

## MANOR ALTERATIONS NEWS BULLETIN

Members looking to complete alterations are free to choose any contractor with whom they feel comfortable. Contractors who work within the Laguna Woods Village community are mandated to follow a set of rules and regulations, created to ensure the interests of both the member and the mutual are protected. The overwhelming majority of contractors comply with regulations and complete alterations without any issues.

Unfortunately, Manor Alterations does encounter contractors who violate these rules. Most violations are minimal, such as working slightly beyond approved hours or playing music loudly while working. Some violations are severe, which not only cause disturbances in the community due to inappropriate asbestos handling or damaging structural elements, but also impact members due to levy of fines for unauthorized work or release of asbestos-containing materials.

Manor Alterations has noted over time that contractors who violate rules are repeat offenders. Until recently, no mechanism existed to curtail this behavior. This was our motivation for creating the Contractor Violation Policy, active within United Mutual as of November 9, 2021.

The Contractor Violation Policy provides a clear list of guidelines for what constitutes a violation, separating them into moderate versus severe violations. These guidelines also encompass the punitive measures for violating contractors, including temporary or (in extreme cases) permanent suspensions. The policy provides contractors a way to dispute violations and provides members the ability to speak in defense of contractors' actions.

Because Manor Alterations is committed to transparency, this policy will be included in all mutual consent and demolition packets in order to ensure members and contractors are fully informed. Manor Alterations will also maintain a list of contractors who have violated the policy and will publish the names of violating contractors within these news bulletins to ensure members are aware of those vendors who have broken the rules.

To view the full Contractor Violation Policy, [click here](#) or download the United mutual consent/demolition packets from the [Manor Alterations section](#) of the Laguna Woods Village website. Remember, this policy currently exists within United Mutual only.

### 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. The current time from initial inquiry to a reply from Manor Alterations is approximately one week.

## Contact Us

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