

**GOLDEN RAIN OPERATIONS****BOARD INTERNAL OPERATIONS****Process Service**

As provided for in Civil Code §415.21, process servers shall have access to the property for a reasonable period of time for the limited and sole purpose of serving legal papers on residents. The following rules have been established to clarify when and how process servers may access the community, as well as, set forth the Foundation's responsibility during service.

**Identification of Process Server**

Before being allowed entry, a process server must: (i) identify the person he/she intends to serve, (ii) display a driver's license or other identification, and (iii) provide evidence showing that he/she is a Sheriff, Marshal, registered process server or licensed private investigator.

**Hours of Service**

The hours during which a process server may enter the property shall be 7:00 a.m. to 11:00 p.m.

**Notification of Resident**

Security will call the resident whenever a process server has been given entry. This is so the resident does not become alarmed by an unannounced stranger knocking on their door and serving them with papers. In keeping with the statutory provision, the Foundation will let the process server onto the property even if the resident demands otherwise. Further, Security will notify the resident even if the process server demands the resident not be notified. Security shall not provide process servers with any information about the resident.

**Escorting Process Server**

Providing access to a process server does not mean he/she is free to roam the property. Depending on the availability of personnel, a staff member will escort the process server directly to the resident's door. If the resident does not answer the door, the process server will then be escorted off the property and not allowed to loiter.

**No Offer to Accept Service**

If the process server is not successful in serving the resident, Foundation staff will **NOT** offer to accept the papers on behalf of the resident. If the process server tries to give the papers to staff, they will be refused.

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If, despite the Foundation's refusal to accept the papers, the process server drops the papers on the ground in front of staff, the papers will be mailed to the resident along with a letter by first class mail within 24 hours. A copy of the letter and the papers will then be put in the resident's file. The Foundation will take no position regarding the validity of the attempt to substitute service on the Foundation. However, the documents will be forwarded to the resident so as not to impair the resident's rights. The resident can dispute with the court or any other party the validity of the service.

**Policy**

Adopted: 22 Oct 13  
Amended: 29 May 14

**GOLDEN RAIN FOUNDATION**  
**Seal Beach, California**