

Volunteers of America Los Angeles (VOALA)

welcomes you to Elderberry Village! We're glad you're here. Our Management Office staff is here to answer your questions, connect you with services, and help you make Elderberry Village your home.

The following is some useful
information for quick reference:



About VOALA

Volunteers of America Los Angeles (VOALA) has been part of the Los Angeles and Orange County communities for over 125 years. We help adults, children, youth, veterans, and seniors find what they need to create a stable life. Our confidential services are available to people in need who may be or are at risk of becoming unhoused.

Do you need help?
888-405-1046

info.elderberryvillage@voala.org
voala.org



This housing is offered without regard to race, color, religion, sex, gender, gender identity and expression, familial status, national origin, citizenship status, immigrant status, primary language, marital status, ancestry, age, sexual orientation, disability, source of income (including receipt of Section 8 and other similar vouchers), genetic information, military or veteran status, arbitrary characteristics, or any other basis currently or subsequently prohibited by law. Individuals with a disability have the right to ask for and receive reasonable accommodations and to request auxiliary aids.

WELCOME TO ELDERBERRY VILLAGE

Affordable senior living
for qualifying adults



QUICK REFERENCE GUIDE

MANAGEMENT OFFICE

20205 Ventura Blvd.
Woodland Hills, CA 91364

Hours: Open Monday - Friday
from 8 am to 5 pm

Phone: 888-405-1046

Email: info.elderberryvillage@voala.org

VOALA.ORG

PARKING & BICYCLES

Elderberry Village has limited onsite parking and bike storage for tenants, available for free on a first-come/first-served basis. Tenants interested in a parking space can apply during move-in, and a parking permit must be displayed at all times.

SMOKING

Elderberry Village is a smoke-free facility. Please do not smoke inside the building or near doorways when you are outside. A designated, outdoor smoking area will be available.

TRASH DISPOSAL

For your comfort and the comfort of your neighbors, please place your trash in the designated disposal areas. Please help keep our building and grounds clean.

LAUNDRY

Laundry hours are from 8 am to 10 pm. Please be respectful to your neighbors. A laundry service provider manages equipment, maintenance, and the cost. Please address refund requests and equipment repairs from the laundry provider. You will find signs in each laundry room with the provider's contact information. Unfortunately, our office staff cannot assist with laundry-related requests.

DELIVERIES

Please be aware that the Management Office and Staff are not responsible for any deliveries. You'll need to make other arrangements if you won't be home to receive your delivery.

PETS

Tenants are allowed to keep small pets that meet all LA City requirements. All pets must be registered with the management office.

VISITORS & GUESTS

For your safety and the safety of other residents and staff, all visitors and guests must present a government-issued ID to sign in and out of the building.

INSPECTIONS

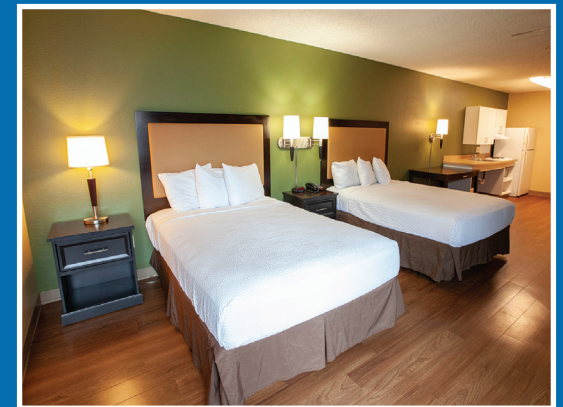
To minimize inconvenience, we do our best to provide a minimum 48-hour notice for planned inspections; however, in an emergency, 48-hour notice may not be possible. We also try to provide 24-hour notice for requested repairs. You do not have to be present for inspections.

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LOS ANGELES