

## Escrow Q&A

### **How does a property open escrow with the POA?**

*Your Escrow Company will log onto Homewisedocs.com and place an Escrow Order. You will be asked to sign the form before the document is submitted electronically to the POA. The Escrow Order will include an order for the Demand Letter.*

### **What is a demand letter?**

*A demand letter is basically an invoice providing a written verification of any outstanding balances owed on a property at a given point in time.*

### **What is a notice of violation?**

*Upon opening escrow, the Planning and Compliance department will perform an inspection of the property. This inspection is conducted to inform the buyer of the potential violations on the property. A separate letter will be sent indicating if there are any non-permitted improvements or aesthetic issues with the property. (Please note - structural issues with the home need to be addressed with the City of Canyon Lake).*

### **What is the processing time for a demand letter and the notice of violation, and what is the cost?**

*The cost of the Escrow Order will vary by the individual documents that are ordered. A Standard package costs \$325 for the Fiscal Year '17/'18.*

### **What is billed on a demand letter?**

*The demand letter will show anything that has accrued to the account, including assessments, interest, fees, ACC fines, and citations. A nominal \$100 fee is also levied for each outstanding item (defined below) that needs to be returned to the POA. Finally, the letter also discloses the document transfer fee of \$275.00.*

### **What are outstanding items?**

*The outstanding items listed on a demand letter are any IDs or decals that can grant access to the community. For security reasons they must be returned when moving out of the community. There is a 30 day period after the close of Escrow to return any outstanding items that appeared on the Demand Letter in order to receive a refund.*

*If moving within the community vehicle decals can be transferred without being returned, but IDs need to be returned and new ones issued.*

### **Why do demand letters expire?**

*Billing continues on a monthly basis even during escrow. Expiration dates ensure that only an accurate balance is used when closing escrow.*

### **What is required in order for the buyer to access the community?**

*The POA must have a copy of the new grant deed showing that ownership of the property has changed. Additionally, the grant deed must either be a copy of the recorded deed, or it must be certified by escrow and indicate the closing date. The new Grant Deed should be provided to the POA Member Services department in order to receive ID cards and access to the Community.*

### **What is a transfer fee?**

*The transfer fee is listed on the Demand Letter (defined above). This fee covers updating the accounts, arranging for cards and decals, and anything else the buyer needs to get acquainted with the community.*

**What if my company is named as the owner on the property?**

*In the case of company-owned properties we will need additional documentation establishing the link between the named company and the individuals who need access. Contact Member Services for further details.*

**If I have further questions who do I contact?**

*Contact [Homewisedocs.com](http://Homewisedocs.com) either by Chat online or by calling toll free at (866) 925-5004. For inspection-related or permit questions contact Planning and Compliance at ext. 320. Outstanding Traffic Violation questions can be answered by choosing ext. 220.*