



# DIAMOND REALTY MANAGEMENT

790 Watervliet Shaker Road, Latham, NY 12110-5610 ♦ (518) 783-5000 ♦ Fax: (518) 785-1476  
Request services and information online: [www.drm.net](http://www.drm.net) ♦ E-mail: [payments@drm.net](mailto:payments@drm.net)

It has come to our attention that the above named property has been sold and will be closing in the near future.

Attached please find a copy of our Resale Request Form. Please complete it and return it to our office at your earliest convenience so that we may do the necessary research and get the information that you require back to you in a timely manner.

► **Kindly note that advance payment is required to initiate the resale transaction processing services.**

If you want to cut our fee out of closing proceeds, please complete & sign the area below and return this form with your completed Resale Request Form.

"I guarantee that the Fee due to Diamond Realty Management will be cut from closing proceeds and forwarded to Diamond Realty Management at 790 Watervliet Shaker Road, Latham, NY 12110."

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Also please note, if your closing is in one of the following communities, Mallards Pond Condominium, The Commons of East Greenbush or Queen Victorias Grant, you should have received a Prospective Owner Questionnaire with your request form. Please have the purchaser fill out & sign this and return it to Diamond Realty Management, as it is required by the Board of Directors before I can release the resale information. If you did not receive this form, please contact our office right away and one will be faxed to you.

If your closing is in the Plaza View HOA, please forward a copy of the new homeowner's individual Insurance Certificate along with your request as it is required by the Board of Directors before I can release the resale information.

**\*\*Feel free to make a copy of this form to have on hand the next time you represent a client that resides in or is purchasing in a community that we manage – or submit online at [www.drm.net](http://www.drm.net) > Customer Service > Resale Certificate Request**

As always, please feel free to contact me with any questions. My e-mail address is [payments@drm.net](mailto:payments@drm.net) and my direct number is 518-783-0184 ext 103.

Thank you,  
Diamond Realty Management  
Dee Dee Downen - Accounts Receivable

X:\Accounts Receivable\FORMS - Tracking & Processing\Resale Cover Letter NEWEST 6-26-09.doc

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E-mail: payments@drm.net ♦ Submit your request on-line at: [www.drm.net](http://www.drm.net)

## Resale / Refinance & PUD Transaction Processing Request

It is our goal to provide you with the information you require in the most efficient manner possible. Please complete the fields below and return to us by fax to (518)-785-1476 or by mail to: Diamond Realty Management, 790 Watervliet Shaker Road, Latham, NY 12110. **The fields marked with an asterisk (\*) must be completed to process your request.**

\*Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ \*Closing Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  Confirmed

\*Property Address: \_\_\_\_\_

\*Purchaser(s) Name(s) (print)

\*(Purchaser = Owner if Refinance)

Print Name(s) as they will appear on the deed

\*Purchaser(s) / Mailing Address:

(only if new owner will NOT be residing at property address)

\*Requestor's Name: \_\_\_\_\_  Buyer's attorney  Seller's attorney

\*Company: \_\_\_\_\_ \*Phone: \_\_\_\_\_

\*Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

\*Please send the transaction statement via:  First class mail  Fax  E-mail

\*Please provide the following information regarding the attorney for the other party in this transaction:

\*Name: \_\_\_\_\_ Company: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**ATTENTION: ADVANCE PAYMENT required for all services. No processing will commence without payment, no exceptions. Provide credit card info in the space below or attach your check/money order payment to your completed form and mail it to our office for processing.**

### ▶▶ You Must Check the Service(s) you require

**Resale Letter \$75.00 (advance pmt required)** Add \$25.00 for Rush Service - less than 72 hours before (9AM on the) closing date (this letter will indicate Homeowner's account balance, Community FYE & monthly dues for prorating)

**Refinance Letter** for closing \$25.00 – same as above – reduced rate for refinance

#### Other document requests – must also be pre-paid

PUD or Association Questionnaires/Certifications: (Faxed copies cannot be accepted.)

FEE: \$35.00 – short/standard forms (1-3 pages); over 4 pages add \$5/page.

The questionnaire/certification will be completed & returned to the lending institution provided address, unless specified otherwise, within 7 business add \$25.

Offering Plan / Declaration of Covenants, Conditions and Restrictions

FEE: \$75.00.

Insurance Certification (Declaration page copy, only)

FEE: \$0 - No charge

Homeowner Guide / Welcome Information

FEE: \$0 - No charge

Current operating / reserve budget

FEE: \$5.00

Financial Statement (Fiscal year end unless specified.)

FEE: \$5.00

Credit Card:  Visa  Master Card

Card # \_\_\_\_\_

Expiration Date: \_\_\_\_\_ / \_\_\_\_\_

Auth Code (3 digits, back of card) \_\_\_\_\_

Name on Card: \_\_\_\_\_

Billing Street # \_\_\_\_\_ Billing Zip \_\_\_\_\_

For office use only:

Payment Rec'd: Credit  Chk # \_\_\_\_\_

Account #: \_\_\_\_\_

Response date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Fee Posted: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Purge/Add: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Coupons Ordered \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

AR Welcome Letter \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

New HO Packet: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

*Note: The requesting party agrees to remit the stated amount and shall be jointly liable with the new owner for any portion unpaid. All outstanding balances, including maintenance services, etc. shall be posted to the homeowners account and become the responsibility of the new owner.*



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## **About our Resale / Refinance & PUD Transaction Processing services:**

On behalf of the Association, as managing agent, Diamond Realty Management administers the affairs of the community. As per the respective agreements with our client communities, our offerings may include financial and administrative services, facilities management and maintenance oversight, as well as architectural control monitoring.

\*\*Administrative services, more fully described below, which are necessitated as a result of the sale or refinance of a home are not included as part of the association services to it's members nor are included in their association charges.

In accordance with state law, within ten (10) days following written request, a transaction statement evidencing the association account status shall be provided. While this statement is the most prominent document delivered during the resale / refinance process, there are a variety of administrative activities that comprise the resale transaction procedure. These activities include:

- ✓ Pre and post sale provision of information and support to requesting Realtors, sellers, prospective buyers and purchasers. Provide in-person and telephone information and documentation regarding the community, its services, association budget and dues, standards and restrictions as well as other relevant data. Respond to pre-closing exterior change permissibility requests, as submitted.
- ✓ Provision of information and support to requesting appraisers, mortgage lenders, home inspectors and Attorneys. Provide community information and statistical data for completion of required documentation detail forms. Respond to home inspection report variances and provide required information and/or initiate remedial action to facilitate sale.
- ✓ Receipt and completion of Association questionnaires or PUD forms from requesting mortgage providing parties to facilitate the loan approval process. Provide overview and detailed community information pertaining to unit count, occupancy percentage, build out history, association services, amenity description, financial account balances, budget and delinquency data, insurance coverage and litigation status. This service provided at additional cost option as required, prepayment must accompany form.
- ✓ Research and review association account payment history records and prepare and distribute Account Statement to requesting party. Respond to and address pre and at closing discrepancies and difficulties. Respond to priority service requests necessitating rush processing, as required and at premium cost option.
- ✓ Follow up with board of directors and attorney when monies are held in escrow when homes are not in compliance with association rules and guidelines to insure work has been completed and escrow monies have been released.
- ✓ Perform accounting procedures to purge old owner accounts and hard copy files. Initiate new owner account information, including association charge generation. Post payments against account balance (if any), etc.
- ✓ Preparation and distribute introductory and orientation information to new owner pertaining to association operations, its services, payment requirements, rules and regulations and other important helpful information.
- ✓ Provide telephone or on-site support to existing / new owner support including welcome, acclamation and review of the introductory information and physical property inspection, as required.

**We hope this helps clarify the nature of our Resale / Refinance and PUD Transaction processing services.**