



14 Ways Residents can Communicate and Relay Opinion to RWC Board

	METHOD OF COMMUNICATION	HOW TO ARRANGE	BENEFIT TO RESIDENTS
1	Make an appointment with General Manager Jeff Matheson	drose@rossmoor.com 925-988-7710	Opportunity for open discussion. Ability to learn – first-hand – facts and history of issues leading to a better understanding of particular topics. Board president or appropriate staff member also could attend.
2	Email or phone the General Manager	jmatheson@rossmoor.com 925-988-7712	Ability to learn – first-hand – facts and history of issues leading to a better understanding of particular topics.
3	Email, phone or meet in person RWC senior managers	Request through rwcboard@rossmoor.com	Ability to learn – first-hand – facts and history of specific departmental issues leading to a better understanding of particular topics.
4	Meet with one or more of the nine (9) RWC Board Directors	rwcboard@rossmoor.com	Opportunity for open discussion with individual Board members.
5	Email RWC Board Directors	rwcboard@rossmoor.com	Opportunity to ask questions and air concerns. Receive information about and gain better understanding of RWC procedures and policies, as well as receive applicable links to pertinent information. Some emailed questions and answers on broad topics are published in the Ask the Board column in the Rossmoor News.
6	Apply to serve on the RWC Board of Directors.	Follow annual election information in the Rossmoor News in early spring. Establish an election campaign.	Allows for decision-making at the Board and the following committee levels: Compensation, Finance, Planning and Policy.
7	Speak at Member Forums at RWC Board meetings or submit written comments two days before to be read aloud at the meeting.	Arrive before 9 a.m. at Peacock Hall and submit Member Forum form. (Meeting schedule is listed weekly in the Rossmoor News.)	Allows for public comment that all residents can hear.
8	Letters to the Editor - Rossmoor News	news@rossmoor.com	Ability to express thoughts in resident publication.

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9	Apply to serve on an RWC resident-led advisory committees: • Audit • Golf • Aquatics & Fitness	Follow annual application notifications in the News in early to late spring. Email Deborah Rose, Executive Services manager at drose@rossmoor.com	Ability to become a part of RWC governance and impart change.
10	Speak at Member Forums at resident-led advisory committee meetings or submit written comments two days before to be read aloud at the meeting.	Attend in-person, or on Zoom, one of the following meetings: Audit, Golf and Aquatics & Fitness. (Meeting schedule is listed weekly in the newspaper.) Submit written comment to rwcbboard@rossmoor.com two days prior to meeting or authorize a friend to speak for you at the meeting. (https://tinyurl.com/rwc-meetings)	Ability to express point of view to the RWC Board Members present at the meeting.
11	Speak at Member Forums at RWC Board committee meetings or submit written comments two days before to be read aloud at the meeting.	Attend meetings in-person or on Zoom: Compensation, Finance, Planning and Policy. (Meeting schedule is listed weekly in the newspaper.) Submit written comment to rwcbboard@rossmoor.com two days before the meeting or authorize another member to speak for you at the meeting. (https://tinyurl.com/rwc-meetings)	Ability to express point of view to the RWC Board Members present at the meeting.
12	Town Halls for specific topics/projects	Attend in-person or follow on Zoom. (Follow meeting notifications listed in newspaper and via Nixle.) Submit questions in advance to be answered during the meeting.	Opportunity to learn about and ask questions regarding current and future projects or topics.
13	Workshops co-sponsored by the Rossmoor Activities Council (RAC) and staff.	Attend in-person or on Zoom. (Follow meeting notifications listed in newspaper.)	Opportunity to learn about and ask questions regarding a particular topic.
14	Submit an employee recognition nomination	Nominate an employee by emailing hr@rossmoor.com or submitting a form at boxes located at Rossmoor front desks.	Allows residents to recognize employees who have shown them exemplary service.



17 Ways the RWC Board and Staff Communicate with Residents

	METHOD OF COMMUNICATION	HOW IT WORKS
1	The Rossmoor News weekly newspaper is delivered to homes every Wednesday. It includes Rossmoor-centric news about the RWC Board, Mutuals, amenities/services and clubs and organizations, as well as features, photos and letters to the editor. The general manager's report and Board meeting agenda are published in the News the day before the Board meeting.	Not receiving the newspaper? Provide your address by email (newsdesk@rossmoor.com) or call 925-988-7800 to start delivery. The newspaper is also available online at www.rossmoornews.com
2	Rossmoor.com provides information for prospective and current residents. In 2026 it will be redesigned to focus on buyers.	Anyone can visit Rossmoor.com
3	MyRossmoor.com provides a residents' portal of self-service features (i.e. golf tee times, concert tickets, excursions and Recreation classes). Residents can sign up for emailed bulletins, including receiving Board and committee meeting agendas and actions. In 2026, it will be home to all of the current resident information as part of the website redesigns.	To access the resident's portal, go to MyRossmoor.com and click on "Click here to sign up" to register for a username and password. You must be a resident to register. In 2026, part of MyRossmoor will be publicly accessible.
4	Rossmoor Television provides Rossmoor-focused programs in HD on Channel 1083, RossmoorTV.com and the Cablecast streaming app. LiveStream and OnDemand programming are available on the website and app. The Board meetings are broadcast on Rossmoor TV.	Clubs and organizations can request to have events with broad appeal filmed and can promote upcoming events with Post-Its. Email TVOffice@rossmoor.com for more information.
5	Rossmoor TV maintains a YouTube page with the recorded programs for all RWC Board and committee meetings, as well as informational events such as town halls and Meet with the GM.	The videos can be viewed online at https://www.youtube.com/@RossmoorTV/videos
6	Residents can sign up to have emailed bulletins with news based on their interests delivered to their inboxes.	To subscribe to the bulletins, sign on to MyRossmoor.com, click on Bulletin Boards and Bulletin Board Preferences. Add your email address, toggle to select the bulletins that you want and click Update Details.
7	The All Around Rossmoor magazine is a resource guide for residents that details operations, amenities and services in Rossmoor.	The magazine is delivered to residents every fall and new residents as they move into the community. Copies are available at the Rossmoor News office and Gateway's front desk. A digital copy is available at Rossmoor.com
8	Nixle messages provide residents with important alerts about emergencies, Red Flag warnings, service disruptions and upcoming events. Residents can sign up to receive the messages by phone, text or email.	Residents can text 333111 from their cell phone to automatically register for text messages. To receive messages by phone or email, sign up at https://tinyurl.com/rossmoor-nixle or in-person at the Public Safety Office (at Creekside)

	METHOD OF COMMUNICATION	HOW IT WORKS
9	Deep dives presented to the Board provide details about what some specific departments do in Rossmoor.	All of the deep dive presentations are available on Rossmoor.com at https://tinyurl.com/rwc-deep-dives
10	RWC Board and Committee meeting agendas, including details and documentation for each agenda item, are available online for residents to review and/or print.	To access the agendas, go to Rossmoor.com, click on For Residents, select RWC Board and Committee Meetings from the drop-down menu and select Meeting Agendas. Click Proceed and a list of RWC meeting titles and dates appears. Select the desired Meeting Title to view that meeting's agenda.
11	The RWC president highlights the past year and plans for the coming year during the Annual Meeting of the Members.	The annual meetings are typically held on a Monday in May at Peacock Hall and on Zoom. Notices about the meeting are mailed to members in the spring.
12	Most Mutuels post their meeting agendas and minutes online, as well as their governing documents and other useful information.	To view the documents, go to Rossmoor.com, click on For Residents and select Mutuels from the drop-down menu. Click the arrow on the right next to the Mutual you want. Agendas also are posted on the bulletin board by the Counseling Office at Gateway.
13	Residents can find out more about upcoming events and clubs and organizations by viewing the bulletin boards in the Gateway Clubhouse or the club display cases behind the Multipurpose Rooms at Gateway. Some clubs also have information tables at Gateway's Peacock Plaza on Fridays during the Farmers Market season.	The Recreation Department announces scheduling for the display cases in the Rossmoor News twice a year. Clubs and organizations that want to display a flyer on the bulletin boards in the Gateway Clubhouse can email zdeleon@rossmoor.com or call 925-988-7706. Check the Rossmoor News to find out which clubs will have tables in Peacock Plaza during the Farmers Market.
14	Public Safety has published several special resources to help residents prepare for possible emergencies. These include the Wildfire Preparedness & Evacuation guide, the Earthquake Preparedness and Survival guide and the Fire Evacuation Zone cards.	These are updated every year or so and delivered to the residents in the Rossmoor News. Copies of each also are available at the Gateway front desk, Public Safety office and Rossmoor News office.
15	The Recreation Department holds a social gathering to meet new residents (but all residents are welcome) most months in the Redwood Room at Gateway. Staff and club representatives often speak, and light refreshments are provided.	Articles about upcoming social gatherings are published in the Rossmoor News in advance of the events.
16	The Fitness Center offers walk-in orientations on a first come, first served basis for residents to ask questions about the available equipment, including free weights, cardio machines, strength machines and overall gym.	Find a schedule of the upcoming sessions online at TiceFitnessCenter.com/schedule or call the Fitness Center front desk at 925-988-7850. These orientations are walk-in only.
17	In addition to free clinical services and support groups, Counseling Services provides resource information and forms, long-term care planning and Optimum Wellness lectures	Email counseling@rossmoor.com or call 925-988-7750 to find out more information.