



TUDOR REALTY SERVICES CORP.

## MEMORANDUM

**TO: All Residents in TRS Managed Properties  
& Real Estate Industry Colleagues**

**FROM: Tudor Realty Services Corp.**

**DATE: March 20, 2020**

**RE: TRANSFERS DEPARTMENT UPDATE**

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We are writing to provide important updates to all of our residents in TRS managed properties and to our colleagues in the Real Estate industry that work together with us on **Apartment Transfers, Sales, Sublets, and Mortgage Refinances**.

Tudor Realty Services Corp. is very much open for business, all employees are working remotely and we want to assure you that all of us here at TRS are continuing to operate through this unprecedented situation.

Our department that handles Apartment Transfers, Sales, Sublets and Mortgage Refinancing are all working remotely and are working hard to continue processing applications and to facilitate closings and approvals.

In order to do so and be careful about the health and safety of our employees and residents, as well as being supportive of the strong encouragement of social distancing, some of our procedures have been changed until further notice.

The following is what these changes are as of now, March 20, 2020.

### **SUBMISSION OF SALES, SUBLET, FINANCING, ETC. APPLICATIONS**

There is a new procedure in place for submitting application package to us so that we can process these remotely in a timely fashion. All submissions must be done electronically.



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When your application is ready to be submitted, please scan the original and a second copy containing redacted account and redacted social security numbers.

Email the transfer agent in our office who handles applications for your building to request further instructions about how to submit these documents electronically. If you are not sure who to contact for your building, please email [Sublets&Resales@tudorrealty.com](mailto:Sublets&Resales@tudorrealty.com) and someone will get back to you.

All payments which are required at the time of application submission must be paid electronically. Details are below.

We are continuing to process applications, and are still sending out letters of approval when transactions have been approved.

**PAYMENT OF APPLICATION & OTHER FEES**

We cannot accept payment of fees due in connection with applications, move-in fees, processing of Apartment Transfers, Resales and Sublets, etc. by check. Payment must be made electronically. To do so, go to [www.TudorRealty.com](http://www.TudorRealty.com), click the Make a Payment button on top, click Pay TRS on the right side of the page, and follow instructions. There is no charge for electronic payments, unless made by credit card.

**CLOSINGS & INTERVIEWS**

All of us here at Tudor Realty Services Corp. are working hard to continue to facilitate closings, interviews and approvals.

For the health and safety of our employees, we are not handling or hosting closings or interviews in our office at this time. For interviews, we are scheduling using a video conferencing app. For closings, we are asking the



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building's attorney to host the closing. If that is not possible for a particular building, we are asking the seller's attorney to host the closing. Counsel other than building attorneys will provide undertakings to collect all required fees and documents. We will facilitate the closing by preparing any required closing documents that we are responsible for producing and sending any documents that require co-op or condo signature to the board for signature, assuming that board members are available to sign. Once signed as required, we will send the signed documents to the attorney that will be handling the closing.

If you are handling an approved transaction and need to schedule a closing, please email the transfer agent.

Our priority is working to ensure everybody's health and safety while also being in a position to continue to provide service to all of our buildings, clients and residents that have entrusted us to manage their properties. Please keep in mind that the situation with Coronavirus is rapidly developing so of course, this information is subject to change at any time with no notice.

Please continue to monitor information and updates by visiting our website at [www.TudorRealty.com/coronavirus](http://www.TudorRealty.com/coronavirus)

Thank you for your attention to this and for your understanding and patience as we work through this unprecedented challenge together.

Should you have any questions about these updates, please do not hesitate to contact Andrew S. Lazarus, Senior Vice President, at 212-557-3600 or [ALazarus@TudorRealty.com](mailto:ALazarus@TudorRealty.com). Thank you.