



AMERICAN MANAGEMENT  
OF VIRGINIA

CONGRATULATIONS on the sale of your property! Below are instructions to order either a VA disclosure packet (HOAs) or a VA Resale Certificate (Condos).

If you are a homeowner selling your unit, or have not ever registered for an account, please go to [www.AMVirginia.com](http://www.AMVirginia.com) and click the link to Order Resale Packet. You will be redirected to [amvirginia.condocerts.com/resale](http://amvirginia.condocerts.com/resale).

- If this is your first time using CondoCerts, you will need to Register for an account. Once that is completed and you have agreed to the Terms of Use, click Continue. YOU WILL NEED TO REMEMBER YOUR LOGIN AND YOUR PASSWORD!

Once registered:

- Click On "Place Your Order Now!" button in the middle of the page.
- Type in the Association name – Continue
- This should bring up your association, (or if more than one, Select your community), Click on your Community's name – Continue
- Enter the PROPERTY ADDRESS THAT IS FOR SALE – Continue
- Verify the information. If correct, Continue
- Under PRODUCTS - Select "VIRGINIA DISCLOSURE LETTER/RESALE CERTIFICATES"; Click on Continue
- Select Standard Disclosure Package (14 calendar days), or Rush Disclosure Package (5 business days) – Continue
- Next shows the documents for the community. Select your Delivery Options - Electronic delivery is the default at no additional charge, or you may upgrade for additional fees. Continue
- For Electronic Delivery, enter the parties email addresses. You may add your agent/seller, buyer/their agent. Continue
- ALL FIELDS MARKED WITH AN ASTERISK \* MUST BE FILLED IN. IF YOU DO NOT HAVE RELATED INFO, YOU MAY ENTER UNKNOWN, TBD, NONE, ETC
- Complete the Transaction Information section with the seller's information (owner of the property).
- Complete Seller's Forwarding Address, Buyer/Borrower Info, Title Company Info – Continue
- Review ALL Information entered. Continue
- Agree to Terms and Conditions. Certify that you are a representative to the title co/seller and accepting the order is binding. Continue – this will place the order and provide you with Summary of your order and the fee due at closing\*\*.
  - NOTE: Once the packet is completed by Management, you are responsible for the charges, even if you cancel the packet, take the property off the market/decide not to sell, sales falls through.
- ***You may SHARE the order and include additional email addresses (up to total of 5) which will receive 2 emails from [CustomerService@CondoCerts.com](mailto:CustomerService@CondoCerts.com) when your order is completed. One will have a link to all the document files (bylaws, declaration etc), and the other will have a pdf file with the disclosure letter and the Virginia CICB/DPOR notice. Any email addresses you include in your order will receive these emails as well.***
- ***If you do not include a buyer/agent's email addresses, or should you change buyers after you've placed your order, you will be able to forward both emails from CondoCerts to the prospective buyers/their agent.***
- ***Buyers will need to download the documents from the link in the email, as that link will expire. Please be sure they know that.***
- Per Virginia Statutes (Sect. 55-509.6D and 55-79.97.1B6) fees are deferred to closing. **\*\*Additionally, all fees and costs for the resale packet/certificate shall be the personal obligation of the owner and shall be an assessment against the unit and collectible as any other assessment if not paid at settlement or within 60 days of completion of packet, whichever occurs first. Be sure to have your settlement company contact us for account and packet information after you have placed the order!**

***IF AT ANY TIME YOU NEED ASSISTANCE,  
PLEASE DO NOT HESITATE TO CONTACT CUSTOMER SERVICE AT 1-800-310-6552!***

Once you submit your order, we are allowed up to 14 calendar days to complete the order. RUSH processing is at the option of management, and we are allowed 5 business days to complete the order. Should you opt for RUSH processing AND Hard Copy, please understand that you will have access to your electronic files within the 5 business days and may review and download those files, however it will take additional time for CondoCerts to process and mail the packet, and for the post office to deliver to you. You will be notified via email should management be unable to accommodate rush processing.