

Alterations at Rossmoor
F.A.Q.
(Frequently Asked Questions)

Q. Where can I pick up an Alteration Application to fill out? I want to get started on the process.

A. You can't! There is no application to fill out. What you FIRST need to do is submit all required information. Once that is done, a unique application will be created in our software system which you will simply need to sign.

Q. How do I know what information I need to provide?

A. View our YouTube videos by clicking this link:

https://www.youtube.com/channel/UCUzU3eXz_faPKOuibz6Zs7w/playlists

There, you can view five brief videos that explain what information is required.

Minimally, all jobs require the following:

- Contractor Name, Contractor License Number, and Contractor Insurance Certificate
- Scope of Work (meaning, the contract) from the Contractor
- Floor plan and/or drawings, if needed

Q. I have gathered all the necessary information. How can I submit it?

A. You can email all the information to alterations@rossmoor.com or you may drop by the Alteration and Resale Office located at 800 Rockview Drive, Monday—Friday, 8 am—12 noon.



Q. How long does it take to get my application approved once I submit all the required information and have signed the application?

A. Average turn-around is 10 – 14 business days.

Q. May the work start before I obtain approval?

A. No. Any work that commences prior to approval will be subject to a red tag and delays and, if the nature of the work requires a Walnut Creek permit, fines may also be levied by the City.

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Q. How will I know when my application is approved and able to obtain the permit?

A. Our team stays in touch with you via email throughout the whole process — alterations@rossmoor.com. You will receive an email notification stating that the application is approved. The email will also tell you about permit fees and next steps.

Q. Talking about permit fees, what forms of payment do you accept?

A. We accept check (made out to “GRF”), Visa, and Master Card payments. Check payments may be placed in our secure black Drop Box and credit card payments may be made over the phone.

Q. My A/C and Furnace are busted. I have no heat or air. How long does it take to get an HVAC application approved?

A. Standard A/C units and Furnaces are approved immediately once all required information is received. Mini-split installations take 10 – 14 days for approval.

Q. Does flooring require a Rossmoor Permit, even if it is “like for like”?

A. Carpeting does NOT require a Rossmoor. All other flooring installations do, even “like for like”.

Q. Does a screen door need approval?

A. In general, yes. If there currently exists a screen door AND it was formerly permitted, then a new Rossmoor permit is NOT needed.

Q. What about exterior lights that I control from a switch inside my Manor, do those need a permit?

A. Yes, ALL alterations that affect the outside aesthetic of the building require a permit. If you have the Handy Man Service, you can call for an appointment AFTER you obtain the Rossmoor permit. Simply supply a photo of the fixture you intend to have installed to the Alteration and Resale Department and pay the minimal processing fee of \$35.

Q. Where else can obtain information about Rossmoor Alterations?

A. Great Question! Go to the Alteration and Resale webpage at Rossmoor.com by clicking below:

<https://rossmoor.com/residents/resident-services/alterations/>