

## INSTRUCTIONS FOR SUBMITTING ESTOPPEL & QUESTIONNAIRE REQUESTS

Formal written request should include Association Name, Property Address, Owner Name(s) & the E-mail Address you would like your request returned once it is complete.

### Processing Fees & Estimated Turnaround Times

#### *Estoppel Certificate Requests*

- |                   |           |                     |
|-------------------|-----------|---------------------|
| • Regular Service | \$250.00* | 4-5 Days Turnaround |
| • Rush Estoppel   | \$350.00* | 2 Days Turnaround   |

\*If a delinquent amount is owed to the association for the applicable unit, an additional fee of \$150.00 will be charged.

#### *Questionnaire Requests*

- |                      |          |                     |
|----------------------|----------|---------------------|
| • Regular Service    | \$300.00 | 4-5 Days Turnaround |
| • Rush Questionnaire | \$350.00 | 2 Days Turnaround   |

**\*Written request must be submitted along with payment. The process will not begin until fee is received. Fees must be paid up front. Estoppel Certificates hand delivered or emailed are valid for 30 days from the date of the certificate. Estoppel Certificates provided via regular mail will be valid for 35 days. If requesting an update after the Estoppel Certificate expires, the applicable fees above will apply. Turnaround times are an estimate, not a guarantee.**

**An Estoppel Certificate and/or Questionnaire requests are only valid if processed and signed by authorized personnel at KWPM's Corporate Office.**

### Forms of Payment

- Money Order or Company Check Only (No Personal Checks)
  - Payable to: KW Property Management & Consulting
- Credit Card by visiting [www.kwpropertymanagement.com](http://www.kwpropertymanagement.com) and click on Estoppel and Questionnaire Request and Payment under Resident Center on the homepage. We accept Visa, MasterCard, American Express or Discover. Applicable processing fees will apply.

### Submitting Your Request

- If you are paying by check, please mail written request & check to our office address below to the Attention: Estoppels Department.
- If you are paying by credit card, following the following link to our website to process online requests and payment: [www.kwpropertymanagement.com](http://www.kwpropertymanagement.com). Once on the homepage, go to Resident Center and click on "Estoppel and Questionnaire Request and Payment."

**\*Note: If you previously submitted request without payment, you must re-submit written request along with form of payment for process to begin.**

### Please help us serve you better!

To serve you better and to ensure prompt response, submit your requests as instructed above and provide the complete address of the applicable unit. Once complete, you will receive your request via e-mail provided.

- Please note that if the property is in "Legal Collections Status," we will not provide payoff amounts. We will provide you with the association attorney to provide amounts due to the Association. Attorney Fees may apply.
- If property is in foreclosure, please send certificate of title or warranty deed along with your request to avoid delay in processing.