

Welcome to Rossmoor!

RPM Buyer's Packet Checklist

This packet contains important and useful information to help you get acquainted with the Rossmoor Property Management 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
- Complete Emergency Information Form
- Insurance Information for Rossmoor Residents
- Street Map of Rossmoor
- Mutual Map of Rossmoor

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

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

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

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

**For general questions and paint requests

Updated 1/13/2026

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



GENERAL INFORMATION

Golden Rain Foundation.....925.988.7700
Rossmoor Property Management 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.....925.988.7642
Resales & Alterations.....925.988.7660

SECURITAS

Guest Gate Clearance.....925.988.7843
Public Safety Office925.988.7841
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**

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.

LIMITED BASIC	183,1165 KTLN Story	821,1063 QVC3 HD2	46 Lifetime	773,1465 Oxygen HD
2 KTUU (FOX)	184,1166 KTLN HD (MeTV)	901-950 Music Choice	47 A&E	777,1625 BET HD
3 KNTV (NBC)	185,1179 KNTV-LX	1052 Jewelry TV HD2	48 Bravo	781,1607 VH1 HD
4 KRON (CW)	186,1178 KNTV CoziTV	1072,1091 Leased Access	49 AMC	783,1612 MTV Live HD
5 KPX (CBS)	187,1190 KRON Rewind TV	1074-1075 Local Access	51 Animal Planet	791,1428 WE tv HD
6 KICU (IND)	190,1150 KQED World (PBS)	1083 Local Origination	62 History	794,1459 Hallmark Mystery HD
7 KGO (ABC)	192,1154 KQEH Kids (PBS)	1087-1089 Leased Access	63 Comedy Central	795,1455 Lifetime HD
8,708,1026 KTSF (IND)	193,1191 KRON AntennaTV	1094-1096 Leased Access	64 E!	796,1456 LMN HD
9 KQED (PBS)	194,1198 KSTS TeleXitos	1098-1099 Leased Access	65 truTV	798,1405 AMC HD
10 KQEH (PBS)	195,1172 KTUU Movies!	1128 C-SPAN HD2	67 HGTV	803,1410 FXX HD
11 HSN	196,1171 KTUU Grio	1129 C-SPAN2 HD2	68 Galavision	804,1444 Investigation Discovery
12 KPX (IND)	197,1176 KICU (KBS)	1147 KPJK 1st Nation (PBS)	70 BET	HD
13 KOFY Merit Street	198,1146 KPJK France 24	1167 KTLN (MeTV+)	71 Travel Channel	810,1418 BBC America HD
14 KDTV (Univision)	199,1145 KPJK DW (PBS)	1550-1599 Music Choice	72 TV Land	815 Galavision HD
15 Discovery	201,1158 KRCC Create (PBS)	1661 TBN HD2	73 Oxygen	820,1464 OWN HD (Oprah
16 KPX (ION)	229 EWTN	1668 EWTV HD2	160 Syfy	Winfrey Network)
17 KPJK (PBS)	230 TBN	KIDS & FAMILY	161 GSN	822,1425 GSN HD
18 KSTS (Telemundo)	698,1068 KTLN HD Heroes &	43 MTV	162 BBC America	1350 Events 4K2
19 KTNC (TCT)	Icons	50 TLC	220 OWN (Oprah Winfrey	1426 TV Land HD2
20 KFSF (UMAS)	700,1038 KCNS HD (IND)	52 Freeform	Network)	1437 Comedy TV HD2
21 KCNS (IND)	701,1042 KTNC HD (TCT)	53 Nickelodeon	271 Investigation Discovery	1446 Justice Central TV HD2
22 KRCC (PBS)	702,1002 KTUU HD (FOX)	55 Disney Channel	295 Cleo	1461 Great American Family HD2
24,26,90,97 Leased Access	703,1011 KNTV HD (NBC)	66 Hallmark Channel	401 FXX	1483 Recipe TV HD2
25 KTLN Heroes & Icons	704,1004 KRON HD (CW)	119 Universal Kids	483 TV One	1623 AFRO HD2
27-28 Local Access	705,1005 KPX HD (CBS)	273 National Geographic Channel	484 Great American Family	1624 Cleo HD2
29 C-SPAN	706,1036 KICU HD (IND)	482 UP	500 Hallmark Mystery	1627 ASPIRE HD2
30 QVC	707,1007 KGO HD (ABC)	752,1450 TLC HD	502 WE tv	1636 GrioTV HD2
31,620 KEMO (Estrella)	709,1009 KQED HD (PBS)	757,1473 National Geographic HD	504 LMN	1637 Revolt HD2
32,1085 Local Access	710,1054 KQEH HD (PBS)	767,1728 Nickelodeon HD	733,1463 Bravo HD	3131 Crossings TV HD2
77,99,960,1082 Local Origination	711,1065 KPX HD (ION)	768,1742 Freeform HD	734,1402 A&E HD	3814 Events 4K High-Fidelity2
85,1049 HSN2	712,1044 KPX HD (IND)	769,1715 Disney Channel HD	735,1434 TBS HD	
87,116,1037,1067 Jewelry TV	713,1020 KOFY HD Merit Street	770,1707 Universal Kids HD	736,1411 Syfy HD	
101-103 Leased Access	714,1014 KDTV HD (Univision)	782,1606 MTV HD	737,1404 TNT HD	
109 C-SPAN2	715,1162 KGO HD (Localish)	793,1458 Hallmark Channel HD	738,1403 USA Network HD	
168,1093 ACCESS TV	716,1066 KFSF HD (UMAS)	814,1457 UP HD	740,1626 TV One HD	
169,1170 KTUU Buzzr	717,1060 KPJK HD (PBS)	1721 Primo TV HD2	741,1409 FX HD	
170,1186 KPX Start TV	718,1048 KSTS HD (Telemundo)	1722 Kids Street HD2	745,1435 Comedy Central HD	
171,1174 KICU Weather (FOX)	719,1050 KEMO HD (Estrella)	ENTERTAINMENT	746,1492 HGTV HD	
173,1196 KTSF VSTV-Vietnam	722,1022 KRCC HD (PBS)	34 Food Network	747,1484 Food Network HD	
(IND)	750,1449 Discovery HD	35 TBS	748,1430 truTV HD	
174,1195 KTSF Viet Today (IND)	797,1055 QVC2 HD2	36 FX	751,1471 Animal Planet HD	
175,1194 KTSF Sino TV (IND)	811,1021 HSN HD	37 TNT	753,1466 E! HD	
179,1187 KPX Dabi	812,1010 QVC HD	42 USA Network	755,1488 Travel Channel HD	
180,1175 KICU Comedy	817,1159 KRCC HD (NHK)	44 VH1	758,1478 History HD	

Rossmoor Bulk Cable Lineup

For Support Call (800) 407-2997

ULTIMATE TV	474 BET Her	1414 fuse HD2	HD
45 Paramount Network	486,1682 The Impact Network	1427 POP HD2	778,1608 CMT HD
54 Cartoon Network	503 IFC	1429 ReelzChannel HD2	785,1216 NFL RedZone HD
76,222 Discovery Life	505 SundanceTV West	1439 Logo HD2	789,1755 TCM HD
111 POP	506 FX Movie Channel	1440 SundanceTV HD West2	1237 Sportsman Channel HD2
120 Nick Jr.	507 Hallmark Family1	1460 Hallmark Family HD2	1431 INSP HD2
121 Discovery Family Channel	520 ScreenPix	1462 Ovation HD2	1638 FM HD2
122,609 Disney XD	521 ScreenPix Action	1477 Smithsonian Channel HD2	
123 Disney Jr.	523,1789 ScreenPix Westerns	1480 American Heroes Channel	
125,1709 BabyFirst Americas	527 ScreenPix Voices	HD2	
126 Nicktoons	586 FLIX West	1485 Cooking Channel HD2	
134,1633 BET Jams	602 FOX Deportes	1493 Magnolia Network HD2	
135 MTV2	606 MTV TR3s	1497 Discovery Life HD2	
146 Logo	607 NBC Universo	1613 AXS TV2	
150 ReelzChannel	618 TUDN	1628 BET Her HD2	
159 Nat Geo WILD	619 ESPN Deportes	1639 MTV2 HD2	
167 BBC News	678,1231 ESPN Deportes HD	1701 Disney Jr. HD2	
203 Cooking Channel	679,1230 FOX Deportes HD	1702 Nick Jr. HD2	
204 Magnolia Network	680,1232 NBC Universo HD	1727 Nicktoons2	
215 TeenNick	726,1210 ESPNNews HD	1740 TeenNick HD2	
216 Nick ALT	727,1218 NBA TV HD	1766 FX Movie Channel HD2	
228,1673 BYUtv	728,1217 NHL Network HD	1772 FLIX West HD2	
234,1657 Daystar	729,1219 MLB Network HD	1786 ScreenPix HD2	
270 Ovation	730,1215 NFL Network HD	1787 ScreenPix Action HD2	
272 Science	732,1303 CBS Sports Network	1788 ScreenPix Voices HD2	
274 American Heroes Channel	HD	3491 Zona Futbol1	
275 fyi	743,1412 Paramount Network HD	MORE SPORTS & ENTERTAINMENT	
276 VICE	756,1451 Science HD	PACKAGE	
291 Smithsonian Channel1	765,1716 Disney XD HD	67 TCM	
292 Destination America	766,1734 Cartoon Network HD	72,477 CMT	
297,1629 The Africa Channel	771,1487 Destination America HD	180,417 NFL Network	
332 TVK24	772,1486 fyi HD	223 INSP	
368 MYX	784,1236 Outdoor Channel HD	402 ESPNews	
402 ESPNNews	788,1301 ESPNU HD	403,1313 BTN	
405 Sportsman Channel	790,1438 IFC HD	405 Sportsman Channel	
406 Outdoor Channel	805,1436 VICE HD	409,1246 FanDuel TV	
409,1246 FanDuel TV	806,1472 Nat Geo WILD HD	412 MLB Network	
412 MLB Network	813,1714 Discovery Family	416,439 NBA TV	
416,439 NBA TV	Channel HD	418 CBS Sports Network	
417 NFL Network	818,1229 TUDN HD	419 NHL Network	
418 CBS Sports Network	824,1321 SEC Network HD	427 NFL RedZone	
419 NHL Network	(National)	726,1210 ESPNews HD	
420 ESPNU	1117 BBC News HD2	727,1218 NBA TV HD	
432 SEC Network (National)	1118 i24 News HD2	728,1217 NHL Network HD	
471,1619 CMT Music	1228 Zona Futbol HD2	729,1219 MLB Network HD	
472,1615 Nick Music	1237 Sportsman Channel HD2	730,1215 NFL Network HD	
473,1614 MTV Classic	1238 Pursuit Channel HD2	732,1303 CBS Sports Network	

We're here to help!

- On-site support is available Tuesday, Wednesday, Thursday from 10am-12pm in the Fireside Room.
- Your local Corporate Xfinity Store is located at: 2001 Diamond Blvd. Suite 150, Concord, CA 94520
- Your dedicated Rossmoor Support team can be reached at (800) 407-2997

xfinity

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_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 & 1pm-2pm.



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 or in person.

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.

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/>

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



ALTERATIONS/RESALES FEE SCHEDULE

Effective January 1, 2026

Air Conditioner /Heat Pump	\$165 **
Acoustic Ceiling Removal	\$110
Awnings/Basswood Shades	\$55
Bathroom Addition	\$495 **
Bathroom Remodel /Tub to Shower	\$385 **
Cabinets/Storage in Carport	\$115
Carport Enclosure	\$440 **
Countertops	\$110
Car Charging Station	\$165 **
Ceiling Fans	\$110 **
Deck or Patio Enclosure/Non-standard	\$550 **
Dishwasher	\$110 **
Door/Front	\$85
Electric Chairlift	\$165 **
Electric Outlet/Duplex	\$55 **
Flooring	\$110
Fireplace	\$220 **

Alterations/Resales Department | Rossmoor Property Management
800 Rockview Drive | Walnut Creek, CA 94595-0987
Email: Alterations@Rossmoor.com | Resales@Rossmoor.com
Telephone: 925.988.7660



ALTERATIONS/RESALES FEE SCHEDULE

Effective January 1, 2026

Gas Line for Fireplace	\$110 **
Garage Loft Conversion	\$495 **
Garage Door	\$110
Insulation	\$85
Kitchen Remodel/Cabinets & Countertops	\$330 **
Kitchen Remodel/Appliance, Cabinets & Lights	\$385 **
Recessed Lighting	\$85 **
Microwave/Hardwired	\$165 **
Patio Extension/Walkway	\$165
Screen Door/Phantom or Regular	\$55
Skylight	\$165 **
Solar Tubes	\$165 **
Solar Panels	\$330 **
Total Remodel	\$880 **
Trellis	\$385
Washer/Dryer Installation	\$385 **
Window Replacement	\$195 **

Alterations/Resales Department | Rossmoor Property Management
800 Rockview Drive | Walnut Creek, CA 94595-0987
Email: Alterations@Rossmoor.com | Resales@Rossmoor.com
Telephone: 925.988.7660



ALTERATIONS/RESALES FEE SCHEDULE

Effective January 1, 2026

Alterations not listed are subject to permit fees determined by MOD

**City of Walnut Creek permit required

Rossmoor permits are good for six months. If work exceeds six months there will be an additional 50% fee on the original permit fee.

Resale Inspection	\$440
Any Missed Appointment or a Reinspection Fee	\$165
Rush Fee For Zoom Appointment	\$220
Rush Fee for Alteration Process	\$220
Refunds for Cancellations	
Alteration Applications less than \$100.00	\$50.00
Alteration Applications more than \$100.00	\$100.00
Resales	\$50.00

No refund after the initial resale inspection has occurred



Contractors List

as of 4/9/2026

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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Andrew Mathias Construction	(925) 667-6309	894086	Andrew Mathias
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AR Construction	(925) 255-6077	1093898	Ari Erfani
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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
Douglah Designs	(925) 330-4353	962876	Leila Douglah
DRB Construction	(925) 349-4476	873814	Derl Brown
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

CHAIR LIFT

<u>Name</u>	<u>Telephone</u>	<u>License #</u>	<u>Contact/Notes</u>
Acme Elevator(Stannah)	(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/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
Gil's Carpets	(925) 685-1818	719687	Stephanie
Professional Flooring	(925) 671-2556	610635	Mitch Moore

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
Kent Painting and Finishing Inc.	(925) 378-1264		Manuel Orozco
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.
Robert H Gorman	(925) 376-7230		Structural Engineer
Schicker Luxury Bath	(925) 676-8422	915382	
Screens of Northern California	(925) 521-5600	845218	Screens
Simply Solar	(707) 285-7037	991938	
Sola Brite	(925) 600-1400	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
Westbury Iron Works	(925) 383-1276	974553	Greg Westbury
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: 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.

Guidelines for Sorting Trash

RECYCLE (blue bins)

- Only 5 things go in RECYCLE: hard plastic (cannot be folded), metal, glass, paper (if easy to write on), and flattened small cardboard.
- Recycles must be **emptied, wiped clean, dry and loose**.
- There is one exception. Shredded paper must be knotted shut in a plastic bag or stapled in paper bag labeled "Shredded Paper."

COMPOST (green bins)

- Do NOT use plastic bags.
- Wrap food scraps in newspaper, paper bag, or BPI-Certified Compostable bag.
- Leaves, pine needles, paper towels or napkins, plants or pizza boxes can be loose.
- If your entry does not have a green bin, put food scraps in LANDFILL or bring them to a nearby enclosure in your Mutual or to MOD Recycle Yard, 800 Rockview Dr.

LANDFILL (black bins)

- All plastic bags, Styrofoam, caps and lids, clothes hangers, and cardboard boxes which held milk, ice cream, or other liquid or frozen food: put in LANDFILL.
- If unsure whether an item is recyclable or compostable, put it in LANDFILL.
- Put no moving, remodeling or hazardous waste in the trash enclosure.

WHAT ABOUT THESE?

- **Large cardboard and household batteries:** Take to the MOD Recycle Yard.
- **Electronics:** If it has a cord or uses batteries, call Rapid Recycle, (925) 671-9008.
- **Pills, needles or syringes:** Put in marked containers in the Gateway Lobby.
- **Hazardous waste:** Bring aerosols, solvents, electronics, batteries, propane cylinders and wet paint to Central Contra Costa's Household Hazardous Waste Collection Facility, 4797 Imhoff Pl, Martinez.
- **Excess waste from general cleaning, moving or remodeling:** Hire a trash hauler or take to Contra Costa Recovery Transfer & Station, 951 Waterbird Way, Martinez. *Please leave space for your neighbors' everyday trash!*

EXTRA CHARGES

To avoid extra charges which increase the monthly coupon, please do the following:

- Leave nothing on the ground or on top of the bins.
- Only put the correct items into RECYCLE, COMPOST and LANDFILL.
- Keep recyclables loose (except shredded paper).
- We are charged extra if a bin lid is not closed. Make sure each lid is closed.

MORE INFORMATION

Rossmoor's guidelines can be different from those elsewhere. To learn more, see the RecycleSmart posters in the trash enclosure, follow the recycle guide in Rossmoor's phonebook, or go to <https://sustainablerossmoor.org/trashtalk>.



TrashTalk



Top FIVE Recyclables!

Recyclables must be clean, dry, and loose (NOT in a bag). Nothing smaller than a credit card. No plastic bags, no lids, caps, corks, or container tops.

✓ Paper

Newspapers, writing paper, computer paper, newspaper, and paper bags. Shredded paper in a labeled and stapled paper bag.

✓ Clean & Dry Hard Plastic

Bottles, jugs, detergent, margarine and yogurt containers, plastic cups, and buckets.

✓ Cardboard Boxes

Small, clean and flattened, shoe, cereal, and laundry detergent boxes.

✓ Clean Metal

Beverage and food cans and clean aluminum foil.

✓ Clean Glass

Bottles, jars, and containers. No lids. No broken glass.

If in doubt throw it OUT! Housecleaners & caretakers should follow these rules.

<https://sustainablerossmoor.org/trashtalk>

Top FIVE NO NOs!

NO Hazardous Materials: that includes aerosol cans, batteries, fluorescent bulbs, household cleaners, cooking oils, paint, chemicals, and broken glass.

✗ Soft Plastic

Plastic wrap, bags, bubble wrap, air pillows, snack and chip bags, and cellophane → **Landfill**;
Amazon bags → **UPS/Landfill**.

✗ Paper Products

Napkins, paper towels, and take-out pizza boxes → **Green bin**;
wipes and Kleenex → **Landfill**.

✗ Large Cardboard Boxes

Construction, move-in, and move-out boxes → take them to **MOD**.

✗ Wax or Plastic Coatings

Freezer packages, orange juice, soup, or milk cartons → **Landfill**.

✗ Lids, Caps, and Corks

These are too small to recycle → **Landfill**.

March 10, 2025 - trash.talk.rossmoor@gmail.com



Sustainability in Action



PF941

Welcome to Rossmoor!

It's easy to generate extra stuff during a move, that's why we've partnered to provide information about local resources and helpful tools to make reuse, recycling, and composting easy in Rossmoor. **Move-in, move-out, and remodel debris are not allowed in the shared trash enclosures.** There is only room for everyday trash.

Scan this QR Code to learn more about Sustainable Rossmoor's initiatives, committees, and events.



Free in-home tools for easy recycling and composting

- Visit the Rossmoor Property Management office, 800 Rockview Drive, for a FREE reusable recycling tote bag and kitchen food scraps pail.
- Collect your empty, clean, and dry recyclables in your tote bag and empty them into the blue cart or recycling dumpster. It's that easy!
- Line your kitchen food scraps pail with newspaper, a paper bag, or a BPI-Certified compostable bag.

Household Goods & Furniture

The shared trash enclosure dumpsters and carts should never be used for moving debris.

Donate: Do you need to get rid of an item that could be useful to someone else? Please consider alternatives to throwing them in the landfill!

- Post them on free social networks such as [Trashnothing.com](https://www.trashnothing.com) and [Nextdoor](https://www.nextdoor.com).
- Donate to local thrift and consignment stores.

Mattress Disposal: Call Bay Area Recycle, 925-465-5576, and schedule a pickup (*fees apply*). For free drop off, go to [ByeByeMattress.com/california](https://www.byebyemattress.com/california).

Local Disposal Facility: Haul broken furniture, carpet, and other general trash to the Republic Services Transfer Station located at 951 Waterbird Way, Martinez or contact a local junk hauling service (*fees apply*).



Packing Materials



Moving Boxes

Recycle: Take flattened boxes to the Rossmoor Recycling Center (800 Rockview Drive), Mon-Fri, 8am-12pm and 12:30-4pm.



Foam Packing Peanuts

Reuse: Securely bag, then drop off at a mailing center (like local UPS store—call first to confirm they will accept it). **Dispose:** Take to Republic Services Transfer Station (951 Waterbird Way, Martinez) (*fees apply*).



Newspaper & Packing Paper

Recycle: Take excessive, clean packing paper, including newspapers, to the Rossmoor Recycling Center (800 Rockview Drive), Mon-Fri, 8am-12pm and 12:30-4pm.



Bubble Wrap & Plastic Film

Reuse: Save bubble wrap for your next project, post on free social networks. **Dispose:** Take to Republic Services Transfer Station (951 Waterbird Way, Martinez) (*fees apply*).

Household Hazardous & Electronic Waste



Household Hazardous Waste

It is illegal to throw toxic hazardous waste in the trash, down the drain, or in the gutter because it can injure or harm trash collectors, contaminate water and soil, and disrupt sewage treatment.*



Electronic Waste

Call Rapid Recycle at 925-671-9008 to schedule a pickup. No charge for small items. Electronics can also be taken to the Concord Recycling Center for free ConcordRecyclingCenter.com.



Batteries

Batteries contain **hazardous** materials that start fires and are harmful to the environment. Take batteries to Rossmoor's Recycling Center (800 Rockview Drive), Mon-Fri 8am-12pm and 12:30-4pm.



Medical Waste

Free disposal receptacles for **medications** (*yellow*) and **needles** (*red*) are located in the lobby at Gateway Clubhouse, or visit SharpsTakeBackCalifornia.org to request a FREE mail-back box.

* Take all hazardous waste (including paint products, solvents, cleaners and pesticides) **FOR FREE** to the Central Contra Costa Sanitary District, 4797 Imhoff Place, Martinez. Call 1-800-646-1431 for information and hours or visit the district's website at CentralSan.org/hhw.



Sustainability in Action



ROSSMOOR WALNUT CREEK 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 **\$300.00** 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 residents. Parts, if available, may be purchased by the resident from Rossmoor Walnut Creek (RWC) at the time of service. Parts are subject to availability and Rossmoor Walnut Creek (RWC) 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.

APPOINTMENTS AND HOURS

Services are by appointment only during business hours (Mon–Fri, 8 AM–4 PM, excluding holidays).

TO SCHEDULE SERVICES, CALL 925-988-7650

Please note that emergency or unscheduled services are not available under any circumstances

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.

Rossmoor Walnut Creek (RWC) does not assume responsibility or liability for any damage or loss in any way related to Rossmoor Walnut Creek (RWC) alleged untimely response to any "emergency" or other request for service.

TRANSFER TO NEW ADDRESS OR OWNER

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

EXCLUSIONS AND LIMITATIONS

Rossmoor Walnut Creek (RWC) will not in any way pay for any services performed by anyone other than Rossmoor Walnut Creek (RWC), unless ordered, or, authorized in writing, by Rossmoor Walnut Creek (RWC). This Agreement shall not apply to any component covered by an express warranty. Rossmoor Walnut Creek (RWC) 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

Rossmoor Walnut Creek (RWC) 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, Rossmoor Walnut Creek (RWC) 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 Rossmoor Walnut Creek (RWC) for any claim, injury or harm suffered by an employee or agent of Rossmoor Walnut Creek (RWC) 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

Printed Name

FOR OFFICE USE ONLY

GRF Staff Signature
(Payment and signed contract received)

Date

Check #: _____

Date: _____

Amount: _____

Start date: _____

Journal #: _____

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: _____

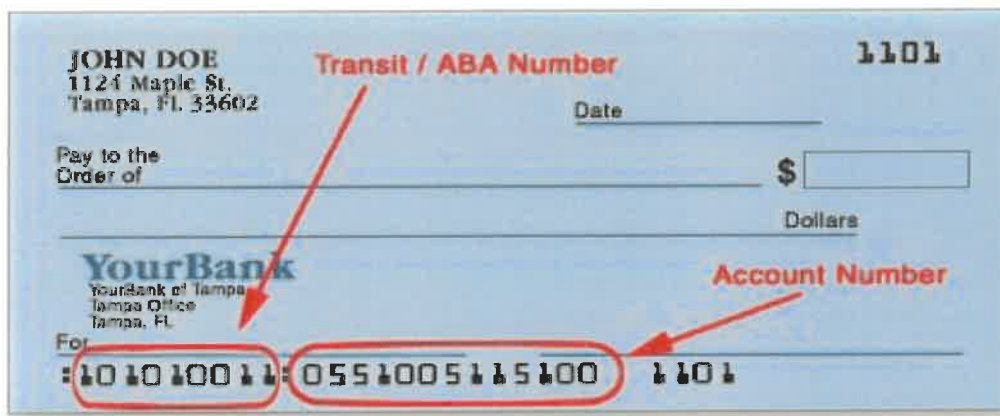
Manor Address: _____ File No: _____

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

PLEASE RETURN THIS FORM TO:
MEMBER RECORDS
1001 Golden Rain Road
Walnut Creek, CA 94595

File # _____

EMERGENCY INFORMATION

**IMPORTANT – By signing this form, you will be providing important contact information to be used in case of emergency to provide you with assistance or to notify your authorized contacts.
PLEASE HAVE ALL RESIDENTS IN YOUR MANOR COMPLETE THIS FORM and be sure to notify Member Records anytime your information changes.**

NAME _____ Email Address _____
(Resident) (Owner) (Circle One)

NAME _____ Email Address _____
(Resident) (Owner) (Circle One)

ADDRESS: _____

PERSONS TO CALL IN CASE OF AN EMERGENCY

1. NAME: _____ Relation: _____ Email Address: _____
Address: _____ Phone #: _____
Street City State Zip

2. NAME: _____ Relation: _____ Email Address: _____
Address: _____ Phone #: _____
Street City State Zip

3. NAME: _____ Relation: _____ Email Address: _____
Address: _____ Phone #: _____
Street City State Zip

The undersigned authorizes Golden Rain Foundation of Walnut Creek, the Mutual and their respective agents and employees to use the above information in case of an emergency, including where there is a threat of harm or injury to persons or property. The undersigned also acknowledges that the Mutual has the right to enter the unit/manor under the circumstances set forth in the Mutual's Governing Documents (or in the case of a Cooperative Mutual, as set forth in the Occupancy Agreement). Please list those additional persons you want to have access to your unit/manor in case of an emergency:

NAME: _____ Relation: _____ Phone #: _____

NAME: _____ Relation: _____ Phone #: _____

Signature of Resident: _____ **Date:** _____

BELOW IS FOR STAFF USE ONLY

DATE ENTERED: _____ ENTERED BY: _____



What Is Covered By Your Mutual's Property Policy?

Your Mutual's property insurance offers broad policy terms covering all Mutual buildings and Trust facilities under one master insurance program. The policy pays the cost of repairing or replacing damaged property in compliance with current building codes as defined in the master insurance program policy terms and conditions.

The policy excludes damage caused by Earthquake, and contains a \$250,000 deductible which must be satisfied before any claims are paid. The Mutuals participate in a Deductible Sharing Agreement in order to satisfy the deductible.

Please consult your Mutual's CC&R's, Bylaws, Occupancy Agreements and Policies to determine when your Mutual is responsible for providing the insurance for the property.

Proof of Insurance:

You may order proof of your mutual's insurance policy by calling Arthur J. Gallagher's Certificate Center at (925) 953-5204, or emailing your request to Rossmoor@ajg.com. You may also fax your request to (925) 953-5277.

This insurance information is not applicable to Mutuals 58 and 61 who are not included in the master insurance policy carried by Golden Rain Foundation. Please consult your Mutual office for further information.

This information is intended as a general overview only; the actual language of the Mutual's property policy will determine coverage.

What Is Not Covered By Your Mutual's Property Policy?

Your Mutual's insurance policy does not provide protection for your personal property or your personal liability, or costs you may incur when displaced from your manor.

To make certain you are sufficiently prepared in the event of a loss we recommend you and your personal insurance agent or broker meet annually to determine your personal property and liability insurance needs. Every manor owner needs to purchase a condominium insurance policy, usually an HO-6 policy form.

Personal Insurance Coverages to Consider:

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

What If I Need More Information?

You may review the master Property insurance policy at the Mutual Board Office. A copy of the policy may be obtained by making a written request to the Mutual Board Office; please allow a reasonable time for a response to your request. Duplication charges may apply for a copy of the policy.

Frequently Asked Questions

- **Does the master property insurance policy cover the interior of my unit?** "Walls-in" coverage is provided for interiors ONLY IF the Mutual's governing documents, such as CC&Rs or Bylaws, require the Mutual's master program to insure this property. Check with your Mutual to confirm whether or not this coverage requirement is included in the governing documents.
- **How does the Shared Deductible Agreement impact the personal insurance I purchase on my manor?** The Shared Deductible Agreement provides a sharing of cost among the Mutuals for loss amounts up to the Master Property policy deductible of \$250,000.
- **Is all property damage loss under the deductible, between \$10,000 and \$250,000, covered by all the Mutuals contributing to the Deductible Sharing Agreement?** No, there is an exception to this Agreement for losses - most often resulting from water damage - that are caused by appliances or systems, within the manor, that are owned by or are the responsibility of the manor's owner. For these losses, the owner is responsible for the cost to repair or replace their manor's interior, potentially the full \$250,000 deductible amount, after which the master insurance policy will respond.
- **Why do I need Dwelling Coverage?** As a manor owner, you have responsibility for certain damage caused by appliances, systems or system components that you own or for which you are otherwise responsible. For this reason, you should consult with your personal insurance agent/broker on dwelling and other related coverages.

Insurance Information for Rossmoor Residents



Golden Rain Foundation
of Walnut Creek

Evidence of Insurance:

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

- Calling: (925) 953-5204
- Faxing: (925) 953-5277
- Emailing:
rossmoor@ajg.com

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

Golden Rain Foundation

Brenda Campos
Insurance Coordinator

800 Rockview Drive
Walnut Creek, CA 94595

Phone: (925) 988-7649
Fax: (877) 853-1039

Email: bcampos@rossmoor.com

Insurance Information for Rossmoor Residents

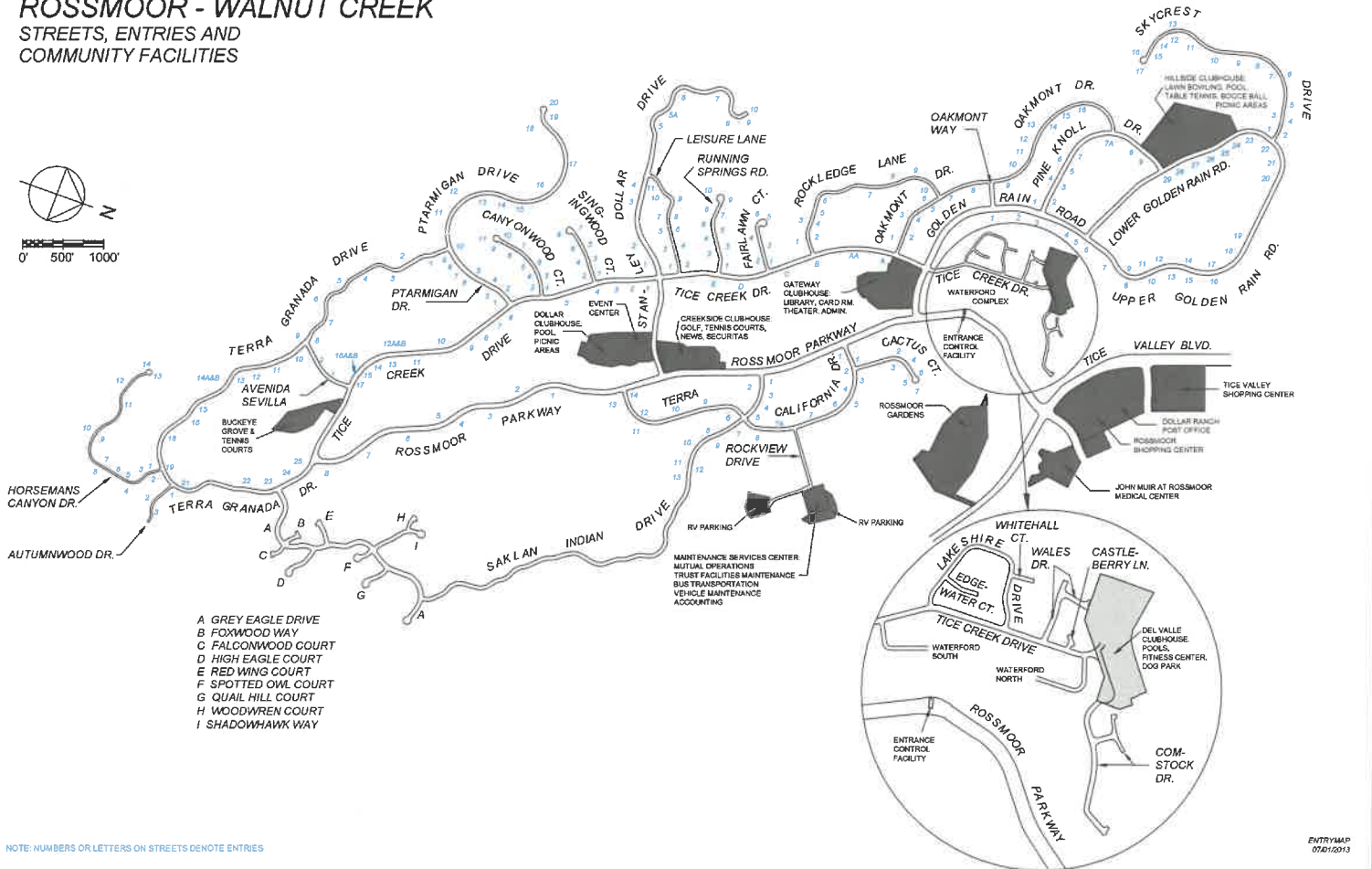
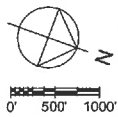
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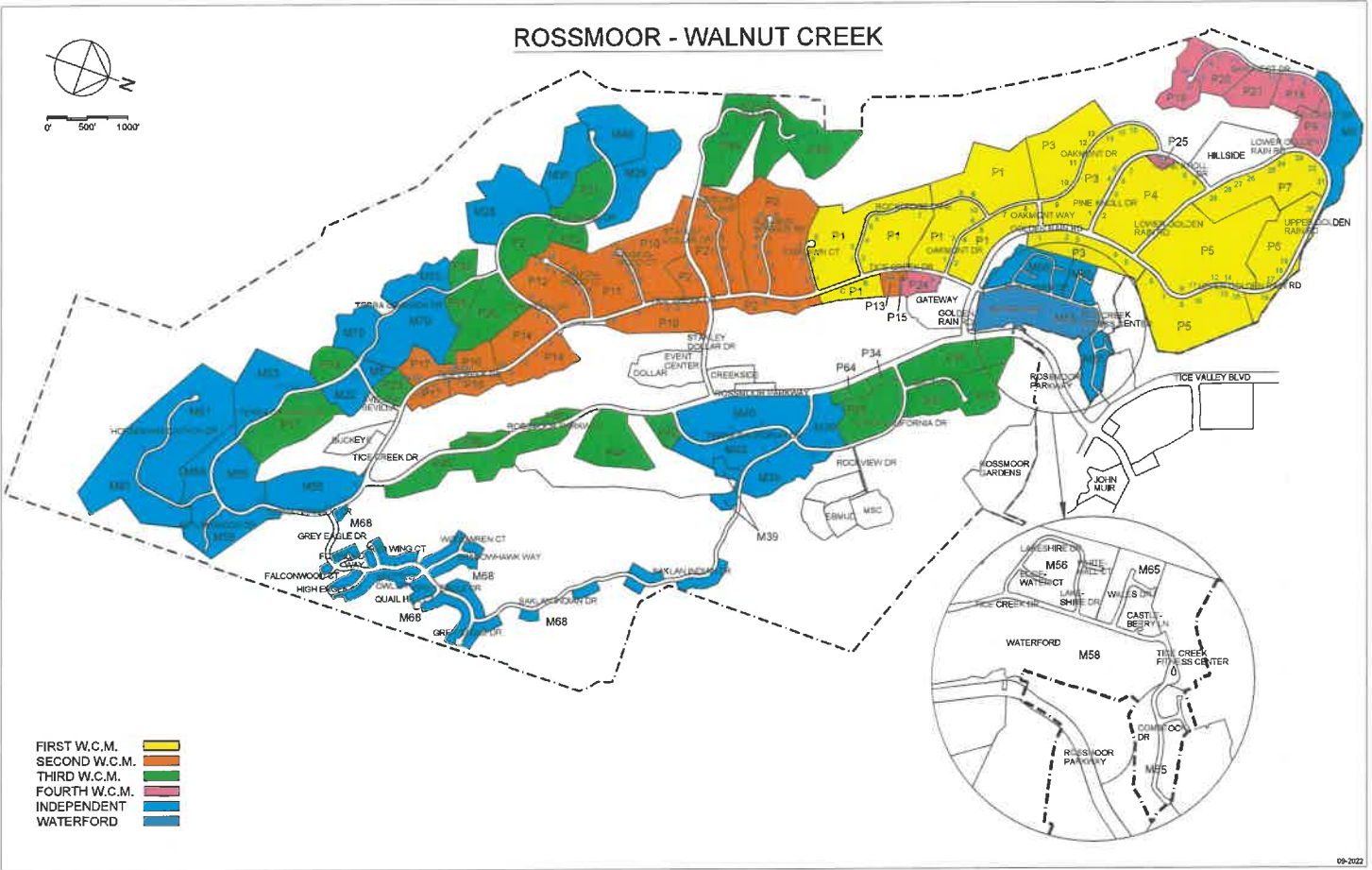
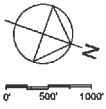
Revised January, 2025

ROSSMOOR - WALNUT CREEK

STREETS, ENTRIES AND COMMUNITY FACILITIES



ROSSMOOR - WALNUT CREEK



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