



Interoffice Memorandum

AGENDA ITEM

June 21, 2019

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

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

**CONTACT PERSON: Jason Reynolds, AICP, Administrator
Neighborhood Services Division
(407) 836-5547**

SUBJECT: July 2, 2019 – Consent Item
Reflections at Spring Lake Home Owners' Association

The Neighborhood Services Division administers the Neighborhood Pride Grant Program to provide funds for neighborhood and civic organizations to enhance the quality of their neighborhoods. In 2017, Reflections at Spring Lake Home Owners' Association (HOA) received a Neighborhood Pride Capital Improvement Grant to refurbish four community entrance signs. The total cost of the project was \$18,400 based on the lowest of three quotes obtained by the HOA. Per the grant requirements, the neighborhood was required to pay a 50% match for the project. A Purchase Order (PO Number: M0000008508) was issued to Strickland Commercial Systems, Inc. who completed the project for \$9,200 and Reflections at Spring Lake HOA's match was \$9,200.

A component of the project included demolishing the existing tiles on the signs and installing new tiles, as reflected in the Purchase Order. The project was completed in early 2018; the representative from Reflections at Spring Lake HOA was satisfied with the work and signed off on the project, allowing the contractor to be paid. Shortly after payment was made, some of the newly installed tiles fell off revealing the original tile was still in place. Unbeknownst to staff and the representative from the HOA, the contractor installed the new tile over the existing tile, contrary to what was detailed on the Purchase Order.

The representative from Reflections at Spring Lake HOA made several unsuccessful attempts to implore the contractor to fix the signs, before contacting Mayor Demings' Office for assistance. With direction from the Mayor's Office, staff intervened and spoke with the contractor about fixing the project on behalf of the neighborhood, also with no success. The results of an assessment done by a licensed general contractor determined the newly installed tiles fell off because they were installed on top of the

original tile. In an effort to remedy the problem, staff obtained three quotes from licensed general contractors to redo the project. Based on the lowest quote, the cost to redo the project and comply with the original scope outlined in the grant application and Purchase Order is \$25,800.

Staff is pursuing appropriate recourse against the original contractor. Adequate funds are in the Neighborhood Services Division's budget for this project. A 50% match is not being requested due to the previous financial contribution from the HOA.

ACTION REQUESTED: Authorization to fund the repairs to the damaged community entrance wall signs at Reflections at Spring Lake Home Owners' Association in the amount of \$25,800. District 2

- c: Randy Singh, Deputy County Administrator, County Administration
- Lonnie C. Bell, Jr., Director, Community and Family Services Department
- Guysen Bohler, Project Manager, Capital Projects Division
- Tabitha James, Neighborhood Coordinator, Neighborhood Services Division

