



Indian Ridge Community Newsletter

January 15, 2018

Issue 3, Winter 2018

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Welcome Jeri Mupo, General Manager



For those of you just returning, we now have a new General Manager named Jeri Mupo! Jeri has been here a little over two months and is grateful and excited for the opportunity to work here at Indian Ridge. Jeri has been a professional community manager since 1992, most recently serving as General Manager of the Four Seasons in Beaumont, where under her leadership it was voted the #1 Active Adult Community in California by *55places.com*.

Jeri is certified by the Community Associations Institute as a Certified Manager of Community Associations (CMCA) and Association Management Specialist (AMS) and holds a B.S. in Business Management from the University of Phoenix. Her hobbies include arts and crafts and spending time with her two grandchildren, Greyson and Lincoln.

Communication is a top priority for Jeri and she welcomes homeowners to stop by her office or call / email her anytime at (760) 772-7234 or gm@irhoa.com. If you see her out and about in the community, please say hi!

Welcome aboard, Jeri!

2018 Monthly Assessments

The Annual Budget Report was mailed to homeowners in November providing the new monthly assessments as of January 1, 2018. The monthly assessments for 2018 are as follows:

HOA (Acacia) - \$795.50	PUD - \$485
HOA (Palo Verde) - \$831.50	HOA (Mesquite) - \$822.50
HOA (Smoke Tree) - \$849.50	HOA (Bougainvillea) - \$831.50

Very important - If you pay using your personal online banking, you will need to change the amount of your monthly payment with your banking institution. If you pay by ACH, the amount will be changed automatically.

If you have any questions about payment processes or your account, please contact Shannon Abner, Office Manager, at (760) 772-7234 or officemanager@irhoa.com.

PUD Board of Directors

Judy Friedman, President

Ron Anderson, Vice
President

Pete Williams, Chief
Financial Officer

Allen Bauman, Secretary

Barbara Koch, Director

Doug Lindal, Director

Jim Stubbs, Director

HOA Board of Directors

Jim Loeb, President

Dick Larsson, Vice President

Jack Kane, Chief Financial
Officer

Dianne Knapp, Secretary

Jerry Pusch, Director

George Bers, Director

Sharon Severson, Director

Newsletter & Website Committee

Dianne Knapp

Doug Lindal

Newsletter Editing Team

Erin Grossman

Dianne Knapp

Board Candidate Deadline - January 22



The Annual Meeting / Board Election is scheduled to be held on March 5 (HOA) and March 12 (PUD) respectively, and **Board candidates are being accepted.*** There are three (3) open seats for both the HOA and PUD Board of Directors. **Deadline for self-nominations is on January 22 at 4:30 p.m.**

Homeowners, this is your opportunity to contribute your ideas and expertise to the governance of your community! Contact the Administration office to have a self-nomination form emailed to you or pick one up in person. Forms must be delivered to the Administration Office by the deadline.

**Board Candidates must be an owner on title, in good standing*

HOA Landscape Report - January

Monthly Maintenance

Ongoing natural pruning is occurring this month to include spraying for weeds and fertilizing all plant material.



Irrigation

10 mainline breaks for the month of December and 9 stuck valves replaced. We are installing higher flow drip heads for all new plants temporarily to ensure plant material gets enough water to get established.

Turf

Irrigation run times are 4 days a week with 1 start time: spray heads at 3 minutes and MP rotators at 9 minutes. Turf fertilizing started 12/6 using Calcium nitrate 21-0-0.

Tree Trimming

Trimming is ongoing and we have completed Falcon View, Box Canyon, Red Arrow (east of Desert Holly), and Desert Holly.

Plant Replacements

Plantings in the fronts of homes will start the week of January 15 and is projected to be complete by the end of the month.

Special Projects

All 34 - 36" Box trees are planted. This included 4 - 24" Box Olive trees. Queen Palm removals are ongoing and are happening at the same time the tree trimming occurs. When Queen Palms are removed, we will be following behind with the stump grinder to grind all of the stumps.

Association Staff

Jeri Mupo

General Manager
gm@irhoa.com
Ext. 225

Joe Rice

Community Services and
Facilities Manager
joe@irhoa.com
Ext. 231

Erin Grossman

Assistant Manager
erin@irhoa.com
Ext. 227

Doris Urbina

Architectural & Compliance
Manager
architectural@irhoa.com
Ext. 229

Shannon Abner

Office Manager
officemanager@irhoa.com
Ext. 228

Melissa Porras

Community Services &
Facilities Assistant
melissa@irhoa.com
Ext. 224

Lily Avina

Receptionist
customerservice@irhoa.com
Ext. 223

Water Consumption

We have met the state mandate by reducing the HOA water use by 25%. Our water conservation efforts are continuing and will continue in the future.

For questions / concerns regarding landscaping, please contact Melissa Porras, Community Services and Facilities Assistant at (760) 772-7234 Ext. 224 or Melissa@irhoa.com.

Committee Volunteers Needed



Indian Ridge is always on the lookout for volunteers who can offer their time and talent to the community. In particular, the community has need of volunteers for the following:

Security and Safety Committee HOA Architectural Committee HOA Landscape Committee

Serving on a committee is a fun and a rewarding experience as it gives you the opportunity to work with your neighbors to advise your Board of Directors on how best to preserve and enhance the Indian Ridge community. Apply now!

To download a Committee Interest Form, login to the [Caliber Homeowner Portal](#) and click – Documents - Resource Library – Homeowner Forms – Committee Interest Form.

Emergency Preparedness Expo - February 12



Save the Date! The Emergency Preparedness Committee invites you to attend the annual Emergency Preparedness Expo, scheduled to take place on **February 12 from 3:00 – 5:00 p.m. at the Clubhouse**. The Expo will feature the following:

- New Emergency Response Framework
- New Buddy Group Assignments (all homes) and New Procedures
- New Emergency Communication Centers
- Types of Medical Care that will be Available
- Pick up the new Indian Ridge Emergency Preparedness Booklet
- Opportunity to Purchase Emergency Supplies
- Free Emergency Supplies Raffle!

The Emergency Operations Center, which will be the hub of response during a disaster, will be open for quick tours from 2:00-2:45 p.m. before the Expo. It is located next to the tennis courts on Clubhouse Way. Look for the balloons.

We hope to see you there!

For EPC news, login to the [Caliber Homeowner Portal](#) and click – Documents - Resource Library – Emergency Preparedness Committee.

Maintenance Staff

Jose Aceves
Eric Escobar
Juliana Alvarez
Maria Montoya

Important Contacts

Main Gate

Gate Access, Security and
After-Hours Issues
(760) 772-7240

www.gateaccess.net

Call 911 for Emergencies

Administration Office

Hours of Operation

Monday – Friday

8:30 a.m. – 4:30 p.m.

*CLOSED FOR LUNCH

12:00 p.m. – 1:00 p.m.

173 Rainbird Circle
Palm Desert, CA 92211
Main (760) 772-7234
Fax (760) 772-7239

Dial 0 for Receptionist

Dial 1 for Main Gate

Dial 2 for Work Orders

Dial 3 for Architectural

Dial 4 for Accounting

Dial 5 for Community
Services / Facilities

Dial 6 for the GM or
Assistant Manager

Outdoor Home Improvement Projects - Approval Required

Season is here and it's that time of year when homeowners start to plan outdoor projects. Keep in mind that **any exterior modifications to your property require Architectural Committee approval before any work can begin.** These include Landscape Projects, Exterior Painting, Satellite Dishes, Solar Panels, Gates and Fences, just to name a few.



If you have any plans for projects for the exterior of your home and are not sure how to begin, please contact Doris Urbina, Architectural and Compliance Manager, at architectural@irhoa.com, and she will be happy to answer your questions and help you through the process. 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.

To review your community's Architectural Guidelines and download an Architectural Application, login to the [Caliber Homeowner Portal](#) and click – Documents - Resource Library – Architectural.

Message from the PUD Architectural Committee

We are a progressive Architectural Committee and we strongly encourage all PUD homeowners to update their property. There are many things you can do from landscaping to entry gates to garage doors to paving. Visit our Architectural Manager's office and see our notebook with preapproved ideas.

Please remember, though, that you **MUST** fill out an application for all external changes to your property.



Looking forward to seeing your great ideas,

Judy Friedman, Chairperson

Courtesy Notices

If you have received a courtesy notice from the Association regarding a non-compliance issue and are not sure what action you need to take, please contact Doris Urbina at (760) 772-7234 Ext. 229 or architectural@irhoa.com to assist you. Please be aware that if you do not take the necessary steps to correct the non-compliance issue as stated in your courtesy notice, additional notices will be sent, which could eventually lead to Board action through the Association's enforcement policy. Our office is happy to schedule an appointment with you at your home in order to go over the issue and work with you towards a resolution.



Thank you for your cooperation.

Management Company

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

Click "Homeowner Portal"
for access to Caliber

Payment Address

c/o Albert Management
P.O. Box 51430
Los Angeles, CA
90051-5730

Indian Ridge Country Club

(760) 772-7272
www.indianridgecc.com

Frontier Communications

(844) 660-0648
Option 1 for Repair
Option 2 for Orders/Billing

Burrtec Waste

(760) 340-2113

So Cal Edison

(800) 611-1911

So Cal Gas

(800) 427-2200

CV Water District

(760) 398-2651

Important Security Reminders - Be Vigilant!



Season is well underway and the next few months are prime time for thieves. The Lakes community recently experienced a rash of burglaries due to unlocked doors and unsecured windows. **Please take every proper precaution to help ensure that your vehicle and home is not an easy target for break-ins and other crimes of opportunity.**

- ✓ **Keep your doors shut, LOCKED and set your alarms**, even when you are home and *especially* while you are sleeping. Placing a security bar in your sliding door is always a good idea. Consider installing motion sensor lights as a deterrent to thieves.
- ✓ **LOCK your vehicles and close windows all of the way.** Thieves can steal garage door openers from an open window in a vehicle and gain access to your home. Do not leave items in plain sight, especially anything valuable. Make it a habit to keep your vehicle in the garage.
- ✓ **When you sell your vehicle, inform the Administration Office** so they can remove the vehicle from the system and deactivate your Sirit Tag! When you don't inform the office, whoever takes possession of your vehicle (with Sirit Tag) also has 24/7 access to Indian Ridge.
- ✓ **Keep your permanent guest and vendor list updated.** Purge vendors you no longer use so they cannot access the property using your name and address. You can do this online at www.gateaccess.net, or by calling the Main Gate or the Administration Office.

Important Safety Reminders - Don't Forget!



- ✓ **Children are not permitted to operate golf carts.** The operation of any vehicle on Association property requires a current license or permit. Children driving golf carts will be escorted home. See Section 3.15(7) of the Rules and Regulations for more information.
- ✓ **Drivers, watch out for pedestrians!** As the community has no sidewalks, it is that much more important for vehicle and golf cart drivers to follow the posted speed limit, come to a complete stop at stop signs, and keep an eye out for walkers, joggers and cyclists.
- ✓ **Pedestrians, stay close to the curb** and don't walk in the middle of

PUD Board Meetings

Last Tuesday of the month*

January 30 at 8:00 a.m.

February 27 at 8:00 a.m.

March 27 at 8:00 a.m.

PUD Annual Meeting

March 12 at 3:00 p.m. at the Indian Ridge Country Club

**subject to change*

PUD Homeowners welcome to attend

HOA Board Meetings

Last Wednesday of the month*

January 31 at 1:30 p.m.

February 28 at 1:30 p.m.

March 28 at 1:30 p.m.

HOA Annual Meeting

March 5 at 3:00 p.m. at the Indian Ridge Country Club

**subject to change*

HOA Homeowners welcome to attend

the street. It is also a good idea to wear brightly colored clothing and / or reflectors if you will be out when it is dark so you can be visible to oncoming traffic.

Sirit Tag Reminder

Sirit Tags require renewal every three (3) years. Verify when yours is set to expire or sign up for automatic text reminders with Customer Service at (760) 772-7234 or customerservice@irhoa.com. **To renew your Sirit Tag, please bring your current vehicle registration, proof of insurance and a check or money order to the Administration Office.** The first two Sirit Tags for homeowners are free and each one after that is **\$20 (PUD) or \$15 (HOA)**.

Please make sure to bring a check or money order because cash is not accepted by the Homeowners Association.

Again, if you sell or get rid of a vehicle that has been registered with the HOA, please inform the Administration Office. Thank you for your cooperation.

Please Pick Up After Your Pet

We receive many complaints about people not picking up their dog's poop. Picking up after your pet is not only the courteous and responsible thing to do (as well as a community rule), it is necessary for health reasons. Here are some important facts about dog waste that you may not be aware of:

- Dog waste contains disease causing bacteria and parasites harmful to pets and humans such as E.coli, salmonella, worms, parvovirus, etc., and at a higher level than other types of waste.
- Dog waste can take up to a year to break down naturally. The bacteria and parasites from the waste linger in the soil for years after that.
- Dog waste does not fertilize the grass like cow manure; it is actually very high in nitrogen and phosphorus which has the opposite effect of fertilizer and can burn your lawn.
- Many varieties of flies will consume and lay eggs in dog feces. These same flies can then infest your home and spread disease.
- Dog feces are the #3 contributor to water contamination.

- Dog feces are a protein by product and will attract rats who like to eat the protein matter found in the feces.

So, the moral of the story is, **PLEASE bring doggie bags when you walk your dog(s) and pick up and dispose of their poop.** You would



Committee Meetings*

PUD Landscape

Second Tuesday at 1:00
p.m.

PUD Architectural

Second Tuesday at 2:30
p.m.

HOA Landscape

First Wednesday at 8:15
a.m.

HOA Architectural

First Thursday at 9:00 a.m.

HOA Finance

Second to last Wednesday
at 3:00 p.m.

Security and Safety

(HOA & PUD)

First Thursday at 2:00 p.m.

Emergency Preparedness

(HOA & PUD)

Second to Last Tuesday at
2:00 p.m.

*subject to change

Homeowners welcome to attend

be doing your part as a responsible pet owner and your neighbors and the environment will thank you for it!

Administration Office Dumpster - Usage Reminder

Speaking of waste, the dumpster behind the Administration Office on 173 Rainbird Circle looked like this the day after Christmas. ➡



This dumpster is for Association use, though homeowners are permitted per the Rules and Regulations to use it “if excess household trash has been accumulated or if you are leaving prior to 3:00 p.m. on Sunday. All boxes must be flattened.”

When the dumpster is overflowing, our maintenance staff has to physically enter the dumpster, flatten the materials and dispose of the trash that was left outside the dumpster.

We would ask as a courtesy that homeowners limit their use of this dumpster to an as needed basis only, preferably just one bag of contained trash and, if you must leave boxes, to FLATTEN them. Don't forget, you can always call Burrtec at (760) 340-2113 and request an additional pickup on your property if you have an excess of trash.

We believe contractors working on homeowner projects are also dumping trash. Architectural approvals and the Rules and Regulations require that, “All trash and debris generated from such improvement shall be disposed outside of the Association.” Please instruct your contractors to follow these rules.

Thank you for your cooperation.

Burrtec Curbside Service

Did you know that Burrtec offers a program to homeowners who are unable to or simply do not want to put their garbage cans out by the street? They will pull your garbage cans out, dump them, and return them back to your service area for a small monthly fee. Contact Burrtec at (760) 340 – 2113 to sign up.

Register for the Caliber Homeowner Portal



If you have not already done so, please register for the Caliber homeowner portal, which is the website for Indian Ridge Homeowners set up through Albert Management. The Caliber portal gives homeowners access to important documents and forms, and the ability to view your account activity and balance, work order status and more. To start the registration process, email your request to Erin Grossman, Assistant Manager, at erin@irhoa.com.

Indian Ridge Country Club

Main Number
(760) 772-7272

Pro Shop
(760) 772-7222

Golf Course Maintenance
(760) 772-7212

JK's Café
(760) 772-7273

Health & Fitness Desk
(760) 772-4432

Spa
(760) 772-7277

Membership
(760) 772-7281

On Site Sales
(760) 772-7274

Feral Cats - Do Not Feed

Indian Ridge has a very large feral cat population. We have looked into many different services to help limit our population. There are catch and release programs out there where they trap the cat, have them spayed or neutered and release them back in the location they were trapped. While this could mitigate future offspring, it would not address the current problem. **Feeding of feral cats in common areas is not allowed.** We have found both dry and wet cat food in pool locations. Not only does this attract cats, but it attracts other wildlife, as well. This is also a health and safety issue with it being in pool locations. The more feral cats we encourage at Indian Ridge, the greater food source for coyotes. **The Association asks that you do not feed feral cats and encourage them to continue living at Indian Ridge.**



Thank you for your cooperation.

After Hours Drop Box



We understand that it is not always possible for homeowners to come to the Administration office in person during regular business hours. You may not be aware, but in front of the office next to the community bulletin board is an after-hours drop box. For your convenience, you may drop off your payment or any other document that you want to submit to the office in this secure lockbox; just insert it into the slot and it will be collected by someone on our staff the following business day.

Services You May Be Interested In

Fire Extinguisher Certifications - The Association would like to find out if there is an interest in having a vendor that can check and certify homeowner fire extinguishers on a set day, which could bring a bulk discount to the homeowners. If you are interested in this type of program, please email Joe Rice at joe@irhoa.com with the subject line "Fire Extinguisher".

Shred It Truck - Just like the fire extinguisher program, we would like to see if homeowners would be interested in having a day (or days) where the Shred It truck comes to the front of the Administration office and homeowners can bring their papers that they need shredded. If this is something that interests you, please email Joe Rice at joe@irhoa.com with the subject line "Shred It".