

YOUR MUTUAL INSPECTION FEES

AT WORK



Laguna Woods Village

1. Initial Inspection Request

- On average, 150 inspections are in process at any given time.
- Inspection operations specialist sorts 100+ emails daily from resaleinspections@vmsinc.org to identify first inspection requests (1 - 2 days).

2. Manor Research

- If a CI07 (regulated materials) ticket is open, seller's agent receives an email informing member (seller) to remit documentation to Manor Alterations to close ticket; request is postponed (up to 1 week).
- Inspection operations specialist reviews form:
 - Correct mutual?
 - Completed correctly?
 - Signators who are not owners receive an email request to contact the appropriate department.
 - If CI03/MI01 (damage restoration/moisture intrusion) tickets are open, an email is sent to Damage Restoration Division (2 - 3 days).

3. Archive, Material Assembly

- Inspection operations specialist enters database and prints:
 - Most recent inspection history report
 - Permit/alterations list (Third and United)
 - Components list (United only)
- Tickets are created in database:
 - RI100 (resale inspection requested)
 - RSO1 (first resale inspection fee)
 - RS04 (resale landscape inspection completed) (1 - 2 days)

4. Generate Packet

- Inspection form completed; packet created for resale inspector for field work (1 - 2 days).

5. Schedule First Inspection

- Inspector contacts seller/agent to schedule; on average, 5 inspections are done per day:
 - If inspector leaves voicemail, they must follow up until confirmation of schedule (1 - 3 days).

6. Inspection

- Inspector identifies pertinent open tickets in database, annotates resale inspection form:
 - Helps inspector identify and close resolved tickets.
- Inspector reviews:
 - Exterior - e.g., windows (Third and United)
 - Nonstandard landscape items - e.g., citrus/fruit (Third and United)
 - Garages/Carports (Third and United)
 - Interior - **1 hour**, takes approx. **40 photos** (United)
 - Water heater only - **15 minutes**, takes approx. **10 photos** (Third) (**1 - 5 days**).

8. Prepare, Email First Inspection Report

- Inspection operations specialist enters report data into Excel file consisting of an alterations and corrections list for which member is responsible.
- Inspection operation specialist verifies mutual consent/city permit requests.
- Inspection operation specialist emails first inspection report to escrow, agent.
- Seller addresses corrections before requesting a final report (**1 - 2 days**).

9. Reinspection (if required)

- Receive final inspection report request.
- If corrections existed that did not require an MC, inspection operation specialist creates a correction-required handout for reinspection (**1 - 2 days**).

7. Prepare Draft Report

- Inspector prints RS01 (first resale inspection fee) ticket summary page, enters completion date and employee number, signs; attaches document to RS01 ticket.
- Inspector completes nonstandard landscape inspection report, attaches document to RS04 (resale landscape inspection completed) ticket.
- Inspector enters water heater information on cover sheet (manufacture year not clearly stated on appliance; inspector must locate using serial number).
- Inspector reviews previous inspection history reports; work that required a mutual consent (MC), if listed, is grandfathered:
 - Inspector assigns an MC number, enters and codes component information in database.
- If not listed in previous inspection history reports, and an MC is required, it is noted on coversheet with corresponding standard.
- List corrections that do not require an MC.
- Inspector creates a photo folder per inspection (**1 - 5 days**).

10. Report Issuance

- Final report issued if all corrections are completed, including resolved CI03/MI01 tickets (**1 - 2 days**).

Process Times

Escrow, no issues: 20 - 30 days average
Escrow, open issues: 30 - 90+ days average