



Laguna Woods Village®

INFORMATION BULLETIN Community Services Division	BULLETIN DATE	July 1, 2025
	ISSUED BY	Jeff Spies Community Services Manager
	MUTUAL	United Laguna Woods Mutual Third Laguna Hills Mutual
	AUTHORITY	Internal
	ADOPTED DATE	N/A
SUBJECTS: VMS Reminder of United's Subleasing Policy and Third's Leasing Policy		

To support the efficiency of our leasing team, which is currently experiencing a high volume of activity, the Community Services Division would like to share the following important reminders. Your cooperation is greatly appreciated and will help prevent delays and disruptions in processing lease and sublease applications.

- Please ensure that lease terms **do not overlap** or begin immediately after the prior lease ends in the same unit. This creates processing and access issues for incoming tenants and will result in processing delays. We recommend allowing at least five business days between leases.
- Kindly **refrain from calling, emailing or visiting** the leasing office to inquire about application status. You will receive a notification once the application is processed. Interruptions slow down processing times for everyone.
- Lease agreement terms between members and lessees should be no more than 12 months in both United Mutual and Third Mutual.
- **Do not provide unit keys to tenants until the board grants approval and the lease/sublease application commences.** Doing so will result in tenant(s) being denied access to the community, potentially causing confusion and delay.
- ID cards and gate passes will not be issued until the application has been approved and/or until escrow has closed for at least 24 hours.
- Tenants will not receive their ID cards, RFID stickers or gate passes for family and friends before the official lease start date. Please instruct tenants to visit the leasing office on the day their lease begins.
- All ID cards for members, occupants, tenants and live-in caregivers must be returned **before new tenants are issued their cards**. If cards are not returned,

the member will be charged **\$125 per missing card**. This charge will be added to the leasing fees. Please **do not** send tenants to the leasing office until all cards are returned or the fee has been paid.

- Please ensure all nationwide criminal background checks for United Mutual are dated within 90 days prior to submitting the sublease or lodger application. Reports should include information relating to national security concerns, Patriot Act, misdemeanor and felony charges, evictions (for sublease/lodger applications only), offense details and convictions, sex offender registration and other relevant criminal history. In addition, the board requires that reports clearly indicate which databases were searched. Applications submitted without appropriately detailed background checks may be delayed or denied.
- Rushes are three full business days, starting the day **after** the application is submitted.

Realtors and escrow officers, please inform staff and clients of these guidelines.

Important: Please always refer to the website at lagunawoodsvillage.com for the most current documents.

Please email realtorforums@vmsinc.org with any questions. Thank you for your continued partnership and attention to these important procedures.