AN AUDIT OF THE:

Foreclosure Registry Vendor Transition

COUNTY AUDIT DEPARTMENT

REPORT #452

9/10/2026

VICTOR D. CRIST

CLERK OF CIRCUIT COURT & COMPTROLLER
HILLSBOROUGH COUNTY, FL

EXCELLENCE IN SERVICE!

Executive Summary

Why We Did This Audit

A department wide audit of the Code Enforcement department was included on the FY26 annual audit plan. Prior to starting the audit, two specific risks were brought to the attention of County Audit. These included:

- The vendor transition and payment processes relative to the County Foreclosure Registry fees.
- DAVID system access controls.

The Audit Team elected to conduct two discreet audit engagements focused on these risks. *(DAVID system controls will be reported on separately.)*

What We Did

The Audit Team:

- Reviewed agreements, registration fee revenue, procurement records, accounting data, registry data, and vendor invoices to estimate potential financial impacts to the County.
- Conducted interviews with County Finance, the Property Appraiser's Office, and Code Enforcement to evaluate compliance with the existing agreement.
- Researched other municipalities' foreclosure ordinances and vendor arrangements for best practice comparison.

What We Found

STRENGTHS AND SUCCESSES

- ✓ The interlocal agreement with the Property Appraiser provides a 10% cost savings over prior agreements.
- ✓ The terms of the existing agreement are reasonably similar to other municipalities' vendor arrangements.
- ✓ Other municipalities have similar foreclosure registry ordinances as Hillsborough County.

IMPROVEMENT OPPORTUNITIES/RISKS

- ✓ The prior registry vendor may have collected an estimated $18,562.50 in net proceeds which were not remitted to the County prior to the company's bankruptcy.
- ✓ An incorrect invoicing methodology resulted in the County overpaying an estimated total of $122,924.38.
- ✓ Existing processes for foreclosure fee collection and invoicing do not function as defined in the agreements.

What We Recommend

- ***Correct the invoicing process.***
- ***Reinforce training and guidance.***
- ***Assess the need to enforce or revise terms of the inter-local agreement.***

Table of Contents

VICTOR D. CRIST
CLERK OF CIRCUIT COURT & COMPTROLLER
HILLSBOROUGH COUNTY, FL

The Honorable Ken Hagan, Chair
The Honorable Chris Boles
The Honorable Donna Cameron Cepeda
The Honorable Harry Cohen
The Honorable Christine Miller
The Honorable Gwen Myers
The Honorable Joshua Wostal

September 10, 2026

Dear Commissioners:

The Audit Team conducted an audit of the County's transition from the previous foreclosure registry vendor, ProChamps, to the new provider, the Hillsborough County Property Appraiser's Office (Audit Report 452, dated September 10, 2026). Responses to the Audit Team's recommendations were received from the Director of the Code Enforcement Department and have been included in the Report after each audit comment and recommendation.

The purpose of this Report is to furnish management with an independent, objective analysis, and information concerning the activities reviewed. It is not an appraisal or rating of management.

Although the Audit Team exercised due professional care in the performance of this audit, this should not be construed to mean that unreported noncompliance or irregularities do not exist. The deterrence of fraud and/or employee abuse is the responsibility of management. Audit procedures alone, even when carried out with professional care, do not guarantee that fraud or abuse will be detected.

I appreciate this opportunity to be of service to the Board of County Commissioners. I am happy to address any questions that you may have or furnish additional information if desired.

Sincerely,

Heidi Pinner
Heidi Pinner, CIA CISA CFE CRMA
Chief Audit Executive, Clerk of Court & Comptroller

Objective

The primary objective of the audit was to perform a review of the processes related to the collection, remittance and payment of foreclosure registry fees and commissions, including the transition to a new registry database vendor and any related payments to determine what the financial impact was to the County.

Scope & Methodology

The audit was conducted in accordance with the *Global Internal Audit Standards*. These standards require that County Audit plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for the audit comments and conclusions based on the audit objectives. County Audit believes that the evidence obtained provides a reasonable basis for the audit comments and conclusions based on the audit objectives.

The Audit Team performed interviews and reviewed supporting documents related to the County's prior agreement with ProChamps as-of June 2023 and the current interlocal agreement with the Property Appraiser as of June, 2026. Tests were performed to determine whether revenues and vendor invoices were accurate and adequate contract management is being performed. Additionally, the Audit Team performed a benchmarking analysis of other municipalities that have similar foreclosure registry ordinance requirements.

Overall Opinion

The overall control environment relative to the processes and procedures for managing compliance with the foreclosure registry database agreements is at a repeatable maturity level. This rating indicates that management has some policy structure in place per the contract agreements, but a misunderstanding of the agreement terms led to non-compliance which had an adverse financial impact on the County. Controls over the invoicing procedure for vendor commission fees required corrective action and other, less significant agreement requirements appear to have not been followed. However, the County's overall foreclosure registration requirements are similar to other Florida municipalities.

Other minor concerns not included in this Report were communicated to management and/or corrected during fieldwork.

Background

The Great Recession of 2009 forced large numbers of homeowners to vacate their properties due to foreclosure and many of these properties became empty and abandoned. This resulted in a rapid accumulation of unkept properties with ordinance or code violations, including blighted buildings, safety risks, and unsanitary conditions. Municipalities had difficulty identifying which properties were abandoned due to foreclosure and to address this challenge many municipalities, including Hillsborough County, passed local ordinances and resolutions requiring that foreclosed properties be registered. This registration, including a fee covering the administrative costs of the registry, is paid by either the lender filing a foreclosure or the property owner.

The Hillsborough County Board of County Commissioners (Board) adopted County Ordinance 09-59 on September 2, 2009 requiring that banks or lenders register all foreclosure properties with the Code Enforcement Department upon the filing of any initial action to foreclose. The Ordinance has undergone several amendments, ultimately setting the current registration fee at $200 per property and the requirement that foreclosed properties be registered once every 6 months until the foreclosure process is complete. Late filings incur an additional $25 late fee.

In 2014, the County elected to outsource this registry process and awarded a contract to Property Registration Champions, LLC (ProChamps) to collect the fees on behalf of the County and establish and maintain the registry database for unincorporated Hillsborough County. There were several contract renewals since then. ProChamps would be paid 50% of each $200 registration fee for their services ($100 per registration) and 50% of the $25 late fee ($12.50).

Sometime in June of 2023, ProChamps unexpectedly went out of business and declared bankruptcy, which abruptly halted the collection of payments and the maintenance of the registry database. ProChamps did not directly notify the County they were going out of business, as this was incidentally discovered by the Code Enforcement Department via word of mouth.

The County initially attempted to solicit a new vendor for the registry but ultimately elected to enter into an inter-local agreement with the Property Appraiser's Office for the Property Appraiser to begin providing the foreclosure registry and fee collection services starting January 1, 2025. The Property Appraiser's Office then sub-contracted with a vendor named HERA to provide the registry database and fee collection services as of March 1, 2025.

ProChamps Analysis

WHAT YOU SHOULD KNOW

- ProChamps was the County's original vendor that provided foreclosure registration and fee collection services.
- The County may have lost an estimated $18,562.50 in net fee proceeds outstanding at the time ProChamps went out of business.
- Code Enforcement had a control in place to reconcile remittance payment supporting documentation for accuracy.
- Controls could be expanded to enhance and improve the reconciliation of periodic remittance payments in the future.

TEST OBJECTIVES

This audit test objective was to analyze available data and documentation at the time ProChamps went out of business, determine whether ProChamps failed to remit any last remaining fee collection payments to the County and establish if there were any gaps in registry collections.

Bi-Monthly Remittances: Twice per month, ProChamps remitted 100% of the registry fee collections to the County and billed the County for its 50% fee.

THE REGISTRY DATABASE

ProChamps maintained an online database of properties in foreclosure in the unincorporated areas of the County, which included the property address, parcel ID, legal description, lender name, and the date the property was last inspected. ProChamps also hosted an online registration payment portal where parties to the foreclosure case could go online, register a property, and pay the $200 fee, plus the $25 late fee, if applicable. ProChamps submitted to the County, on a bi-monthly basis, a remittance report and 100% of the fees collected through the second half of May 2023.

As of June 23, 2023, there were 1,442 properties in the registry database. After ProChamps went out of business, there was a period where the County did not have a registry database or any established payment collection process in place. This gap of time was from approximately June of 2023 to March 1, 2025, when the Property Appraiser sub-contracted with HERA to begin providing the registry and fee collection services.

THE AUDIT METHODOLOGY

Audit Test Procedures Included:

- Analyzing the final payment remittance registration data to check for errors or inconsistencies.
- Comparing the final payment remittance registration data to the complete 1,442 registry data set to ensure the properties listed for the second half of May, 2023 were registered.
- An attempt to determine whether there were additional registration or late fees collected by ProChamps after May, 2023 that may have not been remitted to the County.

TESTING RESULTS

During the contract with ProChamps, Code Enforcement performed reconciliations to compare the properties entered into the registry database against those on the remittance reports from ProChamps. The Audit Team performed a similar reconciliation utilizing the final remittance from May and the complete database of 1,442 properties as of June 23, 2023, and analyzed the data to identify any anomalies or duplicate properties, with the following results:

- Three (3) duplicated property addresses were identified on the final ProChamps remittance, where three different addresses were each listed twice in the supporting remittance data. All three duplicates were listed as having paid the $200 registration fee twice ($1,200 total, $600 total excess) and two of the three also paid a $25 late fee twice ($100 total, $50 excess).
- Eleven (11) of the properties on the May remittance report were also not in the complete registry database of 1,442 properties. Two (2) of those eleven properties were also duplicates.

Due to the historical nature of these transactions and the vendor's dissolution, it is not possible to determine if a legitimate reason existed for the duplicated or missing entries.

Thirty-eight of the 1,442 properties had an inspection date on June 1, 2023 or later listed in the database. Most of these properties showed a $0.00 balance due but a few showed a $200.00 balance. This made it impossible for the audit team to reliably determine or estimate if additional fee revenues were collected and not remitted by ProChamps. Through inquiries with County Finance and the Property Appraiser's Office, the Audit Team learned that some former employees of ProChamps were currently part of the HERA organization and that they may be using the same proprietary technology. In March 2025, HERA inadvertently submitted a data file with property registrations that predated their contract with the Property Appraisers Office. This data included 184 properties registered in June and July of 2023 which had fees assessed totaling $37,125 (this would represent $18,562.50 in potential net proceeds to the County).

In response to requests for clarification about any overlap in HERA data and ProChamps data, HERA provided the following statement:

"...ProChamps continued to operate their website and receive registrations and payments through sometime in early July 2023, yet never remitted any payments to Hillsborough after May 31, 2023, to the best of our [HERA's] knowledge.

Hera subsequently purchased Prochamps' software platform and historical data in 2024. After we partnered with Hillsborough County in March 2025 and ran our first month's remittance report, it captured payments made in June and July 2023 that had never been remitted by Prochamps through the platform. We adjusted your first remittance report by all of those 2023 registrations, since Hera was never in receipt of those registrations nor the fees associated with them."

(See APPENDIX A for the full memo.)

Other Observation

During the period from June 2023 and March 2025, while no vendor or registry was in place, there was a mortgage processing company that sent registration fee check payments directly to the County. Each check was for an individual registration fee amount (typically $200) and was accompanied by a letter with the property information. Initially, some of the checks were returned by the County while others were deposited as revenue. In total, the County received four (4) batches of check payments:

DATE	# OF CHECKS	TOTAL AMOUNT	STATUS
8/11/2023	35	$7,200	Returned by Code Enforcement
9/7/2023	43	$8,600	Deposited as revenue by County Finance
9/14/2023	2	$400	Deposited as revenue by County Finance
10/23/2023	14	$3,000	Deposited as revenue by County Finance

An analysis of the checks found that the 10/23/2023 batch of 14 checks were for the same properties as those previously returned by Code Enforcement as part of the 8/11/2023 batch. Code Enforcement staff stated that after the initial batch of checks was returned, they were instructed by legal staff to deposit any additional checks received consistent with the ordinance. Code Enforcement advised they did not have the staff or legal knowledge to manually maintain a database during this period of time when the County had no vendor.

RECOMMENDATIONS

Given the amount of time since ProChamps declared bankruptcy and ceased operations, there is no reasonable or relevant recommendation that can be made pertaining to any potential lost revenues.

However, going forward, Code Enforcement and/or County leadership should consider:

1. Enhancing future vendor agreements to include language governing the vendor's responsibilities in the event of a business interruption or closure. This should include the turnover of any data or payment files which would allow the County to maintain or transition to a new system.
2. Working with Property Appraiser staff to strengthen existing monthly remittance reconciliation controls to include searches for duplicate properties and identifying properties for which registration fees were collected but the properties are not listed in the complete registry database. Any discrepancies should be followed up on and inquired about with the Property Appraiser's Office and/or HERA.

MANAGEMENT RESPONSE AND CORRECTIVE ACTION PLAN

Testing results and audit recommendations were presented to management during the exit conference on Monday, August 10, 2026.

Management **CONCURS** with the results of the audit and has developed the following plan of corrective action to address the audit recommendations.

1. *Code Enforcement acknowledges, accepts and appreciates the work and guidance provided by the County Audit Team, concurs with the suggestion of protocols for any potential business interruption and will address the concern with the Property Appraiser and Hera.*

2. *Code Enforcement concurs and is working with the Property Appraiser to eliminate duplicate records, update the registry using collected registration fees, and establish an agency contact for discrepancies.*

Target Completion Date: December 31, 2026.

Benchmarking Survey

WHAT YOU SHOULD KNOW

- The County's interlocal agreement with the Property Appraiser's Office has reasonably similar commission fee rates as other municipalities in Florida.
- The Property Appraiser's use of a sub-contractor to perform the registry services appears to be a unique arrangement compared to other municipalities.
- Hillsborough County's registration fee of $200 is required twice per year, making total annual fees $400, which is higher than most of the other municipalities surveyed.

TEST OBJECTIVES

This audit test objective was to determine whether Hillsborough County's foreclosure registry agreement with the Property Appraiser's Office is similar to that of other municipalities by performing a benchmarking survey of other Florida cities and counties that have similar foreclosure registration requirements.

FORECLOSURE REGISTRATION SERVICES

HERA Property Registry, Inc. provides foreclosure registration and fee collection services to cities and counties in several states, including Florida, Illinois, Pennsylvania, and New York, according to their company website. HERA's website provides a specific list of approximately 200 cities and counties they serve, 32 of which are in Florida as-of the time of the audit. Most of these are city governments and a few are county governments, as shown here:

City of Apopka*	City of Holly Hill	City of Titusville*	Virginia Gardens Village
City of Archer City	City of Homestead*	West Palm Beach*	Citrus County*
City of Boynton Beach*	City of Jacksonville*	Miami Lakes Town	Bradford County*
City of Deltona*	City of Miami*	City of Opa-Locka*	St. Johns County*
City of Fort Myers*	City of Newberry	City of Palm Bay*	Palm Beach County*
City of Greenacres	City of North Miami*	Town of Cutler Bay	Martin County*
City of Hialeah*	City of Oakland Park	Town of Ocean Ridge	Hillsborough County
City of High Springs	City of St. Augustine*	Village of Palm Springs	Clay County*

*** Selected for benchmarking.**

THE AUDIT METHODOLOGY

Procedures Performed

From the 32 Florida municipalities served by HERA, the Audit Team judgmentally selected a sample of 20 cities and counties based on population size. In addition, the Audit Team also surveyed 4 neighboring counties (Manatee, Pasco, Pinellas, & Polk) based on their geographic proximity.

For each municipality surveyed, the Audit Team contacted appropriate officials such as the Code Enforcement or Procurement Departments to inquire about their respective property registration ordinances. The Audit Team requested process information and copies of contract documents to determine the fee amounts, commission percentages, and registration frequencies.

The Audit Team also performed independent research when the information was readily available online. The research, survey responses and contract documents were analyzed and compiled for comparison to Hillsborough County's registration process, requirements and fees.

TESTING RESULTS

Survey Information Compiled

Most of the clients served by HERA are city governments, rather than counties. Of the 24 municipalities surveyed by the Audit Team, 17 responded. The following table shows the overall results:

Municipality	Vendor	Frequency Per Year	Registry Fee	Vendor %	Late Fee	Vendor's % Late Fee	Used Pro Champs
Hillsborough County	**PA**	**Twice**	**$200.00**	**40%**	**$25.00**	**40%**	**Yes**
City of Apopka	HERA	Twice	$200.00	50%	$20.00	33%	Yes
City of Boynton Beach	HERA	Once	$300.00	50%	$0.00	0%	Yes
City of Deltona	HERA	Once	$300.00	33%	$0.00	20%	Yes
City of Fort Myers	HERA	Once	$200.00	50%	$66.67	33%	Yes
City of Jacksonville	HERA	Once	$250.00	40%	$50.00	0%	Yes
City of Miami	HERA	-	$200.00	50%	$0.00	0%	Yes
City of North Miami	HERA	Once	$300.00	33%	-	33%	Yes
City of St. Augustine	HERA	Once	$250.00	40%	$25.00	33%	Yes
City of Titusville	HERA	Once	$300.00	50%	-	20%	Yes
City of West Palm Bch	HERA	Once	$250.00	40%	$0.00	0%	-
Clay County	HERA	-	$200.00	50%	-	33%	-
Martin County	HERA	Once	$200.00	50%	$20.00	33%	Yes
City of Palm Bay	HERA	Once	$300.00	33%	$0.00	0%	No
St. Johns County	HERA	Once	$250.00	60%	$125.00	33%	Yes
Pinellas County	MuniReg LLC	-	$200.00	50%	-	-	Yes
Pasco County	In-House	Once	$200.00	0%	$0.00	0%	Yes
Polk County	No Registry Ordinance	-	-	-	-	-	-

Survey Notes

- Some data could not be obtained due to either incomplete responses from the municipalities or because the terms were not stated in their agreements.

- Pasco County developed its own in-house software application and therefore does not use an outside vendor. Similarly, Polk County does not use any outside vendor because there is no property registration ordinance requirement.

Conclusion

Overall, the fee amounts and percentage paid to HERA by Hillsborough County are reasonably comparable to the other jurisdictions. Almost all the municipalities used to use ProChamps as their prior registry vendor. One difference is that almost all the respondents only require property registrations and fee payments once per year, whereas Hillsborough County requires it once every 6 months (twice a year). This makes Hillsborough County's total annual registration fees ($400) more expensive than in other cities and counties.

RECOMMENDATION

The Audit Team's benchmarking research results were provided to management for informational purposes only. No management response is required.

Revenue & Contract Analysis

WHAT YOU SHOULD KNOW

- There was an 18-month gap of time where the County had no foreclosure registry vendor that resulted in an estimated loss of approximately ***$552,634*** in net registration proceeds.
- A misunderstanding of the interlocal and sub-contract agreements caused an improper invoicing calculation methodology that resulted in the County making overpayments totaling ***$122,924.38***.
- Other requirements in the interlocal agreement are inconsistent with the existing processes.

TEST OBJECTIVES

This audit test objective was to analyze the gap of time when Hillsborough County had no property registration vendor and to estimate the amount of registration fee revenues and net proceeds potentially lost during that timeframe based on revenue trends before and after. The analysis also included a comparison of the County's interlocal agreement with the Property Appraiser and the Property Appraiser's sub-contract agreement with HERA to determine if the arrangement is beneficial to the County.

PAYMENT OF REGISTRATION COLLECTIONS TO THE COUNTY

The Accounting Process

In accordance with the County and Property Appraiser's interlocal agreement, the total amount of property registration and late fees collected is to be remitted to the County by the Property Appraiser and is recorded as revenue by County Finance. This payment should be accompanied by supporting documentation providing a listing of all the properties that were registered plus any other late fees that were collected. The Property Appraiser must then invoice the County (Code Enforcement) for their portion of the gross fees collected. The County pays the Property Appraiser invoice and retains the remaining revenue as the net fee proceeds.

THE AUDIT METHODOLOGY

Procedures Performed

The Audit Team reviewed both the historical fee remittance payments for the gross registry revenues, as well as the subsequent invoices paid to the Property Appraiser along with applicable supporting documentation. As a result of the County transition to a new financial system in November of 2022, the test period was limited to a 43-month period from November, 2022 through May, 2026.

TESTING RESULTS

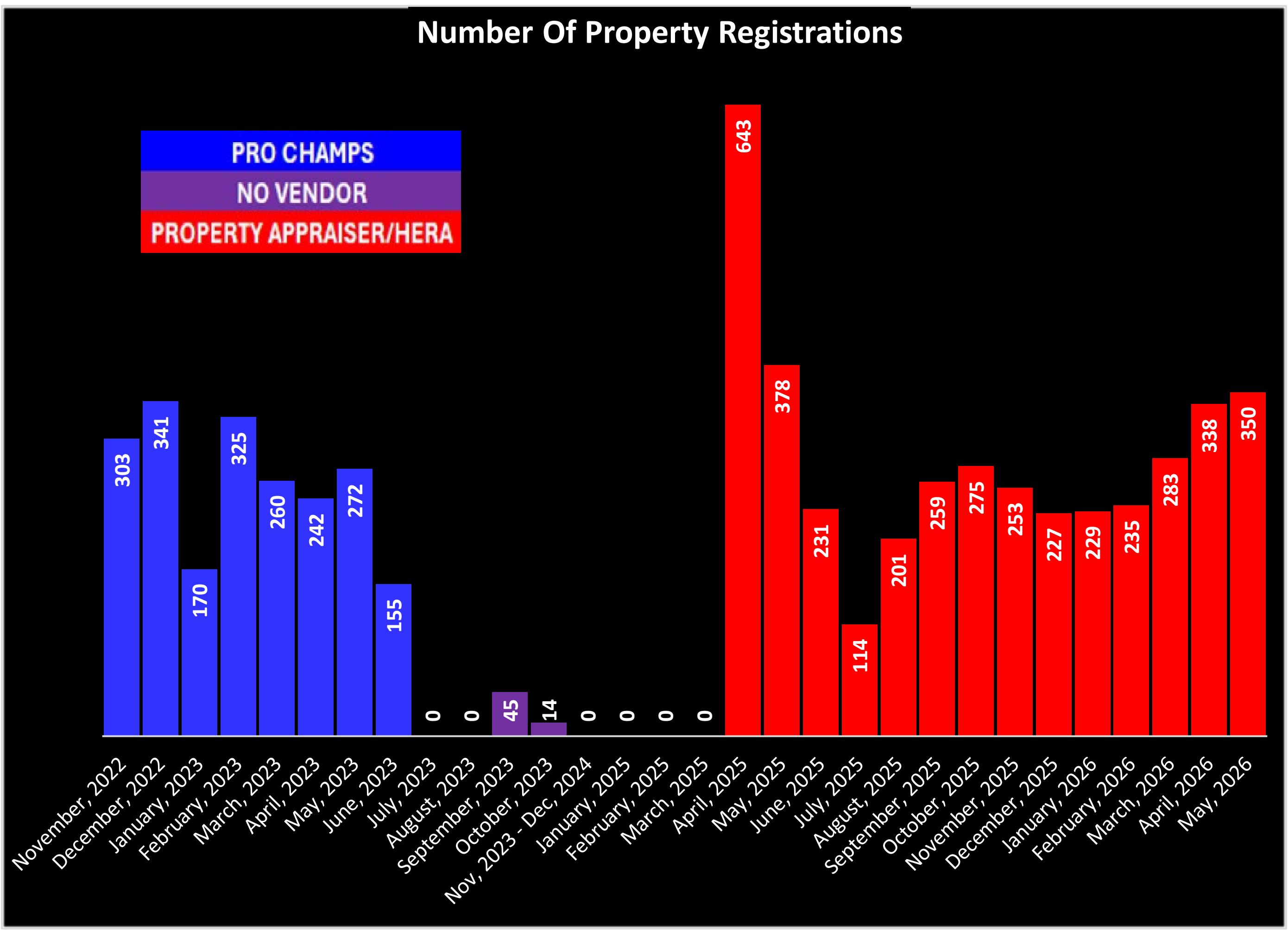
Analysis Of Gross Revenue Trends

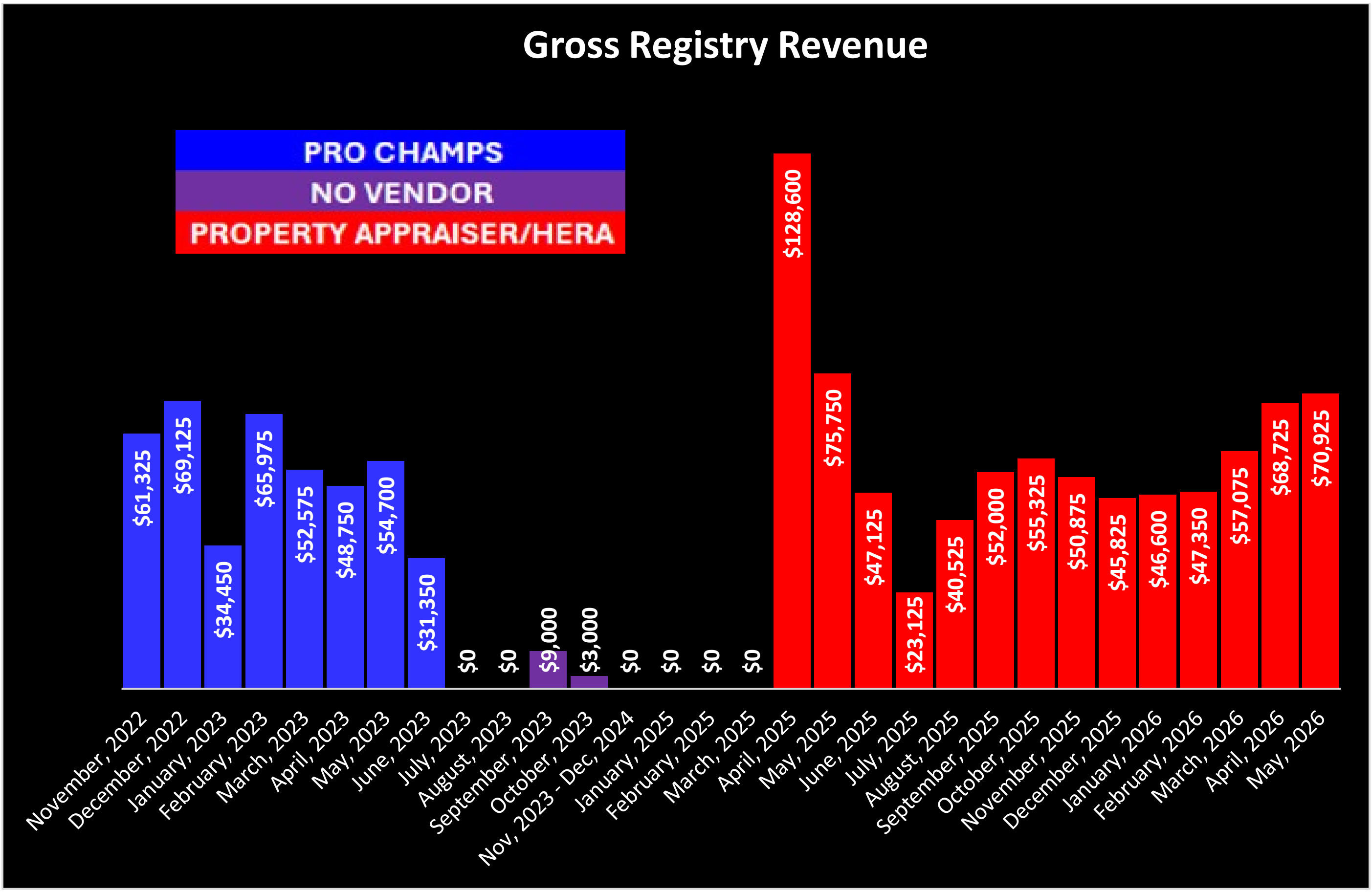
The number of properties registered and total gross revenues per month are shown in the following graphs.

- There is a one-month lag for revenue reporting, so each month listed represents the registrations/revenues of the prior month.

  For example, in May of 2026, the property appraiser reported 350 new registrations. These registrations had occurred throughout April of 2026.

- As reported previously, some checks were also received during the 18-month gap where no registry was maintained. Those registrations are shown as no vendor.





Using this historical data, The Audit Team estimated the total gross revenue and net proceeds potentially lost by the County during the gap of time when there was no vendor. Several assumptions were made in the calculations to ensure a reliable methodology was used:

- The period from July 2023 through December 2024, and any fees collected during that time, were excluded in our trend calculation as this is the gap period we are estimating.
- The 3-month period from January to March of 2025 was also not considered because there were no revenues remitted during that time, even though a vendor agreement with the Property Appraiser was in place.
- The amount of vendor fees paid by the County was determined based on the sum of 50% of the gross revenues collected by ProChamps and 40% of the gross revenues collected by the Property Appraiser.

TOTAL # OF MONTHS REVIEWED:	43	AVG MONTHLY REGISTRATIONS:	277
# OF MONTHS EXCLUDED (GAP):	21	AVG MONTHLY GROSS REVENUE:	$55,822
TOTAL PROPERTY REGISTRATIONS:	6,084	**ESTIMATED GROSS REVENUE LOSS (GAP):**	**$1,004,789**
ACTUAL GROSS REVENUES:	$1,228,075	**LESS ESTIMATED VENDOR FEES:**	**$452,155**
ESTIMATED VENDOR FEES COUNTY PAID:	$533,055	**ESTIMATED NET LOSS:**	**$552,634**

Payment Analysis of Current Agreement

The audit team reviewed payments and supporting documentation for the period of the current interlocal agreement with the Property Appraiser (January 2025 to May 2026). The interlocal agreement requires the Property Appraiser to provide for a registry database and collection method for foreclosure registry fees. It establishes a fee of 40% due to the Property Appraiser from each property registration and late fee paid. As discussed previously, the Property Appraiser elected to sub-contract the function of this registry services to a third party (HERA). The sub-agreement requires the Property Appraiser to pay HERA $50 for each $200 registration fee collected (25%) and 62.5% of each $25 late fee collected ($15.63 rounded).

Payments made during the period of March 2025 to May 2026 were not consistent with the terms of the agreements.

HOW PAYMENTS HAVE BEEN MADE:

Gross Revenues
- Collected by HERA > Submitted to Property Appraiser > Remitted to County

Property Appraser
- Paid by County
- 40% of **NET** registrations (after HERA paid)

HERA
- Paid by the **COUNTY**
- 25% and 62.5% of gross registrations

HOW PAYMENTS SHOULD HAVE BEEN MADE:

Gross Revenues
- Collected by HERA > Submitted to Property Appraiser > Remitted to County

Property Appraiser
- Paid by the County
- 40% of **GROSS** registrations.

HERA
- Paid by **PROPERTY APPRIASER**
- 25% and 62.5% of gross registrations

EXAMPLE:

In April 2026, a total of 338 new property registrations ($200 each) and 45 late fees ($25 each) were processed:

(338 x $200) + (45 x $25) = $67,600 + $1,125 = $68,725 total gross revenues.

The County was then invoiced for HERA's percentage of the fees and paid HERA:

(338 x $50) + (45 x $15.63) = $16,900 + $703.35 = $17,603.35.

The County was also invoiced for the Property Appraiser's 40% and paid 40% of the net revenues to the Property Appraiser after paying HERA:

40% x ($67,600 - $16,900) + 40% x ($1,125 - $703.35) = $20,280 + $168.66 = $20,448.66.

In this example the total amount paid by the County in April 2026 was: $38,052.01 but should have been $27,490.00

This payment methodology has been utilized for all payments made to the Property Appraiser and HERA for the 14-month period of the agreement. It was an agreed upon methodology between all parties but appears to have been based upon some fundamental misunderstandings about the nature of the interlocal agreement and sub-recipient relationship. The only current agreement the County has relative to the foreclosure registry is the interlocal agreement with the Property Appraiser. This obligates the County to pay a total of 40% of gross revenues to the Property Appraiser. The County is not a party to the Property Appraiser's sub-contract agreement with HERA. Since HERA is a vendor of the Property Appraiser, any fees paid to HERA should be paid by the Property Appraiser.

The Audit Team performed re-calculations for all months under the interlocal agreement and found that this error resulted in overpayments totaling $122,924.38.

These results were communicated to Code Enforcement, County Finance, and the Property Appraiser's Office who have acknowledged the error and taken immediate action to correct the invoicing process going forward.

OTHER AUDIT OBSERVATIONS

The Audit Team reviewed additional terms in the interlocal agreement and identified some additional inconsistencies. The agreement requires that the Property Appraiser shall:

- ***Develop a Registration Form to create individual property records that capture certain fields of data, including the foreclosure court case number.***

  Monthly remittances do include detailed supporting documentation, but this documentation does not include court case numbers.

- ***Collect all registration fees and transfer all fees bi-monthly with matching and substantiating property records to the County as directed by the Code Enforcement Department.***

  Revenue remittances paid to the County have been occurring monthly rather than bi-monthly.

- ***Include electronic copies of all checks received and/or copies of all Electronic Funds Transfer (EFT) Receipts received for registered properties with the remittance report.***

  Images of check payments or EFTs have not been included with the remittance reports.

- ***Provide projections related to estimated annual foreclosures, registrations, and fees to be collected for fiscal year 2026.*** The projections were to be e-mailed to the Code Enforcement Department and/or other designated County staff by the first of February of 2025 (due 2/1/2025 for FY 26 Projections, 10/1/2025 - 9/30/2026).

  There is no record or recollection of this report having been produced.

- ***Generate a report identifying properties that have filed for lis pendens and have failed to register and provide it bi-monthly along with remittance reports.***

  Code Enforcement advised they have not received these reports.

LIS PENDENS
An official public notice recorded in county property records to alert buyers, lenders, and the public that a property is the subject of active litigation.

RECOMMENDATIONS

Code Enforcement, County Finance, and the Property Appraiser's Office should all continue to coordinate and work together to:

1. Ensure the invoicing process utilizes a proper calculation methodology going forward based on the interlocal agreement to ensure commission fee calculations are accurate.
2. Assess all other terms of the agreements in place to ensure they are consistent with the existing process and needs. If terms or deliverables are deemed unnecessary or inconsistent, an agreement modification should be formalized.
3. Any terms or deliverables included in the agreements and determined to be necessary should be enforced and monitored for compliance by department staff.

MANAGEMENT RESPONSE AND CORRECTIVE ACTION PLAN

Testing results and audit recommendations were presented to management during the exit conference on Monday, August 10, 2026.

Management CONCURS with the results of the audit and has developed the following plan of corrective action to address the audit recommendations.

1. *Code Enforcement concurs and is coordinating with the Property Appraiser to ensure the calculation methodology is consistent with the interlocal agreement including accurate commission fees.*

2. *Code Enforcement concurs, has identified non-essential terms, and will prepare a formalized agreement modification by year's end.*

3. *Code Enforcement concurs, has identified and shared necessary terms with the Property Appraiser, and will verify compliance annually.*

Target Completion Date: December 31, 2026.

The Property Appraiser's Office also provided the following response:

The calculation error resulted in the overpayment of $122,924.38 which encompassed 18 months which included FYE 2024-2025 and FYE 2025-2026.

Hillsborough County Property Appraiser returned 100% of the FYE 2024-2025 which amounted to $94,313.

The County Finance Department provided the following response as well:

County Finance coordinated with Property Appraiser and implemented adjustments to the process, effective with the invoice submitted for collections received in May 2026.

HERA
PROPERTY REGISTRY

1917 S. Harbor City Blvd.
Melbourne, FL 32901
(321) 234-5303
heraregistry.com
vpro@heraregistry.com

March 16, 2026

Hillsborough County Property Appraiser
15th Floor County Center
601 E. Kennedy Boulevard
Tampa, Florida 33602-4932

Re: Hera Property Registry, LLC Remittance March 2025

Please accept this letter as explanation for properties appearing on your first remittance report in March 2025 that were registered or had payments applied in June and July of 2023.

As you know, Prochamps, Hillsborough County's former property registration administrator, went out of business and closed their doors on June 16, 2023. In fact, Prochamps continued to operate their website and receive registrations and payments through sometime in early July 2023, yet never remitted any payments to Hillsborough after May 31, 2023, to the best of our knowledge.

Hera subsequently purchased Prochamps' software platform and historical data in 2024. After we partnered with Hillsborough County in March 2025 and ran our first month's remittance report, it captured payments made in June and July 2023 that had never been remitted by Prochamps through the platform. We adjusted your first remittance report by all of those 2023 registrations, since Hera was never in receipt of those registrations nor the fees associated with them.

I hope this explanation is sufficient for your purposes. Please let me know if you have any other questions.

HERA PROPERTY REGISTRY

THE AUDIT TEAM WOULD LIKE TO EXTEND ITS SINCERE APPRECIATION TO CODE ENFORCEMENT, THE PROPERTY APPRAISER'S OFFICE, AND COUNTY FINANCE.

WE WERE MET WITH PROFESSIONALISM AND COOPERATION THROUGHOUT THE AUDIT PROCESS.

Audit Team

CHIEF AUDIT EXECUTIVE

HEIDI PINNER

MBA, CIA, CFE, CISA, CRMA

813.307.7000
HEIDI.PINNER@HILLSCLERK.COM

AUDIT MANAGER

BEN EVERETT

MBA, CPA, CIA, CFE, CISA

813.307.7003
BENJAMIN.EVERETT@HILLSCLERK.COM

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VICTOR D. CRIST

CLERK OF CIRCUIT COURT & COMPTROLLER
HILLSBOROUGH COUNTY, FL

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