

5 Saved Emails Every Escrow Coordinator Needs

Copy, fill the brackets, send. These five templates cover 90 percent of HOA correspondence on a standard file.

1. Initial document request

Subject: HOA document request - [Property Address] - closing [Date]

Hello [Manager Name],

Please provide the full resale package for [Property Address, Unit], closing scheduled [Date].

Needed: resale certificate, estoppel with good-through date, current budget, insurance certificate, and 12 months of minutes.

Buyer: [Name]. Seller: [Name]. Fee authorization attached up to \$[Amount]. Please confirm receipt and expected delivery date.

Thank you, [Your Name, Company, Phone]

2. 48-hour follow-up

Subject: Follow-up: HOA order [Date] - [Property Address]

Hello [Manager Name],

Following up on our request of [Date] for [Property Address]. Our funding date is [Date]; please confirm status and delivery date today.

If anything blocks completion (missing authorization, unpaid prior balance), tell me now so we resolve it this week.

Thank you, [Your Name, Phone]

3. Rush request

Subject: RUSH: HOA documents needed by [Date] - [Property Address]

Hello [Manager Name],

This file now requires expedited handling. Please quote rush delivery for the full package to arrive by [Date].

Confirm: rush availability, rush premium, and the earliest delivery date in writing today. Fee authorized up to \$[Amount].

Thank you, [Your Name, Phone]

4. Fee dispute

Subject: Invoice correction requested - [Invoice #] - [Property Address]

Hello [Manager Name],

Your invoice of \$[Billed] exceeds the lawful charge. Under [Statute + Section], the cap is \$[Cap] for [standard/expedited] delivery.

Correct total: \$[Lawful]. Please send a corrected invoice or refund the \$[Excess] excess within 48 hours; our closing is [Date].

Thank you, [Your Name, Phone]

5. Seller authorization nudge

Subject: Action needed: HOA release authorization for [Property Address]

Hello [Seller Name],

The HOA requires your written authorization before releasing documents. Please sign the attached form and return it today.

Every day of delay pushes document delivery past our funding date of [Date]. A photo of the signed form by email works.

Thank you, [Your Name, Phone]