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MIAMI BEACH

OFFICE OF THE CITY MANAGER

COMMITTEE MEMORANDUM

TO: Finance and Citywide Projects Committee

FROM: Jorge M. Gonzalez, City Manager

DATE: April 19, 2012

SUBJECT: **DISCUSSION REGARDING THE CREATION OF CONDOMINIUM OMBUDSMAN**

BACKGROUND

On April 11, 2012, the Mayor and Commission, via Agenda Item No. C4F, referred a discussion item to the Finance and Citywide Projects Committee regarding the creation of the position of a Condominium Ombudsman. This item was referred by Commissioner Libbin.

In discussing the issue with Commissioner Libbin, his idea is that the Condominium Ombudsman would be a senior administrative position reporting directly to the City Manager. The main function of this position would be to:

- Assist condominium and or co-op owners navigate through the City's permitting process.
- Facilitate resolution of other condominium related issues with outside agencies
- Act as a liaison between condominium or co-op owners, management firms and the City
- Prepare quarterly reports to the Manager, for distribution to the City Commission, regarding issues and opportunities.

This position would be able to interact with staff from various departments in order to resolve permitting, licensing, building or City Code issues. By functioning out of the City Manager's office, this individual will have the status necessary to deal with the decision makers of the various departments involved in the permitting and development review process. By focusing on condominium or co-ops, this individual would become well versed in assisting this specific class of residents and would thus be most qualified to quickly and efficiently resolve any issues associated with condominium ownership.

Condominiums represent a large portion of the City's housing stock. Having a dedicated position to act as a facilitator and address issues associated with condominiums could alleviate other resources from the reviewing departments and improve the delivery of services.

NEXT STEPS

- Instruct Human Resources to perform a job analysis to establish Knowledge, Skill, Ability (KSA), pay grade and title
- Administration develops Budget Enhancement Package for FY 12/13 budget consideration
- Commission approval.

CONCLUSION

The Administration believes that this position could facilitate condominium owners, associations and management firms, it would help customers navigate through the various City processes and increase customer satisfaction. By doing so greater capacity to serve other, non condo related customers may also be achieved. This position should enhance significantly the customer satisfaction with our Building Development process which is something we are all striving for.