



6 TIPS TO EXPEDITE RESALE INSPECTIONS

1. **Order your mutual resale inspection as soon as you intend to list your manor for sale.** This No. 1 solution in preventing delay to an escrow closing date gives you time to review the report and resolve any outstanding requirements without the stress of a pending escrow closing date.
2. **Ensure you are authorized to order the first inspection.** This could mean you are the member or an authorized representative for the member or the member's trust/estate. Call Community Services at **949-268-2393**.
3. **Check the resident portal (portal.lagunawoodsvillage.com) for any outstanding work orders or manor tickets.** Find instructions on how to locate your work orders at bit.ly/4937s4U, or watch a video tutorial at bit.ly/4cg4BXo.
4. **Register undocumented alterations with your mutual if you have performed any without mutual consent or city permits.** The City of Laguna Woods building permit office requires a permit for electrical, plumbing, cutting into drywall and other alterations. Call Manor Alterations at **949-597-4616** to begin the mutual consent process.
5. **Make a list of preinspection checks, which are typically done at a resale inspection.** Maintain these even if your manor is not for sale to avoid last-minute repairs, including rodent-proofing HVAC chases, painting patio/balcony covers, repairing exterior water heater enclosures, fixing carport condensation panels if they are loose or broken and cleaning oil stains in carport/garages.
6. **Replace a water heater that is more than 10 years old (Third Mutual only).** All water heaters in service for 10+ years must be replaced during resale. Avoid delays by checking the age of your water heater and scheduling a replacement if it qualifies. To order a VMS replacement as a chargeable service, call Resident Services at **949-597-4600**. To use your own contractor for replacement, download the Third Mutual low-flow toilet and water heater form at bit.ly/4ejEWPj, complete it and email it to alterations@vmsinc.org.

MOST COMMON TICKETS THAT DELAY RESALE

- **Open mutual consents (PA01, PA02, CI07):** Incomplete mutual consents for alteration work in progress/incomplete work, but final closing documents, like final city permits, have not been submitted to Manor Alterations. Call Manor Alterations at **949-597-4616**.
- **Correction notice (9316, 9377, 9378, IN110):** An unresolved correction notice requires correction and verification of compliance achieved. Call Manor Alterations at **949-597-4616**.
- **Damage restoration (CI03, MI01):** An unresolved damage or moisture intrusion event may require member action to close the order. Call Damage Restoration at **949-597-4490**.



6 TIPS TO EXPEDITE RESALE INSPECTIONS

MOST COMMON TICKETS THAT DELAY RESALE

EVENT CODES

EVENT CODE	WORK CENTER	DESCRIPTION
PA01	925 - Manor Alterations	Application for mutual consent
PA02	925 - Manor Alterations	Application to demo for mutual consent
CI07	925 - Manor Alterations	Regulated materials evaluation
9316	925 - Manor Alterations	Moisture intrusion report of potential non-compliance
9377	925 - Manor Alterations	Report of potential non-compliance
9378	925 - Manor Alterations	Notice of required correction
IN110	925 - Manor Alterations	Stop work notice/Regulated materials
CI03	909 - Damage Restoration	Responsibility evaluation request
MI01	909 - Damage Restoration	Moisture intrusion event/Rain leaks/ Roof membrane

OTHER MAINTENANCE & CONSTRUCTION WORK CENTERS

904 - Maintenance Services

910 - Maintenance Operations

920 - Projects