



# Indian Ridge Community Newsletter

April 15, 2018

Issue 4, Spring 2018

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## Joe knows about Water Conservation

Indian Ridge's own Community Services & Facilities Manager, Joe Rice, knows more than a few drops about water conservation. Joe recently graduated from the Water Counts Academy at UCR's Palm Desert campus, a comprehensive course that covers the history, use and management of water in the Coachella Valley. We at the Administration Office now claim Joe as our resident expert in water conservation, smart irrigation technologies, turf conversion and water rates, among other things.



Joe welcomes your questions and comments. Please feel free to email him at [joe@irhoa.com](mailto:joe@irhoa.com).

Congratulations, Joe!

## HOA and PUD Annual Meetings

The Indian Ridge HOA Annual Member Meeting took place on March 5<sup>th</sup>. Your HOA Board of Directors for 2018-2019 are President Jim Loeb, Vice President Jack Kane, Chief Financial Officer George Bers, Secretary Dianne Knapp; and Directors Steve Heiferman, Joel Mark and Sharon Severson.



The PUD Annual Member Meeting took place on March 12<sup>th</sup>. Your PUD Board of Directors for 2018-2019 are President Judy Friedman, Vice President Doug Lindal, Chief Financial Officer Pete Williams, Secretary Allen Bauman; and Directors Ron Anderson, Michael Sacks and Jim Stubbs.

**Many thanks to the volunteer Boards of Directors and Committee Members for their dedication to advancing and enhancing the beautiful Indian Ridge Community.**

### HOA Board of Directors

Jim Loeb, President  
Jack Kane, Vice President  
George Bers, Chief Financial Officer  
Dianne Knapp, Secretary  
Steve Heiferman, Director  
Joel Mark, Director  
Sharon Severson, Director

### HOA Board Meetings

*Last Wednesday of the month\**

April 25 at 1:30 p.m.

May 30 at 1:30 p.m.

June 27 at 1:30 p.m.

*\*subject to change*

HOA Homeowners welcome to attend

### PUD Board of Directors

Judy Friedman, President  
Doug Lindal, Vice President  
Pete Williams, Chief Financial Officer  
Allen Bauman, Secretary  
Ron Anderson, Director  
Michael Sacks, Director  
Jim Stubbs, Director

### PUD Board Meetings

*Last Tuesday of the month\**

April 24 at 8:00 a.m.

May 29 at 8:00 a.m.

June 26 at 8:00 a.m.

*\*subject to change*

PUD Homeowners welcome to attend

## A Message from your HOA President

It's that time of year again when many of our friends and neighbors will be leaving for their summer homes. Ann and I will be heading back East next month, but there will be a lot happening this Summer while we are away.

The front entry is going to receive more upgrades. The HOA is working with the Club to update the two pillars that contain the large ceramic pieces. They will be repainted and finished with stone façade to match the two at the entry gates in May. The staff and the Board will begin their work on the annual Reserve Study. Every year there are items that are scheduled for replacement and/or maintenance during the summer. This year there are several HOA pools that will be resurfaced, and the pool equipment will be checked and replaced if needed. We will be closely monitoring the water usage this summer and comparing it to past years. So far this year we are meeting our financial and consumption goals for water usage.

During the last Board meeting we created a new committee called the "Infrastructure Committee". This will give the Board the opportunity to take advantage of the expert knowledge of a few residents who have construction expertise. They have agreed to work with staff to put a long-term infrastructure replacement plan in place. The goal is to ensure there are monies available to update our community when needed.

See you in the fall, but please don't hesitate to email me ([loebaj@aol.com](mailto:loebaj@aol.com)) if you have any questions or concerns.

Jim Loeb, HOA Board President

## A Message from your PUD President

OMG! It is the "end of the season" already, and many of you will soon be leaving Indian Ridge for 4-5 months. Rest assured, it is never the "end of the season" for your PUD Board and your PUD Committees. We will still be diligently working for the betterment of our community.

For instance, the PUD Architectural Committee will continue to monitor existing work in the community and will also continue to encourage new applications from homeowners in order to enhance the community. Did you know that between January 2017- present the Architectural Committee has reviewed 334 applications and has only denied 4? That's a 99% approval rate! Our homes are being upgraded at a record pace; thank you for doing your part. The PUD Landscape Committee will continue to upgrade (and replace when necessary) our common ground inside and outside the walls. They have been doing a spectacular job! Financially, the PUD is in great shape, and our finances are continuously and systematically being reviewed to keep us sustaining solvency.

The PUD Board would like to thank Albert Management, Jeri Mupo (GM) and the rest of the crew: Joe, Claudia, Doris, Shannon, Melissa and Lily. We could not have had such a successful year without each and every one of you!!!

Judy Friedman, PUD Board President

## 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  
1:00 p.m.

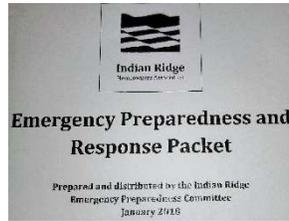
*\*subject to change*

Homeowners welcome to attend

## New Emergency Preparedness and Response Manual

Please help the Emergency Preparedness Committee help you!

The Emergency Preparedness Committee (EPC) has recently issued a new plan for assisting the entire Indian Ridge Community when disaster strikes. Please



make sure that you are familiar with the important information contained in the new 78-page, comprehensive "Indian Ridge Emergency Preparedness and Response Packet". You can pick up a packet at the HOA office; one copy per household. The packet describes the new emergency framework and procedures, identifies which Buddy Group your

home has now been assigned to, identifies where your nearest Emergency Communication Center is located, contains guidelines for preparing for and responding to a variety of emergency situations, and summarizes basic disaster first aid instructions for humans and pets. If you have questions, concerns, or want to volunteer to assist the EPC in responding to an emergency, email Catherine Krueger (Kruegercath@gmail.com).

For EPC news and resources and an online copy of the Indian Ridge Emergency Preparedness and Response Manual, go to [www.albertmgt.com](http://www.albertmgt.com), select Homeowner Portal in the upper right hand corner, login (or create a login if a first-time user), then select - Documents - Resource Library - Emergency Preparedness Committee.

## HOA and PUD Architectural and Property Maintenance

**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](mailto:architectural@irhoa.com).**

Doris will answer your questions and guide 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.

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

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

## PUD Palm Tree Trimming

**It's the time of year for Palm Tree trimming.** As per the PUD Association's Governing Documents, all homeowners are responsible for trimming their palms by **June 30<sup>th</sup>** of each year. This year we will be working with Pro Landscaping Inc, who has given us a bulk price to share with our homeowners for palm tree

## Newsletter & Website Committee

Dianne Knapp  
Doug Lindal  
Sharon Ochoa

## Association Staff

### Jeri Mupo

General Manager  
gm@irhoa.com  
Ext. 225

### Joe Rice

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

### Claudia Golden

Assistant Manager  
AssistantManager@irhoa.com  
Ext. 227

### Doris Urbina

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

### Shannon Abner

Office Manager  
officemanager@irhoa.com  
Ext. 228

### Melissa Porrás

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

trimming. You may also coordinate your palm tree trimming with your personal gardening services, having them done by **June 30<sup>th</sup>**.

Please 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 mess in the lakes and littering our properties.

More information will be sent out shortly by e-blast. Should you have any questions, please contact our Architectural and Compliance Manager, Doris Urbina, at (760) 772-7234 ext. 229 or [architectural@irhoa.com](mailto:architectural@irhoa.com).

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## PUD Landscape Report



A few months ago, the PUD began to update the look of the inner perimeter at the Hovley gate, which included the corners of Fire Dance and Gold Canyon plus part of the median. We are now focusing on updating the remainder of those areas going up to the inner perimeter wall and we are also updating the Hovley gate area outside the gate to include the outer perimeter wall area, both corners along Hovley, and the median.

The goal is to remove and/or replace plants which are overgrown or considered to look “outdated” as well as those which are particularly sensitive to heat and require a lot of watering and maintenance. Those plants will be replaced with plants which are less heat sensitive, require less water and less maintenance and in some cases provide more color. This strategy will reduce costs in addition to bringing the overall look of the PUD more up to date. This strategy has been in place for well over a year now and will eventually be implemented throughout the community until all areas of the PUD have been completed.

-Pat Corasiniti, Chair

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## HOA Landscape Report

Street side grass has been fertilized, with mow heights remaining the same. Hand pruning continues, as well as gas cutting for some shrubs. Perimeter tree trimming is ongoing. Green waste pick-ups being done twice a day. The average truck load is 8 tons that is removed from the property. Spray head irrigation is scheduled twice daily, at 5-minute intervals.



We are excited to report having received the coveted “Efficient” stamp on our last two CVWD water bills. What a difference our water conservation program has brought to the bottom line!

For questions / concerns regarding landscaping, please contact Melissa Porrás, Community Services and Facilities Assistant at (760) 772-7234 ext. 224 or [Melissa@irhoa.com](mailto:Melissa@irhoa.com).

## Lily Avina

Receptionist

customerservice@irhoa.com

Ext. 223

## 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](http://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

## Maintenance Requests

The Community Services and Facilities Department tracks and resolves service requests that are called or emailed in to the Administration Office. If you report a problem directly to the landscape staff, your communication may not be conveyed thoroughly. Please email Melissa Porras, [melissa@irhoa.com](mailto:melissa@irhoa.com), or phone the Administration office at (760) 772-7234 to report your maintenance or service request.

## Administration Office Dumpster - Call it "Foul"

The Association's maintenance yard behind the Administration office was recently inspected by the Department of Environmental Health and by the Fire Marshal. The Association has received a warning notice regarding illegal items such as paint, oil, electronics, aerosol cans, etc. being placed in and around the dumpster. These items are considered hazardous waste. **We have been put on notice that further infractions may subject the association to fines for "illegal dumping of hazardous waste materials."** In addition, we may be required to pay additional costs to have these items removed from the premises.



The 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."* 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.

Please consider taking advantage of Burrtec's many services. You may contact Burrtec to request an additional pick-up on your property if you have an excess of trash. Burrtec will also pick-up household hazardous waste. Finally, Burrtec offers a program to homeowners who are unable to or simply do not want to put their garbage cans out by the street. For a monthly fee, they will arrange to pull your garbage cans out, dump them, and return them back to your service area. Burrtec: (760) 340-2113; [www.burrtec.com](http://www.burrtec.com).

## 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

## Community Cats - Trap, Neuter, Return



The term "community cats" is used to describe free-roaming, unowned cats. Feral cats, as well as lost and abandoned cats, can be found in this population. The most humane, lawful and effective management of community cats can be accomplished through a Trap, Neuter, Return (TNR) program. Spaying and neutering ends reproduction and reduces the population over time. The average lifespan of a free-roaming cat is approximately five years.

TNR surgeries are available in Coachella Valley and paid for by a generous Best Friends Animal Society grant and funded by Maddie's Fund and PetSmart Charities. The Coachella Valley Community Cat Program will be assisting our community by loaning "Tru Catch" traps and providing spay and neuter surgeries. While at the surgery clinic, the cats will be scanned for potential microchips, given pain medication, rabies and feline vaccines, and treated for infections, fleas and ear mites, if visible. During surgery, the left ear is tipped and a microchip implanted. Ear tipping is the preferred method of identifying spayed/neutered community cats. The cats stay overnight following surgery and must be returned to the location where they were trapped.

Implementation of TNR will begin within the HOA in April. The success of this program is dependent upon community support and identifying and locating colonies. If you are interested in assisting with this effort, please contact Jeri Mupo, General Manager, at (760) 722-7234 or at [gm@irhoa.com](mailto:gm@irhoa.com).

In the meantime, *please* do not encourage the population by feeding the cats and the other wildlife and rodents which share their food sources.

## "It Takes a Martha's Village..."

...Martha's Village & Kitchen, that is. One of the largest providers of homeless services in the Coachella Valley and Riverside County, Martha's Village is conducting a "Spring Cleaning Event". The MVK Thrift Store truck will be parked in the Indian Ridge Country Club parking lot near the White Horse entry on **Thursday, April 26<sup>th</sup> from 9 a.m. to 1 p.m.** Please bring canned and unopened boxed foods and any other unwanted household items (please, no used mattresses or printers). **It's a win-win: help the needy and homeless while clearing out your pantry and closets before the summer.** Donation receipts will be available upon request.



## Caliber Homeowner Portal Resource Library

### 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



The Caliber homeowner portal is the website for Indian Ridge Homeowners to gain access to important documents and forms, to view your account activity and work order status, and catch up on Board and Committee activity by reading notes and minutes. Registration is simple through the [www.albertmgt.com](http://www.albertmgt.com) homeowner portal. To begin the registration process, go to <https://www.albertmgt.com>, click the “HOMEOWNERS” button on the top right corner. You will then be directed to the login page where you can “Create Login” and submit your registration. Please feel free to email Claudia Golden, Assistant Manager, at [assistantmanager@irhoa.com](mailto:assistantmanager@irhoa.com) with any questions or requests.

## Customize your Mailing Address

Did you know that you can provide alternate addresses to the Administration Office for mail? The Caliber portal can automatically mail to your home and away addresses according to the schedule you provide us. Please contact Shannon at [officemanager@irhoa.com](mailto:officemanager@irhoa.com) for details.



**Two Email Addresses per Household** may now be registered with the Administration office for distribution of important information about your Indian Ridge Community. Find the “Email Distribution Form” on the Caliber portal, email Shannon for the form, or visit us at the Office, 173 Rainbird Circle.

## Sirit Tag Reminder

Sirit Tags require renewal every three (3) years. If your Sirit Tag was issued in 2015, please check your expiration date! To renew your 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 new homeowners are free and each one after that is \$20. *(Please make sure to bring a check or money order, as cash is not accepted by the Homeowners Association.)* Again, if you no longer drive the vehicle that has been registered with the HOA, please inform the Administration Office so that the corresponding Sirit Tag may be disabled.

Verify your expiration date and sign up for automatic email reminders by calling Lily Avina at (760) 772-7234 or emailing her at [customerservice@irhoa.com](mailto:customerservice@irhoa.com).

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## Upgraded TV/Internet Service Contract

Our FiOS® by Frontier® contract upgrades are coming in May! Homeowners will enjoy higher- speed broadband with FiOS Internet 100/100 Mbps and an improved TV channel lineup (including Pac 12 and Tennis Channel). More details will be forthcoming as we near the roll-out date. Please monitor your emails for specific instructions about the new upgrades.

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## Safety Reminders for Adults & Children at Play

**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!** Please follow the posted speed limit, come to a complete stop at stop signs, and be vigilant for walkers, joggers and cyclists.

**Pedestrians, stay close to the curb** and don't walk in the middle of the street. It is also a good idea to wear brightly colored clothing and / or reflectors at night so you can be visible to oncoming traffic.

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## Security Reminders during your Absence

**When leaving for the season or vacation,** advise the Main Gate of your away dates and ask to be placed on the perimeter house check list. You may also log into [www.gateaccess.net](http://www.gateaccess.net) and document your time away in the "vacation" section.

**Remember to 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](http://www.gateaccess.net), or by calling the Main Gate or the Administration Office.

The Main Gate can be reached at (760) 772-7240 or by email at [irsecgate@gmail.com](mailto:irsecgate@gmail.com).

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## HOA Pool and Spa Rotation Schedule

At its March 28, 2018 Board of Directors Meeting, the HOA Board approved a pool and spa heating rotation program for 2018 through 2021, wherein five pools and spas will remain unheated during the scheduled year (excluding three weeks in December and three weeks for Spring break). The program anticipates cost savings of approximately \$45,000 annually. Pool/Spa areas 13, 15, 17, 19 and 21 will remain unheated for the remainder of this year beginning in May.