



September 3, 2021

Bulletin No. 13

## MANOR ALTERATIONS NEWS BULLETIN

Manor Alterations receives questions from applicants, contractors and real estate agents on a daily basis—many of which are variations of the same question. For this installment of our news bulletin, below are a selection of these inquiries.

### **I have an emergency! How can my permit be expedited? Can I pay a fee to move to the front of the line?**

Manor Alterations does not expedite permits. All permits are addressed on a first-come, first-served basis. Some permits require more extensive review due to the scope of work, but most complete submissions are reviewed within approximately one week.

Some circumstances allow for permits to be issued swiftly. These utilitarian based needs include a simple water heater replacement or A/C replacement, and if a complete submission is received early in the day, a permit could be issued that same day. Please include “URGENT Water Heater Replacement” in the subject line of your email application.

### **I submitted a permit over a month ago—why isn’t it approved yet? Why is nobody contacting me?**

Manor Alterations will not approve an application unless it is complete. This means an operations specialist will reach out via phone/email to whomever is the point of contact until a complete application is received. Members may be unaware that Manor Alterations’ staff has been reaching out to their contractor multiple times in a 30-day period in order to address an incomplete submission that may not include a complete certificate of insurance, has an incomplete drawing set or includes unsigned paperwork.

We encourage all members to locate their status via the Permit Log in order to better understand where their permit currently stands within the review process.

### **It seems like every potential change requires a permit. Is there anything I can do without a permit?**

Of course! Some alterations do not require permits, and some slight permit differences exist between the mutuals. Below are some items that may cause confusion:

**Q:** Do I need a permit to replace a toilet? What about a sink, faucet or showerhead?

**A:** No—as long as no wall plumbing or finishes are disturbed.

**Q:** Do I need a permit to install a video doorbell or security camera?

**A:** Battery-operated video doorbells such as the “Ring” doorbell and similar cameras are temporarily mounted to the exterior of the manor and do not require a permit. However, it is considered an alteration, meaning the maintenance, potential wall damage and removal is the responsibility of the member. Security cameras, similar to CCTV, require a permit and an approved variance.

**Q:** Do I need a permit to paint the interior of my manor?

**A:** No.

**Q:** Do I need a permit to install a screen door?

**A:** No, but the screen door is now considered an alteration and is the responsibility of the member to maintain.

**Q:** Do I need a permit for a mail slot in my front or garage door? What about a peep hole?

**A:** No, but the affected door is now considered an alteration and is the responsibility of the member to maintain.

**My contractor was wonderful to work with! They made the entire remodel process seamless, and I want to recommend my contractor to the community. How can I do that?**

Manor Alterations maintains a web listing of contractors who have worked within the community. This list is adjusted as time progresses, and we encourage members to reach out with their good experiences. If your contractor wishes to be added to the list, there is a set of qualifications to follow, and either the member or contractor can reach out to Manor Alterations to initiate this process.

**As the Manor Alterations office is closed, how can I ask questions about my permit application? How do I know what paperwork to fill out?**

Although the office is currently closed for in-person appointments due to COVID-19 regulations, members can still call and email with questions. On the [Manor Alterations webpage](#), members can download permit applications that include completed samples for reference. We encourage members to use these completed samples as a template for providing a complete submission. As a general rule, any alterations that include removal of material within a manor will require a demolition permit. Any alterations that include installation of materials will require a mutual consent. Some alterations may require both; however, both permits can be submitted and processed simultaneously.

United members may visit our online portal to submit a permitless application, which can be used in place of a mutual consent within specific parameters.

Our [processing map](#) helps illustrate the path of a permit to approval.

**I’ve called and visited the website, but I still have so many questions. Help!**

We understand that the process can be intimidating. In an effort to assist, we’ve compiled [frequently asked questions](#) that can be downloaded directly or emailed by one of our staff members upon request. Staff can also send members a [cheat sheet](#) that offers tips for hiring a contractor, informative resources about asbestos and helpful hints regarding contract language.

### 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.