

SECOND WALNUT CREEK MUTUAL

CONTACT INFORMATION

The Board of Directors is a policy board; i.e. it does not generally handle day-to-day operations of the SWCM and its 236 buildings, including 1,387 residential units housing upwards of 2,000 persons. Instead, day-to-day matters are handled, in the first instance, by its property manager, the Mutual Operations Division (MOD).

GENERALLY, it is best to first contact MOD before contacting the Board of Directors. If the matter is not satisfactorily resolved by MOD, the Member may appeal to the Board of Directors. Also, if the communication is about policy matters including enforcement of SWCM rules, the first communication may be directly to the Board, preferably by email to swcm@rossmoor.com (see below).

Alterations and Resales:

- Information - Sharon Fees - (925) 988-7660
- alterations@rossmoor.com
- resales@rossmoor.com
- Chief Inspector - Bill Parsons - (925) 988-7638
BParsons@rossmoor.com

Building Maintenance:

- Work order Desk (925) 988-7650
- workorder@rossmoor.com - For situations that do not require an appointment, such as exterior maintenance.
- Information and concerns - Tom Huber - (925) 988-7687
- Building Maintenance Coordinator - Nancy Bunch (925) 988-7683
- For any concerns that you feel have not been addressed by Staff
Please contact Mark Marlatt, Manager at mmarlatt@rossmoor.com

Landscape Maintenance Requests:

MOD Work Order Desk 988-7650

workorder@rossmoor.com

The following issues should be reported directly to the work order desk by the resident.

- * Irrigation issues (breaks, leaks, geysers, dry spots in lawns)
- * Shrub pruning requests
- * General cleanup (leaves, tree debris, sidewalks)
- * Plant health issues
- * Weeds

Plant Replacement Requests:

Email is preferred: swcm@rossmoor.com

Alternatively, in writing to Board office at the address below. Lastly, by telephone to Board office at number below.

Plant replacements take place in winter when the weather is cool and plant loss is minimized. We will collect requests throughout the year and then prioritize and schedule them in an efficient manner. We only replace plants where there is currently irrigation and the 'gap' in plantings is at least 4'x 4' square.

Major requests; e.g., for landscape makeovers, turf renovation or plant replacements of more than 5 plants are collected by the Board Landscape Representative (Michael Stotter) and addressed according to priority, condition and budget each calendar year. Requests for landscape renovations for the following year will be accepted in August-September.

BOARD OF DIRECTORS

The preferred method of communication is by email to swcm@rossmoor.com. This is most efficient for residents, staff and directors. It allows distribution to the appropriate person or department and a quicker response. It also facilitates continuing communication on the issue.

If you don't use email, written correspondence sent to the address below or delivered to the Board office are acceptable. As a last resort, a telephone call to the Board office at the number below. Please keep in mind that our administrative assistant serves more than our Mutual and often has a large backlog that affects response times. If you leave a voicemail, please give your name, address and a brief description of the issue, as well as your email address if you have one.

Contact Board Members:

1. Residents' Forum at regular Board meetings generally held monthly on the next to the last Thursday of the month (but not in October or December) in Peacock Hall and at the annual meeting generally held on the second Tuesday of October. See Rossmoor News for announcement of each meeting.
2. By telephone or email. Directors have different preferences about which to use. All would prefer your initial contact to be to **swcm@rossmoor.com** Directors are volunteers and may not always be available. The volume of voicemails and emails may be overwhelming at times.

Here are the telephone numbers listed in the Rossmoor phone book:

Sandy Skaggs	925.954.9475	swcmpresident@gmail.com
Barbara El-Baroudi	925.937.6220	elbaroudi@comcast.net
Mark Fehlig	770.363.5974	WA6NGC@arrl.net
Frank Mansfield	925.930.6704	rktek3@comcast.net
Michael Stotter	408.836.4260	stotter@sbcglobal.net

BOARD OFFICE

1001 Golden Rain Road
Walnut Creek CA 94595

Administrative Assistant: Anne Paone

Email for SWCM: swcm@rossmoor.com

OFFICE: 925.988.7775