

## ESTOPPELS LETTER & MORTGAGE QUESTIONNAIRES

Sentry is switching providers of resale certificates and mortgage questionnaires from CondoCerts to WelcomeLink. This process will take place over the next few months. The transition will happen on a state by state basis, starting with Virginia.

Until transition, all parties requesting these documents should go to [www.sentrymgt.com](http://www.sentrymgt.com) instead of the CondoCerts website.

When you, the title company, go to Sentry's website for resale documents, you will be asked to choose the state in which the unit is located (sample screenshot below). Once you choose the state, you will be directed to either WelcomeLink or CondoCerts while we are in this transition process. Eventually, all states will be directed to WelcomeLink.

### For Resale or Refinance

If you are a title company, closing agent or mortgage holder needing documents, forms or certificates to facilitate the sale of a property in an association managed by Sentry, you can order those online. We have partnered with an outside vendor to provide you with turn-key documents.

Our vendor makes every effort to process your resale and lending information as quickly as possible, but it is best to order these documents as early as possible. To order documents, including mortgage questionnaire, estoppel, resale demand and trustee letters, please **select your state below** and complete the appropriate forms.



SELECT  
YOUR STATE

AZ - Arizona

ORDER DOCUMENTS >

Homeowners can also access their **association documents** by accessing their [CommunityPro](#) account.