



Laguna Woods Village®

April 15, 2022
Bulletin No. 28

MANOR ALTERATIONS NEWS BULLETIN

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

Members

Manor Alterations processes over 1,000 Mutual Consents each year, each of which follows the same path to completion. See a graphic [here](#) which illustrates the process. Due to the volume of Mutual Consents, Manor Alterations is coordinating additional opportunities for residents and their contractors to receive reminders. Namely, reminders if Mutual Consent applications are lacking needed information for processing, and reminders to return a finalized City Permit after alterations are completed.

Many residents work in concert with their contractors to complete their Mutual Consent application package, relying upon them to provide items such as a Certificate of Insurance, complete Scope of Work, and a clear representation of the alteration in conformance with the mutual approved Standards. However, many times a submitted Mutual Consent application lacks critical documents, and cannot be processed until these documents are provided. During the course of communications, Manor Alterations provides a written list of the missing items to the applicant for every submittal application.

In an effort to ensure residents and their contractors are informed of an incomplete application, Manor Alterations will initiate an automated email response providing a reminder to residents to submit missing items. It's critical for residents to remember that until all required paperwork is received, no alteration review can be completed.

Manor Alterations will also send automated email reminders to residents with an approved Mutual Consent, reminding them to provide a finalized City Permit to Manor Alterations in order to close their Mutual Consent and receive a refund in the event a deposit was made at the issuance of the Consent. As a reminder, open or incomplete Mutual Consents can delay escrow closings at a sale.

Contractors

As highlighted in the paragraphs above, Manor Alterations initiates automated reminders for residents if their Mutual Consent package lacks critical items, and if they have not yet provided a

finalized City Permit. However, it is important to note that all contractors working within Laguna Woods Village should be able to provide critical documents easily if they use the samples and follow the instructional guide provided by Manor Alterations.

Manor Alterations strives to include contractors within these upcoming automated reminders, but in the interim we encourage contractors to follow the step-by-step guide provided, with each necessary document clearly labelled in an effort to make the process straightforward. Lastly, provide your email address on the application so that you can be included in any correspondence made regarding your project.

Realtors

Manor Alterations has no new updates for realtors. However, Manor Alterations reminds all realtors to call for inspections early, and if they have any questions, Manor Alterations encourages them to make an appointment. Staff is always willing and eager to answer questions during a dedicated appointment.

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.