



Interoffice Memorandum

AGENDA ITEM

November 7, 2022

TO: Mayor Jerry L. Demings  
-AND-  
County Commissioners

FROM: Jon V. Weiss, P.E., Director  
Planning, Environmental, and Development Services Department

CONTACT PERSON: **Scott Skraban, Manager**  
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SUBJECT: December 13, 2022 – Consent Agenda  
Staffing for the Office of Tenant Services

A series of discussions have been ongoing at the Board regarding rising rents, affordable housing, and tenant support. At the June 23, 2022 Special Board meeting, staff introduced the typical provisions and state of practice in Florida for a Tenant's Bill of Rights and the typical functions of tenant advocacy. There was majority interest in creating an office to provide tenant support, and a budget of \$835,000 was included in the FY 22-23 budget to fund the office. At the September 27, 2022 Board meeting, the Board confirmed the desire to advance the Office of Tenant Services. On November 29, 2022, staff held a Work Session and presented the draft ordinance for the Tenant's Bill of Rights and provided an update on the progress of the Office of Tenant Services. The office must be staffed prior to the effective date of the Tenant's Bill of Rights, and the requested action will authorize the new positions. Based on research by staff and expected duties and responsibilities for the office, it is recommended that four new positions are approved to meet initial demand. The proposed staffing represents approximately 55% of the budget, with the remainder planned to be used for office space, equipment, software, contractual services, and a vehicle.

The approval of four new positions will allow the Office of Tenant Services to begin operations in February 2023. The Family Services Administrator (job code 3005) position will be responsible for managing the office, setting direction and ensuring program success. The Program Manager (job code 9630) position will be responsible for developing educational and outreach materials and conducting training for landlords and tenants. The Program Coordinator (job code 9626) position will be responsible for addressing incoming queries for assistance and guiding tenants towards resources or resolution. The Administrative Assistant (job code 1046) position allows for support to the office activities.

The Department has coordinated with Human Resources on the proposed positions and they are in concurrence with the request.

**ACTION REQUESTED: Approval of four new positions to support the proposed Office of Tenant Services. Funding for these positions is available in the approved FY 22-23 budget (All Districts)**

JVW/SS