



**SOQ No. 22-040**  
**Title and Closing Services**  
**Submission Deadline: July 28, 2022 at 3:30 PM**



submitted by:  
TEAM TITLE, LLC d/b/a TEAM CIVIC SOLUTIONS  
4437 TRENTON STREET, METAIRIE, LA 70006  
teamcivicsolutions.com | 504.339.9693

# PROPOSAL CRITERIA

## PROPOSAL CRITERIA

(A) Professional training and experience

Please see the enclosed form for staff resumes.

(B) The nature, quantity, and value of parish work previously performed and presently being performed by the person and/or firm submitting, with the intent being to provide a maximum opportunity for different firms to work for the Parish.

Previous work experience shared in the enclosed form. TCS has provided parish-related work to Orleans, St. John the Baptist, Terrebonne Parish, and numerous state agencies.

(C) Past performance by the person or firm on public contracts, including any problems with time delays, cost overruns, and incomplete or incorrect work in prior projects for which said person or firm was held to be at fault.

TCS has had a successfully performed services for over 20 programs across the country and in Puerto Rico. We have never had any issues with incomplete projects or experienced problems with time delays.

(D) Past and current professional accomplishments, for which references from clients or former clients and information gathered by inspection of current or recent projects may be considered.

Please see the enclosed form for project experience. Client References are also enclosed.

(E) Capacity for timely completion of the work, taking into consideration the person's or firm's current and projected workload and professional and support manpower.

TCS has a team of 15 personnel who work full-time on government services contracts. Additionally, we have a back-up staff of up to 35 additional employees through our sister company, Team Title, LLC, who can be readily available to provide support.

(F) Proposed Fee Schedule

See Fee Schedule Enclosed

(G) Location of the principal office, with preference being given to persons or firms with offices located in Jefferson Parish:

Team Title, LLC d/b/a Team Civic Solutions

4437 TRENTON STREET, METAIRIE, LA 70006

# REFERENCES



**Louisiana Housing**  
Corporation

**Josh Hollins**

Executive Director, Louisiana Housing Authority  
2415 Quail Drive, Baton Rouge, LA 70808  
O: 225.763.8700 | [JHollins@lhc.la.gov](mailto:JHollins@lhc.la.gov)  
Program Management, Buyout & Title Services



**LOUISIANA**  
Office of  
**COMMUNITY**  
**DEVELOPMENT**

**Jeff Haley**

Chief Operating Officer, Louisiana Office of  
Community Development  
1201 North 3rd Street, Suite 3-150, Baton Rouge, LA  
70802  
O: 225.341-2270 | [jeff.haley@la.gov](mailto:jeff.haley@la.gov)  
Program Management, Buyout & Title Services



**LAND TRUST**  
FOR LOUISIANA

**Michael B. Taylor**

Executive Director, Louisiana Land Trust  
11100 Mead Road, #200, Baton Rouge, LA 70816  
O: 318-613-7701 | [mtaylor@lalandtrust.us](mailto:mtaylor@lalandtrust.us)  
Program Management, Buyout & Title Services

**WITT O'BRIEN'S**  
PART OF THE **SEACOR** FAMILY

**Cathleen Carney, Witt O'Briens**

Sr. Subject Matter Expert - Community Recovery/  
CARES ACT  
Legal Counsel  
[ccarney@wittobriens.com](mailto:ccarney@wittobriens.com)  
Program Management, Buyout & Title Services



**LAND TRUST**  
FOR LOUISIANA

**Patrick Keller, Louisiana Land Trust**

11100 Mead Road, #200, Baton Rouge, LA 70816  
225-773-1548  
[pkeller@lalandtrust.us](mailto:pkeller@lalandtrust.us)  
Program Management, Buyout & Title Services

# FEE SCHEDULE

Service	FEE	UNIT
1. Abstract – 30 years	\$275.00	
2. Title Examination	\$225.00	
3. Document Preparation	\$150.00	
4. Notary Fee	\$125.00	
5. Closing Fee	\$100.00	
6. Recording Service	\$100.00	
7. Recording Fees	ACUUAL COST	
8. Title Updates	\$75.00	
9. Title Insurance	RATE BOOK	
10. Cancellation of Judgment or Lien	\$75.00	PER ITEM
11. Legal Fees	\$225.00	PER HOUR
12. Out-of-Pocket Costs (e.g., certified mail)	ACTUAL COST	
13. Act of Correction	\$250.00	PER ITEM PLUS RECORDING FEES

General Professional Services Questionnaire

A. Project Name and Advertisement Resolution Number:

**SOQ No. 22-040**

**Title and Closing Services**

**Submission Deadline: July 28, 2022 at 3:30 PM**



B. Firm Name & Address:

**Team Title, LLC dba Team Civic Solutions (TCS)**

**4437 TRENTON STREET, METAIRIE, LA 70006**

C. Name, title, & contact information of Firm Representative, as defined in Section 2-926 of the Jefferson Parish Code of Ordinances, with at least five (5) years of experience in the applicable field required for this Project:

**Thomas Richards**

**CEO**

**trichards@teamcivicsolutions.com | 504.339.9693**

D. Address of principal office where Project work will be performed:

**Team Title, LLC dba Team Civic Solutions (TCS)**

**4437 TRENTON STREET, METAIRIE, LA 70006**

E. Is this submittal by a JOINT-VENTURE? Please check: YES \_\_\_\_\_ NO X

If marked "No" skip to Section H. If marked "Yes" complete Sections F-G.

F. If submittal is by JOINT-VENTURE, list the firms participating and outline specific areas of responsibility (including administrative, technical, and financial) for each firm. Please attach additional pages if necessary.

1. **N/A**

2. **N/A**

General Professional Services Questionnaire

G. Has this JOINT-VENTURE previously worked together? Please check: YES \_\_\_\_\_ NO \_\_\_\_\_ **N/A**

H. List all subcontractors anticipated for this Project. Please note that all subcontractors must submit a fully completed copy of this questionnaire, applicable licenses, and any other information required by the advertisement. See Jefferson Parish Code of Ordinances, Sec. 2-928(a)(3). Please attach additional pages if necessary.

Name & Address:	Specialty:	Worked with Firm Before (Yes or No):
1. <b>N/A</b>		
2.		
3.		

I. Please specify the total number of support personnel that may assist in the completion of this Project:

**TCS has a team of 15 personnel who work full-time on government services contracts. Additionally, we have a back-up staff of up to 35 additional employees through our sister company, Team Title, LLC, who can be readily available to provide support.**

General Professional Services Questionnaire

J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates the employment history and experience of the Firm's professionals that may assist in the completion of this Project (i.e. resume). Please attach additional pages if necessary.

**PROFESSIONAL NO. 1**

**Name & Title:**

**Thomas Richards, CEO**

**Name of Firm with which associated:**

**TCS/TEAM TITLE, LLC**

**Description of job responsibilities:**

Mr. Richards is the Owner of Team Title, LLC and an Attorney at Law. He possesses 10 years of experience on a multitude of CDBG-DR projects, with a specialization in Title Review and Closings. Mr. Richards currently supports the Restore LA project doing includes provision of closing, title, process development, legal and ownership eligibility issues resolution. Working as the Project Director, Closing Disbursement and Title Services, for Louisiana Road Home Program, Mr. Richards closed more than 60,000 Grant Transactions and more that 4,000 sale transactions since June of 2007 as one of two title companies through 2009, and now as the sole title company performing closing and title services for the program. Mr. Richards created and carried out accurate, error-free, yet fast escrow account disbursement. With Mr. Richards experience and expertise in Escrow Accounting, he was able to disburse up to \$60M within a 72-hour disbursement deadline imposed by HUD.

**Years' experience with this Firm:**

**18 years**

**Education: Degree(s)/Year/Specialization:**

**J.D., Loyola University New Orleans 2002**  
Cum Laude, Graduated Top 5% of class, William S. Crowe  
Scholar, Editor for Loyola Law Review  
**Bachelor of Arts, LSU 1999**

**Other experience and qualifications relevant to the proposed Project:**

Acted as Project Director, Responsible for development and implementation of all project policies and procedures. All key staff reported directly to the Project Director. Project Director has been directly responsible for the successful execution and implementation of all of Team Title's past performances:

CDBG REO Property Divestiture Program, LA Land Trust

Restore Louisiana Housing Recovery Program Management, Louisiana Office of Community Development

Louisiana Road Home Program, State of Louisiana, Office of Community Development

ReBuild Florida, Innovative Emergency Management

ReBuild North Carolina Hurricane Matthew CDBG-DR Recovery Program, North Carolina Department of Public Safety

General Professional Services Questionnaire

<b>PROFESSIONAL NO. 2</b>
<b>Name &amp; Title:</b>
<b>ALBERT J. (A.J.) CAMPANI II, ATTORNEY</b>
<b>Name of Firm with which associated:</b>
<b>TCS/TEAM TITLE, LLC</b>
<b>Description of job responsibilities:</b>
<b>Mr. Campani is a Partner and Attorney-At-Law at Team Title, LLC. His primary role includes drafting original documents for residential and commercial real estate transactions, abstracts and examination of titles, curative work, conducting closings, issuing title opinions and insurance policies, coordinating underwriting requirements with lenders, resolving post-sale curative issues with insurers, reviewing contracts, small business formations, franchise representation, civil litigation (including real property actions), estate planning, family law and successions.</b>
<b>Years' experience with this Firm:</b>
<b>15 years</b>
<b>Education: Degree(s)/Year/Specialization:</b>
<b>J.D., Tulane University School of Law, New Orleans 2000</b> Tulane Law Scholarship; Phi Alpha Delta Law Fraternity - Justice/Vice Justice; International Law Society; Law and Philosophy Society; Moot Court; Westlaw Instructor <b>Bachelor of Arts, Political Science, University of Arizona 1997</b> Clifton Wilson Scholarship; Phi Alpha Delta Pre-law Fraternity - Mock Trial team, Co-authored National Mock Trial Handbook, Chairman of Professional Committee; Arizona Model United Nations- President; National Model United Nations- Judge for Model I.C.J.
<b>Other experience and qualifications relevant to the proposed Project:</b>
<b>Partner/Real Estate Attorney/General Practice Attorney - Road Home Program (Exclusive Closing Agent)</b> - examine title, including the review of deeds, wills, successions, powers of attorney and corporate resolutions, perform closings, advise applicants and attorneys in resolution of title issues, perform limited curative work for applicants, including distinction and prescription of liens and mortgages, issue title opinions for Limited Legal Services contractors, communicate with parish clerks of court, code enforcement offices and tax assessors, serve as liaison with Louisiana Land Trust to resolve post-closing title issues;  Louisiana Land Trust - draft original closing documents for land transfers from LLT to contractors and nonprofit organizations, conduct LLT closings, perform curative work in cooperation with LLT to clear title to properties in inventory, initiate or intervene in civil proceedings as necessary to clear title including filing successions, partitions and tutorships, serve as liaison between LLT and First American Title Insurance Company and perform curative work to resolve outstanding title claims for First American;  LHFA Nonprofit Rebuilding Pilot Program - abstract and examine title to applicant properties, issue title opinion letters.



General Professional Services Questionnaire

<b>PROFESSIONAL NO. 3</b>
<b>Name &amp; Title:</b>
<b>LANIE M. TRAHAN, CASE MANAGEMENT SUPERVISOR</b>
<b>Name of Firm with which associated:</b>
<b>TCS/TEAM TITLE, LLC</b>
<b>Description of job responsibilities:</b>
Lanie Trahan is an Attorney-At-Law at TCS and Team Title, LLC. During her time at LSU Law School, Lanie worked with the LSU Family Mediation Clinic, where she mediated cases between pro se clients. Lanie also spent two summers working with the Louisiana Department of Justice as a legal extern at the Louisiana Attorney General's office in both the Public Protection Division and the Governmental Litigation section. Currently, Lanie's focus is on government special projects which include the Restore Louisiana Homeowner Assistance Program Solution 4 Buyout Program and Pecan Acres Relocation Program as well as the Rebuild Florida Housing Repair and Replacement Program.
<b>Years' experience with this Firm:</b>
<b>5 years</b>
<b>Education: Degree(s)/Year/Specialization:</b>
<b>J.D., Paul M. Hebert Law Center, LSU 2017</b>
<b>Bachelor of Science, Sport Administration/Concentration in Sport Commerce, LSU 2013</b>
<b>Other experience and qualifications relevant to the proposed Project:</b>
<p><b>Rebuild Florida Housing Repair and Replacement Program</b></p> <ul style="list-style-type: none"> <li>• Determined program eligibility for applicants based on ownership of damaged properties in relation to September 2017's Hurricane Irma</li> <li>• Reviewed various ownership documents such as cash sales, donations, wills, and mobile home ownership documentation for program validity resulting in over 2,000 positive grant awards to date</li> <li>• Searched various conveyance and tax records for limited title reviews</li> <li>• Remained abreast of ever-changing program policy and ensured that the most recent policy was being applied to ownership team reviews</li> </ul> <p><b>Restore Louisiana Homeowner Assistance Program Solution 4 Buyout Program/Pecan Acres Relocation Program</b></p> <ul style="list-style-type: none"> <li>• Conducted title reviews for over 100 files wherein files were triaged based on existing liens, ownership issues, successions needed, and various other factors</li> <li>• Identified necessary limited legal work in order to clear title issues and worked directly with the program's limited legal provider in order to determine what the proper probate procedure would be for each specific file</li> <li>• Worked directly with homeowners and creditors in order to cancel any existing liens and mortgages in order to get files to closing</li> <li>• Conducted 74 closings to date for both the Solution 4 Program and Pecan Acres Relocation Program</li> </ul> <p><b>Restore Louisiana Homeowner Assistance Program</b></p> <ul style="list-style-type: none"> <li>• Determined program eligibility for applicants based on ownership of damaged properties in relation to March and August 2016 flooding events</li> <li>• Reviewed various ownership documents such as cash sales, donations, wills, and grants of usufruct for program validity resulting in over 17,000 positive grant awards</li> <li>• Searched various conveyance and civil records for limited title reviews</li> <li>• Remained abreast of ever-changing program policy and ensured that the most recent policy was applied</li> </ul>

General Professional Services Questionnaire

<b>PROFESSIONAL NO. 4</b>
<b>Name &amp; Title:</b>
<b>NATALIE BAILY SMITH, ATTORNEY/CASE MANAGER</b>
<b>Name of Firm with which associated:</b>
<b>TCS/ TEAM TITLE LLC</b>
<b>Description of job responsibilities:</b>
<ul style="list-style-type: none"><li>• Performs real estate closings, guiding home buyers and sellers through closing materials and notarizing documentation.</li><li>• Drafts title commitments and title opinions based on a thorough and accurate analysis of abstracts and pertinent law.</li><li>• Works with Closing Coordinators to resolve curative issues.</li><li>• Prepares, negotiates, and reviews commercial purchase agreements and lease agreements for multiple business types.</li></ul>
<b>Years' experience with this Firm:</b>
<b>6 years</b>
<b>Education: Degree(s)/Year/Specialization:</b>
<b>B.A., History, Cum Laude, Louisiana State University</b> <b>J.D., D.C.L.</b> <b>Louisiana State University, Paul M. Hebert Law Center</b>
<b>Other experience and qualifications relevant to the proposed Project:</b>
<b>Restore Louisiana Program 2020 - reviews contracts and renders legal opinions on ownership rights</b> <b>Restore Louisiana Program 2016 - reviews contracts and renders legal opinions on ownership rights</b>

General Professional Services Questionnaire

<b>PROFESSIONAL NO. 5</b>
<b>Name &amp; Title:</b>
<b>RICHELLE S. DIAZ, ASSISTANT PROJECT MANAGER</b>
<b>Name of Firm with which associated:</b>
<b>TCS/ TEAM TITLE LLC</b>
<b>Description of job responsibilities:</b>
<b>Richelle Diaz is the Managing Escrow/Closing Officer for Team Title's Covington office. In addition to facilitating our residential and commercial closings, she also coordinates Team Title's services to government programs, including the Louisiana Housing Finance Agency. She is also the Assistant Project Manager for Road Home services offered out of Team Title's Metairie office, and was instrumental in the creation and implementation of our processes for closing Road Home Transactions.</b>
<b>Years' experience with this Firm:</b>
<b>16 years</b>
<b>Education: Degree(s)/Year/Specialization:</b>
<b>Southeastern Louisiana University, Hammond, LA Business Management, 1998 Delgado Community College, New Orleans, LA Business Management, 1996</b>
<b>Other experience and qualifications relevant to the proposed Project:</b>
<b>Road Home Project (Exclusive Closing Agent)</b> <ul style="list-style-type: none"><li>• Interviewed, hired, trained and managed a staff of 100 plus employees.</li><li>• Responsible for the creation and implementation of various procedures to ensure an efficient work flow.</li><li>• Communicate with all key personnel with HGI Catastrophe Services on a daily basis to ensure timely and accurate completion of the work task.</li><li>• Responsible for detailed status reports and the coordination of complex processes designed to complete the project.</li><li>• Responsible for the production and performance to meet all matrix goals, supervise day-to-day operations, and manage all hourly and salary employees' time sheets.</li></ul> <b>Louisiana Land Trust</b> <ul style="list-style-type: none"><li>• Work closely with all key personnel within the Louisiana Land Trust and New Orleans Redevelopment Authority on a daily basis.</li><li>• Manage all incoming title commitment orders with abstractor.</li><li>• Contacted applicants and ensured efficient closing transactions.</li><li>• Coordinate and scheduled closings with all involved parties, including the purchaser and all State entities.</li><li>• Prepare all notarial acts, including closing documents, mortgages, Notes, acts of sales and settlement statements.</li><li>• Oversee all escrow accounts.</li><li>• Responsible for filing / recording all appropriate documentation with Orleans Parish Clerks of Court Office.</li><li>• Acted as liaison to Louisiana Land Trust regarding all executed closing documents.</li><li>• Supervised the master inventory list of all incoming orders and prepared monthly invoices.</li></ul>

General Professional Services Questionnaire

K. List all prior projects that best illustrate the Firm's qualifications relevant to this Project. Please include any and all work performed for Jefferson Parish. Please attach additional pages if necessary.

PROJECT NO. 1	
Project Name, Location and Owner's contact information:	Description of Services Provided
State of Louisiana, Office of Community Development Louisiana Road Home Program  Al Blankenship 1-703-934-3603	See Attached
Length of Services Provided	Cost of Services Provided
2007-2018	\$9,000,000,000 program value

PROJECT NO. 2	
Project Name, Location and Owner's contact information:	Description of Services Provided
Louisiana Land Trust ("LLT") CDBG REO Property Divestiture Program  Michael Taylor 1-504-799-4330 mtaylor@lalandtrust.us	See Attached
Completion Date (Actual or Estimated):	Cost of Services Provided
2009-2010 & 2013 - Present	\$650,000 program value

General Professional Services Questionnaire

PROJECT NO. 3	
Project Name, Location and Owner's contact information:	Description of Services Provided
State of Louisiana, Office of Community Development Restore Louisiana  Jeff Haley Jeff.haley@la.gov 225-341-2270	See Attached
Length of Services Provided	Cost of Services Provided
2017-present	\$7,000,000 program value

PROJECT NO. 4	
Project Name, Location and Owner's contact information:	Description of Services Provided
St. John The Baptist Parish CDBG Hurricane Isaac HAP	See Attached
Completion Date (Actual or Estimated):	Cost of Services Provided
May 2014 to December 2018	\$30,000,00

General Professional Services Questionnaire

PROJECT NO. 5	
Project Name, Location and Owner's contact information:	Description of Services Provided
<b>TERREBONNE PARISH CONSOLIDATED GOVERNMENT</b>  <b>CDBG Affordable Housing Grant Administration</b>	See Attached
Length of Services Provided	Cost of Services Provided
2 years	\$50,000.00

PROJECT NO. 6	
Project Name, Location and Owner's contact information:	Description of Services Provided
Rebuild Florida	See Attached
Completion Date (Actual or Estimated):	Cost of Services Provided
5 YEARS	\$273,000,000 (TOTAL PROGRAM ALLOCATION)

General Professional Services Questionnaire

PROJECT NO. 7	
Project Name, Location and Owner's contact information:	Description of Services Provided
REBUILD TEXAS	See Attached
Length of Services Provided	Cost of Services Provided
6 years	\$1BILLION (TOTAL PROGRAM ALLOCATION)

PROJECT NO. 8	
Project Name, Location and Owner's contact information:	Description of Services Provided
New Orleans Redevelopment Authority NORA	See Attached
Completion Date (Actual or Estimated):	Cost of Services Provided
2022- Present	TBD

General Professional Services Questionnaire

PROJECT NO. 9	
Project Name, Location and Owner's contact information:	Description of Services Provided
Length of Services Provided	Cost of Services Provided

PROJECT NO. 10	
Project Name, Location and Owner's contact information:	Description of Services Provided
Completion Date (Actual or Estimated):	Cost of Services Provided



## General Professional Services Questionnaire

**L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.**

Parties:		Status/Result of Case:
Plaintiff:	Defendant:	
1. N/A		
2.		
3.		
4.		

**M. Use this space to provide any additional information or description of resources supporting Firm's qualifications for the proposed project.**

Team Civil Solutions (TCS) is a dba under Louisiana-based limited liability company Team Title, LLC, which has been providing real estate services to public and private sector for over 18 years (founded in 2004). Core to our business is our government services division. Since 2007, TCS has provided closing, buyout, easement, title, abstract, grants management, application development, CDBG consulting, escrow, disbursement and appraisal management services to State and Federal government agencies throughout the Country.

Since 2012, TCS has developed customized applications used in connection with delivery and implementation for various state, federal, and local programs including of CDBG Disaster Recovery programs.

### STATE AND FEDERAL GRANTS/CONTRACTS

Program	State/Local	Federal	Year Performed
USDA		X	2012-2013
SBA		X	2020-2021
HUD and Urban Development Exclusive Closing Agent		X	2012-2013
Terrebonne Parish CDBG Affordable Housing Grant Administration	X		2011-2013
St. John the Baptist Parish CDBG Hurricane Isaac HAP	X		2014-2018
ReStore Louisiana Housing Recovery Program Management with Solution 4	X		April 2017 -present
Louisiana Road Home	X		2017-2018
ReBuild Texas CDBG-DR HAP	X		2019-present
Puerto Rico Department of Housing	X		2019-present
ReBuild Florida CDBG-DR HAP	X		2018-present
ReCoverCA (California)	X		2022-present

*Continued Projects on the following page.*

Project Name	Place of Performance	Responsibilities	Dates of Service
Louisiana Housing Finance Agency, Non-Profit Rebuilding Pilot Program	Covington, Louisiana	Title Search Services, Loan Preparations and Closing Services	February 2010 to 2013
Louisiana Housing Finance Agency, Neighborhood Stabilization Program	Covington, Louisiana	Document Prep, Closing and Escrow Services	March 2010 to 2013
Louisiana Housing Finance Agency, Rural Affordable Housing Initiative	Covington, Louisiana	Title Search Services	August 2010 to 2013
Terrebonne Parish Consolidated Government CDBG Affordable Housing Grant Administration	Covington, Louisiana	Legal Services	September 2011 to 2013
United States Department of Housing & Urban Dev. – Exclusive Closing Agent for the State of Louisiana	Covington, Louisiana	Closing and Title Services	July 2012 to 2013
Louisiana Housing Corporation, HAP Program	Covington, Louisiana	Title Search Services	January 2016 to 2018
St. John the Baptist Parish CDBG Hurricane Isaac HAP	Covington, Louisiana	Title Search, Document Prep, Closing and Escrow Services	May 2014 to May 2018
New Jersey DCA Renew Jersey Stronger, Hurricane Sandy CDBG Recovery Program	Covington, Louisiana	Title Search Services	2013 to January 2014
State of North Carolina Department of Emergency Management, ReBuild NC CDBG-DR HAP	Raleigh, North Carolina	Title, Closings, CDBG Subject Matter Expert, Process Development, Award Calculation	July 2018 to December 2019
State of Florida Department of Economic Opportunity, ReBuild Florida CDBG-DR HAP	Tallahassee, Florida	Title, Closings, Process Development, Legal, Appraisal, PMO & Award Calculation	September 2018 to present
State of Louisiana Office of Community Development, Solution 4 Buy-Out Program, Great Floods of 2016 CDBG Recovery Program	Baton Rouge, Louisiana	Title, Closings, Process Development, Legal, Appraisal, PMO & Award Calculation	November 2018 to present
Commonwealth of Puerto Rico, PR Dept of Housing R3 CDBG-DR HAP	Aguadilla, Puerto Rico	Title, Closings, Process Development, Legal, Appraisal, PMO & Award Calculation	May 2019 to present
State of Texas General Land Office, ReBuild Texas CDBG-DR HAP	Conroe, Texas	Closings, Process Development, & Grant Proceeds Disbursement	June 2019 to present

**N. To the best of my knowledge, the foregoing is an accurate statement of facts.**

Signature: Thomas Richards

Print Name: Thomas Richards

Title: CEO Date: 7/28/2022

# TCS PROJECT EXPERIENCE

## LOUISIANA ROAD HOME PROGRAM

Louisiana Office of Community Development  
2017-2018

**Program Value:** \$30 million

**Relevant Tasks:** Title Search/Ownership, Verification  
Grant Execution/Closing, Services, Escrow & Disbursement  
Services, Buy-Out, Acquisition and Title Insurance Services

### Project Description:

The Louisiana Road Home Program was the CDBG Housing Assistance Program launched by the State of Louisiana to administer and disburse over \$9 Billion in CDBG funds allocated to aid its citizens after the devastation caused by Hurricane Katrina in 2005. TCS experience with the Road Home Program has provided unique knowledge necessary for execution of large scale CDBG housing recovery programs. In the course of executing the scope of work, TCS closed over 60,000 grant transactions and over 4,000 buy-out transactions. This experience has provided a unique advantage in the form of specialized knowledge and lessons learned unique to the type of services necessary to execute large scale CDBG recovery programs. The project required large volumes of closings in short time frames under tremendous pressure, while disbursing billions of dollars and accounting on a regular basis for all funds and timing and type of disbursement. TCS developed relationships with abstractors and other vendors, all of which will be brought to this project in order to establish a seamless start up, efficient execution and thorough finish. TCS successfully performed the scope requirements of The Road Home Program with the following required tasks:

- Develop and build custom and unique information systems necessary to manage and process extremely large amounts of information, and to efficiently use that information in a number of ways including, reporting, document preparation, quality assurances and scheduling of mass closings.
- Manage and train numerous employees in many aspects, including, document preparation, escrow account management, banking and disbursement procedures, call center communications, scheduling, notarial services, title clearance, post-closing procedures, title policy and commitment preparation, and title abstracting.
- Conduct large-scale closings in several different closing locations. This required mass scheduling, crowd management; fast, accurate and thorough document



preparation, flexibility to closing table changes and simultaneous management of a processing center in concert with, and in compliment to, the closing room.

- Create and carry out accurate, error free, but fast escrow account disbursement. TCS has receipted and disbursed up to \$60 Million within a seventy-two (72) hour disbursement deadline imposed by HUD. Disbursements were made pursuant to written instructions received from the homeowners and were done either by check or wire. Recording fees were accounted for and taken into consideration along with payoffs to mortgage holders and the US Small Business Administration. Funds were requested the day after grant closings and seven days prior to all sale closings. Funds were requested in aggregate with supporting detail and then received to escrow in aggregate as well. Once received, funds were de-aggregated into individual escrow accounts and disbursed within 72 hours of receipt.

### PROJECT OUTCOMES:

- 60,000 Grant Transactions Closed
- 4,000+ Buy-Out Transactions Closed & Insured
- 5,000+ abbreviated and full Title Searches Completed
- \$4,000,000,000 in CDBG funds to affected homeowners

## LOUISIANA ROAD HOME PROGRAM (continued)

Louisiana Office of Community Development

- Implement detailed reporting systems that encompass inventory aging, disbursement status/date, closing date, receipt of funds date, disbursement method, type and detail, funds flow analysis, outstanding check reports, recordation status, title search status, and more.
- Create mass document preparation systems. This required integration of data receiving systems into document preparation software, the creation of custom document forms with appropriate fill-in fields, and integration between HUD-1 document and escrow accounts.
- Implement electronic title work/abstract systems. This included the creation of a separate database for the receipt and entry of all title orders. From this database, title orders were assigned to the numerous abstractors, with whom we have history and a working relationship, via a web based portal. This portal tracked and provided a web based (username and password) link to the abstractors to which they could upload completed abstracts (in .PDF format) to be utilized internally and pushed electronically to the state's eGrants plus project management software. It is important to note that TCS was assigned, and completed, over 55,000 title orders of various types. This has caused TCS to build a vast abstractor network which will be brought to this project as an asset to ensure timely return of all title work necessary.
- Prepare and transmit thousands of title insurance policies, with The Road Home Corporation, Inc., d/b/a the Louisiana Land Trust as the insured. This involved intense Quality Assurance procedures to ensure that all title that closed was closed properly and in an insurable manner. In addition, the QA ensured proper insured, policy amounts, premiums, and that all exceptions noted by the Title Examiners made it into the policy.
- Attend and participate in numerous meetings for the purpose of developing closing procedures to be implemented in connection with the Road Home Program, all of which the client participated. All of the tasks and systems discussed above make TCS uniquely qualified to handle the transactions contemplated by the RFP. TCS has a vast network of abstractors, a proven and existing system for ordering and quickly receiving title work (all in electronic format), extensive escrow services management and accurate reconciliation experience, effective and accurate document preparation systems, detailed reporting ability, and an extensive network of notaries with experience in handling both individual and mass closings. All of these assets have been created and proven in the context of managing large volumes of data, closings and

finances. This large-scale experience and the systems generated as a result, make TCS's team more qualified to handle the tasks set out in the RFP than any other title company in the world.

- TCS provided creation of custom systems allowing the team to capture data one time for use for any task required across TCS's range of scope.
- TCS provided custom calendar development which accommodated mass closings in multiple locations and integrated with and supported the document preparation side of the Grant Closing process.
- Prior to TCS's commencement of work on the project there was only one other company providing the services required under our scope. TCS was brought on to provide increased band width in the title and closing lane.





# TCS PROJECT EXPERIENCE

## **CDBG REO PROPERTY DIVESTITURE PROGRAM**

Louisiana Land Trust (“LLT”)

2009-2010, 2013-2018

**Program Value:** \$650,000

**Relevant Tasks:** Title Search, Curative Services,  
Conveyance/ Divestiture of CDBG Property Inventory

### **Project Description:**

The Louisiana Land Trust (originally formed as the Road Home Corporation, Inc.) was the entity formed by the State of Louisiana to hold title to, and manage, the inventory of properties acquired by the State with CDBG funds in the course of administering the Louisiana Road Home Program in response to Hurricane Katrina in 2005. TCS’s successful performance of work on the Road Home Program naturally led to our involvement with programs created because of the inventory of properties acquired by the Louisiana Land Trust (“LLT”). The primary purpose and scope of this project was to accomplish the transfer of the approximately 1,500 properties.

TCS’s successful delivery of the task required by this project has again proven our ability to deliver large quantities of title work and closings in a very short time. TCS was able to deliver LLT with 200 title commitments every day until their entire inventory was searched and examined. Moreover, there was an intensive title curative work performed in connection with the delivery. It was LLT’s policy to deliver pristine title to each municipality or end use. To implement this policy, TCS cleaned up numerous titles prior to transfer, including cancellations of old mortgages, acts of correction, acts of distinction, quitclaims, successions, etc.

Thereafter, mass conveyance instruments were prepared and title to batches of properties transferred directly to local municipalities. In addition to the direct transfer of title to the mentioned municipalities, TCS worked directly with the municipalities, in certain circumstances, to transfer title directly to end-use builders or homeowners at property inventory auctions. In each instance, the title transferred was covered by an Owners Title Insurance policy issued by TCS



### **PROJECT OUTCOMES:**

- Delivery of 200 full title search and commitment per day until LLT’s entire CDBG inventory was searched and examined.
- Integration of title curative work into the CDBG program pace and needed speed of project delivery requirements.
- TCS was re-engaged in 2013 for an additional five years, (from 2009) due to the need for extensive title curative services and speed of delivery of title searches.

# TCS PROJECT EXPERIENCE

## RESTORE LOUISIANA HOUSING RECOVERY PROGRAM MANAGEMENT WITH SOLUTION 4

Louisiana Office of Community Development  
April 2017 – Present

**Program Value:** \$1.8 billion

**Relevant Tasks:** Title Search Services, Closing Services,  
Ownership/Eligibility Issue, Resolution Services

### Project Description:

In response to the devastation caused to the State of Louisiana by what are referred to as the Great Floods of 2016, HUD allocated over \$1.8 Billion dollars to aid the affected citizens to either repair, reconstruct, or be reimbursed for eligible repairs. TCS/Team Title has been involved with the project from program launch and played a material role in; not only carrying out its assigned scope of work, but development of critical program policy and procedure. Our scope of services on the Restore Louisiana Program includes title search, ownership verification, and grant closing services. We anticipate providing all necessary services in connections with that Program's buy-out option when, and if, that Solution is opened by the State. To date, TCS has completed over 16,000 ownership verification title searches and occupancy verification searched of the tax assessor's records, and in all they have closed over 17,000 (aggregated) grant transactions including, rehabilitation, reconstruction (State Managed and Homeowner Managed), reimbursement, and a combination of rehabilitation/ reimbursement grant transactions.

As TCS has evolved and honed its systems due to their vast CDBG project experience, they have used lessons learned to innovate a 100% electronic face-to-face closing systems and process. This system allows for all homeowner signatures to be captured electronically via touch screen monitor. This streamlined process integrates the data exported from the State's system of record into scheduling, document preparation, and post-closing process. Homeowners are immediately delivered an electronic copy of all executed closing documents; the State's system of record is updated with the date of closing and an audit trail is created establishing time and identity of all document signers. TCS's experience with resolving ownership issues for other programs led them to innovate a new and ancillary team as part of the case management team, a specialized team of licensed attorneys review and analyze all legal documents submitted by applicants to establish or challenge the programs' ownership determination. This removed lay



case management staff from the award position of analyzing legal documents in the context of the law and program policy for establishing the ownership prong

of program eligibility; this process was inserted prior to final eligibility determination, reducing ineligibility numbers and the number of appeals filed by Homeowners due to ownership issues. In addition, the ownership issue team put in place would work directly with homeowners to cure any title issues so that they may become eligible pursuant to current program policy.

### Louisiana Restore Homeowner Assistance Program/ Solution 4 Buyout Program

Specific to the Solution 4 Buyout Program, TCS has completed 204 abstract searches (as well as updates) and subsequent title reviews wherein grades were assigned to files based on existing liens, ownership issues, successions needed, and various other factors. The Solution 4 Buyout Program offers two options - a strict buyout wherein the property is transferred wholly to Louisiana Land Trust and a servitude option wherein the applicant retains ownership of the property but there is a perpetual conservation servitude placed onto the property that strictly limits the use of the property.

TCS works directly with applicants to cancel any existing judgments and/or mortgages. Further, TCS has identified what limited legal work is necessary and has worked directly with the program's limited legal provider to determine what the proper probate procedure would be for each specific file.

### PROJECT OUTCOMES:

- 10,000+ grants closing, including repair, reconstruction, reimbursement and MHU replacement transactions
- 16,000+ ownership verification abbreviated title searches completed
- Designed, implemented, and launched 100% paperless closing process

has conducted 84 closings to date for the Solution 4 Buyout Program- seven of those closings were servitude options. Currently, NORA has 76 properties that were acquired through the Solution 4 Buyout Program. TCS also assisted Louisiana Land Trust in transferring 8 of those properties to local municipalities or adjacent property owners.

#### **Isle de Jean Charles**

TCS is prepared to coordinate closings for those individuals participating in the Isle De Jean Charles Resettlement program. Those eligible applicants will be resettling to a new community located in Schriever in Terrebonne Parish about 40 miles north of Isle de Jean Charles. TCS's role will include curative work that needs to be completed for applicants such as canceling existing judgments and/or mortgages against applicants as well as conducting title updates for the resettlement property. Last, TCS will coordinate with applicants to schedule and conduct closings wherein applicants will sign all necessary program documents as well as acquisition documents for their new home in the resettlement community.

#### **Pecan Acres to Audubon Estates**

For the Pecan Acres buyout and relocation to Audubon Estates, forty-two title searches and subsequent reviews have already been completed identifying all proper property owners as well as identifying any curative work that needs to be completed. Also, similarly to the Solution 4 Buyout Program, grades were assigned to files based on existing liens, ownership issues, successions needed, and various other factors. TCS works directly with applicants in order to cancel any existing judgments and/or mortgages. Further, TCS has identified what limited legal work is necessary and has worked directly with the program's limited legal provider in order to determine what the proper probate procedure would be for each specific file.

# TCS PROJECT EXPERIENCE

## ST. JOHN THE BAPTIST PARISH CDBG Hurricane Isaac HAP

May 2014 to December 2018

**Program Value:** (\$30,000 Fees)

**Relevant Tasks:** Title Search, Document Prep, Closing and Escrow Services

### **Project Description:**

TCS was recently awarded the contract for title and legal services need in connection with St. John the Baptist Parish's CDBG Homeowner Rehabilitation Program launched in response to the devastation that Parish suffered as a result of Hurricane Isaac.

TCS produced abbreviated title reports identified current owners, verified tax assessment and legal description information. The program scope including assessing title to determine necessary curative measures, including review of abbreviated report, tax records and interviews with applicants.

TCS performed requested curative measures for parish, performed requested curative measures for applicants, including drafting small succession affidavits, conveyances and affidavits.

TCS created a web-based portal showing real-time status of title work and curative matters, and containing audit trail; provided weekly and monthly reports regarding status of all applications in inventory; complied with all applicable federal regulations related to CDBG funds.





# TCS PROJECT EXPERIENCE

## TERREBONNE PARISH CONSOLIDATED GOVERNMENT CDBG Affordable Housing Grant Administration

September 2011 to 2013

**Program Value:** (\$50,000 Fees)

**Relevant Tasks:** Legal Services

### **Project Description:**

TCS provided Legal Services for the Parish of Terrebonne in connection with developing and implementing one of its CDBG grant programs.

The program involved the administration of CDBG grant funds to two different developers for the purpose of providing infrastructure for LMI housing. Our firm was contracted to create the structure of the transaction as well as ensure TPCG's compliance with all applicable CDBG rules and regulations concerning grant recipient and sub-recipients. This work has further developed our understanding of CDBG grants and the detailed regulations concerning same.



# TCS PROJECT EXPERIENCE

## REBUILD FLORIDA CDBG-DR PROGRAM MANAGEMENT

### Florida Department of Economic Opportunity

June 2018-Present

**Program Value:** \$1.3 Billion

**Relevant Tasks:** CDBG-DR, Rehabilitation, Reconstruction and Replacement, Program Management

#### Project Description:

TCS is providing comprehensive program design and implementation services for Florida's \$1.3 Billion disaster recovery program for recovery from Hurricane Irma. TCS staff provide program management tasks that include the design of housing, economic development, and infrastructure programs compliant with HUD and other Federal, State and local cross-cutting rules, regulations and guidance. The program will result in the rehabilitation, replacement or reconstruction of 7,000+ housing units, the new construction of multifamily residential structures, acquisition and buyout of properties in high hazard or repetitive loss areas, business grants for replacement of equipment and inventory, business mentorship grants and job training opportunities. TCS served on a team implements a housing program covering single family, rental and multifamily housing directly on behalf of the Florida Department of Economic Opportunity and provides program design, compliance and monitoring for subrecipient projects. The Team provides program and project management support the Florida Department of Economic Opportunity across each program area. Services include policy and procedure development, training, outreach/marketing, application development, eligibility determination, Stafford Act compliance, damage assessment, environmental review, grant agreement execution, construction oversight, website and public communication content support, reporting, compliance, monitoring, subrecipient management, technical assistance, and grant closeout.

The Action Plan for Irma required a feasibility study to compare the cost of repair to the cost of a "comparable replacement home", yet this term was undefined. The team provided the client with several options for determining the value for the feasibility equation. Among the choices, The team proposed a new methodology not previously utilized by grantees, but that would resolve general equitability challenges that have faced grantees in the past. The team outlined the risks and benefits for each and the client selected the new innovative approach.

This recommendation has a threefold benefit:

- Fair and consistent application of program policy
- Resolution of traditional Fair Housing challenges
- Efficiency in process, reducing cost and time to completion

This new approach will result in fewer legal challenges in program benefit determination and more solid legal defense position for any challenges that arise. The increased processing speed of applications reduces the overall time necessary to qualify an applicant for a benefit, compared to traditional appraisal methods, allowing the program to move into the construction phase without the 30-day or more delay other methodologies would require.



#### PROJECT OUTCOMES:

- Rehabilitation, Replacement or Reconstruction of 7,000+ housing units
- Recipient of the Sachs Media Group 2019 Dick Pope All Florida Golden Image Award for Public Relations
- Program: Integrated Marketing for its outreach and communications excellence

# TCS PROJECT EXPERIENCE

## REBUILD TEXAS

### HURRICANE HARVEY CDBG-DR Rehabilitation Program

2016-Present

**Program Value:** \$1 billion (Total Program Allocation)

#### **Relevant Tasks:**

**Project Description:** Title Search, Document Prep, Closing and Escrow Services

#### **Project Description:**

In response to Hurricane Harvey, TCS is providing title and legal services to Texas General Land Office's Homeowner Rehabilitation Program launched in response to the devastation across Brazoria, Fort Bend, Harris, Montgomery, and Newton Counties that suffered as a result of Hurricane Harvey.

TCS produced abbreviated title reports identified current owners, verified tax assessment and legal description information. The program scope including assessing title to determine necessary curative measures, including review of abbreviated report, tax records and interviews with applicants.

TCS performed requested curative measures for parish, performed requested curative measures for applicants, including drafting small succession affidavits, conveyances and affidavits.

TCS created a web-based portal showing real-time status of title work and curative matters, and containing audit trail; provided weekly and monthly reports regarding status of all applications in inventory; complied with all applicable federal regulations related to CDBG funds.

# TCS PROJECT EXPERIENCE

## **NEW ORLEANS REDEVELOPMENT AUTHORITY (NORA)** **Title and Closing Services**

June 2022 - Present

**Program Value:** TBD

**Relevant Tasks:** Legal & Title Services

### **Project Description:**

TCS provided closing and title insurance services to NORA in support of the acquisition and disposition of real property throughout Orleans Parish. Title searches were performed in accordance with American Land Title Association (ALTA) standards, including issuance of title commitments and title insurance policies, identified and solving matters that encumber title, prepared closing documents, conducted closings and record closing documents, managed and disbursed closing funds, and provided legal advice as necessary.

TCS provided weekly status reports of status updates to NORA. TCS collected and disbursed funds, provided HUD-1 Settlement Statements, and provided invoices to NORA when applicable.