



Laguna Woods Village®

Open House Gate Entrance Process

The Community Services Division and the Security Services Department collaborated to develop an open house process that streamlines access for prospective buyers, allowing them to enter the community without requiring realtors to leave the property to grant entry.

1. Laguna Woods Village open houses are held every Saturday and Sunday from 11 a.m. to 4 p.m.
2. Entry to open houses shall not be permitted before 11 a.m. or after 4 p.m.
3. Agents wishing to host an open house must place their unit(s) on the MLS no later than Thursday afternoon.
4. The Community Services Division receives a copy of the MLS listing of all open houses in the Village first thing Friday morning and forwards it to the Security Services Department to distribute to all gate ambassadors.
5. If a unit is not listed on the MLS, prospective buyers will not be granted entry. In such cases, agents must either close their open house temporarily to escort clients from the gate or ensure buyers accompany them to the property upon arrival.
6. Prospective buyers can gain access through the gates closest to the unit by telling the gate ambassador they wish to attend an open house and to provide the address.
7. The gate ambassador will gather and record information from the prospective buyer (e.g., guest name, make and model of vehicle, license plate number, etc.) and give directions to the unit.
8. The gate ambassador will provide the guest a pass that must be displayed on the guest's vehicle dashboard at all times while the guest is in the community.
9. All guests must exit the community when their attendance at the open house is complete.

For any questions about the open house process, please email realtorforums@vmsinc.org.