

**DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
DIVISION OF CODES AND STANDARDS**

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January 4, 2021

INFORMATION BULLETIN 2021-01 (RT)

TO: Escrow Companies
Interested Parties

FROM: Kyle Krause, Acting Deputy Director
Division of Codes and Standards

SUBJECT: **Launch of Elite Business Customer Section**

As part of our ongoing work to improve customer service, the California Department of Housing and Community Development (HCD) is pleased to announce the launch of our **Elite Business Customer Section** to better serve escrow companies that interact with our Division of Codes and Standards for their registration and titling needs.

Effective January 1, 2021, our Elite Business Customer Section will be available to all escrow companies licensed to do business in California.ⁱ

Elite Business Customers will receive:

1. Expedited services from our dedicated team of analysts who are experts at processing business-customer titling applications for manufactured homes, mobilehomes, commercial modulars, and floating homes.
2. Prompt responses to your inquiries about applications you've submitted to help you meet industry specific deadlines.
3. Access to monthly (virtual) meetings where you can get additional questions answered, hear important updates, or obtain help with a complex registration and titling application.

ⁱ Licensed by the Department of Financial Protection and Innovation (DFPI)

We invite you to become an Elite Business Customer.

To join:

1. Review the Program Guidelines.
2. Complete the Request to Participate form and submit to the Elite Business Customer team via email.

Questions? We're here to help. Email our Elite Business Customer team at BusinessCustomer@hcd.ca.gov.

Attachments



Elite Business Customer Section

Department of Housing and Community Development Registration and Titling Program

Elite Business Customer Program Guidelines

If you are an escrow company licensed to do business in Californiaⁱ and would like to receive expedited service as an HCD Elite Business Customer, please follow the guidelines below:

1. Complete the Elite Business Customer Section “Request to Participate” form and submit the completed form to BusinessCustomer@hcd.ca.gov.
2. Whenever you need assistance, email BusinessCustomer@hcd.ca.gov.
3. Submit transfer applications to:

**HCD—Elite Business Customer Section
P.O. Box 276025
Sacramento, CA 95827-6025**

- Applications submitted to other addresses are subject to delays in processing.
 - Reasonable accommodations may be requested at BusinessCustomer@hcd.ca.gov and will be honored when feasible.
4. For the quickest response, please use standard HCD forms. For official HCD forms, visit our [Registration and Titling Forms webpage](#).
 5. Please allow a minimum of 30 days from the postmark date of your transfer application before requesting a status update. Status updates will only be performed on Fridays.

We look forward to providing you excellent, expedited service as an HCD Elite Business Customer.

ⁱ Licensed by the Department of Financial Protection and Innovation (DFPI). All new companies requesting participation will be verified against applicable licensing databases.



Elite Business Customer Section

Department of Housing and Community Development Registration and Titling Program

Request to Participate

Company Information

Legal Company Name: _____

DFPIⁱ License Number: _____

Primary Company Mailing Address: _____

Primary Business Location Address: _____

Primary/Secondary Contact Information (Your company's main contact for HCD)

Primary Contact Name: _____

Primary Contact Phone Number: _____

Primary Contact Email Address: _____

Secondary Contact Name: _____

Secondary Contact Phone Number: _____

Secondary Contact Email Address: _____

Other Company Names (Other entities doing business under your authority)

Alternate DBA Name: _____

Alternate DBA Address: _____

Alternate DBA Name: _____

Alternate DBA Address: _____

Anticipated Number of Transactions Each Month:

Comments/Considerations:

To submit, please email this form as an attachment to:

BusinessCustomer@hcd.ca.gov

ⁱ Department of Financial Protection and Innovation