



Laguna Woods Village®

<b>INFORMATION BULLETIN</b> Community Services Division	<b>BULLETIN DATE</b>	December 16, 2024
	<b>ISSUED BY</b>	Jeff Spies Community Services Manager
	<b>MUTUAL</b>	N/A
	<b>AUTHORITY</b>	Internal
	<b>ADOPTED DATE</b>	N/A
<b>SUBJECT: Important Reminder - Submission of Complete Resale Packets for Efficient Processing</b>		

Dear Real Estate/Escrow Agent Professionals,

We greatly value your partnership and appreciate your cooperation in ensuring a smooth and efficient process for all parties involved in the Laguna Woods Village resale process. To maintain our high standards of service, we want to remind you that **only current and complete resale packets will be accepted and processed upon receipt.**

**Why This Matters**

VMS’ two membership counselors process an average of 70 to 75 resale packets each month, respond daily to over 50 telephone messages and answer numerous email inquiries daily.

Submitting incomplete or outdated packets significantly impacts efficiency by:

1. **Delaying processing:** Incomplete packets disrupt the processing workflow, requiring counselors to pause and send follow-up emails to request missing materials, thereby reducing the time available to address completed packets.
2. **Extending timelines:** Given the high volume of submissions, it may take up to two weeks before counselors review a packet. **Submitting an incomplete packet in haste will only delay processing further and could impact your close of escrow date.** If a packet is found to be incomplete or outdated, processing will be paused, and the packet will lose its place in line, being moved to the back of the queue. This will result in an additional delay of at least two weeks.
3. **Impacting escrow and clients:** Delays in processing may affect the scheduled escrow close, creating potential inconveniences for buyers and sellers alike.

**Our Commitment to a Seamless Process**

To avoid delays and ensure timely processing:

- **Submit current application versions:** Always use the most recent version of the resale packets which can be found at [lagunawoodsvillage.com](http://lagunawoodsvillage.com) > **Sales**.

- **Ensure completeness:** Double-check that all required materials are included **before** submission. Please follow the Escrow Documentation Checklist and the Resale Notification Checklist contained in the resale packets to confirm all required documents are complete.
- **Follow submission guidelines:** Submit complete packets either by courier, FedEx, UPS or hand-delivery. Packets submitted via email will not be accepted.

### **Consequences of Incomplete or Outdated Submissions**

**Effective immediately, applications that are incomplete or outdated as of the date of this bulletin will not be processed until all required materials are submitted.** This policy ensures fairness for all applicants and helps prevent delays that could affect close of escrow and move-in timelines.

Please be advised that rushes and hardship cases will no longer receive priority by being moved to the front of the queue. All resale packets will be processed in the order they are received, provided they are complete and submitted using the most current forms. Packets that are outdated will be returned for correction, and incomplete packets will be placed at the back of the queue, leading to additional processing delays.

We understand occasional errors may occur, but we are here to help. If you have questions about required documents or need process clarification prior to packet submission, please email one of our counselors at [salesrequirements@vmsinc.org](mailto:salesrequirements@vmsinc.org) or call [949-268-2011](tel:949-268-2011).

Please inform your staff of this policy.

Thank you all for your attention to this important matter. Together, we can ensure a smoother, more efficient process for everyone involved.