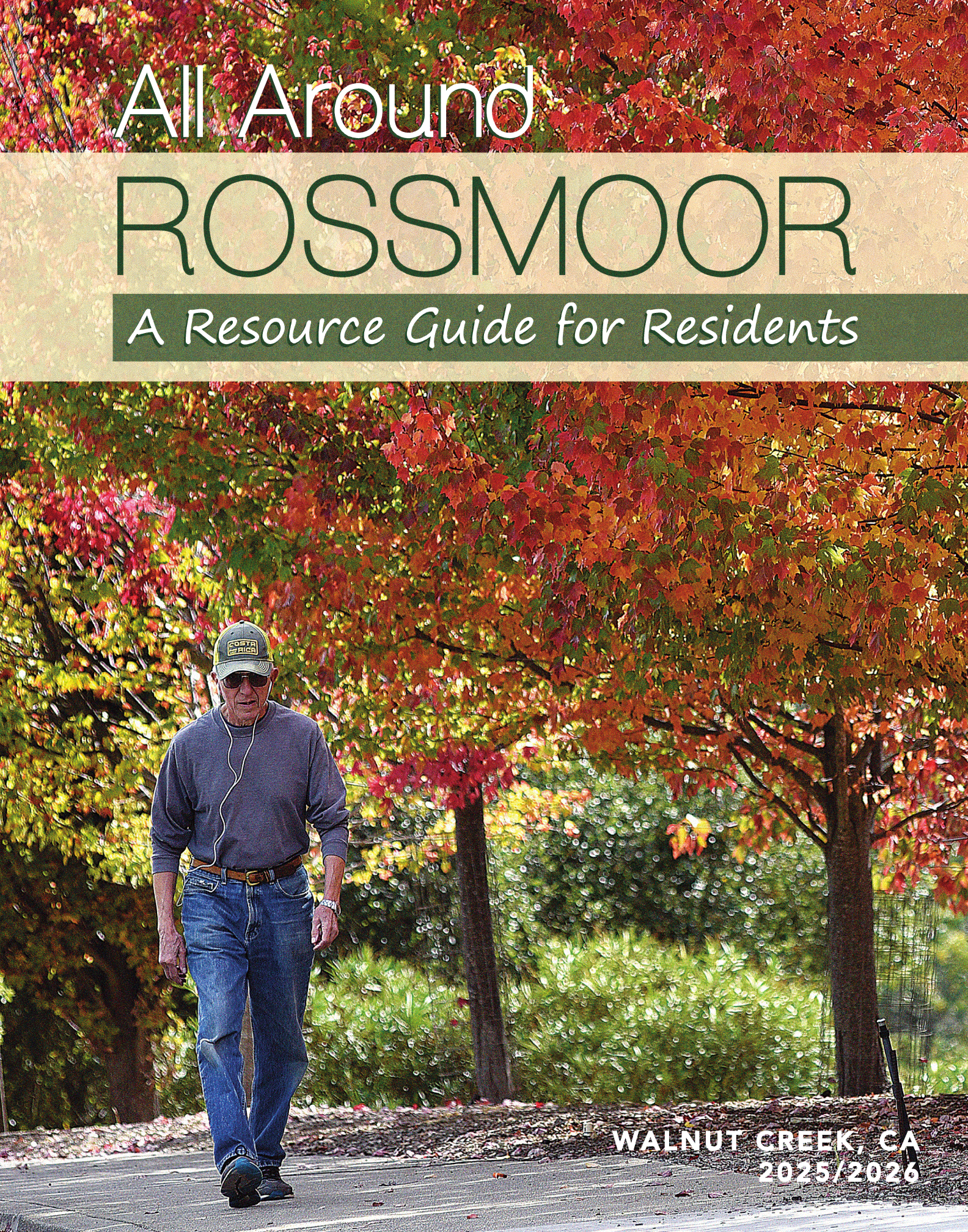
All Around ROSSMOOR

A Resource Guide for Residents



WALNUT CREEK, CA
2025/2026



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Senior Real Estate Specialist
Realtor® | DRE 02068699
victoria.haket@compass.com | 650.430.1150

Visit our website schubb.com

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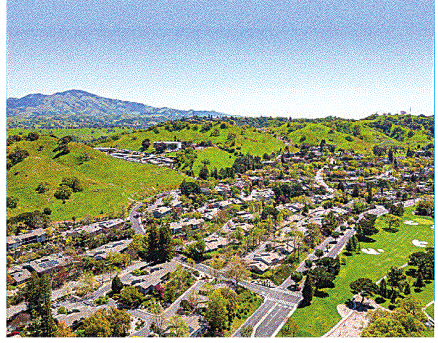
- Appliances & Washer/Dryers
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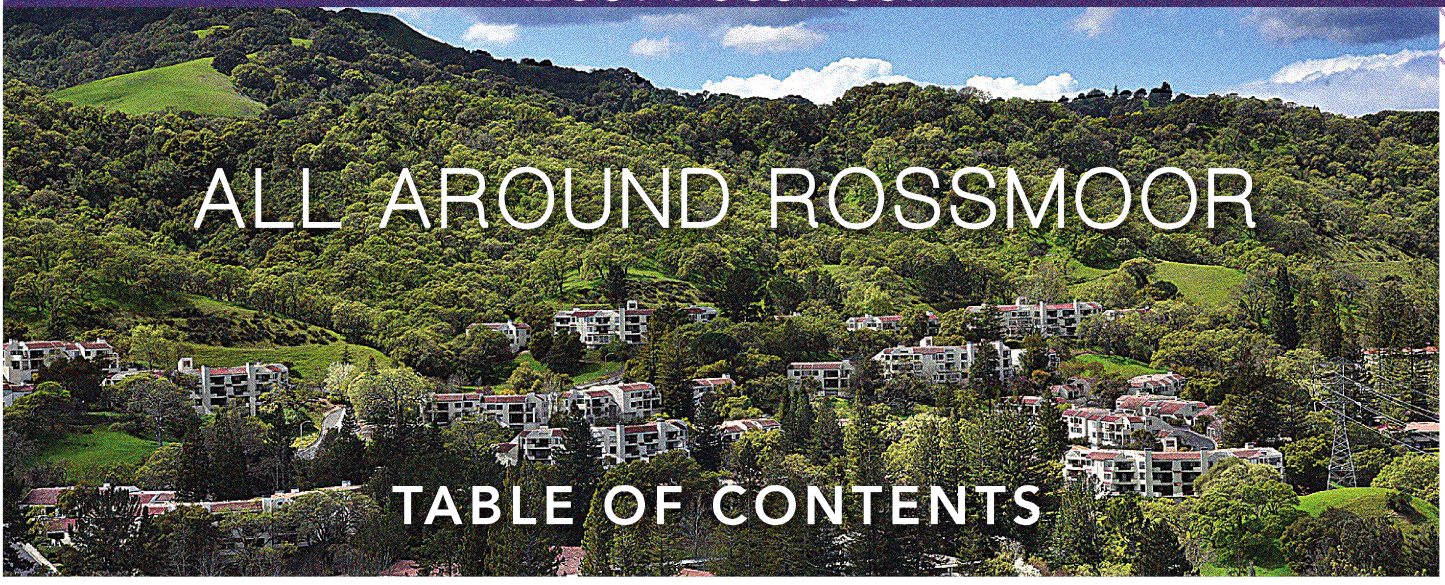
Scan QR code for additional information

We are actively involved in our local Rossmoor community!

- Over $100,000 donated to the Rossmoor Fund to date
- Regular sponsors of the Rossmoor Home Show
- Donors to the Rossmoor Scholarship Fund
- Annual Grant Donors and Community Service participants to our local Food Bank, Assistance League and more!

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ALL AROUND ROSSMOOR

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INTRODUCTION

A Guide to Northern California's Award-Winning Active Adult Community

Online network 55places.com calls Rossmoor Walnut Creek one of the country's Top 25 Best Value Active Adult Communities.

Financial news and opinion company 24/7 Wall St. named Rossmoor the third best retirement community in California – and the highest ranked in Northern California – calling it "a relaxed retirement community surrounded by lush gardens and picturesque hillsides in the Bay Area."

Homes.com highlights the community's extensive amenities: "To say that Rossmoor is an engaging 55-plus community would be an understatement. The expansive Walnut Creek development offers traditional resort-style amenities, but it provides residents with much, much more."

With so much available inside the gates of this 1,800-acre active adult community, navigating Rossmoor can seem daunting. The All Around Rossmoor guide was conceived as a resource to help residents – and prospective residents – better understand how the community works, as well as the services and amenities provided.

This guide contains details about what the various departments offer. There are also tips for emergency preparedness and recycling and maps of the community. For more detailed maps, visit Rossmoor's website: https://rossmoor.com/rossmoor-map/

Connecting with Staff

Hours of operation, phone numbers and emails for the departments are listed on the pages of this guide. The phone numbers and emails for specific staff members can be found online by visiting https://rossmoor.com/about/contact-us/

Not sure who to contact? Call 1-925-988-7700 Monday through Friday from 8 a.m. to 4 p.m.

Interested in seeing how the Rossmoor staff is organized? Find the RWC organizational charts online at https://rossmoor.com/residents/grf/ under RWC Board of Directors.



JULIE IS A TOP ROSSMOOR SPECIALIST! Are you considering moving and looking for a REALTOR you will like and trust? Consider Julie who is consistently a top performer with many years of experience in selling nearly 300 Rossmoor units! She handles all aspects of the sale to help make your experience memorable and pleasant!

What Julie's Clients Say:

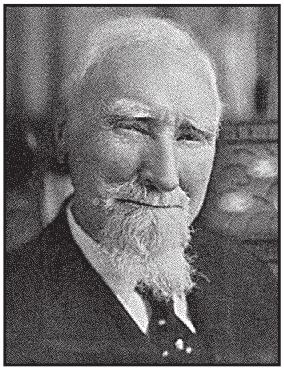
- A Wonderful Partner
- Gives Great Advice
- Diligent
- Highly Ethical
- Knowledgeable
- Skilled
- Extremely Helpful
- Exceptionally Warm
- Respectful
- Very Patient
- Provides Support & Encouragement
- Understanding
- Does What is Necessary
- The Very Best
- Makes The Process Seem Effortless
- JULIE ROCKS

HISTORY

How Rossmoor Walnut Creek Came to Be

Rossmoor Walnut Creek welcomed its first residents in 1964 into co-op housing in the gated community. Originally known as Leisure World, Rossmoor was one of developer Ross Cortese's planned senior communities. He wanted to establish a country-club atmosphere that would be in reach of the average senior, a place where busy professionals could retire and find active, enriched living. He took advantage of government funding for senior housing and built several Leisure World active-adult communities throughout the country.

"These were not to be nursing facilities but homes where seniors could live free of the cares of home maintenance and devote themselves to pleasurable activities," historian John Nutley explained in his "History of Rossmoor" video series.



Robert Dollar

Walnut Creek, in the Tice Valley area, was the third location for one of Cortese's communities.

Originally, the land was settled by Native Americans known as the Saklan or Saclan Indians. In 1855 James W. Tice owned the property, followed in 1876 by Joseph Naphtaly, who built it into a vacation ranch and winery. In 1930, shipping tycoon Robert Dollar and his family bought the ranch as a summer home and expanded it to 2,200 acres. The land featured a barn, corrals, fenced fields and a fruit orchard. On the estate, the Dollar family raised horses and prized purebred Hereford cattle. The Dollar family summer home is still part of Rossmoor – the Dollar Clubhouse – and in 2013 joined the National Register of Historic Places.

After Cortese purchased the ranch in 1960, he worked with the Walnut Creek Planning Commission to rezone for a senior housing development and annexation to the city. He received that approval in 1963.

His first 3,300 manors were all co-ops, insured by the Federal Housing Administration. He originally planned to build 10,000 manors with an estimated 17,000 residents. The Walnut Creek Planning Commission later reduced that number to 7,350, and today, Rossmoor has a combination of 6,676 co-ops, condominiums, single-family homes and congregate living with a population of more than 10,000 people.

Cortese loved the golden rain tree and planted it throughout the community, named a street and even the Rossmoor governing body after it.

Three developers followed Cortese after he left in 1969 – Terra California, UDC Homes and Shea Homes. All built significantly different styles of homes from what Cortese started, and all discontinued the co-op development plan.

Cortese envisioned a community full of amenities – a golf course, swimming pools, tennis courts, a medical center, clubhouses and even stables. From the beginning, he wanted outside maintenance and landscaping to be covered.

In May 1965, the golf course opened. The shopping center across from Rossmoor followed in September, and the remodeled Dollar House celebrated its grand opening in October.

Today, Rossmoor features more amenities and leisure activities than even Cortese could have imagined, including 27 holes of golf, tennis courts, lawn bowling greens, a fitness center and three pools, movie theater, hobby and arts studios, and much more.

HELPING YOU MAKE THE RIGHT MOVE



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Carolyngriffithrealtor@gmail.com
Rossmoor Realty
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DRE 02063782
SURVIVOR

HOW ROSSMOOR WORKS

Mutuals, Rossmoor Walnut Creek and RWC Board of Directors

The Mutuals

The residential properties in Rossmoor are managed by 23 independent nonprofit homeowners' associations as defined by the Davis-Stirling Common Interest Development Act "for the purpose of managing a common interest development (CID)." In Rossmoor, these homeowners' associations are called "Mutuals."

The Mutuals are governed by volunteer boards of directors elected by residents who live in the Mutual and receive their authority from the Davis-Stirling Act and the Mutuals' respective governing documents, which include the Covenants, Conditions and Restrictions (CC&Rs) and bylaws. The governing documents are not the same for every Mutual. Each Mutual's board of directors establishes policies and rules and sets budgets to maintain the property. Each board serves the needs of its Mutual.

Rossmoor has three types of CIDs: stock cooperatives (co-ops), condominiums and one planned development of single-family homes. Each of Rossmoor's Mutuals has similar styles of housing. (See Page 12 for more information about housing.)

The individual homes in Rossmoor are called "manors."

There are three co-op Mutuals: First Mutual with 1,878 units; Second Mutual with 1,387; and Mutual Eight, with 103.

There are 19 condominium Mutuals: Third Mutual with 1,112 units; Fourth Mutual with 286; Fifth Mutual with 18; Mutual 22 with 43; Mutual 28 with 84; Mutual 29 with 106; Mutual 30 with 76; Mutual 39 with 130; Mutual 40 with 186; Mutual 48 with 62; Mutual 50 with 110; Mutual 53 with 72; Mutual 55 with 66; Mutual 56 with 37; Mutual 58, which is the Waterford congregate living with 300; Mutual 59 with 108; Mutual 65 with 44; Mutual 68 with 233; and Mutual 70 with 172.

The one planned unit development of single-family homes in Mutual 61 has 63 manors.

Rossmoor Walnut Creek

The amenities in Rossmoor are held in Trust for the benefit of the Mutuals by Golden Rain Foundation (doing business as Rossmoor Walnut Creek – RWC) as trustee, a nonprofit Community Service Organization as defined by the Davis-Stirling Act. RWC operates in conformity with the Trust Agreement and its own bylaws, policies and rules.

RWC manages the amenities, including the clubhouses, pools, golf courses, the Fitness Center, bus service, other recreational facilities and more. The cable TV/internet contract is also under RWC's purview.



Rossmoor has 6,676 manors in 23 Mutuals.

RWC also operates RWC Property Management (RPM), which is the managing entity for 22 of the Mutuals (see Page 17 for more information about RPM). It does not manage Mutual 58, The Waterford, but Mutual 58's residents pay for access to all of Rossmoor's amenities.

RWC is governed by a board of directors elected by residents from nine districts throughout Rossmoor. RWC does not govern Mutual property, and the Mutuals are not involved with the governance of the RWC and its community property.

RWC Board of Directors

Each director is elected in May to a three-year term, and each term is staggered so that three directors are elected each year. Directors must reside in the district in which they are elected, but they represent the interests of all members of the foundation.

More Information Online

The Mutuals page under the For Residents tab on Rossmoor.com provides contact information, agendas, minutes, governing documents and other useful information for most of the Mutuals.

The Rossmoor Walnut Creek page under the For Residents tab on Rossmoor.com contains information such as the bylaws, policies and rules; financials; trust agreement; reports and studies; committees and much more.

Learn more about the current directors on the RWC Board online at https://rossmoor.com/what-we-offer/how-we-are-governed/

RWC Board Meetings

The RWC Board meets monthly to establish policies, procedures and rules for the community and make decisions about community facilities, amenities and service levels. All residents are welcome to attend the meetings, which are held at 9 a.m. on the last Thursday of each month in Peacock Hall at Gateway.

The RWC Board and Committee Meetings page on Rossmoor.com under For Residents contains the following:

- Schedule and Zoom links for each RWC Board and Committee meeting
- Instructions for how to participate in the Residents Forum
- Link to the meeting agendas
- Link to videos of the Board and committee meetings

Agendas

Board agendas and actions can be viewed on the RWC Board meeting website at https://tinyurl.com/rwc-simbli

How to Reach the RWC Board

- **Email**: rwcboard@rossmoor.com
- **Mail**: RWC Board, P.O. Box 2070, Walnut Creek, CA 94595
- **Phone**: (leave message) 925-988-7710

The agenda packets allow residents to develop a thorough understanding of current topics so they can ask educated questions of the Board or committee. The information is listed in the "order of the agenda," such as Unfinished Business and New Business. These sections contain line items such as the history of an agenda topic, financial data and next steps, as well as attached documents with more information.

RWC Mission Statement

The mission of RWC is to serve our active adult community in a welcoming and safe residential environment where abundant amenities, idyllic natural beauty, enriching activities, and a low-maintenance lifestyle provide peace of mind and the freedom to live fully.

AGING CARE
CONCIERGE

Our clients will receive:

- Coordination of Healthcare
- Medication Management
- Long-Distance Family Support
- Caregiver support & Oversight
- Home Safety Assessment
- Family Guidance
- Persistent Patient Advocacy
- Proactive Crisis Intervention
- End of Life Care Support

Caring for your loved one can be complex and feel overwhelming! A Certified Geriatric Care Manager (CGCM) helps families coordinate health care, monitor cognitive and medical needs, and provide expert guidance, education, and support.

A personalized assessment, care plan and ongoing oversight allows the CGCM to act as a "Professional Relative" ensuring your loved one's needs are met while providing you with peace of mind so that you can focus on what matters most, cherishing your time together!



Lorna Van Ackeren, Certified Geriatric Care Manager

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CONCIERGE

Call us today to discuss our services and schedule a complementary consultation.

925-367-9002
agingcareconcierge.net
lornavcares@gmail.com

TYPES OF RESIDENCES AVAILABLE IN ROSSMOOR

Housing Types, Independent Living, Home Sales

Residence Types

There are four types of residences available: co-ops, condominiums, single-family homes and congregate living. Homes range from garden-style duplexes and four-plexes to mid- to high-rise condominiums.

- Cooperatives (co-ops): "Share" corporations that own title to the real property (buildings and land). Owners of the corporation receive an exclusive right of occupancy to a manor and the ownership of one share of stock in the corporation. The corporation handles most of the external building maintenance and grounds and some are responsible for major appliances. There are three co-ops – First Mutual, Second Mutual and Mutual Eight.



- Condominiums: According to Davis-Stirling, "a condominium consists of an undivided interest in common in a portion of real property coupled with a separate interest in space called a unit, the boundaries of which are described on a recorded final map, parcel map or condominium plan."
- Single-family Development: There are 63 single-family homes in Mutual 61.
- Congregate Living: This offers independent living in separate units, with the benefit of additional services and being able to share some activities of daily life with other residents. The Waterford is a 300-unit congregate living condominium development in two buildings situated on 16 acres in Rossmoor. The condominiums are occupant-owned.



What Rossmoor Offers

Website: Learn more about the housing options and neighborhoods at https://rossmoor.com/what-we-offer/real-estate-home-information/

Video: View the Welcome to Rossmoor video tour at https://rossmoor.com/what-we-offer/video-photo-tour/



Independent Living

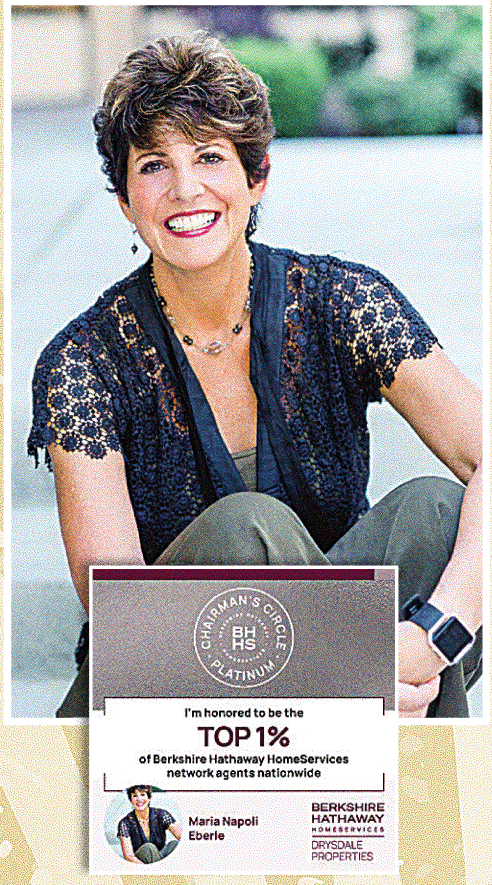
Residents of Rossmoor need to be able to live independently. On-site skilled-nursing and assisted living facilities are not available. Many residents make arrangements for private caregiving. Rossmoor is an age-restricted community in which at least one resident must be age 55 or older. (No one under the age of 18 is permitted to live in Rossmoor.)

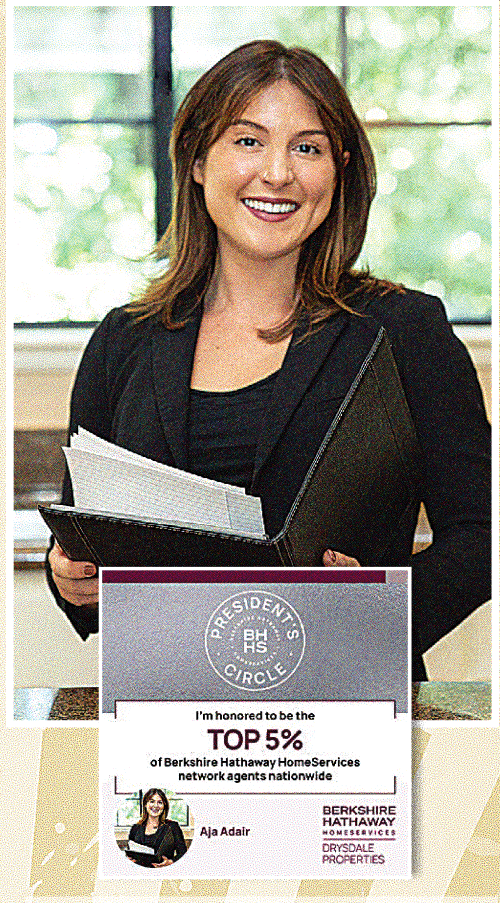
The Waterford's 300-unit condominium facility in Mutual 58 offers congregate housing, with one daily meal, housekeeping, recreational and other on-site services. The Waterford's common area includes two living rooms, a theater, four private dining rooms, a beauty salon, two libraries, a galleria, a café and a billiards room.

Home Sales

Home prices range from mid-$200,000 for some cooperatives to over $1 million for some condos and the single-family homes. All homes are independently owned or rented by their owners.

The management of Rossmoor does not handle home sales. Visit the Real Estate and Home Information page online (https://rossmoor.com/what-we-offer/real-estate-home-information/) for a list of real estate agents who specialize in Rossmoor. These real estate professionals also provide tours of Rossmoor's homes and common areas.





Maria Eberle
(415) 710 - 6937
DRE #01798906

Aja Adair
(415) 531-7383
DRE #02165058

Meet Rossmoor's Newest Real Estate Team ~

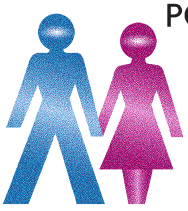
mother & daughter

Maria Eberle & Aja Adair, here to serve you!

BERKSHIRE HATHAWAY
HomeServices
Drysdale Properties

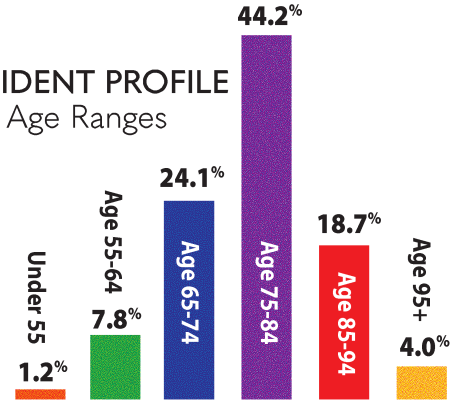
FACTS ABOUT ROSSMOOR

As of 2024



POPULATION
10,022
Male
36%
Female
64%

RESIDENT PROFILE
Age Ranges



6,676 RESIDENCES
Four types of housing



Co-ops 3,368



Condos 2,945



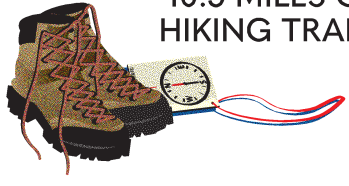
Single-family 63



Congregate 300



1,800 ACRES OF GROUND



10.5 MILES OF HIKING TRAILS



27 HOLES OF GOLF
One 18-hole course
One 9-hole course



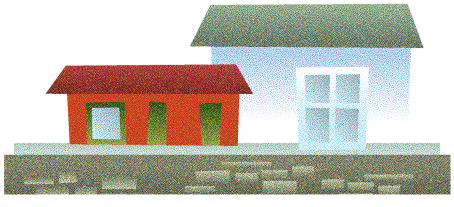
8 TENNIS COURTS



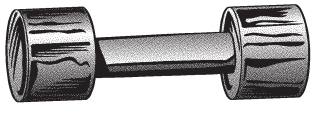
4 SWIMMING POOLS



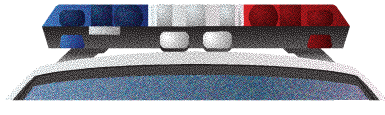
PICKLEBALL
2 Indoor Courts
3 Outdoor Courts



6 CLUBHOUSES

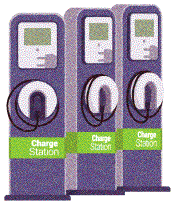


STATE OF THE ART FITNESS CENTER
228,002 Visits



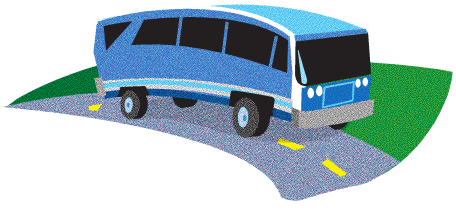
PUBLIC SAFETY
2,812,048*
Incoming Gate Access Total
** 2023 stats; 2024 not available*

30 EV CHARGING STATIONS





RECREATION DEPARTMENT
834 Free Special Events
9,171 Event Tickets Sold



COMMUNITY BUS SERVICE
40,958 Dial-a-Bus Rides



SERVICE ORDERS
30,702 Service Orders Processed

NEWCOMERS' CHECKLIST

Have You Done This Yet?

Are you new to Rossmoor? As you settle into your home, here are the first steps you should take:

- ❑ Get an access device from Public Safety for gate access – see **Page 33**
- ❑ Contact Comcast to start service – see **Page 26**
- ❑ Start Rossmoor News delivery – see **Page 42**
- ❑ Sign up for monthly coupon auto-pay – see **Page 16**
- ❑ Sign up for Rossmoor Nixle messages – see **Page 34**
- ❑ Pick up Rossmoor phone book at Rossmoor News office (Creekside Complex)
- ❑ Take broken-down moving boxes to Recycle Yard – see **Page 59**
- ❑ Sign paperwork to use the Fitness Center – see **Pages 48-49**
- ❑ Sign up for RWC Handyman Service – see **Page 24**
- ❑ Contact clubs you would like to join – see **Page 25**
- ❑ Get a free bingo card to play on Rossmoor TV – see **Page 42**

For a copy of your Mutual's rules, policies and CC&Rs – go to Rossmoor.com
(under For Residents, select Mutuals)

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MONTHLY FEES

How the Monthly "Coupon" Works

Assessments (HOA dues) are established by each Mutual's board of directors and paid through a monthly coupon. Those fees range from about $1,000 to $2,000 a month.

The Mutual Portion
This portion varies, depending on the Mutual. It covers all outside maintenance of the home, including painting, roofing, decking, landscaping, sidewalk and street repairs. The master property policy covers dwelling property insurance (not personal coverage) for all Mutuals, except Mutuals 58 and 61. Appliance replacement is covered under certain conditions. In co-op Mutuals, property taxes are included in the monthly fees. Exterior repairs and landscape maintenance are not covered for the 63 single-family homes.

The RWC Portion
All Rossmoor residents pay the same amount for the RWC portion, which pays for the use and upkeep of all the facilities and amenities. This portion of the fee covers the clubhouses, Fitness Center, pools, indoor and outdoor sports facilities, bus services, security (including the front gate), newspaper, TV station, counseling services, recreation programs, common landscaping (including the parks), and more. Comcast is included in this fee.

Residents and their guests pay additional fees to play golf and to rent facilities for private use.

How To Pay Your Coupon

Drop Off Checks: White mailbox at Gateway or marked mailbox at RPM (800 Rockview Drive)

Automatic Coupon Payment: Print online form from (https://rossmoor.com/residents/automatic-coupon-payment/), fill out and sign form, attach voided check and return to RPM

Questions: Contact the Accounting Department by email at finance@rossmoor.com or by phone at 925-988-7600, Monday through Friday, 8 a.m. to 4 p.m.



E. Patrice Jensen, GRI, SRES, ABR

With 40 years in real estate, I still get excited finding the perfect home for buyers and immense satisfaction negotiating a sale for owners with successful outcomes.

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RE/MAX ACCORD

RWC PROPERTY MANAGEMENT

Manager of Rossmoor's Mutuals

Location: 800 Rockview Drive
Telephone: 925-988-7600
Email: modfrontdesk@rossmoor.com
Hours: Monday through Friday, 8 a.m. to noon and 1 p.m. to 4 p.m.

RWC Property Management (RPM) manages all Mutuals except Mutual 58 (The Waterford). RPM's front desk is open for residents to ask questions, drop off coupons, sign up for Handyman Service or Automatic Coupon Payment and pick up touch-up paint and compost buckets. Appointments for the Service Order Desk, Handyman and Accounting are handled directly by those departments.

The RPM building also houses Human Resources, the Public Safety Manager, Information Technology, Landscaping and the Building Maintenance managers. The RPM Complex includes the purchasing department, bus transit and vehicle maintenance. There is an upper corporation yard for storage, staging building materials and equipment, and parking of work vehicles and an RV parking lot under solar panels.

RPM Services

The services RPM provides to the Mutuals include administrative matters related to management, maintenance and operations of property in accordance with each Mutual's governing documents. This includes running, scheduling and providing agendas and minutes for meetings; preparing and reporting of financial documents, collection and deposit of special assessment money, and invoice approval and payment.

OPERATING VS. CAPITAL FUNDS

How the RWC Budgets Work

RWC has two funds to collect revenue to pay for the services and facilities it provides.

Operating Fund

The Operating budget includes revenue and expenses associated with the daily operation of the RWC. It includes all departments that provide programs and services to the community: Public Safety, Bus Transportation, Handyman, Counseling, Recreation, Aquatics, Fitness, Golf, Lawn Bowling, Communications, Trust Maintenance and Landscaping, Custodial, Vehicle Maintenance and Administration (Accounting, HR, IT and Management).

Most revenue to fund these departments comes from the RWC portion of the monthly coupon that is paid by all manors. Other revenue includes room reservation fees, ticketed events, excursions, golf greens fees, personal training, golf lessons and merchandise, ad sales for Rossmoor News and websites, RV rental lot, lease income, Handyman services and bus grants. Also included in the RWC portion are the Comcast cable and broadband services for each manor.

Almost half of RWC's Operating expenses are salaries and employee expenses. RWC also pays property and other taxes, utilities for RWC facilities, repairs and maintenance, and other costs of operation.

The RWC Board approves the next year's Operating budget in the fall. The RWC Operating budget is set up as a break-even proposition, as RWC is a not-for-profit enterprise.

Capital Fund

The Capital Fund pays for debt service and capital expenditures, including construction of new facilities, major renovations, capital maintenance for existing facilities, replacement of vehicles, and purchase of other major equipment. In consultation with staff and the Finance Committee, the RWC Board approves all expenditures from the Capital Fund.

None of the coupon portion goes into the Capital Fund. The main source of revenue for the Capital Fund is the Membership Transfer Fee (MTF). The RWC collects a MTF for every transfer of title of a Rossmoor manor to a new resident.

Some of the major capital projects (Event Center, Creekside Complex and Fitness Center renovations) also required bank borrowing to pay for the total project. Because the borrowed funds went into the Capital Fund, that fund is required to pay off the interest and principal over time. A reserve account also is maintained in the Capital Fund for emergency costs arising out of a catastrophe, such as a major earthquake.

The Capital Fund meets a major obligation of the RWC: to construct and maintain facilities and infrastructure for the community's benefit.

LANDSCAPE SERVICES

Irrigation, Maintenance, Pest Issues

The Mutuals and Projects within Rossmoor provide and manage all landscape and tree services, except within a resident's private atrium or enclosure and on trust property. Clubhouses, open spaces, the golf course, and other trust property landscapes are managed by Rossmoor Walnut Creek.



Landscaping Maintenance

Landscapes are serviced generally once per month, which includes seasonal pruning of shrubs, removing debris from the sidewalks and addressing weeds. Lawns are mowed weekly in the summer and every two weeks in the winter.

Each Mutual has at least one volunteer landscape representative who serves as a liaison to residents for landscape issues with the Landscape Department and your Mutual Board members. If you feel landscaping around your manor needs repairs beyond basic maintenance, contact your landscape representative to assess the situation. Obtain contact information for your landscape representative or Mutual director by contacting the Work Order Desk (925-988-7650).

Reporting Missing Plants

Email: plantreplacement@rossmoor.com, if a plant near your manor has died and needs to be replaced.
To Qualify: The vacant area must be at least 4-feet by 4-feet, currently irrigated and have no pots in the area.
When: Requests are accepted until Aug. 15, and replacements take place only between October and March when supplemental irrigation needs are minimal and survival is more likely.
Selection: Appropriate replacements will be chosen by management.

Tree Maintenance

If tree limbs are rubbing against your building or you observe large dead limbs, contact the Work Order Desk (workorder@rossmoor.com or 925-988-7650). An arborist will then be sent out to make recommendations for any tree work.

If a tree obstructs a view from your manor, in some instances you may be able to have it pruned – although 'topping' or removing more than one-third of any tree is not permitted by the city. The requesting resident must pay for the work as Mutuals do not pay for view pruning. Written approval from affected neighbors is also required. Rossmoor-approved contractors also must be used to ensure compliance with local laws. Steep fines apply for violating this tree-pruning policy. Tree pruning forms are available online (www.rossmoor.com under For Residents, Resident Services and Landscaping). Please submit these forms to the front desk at RPM.

Memorial Benches and Donations

Occasionally, residents wish to honor a loved one by dedicating a bench with a plaque, featuring the individual's name and an inspirational quote or message. For information, contact the Landscape Department at 925-988-7650.

Fire Protection

Minimizing the threat of wildfire is a high priority in Rossmoor. To create defensible space, grasses are cut annually within 100 feet of structures in May or June. Trees are also limbed up to 10 feet in areas bordering wildland to prevent fire ladder.

Rossmoor also is an official Firewise USA site, having formed a committee of resident volunteers and collaborating with local wildfire experts to complete a community wildfire risk assessment and develop a three-year action plan that identifies and prioritizes actions to reduce ignition risk to homes. The program is free. Some insurance companies offer a small discount on property insurance for homes in a Firewise-recognized community. Learn more online at www.rossmoor.com/rossmoor-firewise-usa-site/

Common Area

All areas outside a manor, atrium or patio are considered "common area." Placing personal items, gardening, or altering the common areas is not permitted.

For residents who are interested in gardening, consider joining the Rossmoor Garden Club (see Page 59).

Have a Request?

For issues with landscape maintenance, irrigation or rodents, contact the Work Order Desk. Only requests with standard maintenance parameters are accepted (no personalized pruning or extra services).
Phone: 925-988-7650
Email: workorder@rossmoor.com
Include: Street, entry, building and unit number



Wildlife

For your safety and theirs, feeding wildlife is strictly prohibited. Feed attracts rodents, which can then establish a permanent home near your manor. Wild animals, such as squirrels, raccoons and deer can carry diseases, as well as ticks and fleas. This is also to protect the animals, which can acclimatize to humans and lose their natural fear, which is essential for survival.

Liquid hummingbird feeders are the only type of bird feeder permitted, and it must be placed within your private-use area. Seed and any other type of food are not allowed.

Birdbaths are prohibited because if water is not changed frequently, mosquitos can breed.

Coyotes are present in Rossmoor, especially in the spring, so residents are reminded to keep their pets indoors and dogs on leashes. If a coyote approaches you, pick up your small pet, wave your arms, and make loud noises.

There is also a large population of deer, so be careful when driving.

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MEMBER RECORDS

Record Keeper for Residents, Mutuals and Rossmoor Walnut Creek

Records

The Member Records Department is responsible primarily for ensuring that all policies and regulations of the Mutual Corporations and RWC are met before any transfers of ownership can occur.

The department also:

- Processes death notifications
- Processes lease, sub-lease and rental documents after completion of applicable Mutual Board approval process
- Maintains Mutual/resident database of ownership
- Provides original and replacement membership certificates for the Mutual Corporations
- Registers co-occupants, live-in employees and long-term guests
- Provides governing documents during escrow
- Ensures compliance with federal laws and California civil codes regarding compliance with occupancy and other matters
- Processes non-resale transfer of ownership title

The Department also functions as a general record-keeper of all resident information and Mutual Corporation documents such as Articles of Incorporation, Bylaws, Covenants and Restrictions, Policies and Rules.

Location: 1001 Golden Rain Road (Gateway Complex, Administrative Building)
Telephone: 925-988-7774
Email: mrd@rossmoor.com
Hours of Operation: Monday through Friday, 8:30 a.m. to 3:30 p.m. By appointment only.

Changes in Occupancy

If you have any changes to occupancy of your manor or other information such as billing address, phone number or emergency contact information, it is important to contact the department so that staff can make sure they have the most up-to-date information. It is important to keep this information current in case of emergencies, and to be sure all residents are in compliance with the rules that govern the community in which they live.

INSURANCE ESSENTIALS FOR RESIDENTS

What's Covered, What's Not and How to Stay Protected

Who is Covered?

This insurance information applies to all Mutuals under the Rossmoor Walnut Creek Master Policy (except Mutuals 58 and 61). For those Mutuals, contact the Mutual Board Office (925-988-7718 or 925-988-7765).

What does the Master Policy Cover?

Rossmoor's Master Insurance policy provides broad protection for Mutual buildings and RWC facilities. Repairs and replacements are made in compliance with current building codes.

Key Details

Earthquake damage is excluded. $250,000 deductible applies before claims are paid. Mutuals share responsibility through a Deductible Sharing Agreement.

Check your Mutual's: CC&Rs, bylaws, occupancy agreements and policies to understand when your Mutual is responsible for coverage.

What is Not Covered?

Your Mutual's policy does not protect: personal property, personal liability and temporary housing costs if displaced.

What You Should Do

To ensure protection: Meet with your insurance agent annually, ask how coverages may be triggered. Purchase a condominium insurance policy (HO-6). Review your coverage for your own insurance needs.

Resident Tip

"Your Mutual's insurance is a safety net – but it's not a parachute. Make sure your personal coverage is ready to catch you."

Location: 800 Rockview Drive
Phone: 925-988-7649
Email: bcampos@rossmoor.com
Website: https://rossmoor.com/residents/rossmoor-insurance/
Hours: Monday through Friday, 7:30 a.m. to 4 p.m.

Personal Insurance Coverages to Consider

- **Personal Property:** Covers the current replacement value of your property such as furniture, moveable fixtures, artwork and appliances (not built-in or portable).
- **Personal Liability:** Injury or damage that occurs to another while at your manor, or damage you cause to another manor.
- **Loss Assessment:** For a loss not covered by the master insurance program and assessed to owners by the Mutual. This does not apply to earthquake unless you purchase insurance for earthquake loss of your property.
- **Interior Improvements:** Assessing the value of interior improvements is important, as the amount for which residents insure should be enough to cover the potential cost to repair or replace the improvements, alterations and the other interior features of the manor, if the manor owner is responsible for the cause of damage.
- **Additional Living Expenses:** For cost of alternative living quarters while displaced from your manor. In the case of a total loss or a significant partial loss to a building, the recovery time may well exceed a year, but many insurers will not provide coverage for more than 12 months. The preferred coverage is for "actual loss sustained," which has no time limit or dollar limit. If not available, consider insuring for a 24-month recovery period.



Most of Rossmoor is covered by a master insurance policy.

Frequently Asked Questions

Q: Does the master property insurance policy cover the interior of my unit?

A: "Walls-in" coverage is provided for interiors ONLY IF the Mutual's governing documents, such as CC&Rs or bylaws, require the Mutual's master program to insure this property. Check with your Mutual to confirm whether or not this coverage requirement is included in the governing documents.

Q: How does the Shared Deductible Agreement impact the personal insurance I purchase on my manor?

A: The Shared Deductible Agreement provides a sharing of cost among the Mutuals for loss amounts up to the Master Property policy deductible of $250,000.

Q: Is all property damage loss under the deductible, between $10,000 and $250,000, covered by all the Mutuals contributing to the Deductible Sharing Agreement?

A: No, there is an exception to this Agreement for losses – most often resulting from water damage – that are caused by appliances or systems, within the manor, that are owned by or are the responsibility of the manor's owner. For these losses, the owner is responsible for the cost to repair or replace their manor's interior, potentially the full $250,000 deductible amount, after which the master insurance policy will respond.

Q: Why do I need Dwelling Coverage?

A: As a manor owner, you have responsibility for certain damage caused by appliances, systems or system components that you own or for which you are otherwise responsible. For this reason, you should consult with your personal insurance agent/broker on dwelling and other related coverages to consider.

Evidence of Insurance

Arthur J. Gallagher & Co. Insurance Brokers, Inc., the insurance broker for RWC and the Mutuals, issues the evidence of insurance. You may order evidence of the insurance coverage provided by your Mutual's insurance policy from the Gallagher Certificate Center by:

Calling: 925-953-5204

Faxing: 925-953-5277

Emailing: rossmoor@ajg.com

Be prepared to give your manor address, the requesting party's name and address, phone number and loan number, if applicable.

SERVICE ORDER DESK

Call Center for Maintenance, Landscaping and Pest Control Requests

Call Center

RWC Property Management has a call center dedicated to responding to residents' requests for maintenance, landscaping and pest control. In addition, the call center accepts calls for RWC maintenance issues, such as at the various clubhouses, and also is the place to call if you would like to make an appointment for the Rossmoor Walnut Creek Handyman Service.

Because these requests usually result in a "service order" being created to track the request and ensure its completion, the center is referred to as the "Service Order Desk." The Desk is staffed by seven employees, of which at least six are answering phone calls at any given time. The average time for a call to be answered is under 45 seconds.

Phone is the best method to contact the Desk and receive the fastest and best service possible. The Desk answers approximately 35,000 calls per year. Staff create, track and close over 30,000 work orders per year.

How to Make an Appointment

Location: 800 Rockview Drive

Telephone: 925-988-7650

Email: workorder@rossmoor.com

The email system is only for issues that do not require an appointment, such as non-working lights and irrigation problems.

Hours: Monday through Friday, 8 a.m. to 4 p.m.

Messages may be left outside of working hours, and calls will be returned the following business day.

After Hours: If you are experiencing an emergency outside of working hours, please call Public Safety at 925-988-7899, and after-hours staff can be arranged to address the problem.

Have Ready: Your address, phone number and entry, as well as days and times most convenient for an appointment.

See next page for other helpful tips and hints.



Tips and Hints

- If an appointment is needed, a four-hour window is scheduled for Monday through Friday, and will be either in the morning (8:30 a.m. to noon) or afternoon (12:30 to 4 p.m.). Please remember to write down your appointment day and time so you are not surprised on the day of service.
- When contacting the Service Order Desk, have your address, phone number and entry ready, in addition to which days and times are most convenient. If you know the Mutual in which you live, that may also be helpful.
- Staff will ask you to describe the problem you are experiencing in as much detail as possible. You do not need to provide a diagnosis or a history of other problems unrelated to your current issue. However, a thorough description of the symptom you are experiencing is very helpful. In addition, for exterior problems, building/carport numbers, street and entry name/number, and nearby landmarks will make location of the problem easier for field staff and help us identify the exact problem that needs attention.
- Mondays and the day after a holiday are busiest, so if your issue can wait, call outside of these days. Similarly, the busiest hours are between 9 and 11 a.m.
- Typically, an appointment for Mutual-covered repairs is made within one to three business days of your call. Emergencies such as flooding, no heat or A/C or no electricity/water are responded to ASAP. During a "crisis" period such as active pest seasons, very hot or cold days or rainstorms, the Desk and field staff become impacted, so please be patient during these times. Your issues are important to us and while we always take care of residents on a first-come first-serve basis for answering calls, repairs and appointments are prioritized with consideration to the nature and severity of the problems.
- It is good to be familiar with your Mutual's repair policies, so you know ahead of time what to expect in terms of cost to you. Most Mutual policies are on Rossmoor.com under For Residents and Mutuals.
- As an agent for your Mutual, we are only able to provide service at no cost if your Mutual includes this as part of your monthly coupon. In many cases, we will tell you that a service "might be billable to you" just in case policy does not cover the cost of the requested repair. Payments for service are payable by personal check only. We cannot accept cash or credit cards.
- Certain regular services are performed on a yearly basis. These can include gutter cleaning, smoke detector testing and other preventive maintenance. You will be contacted in advance of these services being performed to make a convenient appointment. There is no need to call in to arrange these.
- Other periodic repairs such as building painting, re-roofing and asphalt replacement are coordinated far in advance, and you will receive notice, usually in the form of a flyer posted to your front door, so you are not caught unaware.
- Rossmoor has a notification service, called Nixle, which if you sign up, will notify you of unexpected situations such as broken water mains or electrical transformer outages. Using this service, you can arrange to be contacted by phone call, text message, email or all three in the event of an unexpected large-scale issue. To sign up online, visit www.rossmoor.com, click on the box on the home page and follow the prompt. To opt-in your cell number, text Rossmoor to 333111.



ALTERATIONS & RESALES

Applications for Remodeling Permits, Resale Inspections

Location: RWC Property Management
800 Rockview Drive
Phone: 925-988-7660
Emails: alterations@rossmoor.com and resales@rossmoor.com
Website: www.rossmoor.com/residents/resident-services/alterations
Hours: Monday through Friday, 8 a.m. to noon and 1 to 2 p.m.

The department helps homeowners navigate the process of obtaining resales inspections and submitting applications for permits to do remodeling. The alterations/resales page on Rossmoor.com includes:

Alterations

- Frequently asked questions
- Alterations checklist
- Contractors list
- Contractors' working rules
- Insurance requirements
- Alteration and Resale fees
- Electrical load calculations
- Alteration standards
- Helpful videos

Resales

- Alteration meetings at time of resale
- Authorization to inspect
- How to schedule a buyer's alteration meeting
- Resales checklist and buyers e-packet

Alteration Permit Agreement

This is an authorization from your Mutual to make architectural, structural, electrical, plumbing or aesthetic changes to the interior or exterior of your manor. Only the owner of record listed with RWC is allowed to apply. RPM staff reviews the proposed permit and then forwards the proposal to the Mutual board for authorization.

The usual turnaround time to get a permit is 10 to 14 business days. The Alterations team will stay in touch by email and notify you by email about the fee and next steps when the application is approved. Once approved and the permit fees are received at RPM, the permit is good for six months. Any work that commences before approval is subject to a red tag and delays.

Most alterations require a permit from the city of Walnut Creek. A determination will be made during the application review. If required, a permit will not be issued by the city without an approval letter from your Mutual.

RWC HANDYMAN SERVICE

On-site Repair Service

The RWC Handyman Service began in 2008 as a nonprofit on-site repair service for Rossmoor residents as a helping hand for issues not covered by their HOA/Mutual coupon. Residents can receive up to four service calls per month for their manor for services listed in the Service Description list (available online). All revenue generated above what is needed to cover operating costs is used to lower the monthly coupon for all residents every year.

Costs and Coverage

The cost of the service is $275 per year (subject to change; check website to verify cost). For a complete breakdown of what repairs and personal services are included with the service, please read the Service Description list, available on the website or by request. The services offered include repair or installation of light fixtures, unclogging toilets, garbage disposal repairs, wall mounting of televisions, hanging pictures, small carpentry jobs and more.

Location: 800 Rockview Drive
Phone: 925-988-7650
Email: handyman@rossmoor.com
Website: www.rossmoor.com
under For Residents, Resident Services/ Handyman Services
Hours: Monday through Friday, 8 a.m. to 4 p.m. (by appointment)

Sign Up

There are a number of ways to sign up for this service. The fastest and easiest way is to visit the RPM office on Rockview Drive, sign a contract and pay for the first year of service. Alternately, the contract can be downloaded from the website (https://rossmoor.com/residents/resident-services/handyman/). Print and send a signed copy along with a check to initiate service.

CLUBS & ORGANIZATIONS

Appealing to a Wide Range of Interests

Rossmoor has about 200 clubs and organizations that host meetings, events, dances, lectures, social gatherings and fundraisers. Among the different types of clubs offered are:

- Social clubs such as Boomers Forever, Couples Club, Singles Salon, LGBTQ+ Alliance and African Americans and Friends
- Service clubs like Lions and Rotary
- Charitable organizations like Rossmoor Fund and Rossmoor Scholarship Foundation
- Educational clubs like Computer Club and Rossmoor Advocates for Diversity
- Game clubs like Chess, Domino and Scrabble, as well as three bridge clubs
- Sports clubs like tennis, pickleball and bocce
- And clubs representing a diverse array of interests from different ethnicities to political, religious, hobby and entertainment, including 11 dance groups.

A full list of clubs with their contact information can be found online at https://rossmoor.com/residents/clubs-organizations/

Don't see a club that you want? Contact the Recreation Department (925-988-7700; recreationdesk@rossmoor.com) to find out how to start your own club. Or if your club is missing from the list or needs to update its contact information, call 925-988-7700 or email recreationdesk@rossmoor.com



Rossmoor Activities Council

The Rossmoor Activities Council provides a forum for clubs to discuss common interests, informs residents about clubs and activities, assists the Recreation Department activities, and raises funds for project enhancements for the enjoyment of all residents. Contact: rossmoorac@gmail.com



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CalDRE#00820932

www.rossmoorteam.com

COMCAST

Cable TV and Internet

Cable TV

Rossmoor residents receive the Digital Preferred cable TV package through their monthly coupon. The Digital Preferred package includes all the channels offered in Comcast's Limited Basic and Digital Starter packages, as well as several dozen additional channels.

The Digital Preferred channel lineup includes Food Network, ESPN and ESPN2, TNT, USA, Lifetime, A&E, Bravo, AMC, Animal Planet, Disney, CNN, History, Comedy Central, Golf Channel, Oxygen, Bloomberg, Syfy, Hallmark, National Geographic, HGTV, ScreenPix, BBC World News, MLB Network, NBA TV, NFL Network, WE tv, SundanceTV West, Cooking Channel, Science, and many more. On Demand and Music Choice are also part of the package.

Comcast changes the lineup and channel numbers periodically. To obtain the updated channel lineup, call the RPM coordinator at 925-988-7637 or stop by the front desk at Gateway Administration.

A High-Definition signal is included free of charge with the appropriate HD box from Comcast for all residents who have a HD television.

Internet

High-speed broadband Internet service is also included in the package. Internet speed is currently offered at 500 Mbps.

More Information

For additional information on Comcast services to Rossmoor, call 1-800-407-2997.

WiFi Internet Access

Free WiFi wireless Internet access is available at the clubhouses, Gateway hobby studios, multipurpose rooms, Fitness Center, Peacock Hall, RPM office and table tennis center. Service is available with no guarantee and no warranty, and the GRF is not liable for the consequences of wireless network use in any way.

To connect, you will need a WiFi (wireless) device installed on your laptop or device or a laptop with integrated WiFi capability and a web browser.

RWC staff is not available to offer technical assistance with connecting wirelessly. The Computer Center offers assistance for residents. Check its website for updated times (www.caccor.com; click on Gateway Center).

If WiFi is not working, email: wifi@rossmoor.com

RWC Wireless Policy

Residents may not use Comcast's wireless network to transmit or receive illegal or disruptive material. Residents are expected to respect intellectual property rights by making only authorized copies of copyrighted or licensed software or data.

Violation of this policy or abuse of networking equipment may result in loss of WiFi privileges.

In-Person Help Available

A Comcast representative is available to help answer residents' questions three times a week in Rossmoor. Appointments are not required.

Location: Fireside Room, Gateway

When: Tuesdays, Wednesdays and Thursdays from 10 a.m. to noon

For questions at other times, call Comcast at 1-800-407-2997.

Making Transition Easy

MARY ORFALI

www.maryorfali.com
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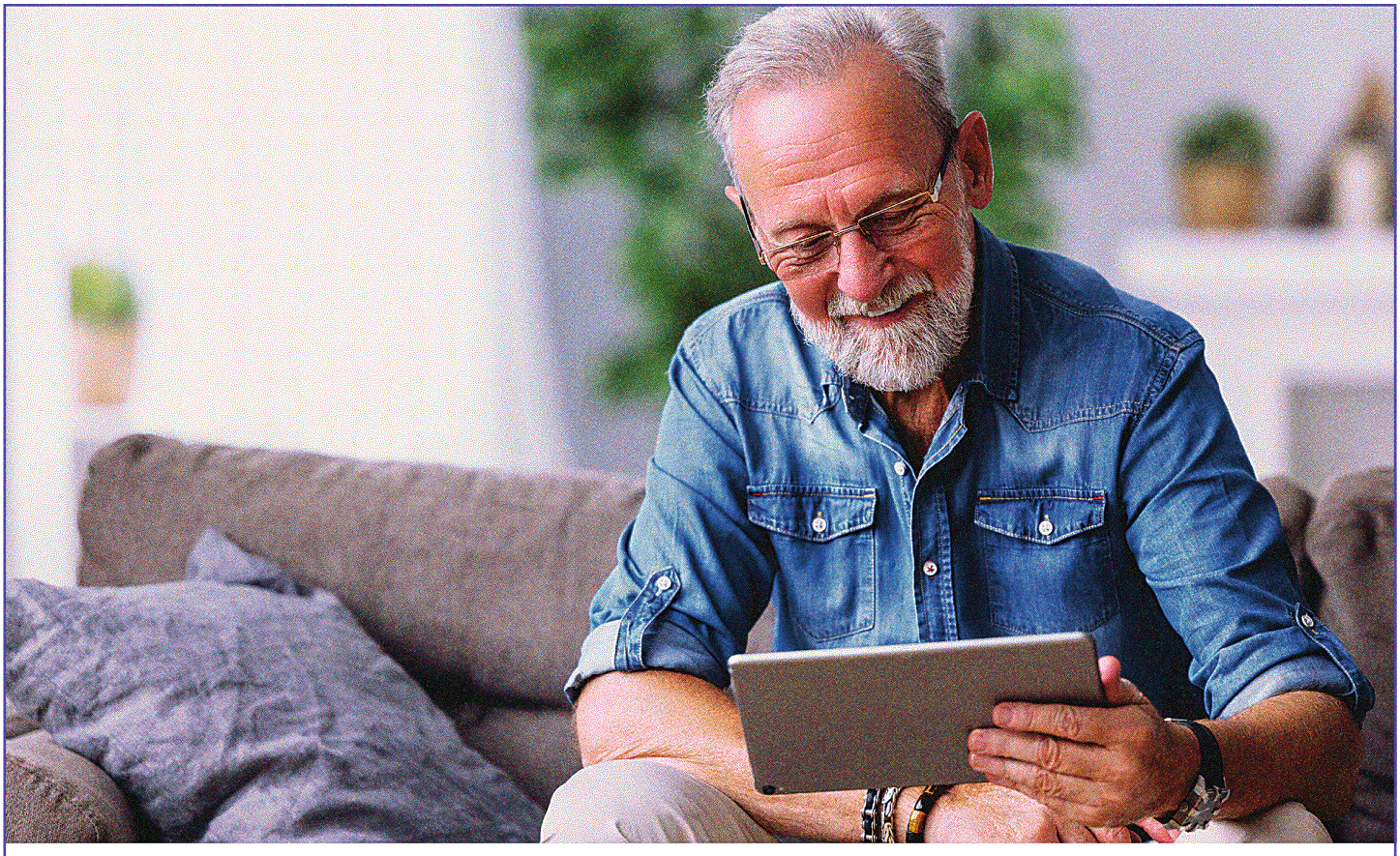
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Comcast may have the right to exclusively market certain services to residents. We are not an exclusive provider of any services and services from other providers may be available.

Restrictions apply. Not available in all areas. **TV:** Limited Basic service subscription required to receive other levels of service. X1 requires Xfinity Internet and subscription to Digital Starter TV, or equivalent, or above with compatible TV box. **Internet:** Actual speeds vary and not guaranteed. For factors affecting speed visit www.xfinity.com/networkmanagement.

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ROSSMOOR CLUBHOUSES

Rooms and Common Areas Available for Residents to Rent

Only residents and Rossmoor clubs can rent facilities in Rossmoor. For the current reservation fee schedule, visit www.rossmoor.com/clubhouse-reservations. For reservation information, email roomreservations@rossmoor.com

Gateway Clubhouse
1001 Golden Rain Road



The Redwood Room is a social gathering space in Gateway Clubhouse.

The Fireside Room, with a full-service kitchen, is a large hall for parties and events. Capacity is 250 for dining and 200 for assembly.

The main clubhouse includes the Oak Room (popular for games/cards), the Board Room (Zoom-equipped meeting room) and Redwood Room (social gathering space for up to 50 people, which includes a piano).

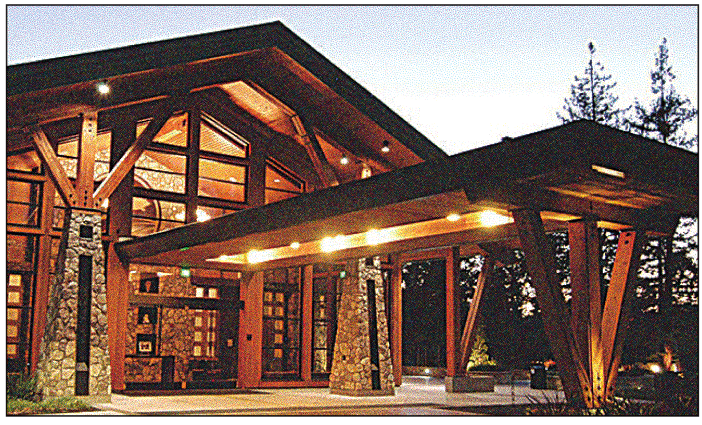
Peacock Hall is a theater-style meeting hall that is a favorite spot for movie showings and seats 155. Off Peacock Hall is Peacock Plaza, an outdoor patio with tables, chairs and umbrellas for gatherings of up to 140 people.

Gateway also houses Multipurpose Rooms 1 and 2 for up to 24 people and Room 3 for up to 48 people. These small meeting rooms have tables and chairs. Some also feature a kitchenette.

Additional Service Fees

Reservations also can include set-ups for additional fees. Set-ups include tables and chairs, AV equipment (projector, microphones, and laptops), portable sound, riser set-up, and change fees. Tech Operator Standby time also is available with some room rentals. See the reservation fee schedule online at www.rossmoor.com/clubhouse-reservations.

Event Center
1021 Stanley Dollar Drive



The Event Center is a popular night spot for concerts and dances.

The largest venue in Rossmoor includes a catering kitchen. Ideal for concerts and dances, the Tahoe Room features a hardwood dance floor and stage. It can seat 400 for assembly and 350 for dining.

The mid-size Donner Room holds up to 100. The smaller Echo Room features a fireplace and seats about 25. The Donner Room also opens onto a patio with tables.

Hillside Clubhouse
3400 Golden Rain Road



Hillside features event space and the Performing Arts Studio.

Next to the lawn bowling greens, Hillside Clubhouse has three meeting spaces. The Diablo Room is large enough for concerts, parties and meetings for up to 165 for assembly and 136 for dining. There is also a full-service kitchen. The Vista Room has a capacity of 50 and a kitchenette. Hillside also is home to the Performing Arts Studio.

ROSSMOOR CLUBHOUSES

Rooms and Common Areas Available for Residents to Rent

Creekside Clubhouse
1010 Stanley Dollar Drive



Creekside Clubhouse features views of the nine-hole golf course.

Creekside Clubhouse includes a small service kitchen and two mid-size rooms ideal for parties and meetings. The Club Room holds up to 100 for assembly and 88 for dining, while the Fairway is large enough for 80 assembly and 64 dining. The smaller Bunker and Mulligan rooms are reserved as-is with tables and chairs and seat up to 24.

The rooms are located in the same clubhouse as the restaurant and Golf Shop.

Dollar Clubhouse
1015 Stanley Dollar Drive



Dollar Clubhouse retains its historic charm.

A historical building that was once home to the Dollar family of the Dollar Steamship lines, Dollar Clubhouse has an old-world charm and is located next to the tree-lined picnic grounds and Dollar Park. The Dollar Main comes bundled for rent with the living area, 48-seat solarium, Churchill Room, full-service kitchen, and patio area with room for 66 for assembly and 45 for dining. The existing furniture in the Dollar Main space is not moved.

Seating up to 20 each and available for rent for meetings and parties are the Garden Room and Card Rooms 1 and 2. Also requiring a reservation are the Chess Room, Card Room 3 and Eisenhower Room, which have fixed setups. Food and drink are not allowed.

Clubhouse reservations are administered by the Recreation Department

Phone: 925-988-7700

Email: roomreservations@rossmoor.com

Hours of operation: Monday through Friday 8 a.m. to 4:30 p.m.

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RECREATION & EXCURSIONS

The Recreation Department is home to special events, excursions, classes and room reservations. The department offers a variety of concerts, movies, dances, fun events, day and extended trips and craft classes, and handles the room reservations.

Recreation's goal is to further enrich the lives of Rossmoor residents by providing them with quality programs and services.

The Rossmoor Recreation Department welcomes suggestions and feedback. If you have further questions/concerns, please email the Recreation Manager at zdeleon@rossmoor.com

Location: 1001 Golden Rain Road
at Gateway Clubhouse (Administration Building)

Phone: 925-988-7700

Email: recreationdesk@rossmoor.com

Hours of operation: Monday through Friday
8 a.m. to 4:30 p.m.



Excursions

The Excursions Desk offers both day and extended trips for residents' pleasure. There is a listing of all the day and extended trips in the Rossmoor News.

Tickets for day trips can be purchased online at MyRossmoor.com. Flyers with itineraries and reservation forms for the extended trips are also available at the Recreation Department. Payment can be made by check or credit card. All trips are open to Rossmoor residents and their guests.

Excursion Coordinator: 925-988-7731
Email: APomazanova@rossmoor.com

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EVENTS, CLASSES & ROOM RESERVATIONS

Special Events

Special Events offers a variety of free and ticketed concerts, comedy shows and community events, as well as recent and classic movies at Peacock Hall.

A monthly calendar of events is available in the Recreation Department and on the Rossmoor website at www.rossmoor.com (in Quick Links at the bottom of the page).

Tickets can be purchased in the Recreation Department or online at MyRossmoor.com

Recreation also sponsors several big annual community-wide events, including a flea market in the spring, a Fourth of July celebration and a fall bazaar. It also co-sponsors the annual Diversity Festival in the fall.

Events Coordinator: 925-988-7732
Email: bpennebaker@rossmoor.com

Clubhouse Reservations

Rossmoor has five clubhouses with various rooms and areas available for rental. These facilities range from small meeting rooms to large auditorium-style rooms that can be rented for weddings or concerts. Residents also can book the picnic grounds at Sportsmen's Park and Dollar Park.

Many of the facilities have state-of-the-art sound and audio-visual equipment. Sound and lighting technicians are available to assist with events if needed.

Find the fee schedule and more rental information online at rossmoor.com/residents/recreation/clubhouse-reservations/ Learn more about the clubhouses on pages 28 and 29.

Reservation Coordinators:
roomreservations@rossmoor.com



Movies are shown at Gateway's Peacock Hall.

Classes/Activities

The Recreation Department hosts a variety of activities and classes. Social gatherings are held monthly to introduce new residents to Rossmoor. They also sponsor holiday-centric and multigenerational events for residents and their families and oversee programs like Friday Lunch and Farmers' Market (see page 31).



Monthly classes are offered for free or a nominal fee in crafts, cooking, technology and a variety of other interests. Sign up for a class online at MyRossmoor.com or by contacting the activities coordinator.

Activities Coordinator: 925-988-7703
Email: eybarra@rossmoor.com

WALNUT CREEK AUDIOLOGY

Are you finding conversations harder to follow?
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Exclusive offer for Rossmoor residents: Travel fees waived for diagnostic testing and treatment, allowing all testing and fitting to be completed from the comfort of your home. **Schedule your appointment** at (925) 937- 4455.

Dr. Sam Johnson, Au.D.
1900 Olympic Blvd., Ste 202
DrSam@WalnutCreekAudiology.com

ADDITIONAL SERVICES AND PROGRAMS

From the Rossmoor Library to Friday Lunch, the Farmers' Market and More



Rossmoor Library Location:
Gateway Clubhouse, 1001 Golden Rain Road

Phone: 925-988-7704

Website: https://rossmoorlibrary.org

Hours of operation: Monday, noon to 4 p.m.; Tuesday through Thursday, 10 a.m. to 4 p.m.; and Friday and Saturday, 10 a.m. to 2 p.m.

Rossmoor Library

The Rossmoor Library purchases the latest books and maintains a collection of more than 11,000 hardcover and paperback books, including books by Rossmoor authors, and a collection of DVDs.

Residents can get a library card to check out books and DVDs. While the Library is free, it is run entirely by volunteers and requests donations of $15 or more a year, which is used to buy books and DVDs.

The Library accepts donated materials of hardcover books published in the previous three years, paperback books in very good condition and DVDs in good condition and original case. All gifted materials become the Library's property. Please do not put large numbers of donations in the return bin or leave them outside the Library doors. Check with the Library for days donations are accepted.

County Library Lockers

Self-service lockers near the Oak Room in Gateway Clubhouse (1001 Golden Rain Road) are available for residents with a Contra Costa County Library card to receive or turn in books from the CCC Library.

Residents may place holds by visiting www.ccclib.org and choosing "Rossmoor Lockers" as the pick-up location. When notified that a hold is ready, residents can use their library card number to open the locker. Items can be returned in the book drop next to the lockers.

For information, email wcl@library.cccounty.us or call 925-977-3340 during business hours.

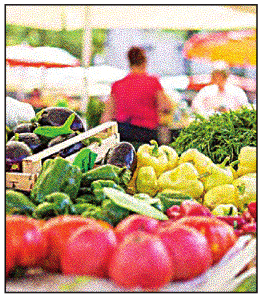
Friday Lunch Program

The Recreation Department sponsors a lunch program on Fridays at 11:30 a.m. in the Diablo Room at Hillside Clubhouse (3400 Golden Rain Road). Lunch attendees are advised to arrive 10 to 15 minutes prior to meal service to allow time to sign up, get meal tickets, and fill out any necessary forms.



The lunch is provided by Café Costa and typically includes an entrée (including vegetarian), salad and dessert. Monthly menus are available from the Recreation Department and are published weekly in the Rossmoor News.

Suggested donation is $3 for seniors 60 years and older and $6 for ages 59 and below. Pre-registration is required. Call 925-988-7703 by Wednesday at noon to reserve for that week's Friday lunch.



Farmers' Market

From May through October, Rossmoor hosts a certified Farmers' Market every Friday from 9:30 a.m. to 1 p.m. in the Gateway parking lot. Farmers sell fresh fruits, vegetables and flowers, and food trucks sell lunch.

Lost and Found

Lost or found an item? Call 925-988-7709, Wednesday through Sunday, 12:30 to 9 p.m.

Nameplates for Manor

Residents can order a nameplate for their manor by calling the Recreation Department at 925-988-7700 or visiting the front desk at Gateway's Administration Building (1001 Golden Rain Road).

RV Parking Lot

Residents can pay a fee to park an RV in the RV Parking Lot above RPM off Rockview Drive. Residents will be assigned a parking spot by staff. Email jraith@rossmoor.com for information.

PUBLIC SAFETY

24-Hour Security, EMT, Access Devices, ID Cards, Guest Clearance

Public Safety provides contracted security service through Securitas with 24-hour, seven-days-a-week staffing inside the Rossmoor gate. Services include entrance control at the front gate, motorized patrol of the community, assistance by Emergency Medical Technicians, response to urgent and non-emergency requests, and all other public safety service requests, including Stair Trac.

Public Safety Office

The Public Safety Office issues access tags for cars, golf cart registration and Rossmoor identification cards. Fees can be paid by check, debit or credit card. No cash. Residents must present a current and valid driver's license, proof of insurance and vehicle registration to obtain an access device on their cars.

All Public Safety forms can be picked up at the office or found online at http://rossmoor.com/residents/public-safety-security

Guest Clearance

All guests need authorization to enter Rossmoor and can be placed on permanent or temporary authorization lists. To place them on a permanent list, complete the permanent guest list form and submit it to Public Safety. These guests remain on the permanent list until you request their removal. As an alternative to the guest list, residents can sponsor access devices for guests, and those guests will then have automated access to Rossmoor.

Guests can also be authorized for short-term, temporary entry. To do this, call the guest clearance line at 925-988-7843 (or email dispatch@rossmoor.com at least 48 hours in advance.)

Location: 1000 Stanley Dollar Drive (Creekside)
Phone: 925-988-7841
Email: ssm@rossmoor.com
Website: http://rossmoor.com/residents/public-safety-security
Hours of Operation: Monday through Saturday, 8 a.m. to 4 p.m.
Guest Clearance: 925-988-7843; (Email: dispatch@rossmoor.com)
Front Gate General Assistance: 925-988-7899
Immediate Assistance: 925-939-0693

Emergency Information Forms

Pick up a form at the Public Safety Office or download from website. All residents should have emergency contact information on file.



The gate is staffed 24 hours a day, seven days a week.

The process for guest entry is as follows:

- Guest passes are issued for the number of days as specified by the resident, up to 30 days.
- Guests must present their driver's license, which is scanned by the gate attendant, and a paper pass is provided that the guest must keep on their dashboard for subsequent visits. The driver's license scanning and printing process is just for the first entry and is good for the duration specified by the resident.

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STAIR TRAC, TELECARE, LOCKBOX & NIXLE

Stair Trac
Stair Trac services are provided by specially trained Public Safety staff seven days a week from 9 a.m. to 5 p.m. Services cannot be provided outside of those hours. Stair Trac is a device that will move a wheelchair up and down stairs. This service is for residents and their guests who are unable to walk up and down exterior stairs.

Requests should be made 15 minutes prior to need, and services will be provided as soon as possible. Based on officer availability, delays may occur. Appointments for specific times are not accepted. Stair Trac is limited to 20 assists per manor per calendar year; one assist is defined as a use up or down a staircase.

Lockboxes
Lockbox codes/keys are not maintained by RWC, but Public Safety will accept the names and phone numbers of up to three people to whom the resident has given the lockbox code or keys to a manor. This information will be entered into RWC's computer system and made available for use during emergencies or if a resident is locked out.

To have information entered into the computer system, residents must complete the "Lock Box Code and Key Information Form" and submit the form to Public Safety.

Contra Costa County Fire Protection District will maintain lockbox codes in its secure computer-aided dispatch system. This way, if the Fire Department responds to your address, your lockbox information will be provided to the responders. To register your lockbox with the Fire Department, call 925-941-3300.

Lockboxes are available for purchase online and at hardware stores.

Front Gate: Do not visit in-person as the front gate does not have safe areas for pedestrians. Instead, email publicsafety@rossmoor.com or call 925-988-7899.

For Immediate Assistance: 925-939-0693

Always use 911 in a life-threatening situation

Telecare
This personalized service provides daily wellness checks to residents. Recipients of Telecare receive a call from a volunteer between 8 and 9 a.m. every day of the year, including weekends and holidays. If the Telecare volunteer is unable to reach a recipient after several attempts, including contacting the designated emergency contact, Public Safety will do a wellness check.

Telecare is free. Residents who need Telecare daily wellness calls should call 1-925-988-7703.

NIXLE SIGNUP

Community Information & Notification System

Nixle is a subscription community information and notification service dedicated to helping Rossmoor residents stay connected to critical information impacting Rossmoor.

Nixle messages are sent for incidents such as road closures, storm-related activity, other emergencies that impact Rossmoor, and major water/power outages. Nixle can also be used to send out information of general community interest. Nixle is a Rossmoor-wide notification system, and it cannot be used to target specific areas.

How to Register

Register to receive Nixle notifications via SMS (text), voice calling (home and/or cell) and email, or any combination of these. To register, log on to **www.rossmoor.com** At the bottom of the home page, click on "Nixle" and follow the instructions on the Nixle registration page.

You can also instantly register your cellphone by texting **"ROSSMOOR"** to **333111**. (You also can register with the Walnut Creek Police Department's Nixle by texting "94595" to 888777.)

Or register your phone number by calling **925-988-7688** and leaving your name and number as instructed. You also may fill out a form available at the Public Safety Office.

Other Alert Systems

- **Contra Costa County Community Warning System**: cwsalerts.com or 925-655-0111.
- **City of Walnut Creek Emergency Alert System**: https://tinyurl.com/wc-alerts or text WCALERT to 888777.
- **Walnut Creek Nixle**: https://tinyurl.com/wc-nixle or text ZIP code to 888777

RESIDENT EMERGENCY/DISASTER INFORMATION

It Is the Sole Responsibility of Each Resident to Prepare Their Household for a Major Disaster or Emergency

Why Prepare?

Americans 65 and older suffer the highest number of injuries and deaths from natural and manmade disasters and emergencies. It is your sole responsibility to prepare your household for an emergency. Following a major regional catastrophe, first responders, including police and firefighters, may be unavailable to help respond to your immediate needs. RWC, Securitas and your Mutual will not provide critical supplies (food, water and medications). You need to provide for your own household, and in the event of a shelter-in-place, you may not be allowed to leave Rossmoor to purchase the supplies you need. Plan ahead because you're on your own.

Know What to Do

Five major natural disasters can threaten Rossmoor: earthquakes (high probability); wildfires, severe weather events, and landslides (each medium risk); and floods (low risk). Seniors have highly unique needs that can be compounded post-disaster, including mobility challenges, hearing loss, vision deficits, multiple chronic health conditions, oxygen dependency, mental health conditions, neurocognitive declines and isolated residents without nearby family or friends. For more emergency preparedness information, including how to prepare for an earthquake, review the Community Pages in the Rossmoor phone book. Keep your car full of gasoline or fully charged on Red Flag and emergency warning days.

Sign Up for Alerts

In addition to Rossmoor and Walnut Creek Nixle alerts (see page 35), residents can sign up for Contra Costa County's Community Warning System (CCCCWS) at www.cwsalerts.com/registration or call 925-655-0111. Program CCCCWS's number (925-655-0195) into your cellphone so you know to answer the alert.

Make Household Plans

Communications Plan: Identify one central contact at least 200 miles away who is willing to receive a text from you immediately post-disaster regarding your status. Supply this central contact with a list of names and contract information for your family and friends so your central contact can share your status with them. Texting works even with a low post-disaster signal and keeps local communication channels open for first responders.

Evacuation Plan: Choose at least two evacuation destinations (in case one is blocked by the event or incident) and mark them on a map to be kept in your glove compartment. A paper map allows you to see alternate routes should streets be blocked and GPS is not working. Have $300 per person in your household in low-denomination bills in case ATMs and cash registers aren't working.



Establish a Safe Meeting Place

Establish an outside meeting place for you and your neighbors that is a safe distance from your manor should your building be structurally damaged. This is where everyone meets in the event of a disaster/emergency to check on each other. Do not go outside following a major earthquake unless your building is in imminent peril or civil authorities issue a mandatory evacuation order for your evacuation zone. You are safer indoors from aftershocks, fallen power lines and flying debris. If you must vacate an unsafe building, do not return until you receive the "all clear" from authorities.

Safety Resource Information

The following resources are available at the Public Safety Office, Gateway Admin. Building and Rossmoor News front desks or on the Public Safety page on Rossmoor.com

- **Be Prepared Safety Card**: Information on evacuation zones in Rossmoor and having a fire evacuation plan
- **Wildfire Safety Booklet**: Information to prepare residents before and during a wildfire emergency.

EMERGENCY EVACUATION ZONES

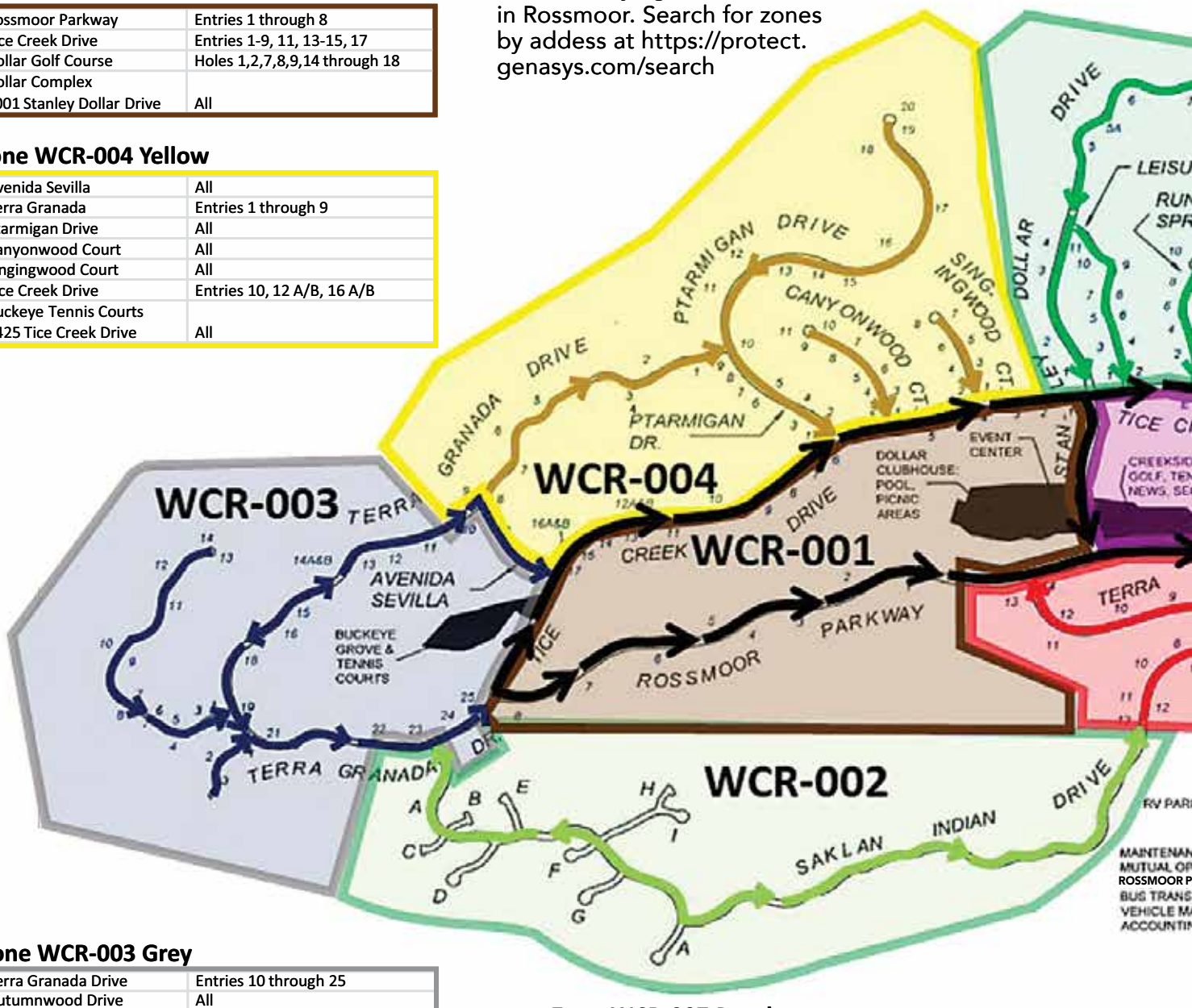
Public safety agencies use these zones to evacuate in Rossmoor. Search for zones by addess at https://protect.genasys.com/search

Zone WCR-001 Brown

Rossmoor Parkway	Entries 1 through 8
Tice Creek Drive	Entries 1-9, 11, 13-15, 17
Dollar Golf Course	Holes 1,2,7,8,9,14 through 18
Dollar Complex 1001 Stanley Dollar Drive	All

Zone WCR-004 Yellow

Avenida Sevilla	All
Terra Granada	Entries 1 through 9
Ptarmigan Drive	All
Canyonwood Court	All
Singingwood Court	All
Tice Creek Drive	Entries 10, 12 A/B, 16 A/B
Buckeye Tennis Courts 3425 Tice Creek Drive	All



Zone WCR-003 Grey

Terra Granada Drive	Entries 10 through 25
Autumnwood Drive	All
Horseman's Canyon Drive	All
Dollar Golf Course	Holes 10 through 12

Zone WCR-002 Lime

Saklan Indian Drive	Addresses 2804 through 2998
Grey Eagle Drive	All
Foxwood Way	All
Falconwood Court	All
High Eagle Court	All
Red Wing Court	All
Spotted Owl Court	All
Quail Hill Court	All
Woodwern Court	All
Shadowhawk	All
Dollar Golf Course	Holes 3 through 6

Zone WCR-007 Purple

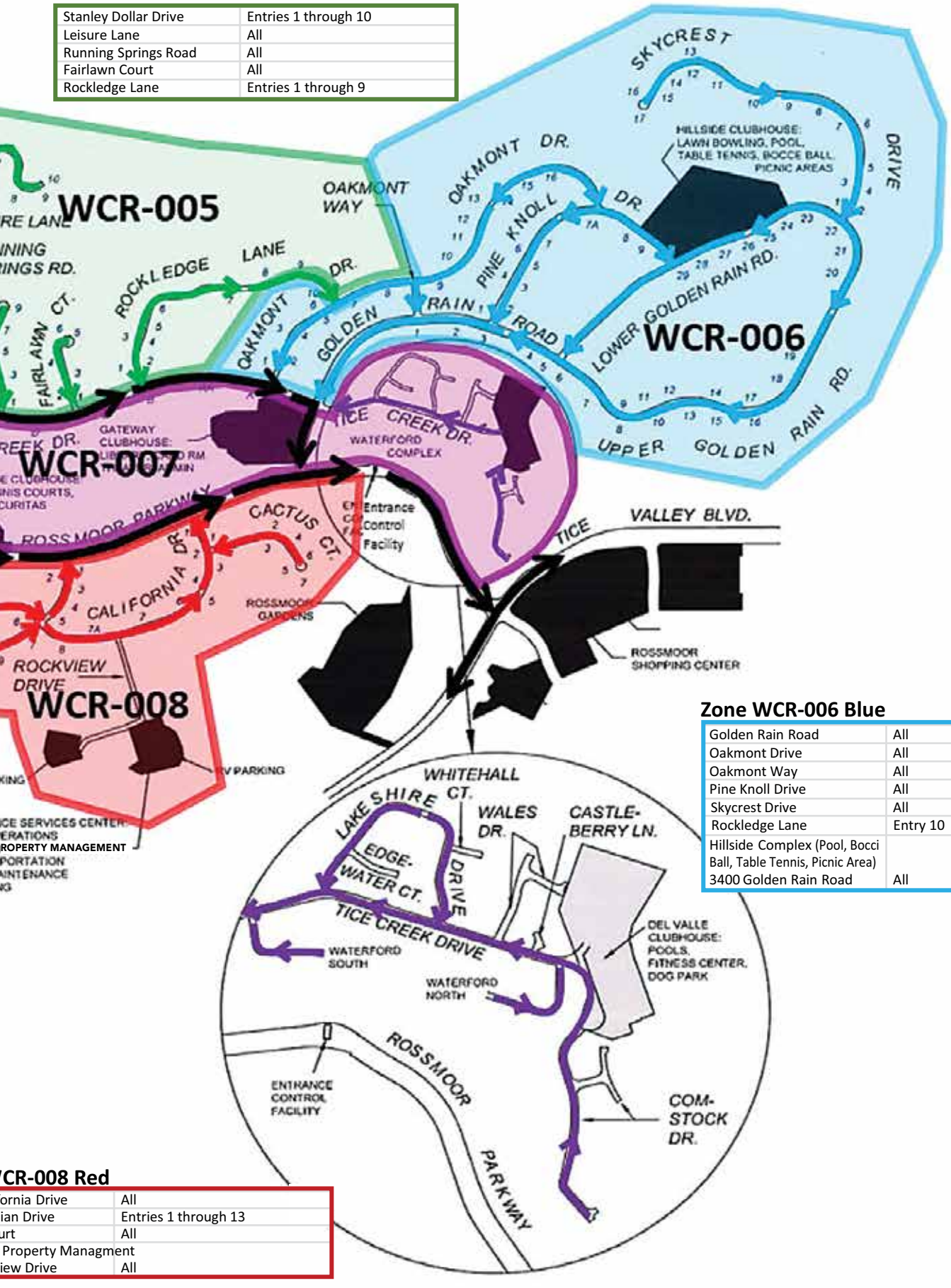
Tice Creek Drive	All
1860 and 1840 Tice Creek Drive (Waterford)	All
Lakeshire Drive	All
Edgewater Court	All
Whitehall Court	All
Wales Drive	All
Castleberry Lane	All
Comstock Drive	All
Creekside Complex 1010 Stanley Dollar Drive	All
Gateway Complex 1001 Golden Rain Road	All
Fitness Center 1751 Tice Creek Drive	All
Dog Park End of Tice Creek Drive	All

Zone W

Terra Calif
Saklan Ind
Cactus Cou
Rossmoor
800 Rocky

Zone WCR-005 Green

Stanley Dollar Drive	Entries 1 through 10
Leisure Lane	All
Running Springs Road	All
Fairlawn Court	All
Rockledge Lane	Entries 1 through 9



Zone WCR-006 Blue

Golden Rain Road	All
Oakmont Drive	All
Oakmont Way	All
Pine Knoll Drive	All
Skycrest Drive	All
Rockledge Lane	Entry 10
Hillside Complex (Pool, Bocci Ball, Table Tennis, Picnic Area)	
3400 Golden Rain Road	All

CR-008 Red

ornia Drive	All
ian Drive	Entries 1 through 13
urt	All
Property Managment	
iew Drive	All

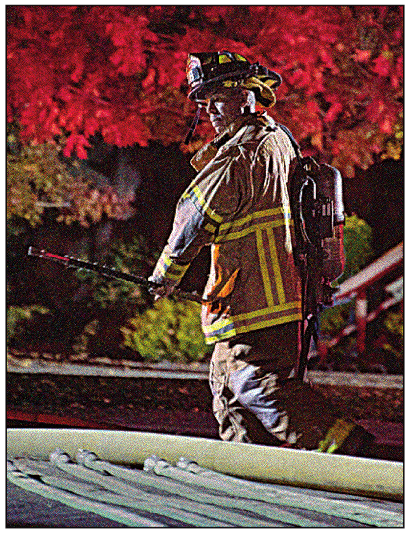
RESIDENT EMERGENCY/DISASTER INFORMATION

Knowing What to Do Is the Best Type of Preparation

Evacuation Warning vs. Order

A mass evacuation is unlikely in Rossmoor; zone evacuation orders are more likely to be issued. There are two types of disaster messages: warning and orders.

Evacuation Warning: This means an imminent or potential threat to life and/or property exists. If you cannot self-evacuate, contact a family member or friend to drive you out of Rossmoor. You likely have four hours or less to evacuate before a mandatory order is issued. Always assume a warning will be followed by an order.



Civil authorities (police, fire and county sheriff) would issue evacuation orders in Rossmoor.

Evacuation Order: This means an immediate threat exists to your life and property and the explicit threat will reach your doorstep in two hours or less. This is a lawful and mandatory order to evacuate immediately — ideally within 15 minutes. No one can enter the zone being evacuated except first responders, so no one can come in to get you.

You can **self-evacuate** anytime you feel unsafe. Public safety officials strongly encourage early evacuating, even before a warning alert is issued, to lessen roadway congestion and improve safety.

Additional Disaster/Emergency Information Resources Websites

www.rossmoorepo.org

www.ready.gov

www.fema.gov

www.nia.nih.gov

www.redcross.org/prepare

To Get Involved

Contact any of these preparedness organizations/groups:

Emergency Preparedness Organization (EPO) – www.rossmoorepo.org

Community Emergency Response Team (CERT) – https://tinyurl.com/wc-cert

CB radio network – the network practices every Saturday morning between 8 a.m. and 8:30 a.m. on Channel 40. Residents can call in and say "Control" followed by street name and entry number. The base station operator will respond.

Role of RWC in an Emergency/Disaster:

RWC has an Emergency Operations Plan (EOP) at www.rossmoor.com (on the Public Safety page under For Residents). This plan will be activated in the event of a disaster to establish a system for coordinating preparedness, response, recovery and mitigation of disasters and emergencies in Rossmoor. The plan is not disaster/emergency specific, role specific or resident specific. Instead, it provides overall guidance and establishes a general plan for effectively deploying its resources within Rossmoor and coordinating its response with emergency response agencies.

The plan develops guidelines for coordination with the City of Walnut Creek, which has overall authority for disaster response within the city, including Rossmoor. Because RWC is not a first response agency, RWC has a limited role in disaster response but has resources that can be deployed within Rossmoor to assist in disaster response/recovery needs.

Emergency Access Points

There are nine alternate emergency access points around Rossmoor that are intended to be used by civil authorities to bring resources into Rossmoor. These access points can be used as evacuation routes **only** with specific direction from civil authorities. To see maps of the access points, visit https://rossmoor.com/residents/public-safety-security and click on the blue button for Emergency Operations Plan: 2024.

REVIEW AND RENEW YOUR PLAN ANNUALLY

EMERGENCY PREPARATION

Be Prepared – IT IS YOUR RESPONSIBILITY



Some of the items that should go in a Grab 'n Go bag

Assemble a Grab 'n Go Bag

Supply a three-day Grab 'n Go Bag for each member of your household (including pets) for evacuations. Pack these supplies in bags and on Red Flag Days (elevated risk wildfire days with high temperatures, strong winds and low humidity) store them near the exit in your manor, along with sturdy shoes, flashlights and clothes made of non-synthetic fabrics.

Each Grab 'n Go Bag should contain:

- Water for three days
- Non-perishable food (e.g., protein bars, granola bars, canned meats)
- Prescription and over-the-counter medications
- Seasonal clothing
- Battery/hand-cranked/solar radio (tuned to 740 AM or 106.9 FM)
- Extra batteries
- First aid kit
- Personal hygiene supplies
- Whistle
- Mylar blanket
- Pet food and supplies
- Cellphone and device charging cords
- Mini hard drive with scanned primary household documents
- Family/friends emergency contact information

For More Resources:
www.rossmoorepo.org

Assemble Shelter-in-Place Supplies

In case civil authorities order a shelter-in-place or there is a long power outage, assemble two weeks' worth of supplies:

- Nonperishable, ready-to-eat food (no cooking required) stored in sealed plastic bags
- Water (2 gallons per day per person for drinking and sanitation)
- Water for pets (8 ounces per animal pound weight per day)
- Prescription and over-the-counter medications
- Portable toilet with sanitary supplies
- All-weather radio
- Can opener
- Medical supplies
- Latex or nitrile gloves
- First aid kit
- Small camp stove
- Lanterns and batteries
- Water purification tablets
- N-95 vented respirator mask (for wildfire conditions)

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TRAFFIC & PEDESTRIAN SAFETY IN ROSSMOOR

Speed Limit, Stops Signs, Crosswalks and More

Although Rossmoor is a private community, drivers must obey state laws and rules of the road. Traffic laws are enforced by the Walnut Creek Police Department.

Stop Signs

Drivers must come to a complete stop before a marked stop line or before entering the crosswalk at all stop signs in Rossmoor.

When stopped, yield the right-of-way to pedestrians, bicyclists and traffic before proceeding. At a four-way and three-way stop, if two vehicles reach the intersection simultaneously, the vehicle on the right has the right-of-way.

Golf carts and bicycles must obey all traffic laws, including stop signs, speed limits and yielding to pedestrians.



Orange flags are available at many crosswalks.

Crosswalk Safety

- **Orange flags**: Many crosswalks in Rossmoor are equipped with orange flags. Pedestrians can grab a flag, hold it high while crossing and put it in the corresponding receptacle after crossing the street.
- **Lighted crosswalks**: To activate lights at lighted crosswalks, look for yellow boxes on sign poles and push the button as indicated. Cross when the lights flash and the roadway is clear.
- **Golf cart crossing**: Golfers are encouraged to use the lighted crossing in front of the driving range entry and crossing to the Dollar course near the Event Center. Although vehicles are not required to stop for golf carts, as they are for pedestrians, the crossing provides added awareness and safety.

Driver's Licenses

All drivers, including those operating golf carts, must have a valid driver's license and be registered.

Safety Tips for Pedestrians

- When possible, walk facing traffic and have your head on a swivel when crossing in an intersection or crosswalk. Look right-left-right, even in the middle of the intersection, not just at the beginning.
- Make eye contact before you cross with the car that is stopped. The same goes for the driver to the pedestrian. Make sure you understand each other's intent, and that you acknowledge that they are there.
- Always use the orange crosswalk flags when they are available to maximize visibility.
- At night, wear a reflective vest, which is inexpensive. Otherwise, wear bright clothing.
- Use a flashlight at night or the light on your cellphone.
- Don't talk on your phone while walking. Be alert and anticipate what a driver may or may not do. It's called defensive walking.
- Stay on the sidewalk. It is against the law to walk on the roadway.

Reporting Traffic Violations

Securitas as a private security company cannot issue citations. To report a violation, call the WCPD dispatch non-emergency number (925-935-6400). Request that the license plate number and information about the violation be forwarded to the traffic sergeant, who will send a "reckless driver" letter to the vehicle's registered owner.

Is It Time to Stop Driving?

The American Geriatrics Society has provided some questions to ask in assessing whether it is safe to continue driving.

- Do you have difficulty reading street signs or seeing pavement markings, curbs, vehicles or pedestrians, especially at dawn, dusk or night?
- Is glare from oncoming headlights making it hard to see when driving at night?
- Can you comfortably turn your neck to see over your shoulder when changing lanes or backing up?
- Can you easily move your foot from the gas pedal to the brake? Can you easily turn the steering wheel?
- Can you raise your arms above your shoulders?
- Is it harder to merge into traffic on the highway?
- Do you take any medications that make you sleepy, dizzy or confused?
- Do you feel less confident about driving at highway speeds?
- Have friends or family members expressed worries about your driving?
- Have you ever gotten lost on familiar routes or forgotten how to get to familiar destinations?
- Has your healthcare provider warned you to restrict or stop driving?

Consider getting a professional driving assessment if you've experienced driving problems like these.



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COMMUNICATIONS

Rossmoor News and Rossmoor Television

The Rossmoor News

The Rossmoor News is a weekly newspaper that publishes the news and activities of Rossmoor. Every home in Rossmoor receives a newspaper delivered at the door on Wednesdays. The cost is covered in your monthly fees.



New Residents:

Call the News office at **925-988-7800** or email **newsdesk@rossmoor.com** to start delivery of the newspaper.

Vacation Stops and Misses:

To place a vacation stop, call or email the News office by 3 p.m. on Tuesday the day before delivery. For missed delivery, call the News by Thursday at noon and a paper will be delivered to you. Newspapers also can be picked up at racks located at Gateway, the Fitness Center and the News office at the Creekside Complex. Past issues of the newspaper are available at the News office.

Location: 1006 Stanley Dollar Drive at Creekside Complex

Hours of Operation: Monday through Friday, 8 a.m. to noon and 1 p.m. to 4 p.m.

The Rossmoor News

Phone: 925-988-7800

Email: news@rossmoor.com (for editorial)
newsdesk@rossmoor.com (for ads, obituaries and delivery issues)

Website: www.rossmoornews.com

Rossmoor Television

Telephone: 925-988-7820

Email: tvoffice@rossmoor.com

Website: www.rossmoortv.com

Classified Ads:

Residents receive a discounted rate for publishing classified ads. Classified ads are not taken over the phone. Fill out a form at the News office, email the ad or use the online submission form at https://rossmoor.com/classified-advertise/

Rossmoor Television

Rossmoor Television provides community access programs to all Rossmoor homes on **Channel 1083.** Programs also can be viewed via live streaming and Video On Demand on Rossmoor TV's website at **www.rossmoortv.com** and on iOS, Android and Cablecast (Smart TV app).

Programs include exercise, health, entertainment, emergency preparedness, book discussions, drama, the RWC Board meetings and more. Programs run from 6 a.m. to 9 p.m. and the Classic Arts Showcase airs overnight. Residents also can post their club information on Rossmoor Television (email tvoffice@rossmoor.com for more information). The Rossmoor News runs a weekly TV guide in the back of the A section.

Residents can play live TV Bingo on the first Tuesday of the month at 5 p.m. (except around some holidays) to win prizes, such as gift cards. To get a free bingo card, call or email the Rossmoor Television office.



Recording at the Event Center

Experiencing Harassment or Discrimination?

RAD CARES

If you experience harassment or discrimination in Rossmoor, and believe it was based on your race, ethnicity, religion, gender, sexual orientation, or disability, please contact the RAD Cares team. We are ready to listen.

How RAD CARES can help:

- We promise to listen with compassion.
- We will help you in considering ways to respond.
- We value your feelings. Nothing you tell us will be shared without your permission.



CONTACT: RADCares1@gmail.com

RAD CARES is a part of
Rossmoor Advocates for Diversity (RAD),
committed to making Rossmoor a more inclusive and welcoming community.

ROSSMOOR WEBSITES

www.rossmoor.com
The main website offers information for current and prospective residents, including the following:

- **About Us** with a **Contact Us** page of phone numbers and emails for staff and a **Rossmoor Maps** page with maps of the streets and entries and floor plans for the clubhouses
- Pages about real estate, services, amenities and a video about Rossmoor, as well as a digital copy of this All Around Rossmoor guide
- Facilties infromation, including the Fitness Center, pools and clubhouses, and governance, including the RWC Board and Mutuals
- **News & TV** with pages about the newspaper and TV station, and the weekly TV guide

A link to MyRossmoor.com is available on the top right of the homepage.

www.rossmoornews.com

The Rossmoor News website includes an e-edition of the newspaper that posts every Wednesday morning and information about advertising and obituaries. An archive allows residents to search the past 10 years of the newspaper.

www.myrossmoor.com
Register for access to the residents-only web portal at https://myrossmoor.com/login

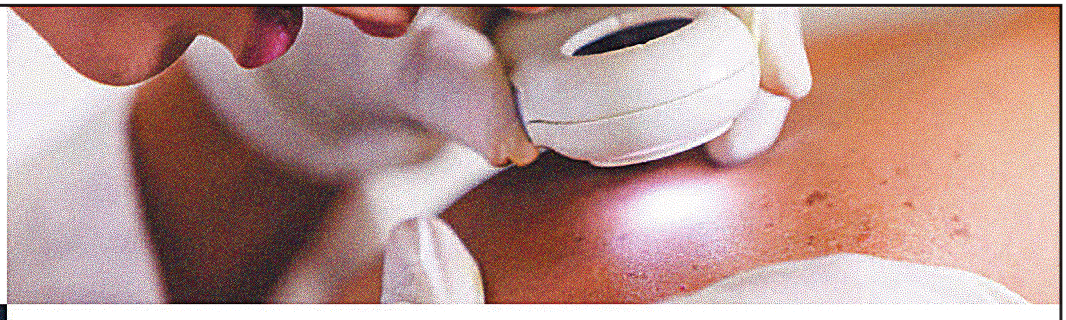
Myrossmoor.com provides self-service features for residents, including making tee times for golf, signing up for recreation classes, buying tickets for concerts and events, and purchasing excursion tickets.

There's also a bulletin board where you can select preferences and opt-in to receive emailed information from your areas of interest, including Recreation, Counseling, Rossmoor News, RWC Governance, and more. In spring 2026, myrossmoor.com will be the website dedicated to the residents.

Support for the portal is available Monday through Friday, 8 a.m. to 4:30 p.m.; call 925-988-7708 or email portalsupport@rossmoor.com

www.rossmoortv.com
The website for Rossmoor TV includes a livestream of what is broadcast on Channel 1083 and an OnDemand library of programs, as well as a schedule of programs.

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CREEKSIDE GRILL & BAR



Creekside Grill & Bar
Location: 1010 Stanley Dollar Dr. (Creekside)
Phone: 925-954-1063
Reservations: 925-949-8658
Website: www.creekside-grill.com
Hours: Monday, noon to 8 p.m.
Tuesday-Thursday, 11 a.m. to 8 p.m.
Friday-Sunday, 8:30 a.m. to 8 p.m.

Enjoy breakfast, lunch or dinner in the heart of Rossmoor. Located in Creekside Clubhouse, Creekside Grill & Bar offers a wide selection of menu choices, including appetizers, soups, salads, sandwiches and hot main course entrees, ranging from filet mignon to salmon, short ribs, lamb shank and more.



The restaurant features a spacious dining room with large windows that provide an open, welcoming atmosphere where you can enjoy a light snack or four-course dinner. Beautiful views of the golf course, a full bar and friendly staff keep customers coming back. Patio dining under heater lamps also is available.

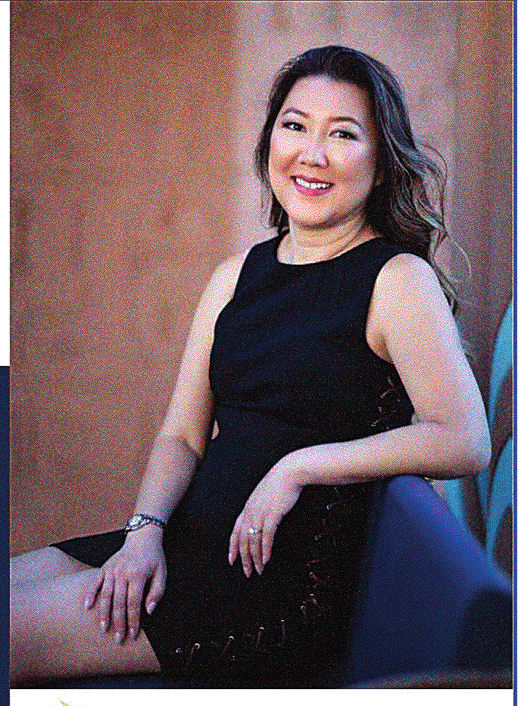
For more information, menus and specials, visit www.creekside-grill.com

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GOLF

Fees, Services, Dress Code and Clubs

Rossmoor has two courses providing 27 holes of NCGA-rated golf – the 18-hole Dollar Ranch course and 9-hole Creekside course. Both begin at Creekside Clubhouse, where there is a fully stocked golf shop and complete lakeside practice facility.

The Rossmoor golf courses are open to all residents and their guests. Reservations for golf can be made up to one week in advance on the MyRossmoor.com residents' web portal or by calling the Golf Shop.

Golf Fees

Affordable fees include annual and quarterly passes, for golfers who play regularly, and discounted "twilight fees." A complete list of the golf rates can be found on www.rossmoor.com under For Residents, Sports and Golf.



Guests

Guests must be accompanied by a resident before noon. Guests may play unaccompanied after noon. Residents are responsible for registering their guests (by calling the Golf Shop or accompanying them) and may be asked to present their resident identification cards at the time of guest registration.

Golf Shop Services and Amenities

The Golf Shop sells "Rossmoor Logo" merchandise and new and innovative products for players. Rental carts (driving and walking) are available, as are club rentals. For an additional fee, PGA professional staff provide group and private lessons.

Dress Code

All golfers must be appropriately attired at all times on the courses and in practice areas. Men must wear shirts with a collar and sleeves. Women must wear blouses with at least short sleeves or a collar. Tank tops and halters are prohibited. Shorts must be no more than four inches above the knee. Blue jeans are not permitted. Rossmoor is a soft-spike facility.

Golf Clubs to Join

Rossmoor has four golf clubs:

- Rossmoor Men's Golf Club members play both the 18-hole and nine-hole courses.
- The women have two clubs – the 18-Hole Golf Club and Nine-Hole Golf Club
- Happy Hackers are for novice golfers.

To find out more about the clubs, tournament schedule and membership, visit the website www.rossmoorgolf.com

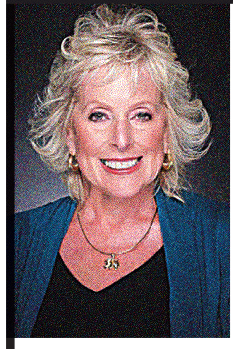
Location: 1001 Stanley Dollar Drive at Creekside complex
Phone: 925-988-7861
Email: mheptig@rossmoor.com
Website: www.rossmoor.com/residents/sports/golf
Hours: Tuesday through Sunday, 7 a.m. to 5 p.m. (until 6 p.m. during Daylight Savings Time)

Walking on the Golf Courses

Walking on the golf courses is permitted only when they are closed to play, typically on Mondays. The courses are sometimes open on Mondays for holidays and tournaments. Sign up for Nixle (see page 35) to receive messages about when the courses are closed to walkers.



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SPORTS FACILITIES

From Courts to Greens and Tables

In addition to the golf courses, Rossmoor is home to other state-of-the-art indoor and outdoor sports facilities. Here's a look at some of those facilities.

Billiards Room

• Open daily from 6 a.m. to 9 p.m. Located behind the Multipurpose Rooms at Gateway.

There are six 9-foot pool tables, one snooker table and a professional grade Diamond Pro-Am table donated by a member in memory of her husband.

Guests and children 12 years and older are welcome but must be accompanied by a resident sponsor. All players must be sufficiently competent to ensure protection of the table coverings and all equipment.

The Rossmoor Billiards Club offers organized play, tournaments and competitions against other local clubs. For more information, contact rossmoorbilliardsclub@gmail.com

Bocce Courts

• Open daily April through October from 8 a.m. to dark. Located in Sportsmen's Park at Hillside.



Bocce courts

The courts are open for use by all residents. The Rossmoor Bocce Club maintains a calendar for reservations, with priority given to club activities. See the Rossmoor Bocce Club website (https://rossmoorbocceclub.com) for the days and times of the club's league play and to join the waitlist.

There are three regulation courts. Players must remove the balls from the surface of the courts at the end of a frame for the safety of all players.

Unless a club-sponsored event, players must supply their own equipment when playing. Some rental equipment is available from the club. See the website for rules and more information about the Bocce Club: https://rossmoorbocceclub.com

ESTATE PLANNING CHECKLIST

Everything you own is considered your estate. It is very important to understand what documents you need to protect you and your spouse during your life and then to avoid probate after your death.

DOCUMENTS YOU NEED:

❑ Revocable Living Trust
❑ Will
❑ Health Care Directive, HIPAA, Living Will and Polst (for seriously ill patients)
❑ Financial Powers of Attorneys (either Statutory Power or Durable Power of Attorney)

FUNDING OF TRUST:

❑ Make sure all Real Property is in Trust
❑ Make sure Bank Accounts are in the Trust
❑ Make sure Brokerage Accounts are in the Trust
❑ Make sure you have assigned LLC's interest or Partnership to Trust

ACTIONS FOR ASSETS OUTSIDE TRUST

❑ Make sure you have beneficiaries on Retirement Accounts
❑ Make sure you have Authorized Agents on Retirement Accounts
❑ Make sure you have beneficiaries on Life Insurance

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This checklist provides only general legal information, and not specific legal advice. Information contained is not a substitute for a personal consultation with an attorney.

Lawn Bowling

• The greens schedule is Thursday through Sunday from 9 a.m. to 8 p.m. (Daylight Savings) and 10 a.m. to 6 p.m. (Pacific Standard). Located at Hillside.

The three championship lawn bowling greens are numbered one, two and three – starting with Green One outside the Mat House and ending with Green Three by the parking lot. See the green board outside the Mat House to see which green is open and what direction to play. Rain can make the greens unplayable; the answering machine at 925-937-1765 will announce greens' closures.



Lawn bowling

The Lawn Bowling Club, established in 1967, offers organized play, competition on the greens and socials. It also offers free classes for interested residents and equipment is provided. Visit the club's website at www.rlbc.net for details and to sign up. To play on Rossmoor's greens, residents must be certified, which requires completing and passing the training program.

To learn more about the club, visit the website or email rlbc2016@gmail.com

Pickleball

• Open play time slots are available on the indoor and outdoor courts daily (see schedule at www.rossmoorpickleball.net). Three outdoor courts are located at Creekside; two shared indoor courts are in the Fitness Center gym.

(At press time, construction on a new pickleball facility behind the Event Center was scheduled to start in late 2025, weather pending.)

The sport is played with a paddle and a Wiffle-type ball on a court that is 44 feet long by 20 feet wide. In pickleball, the same court is used for both singles and doubles play.

The Rossmoor Pickleball Club has three levels of play: novice, intermediate and advanced. The club uses a self-rating system that allows members to determine their own level of play and their movement between levels. Find more information about the club online: www.rossmoorpickleball.net

Table Tennis

• Non-club member residents and accompanied guests can play during open play hours as posted on the bulletin board's play schedule. Members have table priority when all five tables are in use.

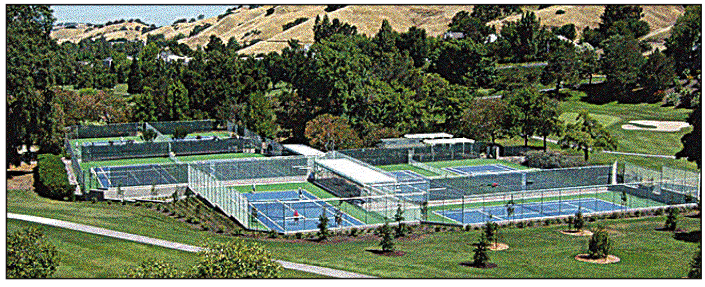
Rossmoor has a state-of-the-art, award-winning Table Tennis facility with five tables, a social area, kitchen and restrooms located next to Sportsmen's Park at Hillside.



Table Tennis Center

Visitors are welcome to observe any time. During tournament and other membership events, the clubhouse is unavailable for play. Sign-in before the start of play is mandatory. Non-resident guests must be accompanied by a resident or club member. Shoes worn in the clubhouse must be non-marking tennis shoes. Eight white balls should always be in the holster at each table before and after play.

Visit www.rossmoorttc.wordpress.com to read the full rules and learn more about joining the club.



Buckeye Tennis Courts

Tennis

• Residents are invited to join for drop-in casual play every Tuesday and Thursday morning at the tennis courts. All playing levels are welcome. Visit the Rossmoor Tennis Club's website at www.rossmoortennis.com for a schedule of upcoming events.

The Buckeye Tennis Facility is named for the buckeye grove at its entrance and includes eight tennis courts, viewing stands and a barbecue entertainment area that can seat 60. It also features a ball machine and backboard.

The courts host clinics, team practices, backboard and ball machine play, as well as the weekly casual drop-in days that allow players to hone their skills while meeting new players and potential partners.

The Rossmoor Tennis Club includes men's and women's team play, tournaments, special events and social activities. Visit the club's website at www.rossmoortennis.com to learn more.

TICE CREEK FITNESS CENTER

Equipment, Classes, Personal Training and Indoor Pools



Location: 1751 Tice Creek Drive
Phone: 925-988-7850
Email: fitnessdesk@rossmoor.com
Website: www.ticefitnesscenter.com
Hours of Operation: Monday through Friday, 6 a.m. to 9 p.m. and Saturday through Sunday, 6 a.m. to 6 p.m.

Fitness Center

Tice Creek Fitness Center is an amenity exclusively for the residents of Rossmoor and their guests. The Fitness Center is loaded with state-of-the-art exercise equipment along with covered indoor swimming pools. The Fitness Center offers personal training and group training classes, ranging from yoga, Tai chi, dance, cardio, sculpt and tone, Pilates, strength training, TRX and more.

Holidays

The Fitness Center and Tice pools close early on the following holidays: Fourth of July, Thanksgiving Eve, Christmas Eve and New Year's Eve. The facility is closed Thanksgiving Day, Christmas Day and New Year' Day.

Getting Started

Rossmoor residents are required to complete and sign a Waiver of Liability Form and PAR-Q Form (fitness and health information) prior to using the Fitness Center equipment and programs.

Free introduction sessions are offered to familiarize resients to the group exercise areas, equipment and class offerings. The sessions typically last 45 minutes to one hour. Contact the Fitness Center to find out when the orientations are scheduled.

Residents interested in membership also can sign up for one-on-one assessments with the personal trainers, who will review your medical and fitness history, discuss your fitness goals, and assess things like balance, posture and form. New members also can sign up for two hours of free personal training to begin customizing a fitness program that works for them. After the two hours, personal training can be scheduled for a fee. Members can book times for assessments and personal training at the front desk.

Personal Training

The Fitness Center offers 30-minute and 60-minute personal training sessions for a fee. Get the education and support you need to succeed, increase day-to-day performance, or come back stronger from injury. All of the Fitness Center's personal trainers are educated, experienced, and certified by an accredited sports and fitness organization. Choose from one-on-one or semi-private training sessions (two to four participants) with a trainer who is

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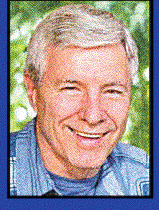


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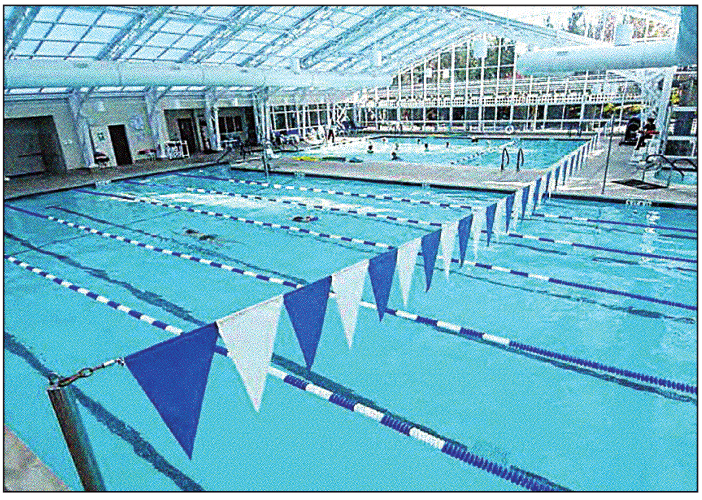
After a health and fitness professional assesses your needs, they will map a balanced plan for you that addresses mindset, movement, nutrition, and recovery. Your trainer will then coach you through workouts that will help you feel stronger every day. To find out more about personal training and the costs, contact the Fitness Center. Package plans are offered.

Classes

The Fitness Center offers a full slate of free classes, ranging from spin, functional fitness, light strength training and stretching, as well as fee-based ones such as Pilates and yoga. Many Rossmoor clubs also offer fitness classes. A schedule of classes is posted at the Fitness Center and published every other week in the Rossmoor News. Online scheduling is limited to certain classes only. For other classes, visit the front desk to sign up.

Pilates Reformer

The Pilates Reformer offers all the benefits of Pilates including overall strength, flexibility, coordination and balance. These things, in turn, lead to daily life improvements like better posture, graceful and efficient movement, and for many, it can provide relief from pain associated with physical imbalances such as back pain. To find out more about the costs of private and semi-private Pilates Reformer classes, call or email the Fitness Center.



TICE INDOOR POOLS

The year-round Tice Creek Fitness Center pool is a covered facility with a lap pool maintained at 83 degrees, a warm-water exercise pool at 88 degrees and a large spa at 102 degrees. All three pools have chair lifts to assist those who are unable to use the steps into and out of the pool.

Pool Guests

Guests 18 and older are welcome to enjoy the Rossmoor pools at any time provided they are accompanied by a resident. Everyone must follow Rossmoor rules while visiting the pools. A copy of the pool rules is available online at https://rossmoor.com/residents/pools/

Phone: 925-988-7850

Website: https://rossmoor.com/residents/pools/

Hours of Operation: Monday through Friday, 6 a.m. to 8:45 p.m., except on Thursday, 1 p.m. to 8:45 p.m. and Saturday and Sunday, 6 a.m. to 5:45 p.m. *

* Tice pools follow the same holiday schedule as Tice Creek Fitness Center

Lap Swimming

Lap Swim hours are often crowded during the summer. Residents should please share lanes with residents who are waiting to swim. There is a one-hour time limit for residents swimming laps when there are residents waiting to swim. Residents who are willing to share a lane during busy times may extend their one-hour limit. Guests have a 30-minute limit when residents are waiting.

Locker Rooms

The men's and women's locker rooms have private changing rooms and handicapped showers with benches. There are centrifugal dryers to wring the water out of swimsuits. There is a separate individual locker room for special needs residents, including those who need the assistance of a caretaker to change. Please shower in the locker room or pool area before entering the pools.



OUTDOOR SWIMMING POOLS

Hillside Pool and Dollar Pool



Hillside Pool is ideal for lap swimmers.

Hillside Pool at Hillside Clubhouse is a full-size, all-purpose pool for lap swimming, exercisers and floaters. Children under 17 are allowed during designated Family Swim times (see below). Dollar Pool at Dollar Clubhouse is a social pool kept at 88 degrees. Both outdoor pools have limited lifeguard duty, with signs posted when there is no coverage.



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1641 Tice Valley Blvd. • Walnut Creek, CA 94595

Hillside Pool

Hours of Operation: (except Tuesday when the pool is closed for cleaning until 1 p.m.)

- March 1 to Nov. 30 – weekdays, 6 a.m. to 8 p.m. and weekends, 6 a.m. to 6 p.m.*

Dollar Pool

Hours of Operation: (except Wednesday when the pool is closed for cleaning until 1 p.m.)

- March 1 to Nov. 30 – weekdays, 6 a.m. to 8 p.m. and weekends, 6 a.m. to 6 p.m.*

Website for Both: https://rossmoor.com/residents/pools/

* Hours are subject to change

Holidays

The pools close on the same holiday schedule as the Fitness Center (see Page 51).

Family Swim

Family Swim hours at Hillside Pool are 11 a.m. to 1 p.m. weekdays (closed Tuesday until 1 p.m. for cleaning) and 11 a.m. to 2 p.m. weekends/holidays.

Weekday Family Swim will have at least two lap lanes open for swimmers from 11 a.m. to 1 p.m. On weekends, at least one lane is open until Memorial Day weekend. All lanes are closed from Memorial Day to Labor Day weekends for weekends and holidays.

Pool Guests

Guests 18 and older can enjoy the Rossmoor pools at any time when accompanied by a resident. Everyone must follow Rossmoor rules while visiting the pools. Children 17 and younger must be monitored at all times while using the facilities. Find a copy of the pool rules online at https://rossmoor.com/residents/pools/

Locker Rooms

The locker rooms have private changing rooms, handicapped showers and centrifugal dryers. There is a separate individual locker room for special needs residents, including those who need the assistance of a caretaker to change.



Dollar Pool is for social swimmers.

ROSSMOOR TRANSPORTATION

Dial-A-Bus, Shared Ride Service

Rossmoor buses operate within Rossmoor and Downtown Walnut Creek. Riders must call at least one hour in advance to request a ride. Rides are scheduled on a space-available basis, and the service schedule is subject to change. On holidays, service hours are limited, and rides must be scheduled the business day in advance. There are no out-of-pocket fees for this service.

The Dial-A-Bus service areas include destinations in the Rossmoor community, Rossmoor Shopping Center, and scheduled trips to our downtown service area at specific times. Dial-A-Bus picks up at your street side entry.

All buses are equipped with wheelchair lifts. Please alert dispatch if you require assistance.

Bus Information: 925-988-7670

Email: buses@rossmoor.com

Office Hours: Monday through Friday, 8 a.m. to 4:30 p.m.

Dial-A-Bus Service: 925-988-7676 (call at least one hour in advance to request a ride). For current schedule, call 925-988-7670 or visit www.rossmoor.com/transportation



Downtown Service

The downtown route is as follows:

1. BART *
2. Target *
3. Locust/Lesher RCA *
4. Locust/Peet's
5. S. California/CVS/Genova *
6. Kaiser/Newell *
7. S. Main/Chase Bank
8. S. Broadway/Safeway *
9. Whole Foods/Broadway and Newell
10. Trader Joe's *
11. Locust/Olympic

* Paratransit stops

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PARKS & TRAILS

Parks, Gardens, Vistas and Trails In and Around Rossmoor

Of Rossmoor's 1,800 acres, about 700 are preserved open space. There are local parks to stroll, botanical gardens to visit and vistas to take in views of scenic Tice Valley, Mt. Diablo and beyond. For those seeking adventure, there are more than 9 miles of trails to explore as part of a trail system that connects with Las Trampas Regional Park. (Please note that trails may not be suitable for inexperienced hikers.)

For maps of the parks and viewpoints and trails, visit www.rossmoor.com, For Residents, Resident Services and Landscaping and click on Exploring Rossmoor Parks and Trails.

Here's a closer look at some of the parks, gardens and scenic spots:

Parks

Birdwatchers Park: On Tice Creek Drive at Avenida Sevilla, it's across the street from the Rotary Peace Park. There are twisting pathways that lead to spots near the creek. Benches invite park goers to sit and watch for birds.

Buckeye Grove: Located at Tice Creek Drive and Avenida Sevilla, residents can enjoy several native Buckeye trees as they walk. The paved walkway has several benches leading up to the tennis courts for residents to relax.



A group of dogs play together inside the Dog Park near the Fitness Center.

Dog Park: At the back of the Tice Creek Fitness Center parking lot, it's open daily from 8 a.m. to dusk, except early Thursday morning for cleaning. Visitors enjoy watching their dogs play and socializing with other dog owners. Guests are asked to be mindful of neighbors and curb their dogs' barking.

Dollar Park: Nestled in the oak trees next to Dollar Clubhouse, Dollar Park offers sectioned picnic areas, nearby restrooms and plenty of shade. The park also features an outdoor stage, where concerts are frequently held. Parking is available in front of Dollar Clubhouse. The picnic areas can be reserved through the Recreation Department for a fee.



Iris Park in Rossmoor

Fairway Park: Stretching along Tice Creek Drive between entries 5 and 6, the narrow park has a pathway that's parallel to a fairway. Sit on one of the benches and enjoy the scenery or watch the golfers. Nearby parking is along Tice Creek Drive.

Iris Park: Extending down Golden Rain Road from Entry 1 to Tice Creek Drive, it's a raised barrier that is a buffer between this busy spot and the Lakeshire neighborhood. It's hidden from view on Golden Rain Road by oleanders. In a pretty setting among red, white and pink flowers and green shrubs, there's a bench to sit on and take in the view. The Iris Garden, which is located here, inspired residents to rename the park, formerly known as Berm Park. The garden is best visited in May.

Rotary Peace Park: Located at Tice Creek Drive and Avenida Sevilla, it has paved pathways up to the top of the park, where residents can enjoy views of golfers at play as well as the Rossmoor valley. Parking is nearby at Buckeye Grove or along the street.

Shady Glen Park: Also located at Hillside, near Sportsmen's Park, this park, as its name implies, is a shady spot to enjoy a picnic.

Sportsmen's Park: Located off the lower parking lot at Hillside, a paved pathway leads to nearby restrooms and into the park's picnic areas. This is a park for large groups and features a barbecue area. The picnic area can be reserved through the Recreation Department for a fee. It's adjacent to bocce

courts, which can be reserved.

There are lots of picnic tables and benches as well as barbecues, though use of those are restricted on Red Flag Warning days, per RWC policy.

Scenic Spots and Other Gardens

Sage Garden: Located on the northeast corner of Stanley Dollar and Tice Creek drives. Typically, the garden is in bloom from late spring through early fall.

Lavender Garden: Sitting in the southwest corner of the back parking lot at Gateway, the garden is best visited in June.

Lions Point: Located on Golden Rain Road, opposite Entry 20, it offers sweeping views of downtown Walnut Creek and beyond. The view area can be hard to spot – look for the sign and crosswalk. Park on Golden Rain Road.

Where is Rossmoor's Labyrinth?

The labyrinth is located on an eastern hillside just off Saklan Indian Drive. From Rossmoor Parkway, turn on to Saklan Indian Drive. The entrance to the labyrinth is about a half-mile from Rossmoor Parkway and Saklan Indian. Go up past the Eagle Ridge sign. From the sign, the entrance is about 2/10ths of a mile.

The entrance is on the right where there is a paved fire road with a chain blocking driver access. There is a sign that says "trail" and "labyrinth." It is a short walk up the fire road to the labyrinth. It is under the oak trees at the top of the hill on the right. If driving up, do not block the street or homeowners' driveways when parking.



Sportsmen's Park at Hillside includes covered picnic tables and a grill.

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COUNSELING

Short-Term Counseling, Resource Referral, Support Groups, Community Education

The goal of Rossmoor Counseling Services is to help residents achieve maximum life satisfaction and maintain their independence. The department offers no-fee, confidential services and is staffed by licensed counselors with professional training and expertise in the field of gerontology. It provides residents and their families caring support during challenging times. All consultations are confidential.

Services Provided

Counseling assists residents by providing brief psychotherapy, support groups and brief couples counseling. The department also sponsors the Optimum Wellness lecture series and special events. Forms such as POLST, Advanced Healthcare Directive and The Five Wishes are available from Counseling.

Information and Referral

The Counseling Office provides a variety of resources for residents, such as information on in-home care support, dementia information, caregiver support, meal delivery services, fall prevention and other community services to help seniors age in place.

Counseling Services works with the Rossmoor Fund to assist residents in applying for emergency financial aid for unexpected events.

Life Transitions

Counseling Services can help residents with their recent move, long-term care planning, bereavement, retirement issues, loss of identity and self-esteem, stress of caregiving and relationship issues.

Location: Gateway Clubhouse

Phone: 925-988-7750

Email: counseling@rossmoor.com

Hours of Operation: Monday through Friday, 8 a.m. to 4:30 p.m.

After Hours: Leave a message in the confidential voicemail and calls will be returned during office hours. For immediate assistance or if experiencing a psychiatric emergency, call 911 or 211.

ROSSMOOR FUND

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– Caregiver Respite Funding
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Available to all qualified Rossmoor residents
via Rossmoor Counseling Services **(925) 988-7750**
and
www.rossmoorfund.org (925) 567-FUND

COMPUTER CENTER

Operated by Computer Club at Gateway Clubhouse



The Computer Club staffs the Computer Center, which has public access computers (Windows PCs and Macs) available for any resident, family member or friend.

Drop-in technical support for Windows, Mac, smartphones (Android and Apple) and Apple watches is available for all residents. See website for support service schedule.

The Computer Club also provides free in-home technical support for computers, printers or internet connectivity issues (available only to Computer Club members within Rossmoor).

Hour-long "Flash Classes" are offered in-person or via Zoom. Classes focus on narrowly defined topics, with new classes scheduled monthly (available only for Computer Club members). To learn more about the Computer Club, visit www.caccor.com

Location: Gateway Clubhouse, 1001 Golden Rain Road

Website: www.caccor.com (click on Gateway Center)

Hours of Operation: Monday through Friday, 10 a.m. to noon and 1:30 to 3:30 p.m.

Additional Services in the Computer Center

- **Answers** to general computing questions.
- **Copy services and print documents** (charge is 10 cents/printed page).
- **Faxing services** (no charge for fax; $1 for confirmation page).
- **Scanning services** (no charge).
- **Membership processing:** Sign up/renew, pay dues.
- **Event information and registration assistance:** Flyers about classes, seminars and special events are available.
- **Internet searches:** A volunteer will conduct an internet search for those wanting assistance.
- **Email assistance:** For those without their own email account, the Center will send an email on that person's behalf, and contact the sender should a reply be received.

EV CHARGERS

Charging Stations in Rossmoor

Rossmoor EV Chargers are available at Gateway Clubhouse, the Event Center and Tice Creek Fitness Center. Each location features 10 chargers.

Maps showing the Rossmoor locations of the EV chargers and instructions for signing up for a Wevo account are online at https://rossmoor.com/ev-charging-stations-in-rossmoor

Getting Started

EV owners who wish to use one of the chargers need to sign up for a Wevo account online at https://tinyurl.com/wevo-rossmoor. Once registered, email CETO&M@pge.com to request that a free Wevo RFID card be mailed to you. (Even when the chargers are offline, EV drivers can use their RFID card to activate the charger.)

Visitors who want to use the chargers can scan the QR code on the charger sticked using their phone's camera. They will be prompted to verify their phone number and enter their credit card.

Need Help?

Customers who encounter any difficulties while using the Rossmoor EV Chargers can email the PG&E support team at CETO&M@pge.com

High-speed Chargers

There are no high-speed chargers located in Rossmoor, but you can find some in the Rossmoor Shopping Center just outside the gate.

EV Charging Hours

The parking rules for the EV charging stations are as follows:

- **Gateway and Fitness Center**: 6 a.m. to 5 p.m., open to all vehicles; 5 p.m. to 6 a.m., reserved for electric vehicles that are charging.
- **Event Center**: 5 p.m. to 10 p.m., open to all vehicles; 10 p.m. to 5 p.m., reserved for electric vehicles that are charging.

HOBBY STUDIOS & GARDEN

Art and Hobby Studios at Gateway, Rossmoor Garden

All of the Rossmoor Hobby Studios are located at the Gateway Clubhouse surrounding Peacock Plaza.

Rossmoor Sewing Studio

Hours of Operation: Daily 9 a.m. to 5 p.m. with open studio hours daily (see website for days and times)

Website: www.rossmoorquilters.com/visit-us/schedules

The Sewing Studio has open hours except when the Rossmoor Sewing Arts Club specialty groups meet. Contact the club for more information about the following groups:

- Needleworkers: Mondays, noon to 4 p.m.
- Knitters & Crocheters: Wednesdays, 9 a.m. to noon
- Stitchers: Thursdays, 9 a.m. to 1 p.m.
- Quilters: All Quilters, Fridays, 9 a.m. to 5 p.m. and Donations Committee, first and third Mondays, 10 a.m. to noon
- Garment Sewers: First Tuesday, 3 to 5 p.m.
- Fiber Artists: Second Thursday, 3 to 5 p.m.

Ceramic Arts Club Studio

Hours of Operation: Daily 7 a.m. to 8 p.m. for Ceramic Arts Club members and their guests (except when cleaned by custodial)

Website: www.rossmoorceramics.com

Ceramic Arts Club (CAC) members may use the Ceramic Studio's work tables and potter's wheels on a first come first served basis. Clay is available for purchase by CAC members. The club offers members classes and workshops as well as demonstrations and special events.



CAC membership is open to Rossmoor residents only. To join the club, residents must attend an orientation class, which is held twice a year and includes four sessions. Orientation classes can fill up quickly. If there are more than 16 applications, a registration lottery is held to determine the class participants.



Lapidary and Jewelry Studio

Hours of Operation: Monday through Thursday, 9:30 a.m. to 3:30 p.m.

Website: www.rossmoorlapidary.com

All residents can join the Lapidary Club, and everyone is free to visit the studio and purchase items from the display windows. Members can participate in a variety of lapidary and related disciplines, including lapidary/stone cabochons, fused glass, stained glass, mosaics, metal work and beading. Studio equipment and tools are available for member use after training and show of proficiency.



The club holds two meetings, several annual social events and periodic classes for members.

Rossmoor Arts Studio

Hours of Operation: See website for classes, demonstrations and open studio times

Website: www.rossmoorart.com

Rossmoor Arts Association (RAA) has two art studio spaces. Studio 1 is a large room where art demonstrations are held on most first Wednesdays from 1 to 3 p.m. Studio 2 is a small space for classes and live model figure drawing or painting. The studios include adjustable tables, easels, light tables, mat and paper cutters.



RAA offers a wide range of classes for all skill levels, as well as lectures and demos, soirees and movies. The club also offers a juried show at Creekside and exhibit at Gateway. For more about the club, classes, events and studios, visit www.rossmoorart.com

Woodshop

Hours of Operation: Monday through Friday, 9 a.m. to 4 p.m., excluding holidays

Website: www.rossmoorwoodshop.com

Any Rossmoor resident can use the Woodshop. A Woodshop supervisor is always on duty to provide assistance. Residents can submit work orders or resident projects (with or without assistance). A safety training program is provided. Forms are available in the Woodshop.

The Woodshop has multiple work benches, two table saws, two miter saws, two band saws, one router table, two drill presses, one jointer, one planer, one mortising tool, one scroll saw, one large and one small lathe and five sanders.

Knife sharpening services are available for residents for a nominal fee; the schedule is posted on the Woodshop door and published in the Rossmoor News.

Rossmoor Community Garden

Run by the Rossmoor Garden Club, the community garden is located outside the gate along the west side of Tice Valley Boulevard. It is open to club members and residents with garden lots and is accessed by an automatic gate that requires a code.

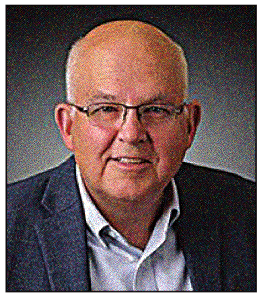


Full lots are approximately 300 to 350 square feet and are home to flowers, plants, fruits and vegetables grown by residents. The club maintains a waiting list for when lots become available. All lots require payment of an initiation fee and annual dues.

For more information, visit www.rossmoorgardenclub.org or email rossmoorgardenclub@gmail.com

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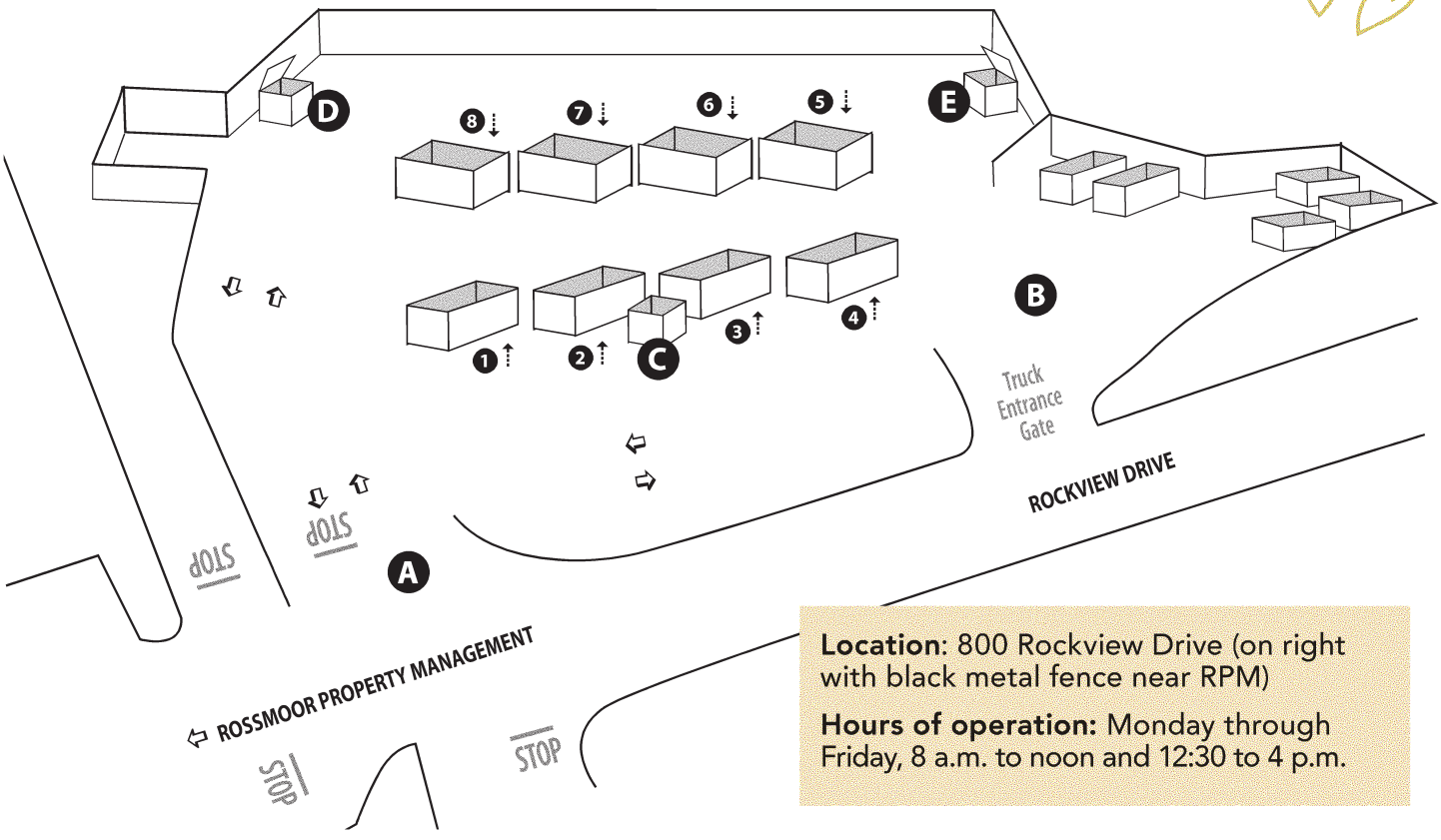
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Your donations support patient care in Rossmoor.



ROSSMOOR RECYCLE YARD



Location: 800 Rockview Drive (on right with black metal fence near RPM)

Hours of operation: Monday through Friday, 8 a.m. to noon and 12:30 to 4 p.m.



A This is the entrance residents should use to access the the Recycle Yard off Rockview Drive.

B No resident access. Truck entrance gate for staff and RWC contractors only. Concrete, dirt and asphalt recycling.

C Box for household batteries only

D Compost container for residents

E No resident access to landfill dumpsters. For staff or RWC contractors only

Station 1: Flat, clean cardboard, packing paper and books.
Station 2: Mixed construction debris for RPM vendors. This is not for personal contractors or residents doing remodels. That debris must be taken out of Rossmoor.

Station 3: Mixed construction debris, metal and wood, including furniture that does not contain fabric or plate glass.

Stations 4 and 5: Wood only. Wood can contain nails but nothing else.

Stations 6, 7 and 8: Green landscaping waste used by staff and RWC contractors

Vehicles should enter or back up to designated stations, not park parallel to them.

Additional Guidelines

- When cones and chains are present, station is closed because it is full.
- Attendant cannot assist with unloading recyclables.

RECYCLING IN ROSSMOOR

Disposing of Medical, Sharps and E-Waste

Medical Waste Disposal

Do not dispose of medicines in the toilet or sink because they cannot be removed from wastewater and enter directly into the environment.

Drop-off collections boxes are available in the front lobby of Gateway Clubhouse. The beige, tamper-proof box is labeled Rx drop-off and is for pill or capsule form only. Vitamins are accepted. Pills can be left in their original prescription bottles with labels removed. Liquid medications and needles cannot be put in this box. Trilogy MedWaste Collection retrieves and destroys the medications.

Sharps/Needles Disposal

Used medical needles (sharps) cannot be placed in household garbage. Dispose of sharps in the red box in the front lobby of Gateway Clubhouse. Only dispose of sharps in a sealed container designed for needles; follow the instructions on the box.

Mattress Pickup

Call Bay Area Recycling at 925-465-5576. There is a charge (see https://mybarc.org/pricing).

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Rapid Recycle

Phone: 925-671-9008

Website: https://rapidrecycle.net

Call: Monday through Friday, 9 a.m. to 5 p.m. for residential pickup

E-Waste Residential Pickup

Most materials are picked up by Rapid Recycle for free (except those listed with fees below; fees are subject to change). Accepted materials must be placed in easily accessible outside locations, such as by the trash enclosure (please don't block access to the enclosure) and will be picked up between 9 a.m. and 4 p.m. on the scheduled date. A minimum of 10 appointments that day is required for the truck to pick up items

Items that can be picked up:

E-Waste: Anything with a cord or that needs a battery (but not batteries, which can be dropped off at the Recycle Yard)

Metals: Small (maximum of 5 feet) and items made predominately of some type of metal, such as small tables, chairs, decorative items, tools and scrap metal. They do NOT accept aluminum cans.

Televisions: All CRT (old style) and flat panel televisions are acceptable at no charge. The state's recycling program limits the number of televisions one person can recycle to no more than four televisions every 6 months. For each TV, the responsible resident must provide a name, address and contact phone number, as required by the state. All large, projection-style and plasma televisions require a handling fee per television payable by the individual resident. (Payment arrangements will be made at the time of scheduling).

Computers: Including all peripherals, monitors, printers, keyboards, mouse, cords, etc.

Other electronics: Radios, receivers, phones (any type), electronic games, smoke detectors (battery removed), etc. All wires, cords, strings of holiday lights or similar.

Appliances: (Pick-up fee is required) Refrigerators, freezers, air conditioners, stoves, ovens, ranges, dishwashers, washers, dryers, microwaves, water heaters and cooktops. All units must be disconnected, drained, emptied, etc. and easily accessible for removal. Payment arrangements will be made during scheduling. Call for current rates.



RecycleSmart is Rossmoor's local resource for waste prevention, recycling and composting programs and services for residents, businesses and schools in central Contra Costa County, through contracts with Republic Services and Mt. Diablo Resource Recovery.

SB 1383 requires everyone in California to compost.
Collect all food scraps, uncoated food-soiled paper, and plant or flower trimmings, and toss them into the green organics cart — it's that easy! Republic Services turns your scraps into compost! Food scrap pails are available at the RPM front desk Mon.-Fri. between 8:00 a.m. and noon.

RecycleSmart.org

Scan for resources and tips!

ROSSMOOR TRASH & RECYCLING

Trash Enclosures, Extra Charges, Where to Take Your Stuff

Trash Enclosures

The trash enclosures in entries are large enough to handle only everyday trash. For items from spring cleaning, moving in, moving out, or redecorating, please discard outside of Rossmoor. Ads for trash haulers are in the Rossmoor News. Large cardboard can be flattened and taken to the RPM Recycle Yard.



A trash enclosure in Rossmoor

Extra Charges

Charges for trash violations can increase the coupon. The Mutual can be charged extra when any of the following happens:

- Anything in the enclosure is not in a bin. (Don't put items on ground or on top of bins.)
- Incorrect items are put in Recycle or Compost.
- Bin lids do not completely close.
- Recyclables are bagged in paper or plastic.

Illegal dumping?

- Immediately call RPM at 925-988-7650
- After hours call Securitas at 925-988-7899

Provide as much information as possible (dumper's name, car license, manor number, items dumped and who saw it.

Where to Take Your Stuff

Hazardous Waste

The Household Hazardous Waste Collection Facility at 4797 Imhoff Place, Martinez, is free for Contra Costa residents. Open Monday through Saturday from 7 a.m. to 2 p.m. (hours are subject to change). No appointments needed. Photo ID is required. Call 1-800-646-1431 for more information.

The facility can accept up to 15 gallons (or 125 pounds) of hazardous waste per visit in containers no larger than five gallons. Place waste in trunk or truck bed and remain in your vehicle unless staff asks you to open or close the trunk or tailgate.

Items taken include:

- Ammunition and fireworks
- Automotive products and tires
- Cooking oil (in sealed container)
- Gardening chemicals
- Household cleaners and solvents
- Mercury thermometers
- Paint
- Propane cylinders
- Unused matches

Lions Club

The club collects eyeglasses, hearing aids and plastic tags (as on loaves of bread) in a small box near the Woodshop at Gateway.

Contra Costa Transfer Station

The transfer station at 951 Waterbird Way, Martinez (Monday through Saturday, 8 a.m. to 4 p.m.) accepts bikes, rugs, furniture, sand, concrete, rocks and construction debris.

Smoke Detectors

Mail to the manufacturer, whose address is on the back of the detector.

Donate

Area thrift shops take books and DVDs, clothes, small furniture, household items, collectibles and medical equipment.



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925-988-7861

SORTING TRASH IN ROSSMOOR

Compost, Landfill and Recycling

Composting

Receive a free kitchen composting pail from the front desk at RPM (800 Rockview Drive)

The following go into Compost bins:

- Yard trimmings
- Dairy products
- Food-soiled paper
- Fruits and vegetables
- Breads
- Meat and seafood

The following do NOT go into Compost bins:

- Plastic
- Metal
- Diapers
- Glass
- Pet waste

Tips for Compost

- Line kitchen pail with paper towels or newspaper to help keep the pail clean.
- Before putting food scraps in the green Compost cart, wrap them in newspaper, a paper bag or BPI-certified compostable bag
- Dry compost can be loose (pizza box, leaves, pine needles, napkins, paper towels, plants).
- Compostable plastics, such as cold cups and utensils, do not break down completely in the Republic Services compost process. These plastics should go into the landfill cart.

Landfill

The following go into Landfill carts:

- Plastic utensils
- Juice pouches
- Snack wrappers
- Styrofoam
- Packing peanuts
- Chip bags
- Broken dishware
- Pet waste
- Diapers.
- Plastic bags, caps and lids also go in Landfill.

The following do NOT go into Landfill carts:

- Recyclable items
- Electronic items
- Sharps
- Medicine
- Batteries
- Fluorescent bulbs
- Motor oil and filters
- Hazardous materials

Recycling

The following go into blue Recycling carts:

- Metal
- Paper
- Glass
- Cardboard
- Empty, clean and dry plastic containers (#1-7)

The following do NOT go in Recycling carts:

- Food scraps
- Paper towels
- Wood
- Hot ashes
- Batteries
- Garbage
- Green waste
- Styrofoam
- Hazardous waste
- Electronics

Tips for Recycling

- Put everything loose in Recycle bins
- Recycle nothing smaller than a credit card. Small items can jam machinery or fly out and hurt workers.
- Check Rossmoor phone book for more tips.



Sort trash between the three available bins (from left): Landfill, Recycling and Compost.

PROTECTING YOUR PIPES

Advice from Central Contra Costa Sanitary District

Whatever goes down drains in your home enters a system of sewer pipes, pumps and wastewater facilities. The treated wastewater is eventually discharged into Suisun Bay or recycled. Pipes and pumps also can be clogged by items not intended for disposal in drains.

Sink Drain and Garbage Disposal

Never allow these to go down the drain or garbage disposal:

- Grease
- Fat, lard or shortening
- Meat or meat drippings
- Butter and margarine
- Soups and sauces
- Produce stickers
- Bones
- Greasy/fatty foods
- Frying oil
- Salad oil
- Dairy products
- Coffee grounds
- Egg shells
- Nuts

Also never dispose of chemicals, solvents, pesticides or paint products down the drains or in the trash. Bring them to the household hazardous waste collection facility.

Other advice: Scrape food into the trash before washing pans and dishes. Pour cooled grease and cooking oil into a disposable container, freeze to harden and put it in the trash. Feed small amounts into the garbage disposal while running cold water (use compost for most food scraps)

Toilets

Flush ONLY human waste and toilet paper. Put these in the trash, never in the toilet:

- Disposable wipes (even if labeled "flushable")
- Feminine hygiene products
- Condoms
- Disposable diapers (even if labeled "flushable")
- Paper towels
- Cigarette butts
- Dental floss
- Cotton swabs
- Cat waste and litter (even if labeled "flushable")

Also never flush or pour unwanted medication down a drain. Bring them to a pharmaceutical collection site for free, safe disposal.



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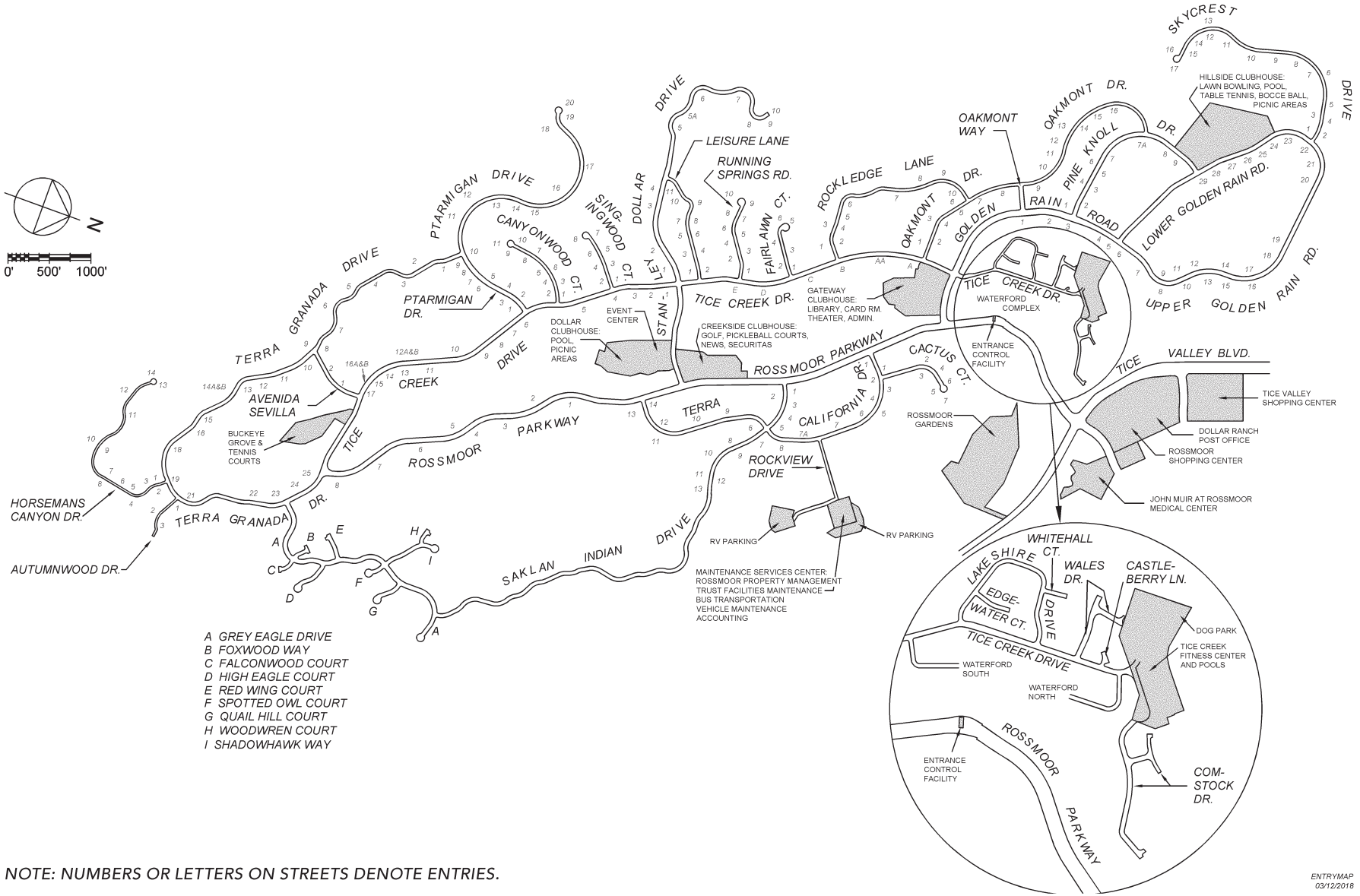
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ROSSMOOR STREET MAP

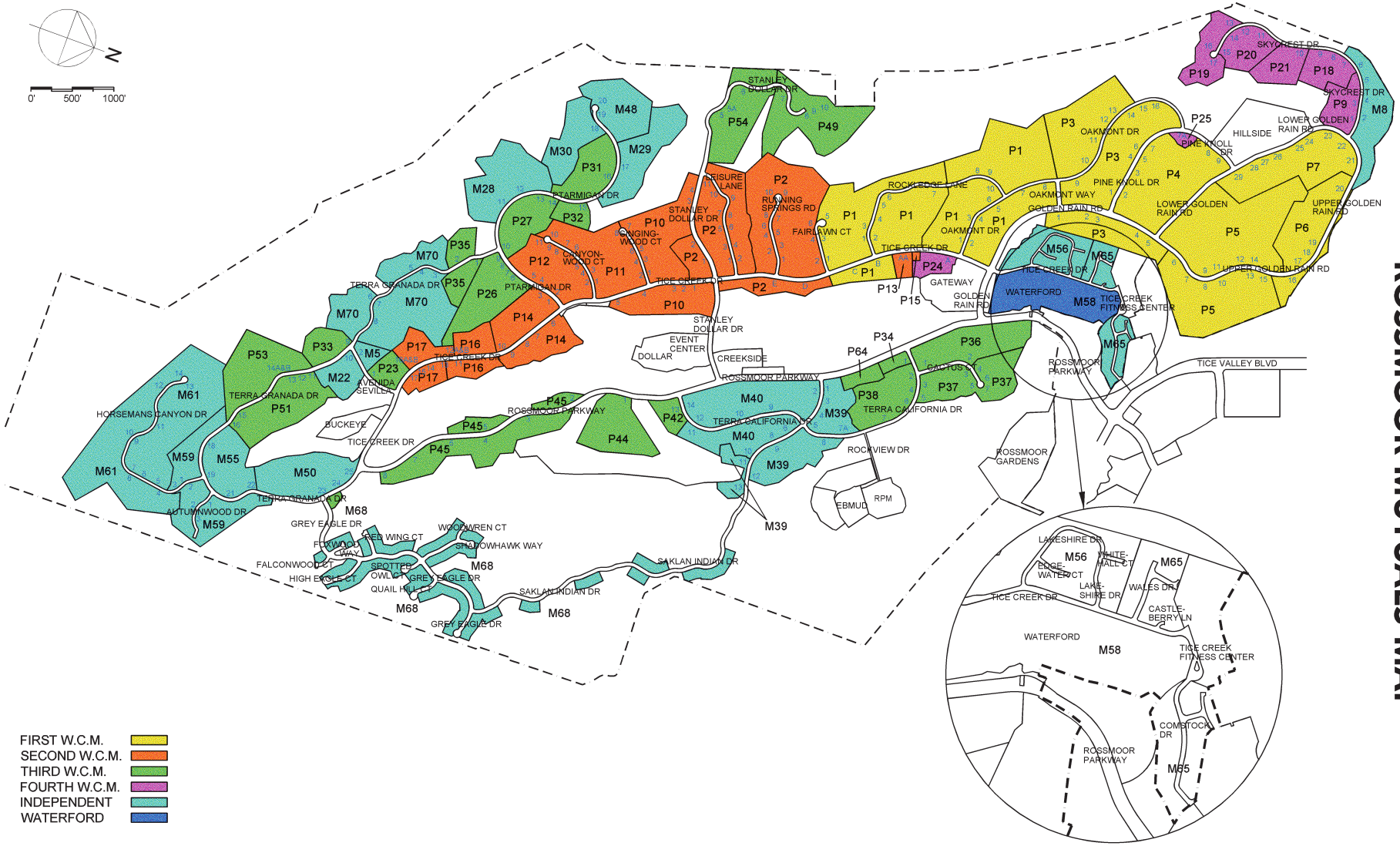


NOTE: NUMBERS OR LETTERS ON STREETS DENOTE ENTRIES.

LARGER MAP AVAILABLE: www.rossmoor.com/rossmoor-map

ENTRYMAP
03/12/2018

ROSSMOOR MUTUALS MAP



LARGER MAP AVAILABLE: www.rossmoor.com/rossmoor-map

BUYING OR SELLING?



Photo by Todd Taylor

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Walnut Creek, California 94595

DRE #02063075

My name is Linda Register, and I'm a realtor in Rossmoor. Living here allows me to guide sellers and buyers through the Rossmoor sale process. I provide sellers with up-to-date market and pricing data and help prepare their homes with stagers, maintenance, and other professionals. For those seeking independent senior living options in Northern California, I emphasize personal service, communication, and guidance for their important decisions. I enjoy the mild climate and numerous activities available in Rossmoor's gated community, and I love helping people discover the possibilities of living in this wonderful region.

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Kailani at the 2025 Women's Golf Tournament. Pictured with Rossmoor Realty's Owner Barbara Russell handing out Arnold Palmers and T's.





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Kailani proudly supports and sponsors the Pickleball Club and received an appreciation award from the Pickleball Club in 2025. Pictured with Lu Lynn de Silva (left) and Carol Cerioni (right).

For All Your Real Estate Needs Call or Text

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