

SOPS w/notification

Transaction Coordinator (TC) Standard Operating Procedures (SOPs)

Objective: Ensure seamless communication, documentation, and coordination with all vendors and stakeholders during the acquisition and closing process. TCs are responsible for tactical execution, documentation, and client/vendor communication as outlined below. The Dispositions Manager oversees strategy and approvals only.

Anything highlighted in blue should be communicated with the client so they are updated with the status of the transaction

1. Property Assigned

- Acquisitions Upload POC (Point of Contact)
- Upload copy of leasing agent confirmation
- Property tax screenshot uploaded
- ROM 25% rents uploaded
- Confirm if water heater and HVAC are currently installed (if not currently installed, confirm they will be installed)
- Confirm in writing that sellers are open to price 🗨️

2. Upload Contract Dates

- Input all critical dates from the Purchase Agreement into trello:
 - Inspection end date 🗨️
 - EMD due date 🗨️
 - Inspection schedule date 🗨️
 - GC Walk through date 🗨️
 - 3 days until end of inspection period 🗨️
 - Appraisal schedule date 🗨️

- Financing End Date 
- Closing date 
- *Create Intro Thread to Buyer via email* 

3. Schedule Inspections & GC Walkthroughs

- **Notify client scheduling is beginning** 
- *Create Inspections thread*
- Coordinate access and scheduling:
 - Confirm availability with inspector and GC
 - Confirm access details (lockbox/code/contact)
 - Ensure GC will use HUD checklist
 - Ensure inspector will provide a photo-heavy report (40+ images recommended)
- **Upload scheduled times and notify client of confirmed dates** 

4. Open Escrow with Title

- *Create title thread*
- Submit Purchase Agreement to title
- Collect and add the following into Trello important dates and Airtable:
 - Wire instructions 
 - Reference # for EMD submission 
 - EMD due date / required amount 
- **Upload details to Trello + notify client** 
- **Confirm and upload EMD receipt** 

5. If Property Is Tenant-Occupied (Section 8 or Cash):

- Request and upload the following from the POC:
 - Current lease
 - HAP contract
 - Last 12 months maintenance logs
 - Last HUD inspection date
 - Tenant income verification
 - Tenant background check
 - Tenant credit check
- Notify client once they have been uploaded 

6. Receive Inspection & GC Quotes

- Upload documents to the Trello card / Airtable
- Notify Dispositions Manager both have been received 
- Update client pro forma with GC quote amount 

Dispo Manager Role:

- Review inspection report and provide client with notes & renegotiation strategy 
- Review pro forma with estimate included 

7. Negotiation Completion

Dispo Manager Role:

- Notify client of negotiation outcomes and updated pro forma 
- Confirm readiness to order appraisal 

8. Appraisal Approval + Inspection Extensions

- Follow up with Dispo Manager for appraisal order approval 
- Monitor inspection period
 - Request extensions at least 48 hrs before end date (unless instructed otherwise) 

Dispo Manager Role:

- Approve appraisal order 

9. Appraisal Scheduling

- *Create Lender + Buyer email thread*
- Notify lender that inspection was approved 
- Provide lender:
 - POC name and contact for access
 - Lockbox/code
 - Occupancy status
- Notify client when ordered and scheduled (include date/time) 

10. Insurance

- *Create Insurance + Lender + Buyer thread*
- Request quotes and upload them 
- Notify client when quotes are uploaded and requested 
- Notify when pro forma is updated w/ 5k deductible quote 

11. Title Commitment

- Request title commitment from title and upload once received 

12. Receive Appraisal

- Notify client appraisal is received and condition: 
 - Acceptable
 - Subject-to repair
 - Below value
- Update CRM with appraisal value
- If repairs are required:
 - Notify client of items 
 - Contact POC to advise seller of the repairs needed 
- If value is low:
 - Notify client of appraised value 
 - Coordinate with Dispo Manager to draft amendment 
 - Once seller agrees, notify client of final price change outcome 

13. Lender + Title Follow-Ups

- Weekly check-ins with both parties
- Confirm:
 - Lender is not missing docs 
 - Title has everything needed 
- If missing, notify client and follow up until resolved 

14. Keys & Utilities*

- Request from POC:

- Location of keys 
- Utility contacts (electric, gas, water, trash) 

15. Notify Property Management

- Inform PM of expected closing date 
- Ensure they've received inspection report and repair scope 

16. Collect Final Fee Docs

- Request Settlement Statement (title-only fees) 
- Request Final Closing Disclosure (lender-only fees) 

17. Final HUD

- Follow up with lender until Final HUD is received 
- Once received, notify Dispo Manager 

Dispo Manager Role:

- Update pro forma with final numbers and confirm COC alignment 

Buyer Intro

“Intro Thread to Buyer via Email”

Subject: Transaction Coordination – Welcome & Key Info for Your Property Purchase

Hi [Buyer Name/Team],

Congrats on the accepted offer!

This email thread will serve as a brief means of communication to provide you all the preliminary information that you see below. A copy of all this information will be uploaded to your trello card as well. Please keep all questions, updates, or requests related to this deal in trello so we keep everything organized in one place.

You will see the following email threads created at their designated times to coordinate this transaction. If you have any questions for these vendors, please submit them in the corresponding email thread. If you have questions for us directly, please post them on Trello:

- Lender
- Insurance Provider
- Title Company
Important Dates

EMD Due Date: \$3,000 – Due ASAP to [Title Company]

Inspection Period Ends: April 26, 2025

Closing Date: May 16, 2025

Subject Properties

- [Property 1]
 - [Property 2]
 - [Property 3]
-

EMD Wiring Instructions

- **Attached to this email**
- **Reference Number:** *Use full property addresses when submitting EMD*

Title Company Info

Company:
Processor:
Pre-Processor:
New Orders Email:

Inspections

We will begin scheduling inspections with one of our trusted inspectors right away. All inspectors we use offer preferred pricing — unless it's a large property or multifamily, inspection fees will typically not exceed **\$450 per report**.

Please reply with your approval to proceed with scheduling.

Once approved, we'll follow up with scheduled dates and details. If you need anything at all during the process, don't hesitate to reach out.

Looking forward to a smooth closing!

Hey [Client Name],

Pleasure to meet you! My name is [Your Name], and I'll be assisting you throughout this transaction.

I wanted to provide a quick overview of what you can expect during the initial stages:

First Step:

- We'll need you to submit your Earnest Money Deposit (EMD) to the title company.
- I'm currently working on getting the wire instructions uploaded to your Trello card, and I'll follow up shortly after to confirm once they are available for you to submit the wire.

Simultaneous Step:

- We'll be scheduling property walkthroughs with our inspector and general contractor (GC) for your unit.
- This will kick off the due diligence process to thoroughly evaluate the property.

Once the Walkthroughs Are Complete:

- You'll receive a full home inspection report and a GC repair estimate.
- With that information, we'll be able to properly review the asset and use our findings to either validate the deal or renegotiate terms if necessary.



Next Step:

Please keep an eye out for a follow-up confirming when the wiring instructions are ready.

If you have any questions during this process, don't hesitate to reach out—I'm here to assist every step of the way!

Schedule Inspections & GC Walkthroughs

Inspection Thread Template

Good afternoon everyone,

We'd like to schedule an inspection for the property at **[Property Address]** as soon as possible. Please note that the **inspection period ends on April 21, 2025**, so timely coordination is appreciated.

Before we proceed with payment or confirm scheduling, please **reply with "Approved"** to confirm that the following will be included in your service:

Scope of Work Expectations:

- Completion of the full HUD Inspection Checklist
- Estimated repair cost to bring property to HUD standards + deferred maintenance
- Photos of all rooms, bathrooms, living areas, mechanicals, and exterior
- Full foundation and structure review
- Crawl space inspection (physically entering unless inaccessible)
- Roof inspection (physically accessing unless inaccessible — no binocular-only reviews)

HUD Checklist Walkthrough Video:

Property Access / Point of Contact:

Phone:

Email:

Invoice Submission:

Please send the invoice to:

Thank you and we look forward to your confirmation and availability.

Lender + Buyer

Lender + Buyer Thread Template

Subject Line: Appraisal Coordination – [Property Address] – [Buyer Name / LLC Name]

Good day,

I'm creating this thread to facilitate **all communication related to the appraisal process and lender coordination** for the following transaction:

Deal Details

- **Property Address:** [Insert Full Address]
- **Buyer Name:** [Buyer Full Name]
- **Buyer Email & Phone:** [Buyer Email] | [Buyer Phone]
- **Purchasing Entity (LLC):** [LLC Name, if applicable]

Attached you will find:

- Fully executed Purchase Agreement
- Any executed Amendments to date

Status Update

We have approved inspections. We are now **ready to proceed with ordering the appraisal** for this property.

Property Access Contact

Please coordinate access for the appraisal with the following Point of Contact: **Name:** [POC Full Name]

Phone: [POC Phone Number]

Email: [POC Email Address]

Occupancy Status: [Occupied / Vacant]

Lockbox Code: [If applicable]

Notes:

If any additional documents, borrower information, or clarification is needed, please respond directly in this thread and we'll work on it immediately.

Looking forward to working together for a smooth process.

Insurance

Insurance + Buyer Thread Template

Good day everyone,

[Insurance Agent Name], meet our client [Client Name]. I'm creating this thread to begin the insurance quote process for the property noted below.

Please provide three quotes based on the following deductibles:

- **\$2,500 deductible**
- **\$5,000 deductible**
- **\$7,500 deductible**

Below is the available property and client information. If additional details are required, let us know and we'll work with the seller to obtain them.

Property Information

- **Property Address:** [Property Address]
- **Property Type:** [Single Family / Duplex / Triplex / Quadplex]
- **Occupancy Status:** [Occupied / Vacant]
- **Usage:** Long-Term Rental
- **Square Footage:** [Insert sq. ft.]
- **Year Built:** [Insert year]
- **Roof Age/Condition:** [Insert if known]
- **HVAC Age/Condition:** [Insert if known]
- **Plumbing Age/Condition:** [Insert if known]
- **Electrical System Age/Condition:** [Insert if known]
- **Exterior Type:** [e.g., Brick, Vinyl, Wood, etc.]

- **Foundation Type:** [Slab, Crawl Space, Basement]

Borrower/Client Information

- **Client Name(s):** [Full Legal Name(s)]
- **Client DOB(s):** [MM/DD/YYYY]
- **Borrowing Entity Name:** [LLC / Corp Name]
- **Mailing Address:** [Insert Address]
- **Phone:** [Insert Phone]
- **Email:** [Insert Email]
- **Estimated Closing Date:** [Insert or approximate]

Let us know if you need any other information to move forward with the quote.

Thank you!

Key Collection

Keys & Utilities Request Email Template

Subject Line: Request for Keys & Utility Information – [Property Address]

Good afternoon [POC Name],

As we approach closing on the property located at, we'd like to gather the following final details to ensure a smooth transition for our client:

Key Transfer

- Where will the keys be located after closing? (Please include access instructions, combo, or pickup details)

Utility Providers

Please provide the current utility providers servicing the property if applicable:

- **Electric:**
- **Gas:**
- **Water:**
- **Trash/Recycling:**

Move-In Instructions

If there is anything else the new owner should know immediately post-closing (i.e., garage openers, alarm system info, special access notes), please include that as well.

Appreciate your help — feel free to respond directly in this thread with the details.