



**Gregory S. Brown, CFA**  
*Santa Rosa County Property Appraiser*



## **\*\*\*Property Owner Protection Alert\*\*\***

You may have received a letter from one or all of these businesses, **Record Transfer Services, Registered Property Services, The Office of Housing & Deed Retrieval Service** and/or **Local Records Office**. These “businesses” offer you a copy of your deed and property assessment profiles for an exorbitant price. These so-called “businesses” operate from UPS stores in various cities. These forms may appear to be official, but they are **NOT**.

**“Record Transfer Services,” “Registered Property Services,” “The Office of Housing & Deed Retrieval Service” & “Local Records Office” have “NO” official governmental or legal capacity with your recent real estate transaction!!! These businesses are not associated with any Santa Rosa County governmental office!!!**

While most operate from UPS locations, these businesses gather **public information** to provide you with a copy of your deed (which you can do the same from the Clerk of Courts website or my website) and property information (which you can review and print from my website for free). These businesses will reformat the public information and print it on their form with a copy of your deed and charge you from \$83 to \$89. **You can get a copy yourself online for free or a copy of your deed from Santa Rosa County Clerk’s office for \$1 per page (One dollar per page)**. His office can certify the entire document as an “Official Certified Copy” of your deed from the public records for an additional \$2 per document; on a one page deed it would cost you three dollars (\$3) for a certified copy. These businesses cannot certify any officially recorded document. I have listed directions how you may get a copy of your deed online through my office website if it’s available or you can go online to the clerk for a copy.

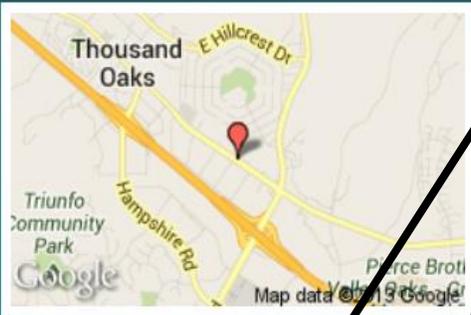
Please do not pay an exorbitant fee for a copy of your deed that you can receive for free on our websites or for a few dollars at a county office. **My office will provide you a copy of your current property record card, which is the same information you can get online, for free.** The Santa Rosa County Clerk of Circuit Court’s website is [www.santarosaclerk.com](http://www.santarosaclerk.com) for your use. The only official and certified copy of your deed from your recent real estate transaction can be obtained from the Clerk’s office. You can view and make a copy of your deed from his website. Please protect yourself from overpaying for documents that you can receive from your local elected officials at nominal public record rates and save yourself approximately \$80 in dealing with one of these “businesses.”

Mr. Spencer, Santa Rosa County Clerk of Court, and I wrote to the Attorney General to ask for a review these businesses and protect our citizens. The Attorney General’s office determined these letters contained enough of a disclaimer to prevent them from pursuing legal action. I initiated this effort to protect our citizens from falling prey to this type of solicitation. You may view the complete package sent to the Attorney General on my website at [www.srcpa.org](http://www.srcpa.org). I have included in this letter: solicitations from these businesses, and the most recent letter to Attorney General, and how to print a copy of your deed from my website.



**Gregory S. Brown, CFA**  
**Santa Rosa County Property Appraiser**  
 Suite K  
 6495 Caroline Street  
 Milton, FL 32570  
 (850) 983-1880  
[www.srcpa.org](http://www.srcpa.org)

**The UPS Store** 



**The UPS Store**  
 3835 E THOUSAND OAKS BLVD STE R  
 WESTLAKE VILLAGE, CA 91362

 (805) 371-4434  
 (805) 371-4435  
 store2902@theupssstore.com  
 Online Printing

RECORD TRANSFER SERVICES  
 3835 E Thousand Oaks Blvd Suite 78  
 Westlake Village, CA 91362  
 PHONE: 888-457-5450

*THIS SERVICE TO OBTAIN A COPY OF YOUR PROPERTY PROFILE AND GRANT DEED OR OTHER RECORD OF TITLE IS NOT ASSOCIATED WITH ANY GOVERNMENTAL AGENCY. YOU CAN OBTAIN A COPY OF YOUR GRANT DEED OR OTHER RECORD OF TITLE FROM THE COUNTY RECORDER IN THE COUNTY WHERE YOUR PROPERTY IS LOCATED IN.*

  
**RECORDED DEED NOTICE**

PARCEL NO:	
COUNTY:	
Please Respond By	Document Fee
	\$83.00

----- Detach and mail ----- Record ID# -----

2014

**0 / /2014**  
 Requested Response Date  
 Parcel Number

Please Respond by:

**PAY BY PHONE**  
 1-888-457-5450

Se habla español

**Why you need a copy of Your Current Grant Deed and Property Assessment Profile?**  
 Record Transfer Services recommends that all FL homeowners obtain a copy of their **Current Grant Deed and Property Assessment Profile**. These documents can provide evidence that the property at \_\_\_\_\_, was in fact transferred and or has interest to the individual(s)

A Property Profile provides a wealth of information useful to understand a subject property's makeup. This important report includes Tax assessed value, Tax delinquency, Area Comparable values, legal description current owner information and parcel ID number. This report will return all pertinent property and owner information for the designated property.

Records obtained through public information show a deed was recorded in your name on \_\_\_\_\_, which indicates your ownership and or interest in the specified property below.

**SANTA ROSA COUNTY PUBLIC INFORMATION**

Recording Date:	Year Built: ..	Land Use Desc: .
Sale Price: N/A	Square Feet:	Carrier Code:
Parcel No:	Bedrooms:	Bathrooms:

Legal Property Address:

To obtain a copy of your Current Grant Deed and Property Assessment Profile, Please detach and return in the enclosed envelope with your processing fee of \$83.00. You will receive your documents and report within 21 business days.

Upon receipt of your processing fee, your request will be submitted for document preparation and review. If for any reason your request for a Current Grant Deed and Property Assessment Profile cannot be obtained, your processing fee will be immediately refunded.

**Current Grant Deed:**

- Grant Deed provides legal evidence of ownership/interest
- Shows evidence that a transfer or interest was recorded for the subject property or entity
- Shows evidence of subject property's legal description
- Shows evidence to verify that the recorded information is indeed correct & mistake free

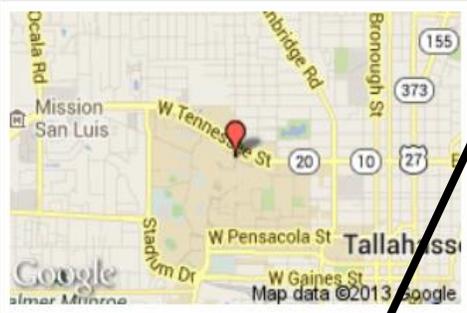
**Property Assessment Profile:**

- County Tax & Assessment Information
- Total Assessor Value
- Total Tax Amount
- Subject Property Comparable Values
- Flood Report
- Tax Delinquency

This product or service has not been approved, or endorsed by any government agency, and this offer is not being made by an agency of the government. This is not a bill. This is a solicitation; you are under no obligation to pay the amount stated, unless you accept this offer. If you are not 100% satisfied with this product, simply return it within 30 days for a full refund.

**Record Transfer Services is NOT a government agency. This is NOT a notice from any Santa Rosa County government office nor is it sent to you from any other city, county, state or federal governmental agency. This is a solicitation from a private entity entirely for profit. This business wants to charge you an exorbitant amount for this public information and operates from an UPS Store in Westlake Village, California. Please take notice!**

The UPS Store 



**The UPS Store Oglesby  
Union - Florida State  
Campus**

PROUDLY SERVING FSU & TALLAHASSEE

75 N WOODWARD AVE  
TALLAHASSEE, FL 32313

 Get Directions to Our Store

 (850) 561-9180

 (850) 561-9168

 store6133@theupsstore.com

 Online Printing

LOCAL RECORDS OFFICE  
75 N. Woodward Ave #66438  
Tallahassee, FL 32313  
Phone: (800) 790-0721  
www.LocalRecordsOffices.com

THIS SERVICE TO OBTAIN A COPY OF YOUR DEED OR OTHER RECORD OF TITLE IS NOT ASSOCIATED WITH ANY GOVERNMENTAL AGENCY. YOU CAN OBTAIN A COPY OF YOUR DEED OR OTHER RECORD OF YOUR TITLE FROM THE COUNTY RECORDER IN THE COUNTY WHERE YOUR PROPERTY IS LOCATED.



\*\*\*\*\*LRO

Please Respond By:

**LOCAL RECORDS OFFICE**

Local Records Office provides a copy of the only document that identifies: \_\_\_\_\_ as the property owner of \_\_\_\_\_ Dr, by a recently recorded transferred title on the property.

Local Records Office provides a property profile where you can find the property address, owner's name, comparable values, and legal description or parcel identification number, property history, neighborhood demographics, public and private schools report.

Records obtained through public information show a deed was recorded in your name \_\_\_\_\_ on \_\_\_\_\_ which indicates your ownership and interest in the specified property below.

**SANTA ROSA PUBLIC INFORMATION**

Legal Property Address:

Purchase or Transfer Date:	Year Built:	Property ID:
Doc Number:	Lot Sq. Ft:	Improvements: \$0
Sale Amount:	Square Feet:	Use Code:
Assessed Value:	Pool:	2nd Owner Name:

For a complete property profile and an additional copy the only document that identifies you as a property owner usually called deed, please detach coupon and return with an \$89 processing fee in the envelope provided. You will receive your documents and report within 21 business days.

Upon receipt of your processing fee, your request will be submitted for documents preparation and reviewed. If for any reason your request for deed and property profile cannot be obtained, your processing fee will be immediately refunded. If you are not completely satisfied with the service you may return the report within 30 days of receiving it for a full refund.

LOCAL RECORDS OFFICE IS NOT AFFILIATED WITH THE COUNTY IN WHICH YOUR DEED IS FILED IN, NOR AFFILIATED WITH ANY GOVERNMENT AGENCIES. THIS OFFER SERVES AS A SOLICITING FOR SERVICES AND NOT TO BE INTERPRETED AS BILL DUE. THIS PRODUCT OR SERVICE HAS NOT BEEN APPROVED OR ENDORSED BY ANY GOVERNMENTAL AGENCY, AND THIS OFFER IS NOT BEING MADE BY AN AGENCY OF GOVERNMENT. THIS IS NOT A BILL THIS IS A SOLICITATION YOU ARE UNDER NO OBLIGATION TO PAY THE AMOUNT STATED, UNLESS YOU ACCEPT THIS OFFER.

www.LocalRecordsOffices.com

\*\*Please detach coupon and mail with your check\*\*



CODE:

PROPERTY ID NO.	SERVICE FEE	PLEASE RESPOND BY:	CHECK NO.

MAKE CHECK PAYABLE TO:

**LOCAL RECORDS OFFICE**  
75 N. Woodward Ave #66438  
Tallahassee, FL 32313

Please check box if your mailing address is different and print mailing address on reverse side.

Your Phone Number: (\_\_\_\_) \_\_\_\_\_  
Please write the PROPERTY ID NO. On the lower left corner of your check.

**Local Records Office is NOT a government agency. This is NOT a notice from any Santa Rosa County governmental office nor is it sent to you from any other city, county, state or federal governmental agency. This is a solicitation from a private entity entirely for profit. This company wants to charge you an exorbitant amount for this public information and operates from an UPS Store in Tallahassee, Florida. Please take notice!**

**The UPS Store** 



**The UPS Store**  
YOUR HAPPY AND HELPFUL 41ST STREET STORE!  
2522 W 41ST ST  
SIOUX FALLS, SD 57105

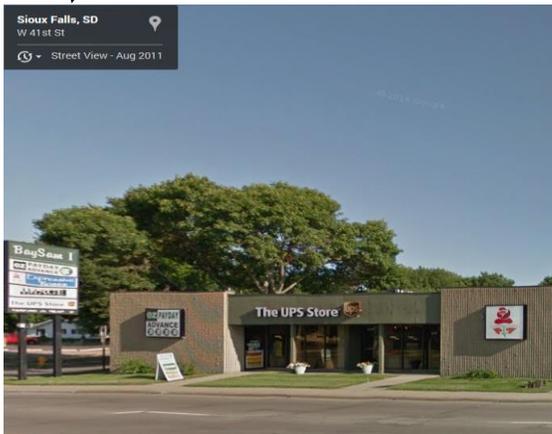
 **Get Directions to Our Store**

 **(605) 338-8814**

 **(605) 338-8845**

 **store2494@theupsstore.com**

 **Online Printing**



REGISTERED PROPERTY SERVICES  
2522 W 41st Street # 400  
Sioux Falls, SD 57105  
PHONE: 888-321-6506

*THIS SERVICE TO OBTAIN A COPY OF YOUR GRANT DEED OR OTHER RECORD OF TITLE IS NOT ASSOCIATED WITH ANY GOVERNMENTAL AGENCY. YOU CAN OBTAIN A COPY OF YOUR GRANT DEED OR OTHER RECORD OF TITLE FROM THE COUNTY RECORDER IN THE COUNTY WHERE YOUR PROPERTY IS LOCATED IN, FOR UP TO \$83.00.*

**DEED PROCESSING NOTICE**

9-DIGIT 325



PARCEL NO:	
COUNTY:	
SANTA ROSA	
Response Date	Document Fee
	\$83.00

*Detach and mail*

**Why you need a copy of your current Grant Deed and property profile?**

Registered Property Services recommends that all FL homeowners obtain a copy of their current Grant Deed. This document provides evidence that the property at \_\_\_\_\_ was in fact transferred to the individual(s)

**2014**

**Requested Response Date**  
Document Number

A Property Profile provides a wealth of information useful to understanding a subject property's makeup. This report includes the property address, owner's name, comparable values, and legal description or parcel identification number. This report will return all pertinent property and owner-information for the designated property.

**Please Respond By:**

Records obtained through public information show a deed was recorded in your name on \_\_\_\_\_, which indicates your ownership and or interest in the specified property below.

**SANTA ROSA COUNTY PUBLIC INFORMATION**

**Purchase or Transfer Date:**  
Sale Amount: N/A  
Land Value ID:  
Improvements: 24

**Year Built:**  
Lot Code:  
Pool: N/A  
Square Feet:

**Doc Number:**  
Property Zone:  
Use Code:  
Parcel No:

Legal Property Address:

To obtain a copy of your Deed and complete Property Profile, please detach and return in the enclosed envelope with your processing fee of \$83.00. You will receive your documents and report within 21 business days.

Upon receipt of your processing fee, your request will be submitted for document preparation and review. If for any reason your request for deed and property profile cannot be obtained, your processing fee will be immediately refunded.

Registered Property Services is not affiliated with the county in which your deed is filed in, nor affiliated with any government agencies. This offer serves as a solicitation for services and not to be interpreted as a bill due.

This product or service has not been approved, or endorsed by any government agency, and this offer is not being made by an agency of the government. This is not a bill. This is a solicitation; you are under no obligation to pay the amount stated, unless you accept this offer.

**Registered Property Services is NOT a government agency. This is NOT a notice from any Santa Rosa County governmental office nor is it sent to you from any other city, county, state or federal governmental agency. This is a solicitation from a private entity entirely for profit. This business wants to charge you an exorbitant amount for this public information and operates from an UPS Store in Sioux Falls, South Dakota. Please take notice!**

**The Office of Housing & Deed Retrieval Service, LLC is not a Government Agency and is not associated in any way with Santa Rosa County Government. This is an out of state for profit business!**

The Office of Housing & Deed Retrieval Service, LLC  
P.O. Box 335  
Stevenson, MD 21153



**IMPORTANT  
DEED NOTICE**

Parcel ID:	HDRS Code:
Land ID:	FIPS Code:
Year Built:	Legal Plat #:
Respond By:	Group:
/ /2014	
<b>Amount:</b>	
\$96.00	

Not affiliated with your Public Adjuster or  
Property Appraiser. Private Service.

Detach and mail

Please Respond By:

/ /2014

**RECOMMENDATIONS TO RESIDENTIAL  
OWNERS OF PROPERTY**

The Office of Housing & Deed Retrieval Service, LLC urges you as a property owner to obtain a copy of your recorded deed and

A personalized summary report of your property containing the most recent comparable sales in your neighborhood.

**SANTA ROSA COUNTY PUBLIC INFORMATION (Source)**

**Legal Property Address:**

Market Sale Date: / /2014

Doc Number: N/A

Year Built:

Prior Market Sale Date: N/A

Legal Plat #:

FIPS Code:

Land ID:

HDRS Code:

Zoning: R1

Property Carrier Route:

Parcel ID:

**BENEFITS OF PROMPTLY RECEIVING A COPY OF YOUR RECORDED DEED AND YOUR  
PERSONALIZED SUMMARY REPORT**

A copy of your recorded deed will provide an easy way of demonstrating and documenting that you are the owner of the property that was conveyed to you on / /2014.

Your Personalized Summary Report will be a tool to describe your property and provide relevant information relating to your neighborhood and comparative residential properties in your neighborhood.

To order a copy of your recorded Deed and your Personalized Summary Report from The Office of Housing & Deed Retrieval Service, LLC, please submit the following fee and forward the attached order form. The documents will be mailed to you within 21 business days from the date of receipt of your order. See important terms and questions on reverse.

**You can go online to my website at [www.srcpa.org](http://www.srcpa.org) and view sales from the current year and two previous years along with all the current active listings for free. You do not need to pay for something you can get for free for your property appraiser. Please don't pay an exorbitant amount for this service.**

**The question is why would you need comparables on property after you've made your purchase? Answer you don't.**

**This is not a letter from any Santa Rosa County Governmental Office nor is it from any other City, County, State, or Federal Governmental agency.**

DETACH THIS STUB AND MAIL IT ALONG  
WITH CHECK FOR DEED AND PROPERTY REPORT  
DO NOT ENCLOSE ANY NOTES OR OTHER ITEMS  
DO NOT USE STAPLES, PAPERCLIPS, OR TAPE WITH THE STUB OR YOUR CHECK

County:  
SERVICE FEE - \$96.00

MAKE CHECKS PAYABLE TO:  
THE OFFICE OF HOUSING & DEED RETRIEVAL SERVICE, LLC  
Please include your PARCEL ID NUMBER in the MEMO portion of your check

Your Phone Number: \_\_\_\_\_

Parcel ID:	HDRS Code:
Land ID:	FIPS Code:
Year Built:	Legal Plat #:
Respond By:	Group:
/ /2014	
<b>Amount:</b>	
\$96.00	

Not affiliated with your Public Adjuster or Property Appraiser. Private Service.

The Office of Housing & Deed Retrieval Service, LLC  
P.O. Box 335  
Stevenson, MD 21153  
Questions concerning your deed, call 240-257-0884 to speak to a representative.

#### FREQUENTLY ASKED QUESTIONS ABOUT RESIDENTIAL PROPERTY

**Q1** - What is residential real property?

**A** - Land and the improvements built on the land which would include a person's house

**Q2** - What is a deed?

**A** - A conveyance of realty; a written instrument signed by the grantor whereby legal title to realty is transferred from one person to another.

**Q3** - What is recording a deed?

**A** - When the deed is recorded in the appropriate public office within the state where the property described in the deed is located.

**Q4** - What is the effect of recording the deed?

**A** - It is constructive notice to the public that the deed in the name of the homeowner exists and is a matter of public record.

**Q5** - What does the word title mean with respect to ownership of property?

**A** - A person who holds the legal rights to the property.

**Q6** - What is tenancy by entirety as to ownership of real estate?

**A** - A tenancy which is created between a husband and wife and by which together they hold title to the whole with right of survivorship so that, upon death of either, the survivor takes ownership to all of the real estate to the exclusion of every other person.

**Q7** - What is joint tenancy as to ownership of real estate?

**A** - An estate in fee-simple, for life, for years, or at will, arising by purchase or grant to two or more persons. Joint tenants have one of the same interest, accruing by one and the same conveyance, commencing at one and the same time, and held by one and the same undivided possession. The primary incident of joint tenancy is survivorship, by which the entire tenancy on the decrease of any joint tenant remains to the survivors, and ultimately to the last survivor.

**Q8** - What is Tenancy in common as to ownership of real estate?

**A** - A form of ownership whereby each tenant (*i.e.*, owner) holds an undivided interest in property. Unlike a joint tenancy or a tenancy by the entirety, the interest of a tenant in common does not terminate upon his or her prior death (*i.e.*, there is no right of survivorship).

#### IMPORTANT DISCLOSURE

The Office of Housing and Deed Retrieval Service, LLC is a privately owned limited liability company, and is not a government agency or a department of any state or the federal government. Accordingly, no instrumentality, department or agency of the federal government or any state government is involved in this correspondence and offer to you, nor has the solicitation of the services and documents to be provided been approved by any federal or state government instrumentality.

The offer in this mailing is a suggestion that you acquire a copy of your recorded deed and a Personalized Summary Report of your property. This offer is not an invoice but a solicitation that you are not obligated to pay except if you accept the offer to order the recorded deed and the personalized summary report.

You could obtain a copy of the Deed on your own at a minimal cost by perhaps several different methods. If you would like to do so on your own, do not hesitate to call and at no cost to you, we will offer suggestions to obtain your Deed directly, but you would not then receive the Personalized Summary report.

**Be very cautious in sending your money to a business for a governmental record that you can get for free online.**

**This is not a letter from the Santa Rosa County Property Appraiser or any Santa Rosa County Governmental Office. Neither is it from any other City, County, State, or Federal Governmental**



**To make a free copy of your deed (if available) from my website ([www.srcpa.org](http://www.srcpa.org)) follow the instructions below:**

Go To [www.srcpa.org](http://www.srcpa.org)

Click on the top of the page “Records & Plat Search.”

Read the Disclaimer and click on “Agree.”

The “Web Access to Property Records” page will open. On this page, a property records search can be accomplished using any of the links provided on the left side of the page. Should you want a copy of the deed on your home?

Click on “Search by Owner Name.”

The “Owner Name Search” page will open. In the “Owner Name” box, enter your last name, a space, and your first name. Then click the “Search by Owner Name” button.

Your search results will now be displayed. Click on the “Parcel Number” of the selection you wish to view.

The “Parcel Information” page will open. Review your transaction in the section located at the bottom of the page entitled “Sale Information.”

Click on the underlined number of the “Deed Book” or “Deed Page” of the deed you wish to view. (Either one will take you to the deed.)

This will take you to the Clerk of Court’s Website and the specific deed you wish to view.

Click on the “View Thumbnails” button.

A thumbnail of each page of the deed will now be displayed. We suggest you click on “View Adobe PDF of Full Document” link located above the thumbnail images of the deed. (You may also choose from the three image file types available: tiff, png, or jpg)

Once the deed opens as a PDF, you can view all pages by using the scroll bar on the right side of the window.

If you have the ability print from your computer, you can use the print function to print a copy of your deed by clicking on the printer icon located at the upper right of the PDF you are viewing.

Clicking on the printer icon will open the “Print” window where you will select the printer you wish to print to, the number of copies, etc.

Once the proper print selections are made, click “OK”

The Clerk of Circuit Court is the official office for deed records. If you don’t find a link on my website for your deed, you might try to find a copy of your deed by visiting Don Spencer’s, Clerk of Circuit Court, website at [www.santarosaclerk.com](http://www.santarosaclerk.com) or you can visit his office at 6495 Caroline Street, Milton, Florida. Also, his is the only office that can certify your deed as a true and correct copy from the public records of Santa Rosa County.



**Gregory S. Brown, CFA**  
*Santa Rosa County Property Appraiser*



September 5, 2014

Honorable Pamela Bondi  
Florida Attorney General  
State of Florida  
The Capitol PL-01  
Tallahassee, FL 32399-1050

Dear Attorney General Bondi:

On April 1, 2014, a letter (enclosed) was sent you requesting your review of activities of Registered Property Services in their solicitation to provide copies of deeds for exorbitant price. There are now two additional businesses (Record Transfer Services, and Local Records Office) making the same solicitation. These businesses are charging property owners from \$83 to \$89 to receive this public information. I believe this is an exorbitant price for an one to two page deed and property information from county's public records.

These companies make their solicitations (enclosed) appear as an official government document even though they have the disclaimers saying they are not. They created names and solicitations that may lead an unsuspecting property owner from a recent real estate transaction to believe it's from a government or quasi-governmental agency. According to court documents from the Tennessee Attorney General's office, the attorneys general from seven states and the US Postal service have initiated investigations and/or lawsuits against one of these businesses (Local Records Office).

A response from Gregory Powell from your office on April 21, 2014 says information was forwarded to your Consumer Protection Division for review. I have not received any communication from this division since receiving Powell's letter. Now three businesses are making solicitations of our citizens which operate from UPS Store locations. The fields must be ripe and plentiful for these three so-called businesses to prey on our unsuspecting citizens.

I intend to do all I can to protect the citizens of Santa Rosa County and I know you will do the same. I hope you can assist in the consumer protection of the citizens of Santa Rosa County and our great state. Your earliest response would be appreciated to our concern for the citizens whom we all serve.

Sincerely,

Gregory S. Brown, CFA  
Santa Rosa County Property Appraiser  
6495 Caroline Street, Suite K  
Milton, Florida 32570

Cc: Gregory Powell  
Office of Citizens Services