

September 17, 2021  
News Bulletin No. 14

## MANOR ALTERATIONS NEWS BULLETIN

**Please read all sections of the news bulletin.  
Each section contains helpful information that  
may apply to your area of expertise.**

### Members

The Manor Alterations (MA) office is currently closed to in-person appointments due to COVID-19 staffing impacts; however, MA continues to answer inquiries via phone and email in order to process requests and release permits for approval.

Unfortunately, MA also is currently understaffed and, as a result, wait times for inquiries have increased. Currently, staff is able to reply to inquiries within approximately one week but is looking to reduce this wait time to 48 hours as quickly as possible. MA asks that all inquiries please be made with this response time in mind and that members refrain from calling/emailing multiple times within this one-week period, as repeat inquiries further slow response time.

Current timelines for complete permit submission approvals are:

- Class I permits: Nine to 13 business days
- Class II permits: Nine to 13 business days
- Class III permits: 10 to 90 business days

If you have questions about the classification in which your permit falls, [click here to review the guide](#).

MA understands that members are frustrated with increased wait times and is actively working to remedy the situation. We ask for your patience and understanding while we fill open staff positions and increase our efforts to return to the efficient timelines of prior months.

As a reminder to all United members, a proposed scope of work may qualify for a [permitless alteration](#), which can be done completely online, saving substantial time for members who qualify.

### Contractors

Laguna Woods Village has been fortunate to welcome countless vendors who have completed work successfully in the community and exceeded the expectations of clients and staff alike.

Unfortunately, some contractors have violated Village rules and regulations, resulting in upset neighbors, expensive repairs and unnecessary stress for clients and staff.

To ensure vendor compliance in the community, the United Mutual Board of Directors and the MA team have developed a new contractor violation policy with the goal of clarifying Village rules and regulations and ensuring all contractors understand the consequences of rules violations, such as temporary or permanent suspensions from the community.

Once this policy becomes active, members and contractors who apply for a permit will receive a copy detailing the warning issuance and violation description guide alongside the rules.

The policy will qualify the level of violation, detail the violation components and provide a way for the contractor or member to explain the circumstances in defense of the potential violation. This new policy will be detailed in upcoming publications when the United Mutual Contractor Violation policy becomes active October 15, 2021.

## 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](mailto:alterations@vmsinc.org) with questions.