

## **Office Manager's Report January 23, 2020**

### **Computers:**

Microsoft stopped supporting Windows 7 this month, the operating system that all of our computers are running. They will also stop supporting Office 2010, which is the one we are using. M2Netnerds came out to the office and upgraded the computers to Windows 10, and are remoting in to upgrade Office as the computers are available. We also got Chris a workstation, so she can do deposits and work in Word and Excel in her own space, rather than sharing with the ditchriders. It is a refurbished workstation with a new monitor. There are still a few tweaks that need to be made.

### **Collections:**

**Linda Martinez:** Regular payments are coming in from bankruptcy trustee.

**Peter Hotrum:** In early 2017 a payment was made on the account by Hermiston Property Management. Subsequent payments were made directly by the renters. This was only evident when I printed an account detail for Mr. Hotrum. In the course of collections, I only looked at the last few payments that had been made and so did not see that Hermiston Property Management was involved. Before sending this account to the attorney, I checked with the county on a regular basis for the address that the tax statements were being sent to, which has always been the property address. We sent many bills regular and certified. Early on they were signed for by the renters; later they were unclaimed. We sent a ditchrider to deliver a letter requesting arrangements and an Affidavit in Lieu of Foreclosure, which the renters refused stating that they stopped paying the District when their rent was raised. They would not give information on how to contact Mr. Hotrum and did not offer that the property was managed by a company.

While unsuccessfully trying to serve Mr. Hotrum with complaint, I called the 4 property management companies in town and found the one managing this property. They contacted Mr. Hotrum and he came to the office and paid the bill in full. He complained that the District had not done enough to locate him, such as googling his name. He stated that he is "the only Peter Hotrum in the world."

**Moving forward,** I need to know how the Board would like me to proceed. I have spent more time as a "bill collector" this year than in the past, sending more statements and making more phone calls. This hasn't made much of a difference in our accounts receivables balance. Adjusted for the BPA reimbursement, the balance at the end of 2018 was \$100,229, while at the end of 2019 it was \$103,706. Internet searches usually have a cost associated with them, but it would be less expensive for me to do it that the attorney.