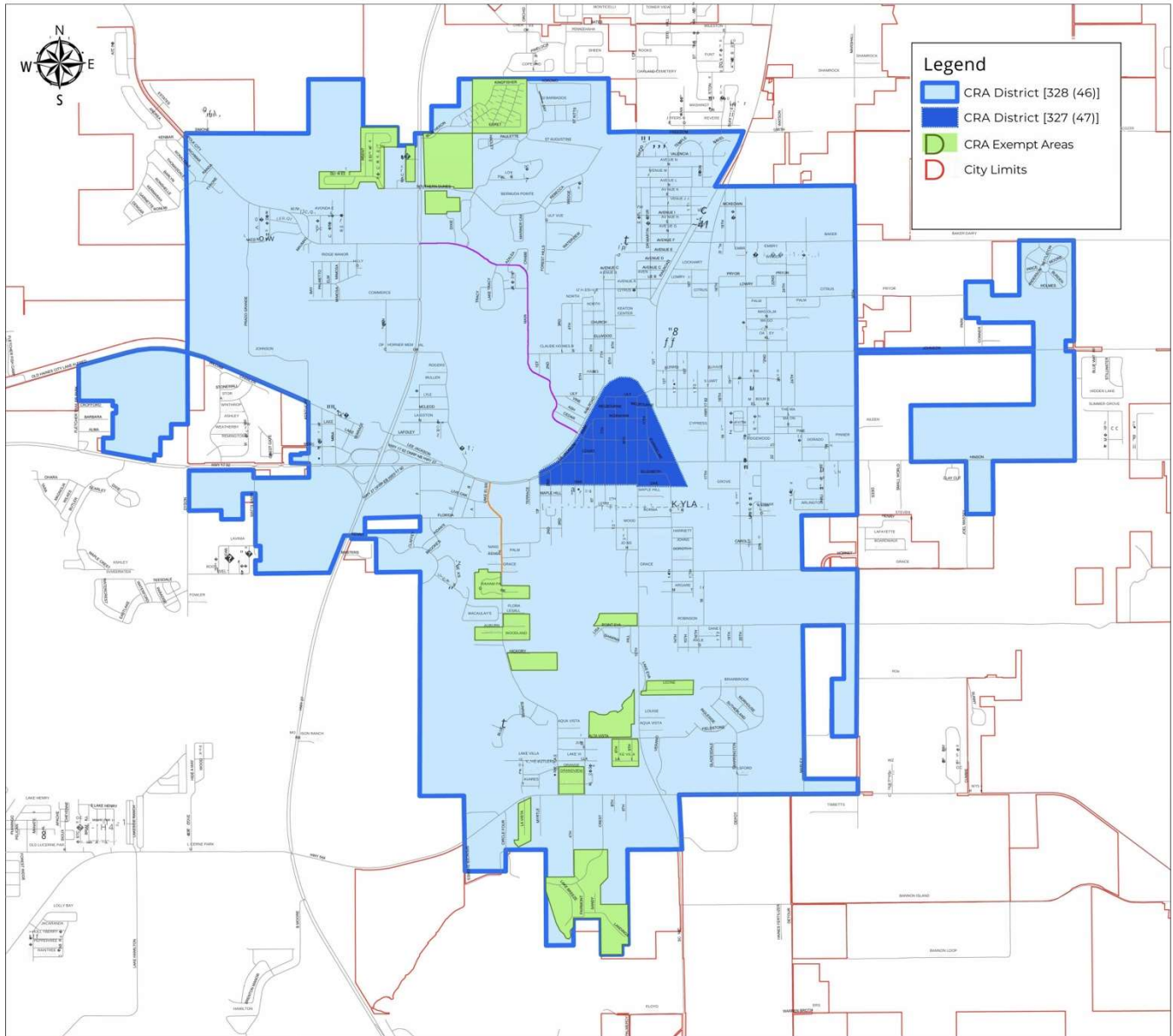
Notary Public Signature

Commission Expiration Date



NURTURING THE HEART OF FLORIDA

APPENDIX I: CRA DISTRICTS MAP



Haines City
Community Redevelopment Area

0 400 800 1200 1600 Feet
1 in = 800 feet



COMMUNITY REDEVELOPMENT AGENCY | HAINES CITY

303 Ledwith Avenue, Haines City, FL 33844 ▪ 863-421-3600 ext. 5375 ▪ CRAinfo@hainescity.com

Version 2025.03.26 | Page 18 of 19



APPENDIX II: 2024-2025 HAINES CITY, FL AREA MEDIAN INCOME

For all households, the Haines City Area Median Income (100% tier) for 2024-2025 is:

\$ 76,400



HAINES CITY

WWW.HAINESCITY.COM

CITY MANAGER MEMORANDUM

To: Honorable Chairperson and Board Members

Through: James R. Elensky, City Manager

From: Alexander Abraham, CRA Manager/Consultant

Date: April 3, 2025

Subject: Residential Rehabilitation Grant Program-March 2025 Performance Report

Executive Summary

The intent of this item is to present to the CRA Board a performance dashboard of the 2024-2025 Residential Rehabilitation Grant Program.

Staff Contact: Alexander Abraham, CRA Manager/Consultant

Introduction

The 2024-2025 Residential Rehabilitation Grant (RRG) Program was intensified by the CRA Board's dedication to revitalizing the Haines City community. Due to the increase of work and available resources, the CRA intends to communicate the program's operations quantitatively.

Background

The CRA Board significantly expanded the 2024-2025 Residential Rehabilitation Grant Program scope of eligible work and increased the budget as part of its ongoing commitment to enhancing the quality of life for residents.

This presentation of a new monthly performance report to the CRA Board will provide a comprehensive overview of key metrics, progress updates, and operational insights. The report is designed to enhance transparency and track performance while highlighting successes and areas of improvement to facilitate the effective implementation and successful delivery of such an important program.

Organizational Goal(s)

Communications: Enhance and promote communications and engagement opportunities that inform, build trust, incentivize growth and generate community pride.

Budget Impact

There is no budget impact for fiscal year 2025.

Recommendation

No recommendation as this is an update.

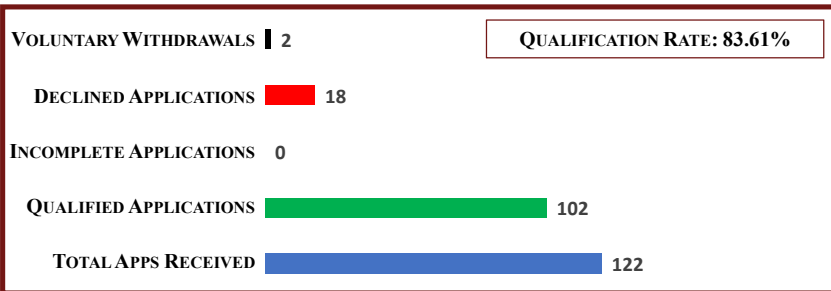


PROGRAM PERFORMANCE DASHBOARD

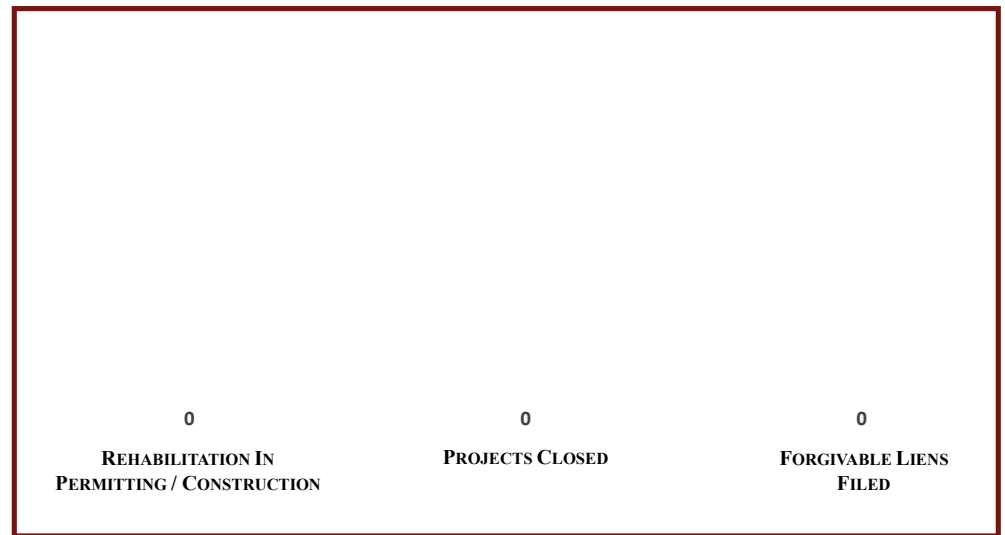
2024-2025 RESIDENTIAL REHABILITATION GRANT PROGRAM



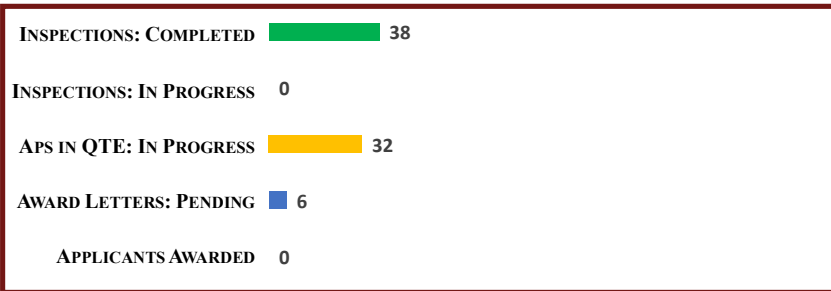
APPLICATION QUALIFICATION



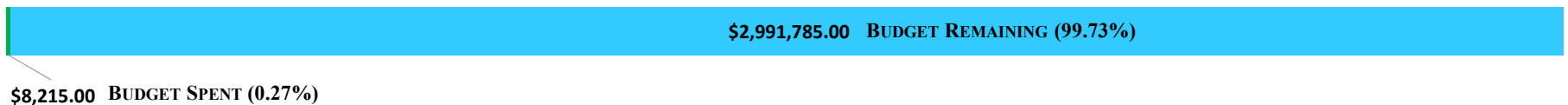
CONSTRUCTION PROGRESS



AWARD PROGRESS



GRANT BUDGET



DAYS REMAINING IN 2025 FISCAL YEAR: 189

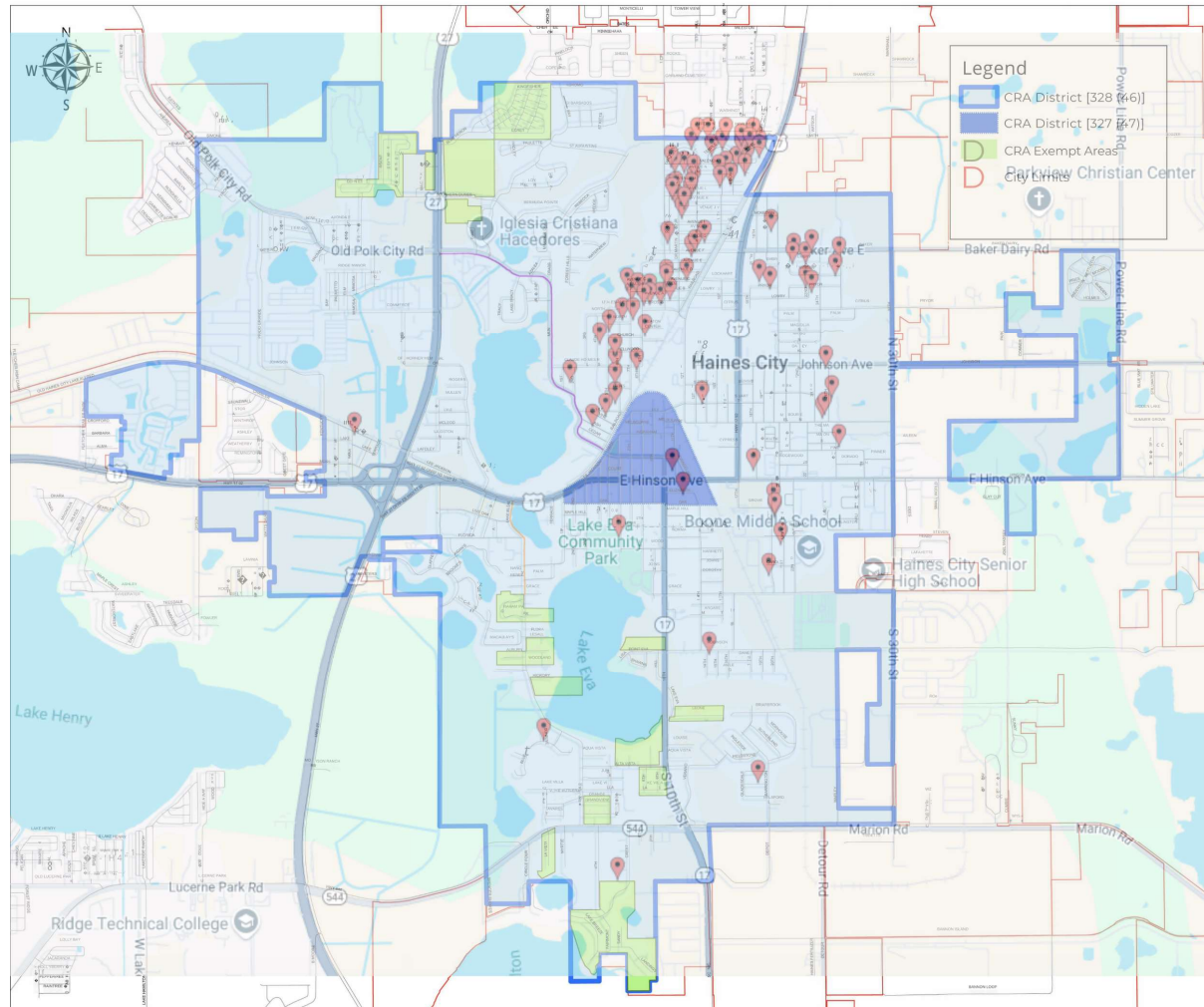


PROGRAM PERFORMANCE DASHBOARD

2024-2025 RESIDENTIAL REHABILITATION GRANT PROGRAM



MAP OF QUALIFIED APPLICANTS





City of Haines City Advisory Board Application

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- Board of Adjustment _____
- Community Redevelopment Agency (CRA) 1 _____
- CRA - Citizens Advisory Committee 3 _____
- Emerging Youth Advisory Council _____
- Firefighters Pension Board of Trustees _____
- General Employees’ Pension Board of Trustees _____
- Lakes Advisory Board _____
- Parks and Recreation Advisory Board _____
- Planning Commission 2 _____
- Police Pension Board of Trustees _____

Public Safety Advisory Board _____ Haines City Resident: Yes No

Personal Information

Name: Alisa Romero

Home Address: (Do Not use P.O. Box) 831 Fillmore Court

City: Davenport Zip: 33837 Contact Phone: 239-823-0843

Email: purplecats07@gmail.com

Employment Information – Please attach resume with submission

Employer: Orlando Veterans Affairs Position Title: Physician Assistant

Business Address: 13800 Veterans Way, Orlando FL

Email: alisa.romero@va.gov Zip: 32827 Contact Phone: 238-823-0843

Signature: ALISA ROMERO
Digitally signed by ALISA ROMERO
Date: 2025.03.18 11:34:53 -04'00'

Date: _____

ALISA KATHRYN ROMERO

831 Fillmore court, Davenport Fl 33896 · 239-823-0843

Alisa.kathryn.romero@gmail.com

Experienced Physician Assistant, who is always willing to adapt and grow. Looking for a position where I can grow and help share my knowledge with others. Great with communication, and helping solve problems, I would love to be able to provide a service to those in my community.

EXPERIENCE

2/13/2023 – CURRENT

PHYSICIAN ASSISTANT, ORLANDO VAMC

EVALUATES AND TREATS ORTHOPEDIC CONDITIONS IN AN OUTPATIENT SETTING

EVALUATES AND TREATS IN THE INPATIENT SETTING.

FIRST ASSIST IN THE OPERATING ROOM IN ORTHOPEDIC AND SPINE CASES

EMPATHETIC TO PATIENT NEEDS AND CARES

THOROUGHLY EXPLAINS TREATMENT PLANS AND RECOMMENDATIONS.

2/7/2022 – 2/26/23

PHYSICIAN ASSISTANT, DRIVEN CARE/ RUME

Efficiently evaluates patients through telehealth setting.

Communicates with patients regarding symptoms and obtains detailed HPI

Orders and reviews Labs.

Discussed with patients results and details treatment recommendations.

Provided care in a Telehealth/Urgent care setting.

Evaluates patients from pediatric to geriatric.

5/1/2021 – 2/8/23

PHYSICIAN ASSISTANT, SPINE INSTITUTE OF CENTRAL FLORIDA

First assist in a variety of spine cases.

Experience in obtaining extensive history and physicals.

Schedules spinal injections based off exam and imaging studies.

Rounding on hospitalized patients both pre-op and post-op.

Evaluates patients in an outpatient setting.

Evaluates patients in Telehealth setting.

Obtains detailed consults in the inpatient setting.

Orders and interprets lab and radiology tests.

Performs in office knee and shoulder joint injections.

06/2020 – 4/30/2021

PHYSICIAN ASSISTANT, CELEBRATION ORTHOPAEDICS AND SPORTS MEDICINE

First assist in a variety of spine cases.

Experience in obtaining extensive history and physicals.

Rounding on hospitalized patients both pre-op and post-op.

Evaluates patients in an outpatient setting.
Obtains detailed consults in the inpatient setting.
Orders and interprets lab and radiology tests.

03/2020 – 06/2020

PHYSICIAN ASSISTANT, KRUCIAL STAFFING

Assisted in Covid response for New York.
Helped with staffing in Woodhull hospital in Brooklyn.
Assessed suspected Covid patients in the ER.
Assisted with admissions and patient management in a nursing home overnight.

02/2011 – 02/2020

PHYSICIAN ASSISTANT, SOUTHWEST FLORIDA NEUROSURGICAL ASSOCIATES

OR experience with first assist in brain and spine cases.
Experience with obtaining hospital consults.
Examines and evaluates patients in the ER.
Follow up and rounding on hospitalized patients both pre op and post op.
Counseling on post op goals and expectations
Ordering and interpreting lab and radiology tests
Strives to help patients with pain management with both operative and non-operative care.

EDUCATION

DECEMBER, 2010

MASTER IN CLINICAL MEDICAL SCIENCES IN PHYSICIAN ASSISTANT STUDIES,
BARRY UNIVERSITY

2nd year Class secretary

MAY, 2010

BACHELOR OF SCIENCE IN BIOLOGY, FLORIDA GULF COAST UNIVERSITY

SKILLS

- Functional in Medical Spanish
- Proficient in multiple EMRs
- Empathetic to patient's needs.
- Experience in post op and pre op care
- ACLS, BLS
- Efficient documentation.
- Completed training in GLP-1 medications for weight loss
- Fast Learner
- Excellent closures
- Detailed documentation
- Strive to provide highest patient centered care.
- Calm under high pressure

PROFESSIONAL AFFILIATIONS AND CERTIFICATIONS

- Florida DEA License
- Florida Physician Assistant state license
- Florida Academy of Physician Assistants
- American Academy of Physician Assistants
- NCCPA

Bryana LaTorre-Carvalho

Davenport, FL
516-405-9014 / bryanalc92@gmail.com

Objective

Dedicated Administrative professional with over 8 years of experience in the Government and private sector environment, seeking to contribute to the efficiency and effectiveness of a company by utilizing my strong organizational and communication skills.

Career History

Board Member - Polk County Sidewalk Advisory Committee

Polk County, Florida - Present

- Collaborate with local government officials and community members to plan and implement various county projects.
- Review and approve proposals for new infrastructure, ensuring compliance with county safety and accessibility standards.
- Provide input on budgeting and allocation of resources for various projects.
- Present project updates and recommendations to the Polk County Board of Commissioners.
- Advocate for sustainable and pedestrian-friendly urban development within the county.

Emergency Management Specialist (Recovery) (Disaster Survivor Assistance Analysis Specialist) – Reservist

Federal Emergency Management Agency (FEMA) - United States

05/2024 to Present (On call - intermittent) (40+ hours per week)

- Collecting and compiling field reports to complete final review.
- Analyzing report data to extract relevant and critical sensitive information that will impact operations.
- Managing field staff reporting process including providing guidance on information and recommending improvements.
- Providing input into strategic timeline as milestones and goals are established and continuously changing.
- Creating organizational charts that enhance understanding of the hierarchy and facilitate smoother project management.
- Create and maintain organizational chart teams based on skill sets and operational needs.
- Establishing and maintaining communication with Crew Leaders to address operational issues and developments.
- Coordinating with stakeholders on program policy, process, and technical guidance.
- Provide administrative and logistical support for the onboarding and training of new employees.

Claims Processing Manager

Prudential Financial – Orlando, Florida

06/2023 to 09/2024 (40+ hours per week)

- Evaluated claimant eligibility by utilizing specialty consulting resources including medical, legal, and vocational staff to achieve optimal outcomes.
- Multitasked by providing customer service while managing an assigned block of Disability claims.
- Interacted with internal and external customers including claimants, brokers, physicians, attorneys, and underwriters to gather necessary data for decisions.
- Monitored claim accuracy and timeliness while understanding and applying policy provisions.
- Conducted investigations by reviewing medical records and other offsetable income documentation such as social security, pension, etc.
- Documented claim information following standard operating procedures and policies.
- Analyzed, rendered and communicated claim determinations to employees and employers.

Appeals & Grievances Claims Processor

United Health Group – Orlando, Florida

06/2022 to 05/2023 (40+ hours per week)

- Conducted investigation and review of member's grievance and appeal claims.
- Prepared case file for appeals or grievances using standard operating procedures.
- Performed research to respond to inquiries and interprets policy provisions.

- Monitored caseload daily to ensure all cases are kept within compliance
- Analyzed insurance and medical documents, maintaining accurate information in database.
- Ensured appeals or grievances have been categorized and entered correctly.
- Collected and processed additional documentation required for case review.
- Obtained authorization for release of sensitive and confidential information.
- Rendered decision for grievances and appeals using sound, fact-based decision making.
- Created correspondence with detail description of the nature of the appeal or grievance.
- Communicated appeal or grievance decisions to members or providers and internal/external parties within the required timeframes.
- Proficient use of multiple proprietary systems and software.

Emergency Management Specialist

Federal Emergency Management Agency - Denton, Texas

09/2021 to 03/2022 (40 hours per week – GS 07)

Promoted from Customer Service Representative

- Processed initial, duplicated and appeal grant casework.
- Applied accepted financial procedures to analyze financial resources to determine an applicant's ability to repay requested loans.
- Ensure loan files contain all pertinent documentation to include conversations with applicants and written recommendations or justifications.
- Managed entire grant process from entry application to funding decision.
- Served as the primary point of contact for all grant disaster emergency needs.
- Analyzed financial and insurance documents for eligibility of grants/loans.
- Processed COVID Funeral Assistance grants.
- Prepared formal correspondence regarding detailed grant decision.
- Recognized and addressed potential issues or inconsistencies in applicant's needs.
- Made recommendations to improve processes and procedures.
- Displayed flexibility in responding to changing customer and agency needs.
- Made positive contributions to achieving team goals and assisting coworkers.
- Safeguarded available resources to prevent fraud, waste, and abuse.
- Collected relevant information from various systems that is needed to identify and address problems.
- Anticipated grant applicants needs and resolved or avoided potential issues.
- Enhanced trust and credibility in the agency and its mission through professional interactions with outside organizations.
- Identified and utilized innovative methods and solutions to accomplish work.
- Assisted with various onboarding projects and led training for new hires.

Customer Representative

Federal Emergency Management Agency - Denton, Texas

07/2020 to 09/2021 (40 hours per week – Temporary)

- Served as the primary point of contact for all disaster grant application needs.
- Provided guidance to applicants on their grant claim process and requirements.
- Processed a variety of grants and updated requests for disaster assistance.
- Completed telephone interviews with disaster survivors to complete grant registrations.
- Conducted verification measures to safeguard security of applicants.
- Determined applicant needs and provide referrals to available programs and resources.
- Performed detailed data entry and integrity within various systems.
- Compiled and analyze data using guides and other database systems.
- Processed casework and assist colleagues.
- Assisted with various onboarding projects and led training for new hires.

Student

Collin College – Plano, Texas

2019 to 2020

- Student enrolled in various courses pursuing a degree, while working part-time.

Customs and Border Protection Officer

Customs and Border Protection – Key West Airport, Florida

01/2018 to 10/2018 (40 hours per week – GS 07)

- Maintained securing the nation's borders by screening passengers, luggage and cargo.
- Protected our nation's borders from terrorism, human and drug smuggling, illegal migration, and agricultural pests.
- Facilitated the flow of legitimate travel and trade by conducting inspections of individuals and

conveyances.

- Enforced customs, immigration, agriculture law and regulations.
- Provided customer service while assessing fraudulent documents and suspicious behavior.

Transportation Security Officer

Transportation Security Administration - (LGA) Airport, NY; (MIA) Airport, Miami, Florida
04/2014 to 01/2018 (40 hours per week)

- Operated various screening equipment to identify unlawful items being transported onboard aircrafts.
- Administered world class security and customer service by interacting with the public.
- Maintained focus and awareness within a stressful environment to identify and locate potentially life threatening or mass destruction devices.
- Implemented security-based decisions using intelligence, critical thinking, experience, observation, and passenger engagement.
- Received and provided briefing information about security threats and analyzing potential options for threat mitigation.
- Safeguarded Sensitive Security Information and limiting its dissemination to those with a need to know.
- Inspected luggage and screened personnel.

Neighborhood Task Force Initiative Administrative Specialist (Contract Assignment)

Federal Emergency Management Agency - Long Beach, NY and Woodbury, NY
12/2012 to 04/2013 (40 hours per week)

- Promoted from Environmental and Historic Preservation Administrative Assistant to NTFI Administrative Specialist
- Implemented essential administrative support to Executive managers of the NTFI and EHP team.
- Worked independently in preparing, organizing, and processing EHP and NTFI documents.
- Created tracking reports, spreadsheets and coordinated meeting schedules between the Public Assistance and EHP sections.
- Leadership role coordinating with community relations personnel within disaster areas, and canvassing afflicted neighborhoods, interacting with disaster victims, and gathering information for unmet needs.
- Reviewed memorandums and reports for accuracy.
- Attended Executive meetings to report team updates and write concise notes for team leads.
- Delegated appointments between FEMA employees and disaster victims.
- Managed newly hired employees and check-in processes.
- Provided guidance to internal and external stakeholders.

Education

Nassau Community College - Garden City, NY
2010-2012

Customs and Border Protection FLETC Training	Federal Government Public Trust Security Clearance
Drug Law Enforcement Training Program	Expert Shooter Certification
Advanced Interviewing in Law Enforcement.	FEMA PA Pocket Guide Training
FEMA Manual Determination Casework Training	COVID/Appeals/Duplicate Casework Training
Coordinated FEMA EHP Compliance Training	New Hire Onboarding Projects
CPR Certification	HAZMAT/CDC Training
Radiation Detection Training	Use of Force Training Program

Skills & Capabilities

Healthcare Data Systems & Applications	AT2 machine, Itemizer W and DX explosive trace detection systems
Advanced Imaging Technology, Automatic Target Recognition	Heimann and CEIA bottle liquid scanners
Colorimetric testing equipment	Microsoft Word
Proprietary Government Information Systems	DCM program
Microsoft Excel	Microsoft Outlook
Microsoft PowerPoint/Projects	Microsoft Office

Medicad & Medicare	ICUE, PAS, ETS, CSP, DOC360, EVICORE, SKYGEN, CommunityCare
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City of Haines City Advisory Board Application

Thank you for your interest in serving the City of Haines City as a member of one of the City's advisory boards. If you have questions concerning the duties and responsibilities of any of the advisory boards, please contact the City Clerk's Office at 863-421-9921. Please rank the top three choices, using 1, 2, and 3, with one being the first choice.

- Board of Adjustment 2
- Community Redevelopment Agency (CRA) 1
- CRA - Citizens Advisory Committee _____
- Emerging Youth Advisory Council _____
- Firefighters Pension Board of Trustees _____
- General Employees' Pension Board of Trustees _____
- Lakes Advisory Board _____
- Parks and Recreation Advisory Board _____
- Planning Commission 3
- Police Pension Board of Trustees _____
- Public Safety Advisory Board _____

Personal Information

Haines City Resident: Yes No

Name: Bryana Latorre Carvalho

Home Address: (Do Not use P.O. Box) 2279 sunset way #

City: davenport Zip: FL Contact Phone: 516 405 9014


Email: Bryana LC92@gmail.com

Employment Information - Please attach resume with submission

Employer: FEMA Position Title: Data Analyst Disaster Asst Admin.

Business Address: _____

Email: _____ Zip: _____ Contact Phone: _____

Signature: 

Date: 3/25/25



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- General Employees' Pension Board of Trustees _____
- Lakes Advisory Board _____
- Parks and Recreation Advisory Board _____
- Planning Commission 3_____
- Police Pension Board of Trustees _____

Public Safety Advisory Board _____ Haines City Resident: Yes No

Personal Information

Name: Candice Campero

Home Address: (Do Not use P.O. Box) 865 Ambleside Dr

City: Haines City Zip: 33844 Contact Phone: 2816080739

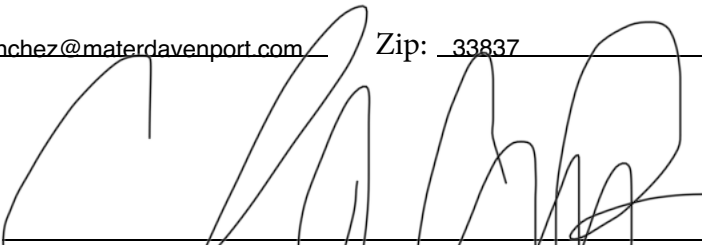
Email: Mccampero2@gmail.com

Employment Information – Please attach resume with submission

Employer: Mater Academy Davenport Position Title: Paraeducator

Business Address: 318 Ronald Reagan Blvd

Email: Esanchez@materdavenport.com Zip: 33837 Contact Phone: 8636954114

Signature:  Date: 3/18/3025

Candice Campero
865 Ambleside Dr
Haines City, FL 33844
(281) 608-0739
Mccampero2@gmail.com

Professional Summary

Results-driven professional with a strong background in public administration, political science, and community engagement. Experienced in policy implementation, financial management, and strategic planning. Passionate about economic development and urban revitalization. Adept at managing redevelopment initiatives that align with comprehensive city planning.

Education

Master of Public Administration (MPA)

Strayer University | 2021

Bachelor of Arts in Political Science

University of Houston-Downtown | 2014

Relevant Experience

Para-educator

Mater Academy Davenport | 2024-present

- Assisted with educational initiatives, program coordination, and student engagement.
- Developed organizational and administrative skills beneficial to community development roles.

ELA, US Government, and World History Teacher

Davenport High School | 2022-2024

- Designed and implemented curriculum aligned with state and federal education standards.
- Engaged students in critical thinking, civic engagement, and historical analysis.

- Developed strong communication and leadership skills through classroom management and instructional planning.

Teaching Assistant

Manassas Park Middle School | 2018-2019

- Provided instructional support, facilitated classroom activities, and assisted with student engagement.
- Helped develop and implement lesson plans to enhance learning experiences.

Office Assistant (Temp)

Creative Financial Staffing | 2016

- Worked in multiple office environments, managing administrative duties, scheduling, and data entry.
- Assisted in streamlining office operations and maintaining organized records.

Skills & Competencies

- Urban Redevelopment & Planning
- Budget Management & Funding Allocation
- Community & Economic Development
- Government Policy & Administration
- Strategic Planning & Public Engagement
- Strong Written & Verbal Communication

Affiliations & Interests

- Interest in AI and data-driven decision-making for urban development.
- Experienced content creator with a large online following.
- Aspiring business owner with a passion for economic growth initiatives.

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CRA - Citizens Advisory Committee 3

Emerging Youth Advisory Council _____

Firefighters Pension Board of Trustees _____

General Employees' Pension Board of Trustees 1

Lakes Advisory Board _____

Parks and Recreation Advisory Board _____

Planning Commission _____

Police Pension Board of Trustees _____

Public Safety Advisory Board _____

Personal Information

Haines City Resident: Yes

No

Name: Cristina Diaz La Luz

Home Address: (Do Not use P.O. Box) 102 East Bay Street

City: Davenport Zip: 33837

Contact Phone: 863-221-4494

Email: CristinaD@gmail.com

Employment Information – Please attach resume with submission

Employer: Dobson's Company

Position Title: Administration/Sales

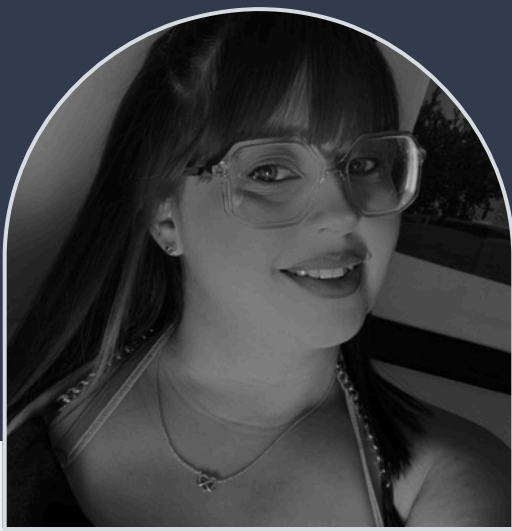
Business Address: 3609 Ventura Dr W Lakeland FL 33811

Email: _____ Zip: 33811

Contact Phone: 863-543-6471

Signature: WLT D3

Date: 3/18/25



CRISNET DIAZ

102 East Bay Street Davenport, FL 33837
863-221-4494 (cell)
E-mail: Crisnetd@gmail.com

Education

RIDGE CAREER CENTER
2013-2014

·Administrative Office Specialist

CADEST HIGHSCHOOL
2014-2015

Highschool diploma

Skills

- Manager experience over 5 years
- Good communication
- Office specialist
- Computer program
- Call center
- Accounting
- Cash & Credit Card handling
- Warehouse specialist
- Forklift operator

Language

ENGLISH AND SPANISH

References

Pedro Garcia- Close friend
(407) 435-0189

Madellin Bonet- Close friend
(407) 968-0650

Eric Soto- Close friend
(407) 241-9192

Objectives

Seeking a job position where excellent customer service, human resource, management, warehouse, administration of office and cash handling skills can be utilized to develop the company's efficiency.

Work Experience

Mc- Donald's Restaurant, Kissimmee, FL | 2012-2014

- ·Cooking and preparing food for sale.
- ·Maintain and clean the restaurant.
- ·Works as cashier.
- ·Manager
- ·Cash and credit card handling
- ·Payment

Greenberg Rent-A-Camper, Kissimmee FL | 2014-2017

- ·Lead Office
- ·Office Specialist
- ·Sales
- ·Customer Service
- ·Cash and credit card handling
- ·Payment & Invoice

Burger King Restaurant, Davenport, FL | 2016-2022

- ·Shift Manager.
- ·Making schedules, meeting etc.
- ·Safe counting.
- ·Training new team members.
- ·Maintain and clean the restaurant.
- ·Cash and credit card handling .
- ·Customer Service.

Dobbins Company, Lakeland, FL | 2022

- ·Inside and outside sales person
- ·Customer Service
- ·Answering phone calls, emails etc.
- ·Human resource
- ·Bilingual
- ·Invoice
- ·Forklift
- ·Warehouse receiving and shipping items.



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- General Employees’ Pension Board of Trustees _____
- Lakes Advisory Board _____
- Parks and Recreation Advisory Board 2 _____
- Planning Commission 3 _____
- Police Pension Board of Trustees _____

Public Safety Advisory Board _____ Haines City Resident: Yes No

Name: Justin Rodriguez

Home Address: (Do Not use P.O. Box) 1284 Yellow Finch Drive

City: Davenport Zip: 33837 Contact Phone: 917-499-9521

Email: mrjrodd@aol.com

Employment Information – Please attach resume with submission

Employer: Zebra Digital Health Position Title: Dir. Of Operations

Business Address: Remote / Telehealth Company

Email: justin@zebrahd.com Zip: 33837 Contact Phone: 917-499-9521

Signature: Justin Rodriguez Digitally signed by Justin Rodriguez
Date: 2025.03.18 10:46:58 -04'00'

Date: 03/18/2025

JUSTIN RODRIGUEZ

917-499-9521 | DAVENPORT, FL - 33837 | mrjrodd@aol.com

SUMMARY

Detail-oriented Program Coordinator with 10+ years of experience in customer relations and process improvement. Skilled in data analysis, problem-solving, program evaluation, and planning.

PROFESSIONAL SKILLS

- Customer Relations
- Reporting
- Coordinator
- Quality Management
- Continuous Improvement
- Project Management
- Quality Analysis
- Critical Thinking

WORK EXPERIENCE

Director of Operations Aug 2023 – Present

Zebra Digital Health, LLC

- Overseeing employees and productivity daily
- Keeping track of the company's revenue margins and conducting budget reviews to maximize profits
- Defining, implementing, and revising operational policies and guidelines for the organization
- Developing and executing new growth directives
- Scheduling potential leads with new clients and negotiating terms
- Work closely with our legal team to develop and adjust contracts and agreements

Retail S&R Associate II (Driver) Aug. 23 – Dec. 24

Nike INC

- Load and unload products to be delivered while ensuring all items being delivered remain intact during transport and delivery
- Inspect the delivery vehicle regularly including adding fuel, def and dropping off for maintenance
- Collaborate with material handlers labeling product and back-stocking accordingly
- Assist the leadership with disposing of waste and recycled materials
- Using a platform built for Nike, pull product to deliver to the stores when either sold or leadership "picklist"

Program Coordinator Jan 2019 – July 2023

Public Health Solutions, Nurse Family Partnership

- Coordinated program logistics to keep all relevant materials and equipment available and in good condition
- Collaborated with other program coordinators to achieve consistency in program objectives and services
- Headed the implementation of infrastructure necessary for ongoing business and process improvement activities in close coordination with cross-functional teams during the pandemic
- Prepared spreadsheets, reports, and presentations for weekly meetings between cross-functional team members
- Analyzed program data by tracking and reporting program outcomes to identify areas for improvement
- Kept program-related data accurate, up-to-date, and easily accessible
- Coordinated and completed agile, quarterly reports adhering to DOH guidelines
- Created planning templates to track tasks, schedules, costs, and resources; maintained and evaluated digital records of data, training, and development; and ensured that a project remained on track and under budget
- Accurately entered proper ICD and procedure codes monthly based on targeted case management agreement

Medical Support Assistant May 2022 – May 2023

Veteran Affairs Healthcare System

- Assisted in the preparation of medical reports, including data entry and filing
- Answered telephones in a courteous and professional manner, routing calls and providing information
- Maintained a clean and organized work area, ensuring all supplies were stocked in the outpatient lab
- Assisted in the preparation of patient materials and educational materials
- Answered patient questions and provided information regarding office policies and procedures
- Assisted with the management of medical supplies, ensuring inventory is accurate and up to date

- Trained new staff members in medical office policies and procedures
- Ensured patient confidentiality and HIPAA compliance
- Processed medical lab orders, ensuring accuracy and timely completion

Medical Management Care Coordinator

Sep 2017 – Dec 2018

Visiting Nurse Service of NY

- Created authorizations for DME, Enteral Formula, PCA/HHA, Transportation, Social Adult Daycare/Adult Medical Model, etc.
- Answered inbound calls via Provider Line conversing directly with Physicians and Medical Office Coordinators
- Managed incoming fax queue daily and processed updates on authorizations or requests for different services
- Assigned request for changes to Clinical Evaluation Managers while setting priority levels and decision dates accordingly
- Generated Single Case Agreements or Letters of Agreements and sent them to Contract in order to establish rates for Out Of Network Vendors

Reassessment Scheduling Liaison

Oct 2015 – Jul 2017

Health First Health Insurance

- Scheduled Patient Home Visits for the following: Initial Assessments, FIDA, Auto- enrollments, Priority, Nursing Home, and Routine Reassessments
- Assigned cases to Reassessment Nurses to ensure at-home services were adequate
- Completed up to 100 outbound calls daily to schedule Patient appointments for Nurses
- Direct communication with all Nurse Managers to prioritize special cases
- Distributed necessary paperwork each month for all Nurses
- Completed a monthly report for Nurse Managers to review for efficiency

EDUCATION & CERTIFICATIONS

Bachelor of Science in Psychology: Business

Jun 2020

College of Staten Island, Staten Island, NY

Liberal Arts A.A.

College of Staten Island, Staten Island, NY

Property and Casualty License (Florida)

May 2023

Kaplan Learn

Accident and Health License (New York)

Sept 2013

State of New York Dept. of Financial Services

HCFORWARD

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City of Haines City Advisory Board Application

Thank you for your interest in serving the City of Haines City as a member of one of the City's advisory boards. If you have questions concerning the duties and responsibilities of any of the advisory boards, please contact the City Clerk's Office at 863-421-9921. Please rank the top three choices, using 1, 2, and 3, with one being the first choice.

- Board of Adjustment _____
Community Redevelopment Agency 3
Emerging Youth Advisory Council 2
Firefighters Pension Board of Trustees _____
General Employees' Pension Board of Trustees _____
Lakes Advisory Board _____
Parks and Recreation Advisory Board 1
Planning Commission _____
Police Pension Board of Trustees _____
Public Safety Advisory Board _____
- Charter Review Committee _____
Canvassing Board _____

Personal Information

Haines City Resident: Yes No

Name: Omar Roy Jr.

Home Address: (Do Not use P.O. Box) 162 Tracy Circle

City: Haines City Zip: 33844

Contact Phone: 305-469-5054

Email: OMAR.ROYJR@gmail.com

Employment Information - Please attach resume with submission

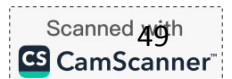
Employer: Walgreens Position Title: Manager

Business Address: 35800 US-27 Haines City FL

Email: _____ Zip: 33844 Contact Phone: 863-422-6661

Signature: 

Date: 3/21/25



Omar Roy Jr.

Purchasing Manager

Contact Profile

162 Tracy Circle Haines City FL
33844

(305) 469-5054

Omar.royjr@gmail.com

<https://www.linkedin.com/in/omar-roy-886247267/>

I am an energetic, ambitious, results-oriented individual with over 12 years of experience in the hospitality field and flawless administrative and leadership development. Proven guidance skills with the ability to coordinate across departments, increasing communication and maximizing service and satisfaction. Proficient in picking up new procedures and tasks quickly while elevating the service standards in every role.

Key Skills Experience

- Savvy Microsoft Office, with focus on Excel and Word
- Bilingual (Spanish and English)
- Web and tech savvy

1 Hotel South Beach

Purchasing-Buyer, February 2018 – Present

- Purchasing Manager
- Food and Beverage buyer
- Schedule and coordinate meetings with suppliers
- Manage expense reports and inventory for more than five outlets and restaurants.

Activities and Interests

Travel
Arts
Sports
Architecture

- Developed new filing and organizational practices.
- Maintain the utmost discretion when dealing with sensitive topics.
- Typed documents such as correspondence, drafts, memos, and emails.
- Recorded, transcribed, and distributed minutes of meetings.

1 Hotel South Beach

Loss Prevention Agent, November 2015 – February 2018

- Managed incident reports
- Coordinated meetings for management and the Loss Prevention team.
- Greeted visitors and determined to whom and when they could speak with specific individuals.
- Open, sort and distribute incoming messages and correspondence.

First Service Residential

Area Specialist/Front Desk Agent, June 2013 – November 2015

- Responsible for handling front lobby reception and administration duties Tasks including greeting guests and offering them a beverage, answering phones, handling company inquiries, and sorting and distributing mail as well as scheduling meetings and travel for executives.
- Clerical and administrative tasks.

Bellini on the Ocean/Castle Group

Concierge/Front Desk Supervisor, September 2004 – June 2013

- Made dining and other reservations for patrons and obtained tickets for events.
- Provide information about local features such as shopping, dining, nightlife, and recreational destinations.
- Made travel arrangements for sightseeing and other tours.
- Carry out unusual requests such as searching for hard-to-find items and arranging for exotic services such as boat rides.
- Greet guests at the front desk and make suggestions for entertainment, dining, and other engagements as appropriate.

Education

University of Puerto Rico Arecibo Campus

Miami Dade College Wolfson Campus

Gold Coast Schools North Miami

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Board of Adjustment _____

Charter Review Committee _____

Community Redevelopment Agency 1

Canvassing Board _____

Emerging Youth Advisory Council _____

Firefighters Pension Board of Trustees _____

General Employees' Pension Board of Trustees _____

Lakes Advisory Board _____

Parks and Recreation Advisory Board _____

Planning Commission _____

Police Pension Board of Trustees _____

Public Safety Advisory Board _____

Personal Information

Haines City Resident: Yes

No

Name: Elyci Gonzalez

Home Address: (Do Not use P.O. Box) 2006 Citrus Blvd.

City: Haines City Zip: 33844

Contact Phone: 786-587-7712

Email: elyci@yahoo.com


Employment Information – Please attach resume with submission

Employer: O&O Construction Group Position Title: Administrative Secretary

Business Address: 1099 W. Commerce Ave., Haines City

Email: ooconstructiongroup@gmail.com Zip: 33844

Contact Phone: 863-594-4697

Signature: 

Date: 3/17/2025

Elyci Gonzalez

I would like to obtain a position that offers me personal growth while challenging me by using my skills and abilities acquired in the past to benefit the community.

2006 Citrus Blvd.
Haines City, FL. 33844
(786) 587-7712
elyci@yahoo.com

EXPERIENCE

O & O Construction Group, Haines City — *Administrative Assistant*

October 2021-Present (Fulltime)

Omar Arroyo's Executive Assistant October 2021-Present (Part-time)

- Greet and assist customers
- Answer and route phone calls accordingly
- Check voicemail, take and deliver messages accordingly
- Generate letters and memos
- Typed, send, receive and deliver emails accordingly
- Schedule appointments and meetings
- Reviewed budgets
- Bookkeeping
- Assisted community events
- Other duties as assigned

Polk County Tax Collector's Office, Davenport — *Road Tester*

April 2021 - September 2021

- Greet and assist guests/customers
- Verify proper documentation and input data before road testing
- For road testing, evaluate driving skills according to state mandates.
- If driving test passed, issue Fl Driver's License

Law Office of Brian R. Hersh, Miami, FL. — *Administrative Assistant*

August 2003-Present

- Greet and assist customers
- Answer and route phone calls accordingly
- Check voicemail, take and deliver messages accordingly
- Typed letters and memos
- Generated pleadings
- Typed, send, receive and deliver emails accordingly
- Schedule appointments, court hearings and mediations
- Assist Attorney/clients with translation
- E-filing with different county and federal courts using different web pages and applications
- Other duties as assigned

EDUCATION

State of Florida Department of Education, Miami, FL

High School Diploma - June 2008

SKILLS

- Excellent interpersonal and customer service skills
- Excellent communication skills (verbal & written)
- Analytical and problem solving skills
- Self-motivated, dependable and efficient
- Great organizational and multitask skills
- Proficient working with computers and handheld devices and applications..

LANGUAGES

Fluent in English & Spanish
Verbal & Written

PROJECTS

Hispanic Empowerment Foundation— *VP & Executive Director*

This is a non-profit foundation which was created to raise money to be able to assist financially to students with unmet needs who will be attending college.

REFERENCES:

PERSONAL: Dessire Duarte-Accountant (786)-859-0425

BUSINESS: Brian R. Hersh-Attorney at Law (305)-546-8505

BUSINESS: Omar Arroyo- Entrepreneur (863)-594-4697



City of Haines City
Advisory Board Application

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- Board of Adjustment 1
Community Redevelopment Agency (CRA)
CRA - Citizens Advisory Committee
Emerging Youth Advisory Council
Firefighters Pension Board of Trustees
General Employees' Pension Board of Trustees
Lakes Advisory Board
Parks and Recreation Advisory Board
Planning Commission
Police Pension Board of Trustees

Public Safety Advisory Board
Personal Information Haines City Resident: Yes [X] No [O]

Name: Melissa Belbo
Home Address: (Do Not use P.O. Box) 192 Brinsmead Rd.
City: Haines City Zip: 33844 Contact Phone: 754 423 2685
Email: melissa-belbo@hotmail.com

Employment Information - Please attach resume with submission

Employer: Exl Realty Position Title: Property Manager/Realtor
Business Address:
Email: Zip: Contact Phone:

Signature: [Handwritten Signature] Date: 12/26/2024



City of Haines City Advisory Board Application

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Board of Adjustment 2

Community Redevelopment Agency (CRA) 1

CRA - Citizens Advisory Committee _____

Emerging Youth Advisory Council _____

Firefighters Pension Board of Trustees _____

General Employees’ Pension Board of Trustees _____

Lakes Advisory Board _____

Parks and Recreation Advisory Board _____

Planning Commission _____

Police Pension Board of Trustees _____

Public Safety Advisory Board _____

Personal Information Haines City Resident: Yes No

Name: Ketorah Manuel

Home Address: (Do Not use P.O. Box) 1001 Avenue C

City: Haines City Zip: 33844 Contact Phone: (863) 206-6937


Email: kittymanuel@yahoo.com

Employment Information – Please attach resume with submission

Employer: ACS Position Title: Nurse

Business Address: 163 E Morse Blvd Suite 210

Email: Winter Park Zip: 32789 Contact Phone: (407) 270-5501

Signature:  Date: 03/28/2025

MELISSA BELLO

192 Brinsmead rd. Haines City, FL 33844 Cell: 754 423 2685 E-Mail: melissa_bello@hotmail.com

Summary of Skills

- Contract negotiations and management.
- Budget planning, implementation, and management.
- Fiscal Management including payroll, accounts payable and receivable, and purchasing.
- Risk management and insurance coverage.
- Staff training and development.
- Self-started and self-motivated.
- Strategic event planning/ coordinate and schedule
- Strong problem solving and decision-making ability.
- Experience and knowledge of Chapter 718 & 720 Florida Statutes
- Results oriented, ethical and excellent time management skills.

Professional Experience

Leland Management **May 2024 to December 2024**

Highlands Reserve and West Haven Owners Associations

Davenport, Florida

- Manage 2 HOA's partially onsite.

Lost Tree Village Corporation Management Company **August 2022 to May 2024**

Lost Tree Village Financial Center, MacArthur Financial Plaza and Lost Tree Preserve Owners Association

Palm Beach Gardens – Vero Beach, Florida

- Manage 2 office buildings in Palm Beach Gardens.
- Manage 1 HOA in Vero Beach.

Atlantic Pacific Management/ FirstService Residential **March 2020 to August 2022**

321 At Water's Edge Condominium Association

General Manager

Fort Lauderdale Beach, Florida

- Managed 23 unit brand new multi-million-dollar boutique association from its formation. Created all the forms, office files, binders, etc. Implemented the 1st budget, hired and trained all the staff, developed all the regulations and procedures, conducted orientations and welcomed the new owners.
- Established and managed the bank accounts and financials.
- Proposed, prepared and passed a special assessment as well as association line of credit.
- Directed all details of the 558 including developer transition, hired construction defects attorneys, met with engineers and auditors to get issues resolved in a timely manner.

Atlantic & Pacific Management

November 2019 to March 2020

Transition Manager

- Transitioning a rental portfolio consisting of 4 small apartment buildings in Miami and 1 in Fort Lauderdale. Also, helping to manage Galleria Lofts.
- Started and transitioned Malaga towers Condominium in Hallandale Beach. Established relationships with the inherited staff and board members. Organized the office files, binders and owner accounts. Developed proper procedures for security, front desk, preventive maintenance, housekeeping schedules and office staff. Organized, resolved and completed all pending projects and issues.

General Manager – Porta Bella Yacht & Tennis Club March 2019 – November 2019

Boca Raton, Florida

- Managed 315-unit luxury condominium association consisting of 4 buildings, tennis courts and boat docks.
- Provided leadership and re-evaluated the staffing needs of the community, created preventive maintenance and standard procedures for the daily operations.
- Managed and performed with the scope of \$4.2 million with 4 separate budgets and prepared the 2019 most accurate budgets.
- Monitored and negotiated service contracts with numerous vendors.
- Hired, trained, managed and motivated employees for exceptional customer service.
- Performed routine property inspections and documented issues.

KW property Management & Consulting January 2018 to November 2018

Aventura, Florida

General Manager – South Tower at The Point

- Managed 288-unit luxury condominium association
- Provided leadership to the board of directors, committees and staff on daily operations.
- Managed and performed with the scope of \$3.2 million annual budget.
- Oversaw \$4.6-million renovation project.
- Trained staff to implement and enforce Rules and Regulations with and an excellent customer service touch.

First Service Residential January 2014 to January 2018

Palm Beach, Florida

General Manager - Palm Beach Hotel Condominium 2016 – 2018

- Managed 200-unit historic landmark condo/ hotel.
- Provided leadership to the board of directors, committees and staff on daily operations.
- Developed, managed and performed with the scope of \$2.4 million annual budget.
- Oversaw \$2.5 million roof project
- Implemented innovative policies on front desk procedures as well as maintenance schedules.

Community Association Manager- Lakes of Delray 2013 –2016

Delray Beach, Florida

- Managed 25 associations in a 55 and older community.
- Screened, hired, and supervised vendors and contractors for repairs and maintenance.
- Conducted board meetings and handled all resident concerns.
- Managed relationships with property owners and board of directors with remarkable success.
- Responsible for preparation of annual budgets and reviewed contract renewals.

Berger Realty Group / United Realty

Coral Springs, Florida

Real Estate Agent

2007 - 2014

- Worked closely with banks on short sale and foreclosure transactions.
- Established an extraordinary relationship with clients and understand their needs.

Education

Palm Beach State College – Boca Raton 2012

Business Management/ Marketing

Le Cordon Bleu – Lima, Peru 2001

Hospitality Management

Licenses & Certifications:

Real Estate Agent - FL

215 Life, Health and Annuities License - FL

LCAM Community Association Manager – FL

Certified Pool Operator – FL

CMCA Community Association Managers International Certification Board (CAMICB)

AMS Association Management Specialist (CAMICB)

References available upon request



Ketorah Manuel

Haines City, FL 33844 863-206-6937
 kittymanuel@yahoo.com

SKILLS

Chart Abstraction

Ability to work effectively in an environment with frequent interruptions

Ability to act autonomous, self-directed manner while maintaining the ability to collaborate with others

Knowledge of Medical Terminology

Proficiency using Access, Microsoft Word, Excel

Self-motivated

Individual and group instruction

Clinical documentation expert

Detailed oriented

Call center experience

Insurance verification

Case Management

Critical Thinking

Excellent verbal written and communication skills

PROFESSIONAL SUMMARY

Experienced Healthcare IT Consultant with 12+ years of industry and case management experience and 20+ years of clinical experience.

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

WORK HISTORY

FRAUD INTAKE REPRESENTATIVE

05/2023 to CURRENT

US Bank | Remote

- Perform investigation of potential fraud activity on existing debit card accounts
- Verify charges and recent activity to identify any potential fraud
- Monitor Falcon fraud alerts and perform additional research as needed
- Resolution of member inquiries at Level 1 or escalate to SRU
- Provide provisional credit to card members who have filed a card dispute, as deemed necessary
- Documents activities and prepare written notes of finding
- Collaborates and coordinate with law enforcement officers and attorneys concerning investigative efforts

AGENCY NURSE

01/2012 to CURRENT

Various

- Addressed disruptions in patient care, including delays in discharge, postponed procedures and discharge equipment unavailability
- Provided skilled, timely and level-headed emergency response to critically-ill patients
- Vaccinated patients to protect individuals from measles, pneumonia, influenza and other illnesses of concern
- Equipped patients with tools and knowledge needed for speedy and sustained recovery
- Provided direct patient care, stabilized patients and determined next course of action
- Implemented interventions, including medication and IV administration, catheter insertion and airway management
- Implemented care plans for patient treatment after assessing physician medical regimens
- Educated family members and caregivers on patient care instructions
- Followed all personal and health data procedures to effectively comply with HIPAA laws and prevent information breaches
- Accurately documented all elements of nursing assessment, including treatment, medications and IVs administered, discharge instructions and follow-up care
- Quickly responded to situations impacting safety and security to unit, actualizing crisis prevention interventions to control and de-escalate situations
- Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans.

CALL CENTER REPRESENTATIVE

06/2021 to 05/2023

Walt Disney Parks And Resorts | Orlando, FL

- Managed high call volumes while providing exceptional customer support and maintaining professional composure.
- Handled escalated calls professionally, effectively resolving complex issues and ensuring client satisfaction at all times.
- Mastered multiple software systems for seamless navigation during calls, improving efficiency and reducing hold times for customers.
- Enhanced customer satisfaction by efficiently addressing and resolving inquiries in a timely manner.
- Self starter with minimal supervisor required
- Reduced average call handling time, ensuring prompt service to customers while maintaining quality interactions.

CERNER CONSULTANT(FLOAT)

05/2019 to 05/2019

Centra Carolina Health

- Broke down and evaluated user problems using test scripts, personal expertise and probing questions
- Responded to support requests from end users and patiently walked

- individuals through basic troubleshooting tasks
- Provided elbow support as needed in ICU, ED, and Med Surg.

CERNER CONSULTANT(FIRSTNET)

04/2019 to 04/2019

Frye Regional Medical Center

- Provided elbow support to ED staff
- Closely collaborated with project members to identify and quickly address problems
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.

CERNER CONSULTANT(FIRSTNET)

02/2019 to 03/2019

Seacoast Medical Center

- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Provided elbow support to providers and nurses in ED.

CERNER CONSULTANT(FLOAT)

10/2018 to 11/2018

St Francis

- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions
- Documented all transactions and support interactions in system for future reference and addition to knowledge base
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Provided elbow support in ambulatory clinics, Med Surg, and L&D.

CERNER MENTAL HEALTH CONSULTANT

08/2018 to 09/2018

Centra Health Virginia Baptist

- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Provided solutions to operations issues for users of Cerner in Pediatric Mental Health unit; working closely via phone, email, and live chat with end users.

CERNER CONSULTANT(POWER CHART MATERNITY)

01/2018 to 02/2018

Jordan Valley Medical Center

- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Provided elbow support in L&D, Post Partum and NICU.

CERNER INFUSION MANAGEMENT EDUCATOR

04/2017 to 06/2017

St John's Macomb-Oakland

- Provided expertise for clinical training using Alaris Pumps.

CERNER TRAINER

02/2017 to 04/2017

Memorial Health System

- Tracked attendance for each participant
- Scheduled and taught in class to increase learning opportunities
- Gathered and organized supplementary material to support structured lessons
- Instructor Led Classroom training for FirstNet, Powerchart and PathNet.

REVENUE CYCLE ANALYST

05/2016 to 01/2017

Los Angeles County Department Of Health Services

- Coordinate and monitor all change request made to the Charge Master
- Work directly with LAC DHS staff to educate, audit, revise codes and processes, as needed to insure compliance and proper charge capture
- Ensure all knowledge capital created is uploaded to SharePoint and tracked on the Divurgent status report
- Perform Charge Master updates using a Microsoft Access and Excel programs
- Served as the Liaison between LAC Financial Department and LAC Hospital Department leadership
- Meet and work with all personnel involved in setting up, service areas relative to development and/or changes to Charge Master
- Work with clinical departments in maintaining and review special portions of the Charge Master
- Escalate issues, risks and recommendations to project leadership on implementation processes, tools, and methodology based on overall continuous quality improvement process
- Demonstrated ability to effectively produce a high quality of work and to initiate the completion of extensive multiple tasks not specifically directed in a fast-paced, everchanging and evolving work environment
- Provided excellent written, verbal, and interpersonal communication skills with an acute ability to listen attentively and to communicate effectively throughout all levels of the organization
- Proven ability to work collaboratively with colleagues, clients, and team members to create a results-driven, team oriented environment.

MEDICAL SUPPLY EDUCATOR

01/2016 to 06/2016

Quintiles Health Management Solutions

- Educate end users on new medical wound care devices used in hospital facilities, primarily in critical care units
- Assess customer needs and assist with resolving issues stemming from lack of medical device knowledge or understanding of the product
- Assist in the delivery of medical device-related in-service education to support key customers
- Received training and certification from Quintiles to represent brand, explain technical functions of devices and guide product selection by customers.

PROJECT COORDINATOR

08/2015 to 11/2015

DIVURGENT

- Manage project resources, schedules, report time and attendance
- Review and edit daily log reports from resources throughout the project
- Assisted the project manager with the daily status report and time approval for Go-Live staff
- Attend client meetings and ensure client's needs are met in timely and cost effective manner
- Use project scheduling and control tools to monitor project plans, work hours, budgets, and expenditures as well as assist PM with daily needs
- Tracked all hours and expenses to keep project on task and within budgetary parameters
- Maintained project schedules by managing timelines and making proactive adjustments.

EPIC GO-LIVE CONSULTANT-TEAM LEAD

06/2015 to 08/2015

Lahey Health System

- Led go-live support team as level-three supervisor providing assistance to average of 25 consultants
- Roam and assist night shift consultants as needed
- Answer calls in command center and create escalating tickets when needed
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Engaged end users and answered questions via email, phone, website live chat and in forums
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.

AMBULATORY EPIC CONSULTANT

03/2015 to 06/2015

Lahey Hospital & Medical Center

- Worked in GYN and Plastic Surgery Clinic
- Worked with providers to resolve some technical problems, improve operations and provide exceptional customer service

- Engaged end users and answered questions via email, phone, website live chat and in forums
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.

CERNER HELP DESK ANALYST(REMOTE)

08/2014 to 02/2015

ESD

- Identify and answer process, work-flow and technical questions
- Assist with investigating and resolving routine problems via phone by using applicable monitoring and troubleshooting tools
- Document investigation and issue resolution process
- Managed high levels of call flow and responded to Cerner technical support needs of customers
- Logged support tickets and closed when issues were resolved
- Conducted in-depth product and issue resolution research to address customer concerns
- Provided solutions to operations issues for users of Cerner in various modules, working closely via phone, email, live chat and web teleconference with end users
- Maximized use of hardware and software by training users and interpreting instructions
- Maintained high tech support standards for quality and productivity metrics
- Compiled and accurately entered data for each customer encounter to record in system
- Assisted customers with troubleshooting issues encountered while using hardware or software, providing actionable tips to resolve problems
- Performed tests of functionality, security and performance of different workstations and devices
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process
- Managed customers' expectations of support and technology functionality in order to provide positive user experience
- Activated accounts for clients interested in new services
- Gathered pertinent data, identified and evaluated options and recommended an effective course of action.

CHART ABSTRACTION

07/2014 to 09/2014

BayCare Health System Inc.

- Abstract health information from patients' paper or electronic medical charts
- Enter abstracted data into a standard data collection tool
- Provide accurate, prompt post-assessment findings to the project lead
- Carry out routine correspondence chart abstraction
- Managed system conversion and maintained minimal downtime during

updates

- Accurately convert patient records in timely manner, typically within 24-hour period
- Utilized Cerner to manage and confirm patient data, such as insurance, demographic and medical history information
- Reviewed charts and flag incomplete or inaccurate information.

MEDICAL CHART ABSTRACTION

05/2014 to 06/2014

Kansas Medical Center

- Extract and enter defined data elements found in the patient physical chart into Cerner
- Coordinates missing chart report for abstracting purposes for follow up to obtain records that were initially unavailable
- Interacts and contacts other clinical resources, both internal and external as needed, to clarify medical record documentation as necessary
- Preps, Scans and perform quality control and indexing of predefined documents from the patient record into the electronic clinical system.

HELP DESK ANALYST- CERNER POWERCHART MATERNITY

04/2014 to

05/2014

ATHENS MEDICAL CENTER

- Provide daily command center Cerner PCM phone support to providers and clinicians
- Create tickets for issues that were unable to be resolved
- Compiled and accurately entered data for each customer encounter to record in system
- Engaged end users and answered questions via email, phone, website live chat and in forums
- Documented all transactions and support interactions in system for future reference and addition to knowledge base
- Provided on-call support for critical issues related to Cerner and Powerchart Maternity.

EDUCATION

Associate of Science

EXPECTED IN 12/2025

Valencia College, Orlando, FL

Insurance Claims Adjuster

01/2017

Polk State College, Winter Haven, FL

Technical : LPN

01/2003

Traviss Technical College, Lakeland, FL

High School Diploma

01/1997

Haines City Senior High School, Haines City, FL



HAINES CITY

WWW.HAINESCITY.COM

CITY MANAGER MEMORANDUM

To: Honorable Chairperson and Board Members

Through: James R. Elensky, City Manager

From: Alexander Abraham, CRA Manager/Consultant

Date: April 3, 2025

Subject: Structural Rehabilitation Grant Request- 137 N. 6th Street

Executive Summary

The intent of this item is to request funding for a commercial Structural Rehabilitation Grant for 137 N. 6th Street, located in Historic Downtown.

Staff Contact: Alexander Abraham, CRA Manager/Consultant

Introduction

The intended purpose of this item is to request funding for 137 N. 6th Street, in Historic Downtown. Ms. Tula Haff is requesting 50% of the \$104,205.32 that it will cost to rehabilitate the property address mentioned above. Rehabilitation will include: Electrical work, Façade improvements, installation of new front entry door, re-stucco exterior of building, paint exterior of building, re-roof & extension of walls going up the walkway.

Background

The Structural Rehabilitation Grant is an incentive for property owners. The intent of the incentive is to encourage property owners to redevelop vacant or underutilized commercial properties, including the second floor of buildings in the Central Business District and Dr. Martin Luther King Jr. Commercial District, into attractive and viable businesses. The Community Redevelopment Agency will fund 50%, up to \$50,000, based on the lowest of three quotes provided for fixed capital improvements to the exterior or interior of buildings. Funds are awarded as available.

Organizational Goal(s)

Partnership: Encourage public and private partnerships.

Budget Impact

The budget impact for fiscal year 2024-2025 is \$50,000.00 and is budgeted in the CRA department.

Recommendation

Staff recommends the approval of the Structural Rehabilitation Grant requested for 137 N. 6th Street of up to \$50,000.



303 Ledwith Ave
Haines City, FL 33844
863-421-5577

Commercial Property/Business Owner Application

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Section 1: Applicant Information

Applicant Name: City Park Development, Inc.

Business Name (if applicable): _____

EIN: 38-4299577

Mailing Address: 135 N 6th Street Second Floor Haines City, FL 33844

Phone: 863.206.7388 Email: tula@tulahaffattorney.com

Project Address: 137 6th Street N Haines City, FL 33844

Project Budget: \$150,000 Requested Grant Amount: \$ 50,000

Lease Term (if applicable): _____

Property Owner Name: City Park Development, Inc.

Property Owner Mailing Address: 135 N 6th Street Second Floor Haines City FL 33844

Phone: 863.206.7388 Email: tula@tulahaffattorney.com

Section 2: Please select all that correspond to the grant(s) for which you are applying

Commercial:

- Beautification Façade & Exterior Improvement Grant
- Structure Rehabilitation Grant
- Business Assistance Grant – Rent Subsidy (skip to Section 4)
- Business Development



Section 3: Business Description

Building's existing use(s): Vacant

Building's new use(s): Restaurant / Retail

General description of proposed improvements:

- | | | |
|--|---|-----------------------------------|
| <input checked="" type="checkbox"/> Façade | <input type="checkbox"/> Awnings/Canopies | <input type="checkbox"/> Signs |
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> HVAC | <input type="checkbox"/> Plumbing |
| <input checked="" type="checkbox"/> Roofing | <input checked="" type="checkbox"/> Walls | |

Please provide a brief description of the work to be performed, material to be used, color and material samples (if applicable).

Replace roof, remodel exterior of building including relocating and replacement of all windows and door, stucco and paint full exterior. Add stone and metal siding to front facade, add electric for signage. See attached drawings, Close in and repair hole opening in exterior rear wall.

Section 4: Business Information

What is the expected opening date? October 2025

What type of business is being proposed? Restaurant / Retail

What will be the business' hours of operation? TBD

Will entertainment be offered? Y / N TBD

Will there be outdoor seating at this establishment? Y / N NO

What is the proposed seating capacity if a restaurant? TBD

Is this the business' 1st location, 2nd location or a relocation? TBD

Section 5: Required Documentation

- Project Schedule
- Copy of Business Tax Receipt from City of Haines City
- (3) cost estimates from licensed contractor
- All funding awarded requiring permits, must be submitted by a licensed contractor
- Permit ready drawings
- Photos of existing building and proposed project area
- Schematic drawings (if required)
- Multi-year Lease Agreement if Rent Subsidy
- Notarized letter from property owner (if applicable)
- If project is paving, fencing, landscape, etc.
A survey indicating the location of the work is REQUIRED
- Completed & signed W9 form

Section 6: Applicant Acknowledgement

Properties that are sold within (24) months of receiving grant funding: (initial each line)

- Must repay the full amount of the grant.
- CRA shall record a lien against the property to secure the re-payment.
- Copy of cancel check or credit receipt of payment to contractor/GC must be received within (15) days of the project start.
- CRA Application must be signed and dated. Incomplete applications not accepted.
- Owner is responsible for implementation of project and all contractor communication.
- Submit project completion photos to CRA office

Section 7: Signature

Applicant's Signature: Jula Michelle Hoff, Owner/Director ^{VP} Date: 2/28/2025
Property Owner Signature: Jula Michelle Hoff, Owner/Director ^{VP} Date: 2/28/2025
Alexander Abraham Date: 3/25/2025
Jane Adams Waters, CRA Manager
Alexander Abraham, CRA Manager

FOR STAFF USE ONLY

PROJECT # 2025-47.01

Date of initial contact: 02/2025

Pre-Application Meeting Copy of HC BTR
 Post-Application Meeting

Three estimates submitted? Y N

Property taxes current? Y N

Code Violations? Y N

All documents in Section 5 submitted? Y N

Section 6 acknowledged with initials? Y N

Staff Decision: Approved Denied Board Appealed

Approved amount \$ 50,000.00

Date of completion/close file: _____

SUMBITTAL REQUIREMENTS

	Please bring all of the following items that apply when submitting your request.	Staff
APPLICATION	Incomplete applications will not be processed.	<input type="radio"/>
CONDITIONAL USE ZONING COMPLIANCE	Is a Conditional Use required for this project?	<input type="radio"/>
BUILDING/FIRE CODE COMPLIANCE	Is a Building/Fire Inspection required for the project.	<input type="radio"/>
BUSINESS TAX RECEIPT	Provide a copy of the current business tax receipt.	<input type="radio"/>
INSURANCE CERTIFICATE	Provide a copy of the current property insurance.	<input type="radio"/>
PROPERTY TAX VERIFICATION	Provide a copy of the property's tax payments current.	<input type="radio"/>
DRAWINGS, RENDERINGS, SKETCHES	Provide a drawing, rendering or sketch for encompassing scope of work.	<input type="radio"/>
LEASE AGREEMENT	Signed copy of lease agreement (If applicable)	<input type="radio"/>
THREE (3) ESTIMATES	Estimates for all project phases from licensed contractor	<input type="radio"/>
BUSINESS PLAN	Copy of Business Plan for project location	<input type="radio"/>
PROPERTY APPRAISER	Confirm project location In zone (CRA OFFICE ONLY)	<input type="radio"/>
SUNBIZ CONFIRMATION	Confirm contractors and business as active (CRA OFFICE ONLY)	<input type="radio"/>
FEE	No Fee Required	

Request for Taxpayer Identification Number and Certification

Go to www.irs.gov/FormW9 for instructions and the latest information.

Give form to the requester. Do not send to the IRS.

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.

	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.) City Park Development, Inc.	
	2 Business name/disregarded entity name, if different from above.	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input checked="" type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) _____ <small>Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.</small> <input type="checkbox"/> Other (see instructions) _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ <i>(Applies to accounts maintained outside the United States.)</i>
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions _____ <input type="checkbox"/>	
	5 Address (number, street, and apt. or suite no.). See instructions. 135 N 6th Street, Second Floor	Requester's name and address (optional)
	6 City, state, and ZIP code Haines City, FL 33844	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Social security number													
<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>					<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>								
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3	8	-	4										
2	9	9	5										
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Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Part II Certification

- Under penalties of perjury, I certify that:
- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
 - I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
 - I am a U.S. citizen or other U.S. person (defined below); and
 - The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person <i>Julia Michelle Hoff, Owner/PT</i>	Date <i>2/28/2025</i>
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.
Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

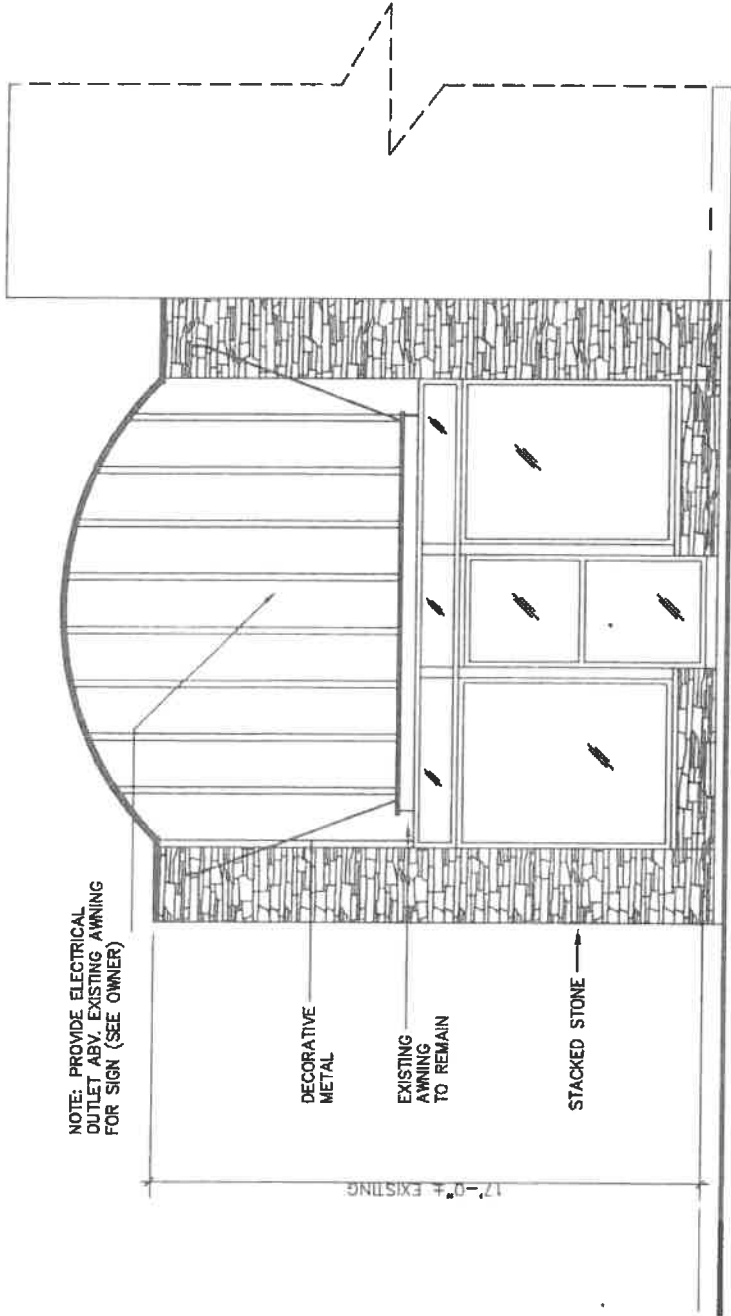
Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they





NOTE: PROVIDE ELECTRICAL
OUTLET AWY. EXISTING AWNING
FOR SIGN (SEE OWNER)

DECORATIVE
METAL

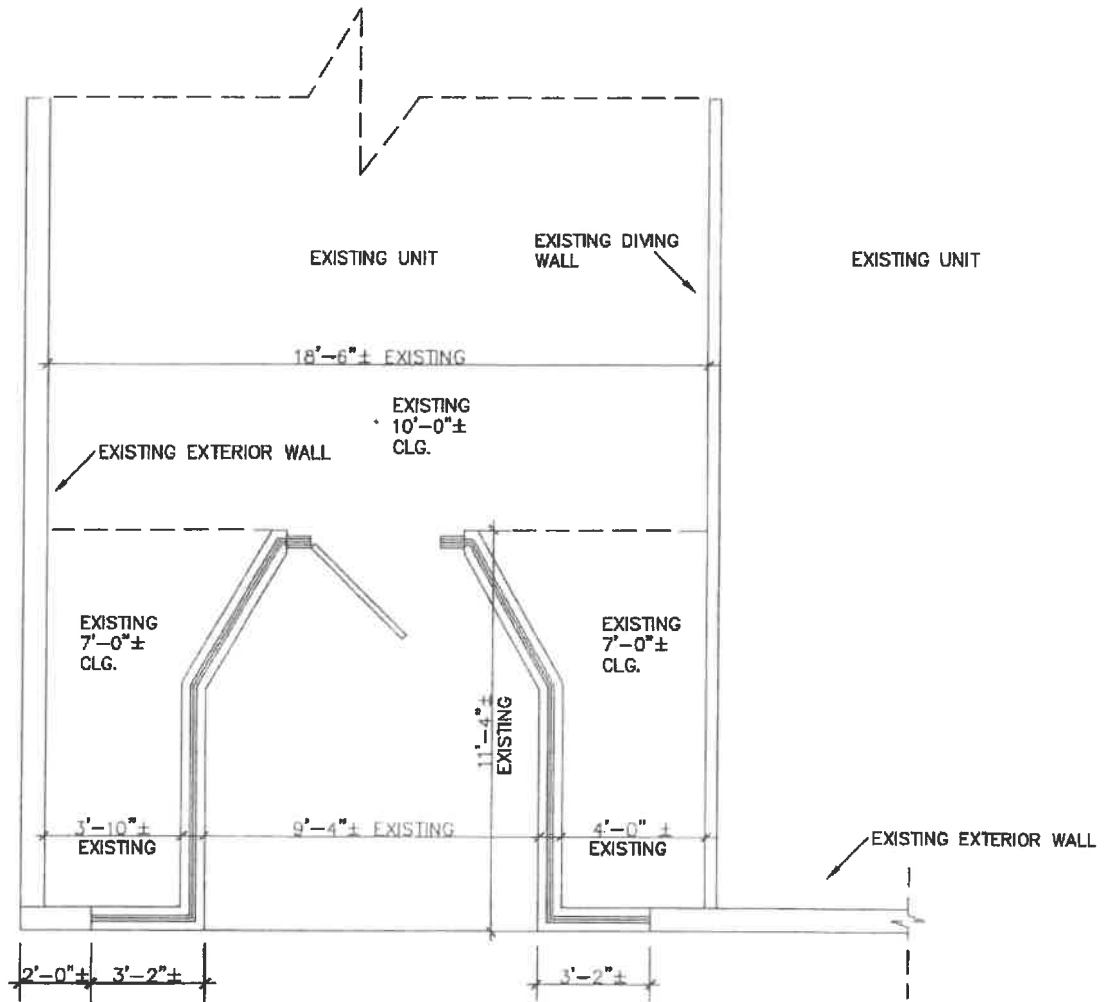
EXISTING
AWNING
TO REMAIN

STACKED STONE

17'-0" ± EXISTING

FRONT ELEVATION - PROPOSED

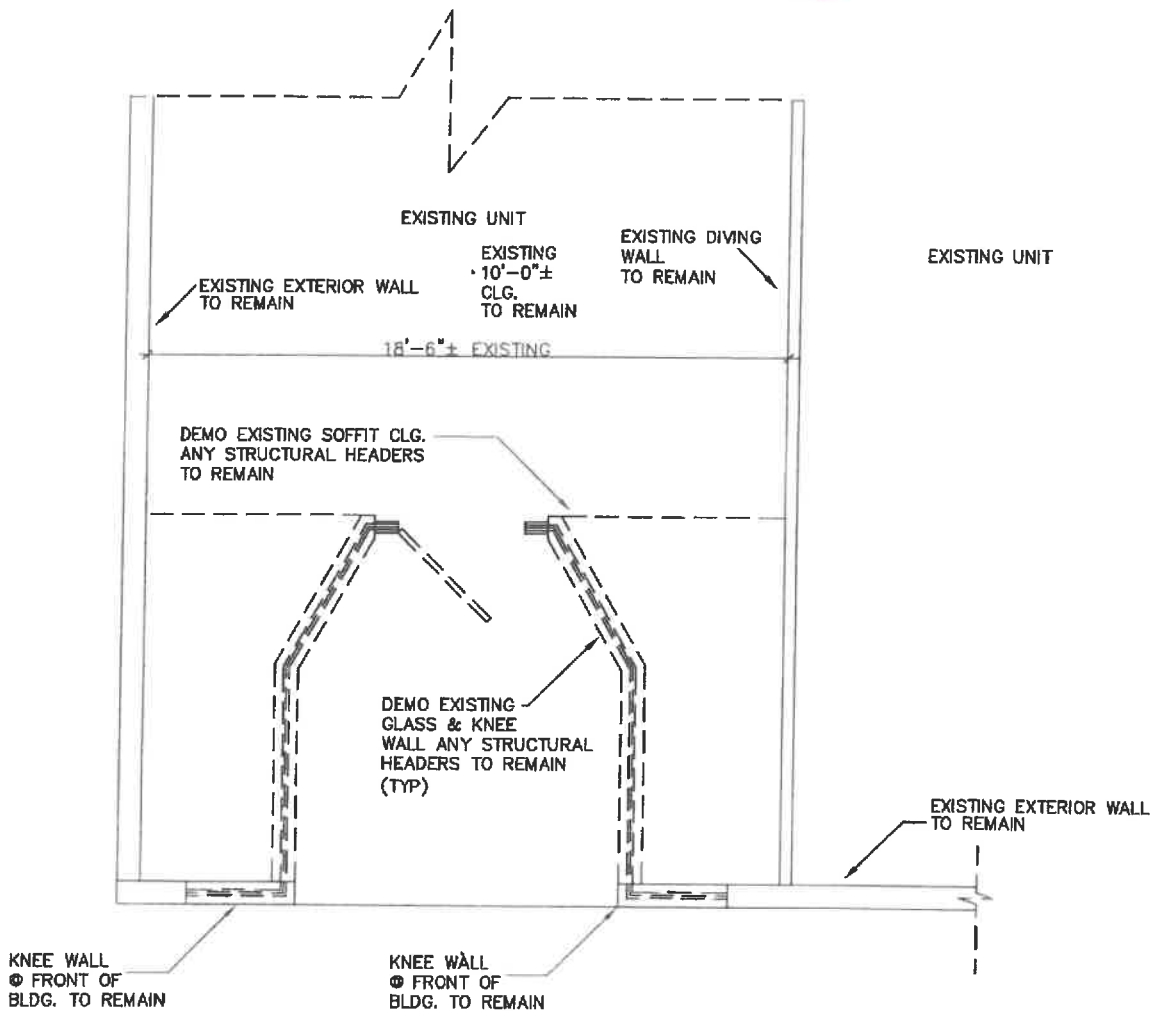
SCALE: 1/4" = 1'-0"



FLOOR PLAN — EXISTING

SCALE: 1/4" = 1'-0"

ALL DIMENSIONS ARE APPROX.
DRAWING NOT FOR CONSTRUCTION



DEMOLITION PLAN

SCALE: 1/4" = 1'-0"
 ALL DIMENSIONS ARE APPROX.
 DRAWING NOT FOR CONSTRUCTION

DEMOLITION NOTES - IF APPLICABLE

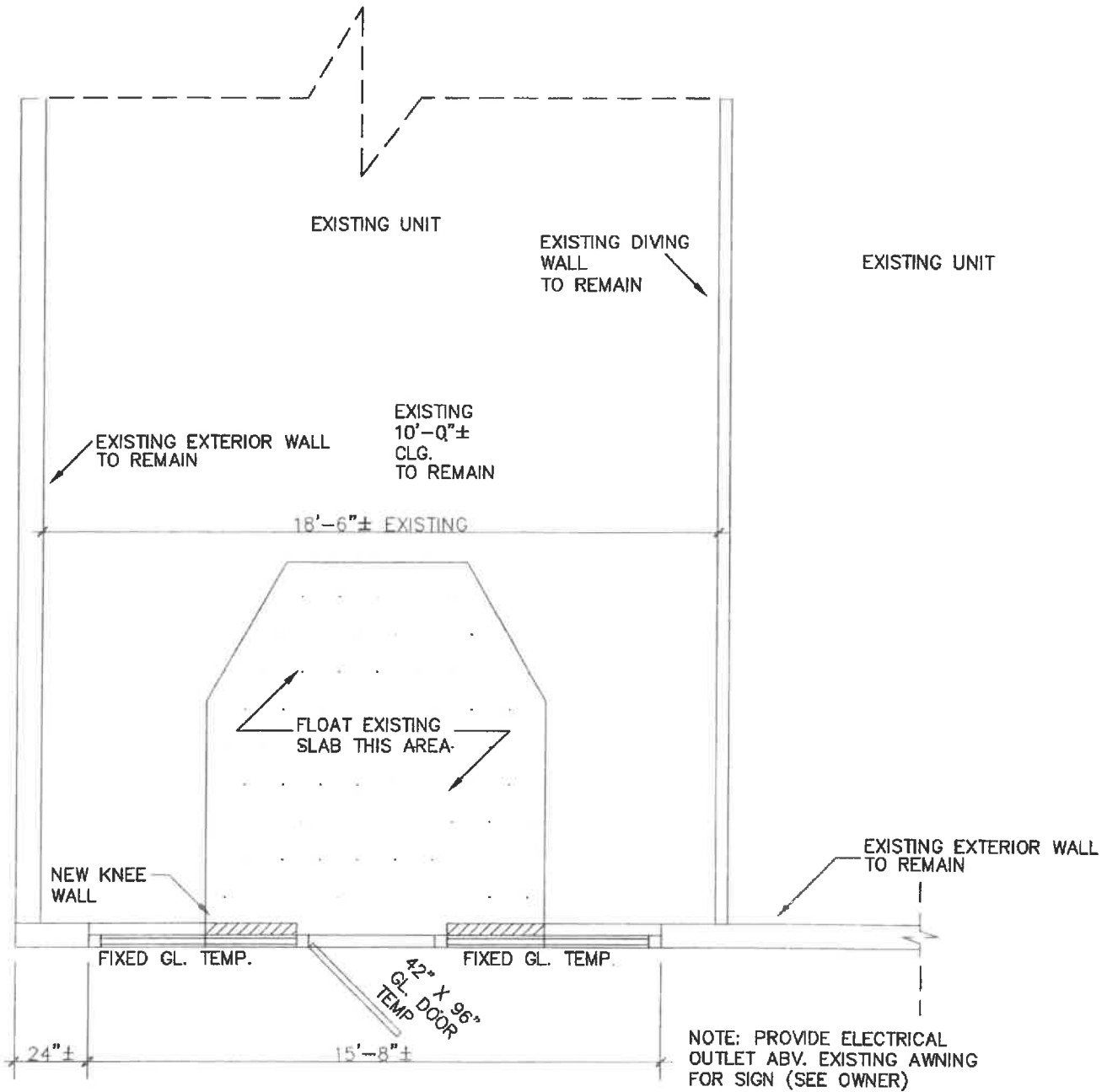
THE DEMOLITION PORTION IS GENERAL IN NATURE AND IS NOT INTENDED TO BE ALL ENCOMPASSING OR EXHAUSTIVE IN DEPICTING EACH INDIVIDUAL ITEM TO BE REMOVED OR DEMOLISHED. THE CONTRACTOR SHALL BE RESPONSIBLE FOR FAMILIARIZATION WITH THE PROJECT REQUIREMENTS PRIOR TO BIDDING. ITEMS INTERFERING WITH OR OF NO USE OR VALUE TO THE COMPLETED PROJECT SHALL BE REMOVED OR DEMOLISHED WHETHER SPECIFICALLY INDICATED IN THE CONTRACT DOCUMENTS OR NOT.

THE CONTRACTOR SHALL COORDINATE WITH OWNER'S REPRESENTATIVE THE ITEMS TO BE SALVAGED AND ITEMS TO BE DISPOSED OF. SALVAGED ITEMS SHALL BE HANDLED SUCH THAT NO FURTHER DAMAGE TO OCCUR TO EACH PARTICULAR ITEM.

PROVIDE TEMPORARY BARRICADES AND OTHERS FORMS OF PROTECTION AS REQUIRED TO PROTECT GENERAL PUBLIC FROM INJURY DUE TO DEMOLITION.

PERFORM SELECTIVE DEMOLITION WORK IN A SYSTEMATIC MANNER. USE SUCH METHODS AS REQUIRED TO COMPLETE WORK INDICATED ON DRAWINGS IN ACCORDANCE WITH GOVERNING REGULATIONS.

THE CONTRACTOR SHALL BE RESPONSIBLE TO PROVIDE TEMPORARY SUPPORT OR BRACING AT ANY LOCATIONS WHERE STRUCTURAL COMPONENTS ARE BEING ALTERED DURING DEMOLITION.



FLOOR PLAN — PROPOSED

SCALE: 1/4" = 1'-0"
 ALL DIMENSIONS ARE APPROX.
 DRAWING NOT FOR CONSTRUCTION



ESTIMATE

Black Marlin Construction LLC
CBC1267271

Estimate #: 30424-0228-52806

Bill To: Ron Haff

Property: 137 6th Street N
 Haines City, FL 33844

Address: P.O. Box 332
 Winter Haven, FL 33882

Phone: (863) 633-8064

Email: Admin@bmconstr.com

DESCRIPTION	TOTAL
Scope of Work:	
Scope of Work - Engineer drawings will be provided by owner to contractor - Permitting by contractor - Temp. Privacy Fencing install - Demo of existing front glass & drop ceiling - Seal up of store front with Plywood while awaiting glass - Capping of electric - Installation of raceway for sign electric (Box conduit to Box) - Purchase and Installation of stone on front of store and to wrap 12inches on the side - Stone work to go around plaque - Stone will be applied by bonding agent and scratch coat - Purchase and Installation of new 1/4inch tempered clear glass with black frame - Purchase and Installation of new 42inch entry door - Purchase and Installation of new black 26 gauge metal stand and seam on center top half of the exterior front - Removal of wood on rear exterior opening - Purchase and Installation of block and rebar in opening - Removal of box gutter and down spout in rear - Purchase and installation of 7inch box gutter with new 5x6 downspout in rear - Clean up daily - Dump trailer and Dump fees included	\$74,583.00
Stucco Re-Stucco of exterior building Sealing of cracks Application of stucco sealant	\$5,000.00
Painting Pressure cleaning of Exterior of Building Tape off of Windows & Doors Prime Exterior of Building Paint Exterior of Building	\$2,000.00
Roof - TPO	
Roofing - TPO New TPO Roof Standard - \$11,500 3" ISO upgrade - \$14,850 - PROTECT THE BUILDING AND LANDSCAPING - REMOVE EXISTING TPO ROOF SYSTEM, INCLUDING EXISTING ISO BOARDS ON ENTIRE DECK - MAKE REPAIRS AS NEEDED TO SUBSTRATE (roof deck) -RENAIL ROOF DECK WITH 8D RING SHANK NAILS PER FLORIDA BUILDING CODE -AS DISCUSSED, CONTRACT INCLUDES THE REMOVAL OF 2 VENTS, AND COVERING OPENINGS WITH PLYWOOD -CONTRACT ALSO INCLUDES THE DISCUSSED REPAIR NEEDED BY HVAC ON BACKSIDE -INSTALL 3" ISO BOARD ON DECK -BEGIN INSTALLATION OF NEW 60 MIL TPO ROOF SYSTEM. (60 MIL WILL BE USED ON BOTH DECK AND RISE	\$14,850.00

DESCRIPTION	TOTAL
<p>WALL)</p> <p>-AS REQUESTED, BLACK CAPPING METAL WILL BE INSTALLED AROUND PERIMETER OF ROOF WALL</p> <p>-THOROUGHLY CLEAN UP THE GROUND ON DAILY BASIS. THIS INCLUDES RUNNING MAGNETS MULTIPLE TIMES DAILY TO PICK UP ANY STRAY NAILS.</p> <p>NOTE:</p> <p>**Any unforeseen repairs needed will be an additional charge. Before repairs are made, owner will be notified for approval</p> <p>-ANY ROTTEN DECKING THAT NEEDS TO BE REPLACED WILL BE BROUGHT TO OWNERS ATTENTION BEFORE PROCEEDING</p> <p>-A/C TO BE REMOVED AND REINSTALLED BY OWNERS A/C COMPANY</p> <p>-10 YEAR WORKMANSHIP WARRANTY</p>	
Add-Ons	
<p>Add-Ons:</p> <p>Add On's:</p> <ul style="list-style-type: none"> - Extend both walls going up walkway to allow for a larger sitting space up top - Purchase and installation of back fill dirt, block and concrete - Block finish - Final debris clean up <ul style="list-style-type: none"> - Add block on top of the roof line (creating arch) - Tie rebar into pre-existing block - Pour concrete - Purchase and installation of additional 26 black gauge metal - Purchase and installation of additional capping on top of the arch 	\$7,772.32
Wood Replacement	
<p>Wood Replacement</p> <p>Defective Wood Replacement Schedule (1) Plywood:</p> <ul style="list-style-type: none"> - Full Uncut Sheet of 1/2" Plywood \$120.00 Each - Full Uncut Sheet of 5/8" Plywood \$122.00 Each - Full Uncut Sheet of 3/4" Plywood \$122.00 Each <p>Defective Wood Replacement Lumber:</p> <ul style="list-style-type: none"> - 1"x6" \$5.40 per LF - 1"x8" \$6.60 per LF - 2"x4" \$7.80 per LF - 2"x6" \$9.00 per LF - 2"x8" \$11.40 per LF - 2"x10" \$13.80 per LF - 2"x12" \$18.60 per LF <p>T&G Pine Decking:</p> <ul style="list-style-type: none"> - 1"x6" \$9.00 per LF - 1"x8" \$11.40 per LF 	\$0.00
Miscellaneous	
<p>Payment Terms</p> <p>Deposit:</p> <p>Phase 1:</p> <p>Phase 2:</p> <p>Final:</p>	\$0.00

Total: \$104,205.32

ACKNOWLEDGEMENT

By signing this estimate, I approve Black Marlin Construction LLC to complete the work listed above as well as agree to all of the conditions in our Client Engagement Agreement. This signed document approves Black Marlin Construction LLC to begin work on this project, including, but not limited to, permit applications, material acquisition and front-end project management. For a copy of the Client Engagement Agreement, please contact your project manager or the Black Marlin Construction LLC front office.



Signature

Date

JCR Construction & Services LLC.
 3804 Block Prine Rd
 FL 33810
 jcrconstructionservices@gmail.com



ADDRESS
 RON HAFF
 137 N 6TH ST HAINES CITY, FL

ESTIMATE # 4378
DATE 11/06/2024

ACTIVITY	QUANTITY	RATE	AMOUNT
Service DIVISION 01 - GENERAL REQUIREMENTS	1	16,100.00	16,100.00
SUPERINTENDENT 30 DAY PROJECT MANAGER 30 HR CONSTRUCTION PLANS PERMIT FEES BARRICADES & SIGNAGE MOBILIZATION MISCELLANEOUS TOOLS & EQUIPMENT PRINTS & COPIES TEMPORARY FACILITIES & CONTROLS FINAL CLEANUP PROJECT CLOSEOUT REQUIREMENTS			
Service DIVISION 02 - SITEWORK	1	2,500.00	2,500.00
SELECTIVE REMOVALS AND DEMOLITION Demo Existing Storefront Door & Glass, Knee Walls & Soffit (Labor) Shore Headers @ Demolished Walls (Matl & Labor)			
Services DIVISION 03 - CONCRETE		800.00	800.00
CAST IN PLACE CONCRETE Float Existing Slab @ Front (Matl & Labor)			
Services DIVISION 06 - WOOD, PLASTIC AND COMPOSITES	1	1,550.00	1,550.00
CARPENTRY Extend Knee Wall at New Front Opening (Matl & Labor) Wood Blocking @ New Door Opening (Matl & Labor)			
Service DIVISION 07 - THERMAL AND MOISTURE PROTECTION	1	69,000.00	69,000.00
TPO ROOF			

ACTIVITY	QUANTITY	RATE	AMOUNT
Remove & Dispose of Existing Roof System (Labor) Remove & Replace Rotten Deck & Substrate (Matl & Labor) Install New 1.5" Insulation & 60 Mil TPO Roof System (Matl & Labor) Install 24-Gauge Coping Cap, Gutters & Downspouts (Matl & Labor) Permit & Warranty Included			
WALL INSULATION & MOISTURE BARRIER Add New Insulation @ Knee Wall (Matl & Labor) Moisture Barrier Behind Stone Veneer (Matl & Labor)			
Service DIVISION 08 - OPENING	1	12,526.00	12,526.00
STOREFRONT SYSTEM 42"x96" Storefront System w/Temp Glass, Transom (Matl & Labor)			
Service DIVISION 09 - FINISHES	1	9,989.00	9,989.00
STONEMWORK Stacked Stone Veneer w/Wire Lath & Scaffold (Matl & Labor) ser			
FRAMING & DRYWALL Repair Old Soffit Area & Re-finish Dywall to Match (Matl & Labor)			
PAINTING Paint Repaired Drywall & Over New Storefront w/Scaffold (Matl & Labor) - Paint and Consumables (Materials)			
Service DIVISION 10 - SPECIALTIES	1	0.00	0.00
Decorative Metal (Matl & Labor)			
Material DIVISION 16 - ELECTRICAL	1	1,200.00	1,200.00
BUILDING ELECTRICAL WORK Install Install Receptacle for Lit Sign (Matl & Labor)			
Overhead 18% of overhead	1	20,099.70	20,099.70
Payment schedule will be provided upon estimate acceptance			

TOTAL

\$133,764.70

Accepted By

Accepted Date



Haines City Storefront Buildout

12/4/24

**137 N 6th St.
Haines City, FL 33844**

REF: Storefront buildout and Facade

Attn: Ron Haff,

Please accept this letter and the attached information as our BUDGET proposal to remodel the storefront of your building located at the following address, 137 N 6th St, Haines City, FL 33844. This proposal is based off elevation drawings provided by Ron Haff and is subject to change based off of material clarifications. Below you will find the prices and qualifications attached.

Cost for all work reviewed and as detailed on the qualifications and attached scope of work below:

Storefront and Façade remodel..... \$124,385.00

- **Qualifications:**
- See attached scope of work. Scope provided by Hunter Taylor
- All work will carry a (1) year workmanship warranty.
- Daily cleanup of A.O. Construction is included in this proposal.
- Proposal included a permit allowance of \$2,000.00.
- Proposal does NOT include Architectural or Engineering Fees.

Rest Assured, by choosing the A.O. Wagner Construction team the projects we are associated with will be completed on time, on budget and with the high standards of quality we have built our reputation on over the last 50 years. Please advise if it is possible to meet with your staff to further present our qualifications.

Sincerely,

Hunter Taylor

Hunter Taylor,
Assistant Project Manager



- **General Conditions:**
 - Daily Clean Up
 - Project Management
 - Dumpsters
 - Temporary toilets.

- **Demolition:**
 - Remove rear window, all storefront/glass, entry ceiling & framing.
 - Build temporary plywood wall to secure building after storefront removed.

- **Footings and CMU Block:**
 - Cut slab, prep & pour footing for CMU knee walls located at the new entry.
 - Build block knee walls to match existing on entry sides, grout cells and install rebar.
 - Infill existing window opening at rear of building. (Finish window infill with stucco to match existing on exterior)

- **Post Installation:**
 - Install steel post either side of new entry door for support of awning & header beam.

- **Framing:**
 - Install steel furring & studs, plywood sheathing & Tyvek to prepare for new steel siding at top of building facade with new arch top as shown on drawing.

- **Storefront Framing and Glass for Windows and Doors:**
 - Install (Qty 1)--188.25" x 103" with single right hand door with sidelite on each side.
 - Install a Kawneer 451 Storefront System with Black finish and 1" Grey Insulated Tempered Glass.
 - Kawneer 350 Medium Style Door with Standard hardware Black finish and 1" Grey Tempered Glass.
 - (Does not include cleaning and protection of aluminum and glass.)



- **Lathe and Stone:**
 - Install wire lathe on existing masonry corners of building front & return left side approx. 12" on side.
 - Install simulated stone on lathe.

- **Metal Siding:**
 - Install black colored 26-gauge, R-Paneling above storefront. (15' W x 8' H)

- **Paint:**
 - Paint rear stucco patch to match existing.
 - Paint remaining exposed wood in front area as necessary.

- **Roofing:**
 - Remove existing coping cap roof trim.
 - Remove existing modified bitumen roofing.
 - Inspect roof for repairs. (All if any repairs will reflect in a change order)
 - Install 60 mill TPO (Thermoplastic Olefin) Roof system on entirety of room
 - Install new Coping cap roof trim (Color: Black)

- ❖ **PROPOSAL DOES NOT INCLUDE:**
 - Interior Concrete slab work.
 - Tin Ceilings
 - Drywall or Interior finish repairs.
 - Cleaning and protection of storefront aluminum and glass.
 - Water or air testing.
 - Automatic doors
 - Work outside of regular business hours.
 - Architectural/Engineering fees.

CERTIFICATE OF CORPORATE RESOLUTION
City Park Development, Inc., a Florida corporation

Ronald P. Haff, as President of City Park Development, Inc., a Florida corporation, does hereby certify that I am the duly elected and acting President of City Park Development, Inc., a Florida corporation (herein after the "Corporation"), and that I am the keeper of the records of the Corporation.

That by unanimous consent of all the Shareholders and Directors, the following Resolution was adopted, and that the same has not in any way been modified or rescinded, but is in full force and effect; and that the said Shareholders and Directors of the Corporation have duly ratified and affirmed the same in the form hereinafter set forth.

RESOLVED, that in connection with the CRA Application and Commercial Beautification Façade & Exterior Improvement Grant and Structure Rehabilitation Grant (collectively the "Transaction"), Tula Michele Haff, as Vice-President and Secretary of City Park Development, Inc., a Florida corporation, is authorized to execute, acknowledge and deliver all instruments and documents of whatsoever kind, character, nature or description necessary or desirable in connection with the Transaction and to memorialize or confirm the Transaction is approved and authorized by the Corporation.

FURTHER RESOLVED, that any and all actions heretofore taken by Tula Michele Haff, as Vice-President and Secretary of City Park Development, Inc., a Florida corporation, are consistent with the foregoing resolutions and are hereby approved, ratified and confirmed in all respects.

FURTHER RESOLVED, that Tula Michele Haff, as Vice-President and Secretary of City Park Development, Inc., a Florida corporation be, and she is hereby, authorized and directed to furnish to any interested person or entity a copy of the foregoing resolutions, to certify the same, and to certify that the provisions of the foregoing resolutions are in conformity with the Articles of Incorporation and By-Laws of the Corporation and that said resolutions shall remain in full force and effect.

City Park Development, Inc.

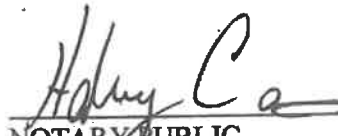


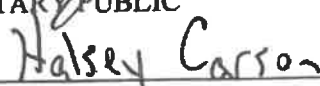
Ronald P. Haff, as President

STATE OF FLORIDA
COUNTY OF POLK

The foregoing instrument was acknowledged before me by means of physical presence on March 25, 2025, by Ronald P. Haff, as President of City Park Development, Inc. on behalf of the Company, who is personally known to me.





NOTARY PUBLIC


Printed Name of Notary

My Commission Expires: 7-22-27



[Department of State](#) / [Division of Corporations](#) / [Search Records](#) / [Search by Entity Name](#) /

Detail by Entity Name

Florida Profit Corporation
CITY PARK DEVELOPMENT, INC.

Filing Information

Document Number	P23000082250
FEI/EIN Number	38-4299577
Date Filed	11/27/2023
State	FL
Status	ACTIVE

Principal Address

135 N 6TH STREET, SECOND FLOOR
HAINES CITY, FL 33844

Mailing Address

135 N 6TH STREET, SECOND FLOOR
HAINES CITY, FL 33844

Registered Agent Name & Address

HAFF, RONALD P
135 N 6TH STREET, SECOND FLOOR
HAINES CITY, FL 33844

Officer/Director Detail

Name & Address

Title P

HAFF, RONALD P
135 N 6TH STREET, SECOND FLOOR
HAINES CITY, FL 33844

Annual Reports

Report Year	Filed Date
2024	04/17/2024
2025	01/29/2025

Document Images

01/29/2025 -- ANNUAL REPORT	View image in PDF format
04/17/2024 -- ANNUAL REPORT	View image in PDF format

[11/27/2023 -- Domestic Profit](#)

[View image in PDF format](#)

Florida Department of State, Division of Corporations

Parcel Details: 27-27-29-783000-054022

Owners [Recently purchased this property? Click here.](#)

CITY PARK DEVELOPMENT INC 100%

Mailing Address [\(Address Change form\)](#)

135 N 6TH ST
HAINES CITY FL 33844-4247

Physical Street Address [Looking for site address? Click here.](#)

137 6TH ST N

Postal City and Zip

HAINES CITY FL 33844

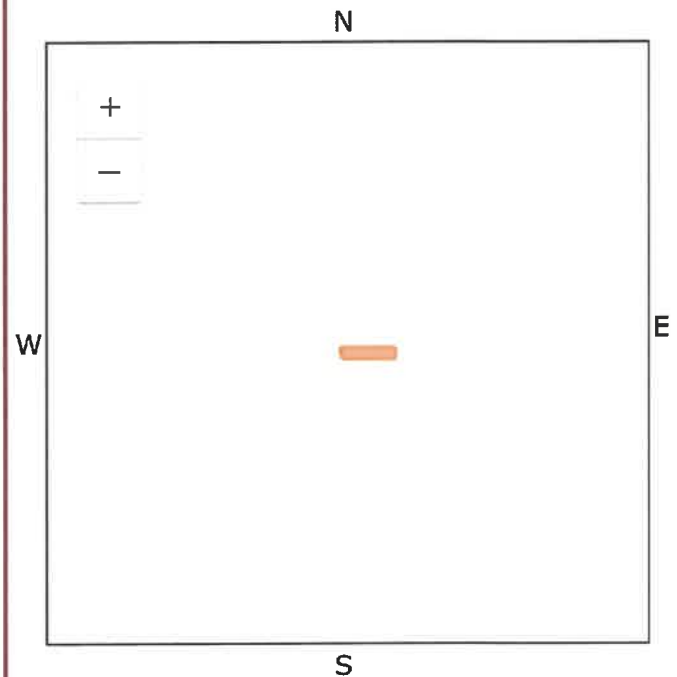
Parcel Information

Municipality **HAINES CITY (Code: 90420)**
6666.25
Neighborhood [Search Recent Sales in this Neighborhood](#)
Subdivision **HAINES CITY PB 3 PG 11 & 12**
Property (DOR) Use Code **Beauty Shops (Code: 1179)**
Acreage **0.04**
[Community Redevelopment Area](#) **Haines City CRA (Code: 327)**

Property Desc

DISCLAIMER: The property description provided is a summary of the original legal description and should not be used for conveying property, as it may render the deed invalid.

Area Map



Recorded Plat

[Recorded Plat for this parcel](#)

For information on Plats recorded before 01/05/1973 (Book 058 Page 019 or less) please contact the [Polk County Clerk's Office](#).

Section Maps for 272729

[HTML \(opens in new tab\)](#)

[Mapping Worksheet Printable PDF](#)

Sales History

Important Notice: If you wish to obtain a copy of a deed for this parcel, click on the blue OR Book/Page number. If the Book/Page number does not have a blue link or if the document is restricted, it may not be available online. Please contact the Polk County Clerk Indexing Department at 863-534-4516. If the Type Inst is an "R", please contact the Property Appraiser at 863-534-4765 to order "R" type instruments.

Vacant/

3728/1507	09/1996	W	I	REAL VALUE INVESTMENTS INC	\$13,500
3693/2196	06/1996	W	I	MCCRORY HOLDING COMPANY	\$35,000
3458/1083	10/1994	W	I	MORALES BENJAMIN	\$35,000

Exemptions

Note: The drop down menus below provide information on the amount of exemption applied to each taxing district. The HX—first \$25,000 homestead exemption may be allocated to one or more owners. The HB—second \$25,000 amended homestead exemption reflects the name of the first owner only.

Code	Bld. #	Description	% Ownership	Renew Cd	Year Name	Note	Value
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Buildings

BUILDING 1 (1329 - RETAIL STORE)

Building Characteristics

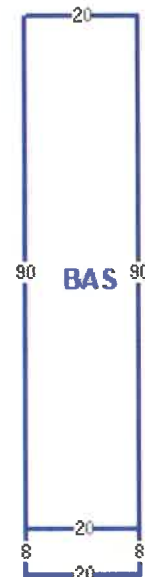
Living Area: 1,800 sqft

Actual Year Built: 1918

Wall Structure: CONCRETE (M & S CRNT MULTIPLIER)

Element	Units	Information
STORIES	1	
WALL HEIGHT	12	
LIVING UNITS	1	
HEAT CODE		ACP
EXTERIOR WALL		NONE

137 6TH ST



Building Subareas

Building Sub Area Note: A sub area is an individual component of a building that may or may not be cooled/heated. The percent in a subarea description is the percent of the base rate applied to the value of the sub area. (Example: UGR UNFINISHED GARAGE 50% indicates this sub area is valued at 50% of the base area rate); If a sub area changes over time, the contributory value may also change.

Code/Description	Heated	Total
CANOPY		160
BASE AREA	Y	1,800
Total Under Roof		1,960 SQ.FT
Total Living Area		1,800 SQ. FT

PERMITS

Please contact the [appropriate permit issuing agency](#) to obtain information. This property is located in the **HAINES CITY** taxing district.

Land Lines

LN	Land Description	Ag/GreenBelt	Land Unit Type	Front	Depth	Units
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NOTICE: All information ABOVE this notice is current (as of Tuesday, March 25, 2025 at 2:09:23 AM). All information BELOW this notice is from the 2024 Tax Roll, except where otherwise noted.

Value Summary (2024)

Desc	Value
Land Value	\$27,923
Building Value	\$109,810
Misc. Items Value	\$0
Land Classified Value	\$0
Just Market Value	\$137,733
*Cap Differential and Portability	\$0
Agriculture Classification	\$0
Assessed Value	\$137,733
Exempt Value (County)	\$0
Taxable Value (County)	\$137,733

*This property contains a Non Homestead Cap with a differential of \$0.

Values by District (2024)

District Description	Final Tax Rate	Assessed Value	Final Assessed Taxes	Exemption	Final Tax Savings	Taxable Value	Final Taxes
BOARD OF COUNTY COMMISSIONERS	6.634800	\$137,733	\$913.83	\$0	\$0.00	\$137,733	\$913.83
POLK COUNTY SCHOOL BOARD - STATE	3.048000	\$137,733	\$419.81	\$0	\$0.00	\$137,733	\$419.81
POLK COUNTY SCHOOL BOARD - LOCAL	2.248000	\$137,733	\$309.62	\$0	\$0.00	\$137,733	\$309.62
CITY OF HAINES CITY	7.589500	\$137,733	\$1,045.32	\$0	\$0.00	\$137,733	\$1,045.32
SOUTHWEST FLA WATER MGMT DIST	0.190900	\$137,733	\$26.29	\$0	\$0.00	\$137,733	\$26.29
		Assessed Taxes:	\$2,714.87	Tax Savings:	\$0.00	Total Taxes:	\$2,714.87

Non-Ad Valorem Assessments (2024)

LN	Code	Desc	Units	Rate	Assessment
1	FC420	HAINES CITY FIRE PROTECTION	1.00	207.17	\$207.17
2	CF100	HAINES CITY STORMWATER	1.00	207.17	\$207.17

Taxes

Desc	Last Year (2023)	2024 Final
Taxing District	HAINES CITY/SWFWMD (Code: 90420)	HAINES CITY/SWFWMD (Code: 90420)
Millage Rate	19.8870	19.7112
Ad Valorem Assessments	\$1,615.17	\$2,714.87
Non-Ad Valorem Assessments	\$288.92	\$292.34
Total Taxes	\$1,904.09	\$3,007.21

Your final tax bill may contain Non-Ad Valorem assessments which may not be reflected on this page, such as assessments for roads, drainage, garbage, fire, lighting, water, sewer, or other governmental services and facilities which may be levied by your county, city or any other special district. [Visit the Polk County Tax Collector's site for Tax Bill information related to this account.](#) Use the [Property Tax Estimator](#) to estimate taxes for this account.

Prior Year Final Values

The Final Tax Roll is the 1st certification of the tax rolls by the Value Adjustment Board, [per Florida Statute 193.122\(2\), F.S.](#) This is the date all taxable property and tax rolls are certified for collection to the Tax Collector. Corrections made after this date are not reflected in the Final Tax Roll Values.

2023	
LAND VALUE	\$27,923.00
BUILDING VALUE	\$56,163.00
EXTRA FEATURES VALUE	\$0.00
JUST VALUE (MARKET)	\$84,086.00
SOH DEFERRED VAL	\$3,940.00
ASSESSED VALUE	\$80,146.00
EXEMPT VALUE (COUNTY)	\$0.00
TAXABLE VALUE (COUNTY)	\$80,146.00
2022	
LAND VALUE	\$27,923.00
BUILDING VALUE	\$52,422.00
EXTRA FEATURES VALUE	\$0.00
JUST VALUE (MARKET)	\$80,345.00
SOH DEFERRED VAL	\$7,485.00
ASSESSED VALUE	\$72,860.00
EXEMPT VALUE (COUNTY)	\$0.00
TAXABLE VALUE (COUNTY)	\$72,860.00
2021	
LAND VALUE	\$27,923.00
BUILDING VALUE	\$38,313.00
EXTRA FEATURES VALUE	\$0.00
JUST VALUE (MARKET)	\$66,236.00
SOH DEFERRED VAL	\$0.00
ASSESSED VALUE	\$66,236.00
EXEMPT VALUE (COUNTY)	\$0.00
TAXABLE VALUE (COUNTY)	\$66,236.00

LAND VALUE	\$27,923.00
BUILDING VALUE	\$39,132.00
EXTRA FEATURES VALUE	\$0.00
JUST VALUE (MARKET)	\$67,055.00
SOH DEFERRED VAL	\$0.00
ASSESSED VALUE	\$67,055.00
EXEMPT VALUE (COUNTY)	\$0.00
TAXABLE VALUE (COUNTY)	\$67,055.00

DISCLAIMER:

The Polk County Property Appraiser makes no representations or warranties regarding the completeness and accuracy of the data herein, its use or interpretation, the fee or beneficial/equitable title ownership or encumbrances of the property, and assumes no liability associated with its use or misuse. See the posted Site Notice.

Last Updated: Tuesday, March 25, 2025 at 2:09:23 AM

