

### Water heater warranty and resident responsibilities

Water heaters should be replaced based on the tank's warranty, which is typically 10 years. However, in most cases the unit will function without problems for several years beyond the warranty expiration date. If the water heater is within the manufacturer's warranty, the resident will not be responsible for damages caused by a leaking water heater; however, be aware that if any damage occurs after the warranty expires residents are held responsible for all costs associated with damage restoration, including damage beyond the original unit.

### Approved devices for inside water heaters

California Building Code requires that drain lines from water heaters be plumbed to the exterior, within six inches of the ground. If this is not possible or feasible then an alternate device is required to be installed. If the resident opts to have the water heater replacement performed by an independent contractor, the contractor will be responsible to install the water heater and any required devices to meet code requirements. The contractor will also be responsible for securing a permit with the City for the work. Presently, the City allows two different devices (Watts and LeakSmart). It is best to contact the City for the most current information at <http://www.cityoflagunawoods.org/contact-us/>.

### Permits required from the City and Manor Alterations

A permit is required by the City of Laguna Woods for all water heater replacements. If the resident chooses to use an outside contractor, they may secure the permit themselves, or ensure the contractor secures the permit as part of the install contract (this is recommended as it will help expedite the process). If the resident chooses to use VMS staff to perform the replacement, VMS staff will secure the permit and include the cost of the permit as part of the chargeable service. The City's current fee for a water heater replacement permit is approximately \$85.

### Fees related to replacement

Costs for installation of a water heater by VMS staff vary depending on the location of the water heater. Residents may request that VMS staff replace a water heater by visiting or contacting Resident Services. VMS staff will perform a pre-inspection of the manor and give the resident an estimated timeline and the cost based on findings. Once the resident gives approval, VMS staff will schedule the installation. Typically the pre-inspection is scheduled within a week of the request, and the installation occurs two weeks after the resident approval.

# FREQUENTLY ASKED QUESTIONS

## *When is a good time to replace my water heater?*

The manufacturer's warranty only covers water heaters for 10 years. After the warranty expiration the device may still have some useful life but should be checked regularly and replacement should be considered.

## *What is required of outside Plumbing Contractors?*

All plumbing contractors are required to be licensed, and must be familiar with the City of Laguna Woods process and the Plumbing Codes. Details on these codes and approved devices are available by visiting the Laguna Woods City Hall located at 24264 El Toro Road or by phone at (949) 639-0500.

## *What should a resident do to secure a contract with an outside contractor?*

The resident should request estimates from at least three contractors to ensure a competitive price for the work, ask to see the contractor's current license, insurance, and confirm contractor is in good standing by visiting the State's website.

## *How do I dispose of a water heater and other construction debris?*

Any waste generated by a resident or outside contractor must be removed from and disposed of outside the Village. It is a violation to place construction debris in the Village dumpsters.

## *What are contractor work hours?*

Hours of Construction are 7 a.m. to 5 p.m. Monday - Friday. All work between 7 and 8 a.m. must be quiet work. Saturday hours are 9 a.m. to 3 p.m. No work is permitted on Sundays and Holidays.

## *If I use VMS Staff is a pre-inspection required?*

Yes, it is important to request a pre-inspection at Resident Services so that VMS staff can assess the situation and give the resident a specific price and time line. Note: there is a separate charge for the pre-inspection appointment in Third Mutual.

## *If I am enrolled in the Handyman program, can my water heater be replaced?*

No, the Handyman program will not replace water heaters, but the program does cover ongoing maintenance like the following: adjust water heater temperature; inspect for leaks; replace supply line washers; reset tripped thermostat control; replace defective safety valves; and repair leaking drain valve.



LeakSmart  
Leak Detection  
& Shut-Off System



Watts  
Water Leak  
Alarm

## CONTACT US



Laguna Woods Village®

### Resident Services

949.597.4600

[www.lagunawoodsvillage.com/  
residents/resident-services](http://www.lagunawoodsvillage.com/residents/resident-services)

Call for information or make an appointment for pre-inspection.



Download permit requirements, fees and approved devices.

### City Services

Phone: 949.639.0500

[www.cityoflagunawoods.org](http://www.cityoflagunawoods.org)



### State Services

800.321.CSLB (2752)

[www.cslb.ca.gov](http://www.cslb.ca.gov)

Find a contractor or check a contractors license