

# INDIAN RIDGE COMMUNITY QUARTERLY

The official newsletter of the Indian Ridge Homeowners Associations



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## *Message from the General Manager*

### **Short Term Rentals**

With the recent rains we will soon see the trees and flowers begin to bloom. We will also see more visitors in town for the Coachella and Stagecoach Festivals. As a friendly reminder the homes in Indian Ridge may not be advertised, marketed, rented, or leased for a period less than 30 days. The governing documents allows the Boards to assess a fine of \$2,500 for violation of this rule and \$1,000 per day if the violation is continuous.

It is the intent of the Board of Directors to maintain peaceful enjoyment for all residents of the Indian Ridge Community and we thank you for following the rules.

Happy Spring!

## TIPS ON CLOSING YOUR HOME DOWN FOR THE SUMMER

### KITCHEN

- Unplug most appliances and small electronics. If you're leaving the refrigerator on while you are gone, toss perishables. Leave bottled water, sodas and condiments in the fridge, the less circulating air inside, the less energy that will be used.
- Empty the ice tray and turn off the automatic ice maker. Turn off the supply line to the icemaker under the sink and drain the line. Turn up temperature on fridge to save energy. If you are turning off the refrigerator while you're gone, empty it. Leave the doors open while you are gone for circulation.
- Run your garbage disposal and seal with lid.
- Seal non-refrigerated products like cereals, grains, boxed foods, baking products, and pet foods in plastic bags or [containers](#) with tightly sealed lids to keep bugs and moisture out.

### UTILITIES

- Consider turning off the natural gas at the main valve outside. You will have to relight your hot water tank gas if you do.
- Set water heater to [vacation mode](#) or turn it off.
- [Turn off the water](#) to the house at the main valve. Drain any remaining water from the faucets at the far end of the house.
- Turn off lamps, entertainment units, and computers—most anything that is plugged into an outlet should be unplugged except your router & modem if you use the Internet for security cameras or other systems, Nest thermostats, etc.
- **Note:** [Turn off your desktop computer](#) before unplugging it.
- Set the thermostat to 90 for the summer. However, if you have a reason to keep the temperature lower, you should. **For example:** Is there artwork that you do not want to dry out in the heat? Does your security system only work at a particular temperature? Do you have wine that would spoil if it gets too hot?
- Consider setting up five (5) gallon Home Depot or Lowes plastic buckets filled with water (and a little bleach so bugs aren't attracted) to help control humidity over the dry desert summer.

### ELECTRICAL AND APPLIANCES

- Turn off indoor and outdoor ceiling fans.
- Unplug the garage door opener.
- Flush all toilets and run all faucets. If you have a House Watch service, they should do this weekly.

(Tips on closing your house down for the summer, continued)

- Leave washer, dryer, and dishwasher doors open to keep them from sealing up. Put a few spoonful of vegetable oil in the dishwasher and in the garbage disposal (make sure it is unplugged) to keep seals from disintegrating in the heat.
- If you have a soft water system or reverse osmosis water system, check if you have a vacation mode setting on your unit or if there's something you [need to do](#) while you're away.

## GARAGE AND OUTDOORS

- Remove chairs, furniture, and décor from patio or yard and store in your garage. Anything that's cloth, plastic, or wood may be damaged by the summer heat if you leave it outside.
- If you are leaving a car in the garage, [disconnect the battery](#) or connect a trickle charger. You might even want to cover the vehicle(s) to protect it from dust.
- If you have a golf cart, put water in the batteries and follow the manufacturers recommendations for long term storage.
- Remove or safely store propane tanks, paint and other [combustible/flammable chemicals](#) from the garage. **Note:** Never leave [propane tanks](#) in your garage if the temperature may go over 120°, which can cause the tanks to explode.
- Don't drain your spa. The heat will damage it. Turn off the heating system for the water but leave the filtering system on and ensure your pool cleaning service monitors it all summer.
- Remove any standing water and drain your fountains to avoid mosquito problems.

## GENERAL MAINTENANCE

- Replace backup batteries in fire alarms, automatic watering systems, thermostats, and security systems.
- Leave all the interior doors open so the air can circulate inside the house.
- Close all the blinds and drapes to keep as much heat out of the house as possible. Double check all door locks and set your alarm system as you leave.
- Store candles and wine in the refrigerator (if leaving it on) or put them in the coolest, darkest part of the house.
- If you do not have anyone doing a regular house watch, your houseplants won't be alive when you return, so either gift them to a neighbor or take them with you.
- Seriously consider a weekly house watch service to monitor your home. Ask neighbors for recommendations of trusted services. They will run water through your faucets and toilets weekly and check for damage or signs of forced entry. They can also handle chores like running cars or golf carts occasionally.

## MESSAGE FROM THE BOARD PRESIDENTS

Dear Homeowners,

As we welcome the arrival of spring, we want to take a moment to extend the board's warmest greetings to each of you. We hope this letter finds you in good health and spirits. How could you not be in good spirits at least, with the weather finally turning warm and sunny again. This has to have been the worst winter weather we've seen in twenty years, it seems like we are going straight from winter to summer, skipping spring all together!

One good thing about all this cold and rainy weather, the drought seems to be ending and perhaps the Governor and the CVWD will lift the water restrictions soon. But we are not waiting for that and are treating this as a wakeup call. Both the PUD and the HOA are working on re-landscaping much of the community grassy areas into desert landscaping and artificial turf. The club will be helping out by allowing the PUD to tap into their recycled water so we can restore the grass median strips along Indian Ridge Drive.

But spring is always a time of renewal, growth, and rejuvenation, and we are thrilled to witness the beauty and vibrancy it brings to our community. It's time to embrace the warmer days and longer daylight hours that gives us the opportunity to enjoy the golf, tennis, pickle-ball, and pools we all came to the desert for.

As we prepare for the spring, we want to remind you of some important matters that may require your attention. We encourage you to take advantage of this time to perform routine maintenance on your property. This includes trimming up your landscaping, having your roof tiles inspected, and checking your HVAC system to ensure it's working efficiently for the hot weather ahead.

In closing, we hope you are enjoying the many blessings that spring in the desert has to offer. The board is grateful for your continued support and cooperation as we work together to maintain a safe, beautiful, and thriving community. See you around the Ridge!

Doug Lindal, PUD President  
Joel Mark, HOA President



## SHARE YOUR PHOTOS



We are always in search of new items to add to the quarterly newsletter, especially when it displays the beauty of the Indian Ridge Community.

This year has been especially remarkable with the glorious display of snow capped mountains. If you are out taking a morning walk, evening stroll, enjoying the amazing views on your patio, or just driving through the property and come across a great photo opportunity that you would like to share with your neighbors, please send them to [gm@irhoa.com](mailto:gm@irhoa.com).

We will publish your favorite photos in the next issue of the newsletter for everyone to enjoy.

***Thank you for sharing these beautiful photos!***

**HOA BOARD OF DIRECTORS**

JOEL MARK, President  
 DAN NEWELL, Vice President  
 GEORGE BERS, Chief Financial Officer  
 STEVE HEIFERMAN, Secretary  
 JIM LOEB, Director  
 KIRK ROMERO, Director  
 SHARON SEVERSON, Director

**THIS QUARTER'S  
 HOA BOARD MEETINGS**

APRIL 26th at 1:00 p.m.  
 MAY 31st at 1:00 p.m.  
 JUNE 28th at 1:00 p.m.



**PUD BOARD OF DIRECTORS**

DOUG LINDAL, President  
 JIM STUBBS, Vice President  
 JACK KANE, Chief Financial Officer  
 JAN MCDONALD, Secretary  
 RON EICKELMAN, Director  
 CATHERINE KRUEGER, Director  
 MICHAEL SACKS, Director

**THIS QUARTER'S  
 PUD BOARD MEETINGS**

APRIL 4th at 9:00 a.m.  
 MAY 2nd at 9:00 a.m.  
 JUNE 6th at 9:00 a.m.

**\*HOMEOWNERS ARE INVITED TO  
 ATTEND THE MEETINGS VIA ZOOM**



**NEW HOMEOWNERS TO THE COMMUNITY**

**PUD**

771 Dove Run Circle  
 752 Elk Clover Circle  
 735 Hawk Hill Trail  
 770 Hawk Hill Trail  
 678 Mesa Grande Drive  
 816 Mesa Grande Drive  
 892 Mesa Grande Drive  
 752 Mission Creek Drive  
 436 Tomahawk Drive

**HOA**

841 Box Canyon  
 870 Deer Haven Circle  
 117 Desert Holly Drive  
 223 Desert Holly Drive  
 437 Desert Holly Drive  
 555 Falcon View Circle  
 141 Rainbird Circle  
 681 Red Arrow Trail  
 756 Red Arrow Trail  
 786 Red Arrow Trail

**COMMITTEE MEETING DATES**

**PUD**

**Architectural**

April 11 at 2:30 PM  
 May 9th at 2:30 PM  
 June 13th at 2:30 PM

**HOA**

April 18th at 9:00 AM  
 May 16th at 9:00 AM  
 June 20th at 9:00 AM

**Finance**

April 24th at 10:00 AM  
 May 18th at 10:00 AM  
 June 22nd at 10:00 AM

April 19th at 3:30 PM  
 May 18th at 3:00 PM  
 June 15th at 3:00 PM

**Landscape**

April 11th at 1:00 PM  
 May 9th at 1:00 PM  
 June 13th at 1:00 PM

April 5th at 8:15 AM  
 May 3rd at 8:15 AM  
 June 7th at 8:15 AM

**JOINT COMMITTEES**

**EPC**

April-TBD at 1:00 PM  
 May 23rd at 1:00 PM  
 June 20th at 1:00 PM

**Security and Safety**

April 6th at 2:00 PM  
 May 4th at 2:00 PM  
 June 1st at 2:00 PM

\*Meeting dates are subject to change. If you are interested in joining a meeting, please contact the Indian Ridge administration office at 760-772-7234 to confirm dates and obtain the zoom log in information.

## Just Ask Homie

If you have a question you would like to see in the newsletter, please submit to [gm@irhoa.com](mailto:gm@irhoa.com) for consideration.

Dear Homie:

I am so confused. Every time I submit a complaint about something. I receive a wholly unsatisfying reply indicating that I have complained to the wrong entity. What's the deal? How do I know whether to target the HOA, PUD, or the Club? How can I be assured that my complaints hit their mark?

Sincerely,  
Cantankerous Karen

Dearest Karen:

As your letter implies, Indian Ridge is divided into three entities, two homeowner associations, known as the "HOA" and "PUD", and a private country club, commonly referred to as "the Club". The original developer of Indian Ridge designed it this way to create perpetual confusion in perpetuity (actually there was another reason, but it is really boring). If you want to register a complaint, pay a bill, dues, or assessment, submit an application for home or landscape modification, run for a Board position, join a committee or, stop my heart, submit a compliment, it is very important that you know whether the location associated with your complaint, payment, application or compliment physically resides in the HOA, PUD or Club boundary area. The attached map shows the boundaries of each. If you send your complaint to the wrong entity, it will be a non-starter (although each entity is generally pretty good about clearing misdirected complaints from their inbox as quickly as possible by forwarding them to the intended target).

There are 467 homes in the HOA and 601 in the PUD. Each association, comprised of homes and common areas in its unique boundary area, is managed by a separate Board of Directors. Just to keep us confused, the HOA and PUD Boards share a common property management company, Albert Management, whose employees staff the HOA office. And no, the HOA office is not the same thing as the HOA association. Are we all in agreement that we have one too many things called "HOA"? No wonder our heads are spinning.

It is important that you understand that the HOA and PUD Boards have some responsibilities that are similar and some that are different. HOA and PUD Boards both use homeowner assessments monies to fund the maintenance of common areas and perimeter walls, community pools and roads, 24-hour security, cable TV and internet, and trash and recycling collection in their respective boundary areas. In addition, HOA assessments are also used by the HOA Board to cover a variety of other services not provided to residents in the PUD, including maintenance, water and electricity for private yard areas, tree trimming, exterior pest control, exterior painting, and roof maintenance. Because the HOA provides many more services to homeowners, those living in the HOA boundary area pay higher assessments than those living in the PUD. But it's not all doom and gloom Karen! More services in the HOA translates in more opportunities to complain! Bonus!

So, now to the really confusing part. How does the Club play into all of this? The Club is a private entity completely separate from the HOA and PUD (although the three entities do work together, mostly in harmony, on projects and issues that have broader impact). The Club is managed by its own Board of Directors. The Club Board is solely responsible for all landscaping, maintenance, improvements, and activities within the Club's boundary area and at Club facilities. If you are unhappy with your tee time, dinner entrée, the remodel, or the fact that your overzealous fitness center trainer is kicking your butt, send a message to the Club Board,

(Just Ask Homie, continued)

not to the HOA or PUD Boards. If you are upset about something happening within the HOA or PUD boundary area write to the HOA or PUD Boards, not to the Club.

Same goes with assessment and dues payments. Pay your monthly dues assessments to your respective homeowners association and your Club dues to the Club. Using automatic deposit of course whenever possible.

To sum up, boundaries are very important, not just in international disputes but also in fostering effective communication and dispute resolution in our small, wonderful community of Indian Ridge. Maybe more complements and fewer complaints would make for a better world. Just a thought.

Yours in a Better Understanding of Indian Ridge, Homie

-----Country Club Drive-----



-----Hovley Drive-----

### HOA, PUD AND CLUB MANAGEMENT AREAS

**HOA** responsibility areas include all homes, streets, pools, and common areas within the yellow lines.

**PUD** responsibility areas include all homes, streets, pools, and common areas within the red lines.

**Club** responsibility areas includes all fairways, ponds, and out of play areas associated with the golf course, the driving range and golf practice facilities, and the buildings and property surrounding Club meeting, recreational, and maintenance facilities.



## ARCHITECTURAL UPDATES

### Indian Ridge PUD Tree Trimming Reminder

As per the Association's Governing Documents, it is mandatory that all homeowners trim all palm trees no later than June 30<sup>th</sup> of each year. Please coordinate with your respected maintenance companies to schedule your palms if you have not planned for trimming. We hope you will be considerate of your neighbors and have your trees trimmed at the appropriate time. Otherwise, the palms produce an overabundance of debris, which blows throughout the neighborhood, creating a nuisance in our lakes and littering our properties leaving unsightly debris throughout the community and, in some instances, even causing damage to neighboring properties.

In addition to your palms, all other trees require trimming at their appropriate time of the year. Please talk to your respected landscape maintenance team to find out when all your other trees are due for trimming.

### HOA/PUD Shade cloth covers

As the summer months start slowly approaching us, let's be proactive with our plantings. Please speak to your respected landscape companies as last year it was noted that numerous homeowners were installing shade cloths to cover landscape material. Here is a friendly reminder that shade cloth covers are only permitted inside your courtyards in nonvisible areas. As per the current guidelines, *"At no time shall any, plant, shrub or tree on the street side or fairway side of the residence be tented with any type of shade cloth or other structure. Shade cloths in enclosed courtyards will be permitted if they cannot be viewed from the street or golf course side of the property."*

As always, thank you for your efforts towards maintain the beautiful surroundings of Indian Ridge. Together, we can ensure Indian Ridge remains one of the most attractive and desirable communities in the area.

Should you have any questions, please contact Doris Reyes at 760-772-7234, ext. 229, or by email at [architectural@irhoa.com](mailto:architectural@irhoa.com).

### HOA/PUD Remodeling or Updating your Property

If you are considering any exterior upgrades to your home and are not sure how to begin, please contact Doris Reyes, Architectural and Compliance Manager for assistance at [architectural@irhoa.com](mailto:architectural@irhoa.com) or (760) 772-7234 ext. 229. Doris will answer your questions and guide you through the process. You may also obtain a copy of the current Architectural Guidelines as they will assist you while making preliminary decisions during your design process. Don't forget, *all* external changes and any interior modifications to plumbing, electrical, removal of walls or ceiling changes are subject to Architectural Committee approval, so please submit an application and obtain approval in advance of making any changes. Please do not assume that your contractor has obtained approval for you. Per your community's CC&Rs, you, as the homeowner, are responsible for submitting the necessary paperwork and securing approval before starting any project.

This is also an opportune time to survey the condition of your property for replacement or maintenance upgrades, such as outdoor fixtures, awnings, landscape, etc.

## SECURITY AND SAFETY COMMITTEE TIPS

Traffic safety continues to be a priority for the S&S committee. Excessive speeding, stop sign violations and parking in red zones are still a problem. The fact that the streets inside our community are without sidewalks or street lighting enhances the chance of traffic accidents. The streets must be shared by vehicles, golf carts, cyclists, and pedestrians, driving the posted speed limit (20 mph) allows the operator of a vehicle more reaction time to avoid potential hazards. The S&S committee members remind all residents, family members, guests, and vendors to adhere to the posted speed limit, obey all traffic signs and painted curbs. And drive safely and courteously. Monetary penalties are being issued for traffic violations.

The Hovley gate continues to be damaged by vehicles running into the gates. This has become a costly problem for IR residents. Damage and repair cost can be as much as two thousand dollars per incident. Please exercise caution when exiting the Hovley gate, take your time and ensure the gates are fully open before proceeding through the gate. Please remind your family members and guests whose vehicle does not have a sirit tag that they must enter and exit through the front gate off Country Club drive.

If you have a vendor that comes onto property more than 3 times per month, they must purchase a sirit tag from the association office, even if you have them on your permanent list. This is in an attempt to reduce the main gate guest lane traffic and increase security with an increased tracking ability.

As warmer weather approaches more pedestrians will be walking during the cooler parts of the day (early morning and evening hours) please exercise caution when driving in diminished daylight. For pedestrian's wear light colored clothing or reflective walking gear. Pedestrians should also walk against traffic and walk as close to the curb as practical and no more than two abreast.

As warmer weather approaches some IR homeowners will be leaving for the summer. The S&S committee reminds homeowners to take the time to secure your home correctly and ensure your home is secure for your time away. Talk with one of your neighbors who remain here for the summer and have them contact you in the event of a problem at your home. Cancel or redirect your mail and newspaper delivery for the time you will be away. Leave on some interior and exterior lighting.

Ken Raya, Safety and Security Chair

## THEFT OF LOUNGE CHAIRS

We recently had theft of several lounge chairs from our community pool areas. Please note that borrowing of the Associations property is not permitted.

If you see anyone removing the furniture from the pool areas, please contact Security immediately at (760) 772-7240. Thank you!



## MARCH FOOD DRIVE SUCCESS!

There was a great response to the Martha's Kitchen Food Drive on Tuesday, March 21st, 2023! Many thanks to the Indian Ridge community for the great response. We appreciate your support!



## LAST FOOD DRIVE OF THE SEASON!

Volunteers will be on-site to collect your unexpired, unopened, non-perishable food donations on **Thursday, April 20, 2023 from 9:00 a.m. – 12:00 p.m.** in front of the HOA Management Office at 173 Rainbird Circle.

For more information or to donate funds to FIND directly, please go to:  
[www.findfoodbank.org](http://www.findfoodbank.org)

Thank you in advance for your generosity!



## EMERGENCY PREPAREDNESS COMMITTEE

### SPECIAL INSTRUCTIONS FOR SUMMER RESIDENTS:

During the warmer months, many Indian Ridge residents reside elsewhere or travel. The good news is that there will be fewer people onsite to account for and care for in an emergency. The bad news is that there will likely be fewer neighbors in your assigned Buddy Group available to account for you and fewer volunteers on site to implement the Indian Ridge Emergency Response Plan.

If you are a summer resident, please consider doing the following:

- Reach out to your neighbors to identify other fulltime residents in your Buddy Group who will be in Indian Ridge during the summer and/or arrange with other fulltime friends in Indian Ridge to account for and care for each other and each other's pets if disaster strikes during the summer.
- Know the location of your nearest Emergency Communications Center (ECC), located at pools 5, 9, 13, 14, 17, 22, 25, 27, 29, 31, 33, 35, 38, and the Emergency Operations Center (EOC) located on Club House Way.
- If no radio operator arrives at your ECC following a disaster in a reasonable period (possibly due to lack of available volunteers), go to another ECC or to the EOC to report out and seek help if necessary.
- Stockpile emergency food, water and important medications and acquire a shade tarp or canopy for use if you are unable to shelter in your home and need to get out of the sun.
- Refresh your first aid knowledge. Many of our volunteer medical team members might not be on site during the summer. Free basic and advanced courses are offered online at <https://www.firstaidforfree.com>.
- In the event of an extended power outage at your home, you should know where local emergency cooling stations are located. In Palm Desert, emergency cooling stations are at the Joslyn Center (73-750 Catalina Way), the Palm Desert Community Center (43-900 San Pablo Ave.), and the Palm Desert Library (73-300 Fred Waring Drive).



## YOU'VE GOT MAIL!

The best way for the HOA Administration Office to communicate information to our 1000 plus Homeowners is by e-mail. We realize many of you get inundated with emails, junk mail and notices daily. We have tried to make it easier to identify our emails by starting the subject line with INDIAN RIDGE, so you can pick them out of the bunch. We have very important information to keep you updated on, and this is the fastest, most efficient way to do it.

If your email has changed, or you are not getting emails from us, please first check your JUNK/SPAM folder and make sure they are not going there, and if not, please contact Christina Faust at [executiveassistant@irhoa.com](mailto:executiveassistant@irhoa.com) to make sure we have your correct email(s) on file.

Please help us keep you informed of crucial information by making sure we have your correct contact information! Thank you!



## PLEASE THROW YOUR “DOGGY BAGS” IN YOUR OWN TRASH!



Please use a “doggy bag” to clean up after your pet and throw the bag into your own trash receptacle (not in a neighbor’s, not on the curb, not in the street and not in the bushes). Remember that dogs are not allowed in the pool areas, nor are “doggy bags”.

Most of our residents are responsible pet owners—every pet owner should be. Included in this is keeping your dog controlled on a leash in the common area and being respectful of your neighbor’s grass.

## LANDSCAPING UPDATE

### PUD

The PUD Landscaping Committee volunteers work with our landscapers, to improve the appearance of all common areas maintained by the PUD. We also work with our board to meet drought related mandates imposed by state, county, and regional authorities.

Recent activities include:

- Installing new draught tolerant vegetation, outside of the Hovley Gate
- New enhanced tree lighting installed outside of the Hovley Gate
- New landscaping planned at pool 37
- Street side landscaping will be replaced with drought tolerant vegetation or artificial turf, at 5 PUD community pools this season.

Sincerely,

Steve Doyen  
PUD Landscape Committee, Chair

### HOA

The HOA Landscape Committee meets monthly with representatives from our landscape company to discuss irrigation, landscape guidelines and maintenance schedules. This interaction ensures that the Committee is apprised of any landscape issues requiring attention.

Recent activities include:

- Coordination with CVWD/City for turf buyback program rebates.
- Completion of the turf removal/replacement project (street side). Includes artificial turf, plants, and hardscape.
- Coordination with the PUD on an approved plant list for all common areas.
- Installation of peripheral landscape lighting on Bright Rock Drive to increase illumination and aesthetics.

Sharon Severson  
HOA Landscape Committee, Chair

**Your committees sincerely appreciate our homeowners patience while we continue our efforts to update the landscaping throughout our complex. Our goal is to steadily improve the contemporary appearance of our landscaping, while simultaneously reducing our irrigation and maintenance requirements.**

**MEET YOUR PUD JANITORIAL STAFF**

Abigail “Abby” Urias  
PUD-Janitorial



**Q. How long have you lived in the Coachella Valley?**

A. 22 years.

**Q. What does your job entail?**

A. I am responsible for supporting the company's goals.

A. I am responsible for cleaning all 17 PUD homeowner and vendor restrooms at Indian Ridge. I also wash down the pool area furniture, the pool decks and refresh the dog park amenities.

**Q. What do you do with your time when not working?**

A. I enjoy working out at the gym, cooking healthy meals, spending time with family, going on trips, cleaning, and drawing or painting.

**Q. What can the homeowners do to make your job easier?**

A. To understand that the restrooms are cleaned on a rotation schedule and aside from the 5 most-used restrooms, located around the Golf Course, the restrooms are deep cleaned and re-stocked of supplies once per week. It would be so helpful if everyone could pick up after yourself and spot check the restrooms in between cleanings. Also, please report any issues, such as clogged sinks, toilets, or anything out of order to the Community Services & Facilities Assistant, Melissa Porras at 760.772.7234, ext. 224 or [melissa@irhoa.com](mailto:melissa@irhoa.com).

**Q. What's one thing on your bucket list?**

A. To visit New York with my husband in the summertime.

A. To look and feel the healthiest I ever have been.

**Q. How long have you been with the company?**

A. Almost 3 years.

**Q. What do you like most about the work you do here?**

A. I enjoy the routine of my duties, the flexibility I have with my schedule, the friendly staff and homeowners, and cleaning is very therapeutic to me.

**Q. What's the best advice you can give to someone who just started a job?**

A. Always do your best.

A. Work smarter, not harder.

## **MEET YOUR HOA JANITORIAL STAFF**

**Maria Quintero**  
HOA-Janitorial



**Q. How long have you lived in the Coachella Valley?**

A. 30 years.

**Q. What does your job entail?**

A. I am responsible for cleaning all 21 HOA homeowner and vendor restrooms at Indian Ridge. I also wash down the pool area furniture and the pool decks. Please report any issues, such as clogged sinks, toilets, or anything out of order to the Community Services & Facilities Assistant, Melissa Porras at 760.772.7234, ext. 224 or [melissa@irhoa.com](mailto:melissa@irhoa.com).

**Q. What do you do with your time when not working?**

A. I enjoy cooking Mexican food.  
A. Baking sweet empanada bread.

**Q. What can the homeowners do to make your job easier?**

A. To please maintain cleanliness in between weekly cleanings.

**Q. What's one thing on your bucket list?**

A. To go to France and sight-see.

**Q. How long have you been with the company?**

A. Almost 2 years with the HOA but worked here for 6 years with Pro Landscaping beforehand.

**Q. What do you like most about the work you do here?**

A. I love to clean  
A. I have good co-workers.

**Q. What's the best advice you can give to someone who just started a job?**

A. To do your best  
A. Behave well.

**Q. What Maria would like you to know about her?**

A. I understand more English than I can speak it.





## COMMUNITY DIRECTORY

### MAIN GATE

Gate, Access, Security, and  
After Hours Issues

(760)-772-7240

[irsecurity@irhoa.com](mailto:irsecurity@irhoa.com)- direct email for Main Gate.

[www.gateaccess.net](http://www.gateaccess.net)- website to enter guests/vendors for  
community access.

**\*\*Dial 911 for Emergencies**

### MANAGEMENT COMPANY

Albert Management, Inc.  
41-865 Boardwalk Ave. Ste. 101  
Palm Desert, CA 92211  
(760) 346-9000

[www.albertmgmt.com](http://www.albertmgmt.com)

Payment Address:  
Indian Ridge (HOA) (PUD)  
C/O Albert Management  
P.O. Box 98175  
Phoenix, AZ 85038-0175

### HOA AND PUD ADMINISTRATION OFFICE

173 Rainbird Circle  
Palm Desert, CA 92211

### HOURS OF OPERATION

Monday- Friday  
8:30 a.m. – 4:30 p.m.  
(CLOSED FOR LUNCH)  
12:00 p.m. – 1:00 p.m.

Main (760) 772-7234  
Fax (760) 772-7239

### ASSOCIATION STAFF

Jeri Mupo, General Manager  
[gm@irhoa.com](mailto:gm@irhoa.com)  
(760) 772-7234 Ext. 225 or Dial 6

Joe Rice, Director of Facilities  
Management Manager  
[joe@irhoa.com](mailto:joe@irhoa.com)  
(760) 772-7234 Ext. 231 or Dial 5

Doris Reyes, Architectural &  
Compliance Manager  
[architectural@irhoa.com](mailto:architectural@irhoa.com)  
(760) 772-7234 Ext. 229 or Dial

Shannon Abner, Office Manager  
[officemanager@irhoa.com](mailto:officemanager@irhoa.com)  
(760) 772-7234 Ext. 228 or Dial 4

Christina Faust, Executive  
Assistant  
[executiveassistant@irhoa.com](mailto:executiveassistant@irhoa.com)  
(760) 772-7234 Ext. 227 or Dial 7

Melissa Porras, Community  
Services & Facilities Assistant  
[melissa@irhoa.com](mailto:melissa@irhoa.com)  
(760) 772-7234 Ext. 224 or Dial 2

Esperanza Pompa, Customer Service  
[customerservice@irhoa.com](mailto:customerservice@irhoa.com)  
(760) 772-7234 Ext. 223 or Dial 0

MAINT./JANITORIAL STAFF  
Leo Escatel/Maria Quintero-HOA  
Jose Aceves/Abigail Urias - PUD



**INDIAN RIDGE COUNTRY CLUB**

**Main Club Number**

**(760) 772-7272**

**Member Billing/Accounting**

**(760) 834-6302**

**Membership**

**(760) 772-7281**

**On Site Sales**

**(760) 772-7274**

**Tennis, Health & Fitness**

**(760) 772-7212**

**Spa**

**(760) 772-7277**

**Golf Pro Shop**

**(760) 772 - 7222**

**Golf Course Maintenance**

**(760) 772-7212**

**Arroyo Grille**

**(760) 772-7272 Ext. 2137**

**JK's Café Take-Out**

**(760) 772-7273**

**Ridge Room**

**(760) 772-7272 Ext. 2167**

**Special Events & Catering**

**(760) 834-6318**

**UTILITIES**

**Spectrum**

**(833) 697-7328 / spectrum.com**

**24 hours a day / 7 days a week**

**Customer Service, Billing and Payments,  
and Technology Support**

**Frontier Communications**

**(844) 660-0648**

**Monday – Friday, 5 a.m. to 6 p.m. PST**

**Saturday 5 a.m. – 5 p.m. PST**

**(no Sunday hours)**

**Burrtec Waste**

**(760) 340-2113**

**Trash pick-up: Monday**

**Coachella Valley Water District**

**(760) 398-2651**

**So Cal Edison**

**(800) 611-1911**

**So Cal Gas**

**(800) 427-2200**