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MANOR ALTERATIONS NEWS BULLETIN

Residents and Contractors

To process an alteration, all residents must complete a mutual consent, which requires the following four items:

- 1. Mutual consent application**
 - a. This two-page document details a resident's personal information, their contractor's information and a description of the proposed alteration.
 - b. The mutual consent application requires signatures from both the resident and the contractor acknowledging the rules and regulations for working in Laguna Woods Village.
- 2. Floorplan of your manor detailing the scope of work**
 - a. Download floor plans for all manors at no charge at the [Laguna Woods Village website \(lagunawoodsvillage.com\)](http://lagunawoodsvillage.com) > Neighborhoods > Floorplans).
 - b. For those who need assistance finding a floorplan, each mutual consent package contains an instructional guide to locate a plan.
- 3. Contractor certificate of insurance**
 - a. All contractors must carry an insurance policy meeting the mutual requirements.
 - b. The mutual consent package contains a completed sample of the certificate of insurance so contractors can ensure their policy matches mutual requirements.
- 4. Specifications of the proposed alteration**
 - a. For example, if a resident is having a ceiling fan installed, their contractor will include the product information that accompanies all products. Residents can simply copy the single sheet and provide it with their documents.

If an application is found to be incomplete during the review process, Manor Alterations staff will note the missing items, contact the resident and their contractor to note what is lacking and update the mutual consent status to "requesting additional documents" (RQST).

Service Enhancements

The Manor Alterations Division has enacted automated email reminders for all residents submitting mutual consent applications. To participate, residents must have a valid email address on file. These automated reminders will occur at four specific intervals within the approval process. To understand these intervals, please keep the following in mind:

1. When the status code is "new" after an application is entered into the system, residents will receive a confirmation email and a ticket number.

2. When the status code is “request information,” at the seven- and 14-day marks residents will receive automated email reminders to send additional information.
3. When the status code is “mutual consent,” residents are approved by their mutual to begin their alteration. (Typically, this occurs when a resident asks their contractor to pull a permit with the City of Laguna Woods and initiate their alteration. If approved, the city will issue a job card with a city permit number.) After 30, 60 and 90 days, if the ticket is not closed, residents receive an automated email requesting a copy of the city permit. To close an open permit, residents (or their contractors) must provide Manor Alterations with the finalized city permit number and signed job card, which can be emailed to alterations@vmsinc.org. This “completes” the mutual consent process.
4. Once the city permit is finalized, Manor Alterations will note the city permit number, annotate the mutual consent, email the resident their completed paperwork and mark the status as “complete” (CM). When the status code is “complete,” residents receive an automated email with a confirmation and a request to fill out a survey. Manor Alterations is continually working to enhance customer service—the more feedback we receive, the better we can serve Laguna Woods Village!

Manor Alterations and the Department of Information Services are collaborating to create a dedicated link to provide real-time updates for residents. In the meantime, residents can already view real-time status of their permit process by logging into the [resident portal](https://portal.lagunawoodsvillage.com) (<https://portal.lagunawoodsvillage.com>). Simply register with your email address to view all of your scheduled, open and closed tickets.

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.