

Welcome to Rossmoor!

MOD Buyer's Packet Checklist

This packet contains important and useful information to help you get acquainted with the Mutual Operations Division of Rossmoor. It includes:

- Comcast Channel Line-up and Contact Information
- Alteration Permitting Information
- Rossmoor Recycling Guide
- Sign-up for the Golden Rain Handyman Service
- Sign-up for Monthly Coupon Auto-Pay
- Street Map of Rossmoor
- Mutual Map of Rossmoor

After your Buyer's Alteration Meeting, if you have any further questions, please email MODfrontdesk@rossmoor.com.

Check out these handy and easy-to-remember email addresses for all your MOD business needs:

<u>Department</u>	<u>Email Address</u>
Accounting/Insurance/Property Tax	finance@rossmoor.com
Alterations	alterations@rossmoor.com
Building Maintenance*	workorder@rossmoor.com
Resales	resales@rossmoor.com
Transportation/RV Lot	buses@rossmoor.com
MOD Front Desk**	MODfrontdesk@rossmoor.com

*To report maintenance or landscape issues that do not require an appointment to enter a Manor

**For general questions and paint requests

12/2020; updated 6/2021

Discover all that Rossmoor has to offer by visiting rossmoor.com

1-800-407-2997

Rossmoor Comcast Call Center

To meet with a local COMCAST

Bulk Account Executive visit the Fireside Lobby:

Tuesday 10 a.m. — 12 noon

Wednesday 10 a.m. — 12 noon

Thursday 10 a.m. — 12 noon

No appointment necessary! First come, first served.

Arroyo

Contra Costa, Lafayette, Moraga, Orinda, Pleasant Hill, Rossmoor, Walnut Creek

LIMITED BASIC

2 KTVU (FOX)
 3 KNTV (NBC)
 4 KRON (MyTV)
 5 KPX (CBS)
 6 KICU (IND)
 7 KGO (ABC)
 8,708,1026 KTSF (IND)
 9 KQED (PBS)
 10 KQEH (PBS)
 12 KBCW (CW)
 13 KOFY (IND)
 14 KDTV (UNV)
 15 Discovery
 16 KKPX (ION)
 17 KPJK (PBS)
 18 KSTS (TEL)
 19 KTNC
 20 KFSF (UMAS)
 21 KCNS (INR)
 22 KRCB (PBS)
 24,26,90 Leased Access
 25 KTLN (Hereos & Icons)
 27-28 Government Access
 29 C-SPAN
 30 QVC
 31,620 KEMO (AZT)
 32,1085 Educational Access
 77,99,960,1082 Local Origination
 87,1037 Jewelry TV
 102-103 Leased Access
 109 C-SPAN2
 116,1052,1067 Jewelry TV HD²
 164,1043 ShopHQ
 168,1093 ACCESS TV
 169,1170 KTVU-Buzzr
 170,1186 KPX Start TV
 171,1174 KICU CGTN (IND)
 173,1196 KTSF VSTV-Vietnam (IND)
 174,1195 KTSF Viet Today (IND)
 175,1194 KTSF TBA-Digital (IND)
 179,1187 KPX Dabl
 180,1175 KICU Decades
 183,1165 KTLN MeTV
 184,1166 KTLN MeTV HD
 185,1179 KNTV-LX
 186,1178 KICU CoziTV
 187,1190 KRON CourtTV
 190,1150 KQED World (PBS)
 192,1154 KQEH Kids (PBS)
 193,1191 KRON AntennaTV
 194,1198 KSTS TeleXitos
 195,1172 KTVU Movies!
 196,1171 KTVU-Grio
 197,1176 KICU KBS ("KEMS")

198,1146 KPJK France 24 (PBS)
 199,1145 KPJK-DW
 201,1158 KRCB Create (PBS)
 229 EWTN
 230 TBN
 698,1068 KTLN HD (Hereos & Icons)
 700,1038 KCNS HD
 701,1042 KTNC HD (EST)
 702,1002 KTVU HD (FOX)
 703,1011 KNTV-DT HD (NBC)
 704,1004 KRON HD (MyTV)
 705,1005 KPX HD (CBS)
 706,1036 KICU HD (IND)
 707,1007 KGO HD (ABC)
 709,1009 KQED HD (PBS)
 710,1054 KQEH HD (PBS)
 711,1065 KKPX HD (ION)
 712,1044 KBCW HD (CW)
 713,1020 KOFY HD (IND)
 714,1014 KDTV HD (UNV)
 715,1162 KGO HD (Localish)
 716,1066 KFSF HD (UMAS)
 717,1060 KPJK HD (PBS)
 718,1048 KSTS HD (TEL)
 719,1050 KEMO HD (AZT)
 722,1022 KRCB HD (PBS)
 750,1449 Discovery HD
 797,1055 QVC2 HD²
 812,1010 QVC HD
 817,1159 KRCB HD (NHK)
 821,1063 QVC3 HD²
 901-950 Music Choice
 1074-1075 Government Access
 1083 Local Origination
 1094-1096 Leased Access
 1098-1099 Leased Access
 1128 C-SPAN HD²
 1129 C-SPAN2 HD²
 1147 KPJK Simulcast-KRCB (PBS)
 1550-1599 Music Choice
 1661 TBN HD²
 1668 EWTN HD²

DIGITAL ECONOMY
 (INCLUDES LIMITED BASIC)

42 USA Network
 46 Lifetime
 47 A&E
 48 Bravo
 49 AMC
 51 Animal Planet
 56 CNN
 58 CNBC
 59 FOX News Channel
 60 MSNBC
 62 HISTORY
 63 Comedy Central

64 E!
 66 Hallmark Channel
 69 Golf Channel
 70 BET
 72 TV Land
 73 Oxygen
 75 NBC Sports Network
 106 Bloomberg TV
 130 FOX Business Network
 160 Syfy
 162 BBC America
 167 BBC World News
 273 National Geographic Channel
 401 FXX
 408 FOX Sports 1
 500 Hallmark Movies & Mysteries
 723,1207 NBC Sports Network HD
 731,1208 FOX Sports 1 HD
 733,1463 Bravo HD
 734,1402 A&E HD
 736,1411 Syfy HD
 738,1403 USA Network HD
 745,1435 Comedy Central HD
 749,1223 Golf Channel HD
 751,1471 Animal Planet HD
 753,1466 E! HD
 757,1473 National Geographic HD
 758,1478 HISTORY HD
 759,1111 CNN HD
 760,1110 FOX News Channel HD
 761,1123 FOX Business Network HD
 762,1121 CNBC HD
 763,1122 Bloomberg TV HD
 773,1465 Oxygen HD
 777,1625 BET HD
 787,1113 MSNBC HD
 793,1458 Hallmark Channel HD
 794,1459 Hallmark Movies & Mysteries HD
 795,1455 Lifetime HD
 798,1405 AMC HD
 803,1410 FXX HD
 810,1418 BBC America HD
 1117 BBC World News HD²
 1426 TV Land HD²
 1627 ASPIRE HD²

DIGITAL STARTER
 (INCLUDES LIMITED BASIC)

33 NewsNation
 34 Food Network
 35 TBS
 36 FX
 37 TNT
 38 ESPN

39 ESPN2
 40 NBC Sports Bay Area
 41 NBC Sports California
 42 USA Network
 43 MTV
 44 VH1
 46 Lifetime
 47 A&E
 48 Bravo
 49 AMC
 50 TLC
 51 Animal Planet
 52 Freeform
 53 Nickelodeon
 55 Disney Channel
 56 CNN
 57 HLN
 58 CNBC
 59 FOX News Channel
 60 MSNBC
 61 The Weather Channel
 62 HISTORY
 63 Comedy Central
 64 E!
 65 truTV
 66 Hallmark Channel
 67 HGTV
 68 Galavision
 69 Golf Channel
 70 BET
 71 Travel Channel
 72 TV Land
 73 Oxygen
 75 NBC Sports Network
 104,819,1127 Sports Overflow
 105 NBC Sports Bay Area+
 106 Bloomberg TV
 110 C-SPAN3
 119 Universal Kids
 130 FOX Business Network
 160 Syfy
 162 BBC America
 220 OWN (Oprah Winfrey Network)
 238 Crossings TV
 271 Investigation Discovery
 273 National Geographic Channel
 295 Cleo
 401 FXX
 408 FOX Sports 1
 410 FOX Sports 2
 411 Tennis Channel
 434 Pac-12 Network
 482 UP
 483 TV One
 500 Hallmark Movies & Mysteries
 502 WE tv
 504 LMN

720,1250 NBC Sports Bay Area HD
 721,1251 NBC Sports California HD
 723,1207 NBC Sports Network HD
 724,1205 ESPN HD
 725,1206 ESPN2 HD
 731,1208 FOX Sports 1 HD
 733,1463 Bravo HD
 734,1402 A&E HD
 735,1434 TBS HD
 736,1411 Syfy HD
 737,1404 TNT HD
 738,1403 USA Network HD
 740,1626 TV One HD
 741,1409 FX HD
 745,1435 Comedy Central HD
 746,1492 HGTV HD
 747,1484 Food Network HD
 748,1430 truTV HD
 749,1223 Golf Channel HD
 751,1471 Animal Planet HD
 752,1450 TLC HD
 753,1466 E! HD
 754,1243 MotorTrend Network
 755,1488 Travel Channel HD
 757,1473 National Geographic HD
 758,1478 HISTORY HD
 759,1111 CNN HD
 760,1110 FOX News Channel HD
 761,1123 FOX Business Network HD
 762,1121 CNBC HD
 763,1122 Bloomberg TV HD
 767,1728 Nickelodeon HD
 768,1742 Freeform HD
 769,1715 Disney Channel HD
 770,1707 Universal Kids HD
 773,1465 Oxygen HD
 774,1112 HLN HD
 775,1420 NewsNation HD
 776,1102 The Weather Channel HD
 777,1625 BET HD
 779,1209 FOX Sports 2 HD²
 780,1255 NBC Sports California+ HD
 781,1607 VH1 HD
 782,1606 MTV HD
 783,1612 MTV Live HD
 786,1224 Tennis Channel HD
 787,1113 MSNBC HD
 791,1428 WE tv HD

793,1458 Hallmark Channel HD
794,1459 Hallmark Movies & Mysteries HD
795,1455 Lifetime HD
796,1456 LMN HD
798,1405 AMC HD
803,1410 FXX HD
804,1444 Investigation Discovery HD
810,1418 BBC America HD
814,1457 UP HD
815 Galavisión HD
820,1464 OWN HD (Oprah Winfrey Network)
823,1329 Pac-12 Network HD
1115 Newsmax TV HD²
1116 Black News Channel HD²
1130 C-SPAN3 HD²
1426 TV Land HD²
1437 Comedy.TV HD²
1446 Justice Central.TV HD²
1483 Recipe.TV HD²
1624 Cleo HD²
1627 ASPIRE HD²
1637 Revolt HD²
1684 Jewish Broadcasting Service HD²

DIGITAL PREFERRED
(INCLUDES DIGITAL STARTER)

45 Paramount Network
54 Cartoon Network
76,222 Discovery Life
111 POP
120 Nick Jr.
121 Discovery Family Channel
122 Disney XD
123 Disney Junior
125,1709 BabyFirst Americas
126,1727 Nicktoons²
134,1633 BET Jams
135 MTV2
146,1439 Logo
150 ReelzChannel
159 Nat Geo WILD
161 GSN
167 BBC World News
203 Cooking Channel
204 DIY Network
215 TeenNick
216 Nick ALT
223 INSP
228,1673 BYUtv
234,1657 Daystar
270 Ovation
272 Science
274 American Heroes Channel
275 fyi
276 VICE
291 Smithsonian Channel¹
292 Destination America
294 AFRO

297,1629 The Africa Channel
332 TVK24
334,1238 PURSUIT
368 MYX
402 ESPNNews
405 Sportsman Channel
406 Outdoor Channel
409,1246 TVG
412 MLB Network
416 NBA TV
417 NFL Network
418 CBS Sports Network
419 NHL Network
420 ESPN
432 SEC Network
471,1619 CMT Music
472,1615 Nick Music
473,1614 MTV Classic
474 BET Her
484,1620 Great American Country (GAC)
486,1682 The Impact Network
503 IFC
505 SundanceTV West
506 FX Movie Channel
507 Hallmark Drama¹
520 ScreenPix
521 ScreenPix Action
523,1789 ScreenPix Westerns
527 ScreenPix Voices
586 FLIX West
602 FOX Deportes
606 MTV TR3s
607 NBC Universo
618 TUDN
619 ESPN Deportes
660,1721 Primo TV
661,1722 Kids Street
678,1231 ESPN Deportes HD
679,1230 FOX Deportes HD
680,1232 NBC Universo HD
726,1210 ESPNNews HD
727,1218 NBA TV HD
728,1217 NHL Network HD
729,1219 MLB Network HD
730,1215 NFL Network HD
732,1303 CBS Sports Network HD
739,1222 Olympic Channel HD
743,1412 Paramount Network HD
756,1451 Science HD
764,1613 AXS TV
765,1716 Disney XD HD
766,1734 Cartoon Network HD
771,1487 Destination America HD
772,1486 fyi HD
784,1236 Outdoor Channel HD
788,1301 ESPN HD
790,1438 IFC HD
805,1436 VICE HD
806,1472 Nat Geo WILD HD

813,1714 Discovery Family Channel HD
818,1229 TUDN HD
822,1425 GSN HD
824,1321 SEC Network HD
1117 BBC World News HD²
1118 i24 News HD²
1228 Zona Futbol HD²
1237 Sportsman Channel HD²
1427 POP HD²
1429 ReelzChannel HD²
1440 SundanceTV HD West²
1460 Hallmark Drama HD²
1462 Ovation HD²
1477 Smithsonian Channel HD²
1480 American Heroes Channel HD²
1485 Cooking Channel HD²
1493 DIY Network HD²
1495 Z Living HD²
1497 Discovery Life HD²
1623 AFRO HD²
1628 BET Her HD²
1639 MTV2 HD²
1655 INSP HD²
1701 Disney JR. HD²
1702 Nick Jr. HD²
1740 TeenNick HD²
1766 FX Movie Channel HD²
1772 FLIX West HD²
1786 ScreenPix HD²
1787 ScreenPix Action HD²
1788 ScreenPix Voices HD²
3491 Zona Futbol¹

MORE SPORTS & ENTERTAINMENT PACKAGE

74 CMT
277,1445 Crime & Investigation
402 ESPNNews
403,1313 BTN
405 Sportsman Channel
409,1246 TVG
412 MLB Network
416 NBA TV
417 NFL Network
418 CBS Sports Network
419 NHL Network
427 NFL RedZone
433 Pac-12 Bay Area
501 TCM
726,1210 ESPNNews HD
727,1218 NBA TV HD
728,1217 NHL Network HD
729,1219 MLB Network HD
730,1215 NFL Network HD
732,1303 CBS Sports Network HD
771,1487 Destination America HD
772,1486 fyi HD
784,1236 Outdoor Channel HD
788,1301 ESPN HD
790,1438 IFC HD
805,1436 VICE HD
806,1472 Nat Geo WILD HD

PREMIUM CHANNELS

518,1774 STARZ ENCORE West
524,1785 STARZ ENCORE Westerns West
528,1778 STARZ ENCORE Black West
530,1776 STARZ ENCORE Action West
534 STARZ West
535 Epix West
536,837,1872 Epix HD (West)
537 Epix 2
538 Epix Hits
539 Epix Drive-In
550,1802 HBO East
551 HBO West
553,1805 HBO2 West
555,1807 HBO Signature West
557,1809 HBO Family West
558,1814 HBO Latino East
559,1811 HBO Comedy West
560,1813 HBO Zone West
561 CINEMAX West
562,1820 CINEMAX East
576 Showtime West
578,1843 Showtime 2 West
580,1847 Showtime Showcase West
582,1849 Showtime Extreme West
584,1853 Showtime Family West
586 FLIX West
591 The Movie Channel West
593,1863 The Movie Channel Xtra West
799,1406,1816 AMC+ HD²
801,1803 HBO HD West
808,1815 HBO Latino HD West
809,1773 STARZ ENCORE East HD
816,1869 STARZ West HD
825,1841 Showtime HD West
838,1821 CINEMAX HD West
847,1861 The Movies Channel HD West
873,1887 Vivid TV
875,1890 Hustler TV
876,1886 Playboy
877,1888 Penthouse
878,1894 TEN
879,1891 XTSY
1772 FLIX West HD²
1823 MoreMAX West
1825 ActionMAX West
1827 ThrillerMax West
1873 Epix 2 HD²
1874 Epix Hits HD²
1875 Epix Drive-In HD²

INTERNATIONAL SELECTIONS

3101 Willow Plus HD
3102 TV Asia HD
3103 ZeeTV HD

3106 SET HD
3108 ABP News
3109 NDTV 24X7
3135 CCTV4
3137 Phoenix Info News
3138 CTI Zhong Tian Channel
3139 Phoenix NA
3140 ETTV Super
3150 TVB Jade
3180 TV JAPAN HD
3185 Saigon Broadcasting Television Network
3194 The Filipino Channel HD
3195 GMA Pinoy TV
3196 GMA Life TV
3210 SporTV
3211 Band International HD
3212 RecordTV Europa HD
3213 TV Globo HD
3216 SIC International
3217 RTPi (Portuguese)
3225 RTVi (Russian)
3226 RTN (Russian)
3227 Russian Kino
3228 NTV America
3229 Channel One Russia
3230 Impact TV
3232 RTR PLAN
3233 ROSSIIA
3234 CTC
3245 ART Network
3250 The Israeli Network
3260 DW Deutsche +
3265 TV5 Monde HD
3275 Antenna TV
3280 RAI International HD
3281 Mediaset Italia
3285 Willow Plus
3286 TV Asia
3287 ZeeTV
3289 SET
3290 TV JAPAN
3291 Band Internacional
3292 RecordTV
3293 TV Globo
3294 TV5 Monde
3295 RAI International
3296 The Filipino Channel

PAY-PER-VIEW

439 NBA TV
727,1218 NBA TV HD
870,1201 in DEMAND PPV HD
871 in DEMAND PPV
872 in DEMAND PPV 7
880,1893 Juicy
3001 MLB EI - Arizona Diamondbacks
3002 MLB EI - Atlanta Braves
3003 MLB EI - Baltimore Orioles
3004 MLB EI - Boston Red Sox
3005 MLB EI - Chicago Cubs
3006 MLB EI - Chicago White Sox

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.

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

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/>



Contractors List

as of 10/12/2021

Owners must apply for an alteration agreement at the Mutual Operations Division. They must receive approval from their Mutual and be issued a permit card prior to starting work on an alteration to their manor.

Mutual Operations Division provides the following list of contractors for convenience only. Owners are solely responsible for choosing their contractors. Those listed are independent contractors, and are neither affiliated with, nor endorsed by, Golden Rain Foundation of Walnut Creek ("GRF") or any of the Rossmoor mutuels. Neither GRF nor any of the Rossmoor mutuels guarantee the work of the contractors on this list. Under no circumstances shall GRF or any of the Rossmoor mutuels be liable for any of the work done by an owner's contractor or any of such contractor's acts or omissions.

All contractors, regardless of whether they are on the following list, must satisfy the requirements imposed by MOD upon contractors working in Rossmoor and submit the necessary documents with the owner's alteration application. Owners and contractors should contact MOD for a copy of the current requirements.

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
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Golden Rain Handyman Service	(925) 988-7650		
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GENERAL

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
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AMAC Construction	(925) 356-2619	796327	Andy
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Andrew Mathias Construction	(925) 667-6309	894086	Andrew Mathias
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Bocek-Compaglia	(925) 286-8603	963104	Jeff
Boydstun Construction	(925) 370-7070	768556	Jon Boydstun
BRI Management Inc.	(925) 570-4985	996104	Fred L'Estrange
Davis Home Pros	(925) 946-9746	803925	Richard Davis
DRB Construction	(925) 349-4476	873814	Derl Brown
First Choice Construction	(925) 708-0188	829350	Jon Vianu
Gary S. Warren Company	(925) 963-2677	838341	Gary Warren
Gauthier's Construction	(925) 250-4090	816444	David Gauthier
Kosta Guerguinov	(925) 360-7305	934222	
Kris Janiczewski Construction	(925) 708-3717	853221	Kris Janiczewski
LHI Construction	(925) 682-9941	570107	Luigi Barberio
Moura Construction	(925) 687-4421	459737	Don
MSK Design Build	(925) 944-0153	798955	Kathleen Mullen 415-816-2825
Mutual Operations Division	(925) 988-7650		
Precision Building & Design	(925) 478-6613	791139	Mark Fawcett
Remodeling Masters Inc.	(925) 818-8287	936377	Plamen Feyziev
Rob-N-Sons Construction	(510) 758-2337	438279	Rob Morgan
Ron Hanson Construction	(925) 413-1991	450318	Ron Hanson
Scott May Construction	(925) 383-5238	759438	Scott May
Smith and Company Remodeling, Inc.	(925) 849-6349	774563	Tim Smith
T & C Construction	(925) 256-9064	737656	Tim McConnell
The Carpenter's Son Const. Co.	(925) 586-2856	614643	Jason Fitch

Toupin Construction	(925) 937-4200	626819	Brian Schuup
Whalley Construction	(925) 366-6199	907676	Matt Whalley

CHAIR LIFT

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
Acme Elevator	(800) 888-5267	521967	Chairlifts
Benchmark Home Elevator	(877) 535-5515	900699	Scott Britton

COUNTERTOP

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
Duracite	(707) 402-1600	729928	

ELECTRICAL

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
Bennett Electric	(925) 229-3318	915338	Chris
Dellamar Electric. Inc.	(510) 504-0904	314318	Derek Dellamar
Northern Lights Electric	(925) 766-6905	503828	Rich Gobbell
Pure Electric, LLC	(925) 634-6802	1038922	Erika Cooper
Sang Electric	(925) 890-4164	799700	Sang Pathoumthong

FENCING

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
Morgan Fence and Awning	(707) 428-3302	912988	

FLOOR COVERING

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
Associated Flooring	(925) 685-9439	430954	Michael Urban

Blodgett's Floor Covering	(925) 284-4807	177588	Larry/Richard
California Custom Carpets	(925) 828-7810	330658	
Carpet One	(925) 609-8000	699146	Phil Meyer
Contra Costa Floors	(925) 686-9901	090104	
DRB Flooring	(925) 349-4476	873814	Ed or Melanie
Gil's Carpets	(925) 685-1818	719687	Stephanie
Randy Giles Floor Contracting	(510) 551-5424	590165	Randy
The Floor Store	(925) 828-1559		Brian Rogan

HEATING AND AIR CONDITIONING

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
All Bay Heating & Air Conditioning	(925) 288-9223	805473	John Moody
Clean Air Heating & Air	(925) 270-5282	829011	Roy Branda
Connolly Heating & Air Conditioning	(925) 288-1408	658796	Norman Grimes
Energreen Mechanical	(925) 330-4345	1017148	Juan
Freeman's Heating & Air Conditioning	(925) 212-3470	519835	Louie Freeman
Qualtech Heating & Cooling	(925) 831-2444	905205	Daniel Alvarez
Service Champions	(925) 444-4444	817040	Kevin
Stewart Heating & Air	(925) 427-5522	290747	

ROOFING

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
Frank Fiala Roofing	(925) 484-0124	686707	Frank
State Roofing	(510) 453-0410	417692	Steve Hibner

WINDOWS

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
Custom Exteriors	(888) 957-7800	785361	Jeff Kendall
Lafayette Glass Company	(925) 284-9510	489426	
Pacific Coast Windows	(925) 934-3663	525517	Randy Pell
Quality Windows & Doors	(925) 484-1747	865261	Eric Warm
Valley Glass	(925) 933-2940	499358	Window inserts
West Coast Windows	(925) 681-1776	890083	Richard Beil

SPECIALTY

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
A & S Garage Door Company	(925) 367-7905	963759	Armondo Herrera
A Cut Above Inc./concrete	(925) 759-9021	943817	Sammy Seminario
Advance Home Energy	(510) 540-4860	877873	Insulation/Ducts
Bath Fitters	(877) 488-2284	903593	
Bertolami Engineering	(925) 381-7440		Gwen Bertolami
Burke Painting	(925) 288-9993	786886	John Burke
Charles Dunn & Sons	(925) 443-2471		Chimney Insp/sweep
Chris Gilman	(925) 283-5840		Architect
Complete Construction	(510) 528-8800	659163	ADA
David Fontan	(925) 933-4755	669634	Painter
Davis Plumbing	(925) 944-1409	951408	Joe Davis
Diablo Solar Services	(925) 313-0600	454228	
Environmental Remedies	(925) 461-3285	840442	Asbestos

G.B. Poggi & Co.	(925) 200-1263		Chimney Insp/Sweep
Girl Friday	(925) 284-2080		Handyman
James Miller	(925) 427-7490		Architect
Lamorinda Painting	(925) 890-0361	1014634	Mike Kotwinski
Leapfrog Plumbing	(925) 933-1245	929641	
Madden Doors & Sons	(925) 284-4582	611614	Garage Doors
McHale Insulation	(925) 825-9780	896749	Insulation
Nice & Clean	(925) 876-4376		Jesus Magana
Pacific Drywall	(888) 447-0487	684840	Acoustic Ceiling
Perfect Painting and Waterproofing	(925) 698-1903	680329	W. D.
ReBath by Schicker	(925) 676-8422	527157	
Robert H Gorman	(925) 376-7230		Structural Engineer
Screens of Northern California	(925) 521-5600	845218	Screens
Simply Solar	(707) 285-7037	991938	
Sola Brite	(800) 846-6621	875357	Bill Creasi
Solar Technologies	(925) 939-8300	932914	Jeff Parr
Sunshade Awning Co	(925) 685-7167	478197	Stefan
Synergy Enterprises	(510) 259-1700	804759	Asbestos
Tile Creationz	(925) 207-5145	582098	Gail Spisak
Wood Wizard	(925) 370-1489	870482	Darrell Stimson

Rossmoor Recycle Guide

Sorting better reduces coupon increase!

Avoid your mutual being charged \$26 to \$52 each time a container has the **wrong contents** or it's lid **won't close**. (These charges depend on container size.) They increase our monthly coupon. **SORT BETTER & SAVE!**

ITEMS (*Red means new listing or a change*)

- Aerosol can → HAZARDOUS
- Air pillow → LANDFILL
- Aluminum foil or pie plate (*if clean*) → RECYCLE
- Appliance → RAPID RECYCLE
- Automotive products → HAZARDOUS
- Bag, paper (*if clean, dry empty*) → RECYCLE
- Bag, plastic or cellophane → LANDFILL
- Battery (*household*) → MOD RECYCLE YARD
- Biodegradable plastic → LANDFILL
- Bones → COMPOST
- Book, hardback → LANDFILL, LIBRARY, GOODWILL
- Book, paperback → RECYCLE or LIBRARY
- Book: telephone, catalog, magazine → RECYCLE
- Bottle (*clean & dry without lid or cap*) → RECYCLE
- Box, cardboard (*if flat & fits easily in cart*) → RECYCLE
- Box, cardboard (*large or can't be flattened*) → MOD
- Box, juice, frozen food, soup → LANDFILL
- Box, paperboard (*detergent, cereal, shoe*) → RECYCLE
- Bubble wrap → LANDFILL
- Can, metal (*clean & dry without lid*) → RECYCLE
- Candy wrapper → LANDFILL
- Cap or lid → LANDFILL
- Carpet, rug or padding → HAUL to CCTS
- Carton (*milk, juice, soup*) → LANDFILL
- Cash register receipt → LANDFILL
- Cell phone → RAPID RECYCLE
- Cellophane → LANDFILL
- Ceramics, porcelain → LANDFILL
- Chopsticks (*metal, plastic or porcelain*) → LANDFILL
- Chopsticks (*wood*) → COMPOST
- Cleaning bottle (*if empty, clean & dry*) → RECYCLE
- Cleaning product (*like bleach or wax*) → HAZARDOUS
- Clothing or cloth fabric → LANDFILL or GOODWILL
- Coffee grounds, wrapped → COMPOST
- Compostable bag (*only if BPI-certified*) → COMPOST
- Compostable plastic → LANDFILL
- Computer & peripherals → RAPID RECYCLE
- Construction debris → HAUL to CCTS
- Corks → LANDFILL
- Cotton balls → LANDFILL
- Cup, paper → LANDFILL
- Cup, plastic (*if clean & dry*) → RECYCLE
- Cupcake paper liner → COMPOST
- Dryer sheets → LANDFILL
- Dust wipes → LANDFILL
- DVD or CD disc → LANDFILL
- Egg carton (*cardboard*) → RECYCLE or COMPOST
- Egg carton (*Styrofoam*) → LANDFILL
- Electronics & cables → RAPID RECYCLE
- Envelope (*with or without window*) → RECYCLE
- Eye glasses → LIONS CLUB BOX (near Woodshop)
- Flashlight (*electronics*) → RAPID RECYCLE
- Flowers, leaves & twigs → COMPOST
- Food tray (*Styrofoam or plastic foam*) → LANDFILL
- Food, wrapped (*cooked or raw*) → COMPOST
- Furniture (*only metal or wood*) → MOD RECYCLE YARD
- Furniture → FREECYCLE or HAUL to CCTS
- Gardening chemicals (*plant care*) → HAZARDOUS
- Gift wrap (*plain paper*) → RECYCLE
- Gift wrap (*shiny, fuzzy or metallic*) → LANDFILL
- Glass bottle or jar (*if clean & dry*) → RECYCLE
- Golf bag, stroller, bicycle → HAUL to CCTS
- Grease (*in a sealed container*) → LANDFILL6
- Hangers (*metal, plastic or wood*) → LANDFILL
- Hearing aids → LIONS CLUB BOX (near Woodshop)
- Ice cream container or wrapper → LANDFILL
- Ice cream stick (*wood*) → COMPOST
- Juice pack containers → LANDFILL
- Junk mail (*paper or cardboard*) → RECYCLE
- K-Cup → LANDFILL
- Knife (*wrap safely, e.g., duct tape*) → LANDFILL
- Labels & name tags → LANDFILL
- Lamp (*electronics*) → RAPID RECYCLE
- Lid → LANDFILL
- Light bulb (*fluorescent*) → WC ACE Hardware
- Light bulb (*standard, LED or halogen*) → LANDFILL
- Mailer → LANDFILL
- Matches (*unused*) → HAZARDOUS
- Matches (*used*) → COMPOST
- Mattresses & box springs → BAY AREA RECYCLE
- Meat, fish, poultry, bones, egg shells → COMPOST
- Medical equipment → ILR or GOODWILL
- Medical needles & syringes → WC City Hall
- Medicine & pills → GATEWAY LOBBY
- Mesh basket or wrap → LANDFILL
- Metal pull-tab (*loose*) → LANDFILL
- Milk carton → LANDFILL
- Milk jug (*hard plastic*) → RECYCLE
- Mirror → LANDFILL or GOODWILL

Net bag or wrap → LANDFILL

Newspaper → **RECYCLE** or **COMPOST**

Packing peanuts (*bagged*) → **LANDFILL**

Padded mailer → **LANDFILL**

Paint (*up to 5 gallons*) → **HAZARDOUS**

Paper (*butcher*) → **LANDFILL**

Paper (*carbon, fuzzy or metallic*) → **LANDFILL**

Paper (*colored & construction*) → **RECYCLE**

Paper (*computer or copy*) → **RECYCLE**

Paper napkin (*clean or dirty*) → **COMPOST**

Paper towel (*clean or dirty*) → **COMPOST**

Parchment paper → **COMPOST**

Pen or pencil → **LANDFILL**

Pet food can (*if clean & dry*) → **RECYCLE**

Pet litter, bagged → LANDFILL

Pet poop, bagged → LANDFILL

Photos → **LANDFILL**

Pizza box → **COMPOST**

Plastic, soft → **LANDFILL**

Plastic, hard (*with or without a number*) → **RECYCLE**

Plate, paper (*not shiny*) → **COMPOST**

Plate, paper (*with a shiny side*) → **LANDFILL**

Pot or pan (metal, no coating) → RECYCLE

Prescription bottle (*empty, without cap*) → **RECYCLE**

Printer ink cartridge → **COMPUTER STORES**

Propane cylinder → **HAZARDOUS**

Razor (*wrap safely like with duct tape*) → **LANDFILL**

Sanitary product or diaper → **LANDFILL**

Shells, wrapped (egg, seafood) → COMPOST

Shredded paper (*bagged & knotted*) → **RECYCLE**

Smoke detector → **USPS.COM**

Snack wrapper → **LANDFILL**

Solvent → **HAZARDOUS**

Spiral notebook (*if wire is removed*) → **RECYCLE**

Styrofoam (*bag peanuts*) → **LANDFILL**

Suitcase → **GOODWILL, HAUL to CCTS**

Take-out box (*cardboard, not shiny*) → **COMPOST**

Take-out box (*hard plastic, wiped clean*) → **RECYCLE**

Take-out box (*shiny, dirty or Styrofoam*) → **LANDFILL**

Television (*electronics*) → **RAPID RECYCLE**

Thermometer → **HAZARDOUS**

Tissue wrapping paper (*colors OK*) → **RECYCLE**

Tissue, facial (*Kleenex*) → **LANDFILL**

Toilet paper → **LANDFILL**

Toothbrush → **LANDFILL**

Toothpick, wood → **COMPOST**

Tube (*from towel or toilet paper*) → **RECYCLE**

Utensils (*bamboo or wood*) → **COMPOST**

Utensils (*plastic, corn or potato starch*) → **LANDFILL**

Vacuum cleaner bag → **LANDFILL**

Waste, human or pet → **LANDFILL**

Waxed paper → **LANDFILL**

Wood products (*solid wood*) → **MOD RECYCLE YARD**

Yogurt container (*mixed material*) → **LANDFILL**

Remember to...

- ❖ Plastic bags only go in **LANDFILL**.
- ❖ Bag shredded paper for **RECYCLE**.
- ❖ Bag Styrofoam peanuts for **LANDFILL**.
- ❖ Put everything loose in **RECYCLE** bins (except bags of shredded paper).
- ❖ Empty jars & bottles, remove caps or lids, rinse & dry (or wipe out with spatula or paper towel) before **RECYCLING**.
- ❖ Put paper towels & napkins in **COMPOST**.

When in doubt, throw it out (LANDFILL)!

PLACES

BAY AREA RECYCLE: Call (925) 465-5576 to schedule pickup of **mattress** and/or **box springs**. *There is a charge.*

FREECYCLE: A free, email group for giving away stuff others might want. For their email, go to <https://sustainablecrossmoor.org/trash-talk>

GOODWILL or other **THRIFT SHOP:**

- **Books & DVDs** (*also see LIBRARY*)
- **Clothes or Cloth**
- **Furniture, small**
- **Housewares & collectibles**
- **Medical equipment**

HAZARDOUS:

If you have proof of residency, Central Contra Costa Sanitary Household Hazardous Waste Collection Facility (4797 Imhoff Pl, Martinez, 9am-4pm, Monday through Saturday) accepts:

- **Aerosol can**
- **Ammunition & fireworks**
- **Automotive products & tires**
- **Batteries**
- **Cooking oil** (*in sealed container*)
- **Fluorescent lamps & light bulbs**
- **Gardening chemicals**
- **Household cleaners & solvents**
- **Mercury thermometers**
- **Paint**
- **Propane cylinders**
- **Unused matches**

HAUL to CCTS: Contra Costa Transfer Station, our “dump” (951 Waterbird Way, Martinez, daily 7am-5pm) accepts **bikes, rugs, furniture, sand, concrete, rocks, construction debris** & more.

ILR (INDEPENDENT LIVING RESOURCES in Concord) or **GOODWILL:** Accepts and loans out **medical equipment**, everything from hospital beds to walking canes.

MOD RECYCLE YARD: Only residents can bring **recyclable debris** to MOD on Rockview Drive, 8am-12pm or 12:30pm-4:30pm, **Monday through Friday**. Residents, family and contractors must haul away all other move-in, move-out and remodel waste. *If you see this debris in a trash enclosure, call MOD, (925) 988-7650 or, if after hours, Securitas, (925) 988-7899.* MOD accepts:

- **Batteries** (household)
- **Books** (also see LIBRARY)
- **Cardboard boxes**
- **Metal or solid wood products**
- **Some wood or metal furniture** (no upholstery, no plate glass)

RAPID RECYCLE: Call (925) 671-9008 for free pickup of small electronics with a cord or battery plus a microwave or larger appliance for a fee:

- **Appliance, lamp, other electronics**
- **Cell phone, computer, keyboard, printer**
- **Metals, tools, wire, cables**
- **Television, monitor, vacuum cleaner**

TRASH HAULER: See ads in *Rossmoor News*.

USPS.COM: Smoke detectors: Mail to manufacturer. *USPS.com has addresses.*

www.RecycleSmart.org: RecycleSmart, our solid waste authority, supplies free totes and compost pails. To get one, contact your mutual director.

Do NOT leave boxes or other items OUTSIDE containers! Your mutual is charged extra & your coupon increases!



Sustainable Rossmoor

Recycle information changes.
Go to sustainablerossmoor.org for updates.

FOUR STEPS FOR EASY RECYCLING

1. Put everything loose in RECYCLE bins (except bags of shredded paper)

RECYCLE is picked up at **no extra charge**. But we are charged extra if items are bagged, sorted wrong, or overflowing. **These charges increase our coupon!**

2. Recyclables must be empty, clean and dry!

3. Only recycle 5 things – and only if empty, clean, dry, and loose:

- ❖ **HARD PLASTIC**
- ❖ **METAL**
- ❖ **GLASS**
- ❖ **PAPER**
- ❖ **FLATTENED CARDBOARD**

Nothing else goes in recycle!

4. Nothing smaller than a credit card!



Small items can jam machinery or become projectiles.

FIVE COMPOST TIPS

1. Wrap food scraps in newspaper or put in a paper bag or a BPI-certified compostable bag. *Helps prevent flies from laying maggot eggs and reduces odor.*
2. To absorb excess moisture, put 4-6 inches of dry leaves, pines needles, or newspaper in the bottom of an empty cart. Soiled napkins, paper towels and pizza boxes also absorb moisture and delay rotting.
3. If maggots or ants are a problem, spray rim, inside the lid, and the top surface with vinegar. Consider keeping food scraps in the fridge/freezer until day before pickup.
4. Hang a fly trap if needed.
5. Buy only a few months' supply of compostable bags. They can decompose in the box.

GOLDEN RAIN HANDYMAN SERVICE

TERMS AND CONDITIONS

LENGTH OF CONTRACT

This Agreement shall be effective for one full year from the date that payment for the program and this contract are received, for the resident purchasing the service program.

COST

The cost of the program is \$250.00 per year. Please make your check payable to the Golden Rain Foundation.

SERVICES

The resident purchasing the service program is entitled to *no more than* four (4) service calls per month for his/her manor for services listed on the Service Description List attached to this Agreement for the term of the Agreement. Services not listed on the Service Description List are generally excluded except that requests for services not on the Service Description List may, at Golden Rain's sole discretion, be honored.

PARTS

Parts are required to be supplied by, or paid for, by the resident. Parts, if available, may be purchased by the resident from Golden Rain at the time of service. Parts are subject to availability and Golden Rain does not assume responsibility or liability for any damage or loss in any way related to Golden Rain's alleged failure to obtain parts in a timely manner.

TO SCHEDULE SERVICES, CALL 925-988-7650

APPOINTMENTS AND HOURS

Services will be scheduled and performed during regular business hours, Monday through Friday, 8:00 AM to 4:30 PM, excluding holidays.

Services requested by the resident after hours or on holidays will not be covered by this Agreement regardless of whether they fall within the scope of services set forth on the Service Description List.

Golden Rain does not assume responsibility or liability for any damage or loss in any way related to Golden Rain's alleged untimely response to any "emergency" or other request for service.

TRANSFER TO NEW ADDRESS

Under no circumstances may a resident's rights under this Agreement be transferred to a different address than that under which it was purchased.

EXCLUSIONS AND LIMITATIONS

Golden Rain will not in any way pay for any services performed by anyone other than Golden Rain, unless ordered, or, authorized in writing, by Golden Rain. This Agreement shall not apply to any component covered by an express warranty. Golden Rain reserves that right to refuse to service/repair any appliance or other component which in its sole discretion is too unsafe, old or worn to warrant further repair and/or service. This Agreement is intended to cover handyman service necessitated as a result of ordinary wear and tear and does not apply to repairs or services necessitated by such intervening causes as wars, floods, water, water damage, lightning, wind and windstorms, earthquakes, fires, smoke, acts of God, thefts, riots, vandalism, or misuse or abuse of a component.

LIMIT OF LIABILITY AND DAMAGES

Golden Rain’s entire liability for any claim related to services provided under this Agreement shall in no event exceed the purchase price of the service package. In addition, Golden Rain will not be responsible for any general or consequential damages arising out of or in any way related to services provided under this Agreement.

INDEMNIFICATION OBLIGATIONS

A resident agrees to defend, indemnify and hold harmless Golden Rain for any claim, injury or harm suffered by an employee or agent of Golden Rain providing services under this Agreement if such claim, injury or harm is due in whole or in part to the negligent acts or omissions of resident.

CANCELLATION

This Agreement may be cancelled within 30-days of receipt. Requests for cancellation shall be made in writing and sent to the Director of Mutual Operations at 800 Rockview Dr, Walnut Creek, California 94595. Upon receipt of a timely notice of cancellation, a resident shall receive a full refund of the costs for the service program provided no services have been rendered under the Agreement. If services have been rendered at the time of cancellation, a resident shall be entitled to a pro rata refund based on the retail value of services performed.

Customers: When submitting this contract, be sure to complete all the requested information, sign below, and include a dated, signed check made payable to the Golden Rain Foundation (“GRF”).

Service Address

Telephone #

Signature

Date

FOR OFFICE USE ONLY	
_____ GRF Staff Signature (Payment and signed contract received)	_____ Date
	Check #: _____ Date: _____ Amount: _____ Start date: _____ IHS #: _____

WHITE COPY: GRF

YELLOW COPY: CUSTOMER

Golden Rain Handyman Program - Service Description List

- Applies to Contracts Effective as of August 1, 2019 -

Below is a list of items covered under the Service Agreement. Items covered by your Mutual are not covered by the program.

- Fluorescent Tubes and Light Bulbs: Replace any light bulb in the manor (not including appliance bulbs). Replace defective fluorescent kitchen ballast.
- Lamps: Repair or replace defective switches, sockets, and wiring. Replace defective cords and plugs. Replace defective cord line dimmer switches. Assemble and test new lamps.
- Light Fixtures: Raise, lower and install resident-supplied chandeliers. Repair or replace defective light sockets and ballasts. Repair wiring within the fixture. Repair or replace dimmer switch. Install new resident-supplied light fixtures.
- Other Electrical: Replace defective light switches and outlets. Replace defective GFI outlets. Reset tripped circuit breakers. Replace defective wall dimmer switch. Repair electrical wiring shorts within the box. Replace doorbell, button and transformer.
- Drains: Clear clogged drains within the unit including kitchen sink trap, garbage disposal, dishwasher air gap, bathroom sink trap, and toilets.
- Plumbing: Repair or replace traps, pipes and hoses from the floor to the wall as needed. Repair tub and shower mixing valves. Repair or replace tub and basin stoppers.
- Toilets: Replace defective flush valves, balls, and flappers. Replace tank seal as needed. Resolve stoppages.

- Sinks, Kitchen and Bath: Replace leaking hoses and supply lines. Replace defective spray heads. Unplug, clean or replace drain traps. Repair or replace defective stoppers. Repair or replace defective pull rods. Remove trap to recover items lost down drains.
- Tub and Showers: Repair or adjust tub and shower doors as needed. Repair or replace mixing valve. Clear plugged drains. Repair stopper. Replace shower head. Reinstall fallen shower curtain.
- Faucets: Repair faucets within the unit. Replace aerators if needed. Replace handles.
- Garbage Disposals: Replace disposal. Clear jammed disposals. Reset switch. Replace defective wall switch. Clean or replace air gap as needed. Repair or replace electrical cord.
- Dishwashers: Remove object in tub. Tighten counter attachment screws as needed.
- Bathroom Vent Fans: Replace defective switch. Repair fan blade vibration. Replace defective motor.
- Resident Assistance Equipment: Install wood blocks under bed. Install raised toilet seat. Install toilet support bars. Install support bars not exposed to water.
- Refrigerators: Test temperature. Troubleshoot.
- Ovens: Test temperature. Troubleshoot.
- Furnaces: Replace blown fuses. Check heating efficiency. Reset tripped circuit breakers. Explain thermostat operation. Adjust thermostat calibration. Repair minor electrical problems. Troubleshoot.

- Central Air Conditioning: Test for cooling efficiency. Reset tripped switch. Reset circuit breaker. Troubleshoot.
- Water Heaters: Adjust temperature. Inspect for leaks. Relight pilot light. Check for gas odor. Troubleshoot.
- Window and Deck Shades: Adjust pull string. Tighten loose brackets. Replace worn end brackets. Install shades.
- Closet doors: Adjust or reset doors. Lubricate doors as needed. Replace defective rollers. Replace missing or defective floor glides. Adjust locking handles. Lubricate hinges as needed. Mirrored closet doors excluded.
- Closets: Replace broken clothes pole and sockets.
- Sliding Glass Doors and Windows: Lubricate and adjust rollers. Adjust and lubricate lock. Replace defective lock. Adjust off track door. Replace fallen screens.
- Sliding Screens: Adjust off track door. Lubricate as needed. Replace defective rollers. Adjust or replace latch. Reinsert loose screen in frame.
- Drapery Rods: Lubricate pulley as needed. Replace defective draw cord. Replace defective cord tension device. Replace plastic hook eyelets as needed. Reinstall rod screws. Remove drapes for cleaning and reinstall.
- Drawers: Repair or replace broken runners. Lubricate hinges as needed. Tighten loose screws. Lubricate or replace rollers as needed. Tighten loose pull knobs.
- Cabinets: Tighten loose hinges. Lubricate and adjust hinges as needed. Replace defective hinges. Tighten loose pull knobs.

Personal Services – This line item is intended to help residents with everyday chores that have become a burden to residents. The resident will supply all parts for personal services. Items covered include but are not limited to the following:

- Install vacuum cleaner bag
- Remove or install table leaves
- Open or close convertible couches
- Turn mattress
- Move lightweight furniture
- Hang small lightweight shelves
- Move or hang potted plants
- Install paper towel hangers
- Install cup hooks
- Small carpentry jobs
- Other tasks that take less than a half-hour will be considered on a negotiated basis.

Name: _____ Amount: _____

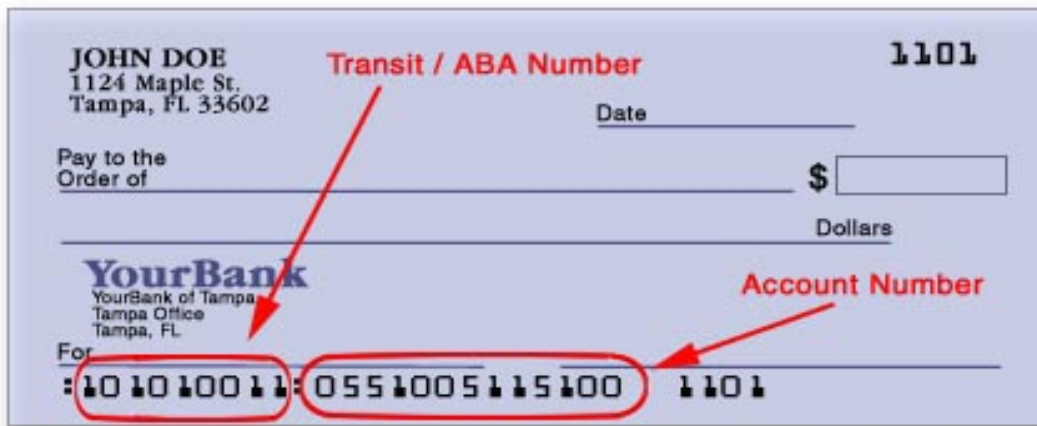
Manor Address: _____ File No: _____

AUTHORIZATION AGREEMENT FOR PREAUTHORIZED PAYMENTS

New [] Change [] Month to Begin: _____

I hereby authorize the Mutual Operations Division of the Golden Rain Foundation as managing agents for _____ Walnut Creek Mutual hereinafter called COMPANY, to make debit entries at the depository named below, hereinafter called DEPOSITORY, for the payment of my monthly association assessment on or about the 6th of each month.

**ATTACH VOIDED CHECK BELOW:
(REQUIRED)**



Please attach a voided check from the account that will be used to make payments. This authorization is to remain in full force and effective until the COMPANY has received **written notification from me of its termination** in such time and manner as to afford the COMPANY and the DEPOSITORY a reasonable opportunity to act on it. Changes will need to be received at 10 Days before the 6th of each month.

First Name on Account (Please Print)

Signature (REQUIRED)

Date

Second Name on Account (Please Print)

Signature

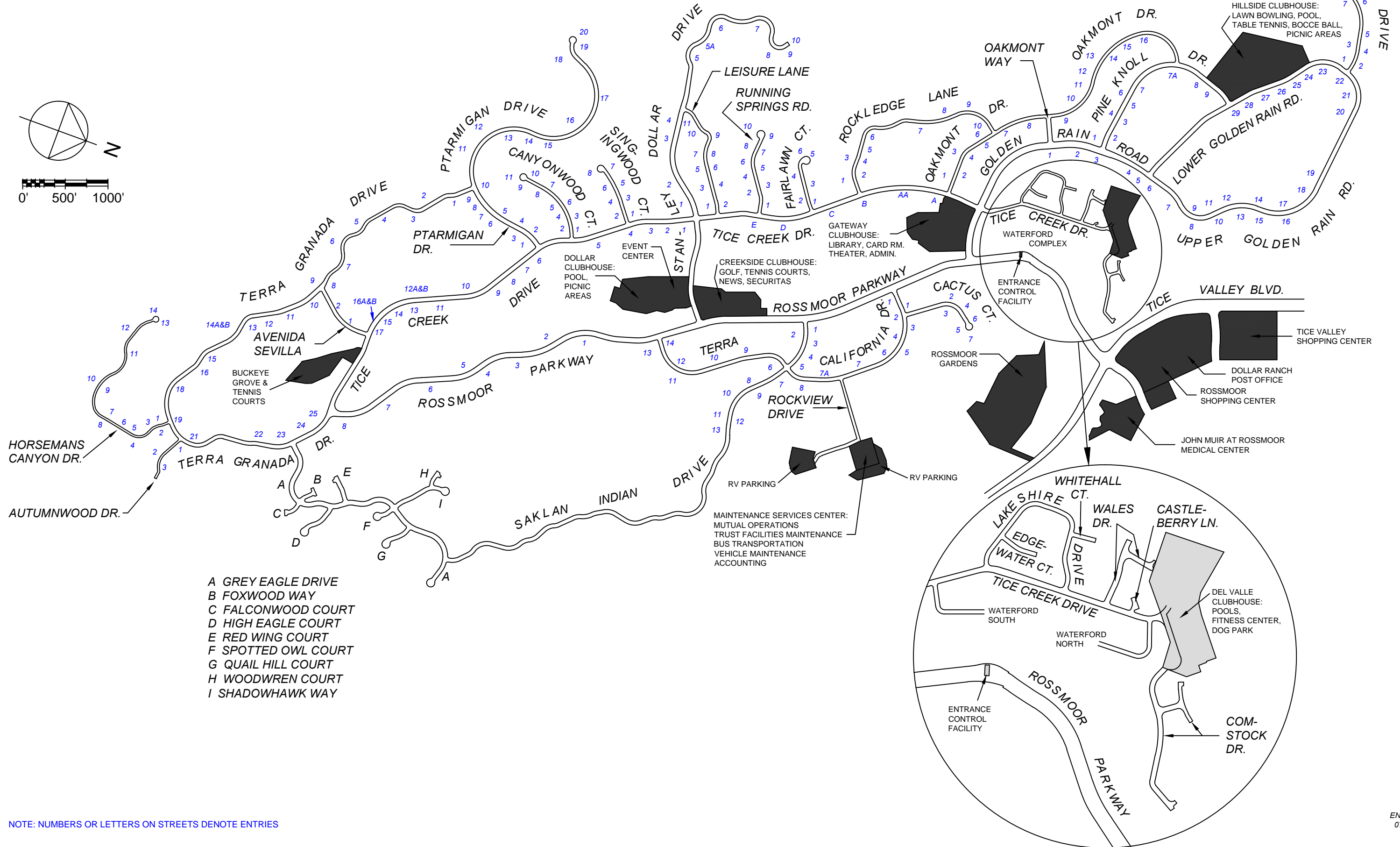
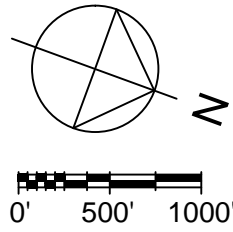
Date

ALL WRITTEN DEBIT AUTHORIZATIONS PROVIDE THAT THE AUTHORIZATION MAY BE REVOKED ONLY BY NOTIFYING THE **HOME OWNER'S ASSOCIATION** IN THE MANNER SPECIFIED ABOVE.

MAIL LETTER TO: 800 ROCKVIEW DRIVE, WALNUT CREEK, CA 94595
OR
Drop it in the Black Drop Box to the RIGHT of MOD's Main Entrance

ROSSMOOR - WALNUT CREEK

STREETS, ENTRIES AND COMMUNITY FACILITIES



NOTE: NUMBERS OR LETTERS ON STREETS DENOTE ENTRIES

ROSSMOOR - WALNUT CREEK

