

Component Replacement: (*United Laguna Woods Mutual*) Reimbursement for completion of Mutual-qualified replacement Kitchen and Bath Countertops and Kitchen and Bath Floors.

Resale Corrections: Reimbursement of funds held from Seller for completion of Corrections Required.

SERVICE ORDERS: Service Orders are entered for Component Replacements qualified by the Corporation's agent and for Corrections Required upon Resale. All Service Orders will be dispatched either to in-house technicians or to outside vendors for processing. *Please advise Property Services if you will be completing the associated work so that the service order can be placed on hold and not dispatched for completion.*

CORRECTIONS BY MEMBERS: Mutual members may elect to complete Component Replacements and/or Resale Corrections Required and submit for reimbursement. Replacements are subject to Alteration Policy. *Please call 268-2341 or 268-2242 to ascertain the applicable policy for Corrections noted and to obtain the reimbursement maximum for a given item of work. Not all Corrections are reimbursable.*

INSPECTIONS REQUIREMENT: Once Property Services is notified of completion, an inspection will be scheduled to confirm the work is complete to the Mutual's satisfaction.

DOCUMENTATION REQUIREMENTS: The following documentation is **required** for all reimbursements:

1. **A completed copy of the Reimbursement Request form**
2. **A copy of the invoice for service(s) rendered meeting the following criteria:**
 - Signature of the vendor
 - Printed on the vendor's letterhead
 - Details of the item(s) of specific work performed.
 - Details of the cost(s) per line item.
3. **Proof of Payment in full: (without this, reimbursement cannot be made)**
 - **If paid by a credit card**, a copy of the credit card voucher or the credit card statement showing the vendor and amount paid.
 - **If paid by a check**, a copy of **BOTH** sides of the cancelled check (the check cleared by the bank), or a copy of the bank statement showing the check cleared.
 - **If paid in cash**,
 - A written document from the Mutual member indicating the replacement completed, the amount paid, and a specific statement indicating payment was made in cash; **AND**
 - A signed, legible document from the vendor showing that the work was completed and cash payment was made in full.
4. **Required documentation should be submitted:**
 - *In person* Property Services Desk at the Laguna Woods Village Community Center
 - *Via mail* VMS INC.
Attn: Property Services – Corrections Settlements
P.O. Box 2220, Laguna Woods, CA 92654-2220

The above are requirements of financial auditors. Incomplete submittals will be returned for additional information. Thank you in advance for your cooperation.