



# Indian Ridge Community Quarterly

January 2020

Issue 11, Winter 2020

**Board of Directors Election**

**Join a Committee**

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Expo**

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## MESSAGE FROM THE GENERAL MANAGER

Dear Indian Ridge Homeowners:

Happy 2020! This is the year to add your unique contribution to the Indian Ridge Community. One of the most important events for the Association is the election of the Board of Directors. The HOA and PUD Associations are seeking homeowners to serve on their respective Board of Directors. At each of their 2020 Annual Meetings scheduled to be held in March, two Board Members are to be elected to serve three-year terms. Committee participation more your style? Please read on to learn what the HOA, PUD, and joint committees have been working on.

Please submit your candidate or committee interest form for one of the open Board or committee seats so we can continue keeping Indian Ridge one of the premier communities in the desert. A Candidate Statement form for you to complete for serving as a Board member and Committee Interest forms for serving as a committee member are available through the Association Office or on the HOA/Caliber homeowner portal on the [www.indianridgecc.com](http://www.indianridgecc.com) or [www.albertmgt.com](http://www.albertmgt.com) websites. Please return your Candidate Statement no later than January 24<sup>h</sup> for the HOA or January 27<sup>th</sup> for the PUD.

Thank you for your interest and participation.

Jeri L. Mupo  
General Manager  
Indian Ridge Homeowners Associations

## **HOA Board of Directors**

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

**HOA Board Meetings**  
**Management Office**  
**Conference Room**  
**173 Rainbird Circle**

**January 29 at 1:00 p.m.**  
**February 26 at 1:00 p.m.**  
**March 25 at 1:00 p.m.**

**ANNUAL MEETING**  
**March 2 at 3 p.m.**  
**IRCC Clubhouse**

## **PUD Board of Directors**

**Doug Lindal, President**  
**Jim Stubbs, Vice President**  
**Pete Williams, CFO**  
**Judy Friedman, Secretary**  
**Ron Anderson, Director**  
**Jan McDonald, Director**  
**Michael Sacks, Director**

**PUD Board Meetings**  
**Management Office**  
**Conference Room**  
**173 Rainbird Circle**

**February 4 at 9:00 a.m.**  
**March 3 at 9:00 a.m.**  
**April 7 at 9:00 a.m.**

**ANNUAL MEETING**  
**March 9 at 3 p.m.**  
**IRCC Clubhouse**

## **BOARD MEMBER SELF-NOMINATION**

There are seven members on each of the HOA and the PUD Boards of Directors. Your Board participation ensures the continued success of our Community's governance. Please share your wisdom and experience in guiding the Community and submit your Candidacy form. Each Board is soliciting two Board members to run for office for three-year terms. Self-Nomination forms are available on-line, at the Management Office, or a click away: email [assistantmanager@irhoa.com](mailto:assistantmanager@irhoa.com) and we'll email you back a form for your submission. Remember that Candidates must be titled unit owners in good standing.

## **HOA, PUD AND JOINT COMMITTEES**

**HOA and PUD Committee members are integral to maintaining and improving the Indian Ridge Community. There are Committees specific to the HOA and PUD as well as Joint Committees combining HOA and PUD members awaiting your participation. Please do not let your absence during "off season" discourage you from volunteering as either a Board Member or Committee Member. Many board and committee members communicate telephonically or by internet when away from their Indian Ridge homes. There are no meetings held in August.**

**The HOA and the PUD Architectural Committees** strive to maintain the architectural standards and conformity which exists in our community. The Committee also works to ensure that the harmony of external design complements the existing design of the community, while also trying to encourage the residents to update their homes.

The **PUD Architectural Committee** has had a very busy and productive 2019. During this time, we received and reviewed 358 applications, 86 notice of completions, and 90 paint applications (wow!). We have only denied 3 applications in total – a very high approval rating!! We have seen homes being upgraded at a tremendous pace – casitas, courtyards, gates, lights, back areas, pools, driveways, paint colors, and more. We as a committee have worked hard to make sure that all applications that are submitted are reviewed and approved within a timely manner to help this process. Our objective as a committee is to encourage homeowners to present new ideas with these upgrades while trying to still maintain the overall look of Indian Ridge. Homeowners have been doing a fantastic job and we appreciate your part in making Indian Ridge a beautiful place to live.

-Jeff Halpern, PUD Architectural Committee Chair

### 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**  
Third Tuesday at 9:00 a.m.

**HOA Finance**  
Second Thursday at 3:00 p.m.

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

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

**Community Planning  
(HOA, PUD, IRCC)**  
Second Monday at 2:00 p.m.

\*subject to change

Go to

[www.indianridgecc.com/HOA/HOA  
Calendar for the joint HOA/PUD  
Calendar of events.](http://www.indianridgecc.com/HOA/HOA_Calendar_for_the_joint_HOA/PUD_Calendar_of_events)

### Newsletter Committee

**Dianne Knapp**  
**Doug Lindal**  
**Jan McDonald**  
**Sharon Ochoa**

The **HOA Finance Committee** met monthly throughout 2019 and conducted a review of the Summary of Financial Statements, Balance Sheet, Budget Comparison Report, Investment Detail, Capital Reserve Fund Activity Report, Prepaid Schedules, Accounts Payable by Month, and Budget Variance Performance Report. Further, the Chair prepared a monthly Financial Summary Report for discussion with Committee Members and for presentation to the Board of Directors at each month's meeting. The committee also reviewed and approved the 2018 Audit of Financial Statements, the 2019 HOA Property and General Liability and Earthquake Insurance coverage proposal, and the 2020 Specialist Capital Reserve Study. The 2020 Operations Budget was prepared over a period of months and presented to the Board of Directors with final approval secured at the September Board Meeting. The 2019 Budget was monitored monthly by the Committee along with Management and a strong final result was delivered with a year-end net Operating Profit, positive Operating Equity, and a strengthened Balance Sheet. The Chair developed an Automated Financial Worksheet for use by Management to model changes in capital reserve projects under consideration for implementation, dates and costs and the impact of those changes on Cash Flow, Liquidity and Investment.

-George Bers, HOA Finance Committee Chair

The **HOA Landscape Committee** assists the Board of Directors by monitoring all landscape and pest control matters and providing gathered information for review and evaluation by Management and the Board. 2019 was the "year of irrigation upgrades" for improving water management, system efficiency, and ensuring the health of new and existing plants. In the first half of the year we completed the overhaul of our spaghetti drip irrigation with more efficient drip components. We are currently in the process of replacing spray head irrigation in planter beds. We continue to review plant materials as additions or replacements to our current plant palette.

-Sharon Severson, HOA Landscape Committee Chair

The **PUD Landscape Committee** has been busy updating the inner perimeter of the PUD for the last 12-18 months. The most recent work involves improving the landscape along Snow Creek. This represents the final section of the inner perimeter that requires improvements similar to what has been done in the rest of the inner perimeter.

All updating has been designed to provide a more current, aesthetically pleasing look while incorporating more heat tolerant plants that also require less water and less maintenance thus making the landscape improvements more cost effective as well.

We also recently worked with an arborist from Pro Landscape to identify trees both inside and outside the perimeter walls around the PUD to determine which need to be removed due to security risks and which could remove the security risk by trimming.

Our next project, due to begin sometime in Q1, will focus on improving the look of the medians along Indian Ridge Drive. All improvements here will

also result in a more current look with plants that are also aesthetically pleasing as well as more heat tolerant and require less maintenance...just as we have done along the inner perimeter.

-Patrick Corasiniti, PUD Landscape Committee Chair

**The Joint Emergency Preparedness Committee (EPC)** is responsible for emergency planning and preparation and community education. The ability of the EPC to carry out its mission is dependent on the willingness of residents to volunteer to assist in a disaster. Resident volunteers are needed to serve in an emergency as radio operators (simple training provided) and medical team members (those with current or former first aid or medical training).

#### 2019 Enhancements to IR's Emergency Preparedness and Response Program

- Construction of 6 additional Emergency Communication Centers at community pools in IR, bringing the total to 13
- Acquisition of a satellite based HughesNet communication system which will enable the EPC to search for information and communicate following a disaster with state and local agencies, resident out of area contacts, and offsite medical providers via VOIP phone and Wi-Fi internet.
- Documentation of detailed written protocols for internal and external radio communication, emergency generator setup and use, and medical center and temporary morgue activation

-Catherine Krueger, EPC Chair

**The Joint Security and Safety Committee** discusses safety issues within the community and makes recommendations to the Boards on their findings.

As Jack Webb once said, "Just the facts, Ma'am"! There are 1068 homes in the Indian Ridge Community. On a weekly basis, an average 3,000 Guests, Vendors, Service and Delivery personnel come through our gates. Not all of these people are honest or know and adhere to our rules and regulations. They speed and run "Stop" signs! A small portion of them will take the opportunity to take something that doesn't belong to them. Here are just a few simple things that homeowners can do to protect themselves.

- Don't speed or run stop signs.
- If you or one of your guests (you need to tell them) parks on the street, lock the vehicle and don't leave valuables in sight in the vehicle.
- Secure and lock your home. This should include activating the alarm system and bringing it up to date, installing and using proper dead-bolt locks with the 3" to 4" screws that go into the strike plates and studs, and placing dowels, pins or locks in all of the sliding glass doors and window tracks. Keep the garage door closed when no one is in it.
- Watch out for your neighbors. If you see a crime being committed call the police. If you see something suspicious call security. Remember to give a full description of what you observed, gender, age, height, weight, clothing, and a vehicle description if one is observed to the person you call.

Let's make it a lot harder to be a victim of a crime in this community!

-Pat Martin, Security and Safety Committee Chair

**The Joint Community Planning Committee (CPC)**, created by the HOA, PUD and Club in their 2010 Tri-Party Agreement, is actively investigating and developing concepts and plans for community improvement, as well as recommending short term actions to improve the overall economic and social well-being of the entire Indian Ridge community. The CPC is currently developing recommendations for the leadership of the three parties that it believes will improve the image of the community, enhance real estate attractiveness and values, and lead to improved communication and cohesiveness among all homeowners, the Club, HOA and the PUD.

-Tom Obenberger, CPC Chair

## MESSAGE FROM THE PUD BOARD PRESIDENT

With the Holidays behind us and the promise that a new year and new decade brings, Indian Ridge is buzzing with activity. Your PUD Board of Directors extends a 'Happy New Year' to all our permanent and seasonal residents and we are looking forward to another fine year ahead.

The annual budget process was completed in November and we are very pleased to have been able to balance the budget without the need for any increase in assessments - for the third straight year! In addition, your association is in very good shape with Reserve levels at approximately 75% of the fully funded level. All in all, an excellent position to be in financially.

Our big project in the PUD continues to be the renovation and renewal of our common area landscaping. We started with the Hovley Gate area and the interior of the exterior walls along Gold Canyon, Fire Dance, Arrowhead and are finishing up this segment of the project with the work along Snow Creek. Next up are the remaining common areas - the center medians along our portion of Indian Ridge Drive and our many common area pools. Speaking of the pools, work continues on replastering them and repairing the pool decks on a needed basis. The PUD is in the process of selecting new pool furniture to upgrade the pool area aesthetics.

Meanwhile our residents are busy with projects on and around their homes. Exterior painting seems to be the big push this year but driveways, garage doors and landscaping projects are starting everywhere. It's great to see this pride our homeowners are taking in their community!

Our annual meeting is set for Monday, March 9<sup>th</sup>, at 3:00PM. This is your best opportunity to meet your board of directors, hear committee reports and ask questions about the community. Our monthly board meetings are of course also open to homeowners and occur on the first Tuesday of each month at 9:00AM; the next board meeting will be on February 4<sup>th</sup>. The full schedule of committee meetings is listed here in the left column and you are encouraged to attend and see if one of these matches your interests as we are always in need of volunteers.

See you around the Ridge!

-Doug Lindal, PUD Board President

## MESSAGE FROM THE HOA BOARD PRESIDENT

Dear Residents. May I first say, Happy New Year, along with the hope that 2020 brings good things to you and your families. Welcome back to the neighborhood! We have a lot of new residents so if you see someone you don't know, introduce yourself. We are all good neighbors here.

Our HOA staff is very organized and are doing an excellent job of taking care of our community and making it even more beautiful. I hope you have enjoyed the new and or re-sealed streets that were completed over the last two years. I think the new streets make Indian Ridge look more updated and newer than our actual age. Now that the front yard landscape is getting more mature, people are telling me they love their front yard landscaping. From that project, we are enjoying the benefit of less water usage which not only helps our pocketbook, but our planet is thankful.

The Board and our HOA Staff are committed to replacing items when they are scheduled on our Reserve Plan. We are happy to say that this year we will be replacing all the pool furniture and doing the final work of the spray head conversion project. We are also painting the exteriors of approximately half of the homes this year and the remainder over the following two years, and we will continue to monitor and maintain our roofs.

Our HOA Board meetings are on the last Wednesday of each month. We are hoping you will join us for a meeting or two this year, just so you are familiar with the activities within our community. Then we hope you get excited enough to send in your application to be on one of our committees. Our Committees are a great place for you to interact with others and do something worthwhile for all of us.

Lastly, our Annual Meeting takes place at the IRCC Club House on Monday, March 2<sup>nd</sup> at 3 p.m. Please mark your calendars and attend. Sharing your comments and questions helps to make us a better community. Ballots will be mailed the first week of February so watch your mailboxes and don't forget to vote for our new Board of Directors applicants.

I would like to thank you for your continued support of the HOA Staff and Board Members who are working every day on your behalf!

-Jim Loeb, HOA Board President

## **FEBRUARY 10<sup>th</sup> EMERGENCY PREPAREDNESS EXPO**

Indian Ridge Emergency Expo: **SAVE THE DATE**: Feb. 10, 1:00-2:30pm at the Clubhouse.

You will learn:

- How help will be provided by the EPC and neighbors in IR following a disaster
- Which houses are in your assigned IR Buddy Group and your responsibilities as a Buddy Group member
- Identification of your home's nearest IR Emergency Communication Center (6 new ECCs added in 2019)
- The types of medical care that will be available in IR and how to avoid serious injury
- How the EPC will help you reach your out of area loved ones
- What emergency supplies you should have on hand (a vendor will be onsite to sell select supplies)

The IR Emergency Operations Center (on Clubhouse Way) and the Emergency Communication Center at Pool 22 (intersection of Hawk Hill and Elk Clover) will be open for tours before and after the Expo from 12:00-12:45pm and 2:30-3:15pm. Look for balloons.

To volunteer to support Indian Ridge in an emergency, to find out more about automatic gas shutoff valves, or to sign up for first aid training contact Catherine Krueger, Emergency Preparedness Committee Chairperson, [kruegercath@gmail.com](mailto:kruegercath@gmail.com), 206-972-9484.

For EPC news and resources and an online copy of the Indian Ridge Emergency Preparedness and Response Manual, go to [www.indianridgeecc.com](http://www.indianridgeecc.com), select HOA in the upper right-hand corner, then Homeowner Portal login (or create a login if a first-time user), then select - Documents - Resource Library – Emergency Preparedness Committee. The Club website will soon include a direct link to Emergency Preparedness information.

## **INDIAN RIDGE COMMUNITY CAT PROGRAM 2020**

From the IRCC TNR Team: From its beginning, Indian Ridge has been known as an “animal friendly” community for both domestic animals and our wildlife. We are happy to see dog walkers strolling our streets and dogs playing at Rover's Ridge Dog Park. Residents also enjoy watching our beautiful community cats lounging in the sun and patrolling our homes and facilities. We are also very fortunate to enjoy our varied wildlife living peacefully in our community. Over the past 20+ years, we've had generous resident volunteers working with local animal organizations to contain the population of our cat community through a widely-accepted Trap-Neuter-Return (TNR) Program. The TNR efforts over the past years have paid off in reducing our cat population to a manageable number and making sure the cats are healthy. As part of the TNR program,

our community cats are humanely trapped, brought to a veterinarian to be spayed or neutered, vaccinated, and ear tipped (the universal sign that a cat has been part of a TNR program), and then returned to their outdoor homes. TNR improves cats' lives, keeps the community safe from disease, and provides an effective, humane, and collaborative way for communities to coexist with these beautiful animals. We are happy we no longer have to conduct mass-trapping efforts as in the earlier years; we now do spot trapping when non-neutered cats and/or kittens are discovered.

As reported by our local Realtors, home buyers are interested in communities that are animal friendly and have programs in place to promote coexistence with our environment. We are happy to report Indian Ridge's animal friendly philosophy and community Cat Program is well-received by our residents and prospective home buyers.

If you would like more information about our community cat program please contact Jeri Mupo or Claudia Golden at (760) 772-7234.

## ROVER'S RIDGE REGISTRATION

Annual registration for Rover's Ridge began November 1<sup>st</sup> and new tags for the Dog Park are still available. Dog Owners must come to the front desk to complete the application and waiver, accompanied by a check for \$50.00 per dog, 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](mailto:customerservice@irhoa.com) for more information.

Thank you for abiding by the Dog Park Rules and for cleaning up after your pooch. Please dispose of doggy bags in your own trash receptacle, not at the pool areas or curbside. Please keep your dogs on leash while in the community outside of the dog park and your home.

## SAFETY CONCERNS: CARS, GOLF CARTS, AND PEDESTRIANS

Speeding within the Indian Ridge community endangers lives; it also impacts pocketbooks. Homeowners, vendors and guests found speeding and/or not obeying traffic signs within the community will receive a warning, be called to a hearing before the Board of Directors, and be subject to fines, Sirit tag deactivation and subsequent \$100 fee to reactivate the Sirit tag. Speed dollies and cameras placed throughout the Community are monitoring traffic infractions of cars, golf carts, and bicycles.

**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.** Golf carts must yield to cars on the road. Children are not permitted to operate golf carts. The operation of any vehicle on Association property requires a current driver's license or permit. Children driving golf carts will be escorted home. See Section 3.15(7) of the Rules and Regulations for more information.

## 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](http://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. Vendors are to use the designated restrooms located at Pools 3, 6, 12, 16, 17, 22, 24, 28, 31, 33, and 37. 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](mailto:joe@irhoa.com).

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.

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.

## SIRIT TAG PROTOCOL

Sirit Tags need to be renewed every three (3) years. If your Sirit Tag was issued in 2017, 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 to us). 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.*) 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](mailto:customerservice@irhoa.com).

## MONTHLY MAINTENANCE ASSESSMENTS FOR 2020

The annual budget reports were mailed or emailed to homeowners in November providing the monthly assessments for the Indian Ridge Community.

The **PUD monthly maintenance** assessments remain unchanged at \$485.00 per month.

The **HOA monthly maintenance** assessments have changed. Effective January 1, 2020, the revised monthly maintenance assessment is as follows:

Acacia:	\$826.72
Mesquite:	\$854.89
Palo Verde:	\$864.28
Bougainvillea:	\$864.28
Smoke Tree:	\$883.05

Please note: if you pay by your personal online banking, you will need to change the amount of your monthly payment with your banking institution. If you pay by ACH (money drawn by the Association's bank), the amount will be changed automatically. We strongly encourage you to sign up for ACH if you have not already done so. If you have any questions, please contact Shannon Abner at [officemanager@irhoa.com](mailto:officemanager@irhoa.com).

## 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](mailto: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 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

## 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 1<sup>st</sup> upon homeowner request (email [melissa@irhoa.com](mailto:melissa@irhoa.com) or phone (760) 772-7234 Ext. 224).

All pools/spas are turned on for Winter holiday period 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 2020 calendar year, HOA pools 1, 14, 16, 18, 20 will not be heated except during spring and winter breaks.

## MAINTENANCE SERVICE REQUESTS

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](mailto: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 at (760) 772-7240, if after hours) if you observe broken sprinkler heads or excessive water run-off.

## FRONTIER CABLE/INTERNET

Our FiOS<sup>®</sup> by Frontier<sup>®</sup> contract entitles homeowners to high-speed broadband with FiOS Internet 100/100 Mbps, the "Ultimate" channel lineup (over 370 channels including Pac 12 Network and Tennis Channel), 1 wireless Router, 1 HD Set Top Box, 1 HD DVR, and 1 Digital Adaptor as part of their monthly assessments. The contract does not include telephone service.

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. 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 (no Sunday hours). Have your Frontier account number and the 4-digit PIN which appears on your Frontier bill available.

**\*\*Be alert to any “beeping” sounds coming from the Verizon/Frontier equipment box located in the garage or an enclosed outdoor area where the trash cans, electric meter, and gas meter are located; this is indicative of a failing and ready to be replaced back-up battery in the Frontier equipment. \*\***

## TRASH DISPOSAL

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 monthly cost of \$10.73, whereby the trash collector will pull your bin(s) from your side enclosure and return them after emptying them. Contact Burrtec at (760) 340-2113 or at [customerservice@burrtecdesert.com](mailto:customerservice@burrtecdesert.com) for more information.

Per the Associations’ Rules and Regulations, the maintenance yard dumpster is for household trash overflow only. Please do not deposit trash on the ground next to the dumpster. We believe contractors working on homeowner projects are dumping construction material. Architectural approvals and the Rules and Regulations require that, *“All trash and debris generated from improvements shall be disposed outside of the Association.”* Please remind your vendors not to use the dumpster. Cameras have been placed near the dumpster to monitor illegal dumping.

Contact Burrtec at (760) 340-2113 to schedule a Bulky Item Pick-up. Place up to four items at the curb by 6 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.

## ONLINE ACCESS TO INFORMATION: [www.indianridgecc.com](http://www.indianridgecc.com)

Indian Ridge Homeowners may now go to [www.indianridgecc.com](http://www.indianridgecc.com) for one-stop access to all things Indian Ridge. Click on “HOA” at the Indian Ridge Landing Page to gain access to important documents and forms, to view your account activity and work order status, and to catch up on Board and Committee activity by reading notes and minutes. The Club website will soon include a direct link to Emergency Preparedness information.

Two email addresses per household may be registered with the Administration office for distribution of important information about your Indian Ridge Community. Please call (760) 772-7234 or email Shannon Abner at [officemanager@irhoa.com](mailto:officemanager@irhoa.com) for the “Email Distribution Form” or visit us at the Office, 173 Rainbird Circle. You can provide alternate addresses to the Administration Office for mail. Please contact Shannon Abner for details.

**Main Gate**

Gate Access, Security and  
After-Hours Issues  
(760) 772-7240  
www.gateaccess.net  
[irsecgate@gmail.com](mailto:irsecgate@gmail.com)

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

**Management Company**

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

**Payment Address:**

Indian Ridge (HOA)(PUD)  
c/o Albert Management  
P.O. Box 51430  
Los Angeles, CA 90051-5730

**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  
Community Services & Facilities  
Manager  
[joe@irhoa.com](mailto:joe@irhoa.com)  
(760) 772-7234 Ext. 231 or Dial 5

Doris Urbina  
Architectural Compliance Manager  
[architectural@irhoa.com](mailto:architectural@irhoa.com)  
(760) 772-7234 Ext. 229 or Dial 3

Shannon Abner  
Office Manager  
[officemanager@irhoa.com](mailto:officemanager@irhoa.com)  
(760) 772-7234 Ext. 228 or Dial 2

Claudia Golden  
Assistant Manager  
[assistantmanager@irhoa.com](mailto:assistantmanager@irhoa.com)  
(760) 772-7234 Ext. 227 or Dial 6

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

Valerie Camarillo  
Receptionist  
[customerservice@irhoa.com](mailto:customerservice@irhoa.com)  
(760) 772-7234 Ext. 223 or Dial 0

**Maintenance Staff**

Jose Aceves  
Eric Escobar  
Juliana Alvarez  
Maria Montoya

**Utilities**

**Frontier Communications**

**(844) 660-0648**

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

**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**

**HOA and PUD Administration Office**

**173 Rainbird Circle**

**Palm Desert, CA 92211**

**(760) 772-7234**

**(760) 772-7239 fax**

**HOURS OF OPERATION**

**Monday – Friday**

**8:30 a.m. – 4:30 p.m.**

**(CLOSED FOR LUNCH**

**12:00 p.m. – 1:00 p.m.)**



**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**

**Golf Pro Shop**

**(760) 772-7222**

**Golf Course Maintenance**

**(760) 772-7212**

**Tennis, Health & Fitness**

**(760) 772-4432**

**Spa**

**(760) 772-7277**

**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**

**Main Gate**

**Gate Access, Security and**

**After-Hours Issues**

**(760) 772-7240**

**[www.gateaccess.net](http://www.gateaccess.net)**

**[irsecgate@gmail.com](mailto:irsecgate@gmail.com)**

**Dial 911 for Emergencies**