

RESALE DISCLOSURE REQUEST

Demand Statement

This is a statement of the seller's current balance and fees to be collected through escrow. This document is commonly known as a Pay-off Statement, Demand for Pay-off, Escrow Demand or HOA Statement.

Mortgage Questionnaire

This document contains a list of questions and answers about the Association. This document is commonly referred to as a Condo Cert.

Seller's Disclosure Package

This packet includes the Association's governing documents, such as the CC&R's, Budget, Bylaws, Articles of Incorporation, Insurance Disclosure and CPA Year End Financial Review. The package also includes the most recent year's worth of newsletters and minutes and will also include a Demand Statement. The package is commonly referred to as the HOA's Document Package, Resale Package, Transfer Package or Resale Docs.

Document and Package Fees

<u>Document</u>	<u>Cost</u>	<u>Delivery Time</u>
Standard Demand Statement	\$75.00	4-5 business days
Rush Standard Demand Statement	\$175.00	1 business days
Standard Mortgage Questionnaire	\$95.00	4-5 business days
Rush Standard Mortgage Questionnaire	\$195.00	1 business days
Seller's Disclosure Package	\$225.00	4-5 business days
Rush Seller's Disclosure Package	\$325.00	1 business days
Updated Standard Demand Statement	\$45.00	4-5 business days
Rush Updated Standard Demand Statement	\$145.00	1 business days

Frequently Asked Questions

Who can request documents?

Our office provides documents to all homeowner's, title companies, listing agents and any other authorized homeowner representatives. Standard Mortgage Questionnaires are provided to Mortgage Companies, Lenders and Buying Agents.

How do I request documents?

All document requests must be mailed to the following address:

Attn: Maria Aguayo
3732 Mt. Diablo Blvd, Ste 395
Lafayette, CA 94549

Request must include a check for the amount of the document(s) being requested made payable to Association Communications, Inc. Please provide an email address for the person who will be handling the documents once received.

Are there any other ways to request documents?

We offer two options for submitting a request and payment. Option 1) Send a written request and check made payable to Association Communications Inc. for the total amount of the document(s) requested or Option 2) Online request and payment, the request and payment can be made at www.aciho.com using Vista or MasterCard.

Is payment needed in advance?

Yes, all fees are paid upfront. Document requests will not be processed until a complete request package and fees is received.

How do I obtain documents for an account in collections?

If you are concerned about an account being in collections please contact Maria at (925) 283-4900 to discuss. All documents regardless of the status of the account (with the exception of the Standard Demand Statement) will be provided by our office. Any request for documents received for an account in collections will be forwarded to the appropriate collection office.

How do I obtain an Updated Statement of Demand?

An Updated Statement of Demand is provided at the updated fee for Statements of Demands that were ordered within the past 45 days.

I already have a portion of the documents needed. Do I have to order a complete package?

Yes, if ordering a document package the complete package must be ordered. The documents are continually amended, added to, revised and cycled out with the passing of time. Some documents may change on a per-month basis, including but not limited to financials, newsletters and minutes. We need to ensure that the buyer is receiving the most accurate and up-to-date information for the Association in which they are purchasing.

I need a copy of my Associations documents for my personal use. Do I have to reorder a seller's package?

No, all Association governing documents are posted to each Association website for homeowners to view. However, if you do not have access to the internet or for any reason may need to request the documents from Management there is a \$25.00 fee for each document. If multiple documents are needed it is considered a resale package at a cost of \$200.00.

What is the turn around time for receiving documents?

Management is allotted 10 business days by law to return documents to the requesting party. At times it may be sooner as the requests are based on a first come first serve basis. All rush documents have priority and will be taken care of immediately within 1 business day.