



June 25, 2021  
Bulletin No. 8

## 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

The Manor Alterations Division's new **classification of mutual consents** allows members to obtain an over-the-counter (OTC) permit—an efficient way to expedite request completion that requires only a final inspection. For example, if a contractor is hired to replace a water heater, only the following will be required:

- Completed mutual consent application
- Completed certificate of liability insurance (COLI)
- Payment of permit fee

For certain utilitarian items, including water heater replacement, if the items above are received by Manor Alterations in a timely manner, a mutual consent may be issued the same day. Remember, the mutual consent is fully independent of the City of Laguna Woods, so any rules and/or regulations mandated by the city must also be followed.

### COLI Reminder

Contractors must provide an accurate and up to date certificate of insurance. Manor Alterations provides a completed sample for reference in every mutual consent and demolition document package, but small details often are missing. [Click here](#) to view our completed sample form to confirm insurance requirements for working in the Village.

### Realtors

New owners or potential buyers often have questions regarding finding a reliable contractor.

- [Click here](#) to review a list of recommended contractors
- [Click here](#) to verify a contractor's license
- [Click here](#) for tips for hiring a contractor within a senior living community
- [Click here](#) for access to guides and articles from the Contractor State License Board

Consider the following before entering into a contract with a licensed contractor. These are suggestions only—members who are uncomfortable with the contractor selection process are advised to seek other professional advice.

- Confirm the contractor holds mutual-required insurance

- Review in detail the contract and scope of work; ask for clarification if necessary
- Ensure the contract contains specific dates of commencement of work and completion
- Ensure the contract amount relates exactly to the scope of work/services to be performed
- List those items the contractor is excluding from the work, such as material purchases
- Confirm the contractor will obtain the proper permit with the HOA and the city as required to fulfill the entire contract scope of work
- Ask for references for previous work done in the Village and locally; call the references and ask questions
- Request the first inspection as soon as possible to avoid potential closing delays

## Members

In order to better illustrate the steps involved in completing a mutual consent, Manor Alterations has created a new [mutual consent processing map](#), which contains valuable insight, links to information and a clear path from inception to permit issuance.

## FAQs

[Click here](#) to find answers to commonly asked questions about asbestos, permits required for various work and more.

## 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.