



Armstrong Management Services, Inc.  
Resale Processing  
3949 Pender Drive, Suite 205  
Fairfax, VA 22030  
(703) 385-1133 or (504) 288-4634 Fax (703) 591-5785



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## Memorandum

08/25/09

TO: Resale Client  
FR: Resale Department, Armstrong Management Services, Inc.  
RE: Important Information Regarding Resale Certificate/Association Disclosure Packet

Dear Resale Client:

Thank you for requesting resale information from Armstrong Management Services!

Our goal is to process your resale information as quickly and accurately as possible, and to ensure that you receive the most efficient and responsive service available anywhere in our management area.

In keeping with that high standard, we have upgraded our systems to take advantage of the latest electronic processing technologies, and have modified some of our materials to make submitting your resale request easier than ever before. For your convenience, we are attaching our improved resale request form for your use.

For Virginia owners, effective July 1, 2008, the processing fee for a Resale Certificate/Association Disclosure Packet is dependent upon the manner in which the Resale Certificate/Association Disclosure Packet is provided and how it is delivered. Please refer to our schedule of fees enclosed that correspond to the fee structure established by the Virginia General Assembly. In addition, you may now choose to charge the full processing fee and shipping charges to your assessment account and have the fee paid at settlement. If you wish to take advantage of this payment option, you must download a copy of the Virginia Request Form and mail or fax to Armstrong Management Services, Inc.

In the event you have received a Resale Certificate/Association Disclosure Packet in the previous 12 months and only need an Update or Financial Update please contact our resale coordinator at 703-385-1133. The Update cannot be ordered via the download form or online.

Please be sure to copy and use this form for all requests from this date forward, and discontinue using any older forms that you may have on file. You can also submit a request online, by visiting us at [www.armstrong-mgt.com](http://www.armstrong-mgt.com).

As always, we appreciate the opportunity to serve you.

Sincerely,

Armstrong Management Services, Inc.  
Resale Department



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## Memorandum

08/25/09 1:00 PM

TO: Those Requesting a Resale Certificate/Association Disclosure Packet  
FR: Armstrong Management Services, Inc.  
RE: Frequently Asked Questions

Please make check payable to WelcomeLink <sup>®</sup> /Armstrong Management Services, Inc.
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### What Is A Resale Disclosure Package?

A Resale Certificate/Association Disclosure Packet is a set of required documents and information for your particular condominium or homeowners association when you resell. Some of the components in a resale package are Articles of Incorporation, Declaration, By-Laws, Amendments, Resolutions, Architectural Guidelines, Current Budget and Financial Statements, statement of outstanding assessments, and notification of any violations on the home or unit for resale.

### Why Do I Need One?

State regulations require sellers to provide such a package to a prospective purchaser in advance of a settlement. The Resale Certificate/Association Disclosure Packet provides the prospective purchaser with regulations and information particular to your association. If your association is part of another entity or facility (master association or a recreation association) you will need to order the Resale Certificate/Association Disclosure Packet for that association as well.

### Who Requests the Package and How?

Most often times the seller requests and pays for the Resale Certificate/Association Disclosure Packet. However, the realtor or other agent may order Resale Certificate/Association Disclosure Packets for their clients. Armstrong Management Services accepts checks, money orders or cashier's checks. Cash is not accepted. Payment should be made payable to WelcomeLink<sup>®</sup>/Armstrong Management Services, Inc., payment may also be collected at settlement. In order to begin the process, Armstrong Management Services must receive a written request on the appropriate Armstrong form. You may call our office to request a copy of the form be faxed or emailed directly to you, or you may complete a request form at our office and you may also register on our website to process your order online. As an added convenience to our clients, we will accept requests and payment at our satellite offices.

### How Long Does it Take to Receive the Package?

We begin the process once we have received a written request and payment. We will process all requests in the order in which they are received—we do not prioritize any requests. Your Resale Disclosure Package will be completed within 14 days from the date we receive a request and payment. We strive to complete all packets as soon as possible. Therefore, your package may be ready sooner than 14 days.

### How is the Package Delivered?

The Resale Certificate/Association Disclosure Packet will be provided within 14 days of the request in your choice of a printed hard copy or electronic format. Our office hours are Monday through Friday, 9:00 a.m. to 5:30 p.m. We are closed on the weekends and most federal holidays.

### **Who is WelcomeLink?**

WelcomeLink® is the processing center for resale transactions. All Resale Certificate/Association Disclosure Packets are handled by the WelcomeLink® document processing center. Resale Certificate/Association Disclosure Packet for your association will be shipped from the center located in Overland Park, KS.

### **What if the Sale of My Home or Unit Does not Proceed?**

If a resale certificate or disclosure packet has been issued during the preceding 12-month period a person specified in the written instructions of the seller, including the seller or his authorized agent, or the purchaser or his authorized agent, may submit a request for a resale certificate or disclosure package update. The cost of the resale certificate or disclosure package update is \$50.00, per Virginia State Statute, and shall be delivered within 10 days from the date of the written request. The resale certificate or disclosure package update shall include a copy of the original certificate or packet.

### **Who Do I Call If I Have Questions?**

Please call the Resale Coordinator at the Fairfax headquarters office of Armstrong Management Services at 703-385-1133 or 540-288-4634, between the hours of 9:00 a.m. and 5:30 p.m., Monday through Friday.



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Processed by



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## **COST OF SERVICES AND COMPENSATION RELATED TO PREPARATION OF RESALE CERTIFICATES AND ASSOCIATION DISCLOSURE PACKETS**

Preparation and Delivery:	No less than \$150.00 per requested hard copy, \$125.00 electronic copy, \$25.00 each additional copy.
Inspection Services:	No less than \$100.00 per request. Inspection of the exterior is required.
Expedited Service (as defined by Statute):	No less than \$50.00 per request. Must contact Resale Coordinator by calling 703-385-1133 to schedule expedited service.
Overnight or hand delivery:	At cost for third party delivery service
Resale Certificate and Disclosure Packet Updates (as defined by Statute):	No less than \$50.00 per request. Must contact Resale Coordinator at 703-385-1133.
Financial Updates (as defined by Statute):	No less than \$50.00 per request. Must contact Resale Coordinator at 703-385-1133.
Post-closing Fee for New Account Setup:	\$50.00 per lot/unit



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resales@armstrong.net



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## Virginia Request for Resale Package

DATE: \_\_\_\_\_

### INSTRUCTIONS:

Please provide the following information, which is required in order to process a Resale Package.

### **NOTE: FORM MUST BE FILLED OUT IN ITS ENTIRETY BEFORE PROCESSING WILL BEGIN.**

Please designate if the fee will be charged to the unit/lot account and paid at settlement or include credit card information or a check, made payable to WelcomeLink®/Armstrong Management Services, Inc. with your mailed request.

Effective July 1, 2008, Virginia owners may now choose to charge the full processing fee and shipping charges to their assessment account. To take advantage of this option, please refer to the payment information section of this request form.

The processing of a Resale Certificate/Association Disclosure Packet, which includes the required statements and Association Documents, is a contracted service of Armstrong Management Services, Inc., acting as agent for the Association. The processing fee for this service is not included in the homeowner's regular assessment.

Preparation of the Resale Certificate/Association Disclosure Packet must be completed within 14 days from the receipt of this request. Please contact our resale coordinator at (703) 385-1133 if you need to request an update.

### Property Information

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Property Address (P.O. Boxes not accepted): \_\_\_\_\_ Unit #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Community Name: \_\_\_\_\_

### Seller Information

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Seller's Full Name: \_\_\_\_\_

Co-Seller's Full Name: \_\_\_\_\_

Seller's Address (if different than Unit Address): \_\_\_\_\_

Seller's Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Seller's E-Mail: \_\_\_\_\_

### Buyer Information

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Buyer's Full Name: \_\_\_\_\_

Co-Buyer's Full Name: \_\_\_\_\_

Buyer's Address: \_\_\_\_\_

Buyer's Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

For Office Use Only  
Pd up front Date \_\_\_\_\_  
Chg Assmt Acct Date \_\_\_\_\_

### Delivery Information

Requested By: \_\_\_\_\_ Phone: \_\_\_\_\_

Deliver Completed Resale Package to:

Type of Address: ☐ Business ☐ Residence

Recipient Name: \_\_\_\_\_

Business Name (if applicable): \_\_\_\_\_ Phone: \_\_\_\_\_

Street Address (P.O. Boxes not accepted): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### Processing

Resale Certificate/Association Disclosure Packet:

☐ Processing Fee ..... \_\_\_\_\_

(inquire with the Resale Coordinator for the specific fee for an Association or to request an update)

Shipping Method

☐ Standard Shipping (4-Day Ground) ..... Included in Cost

☐ Next Day Shipping - \$39.95 (choice of requestor) ..... \_\_\_\_\_

**Total Due:** \_\_\_\_\_

### Payment Information

☐ Check Enclosed (mailed requests only; fax requests must include credit card information)

☐ Charge the seller's assessment account for the full processing fee plus shipping.

Seller's or Authorized Agent's Signature: \_\_\_\_\_

☐ Credit Card Information: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Card Type: ☐ Visa ☐ Mastercard ☐ American Express ☐ Discover

*Cardholder acknowledges that processing fees are not cancelable or refundable. Charges will be processed by WelcomeLink®/Armstrong Management Services, Inc.*

Cardholder Signature: \_\_\_\_\_