

## 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
- A, B, C's of Utilities in Rossmoor
- 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](mailto: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; updated 11/2021

***Discover all that Rossmoor has to offer by visiting [rossmoor.com](http://rossmoor.com)***



**GENERAL INFORMATION**

Golden Rain Foundation.....925.988.7700  
Mutual Operations Division.....925.988.7600

**BUS TRANSPORTATION**

Bus Information.....925.988.7670  
Dial – A-Bus.....925.988.7676  
Paratransit.....925.988.7676

**MUTUAL OPERATIONS DIVISION**

Bldg./landscape Maint. & Pest Control.....925.988.7650  
Recycle or Trash.....925.988.7650  
Resales & Alterations.....925.988.7660

**SECURITAS**

Guest Gate Clearance.....925.988.7843  
General Assistance.....925.988.7899  
Immediate Assistance.....925.939.0693

**COMCAST**

6am-9:30pm.....1.800.407.2997

**POLICE, FIRE, OR MEDICAL  
EMERGENCY  
CALL 911**

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**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.***

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**Arroyo**

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

**LIMITED BASIC**

2 KTVU (FOX)  
 3 KNTV (NBC)  
 4 KRON (MyTV)  
 5 KPIX (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 KTNB  
 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 HD<sup>2</sup>  
 164,1043 ShopHQ  
 168,1093 ACCESS TV  
 169,1170 KTVU-Buzzr  
 170,1186 KPIX 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 KPIX Dabl  
 180,1175 KICU Decades  
 183,1165 KTLN MeTV  
 184,1166 KTLN MeTV HD  
 185,1179 KNTV-LX  
 186,1178 KNTV 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 KPIX 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 HD<sup>2</sup>  
 812,1010 QVC HD  
 817,1159 KRCB HD (NHK)  
 821,1063 QVC3 HD<sup>2</sup>  
 901-950 Music Choice  
 1074-1075 Government Access  
 1083 Local Origination  
 1094-1096 Leased Access  
 1098-1099 Leased Access  
 1128 C-SPAN HD<sup>2</sup>  
 1129 C-SPAN2 HD<sup>2</sup>  
 1147 KPJK Simulcast-KRCB (PBS)  
 1550-1599 Music Choice  
 1661 TBN HD<sup>2</sup>  
 1668 EWTN HD<sup>2</sup>

**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 HD<sup>2</sup>  
 1426 TV Land HD<sup>2</sup>  
 1627 ASPIRE HD<sup>2</sup>

**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 HD<sup>2</sup>  
 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 FX 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 HD<sup>2</sup>  
1116 Black News Channel HD<sup>2</sup>  
1130 C-SPAN3 HD<sup>2</sup>  
1426 TV Land HD<sup>2</sup>  
1437 Comedy.TV HD<sup>2</sup>  
1446 Justice Central.TV HD<sup>2</sup>  
1483 Recipe.TV HD<sup>2</sup>  
1624 Cleo HD<sup>2</sup>  
1627 ASPIRE HD<sup>2</sup>  
1637 Revolt HD<sup>2</sup>  
1684 Jewish Broadcasting Service HD<sup>2</sup>

**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 Nicktoons<sup>2</sup>  
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 Channel<sup>1</sup>  
292 Destination America  
294 AFRO

297,1629 The Africa Channel  
332 TVK24  
334,1238 PURSUIT  
368 MYX  
402 ESPNews  
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 Drama<sup>1</sup>  
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 HD<sup>2</sup>  
1118 i24 News HD<sup>2</sup>  
1228 Zona Futbol HD<sup>2</sup>  
1237 Sportsman Channel HD<sup>2</sup>  
1427 POP HD<sup>2</sup>  
1429 ReelzChannel HD<sup>2</sup>  
1440 SundanceTV HD West<sup>2</sup>  
1460 Hallmark Drama HD<sup>2</sup>  
1462 Ovation HD<sup>2</sup>  
1477 Smithsonian Channel HD<sup>2</sup>  
1480 American Heroes Channel HD<sup>2</sup>  
1485 Cooking Channel HD<sup>2</sup>  
1493 DIY Network HD<sup>2</sup>  
1495 Z Living HD<sup>2</sup>  
1497 Discovery Life HD<sup>2</sup>  
1623 AFRO HD<sup>2</sup>  
1628 BET Her HD<sup>2</sup>  
1639 MTV2 HD<sup>2</sup>  
1655 INSP HD<sup>2</sup>  
1701 Disney Jr. HD<sup>2</sup>  
1702 Nick Jr. HD<sup>2</sup>  
1740 TeenNick HD<sup>2</sup>  
1766 FX Movie Channel HD<sup>2</sup>  
1772 FLIX West HD<sup>2</sup>  
1786 ScreenPix HD<sup>2</sup>  
1787 ScreenPix Action HD<sup>2</sup>  
1788 ScreenPix Voices HD<sup>2</sup>  
3491 Zona Futbol<sup>1</sup>

**MORE SPORTS & ENTERTAINMENT PACKAGE**

74 CMT  
277,1445 Crime & Investigation  
402 ESPNews  
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  
778,1608 CMT HD  
785,1216 NFL RedZone HD  
789,1755 TCM HD  
1237 Sportsman Channel HD<sup>2</sup>  
1330 Pac-12 Bay Area HD<sup>2</sup>

**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+ HD<sup>2</sup>  
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 HD<sup>2</sup>  
1823 MoreMAX West  
1825 ActionMAX West  
1827 ThrillerMax West  
1873 Epix 2 HD<sup>2</sup>  
1874 Epix Hits HD<sup>2</sup>  
1875 Epix Drive-In HD<sup>2</sup>

**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 Pincoy TV  
3196 GMA Life TV  
3210 SporTV  
3211 Band Internacional 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 ROSSIYA  
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

## The A, B, C's of Utilities in Rossmoor

A) Utilities included with each manor's monthly coupon payment that a resident does not need to do anything about when they move in:

- i. **Water / Sewer**
- ii. **Trash** (Exception: residents of Mutual 61 contract for their own trash/recycling pick-up through Republic Services; 925-685-4711)

B) Utilities included with each manor's monthly coupon payment that a resident DOES need to do something about when they move in:

- i. **Comcast** (Call 1-800-407-2997). Provide the following information:
  1. Address
  2. Mention that this address is part of a "bulk agreement"
  3. Say nothing about their Mutual, Golden Rain Foundation, or Rossmoor – doing so only confuses the call center agents
  4. Ask for next steps on setting up service
  5. NOTE: additional services beyond what is included in the monthly coupon payment will be billed directly to the resident
  6. What is included: Cable Channel line-ups, 1 cable box, internet, Wi-Fi
  7. What is NOT included\*: DVR, additional cable boxes, telephone, premium channels
  8. \* Mutual 61 pays for and receives a DVR box

C) Utilities that are NOT included with the monthly coupon payment that a resident DOES need to do something about:

- i. **Electric / Gas** (Some Mutuals are only powered by electricity)
- ii. Call PG&E or go on-line to set up: 1-800-743-5000 or pge.com
- iii. Telephone – residents may use any telephone carrier that provides service in this area

**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\\_faPKOuib6Zs7w/playlists](https://www.youtube.com/channel/UCUzU3eXz_faPKOuib6Zs7w/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](mailto: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](mailto: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](https://rossmoor.com) by clicking below:

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



# ALTERATIONS CHECKLIST

## For Interior work:

- Detailed Scope of Work (Contractors)
- Floor plan – Showing location of alteration(s) and structural plan as needed
- Contractor's License and Insurance\*\* (See Insurance Requirements)
- Electrical Load Calculations  
(For Appliance Replacement/Addition – Washer/dryer, lighting (LED) )

## For Exterior work:

- Detailed Scope of Work
- Floor plan – Showing location of alteration(s) and when applicable, Architectural drawings based on the proposal. Pictures of the alteration site.
- Contractor's License and Insurance\*\* (See Insurance Requirements)
- Neighbors signed consent –To be determined by the Director
- Verify material standards with Mutual Manager  
(Trim, siding, stucco and paint)
- Picture and/or color of proposed product  
(Door style, window frame, skylights, shades, tile)

**\*\* THE MUTUALS (HOAs) MUST BE LISTED AS CERTIFICATE HOLDER AND ADDITIONAL INSURED WITH AN ENDORSEMENT LETTER TO WORK IN ROSSMOOR**

**INSURANCE MUST BE CURRENT AND UP TO DATE**  
Updated 2.23.23

## 2023 ALTERATION/RESALES FEE SCHEDULE

Air conditioner/Heat pump	\$150	**
Accoustic ceiling removal	\$100	
Awnings/Basswood shades Solar shade	\$50	
Bathroom addition	\$450	**
Bathroom remodel tub to shower	\$350	**
Cabinets, storage in carport	\$100	
Carport enclosure	\$400	**
Countertops	\$100	
Car Charging Station	\$150	**
Ceiling fans	\$100	**
Deck or patio enclosure- Non-standard	\$500	**
Dishwasher	\$100	**
Door-Front	\$75	**
Electric Chairlift	\$150	**
Electric outlet-duplex	\$50	**
Flooring	\$100	
Fireplace	\$200	**
Gas line for fireplace	\$100	**
Garage loft conversion	\$450	**
Garage door	\$100	
Insulation	\$75	
Kitchen remodel-cabinets & countertop	\$300	
Kitchen remodel-appliances,cabinet,counters,lights	\$350	**
Recessed Lighting	\$75	**
Microwave-hardwired	\$150	**
Patio extension-walkway	\$150	
Screen door-Phantom or regular	\$50	
Skylight	\$150	**
Solartube	\$150	**
Solar panels	\$300	**
Total remodel	\$800	**
Trellis	\$350	
Washer/dryer installation	\$350	**
Window replacement	\$175	**

### Alterations not listed subject to permit fees determined by MOD

\*\* City of Walnut Creek permit required

6 month expiration will result in an additional 50% fee on the original permit fee

#### RESALE FEES

Resale inspection \$400  
 Missed appt/Final inspection \$150  
 Rush fee \$200  
 Alteration Rush fee \$200

#### REFUNDS FOR CANCELLATIONS

Resales \$50 hold back prior to initial inspection  
 No refund after initial resale inspections occur  
 Alterations Applications \$50 hold back for permits  
 less than \$100.00



## Contractors List

as of 3/16/2023

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 mutuals. Neither GRF nor any of the Rossmoor mutuals guarantee the work of the contractors on this list. Under no circumstances shall GRF or any of the Rossmoor mutuals 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
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Boydston Construction	(925) 370-7070	768556	Jon Boydston
Davis Home Pros	(925) 946-9746	803925	Richard Davis
DRB Construction	(925) 349-4476	873814	Derl Brown
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		
Remodeling Masters Inc.	(925) 818-8287	936377	Plamen Feyziev
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

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Benchmark Home Elevator	(877) 535-5515	900699	Scott Britton
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### **COUNTERTOP**

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

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### **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

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### **FENCING**

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

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### **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/Karen
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

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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>
A Freeman's Heating & Air Conditioning	(925) 212-3470	519835	Louie Freeman
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
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/cabinetry
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	1096685	Yasameen Habal
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
Your Energy Solutions	(888) 888-0711	928652	Solar



## 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](http://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](http://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 4:00 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, lightening, 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: \_\_\_\_\_

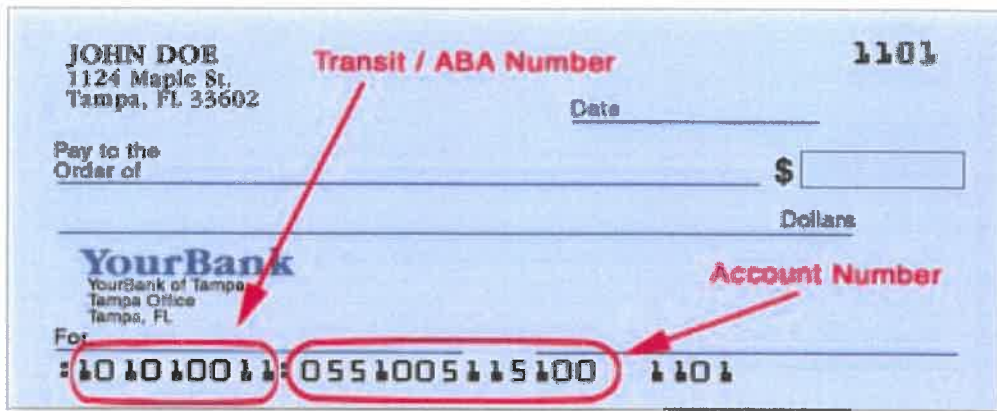
Manor Address: \_\_\_\_\_ File No: \_\_\_\_\_

**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 6<sup>th</sup> 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**

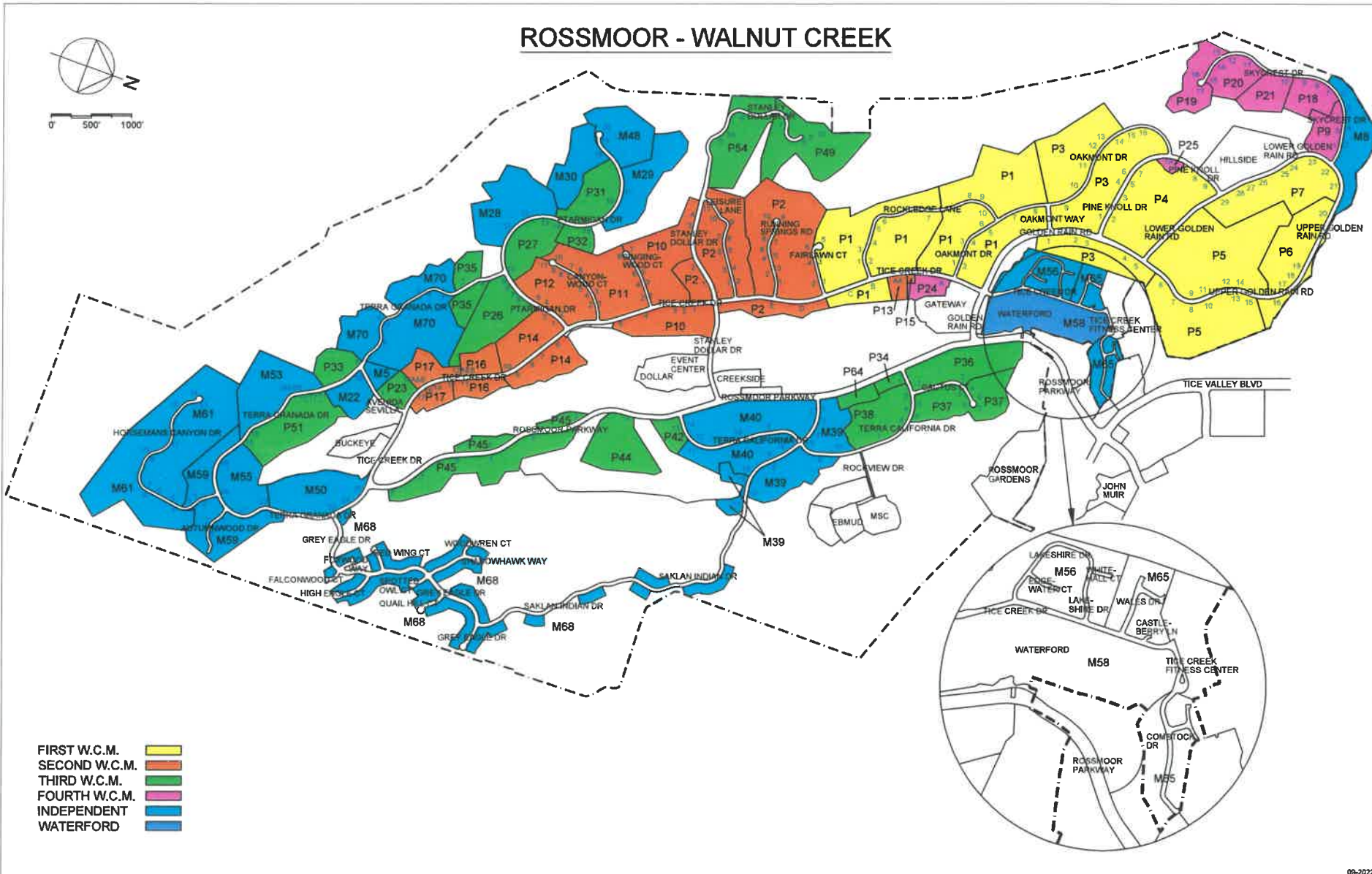
**Drop it in the Black Drop Box to the RIGHT of MOD's Main Entrance**



# ROSSMOOR - WALNUT CREEK



0 500' 1000'



- FIRST W.C.M. ■
- SECOND W.C.M. ■
- THIRD W.C.M. ■
- FOURTH W.C.M. ■
- INDEPENDENT ■
- WATERFORD ■