

# Integrated Companies, LLC

## Helpful Hints and Frequently Asked Questions

REV: August 5, 2016

Hello! We look forward to working with you on this upcoming transaction. The below information is being provided to assist in the closing process.

### **Q Integrated Co. contact information:**

Amendments	Tami Freitas	<a href="mailto:t.freitas@qintco.com">t.freitas@qintco.com</a>	615-784-5410
Extensions/Cancellations	Jackie Rudolph	<a href="mailto:j.rudolph@qintco.com">j.rudolph@qintco.com</a>	615-647-0710
Closing Specialist – TN/MS	Debbie Woodall	<a href="mailto:d.woodall@qintco.com">d.woodall@qintco.com</a>	615-334-8722
Closing Specialist – AL/MS	Tricia Cavitt	<a href="mailto:t.cavitt@qintco.com">t.cavitt@qintco.com</a>	615-784-5409
Title Issues	Tricia Cavitt	<a href="mailto:t.cavitt@qintco.com">t.cavitt@qintco.com</a>	615-784-5409
	Christie Perry	<a href="mailto:c.perry@qintco.com">c.perry@qintco.com</a>	615-647-8992
LBP/Termite Inspections	Tami Freitas	<a href="mailto:t.freitas@qintco.com">t.freitas@qintco.com</a>	615-784-5410
Post-Closing documents	Nathan Schaad	<a href="mailto:n.schaad@qintco.com">n.schaad@qintco.com</a>	
General Questions		<a href="mailto:6AClosings@qintco.com">6AClosings@qintco.com</a>	

### **Discovery of a title issue on the property:**

If you discover a title issue, please submit a detailed description along with supporting documents to [t.cavitt@qintco.com](mailto:t.cavitt@qintco.com) and [c.perry@qintco.com](mailto:c.perry@qintco.com) within 10 days of receiving the contract. This information will be forwarded to HUD's Mortgagee Compliance Manager for resolution. Title issues must be reported immediately upon discovery. When a title issue is discovered, closing cannot occur until after the issue is resolved. Failure to report a title issue immediately can result in added delays and possible extension fees for the buyer.

## **Termite & Lead-based Paint Inspections:**

HUD provides termite inspections (and treatment if necessary) to buyers obtaining FHA financing **only**. If the termite inspection expires prior to closing, the selling agent can request an updated letter at [6AClosings@qintco.com](mailto:6AClosings@qintco.com).

If the property was built prior to 1978, HUD provides a lead-based paint inspection (and stabilization if necessary) to buyers obtaining FHA financing **only**.

Inspections and any treatments or stabilizations required must all be completed before a property can schedule to close.

If the contract is amended to change from an FHA insured sale to cash/non-FHA financing, the purchaser will be responsible for reimbursing HUD at closing for charges incurred for any termite inspection, termite treatment, lead-based paint inspection and/or stabilization. This amount will be included in the amendment requested to change financing.

Lead-based paint and termite questions should be directed to Tami Freitas at [t.freitas@qintco.com](mailto:t.freitas@qintco.com).

## **Contract Amendments:**

All amendment requests must be made by the selling agent to Tami Freitas at [t.freitas@qintco.com](mailto:t.freitas@qintco.com). All amendments are drafted by our office; we do not accept 3<sup>rd</sup> party amendments.

**To change financing:** Selling agent must provide an updated lender letter showing the new finance type when making this amendment request.

**To add \$100 down program:** Selling agent must provide an updated lender letter stating the finance type and \$100 down when making this amendment request.

**To add a purchaser:** Selling agent must provide an updated lender letter, the driver's license and social security card or any federal document with the new name and SS# on it when making this amendment request.

**To remove a purchase:** The only thing required is a request from the selling agent.

**To change vesting on the deed:** The only thing required is a request from the selling agent.

**To correct inaccurate information:** Selling agent must provide supporting documentation for any correction requested.

**To change BSCA:** The selling agent must provide a new BSCA form & confirmation that a new earnest money check has been sent to the new BSCA office.

**IF A LENDER WANTS TO INCREASE OR DECREASE A REPAIR ESCROW, NO AMENDMENT IS NECESSARY AS THE REPAIR ESCROW IS BETWEEN THE LENDER AND THE BUYER, NOT HUD. However, if HUD's appraiser determines a repair escrow is required, one MUST be collected at closing, even if it is just \$1.00. A repair escrow cannot be removed.**

Under no circumstances will the sales price on the contract ever be amended.

### **Contract Extensions:**

In the event the closing does not occur by the expiration date for any reason, you must request a 15 day extension prior to the sales expiration date on behalf of your client. You must submit the extension request to the designated contact referenced in above 5 days prior to the expiration date (and fees if applicable).

Failure to file an extension along with applicable documents and fees, per the terms of the contract will result in cancellation of the sales contract. If the sales contract is cancelled for failure to close, the earnest money will be forfeited to HUD. The agent is responsible for assuring the extension documents has been submitted to Q Integrated.

The extension request document can be found on our website:

<https://qintco.zendesk.com/hc/en-us>

### **Contract Cancellations:**

In the event the buyer wishes to cancel the sales contract once executed, please submit a Contract Release and Earnest Money Disposition form along with all supporting documents to support your claim. The closing department will review all documents to determine if the case is eligible for a refund of the earnest money deposit.

The cancellation request can be found on our website:

<https://qintco.zendesk.com/hc/en-us>

### **HOA/Utility Bills/Fire Dues/Etc.:**

It is the responsibility of the closing agent to advise us of any outstanding bills that could lien the property. Please provide invoices for HOA dues, utility bills, fire or library dues, weed liens, UCC liens, etc. no later than 10 business days prior to closing. The invoices should include breakdowns showing base amount, penalties and interest and what date each fee was incurred.

The cost for obtaining the bills is a buyer fee.

### **Scheduling a closing:**

A complete pre-package must be submitted 5 business days prior to closing. Packages can either be emailed to [6AClosings@qintco.com](mailto:6AClosings@qintco.com) or uploaded to P260/Yardi. If you choose to upload the package to Yardi, you must also email [6AClosings@qintco.com](mailto:6AClosings@qintco.com) to advise us the package has been uploaded.

Typically, a complete pre-package consists of the following documents:

- A lender approved CD/HUD1/Settlement Statement. If a seller CD is sent, we will also need a buyer or combined ALTA settlement statement so that we can confirm fees are in accordance with the contract.

- Breakdown of seller paid closing costs on behalf of the buyer (Line 5 of the contract). This must be done on a separate page and not broken down on the CD/Settlement Statement. If you include fees for HOI, survey, termite, home warranty, etc., we will need bills supporting the charges.
- A Special Warranty Deed to buyer with no guarantees; In Tennessee, a Cash Deed for Tennessee is acceptable
- Tax bill/receipt. If tax bills have not yet been released and it is your intention to prorate taxes based on the upcoming tax amount, you must provide something in writing from the county verifying the new amount. If you cannot get something in writing, you will need to prorate based on the past year's amount. We do not accept verbal confirmation of tax amounts.
- Fully completed Q Integrated closing instructions. This is included in the contract. You must complete the questions on page 1 and 5 and make sure that the document is signed. If a question doesn't pertain, insert NA. The HUD Identification # on page 5 refers to YOUR OFFICE registration # with HUD, not the property case #.
- Any HOA/Utility/Fire Dues bills pertaining to property. Letters must be dated within 30 days of closing and show a zero balance or be accompanied by proof of payment that was sent to you by our office. In certain situations, bills that are still outstanding MAY be reviewed to be paid at closing pending HUD approval, but that in no way should be the norm.
- If this is a Good Neighbor Next Door closing, we will also require a completed Note and Mortgage.
- If the buyer is using a Power of Attorney, we will require a copy that has been signed and notarized.

### **Completing the Special Warranty Deed:**

- The legal description must match the Special Warranty Deed into HUD's name.
- HUD's case # should appear on each page of the deed
- As this is being signed prior to the day of closing, if your deed doesn't already have the closing date provided, the following language should be incorporated: Effective date of the deed is [insert closing date or leave blank and we will fill it in]
- Title to the property is taken by the individuals listed on Line 2 of the contract, or on an amendment if one has been done. We no longer monitor the vesting, but buyers' names should appear as they do in the contract.
- If the buyer is an owner occupant and a mailing address appears on the Deed, you should not use the buyer's current address since that would not be accurate. The property address can be used in this instance (on the deed only; not the settlement statement)

### **Completing the CD/Settlement Statement:**

- Buyer name must match Line 1 of the contract, or a Line 1 amendment if one was done
- Buyer current address must be included. The property address cannot be used here
- Seller address - 40 Marietta Street, Atlanta GA 30303

- Fees paid by HUD as a seller expense – selling and listing agent commissions; overnight fee (see below conditions); tax prorations; \$200 repair escrow administration fee on FHA 203B with repair escrow or 203K closings
- HUD will pay for an overnight fee to return the original post-closing package to our office. For this to be paid, you must include in the closing package either a bill from the carrier, or a courtesy quote from their website.
- Tax prorations – taxes are prorated on the gross tax amount with all exemptions added back. HUD prorates using 365 days (even during leap year) and is charged for the day of closing.
- The Listing and Selling broker's names must match how they are registered with HUD. This information can be found on the first page of the contract entitled HUD Ratified Sales Contract.
- Seller paid closing costs should show as a lump sum on page 1. A separate page is required showing the breakdown of the fees included in that amount.
- On a CD, in the contact information, you must include the listing and selling agents' addresses below their names. Be sure that you are putting the correct agent as the buyer's agent.
- Earnest money must always be credited to the buyer at closing – no exceptions.

### **Closing/Post-Closing Requirements:**

- You must have the approved HUD documents in hand before the buyer can sign documents.
- Closings must be "table funded." There can be no conditions for funding and you must have all funds on deposit prior to buyer signing.
- IMMEDIATELY, notify your closing specialist and [6aClosings@qintco.com](mailto:6aClosings@qintco.com) that the property has closed so we can advise the FSM to cease maintenance of the property. DO NOT wait until you have a complete post-package to send closed notification.
- After you have sent the closing confirmation and when you have all required documents, email the post-closing package to [6aClosings@qintco.com](mailto:6aClosings@qintco.com) . Also, upload the post-closing documents into P260.
- Overnight the original post-closing package to us for receipt within 3 business days of closing. A cover sheet for the post-closing package is also attached and MUST be used when overnighting the package to us. Be sure to write in the case # at the top of the cover sheet. Package is to be overnighted to: Q Integrated Co., Attn: Post Closing, 3354 Perimeter Hill Drive, Ste 141, Nashville, TN 37211

The post-closing package should contain:

- Original buyer signed Settlement Statement/Closing Disclosure and copy of the seller signed Settlement Statement/Closing Disclosure if it is a separate document
- 5 Page Q Integrated Closing Instructions
- Copy of the confirmation of proceeds being wired
- Evidence the deed was delivered for recording
- Copy of any invoice HUD paid at closing
- Copy of Disbursement log accounting for all incoming and outgoing funds

- If applicable, copy of the fully executed POA, and any special program sales docs (such as the GNND program).

**If property does NOT close, please notify us immediately.** Seller signed documents are date specific and cannot be used if a property reschedules. A new complete package must be submitted and the original deed you have in hand must be voided and returned to our office. We have to have this back in order to send out a new deed for the revised closing date.

### **Miscellaneous Information:**

- If you do not receive the Earnest Money check within 3 days of the contract date, please contact our office immediately.
- If your address, contact or email information has changed since receiving your HUD ID Number, immediately contact [6AClosings@qintco.com](mailto:6AClosings@qintco.com) and advise what exactly has changed. All requests must be in writing on your company letterhead. If your company name has changed, you will need to provide an endorsement to your insurance policy showing the new company name and your new state license, if applicable.