



Laguna Woods Village®

INFORMATION BULLETIN Community Services Division	BULLETIN DATE	February 25, 2026
	ISSUED BY	Jeff Spies, Community Services Manager
	MUTUAL	Golden Rain Foundation
	AUTHORITY	Internal
	ADOPTED DATE	N/A
SUBJECTS: GRF ID Card Collection Policy Reminder		

To support the efficiency of the Resales team, the Community Services Division offers the following reminder regarding the collection of resident ID card(s). Your cooperation will help prevent delays in closing escrow.

As you know, the Community Services Division collects resident ID cards from all members, successor trustees, and heirs during the resale process.

As stated in the resale packet, ID cards must be submitted either at the time the complete resale packet is provided for processing or **before** requesting the final demand. The original demand outlines all items that must be satisfied **prior** to requesting the final demand.

When escrow submits a request for the final demand, it indicates agreement with all items listed on the original demand. Any questions, corrections, or fee updates related to the original demand must be resolved before requesting the final demand.

Currently, escrow or owners often return ID cards to Leasing but do not notify the Resales team. Whenever ID cards are returned, please email sales@vmsinc.org or salina.kuresa@vmsinc.org so we can verify receipt and update the account accordingly. This will reduce time spent locating ID cards and help ensure a smoother escrow closing.

If the ID cards and/or a receipt confirming their return are submitted **after the final demand has been requested**, a \$125 non-returned ID card fee will be charged for each card.

Thank you for your cooperation.

Please inform your staff and clients of these guidelines.

Please email sales@vmsinc.org with any questions. Note that this email address has been updated from salesrequirements@vmsinc.org. Going forward, be sure to use sales@vmsinc.org. Thank you.

Thank you for your continued partnership and attention to these important procedures.