



## **Requests for Estoppels/Closing Letters, Lender Questionnaires, and Association Documents**

**\*\*\* Changes Coming July 14, 2025! \*\*\***

CMA offers a streamlined process for the order and delivery of homeowner and condominium association estoppels/closing letters, lender questionnaires, and association documents. Effective July 14, 2025, that process will no longer be handled by CondoCerts. We are making a switch to Community Archives!



Community Archives provides reliable around-the-clock online access to make real estate transactions easier for lenders, title companies, closing attorneys, and real estate agents. Utilizing Community Archives makes it possible to reduce paper, speed up the ordering and delivery processes, and make the buying/selling experience better for our managed associations' homeowners.

**Effective Monday, July 14, 2025, requests may be submitted from the CMA website at <https://cmacommunities.com/residents/buyer-seller-services> (Buyer/Seller Services on the site menu). The system may also be directly accessed at <https://marketplace.communityarchives.com>. Signing up is quick and easy; you can begin using the system immediately.**



The many system enhancements geared toward an improved user experience include:

- Order by address or search for the association name
- Share your order with up to ten email addresses (buyer, seller, co-signers, real estate agents, title company, closing attorney, and other interested parties).
- Create “shopping companies” so all of your team members have visibility and access to delivered orders
- Order completion email notices sent to users
- Rush and expedite order requests (rush only in Florida)
- Self-manage closing information (i.e., updating closing dates, confirming when the closing has occurred, or if a closing has been cancelled)
- Pay for orders upfront by credit card, third-party credit card (of buyer, seller, real estate agent, etc.). or mail a check

**Please share this important information with other parties within your organization** which may regularly or periodically request estoppels/closing letters, lender questionnaires, and association documents for our managed associations.



**Portal Support:** <https://support.communityarchives.com/support/home>

**Email:** [shoppersupport@communityarchives.com](mailto:shoppersupport@communityarchives.com)

**Phone:** 833.462.3627