



Indian Ridge Community Quarterly

October 2018

Issue 6, Fall 2018

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GOOD THINGS ARE HAPPENING AT INDIAN RIDGE!

MESSAGE FROM THE GENERAL MANAGER

Dear Indian Ridge Homeowners,

Are you feeling the energy of "the Season" starting anew? We are!

From the Guard House as you enter the Community, to our streets, pools, and landscape, we have been putting fresh touches on this spectacular gem you call "home", or at least your "home away from home".

This issue contains many reminders of how to access important information and "how things work." Whether you are coming in to inquire about an architectural or landscape enhancement or whether to volunteer for association governance opportunities, please visit the Management Office at 173 Rainbird Circle.

We look forward to seeing you.

Welcome Back!

Jeri Mupo
General Manager
Indian Ridge Homeowners Associations



HOA Board of Directors

Jim Loeb, President
George Bers, CFO
Dianne Knapp, Secretary
Steve Heiferman, Director
Joel Mark, Director
Dan Newell, Director
Sharon Severson, Director

HOA Board Meetings
Management Office
Conference Room
173 Rainbird Circle

October 24 at 1:30 p.m.
November– No Meeting
December 12 at 1:30 p.m.
January 30 at 1:30 p.m.

PUD Board of Directors

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

PUD Board Meetings
Management Office
Conference Room
173 Rainbird Circle

November 6 at 8:00 a.m.
December 11 at 8:00 a.m.
January 29 at 8:00 a.m.

MESSAGE FROM THE PUD BOARD PRESIDENT

Once again, the PUD Board of Directors would like to extend a warm "Welcome Back" greeting to all of our residents for the 2018-2019 season.

We would also like to take this opportunity to share with all of our homeowners the many wonderful things that are happening in our community. Fiscally, the PUD is sound, which affords us the opportunity of continuing to update the community. We are committed to our ongoing process of improving the common ground landscaping throughout the PUD. We just finished repairing and resealing all of our streets. We are now going to begin refurbishing the community pool areas.

We are delighted that so many of our homeowners have been updating their homes by doing such things as enhancing the landscaping, repainting, repaving the driveway and walkway areas, installing new garage doors and adding casitas.

We would like to remind all of our residents that the PUD Board meetings are open to all of our homeowners. Hopefully, you will take advantage of this opportunity. The next scheduled meeting is November 6th at 8:00 a.m. in the Management Office conference room, 173 Rainbird Circle. Want to be even more engaged? Volunteer on one or more of our many Committees.

As the current President of the PUD, I invite you to read our quarterly Indian Ridge Community Newsletter. I welcome any questions that you might have and encourage you to send them to Claudia Golden, our Assistant Manager, and she will pass them on to me.

Last, but certainly not least, I would like to give kudos to all of our staff at the PUD/HOA office. It is because of their unending dedication that everything is running so smoothly.....THANK YOU.....Jeri, Claudia, Doris, Shannon, Lily, Joe, Melissa, Yoyo, Liz, Jose, Eric, Juliana and Maria.

Until our next issue,

Take care,

Judy Friedman

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
2nd to last Wednesday
at 3:00 p.m.

Security and Safety
(HOA & PUD)
First Thursday at 2:00 p.m.

Emergency Preparedness
(HOA & PUD)
2nd to Last Tuesday
at 1:00 p.m.

*subject to change

Newsletter Committee

Dianne Knapp
Doug Lindal
Sharon Ochoa

MESSAGE FROM THE HOA BOARD PRESIDENT

Welcome to Fall in Palm Desert. We love it, and that's why Ann and I look forward to spending "the Season" in California. Not only are we enjoying this beautiful weather, but we are also impressed with all of the improvements the HOA has undertaken. It's rewarding to see the fruits of our assessment dollars at work. Since our return, we've viewed first-hand the newly repaved streets on the eastern area of the HOA, pool and deck resurfacing as part of a multi-year project, and door painting and drip irrigation tubing replacements in selected areas. These are the by-products of a healthy, vibrant Homeowners Association (just like our residents!).

I'd like to take this opportunity to wish Jeri Mupo a happy one-year anniversary at Indian Ridge. As our General Manager, she is a breath of fresh air and a wealth of knowledge about managing our HOA. We are fortunate to have her and her entire Management Office team. We are indeed well served. Please stop by and say "hello".

Feel free to join us at our monthly HOA Board of Directors meetings. The next meeting is scheduled for Wednesday, October 24th at 1:30 p.m. in the Management Office, 173 Rainbird Circle. We welcome you back and we welcome your input. Please consider volunteering on one of our Community's committees.

As the old proverb goes: Home is where the heart is, and our hearts are here.

Jim Loeb

SPEEDING ENDANGERS LIVES

Please heed this warning. How many "near misses" must we experience before an easily avoidable and never forgotten tragedy aggrieves our Indian Ridge Community? **PLEASE SLOW DOWN!!!**

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, cyclists, children, and pets.

Pedestrians, stay close to the curb and don't walk in the middle of the street. Wear brightly colored clothing and/or reflectors at night so you can be visible to oncoming traffic.

Golf Carts are not toys. 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.

Association Staff

Jeri Mupo
General Manager
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(760) 772-7234 Ext. 225

Joe Rice
Community Services and
Facilities Manager
joe@irhoa.com
(760) 772-7234 Ext. 231

Doris Urbina
Architectural & Compliance
Manager
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(760) 772-7234 Ext. 224

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Receptionist
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(760) 772-7234 Ext. 223

Maintenance Staff

Jose Aceves
Eric Escobar
Juliana Alvarez
Maria Montoya

IMPORTANT GATE ACCESS, PATROL AND SECURITY REMINDERS

Thank you for your vigilance in helping to keep our Indian Ridge Community safe. Remember to:

Keep your permanent guest and vendor list updated. Purge vendors you no longer use immediately 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 at (760) 772-7240 or the Administration Office at (760) 772-7234 during business hours. Please advise your guests that motorhomes and trailers are not allowed to be parked overnight in the Indian Ridge Community.

Ensure that you designate vendors as *vendors* (people who do work at your home) and *not guests*. Otherwise you will be responsible for the vendor that you have designated as a guest.

Whereas you may enter temporary and permanent vendors and guests on gateaccess.net, the vacation watch module is no longer accessible. Patrol will no longer be authorized to conduct vacation watch services for individual homeowners. As many of our homeowners already employ independent home watch service providers, we encourage you to ask your neighbors for referrals.

In coming to its decision, your Board of Directors carefully weighed the risks and benefits of providing a Vacation Watch service for the small percentage of homeowners who use it. The measure has been undertaken to protect the Indian Ridge Community as a whole from potential legal liability and undue financial risk to your Homeowners Associations.

Whether or not you use a security system, let common sense guide you:

Keep your doors locked and/or 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.

Lock your vehicles and do not leave items in plain sight, especially anything valuable. Make it a habit to keep your vehicle in the garage.

Vendors are now issued a decal, affixed on their back window, for identification purposes. Notice speeding or improper parking? Report the decal number to the Main Gate or to Joe Rice, Community Services & Facilities Manager at (760) 772-7234 Ext.231 or to joe@irhoa.com.

Please report any suspicious activity you see to the Main Gate at (760) 772-7240, such as someone tailgating through the gates, going through mailboxes, and anything else that seems out of place. It is always better to err on the side of caution.

Important Contacts

Main Gate

Gate Access, Security and
After-Hours Issues

(760) 772-7240

www.gateaccess.net

irsecgate@gmail.com

****Call 911 for Emergencies****

Management 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 General Manager

Management Company

Albert Management, Inc.

41-865 Boardwalk Ave.

Suite 101

Palm Desert, CA 92211

(760) 346-9000

Payment Address

c/o Albert Management

P.O. Box 51430

Los Angeles, CA

90051-5730

www.albertmgt.com

SIRIT TAG PROTOCOL

Sirit Tags need to be renewed every three (3) years. If your Sirit Tag was issued in 2015/2016, please check your expiration date! The 5-digit number on your headlight's Sirit tag identifies you and your vehicle model and make in the Administration Office's records. To renew your Tag, please bring your current vehicle registration and proof of insurance to the Administration Office (or email the information). The first two Sirit Tags for homeowners are free and each one thereafter is \$20. (*The Management Office does not accept cash or credit cards, so please make sure to bring a check or money order.*) 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 Customer Service at (760) 772-7234 Ext. 223 or emailing customerservice@irhoa.com.

ONLINE ACCESS TO INFORMATION



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 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.

Two email addresses per household may 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 Abner at officemanager@irhoa.com for the form, or visit us at the Office, 173 Rainbird Circle.

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 Abner at officemanager@irhoa.com for details.

Utilities

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

Coachella Valley Water District
(760) 398-2651

Indian Ridge Country Club

Main Number
(760) 772-7272

Administration
(760) 834-6308

Pro Shop
(760) 772-7222

Golf Course Maintenance
(760) 772-7212

JK's Café
(760) 772-7273

Tennis, Health & Fitness Desk
(760) 772-4432

Spa
(760) 772-7277

Membership
(760) 772-7281

On Site Sales
(760) 772-7274

indianridgecc.com

ASSESSMENT PAYMENT OPTIONS

ACH Debit – Automatic from Your Checking or Savings Account
Many homeowners utilize our automatic debit payment service through the Association's bank, Pacific Premier Bank. Your monthly assessment is automatically withdrawn from your bank by Pacific Premier Bank and deposited in to the Association's bank account on the fifth of each month (or first business day following the fifth of the month). The payment will post to your homeowners account automatically when the processing is completed each month by the bank. No late fees, stamps or remembering on your part, just sign up for the service – the rest is taken care of for you each and every month thereafter.

Your Online Bill Pay Service

Some homeowners prefer to use their own bank's online payment services. When using this system through your bank, please make sure the payment is paid to the order of the name of your specific Association (Indian Ridge HOA or Indian Ridge PUD HOA) and include your account number in the appropriate location and the mailing address, as listed below.

Coupon Book – You Mail the Payment

Each year the Association provides coupon payment books to those not on automatic debit payment services mentioned above. It is very important to utilize these payment coupons when making your payments, as the coupons are encoded for efficient and accurate posting of payments. For the most efficient and accurate processing, your check should always be payable to the specific name of your Association and mailed with the payment coupon directly to the Association bank lockbox address.

Please mail your payments directly to:

Indian Ridge Homeowners Association
PO Box 51430
Los Angeles, CA 90051-5730

In Person – Drop off Your Payment

Some homeowners prefer to drop off their payments at the on-site HOA office each month. We are happy to accept your payments at the office. However, we strongly encourage you to use the other payment options outlined in this article. While convenient, making regular monthly payments at the office delays processing since these payments still have to be sent to the bank lockbox for processing. If you prefer to deliver your payment to the Association or management office, please still include your payment coupon to assist us in accurate and timely processing.

If you have any further questions, please contact Shannon Abner, Office Manager, at officemanager@irhoa.com.

READY FOR ROVER'S RIDGE REGISTRATION?

...Say that three times! As you may already be aware, Rover's Ridge Dog Park is currently closed for over-seeding until November 9th (estimated), but the Management Office is open and ready for you to complete your paperwork.

Annual registration for Rover's Ridge begins November 1st and new tags for the Dog Park will be available at that time. Dog Owners must come to the front desk to complete the application and waiver, accompanied by a check for \$50.00, and provide proof of current rabies vaccination in order to obtain a tag. Please remember that Rover's Ridge Dog Park may only be used by dogs that are registered with the Indian Ridge Management/Administration Office and sport an official Rover's Ridge dog tag. Please contact the Front Desk at (760) 772-7234 Ext. 223 or customerservice@irhoa.com for more information.

Thank you for abiding by the Dog Park Rules and for cleaning up after your pooch.

GOLF COURSE CLOSURE REMINDER

The Arroyo Course and Grove Course are currently closed for over-seeding. It is extremely important that there is no cart, foot or paw traffic on any golf course turf areas to ensure that the grass transitions properly. The Country Club asks kindly that you DO NOT drive golf carts or walk on the golf courses until November 8th for both the Arroyo and Grove Courses. Both courses are scheduled to reopen on Thursday, November 8th. Please contact the Country Club at (760) 772-7272 for more information.

LANDSCAPE UPDATE

The weather may be delightful now, but look around and you'll see evidence of our brutally hot summer in sunburned foliage and expired plants. Pro Landscaping is in the process of removing dead trees, trimming dead branches and removing and replacing dead plants. Your HOA and PUD Landscape Committees are hard at work in identifying projects to further beautify the community.

We ask that you report to us your landscape issues. The Community Services and Facilities Department tracks and resolves service requests that are called in or emailed to the Management Office. If you report a problem directly to the landscape staff, your communication may not be conveyed thoroughly. For questions or concerns regarding landscaping or another maintenance issue, please email melissa@irhoa.com, or phone the Administration office at (760) 772-7234 Ext. 224 to report your service request. In addition, please phone or email the Management Office (or the Main Gate, if after hours) if you observe broken sprinkler heads or excessive water run-off.

HOA LANDSCAPE “ACCESSORIZING”

Would you like to upgrade, modify, or “accessorize” at your expense the common area in front of your home with larger approved plants, different or additional approved plants, or other design changes within the overall landscape design of the Community? Please submit a work order request to the Community Services and Facilities Department (email joe@irhoa.com or melissa@irhoa.com) to begin the process.

PUD HOMEOWNERS ARE SPRUCING UP

As we start this new season, please look for maintenance items at your home such as:

- Cleaning and/or replacing awning canvas and umbrellas
- Hammering in landscape bender boards
- Securing window screens and frames
- Repairing/repainting mailboxes and garage doors
- Replacing burned out bulbs and repainting outdoor lighting fixtures

The association has a lighting program for any exterior light repair needs. Please contact the Community Services and Facilities Department (melissa@irhoa.com; (760) 772-7234 Ext. 224).

REMODELING OR UPDATING YOUR PROPERTY

If you are considering any exterior upgrades to your home, please consult with Doris Urbina, Architectural and Compliance Manager, for any projects that may require Architectural Committee approval (architectural@irhoa.com; (760) 772-7234 Ext. 229).

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. Doris must receive your application 10 days prior to the next scheduled Architectural meeting.

Just a few of the items that require prior approval from the Architectural Committee include:

- Decorative Items or Art Objects
- Windows and Garage Doors
- Courtyard Gate Entry Doors Modified to Contain Pets
- Placement of Air Conditioning Units

To review your community’s Architectural Guidelines and download an Architectural Application, login to the Caliber Homeowner Portal and click – Documents - Resource Library – Architectural.

POOL MAINTENANCE AND HEATING

HOA pools are serviced Mondays, Wednesdays, and Fridays.
PUD pools are serviced Tuesdays, Thursdays, and Saturdays.

Pool heaters are on from 7 a.m. to 10 p.m. Pool temperatures are set not to exceed 82 degrees; spa temperatures are set not to exceed 102 degrees. Pool heaters are turned on after October 1st upon homeowner request (email melissa@irhoa.com or phone (760) 772-7234 Ext. 224).

All pools/spas are turned on for Thanksgiving and Winter holiday periods and for spring break (2 weeks). The pool/spa heaters are turned on a few days before the holiday period starts. After Spring break, all the pools are turned back off unless a homeowner has requested that a given pool be kept on for the season.

As part of the HOA's four-year rotation schedule, during the 2018 calendar year, HOA pools 13, 15, 17, 19, 21 will not be heated at all; and in 2019, HOA pools 3, 5, 7, 9, 11 will not be heated at all.

PUD POOL RESURFACING SCHEDULE

Seven PUD pools and spas will be resurfaced this fall. The tentative schedule in order of closure dates is as follows:

Pool/Spa 24 (960 Hawk Hill Trail): closed October 1st - October 16th

Pool/Spa 35 (980 Mesa Grande Drive): closed October 4th - October 22nd

Pool/Spa 34 (340 Gold Canyon Drive): closed October 11th - October 29th

Pool/Spa 32 (730 Snow Creek Canyon): closed October 18th - November 5th

Pool/Spa 36 (912 Mesa Grande Drive): closed October 25th - November 12th

Spa 33 (101 Gold Canyon Drive): closed October 31st - November 10th

Spa 25 (931 Mission Creek Drive): closed November 1st - November 10th

Deck recoating will prolong the closure dates. We will provide more information once it becomes available to us.

SPECIAL TRASH PICK UP REQUESTS

Trash pick-up day throughout the Indian Ridge community is on Mondays. Homeowners may subscribe to Burrtec's curbside service ("Pull Out Yard Service") at a cost of \$10.53, billed quarterly (\$31.59) whereby the trash collector will pull your bin(s) from your side enclosure and return them after emptying them. Disabled residents who meet the Department of Motor Vehicles requirements for an N-1 permanent disabled placard are entitled to special walk-in backyard or side yard collection of trash, recyclables, and green waste at no charge. Contact Burrtec at (760) 340-2113 or at customerservice@burrtecdesert.com for more information.

In order to dispose of large, bulky items that do not fit in the regular trash bin, residents can contact Burrtec at (760) 340-2113 to schedule a Bulky Item Pick-up. Place up to four items at the curb by 6:00 a.m. on your regular trash day. This service can be used weekly and is offered at no charge to residents.

Homeowners can also dispose of E-Waste (old televisions, computer monitors, other electronic devices with a plug or circuit board) by contacting Burrtec at least 48 hours in advance of their regular service day to schedule a Bulky Item Pick-up. Residents may also drop off small E-Waste to Burrtec's Recycle Center located at 41-800 Corporate Way (behind the Hovley Post Office in Palm Desert), Monday through Friday, from 9 a.m. to 4 p.m., excluding holidays.

For interesting information (really) on recycling and waste disposal, please refer to the Palm Desert Annual Recycling Guide on Burrtec's website, www.burrtec.com.

EMERGENCY PREPAREDNESS

The Emergency Preparedness Committee (EPC) has a 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 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 emergency framework and procedures, identifies which Buddy Group your home has 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, 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.

CONFIRM YOUR FRONTIER CABLE/INTERNET UPGRADES

Our FiOS® by Frontier® contract upgrades are here. Homeowners are enjoying higher-speed broadband with FiOS Internet 100/100 Mbps, the “Ultimate” channel lineup (over 370 channels including Pac 12 Network and Tennis Channel), and an additional HDTV box at no additional cost.

If you were previously paying for enhanced service such as broadband speed up to 100 Mbps or enhanced channel programming and HDTV boxes, please call Frontier and check your future bills to ensure that you are not being charged for these new bulk service features.

When you call Frontier at the dedicated bulk customer service number, (844) 660-0648, verify that you are receiving the “Indian Ridge” customer package benefits, as described above. The equipment you have under this option are: 1 wireless Router, 1 HD Set Top Box, 1 HD DVR, and 1 Digital Adaptor. According to the contract upgrade, Indian Ridge residents will be able to exchange their HD Set Top Box, HD DVR, Routers and Digital Adaptor Converters for another piece of equipment without incurring a “non-recurring charge” until May 1, 2019.

It is important that you reach the Bulk Services center at 844-660-0648, option 2, *not* the 800 number that appears on your bill. *The “retail” 800 number service desks do not have access to Indian Ridge contract and account information.* The Bulk Services operation hours are Monday – Friday, 5 a.m. to 6 p.m. PST and Saturday 5 a.m. – 5 p.m. PST. Have your Frontier account number and the 4-digit PIN which appears on your Frontier bill available. Billing adjustments, if applicable, will be made once you contact Frontier.

Some upgrades are able to be made without a technician appointment; others will require a technician to set up or exchange your equipment. You may make an appointment up to one month in advance, so please put this on your “to do” list before you return to Indian Ridge. Frontier is prepared to have more technicians on property this Fall to service our returning homeowners’ scheduling needs.

YOUR ARTICLE HERE

What would you like to see included in our next Newsletter?
Please email your suggestions to assistantmanager@irhoa.com.

We welcome your input!