



Hello Homeowner! Congratulations on the sale or refinance of your home!

Invest West Management understands that this can be a stressful process, and we are here to make it go as smooth as possible.

As you may already know, your community has a website portal where most of the Association's documents can be obtained free of charge to the homeowner. However, you may find there are a several items you need for your transaction that cannot be obtained through the community website. Anything that is not available through the community website will need to be requested through www.homewisedocs.com.

All official sale documents such as a Payoff Demand, Questionnaire, or Resale Certificate must be ordered through the HomewiseDocs site. The reason for this is that our company is not paid by the Association for the time and costs associated with completing such requests. Using the HomewiseDocs site this way ensures that all of the other owners within the Association do not have to incur an expense for the additional work generated when one owner sells their home.

Below you will find answers to some frequently asked questions regarding the use of the HomewiseDocs site. For any questions not answer in this document, please visit homewisedocshelp.zendesk.com OR reach out to our Disclosure Manager, Aly Linstead, at alinstead@iwminfo.com.

FAQ

What should I order?

The regulations and statutory requirements for HOA documents vary greatly by state. To determine which items you should order to comply, please contact one of the parties involved with your transaction such as your Realtor, Lender, or Closing Agent/Attorney. They will be able to advise you on which documents you should order.

How do I place an order?

1. Visit www.HomeWiseDocs.com
2. Sign In/Create your account
3. Enter the HOA Name in the search bar under "Place New Order"
4. Select Your Items
5. Review Your Order
6. Select Delivery Method
7. Review the message(s) within the rectangle pop-up(s)
8. Select estimated closing date from the calendar
9. Select the date by which you want your order
10. Review Additional Options and select as applicable and desired
11. Share your order with other parties involved in the transaction
12. Make Payment

When will I get my order?

The Standard Processing timeframe varies from state to state depending upon what form(s) and/or document(s) you order. You will see the timeframe options during the order process on the Delivery page, and you will receive you order by or before the date you select on this page. Note that you can place an order as a rush basis for an additional charge.

FOR MORE FREQUENTLY ASKED QUESTION PLEASE VISIT
homewisedocshelp.zendesk.com