

Asset Management

## Pay Off Demand Requirements

Borrower: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Zip Code: \_\_\_\_\_

City Loan/ACS Loan #: \_\_\_\_\_

This letter contains the information required by the City of San José (“City”) to process a Payoff Demand (“POD”) for a City loan(s) by the above referenced Borrower and Property. The City’s review and processing of the POD request may require from ten to fifteen business days (10-15) from the date **all** documents are received by the City. A City of San José processing fee of \$210 will be added to the payoff demand.

As part of the POD process, the City will prepare and provide its own Substitution of Trustee and Deed of Full Reconveyance and, if applicable, Release or Rescission of the Affordability Restrictions. The POD will include the outstanding principal loan amount and the calculation of equity share and/or interest due to the City, if any. The City’s POD conditions are as follows:

For a **sale transaction**, please submit the following documents:

- 1. A formal request for the City’s payoff demand;
- 2. A dated authorization to release POD information signed by borrower(s);
- 3. A copy of the purchase contract;
- 4. Sellers estimated closing costs;
- 5. If your City loan has an Equity-Share repayment term, the City allows homeowners to provide a list of real property capital improvements (must include receipts, invoices and photos). The City follows [IRS Publication 523](#) for the list of acceptable capital improvements (see page 12). For the City to award credit for capital improvements, all City [building codes and permits](#) must be applied for and finalized. A [California licensed contractor](#) must have been used for invoices of \$500 or more.
- 6. Borrower’s (Seller’s) forwarding address for 1098 Mortgage Interest Statement;
- 7. Preliminary Title Report;
- 8. A third-party authorization signed by the borrower/s to release the Final Closing Statement to the City.

For a **refinance/payoff transaction**, please submit the following documents (NOTE: If your loan has an Equity-Share repayment term, you are not allowed to refinance out of the Equity-Share agreement. Instead, it can only be paid and removed when you sell your home):

- 1. A formal request for the City’s payoff demand;
- 2. A dated authorization to release POD information signed by borrower(s);
- 3. A copy of the current property appraisal (if Equity-Share repayment term);
- 4. Preliminary Title Report;
- 5. A third-party-authorization signed by the borrower/s to release the Final Closing Statement to the City.

Please deliver the documents list above in PDF format to [asset.payoffdemands@sanjoseca.gov](mailto:asset.payoffdemands@sanjoseca.gov).

City of San Jose Housing Department  
Asset Management Services  
[asset.payoffdemands@sanjoseca.gov](mailto:asset.payoffdemands@sanjoseca.gov)