



ESTOPPEL & QUESTIONNAIRE REQUIREMENTS 2017

In order to efficiently process your Estoppel or Condo Questionnaire please provide the following:

- A. Payment in full. Your payment must be made payable to **CREAM PROPERTY SERVICES** in one of the following forms:
 - a. Cashier's check , Money Order or Corporate Check
- B. Current owner's name
- C. Prospective buyer's name
- D. Property address
- E. Association name
- F. Copy of **Recorded Certificate of Title** if the property has been foreclosed upon.
- G. Your request must be provided to us in writing, on the closing agent's letterhead, and must include the company contact information (phone number, fax number, address, e-mail, etc.).
- H. Please be sure to include the **e-mail address** of where you want the Estoppel(s) sent to. Please use the following as guidelines when requesting an Estoppel:
 1. Mail (courier or overnight) to:
CREAM PROPERTY SERVICES
ATTN: ESTOPPEL DEPT
7301 NW 4th Street, Suite 104
Plantation, FL 33317

Turn aroundtime & Fees

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|-------------------------------|----------|-------------------------------|----------|
| Estoppel (14 DAYS) | \$250.00 | RUSH (2 business days) | \$325.00 |
| Questionnaire (5 DAYS) | \$55.00 | RUSH (2 business days) | \$75.00 |

Please note an additional \$150 fee may be due if the unit is in collections with the association

****THESE ARE BUSINESS DAYS NOT INCLUDING WEEKENDS OR HOLIDAYS****

If you require an original document, you must include a self-addressed stamped envelope; otherwise, you will only receive the document via e-mail.

****Weekend and holidays are excluded in the turnaround time****

Updates:

1. Please e-mail the Estoppel to accounting@thecreamgroup.com or
2. One update within a 30-day period is free of charge, no exceptions.
3. Subsequent updates within those 30 days are \$75.00 each.
4. Updates 31-60 days after original issue date are \$125.00.
5. After 60 days, an original Estoppel must be requested.
6. PUD questionnaires must be submitted to the Property Manager, not the Estoppel department.