



July 23, 2021
Bulletin No. 10

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

Manor Alterations features a [frequently asked questions link](#) on the Laguna Woods Village website. This information is helpful to members with targeted inquiries, but it also can be helpful to contractors.

This FAQ document addresses many issues, including asbestos clarifications, situations that require demolition permits in addition to alteration permits, permit expedition qualifications, and more. We encourage contractors to read through these questions in order to be more informed about Village policies and practices.

Realtors

One of the most critical elements to the realtor experience is time. Laguna Woods Village recognizes that time is critical to closings and other real estate transactions, and in the interest of respecting this pressure, Manor Alterations suggests the following.

- Include in all Manor Alterations correspondence the manor address in the subject line. All inquiries and data within Manor Alterations' ticketing system are listed by manor, not by current or prospective resident names.
- List the address within each email's subject, such as "1234-A Via Puerta: Question about open permits" instead of "Open permits for Mrs. Smith."

By listing the address, Manor Alterations can move through email requests efficiently and collect all open tickets for each manor.

Members

The Laguna Woods Village website is an excellent resource for owners who have questions about Manor Alterations. View current fee schedules, mutual guidelines, mutual consent classifications and FAQs.

Sometimes this wealth of knowledge can feel overwhelming and leave residents not knowing where to start their alterations journey.

Manor Alterations' [processing map](#) provides a clear illustration to help members through the process. We encourage members to click the link and follow along the path to complete their alteration. This map is also available at the Manor Alterations section of the Village website.

United Mutual

The United board of directors has approved the mutual's permitless alteration policy to become a permanent fixture within Manor Alterations.

United Mutual members can take advantage of this process if they are performing "like-for-like" alterations. Review the details of the policy [here](#).

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 with questions.