Closing FAQ's

1. **How do I turn on utilities for a home inspection?**
   Utility activation must be requested from the FSM prior to activating utilities. Please follow the link below to access the Utility Activation Form for the FSM in the applicable state.

❖ 24 ASSET MANAGEMENT CORP –
(CO, DE, FL, IA, IL, IN, KY, MN, MT, NC, ND, NE, TX, NM OH, PR, SC, SD, UT, VI, WI and WY)
https://utilityactivation.reamsview.com/home/index/14

❖ JGM PROPERTY GROUP, INC. –
(CT, MA, ME, MI, NH, NJ, NY, OH, RI, and VT
https://jgmpgutilityactivation.reamsview.com/

❖ SPECTRUM SOLUTION ACQUISITIONS –
(AK, ID, NE, NV, OR, and WA)
https://spectrumutilityactivation.reamsview.com/home/index/27

2. **How do I schedule my closing?**
   Please upload your complete closing package as one attachment into the Yardi Portal seven (7) days in advance of the closing date. (eg, Upload Monday to close the following Monday). Your closing will be assigned to a specialist for review. You will be contacted directly with any corrections or issues with the closing date. **Important Note: Only uploads under subcategory 'PRELIM HUD1" are monitored, any notes or uploads outside of this subcategory is not viewable and thus will not be reviewed.** See #5 below

   It is not necessary to request an exact closing date or schedule your closing with RAINE contract managers directly. The closing date is contingent on the day the closing package is upload correctly.

   Closing agents are responsible to maintain an active super user (admin) to Yardi and should log in every other month to avoid super user or other logins from being deactivated. For reactivation request, please email bsca@rainecompanies.com for assistance along with copies of current E&O and license (business/attorney).

3. **What is the link to access Yardi's P260 Portal and upload my closing package?**
   https://www.hudp260.com Select the link for Closing Agents

4. **What is the number to Yardi's P260 helpdesk?**
   805-699-2053

5. **Where do I upload the preliminary HUD-1 Package in the Portal?**
   On the Functions menu, click **Add Attachments.** In the category field, select **Settlement** and subcategory select **PRELIME HUD-1.** Please **do not use** any other category or subcategory. **An upload in any category other the 'PRELIM HUD-1' will not be recognized and will delay approval. Upload as one (1) pdf once,** multiple uploads can create a system conflict and delay closing.

6. **What documents are to be included in the Prelim HUD-1 Package?**
   HUD-1 Settlement Statement (lender approved), tax bills, signed closing instructions, outstanding lienable invoices, and special warranty deed with mailing label to return the deed. **All documents should be combined into one (1) pdf and upload only once.**

7. **When should the Prelim HUD-1 Package be uploaded for closing?**
   Your package should be uploaded no later than seven (7) calendar days prior to closing. For example Monday requires documents are upload by the close of business the prior Monday. It is not necessary to request a closing date or schedule your closing with RAINE.

8. **When and where should I send outstanding invoices to be paid by the seller?**
   Invoices should be submitted as early as possible, but no later than ten (10) business days prior to closing to ClosingInvoices@rainecompanies.com. All bills must be sent in advance of closing. Title issues being reported must include copy of commitment and documentation of the issue in question in your email.

9. **Will all closing requests be accommodated?**
   If the package is uploaded timely and there are no outstanding bills/demands/issues preventing closing, the assigned specialist will work to accommodate your requested closing.

10. **Where do I submit any HUD-1 revisions?**
    Revisions should be sent only after your initial package is reviewed. Revision will be emailed to the HUD reviewer assigned to your file Please **do not** upload multiple packages to the portal.

11. **How do I know if the Prelim HUD-1 has been received?**
    An email notification will be sent to the primary email address on file that is associated with your Title ID that uploaded the package into Yardi.

12. **What should I do with the Final Post Closing Package?**
    Within 24 hours of closing, update the Actual Close Date in P260 and then upload the Post Closing Package to the portal under the **Settlement** category and then **Closing Package** subcategory. Do not use any other category. Follow any additional instruction given by your HUD-1 processer.

13. **Who do I contact for closing related questions?**

    CO, IA, MT, ND, NE, NM, SD, TX, UT, WI and WY
    Gabby Bates gbates@rainecompanies.com

    IL, IN, KY
    Grace Feguer gfeguer@rainecompanies.com

    CT, DE, MA, ME, NH, NJ, NY, RI, and VT
    Maureen Burns mburns@rainecompanies.com

    MI and OH
    Nicole Brown nbrown@rainecompanies.com

    FL, NC, PR, SC and VI
    Vernessya Tate vtate@rainecompanies.com

    AK, ID, NV, OR and WA
    Kathy Knese kknese@rainecompanies.com

Please correspond with the specialist in your area, do not cc multiple boxes or specialist as it will delay response time. Title issues being reported must include copy of commitment and documentation of the issue in question in your email.

14. **What is RAINE's Customer Service contact information?**
    Phone: 844-RAINECO (724-6326) Email: info@rainecompanies.com