



March 4, 2022
Bulletin No. 25

MANOR ALTERATIONS NEWS BULLETIN

**Please read all three sections of the news bulletin
(Contractors, Realtors and Members).
Each section contains helpful information that
may apply to your area of expertise.**

Contractors and Realtors

To facilitate rapid response regarding processing permits, completing resales or submitting permitless alterations, contractors, real estate agents and even those approved to make decisions on the resident's behalf should keep the following tips in mind:

- Have the member's name, manor number, mutual and contact information (email and telephone) ready before contacting Manor Alterations.
- Include the manor number in the subject line when emailing Manor Alterations to help staff ensure a cohesive chain of communication.
- Remember that Manor Alterations cannot override determinations made by the City of Laguna Woods.

Members

Manor Alterations is open for appointments and walk-ins. Members who want to ensure a dedicated sit-down with staff can schedule an appointment via our operations specialists to discuss any of the following:

- Mutual consent applications
- Standard alterations vs. variances
- Permitless alterations for United members
- Asbestos and abatement requirements
- Contractor rules and regulations
- How to find floorplans online
- Alteration standards

Anyone can attend an appointment, including realtors, contractors or even family assisting a member—our goal is to provide as much information as possible to whomever requests it. Staff will not fill out or complete applications during appointments but will answer questions to facilitate a complete application submission, confirm details with an inspector or make recommendations for your proposed alteration.

For those who either do not wish to or cannot attend an appointment, Manor Alterations offers FAQs, asbestos resources, contractor hiring tips, a process map that shows permit approval steps and Third and United mutual permit guidelines. All documents are available at [our landing site on the Village website](#), along with easy-to-download permit documents and completed samples that illustrate how to complete paperwork. We offer packages with each document labeled and an instruction sheet clarifying which forms are needed.

Please remember that successful permit processing depends on accurately completed documents. Processing can begin only when a fully complete mutual consent packet—including a scope of work, the vendor’s up-to-date certificate of insurance and all corresponding details—is received. Upon mutual consent approval and permit fee collection, it is the responsibility of the member/member representative to bring the permit to the City of Laguna Woods, proceed with completing the scope of work and notify Manor Alterations once work is complete to finalize the open permit. If members complete their alteration without notifying Manor Alterations, their permit is considered “open” until a finalized city permit is returned to the office.

Permit Status Log

[Click here](#) to view the permit status log, which is updated every two weeks. If you cannot locate your manor, please contact Manor Alterations directly with questions. [Click here](#) to view a legend and flow chart that can help you better understand the approval process.

Contact Us

Contact Manor Alterations at [949-597-4616](tel:949-597-4616) or alterations@vmsinc.org with questions.