



# Title & Closing Departments: News You Can Use

June 2019

## Closing

### New Retail Sales Contract

Effective June 7<sup>th</sup>, we will begin using a new contract

- replaces the Real Estate Purchase Addendum and local sales contract
- all new accepted offers as of June 7<sup>th</sup> and forward will use the new contract

NOTE: Auction sales channel will continue to use the Real Estate Purchase Addendum paired with the local contract.

Click on the image of the contract for a blank copy



## HOA & Tax Payments

Upon contract receipt:

- Order HOA and tax documents needed to confirm account status OR request copies of these documents from the buyer's title company/attorney if a buyer's choice file
- If a balance is owed, send a message to the HOA and/or tax company in Equator, including the documents showing a balance and request proof of payment

Closing should not occur until proof of payment is received or all parties agree to pay on the HUD-1 at closing.

If this due diligence is NOT completed, you or the buyer's title company/attorney are responsible for any missed payments caused by not confirming accounts are paid current.

## Newsletter Delivery

Effective July 1<sup>st</sup>, newsletters will no longer be sent by the vendor desk as they are posted to the Business Portal. You will receive a communication each month notifying you when the newsletter posts.



"Tell us what you think!"

**SURVEY COMING SOON!**  
We want to hear from you!!!

Be on the lookout for the link next month. The survey results are 100% anonymous. Please share with any of your team members who work title & closing files in the Fannie Mae portfolio.



## Title

### UPDATE: Code Violations Process

Based on feedback after May's newsletter, we've added a little more detail to this process. Please take the following steps when working on an asset with a code violation:

- Open the code violation issue upon discovery of a code violation (regardless of whether the violation is in a recorded lien)
  - Send the violation to PEMCO via Equator messages (Code Violation Specialist role)
  - Include confirmation of whether the violation is a recorded lien
  - Make sure communications include all necessary parties assisting in clearance of the violation and title issue (if a recorded lien)
- If the code violation is assessed post foreclosure, obtain the foreclosure documents from the foreclosure attorney and provide to PECMO (Code Violation Specialist role). They must review to determine whether the city was named in proceedings.
- Follow up with PEMCO regularly and escalate to the assigned Title Specialist as needed
  - 1<sup>st</sup> attempt: contact PEMCO directly (code violation specialist role in Equator)
  - 2<sup>nd</sup> attempt: contact PEMCO directly and include the Fannie Mae Code Specialist (Code Compliance Specialist role in Equator)
    - Indicate this is the 2<sup>nd</sup> attempt for an update in the subject line of the message
  - 3<sup>rd</sup> attempt: contact PEMCO directly and include the Fannie Mae Code Manager (Code Compliance Manager role in Equator) and the assigned Title Specialist
    - Indicate this is the 3<sup>rd</sup> attempt for an update in the subject line of the message



### REMINDERS

#### Pre-Foreclosure Water Bills Delaying Deed Recording

It is the servicer's responsibility to pay the water bills preventing the foreclosure deed or QCD into Fannie Mae from recording. Our agents can assist in extreme cases, but ultimately the servicer must pay them.

#### Multiple Escalations to Different Parties

Follow the escalation process outlined in multiple newsletters. Loop in additional escalation contacts as necessary but leave the original parties on the communications unless directed otherwise. Do not go around or remove the original parties working on the issue.