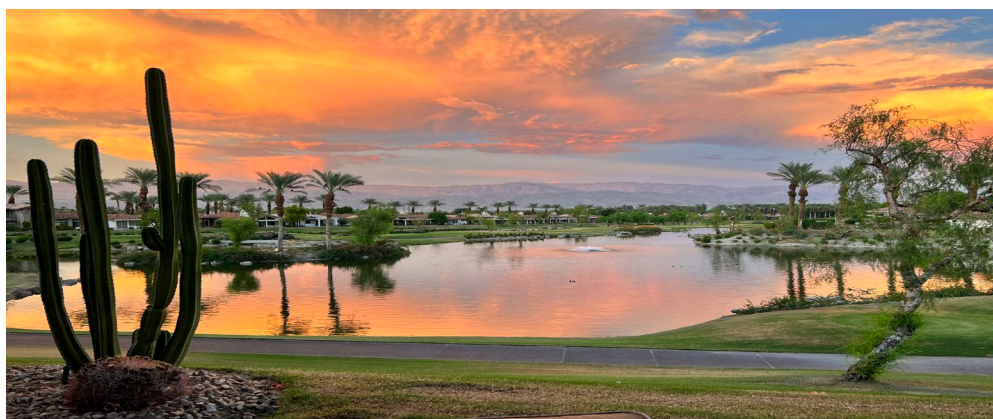


INDIAN RIDGE COMMUNITY QUARTERLY

The official newsletter of the Indian Ridge Homeowners Associations



Grove #5 (Compliments of Linda May)

in this issue >>>

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Message from the General Manager

Community Pride

As a community, why wait until others notify us of the cleanliness of our surroundings. Is it a reflection of the owners that live there? When attracting new families to a new community, the way the community is maintained impacts the feeling and desire towards living there. Living in a clean environment inspires positive behaviors in others and subsequently promotes change. This is one of the many reasons we strive to keep our neighborhood clean. Having consistent and regularly scheduled professional street sweeping services improve the community's image. To maintain Indian Ridge's appeal, we are seeking the support of our residents to coordinate our efforts in the implementation and removal of debris caused by the winds, landscapers, and or any unexpected debris from neighboring residents. Your support in keeping vehicles off the street on scheduled sweeping service days would allow for the debris to be consistently removed along the homes and not have sections that are missed. The HOA's scheduled day is each Wednesday and the PUD's scheduled day is each Tuesday. For PUD Homeowners – Maintaining a 13 ft clearance of trees and bushes for sweeping trucks to pass would facilitate the vehicles to reach the curb more easily. Please remind your landscaper to not blow dry tree branches and plant foliage onto the streets. This would minimize the amount debris that needs to be removed. Instead, ask them to collect and recycle in the green waste bins. Changing the sprinkler timers to come on earlier in the morning would allow for the sweepers to remove the dry debris before the water collects. The sweeper vehicles are limited on how much water they can retain in their tanks. Regular maintenance of clogged street drains outside your home would reduce the amount of water pooled on the street and would facilitate proper drainage from your property.

Our collective efforts will help us improve the quality of our community and join us in our efforts!

MESSAGE FROM THE HOA BOARD PRESIDENT

As the New Year opens on another year in Paradise, greetings once again from the President's Patio. The New Year is a time for looking back on our past accomplishments and forward to what's next for the HOA in Indian Ridge. So, for my quarterly report, I am pleased to review where we stand on a number of issues.

Over the past year, working with all our Indian Ridge partners, and the Community Planning Committee, we have made many positive strides in improving security at Indian Ridge. New cameras were added, measures have been taken at gate control to improve access to our residents and guests while limiting opportunities for potentially harmful intrusions, and our security patrols all have been beefed up. All of these improvements have been accomplished within our operating budgets and have made Indian Ridge a much "harder target" against possible crime.

It is well to remind everyone to do their part in participating in our improving our security by making sure to lock all cars and homes, including garage doors, and to take our car and cart keys with us as we travel around the neighborhood. These simple things are an important part of strengthening our reputation as a community that has made itself a far less attractive target for would-be intruders.

Looking forward, the CPC's next objective in this battle, working along with all of the Indian Ridge constituent governing bodies, will be a study of possibilities for improving our front gate, both as to possible additional safety features and as to its look and attractiveness as the "front door" of our entire Community.

Another project for the coming year will be our constructive response to the new CVWD water use mandates, including within the HOA removal of non-essential grass ground cover and installation of additional drought-resistant décor and plants. Again, it is projected that this can and will be accomplished within our 2023 operating budget as well.

As President, I also am looking forward to another productive year working with our exceptional HOA Board and support Staff as we continue to make Indian Ridge a more welcoming and safer neighborhood for all our residents and guests. Please remember, we have another HOA Board election coming up and hope anyone who wants to join in making Indian Ridge an even more exceptional neighborhood will step up and volunteer their talents either as candidates for the Board or by volunteering to join in one or more of our important operational committees.

Finally, once again, I welcome your questions, concerns and input at any time by calling or texting me at 805-701-7731, emailing me at jmark4law@gmail.com or just dropping by any time you may be on the golf course just to say hello as you pass by the President's Patio behind the tee boxes on 7 Grove.

-- Joel Mark, HOA President

MESSAGE FROM THE PUD BOARD PRESIDENT

The Holidays are behind us and with the promise that a new year brings, Indian Ridge is alive with activity. I and your entire PUD Board of Directors extends a 'Happy New Year' to all our homeowners and residents and we are looking forward to a fine year ahead.

The annual budget process was completed in November and was made more challenging this year as we all know that inflation is impacting our pocketbooks. Supplies, wages, utilities - everything seems to be up - natural gas for our pools alone is 30% higher than a year ago! Each budget line item was studied carefully and the 9% increase in our assessments was the minimum needed to balance our books. You should know that as a result your association is in very financial good shape with Reserve levels at approximately 75% of the fully funded level.

Our snowbirds returning this winter were greeted to a different look around the Ridge with brown grass on all our PUD property. This of course was in response to state and local mandates to reduce water usage by 30% and to only water grass in areas of functionality, such as dog parks and play fields. Areas in front of pools are not considered functional areas. The landscape committee is tackling the challenge, starting with the project at our Hovley gate entrance with new desert landscaping being installed. More such projects will continue over the next couple of years as we transition to meet the realities of our desert environment.

Meanwhile work is continuing on refurbishing our community pools with new less water dependent landscaping, while continuing the process of replastering and pool deck repairs on an as needed basis. We will finish this phase of our R, R & R (Repair, Replace and Rejuvenate) plan before the next big project - replacing all the asphalt roadways in the PUD before the end of the decade.

The security concerns expressed at last spring's Town Hall meeting were tackled by the CPC (Community Planning Committee) and the PUD & HOA boards and many issues have been resolved. New security cameras have been installed, the roving security patrols were beefed up and front gate staffing increased. It appears to be helping as incidents are down significantly. Continue to keep a mindful eye open and report any suspicious activity you see to the front gate or the Riverside County Sheriff Department as needed.

Our annual meeting is set for Monday March 20th at 3:00PM. This is your opportunity to meet your board of directors, hear committee reports and ask questions about the community. Our monthly board meetings are also open to homeowners via Zoom and occur on the first Tuesday of each month at 9:00AM, the next board meeting will be on February 7th. The full schedule of committee meetings is listed here the newsletter and you are encouraged to attend and see if one of these matches your interests as we are always in need of volunteers.

With warmer weather on the horizon, let's all get out and enjoy this wonderful spot we call home. See you around the Ridge!

Doug Lindal
PUD President



SHARE YOUR PHOTOS



(Compliments of Jose Aceves)



Gold Canyon Drive
(compliments of James Jensen)

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

If you are out taking a morning walk, evening stroll, enjoying the amazing views on your patio, or just driving through the property and coming across a great photo opportunity that you would like to share with your neighbors, please send them to gm@irhoa.com.

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

Thank you for sharing these beautiful photos

HOA BOARD OF DIRECTORS

JOEL MARK, PRESIDENT
 DAN NEWELL, VP
 GEORGE BERS, CFO
 STEVE HEIFERMAN, SECRETARY
 JIM LOEB, DIRECTOR
 SHARON SEVERSON, DIRECTOR

THIS QUARTER'S
 HOA BOARD MEETINGS

JANUARY 25th AT 1:00PM
 MARCH 1st AT 1:00PM (Feb. Mtg.)
 MARCH 29th AT 1:00PM

MARCH 13th AT 3:00PM-ANNUAL
 MEETING

PUD BOARD OF DIRECTORS

DOUG LINDAL, PRESIDENT
 MICHAEL SACKS, VP
 JACK KANE, CFO
 JAN MCDONALD, SECRETARY
 RON EICKELMAN, DIRECTOR
 CATHERINE KREUGER, DIRECTOR
 JIM STUBBS, DIRECTOR

THIS QUARTER'S
 PUD BOARD MEETINGS

JANUARY 3rd AT 9:00AM
 FEBRUARY 7th AT 9:00AM
 MARCH 7th AT 9:00AM

MARCH 20th AT 3:00PM-ANNUAL
 MEETING

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



NEW HOMEOWNERS TO THE COMMUNITY

PUD

808 Fire Dance Lane
 430 Gold Canyon Drive
 623 Mesa Grande Drive
 964 Mesa Grande Drive
 367 Tomahawk Drive

HOA

270 Desert Holly Drive
 562 Desert Holly Drive
 349 White Horse Trail

COMMITTEE MEETING DATES

PUD

Architectural

January 10th at 2:30 PM
 February 14th at 2:30 PM
 March 14th at 2:30 PM

HOA

January 17th at 9:00 AM
 February 21st at 9:00 AM
 March 21st at 9:00 AM

Finance

January 19th at 10:00 AM
 February 16th at 10:00 AM
 March 16th at 10:00 AM

January 23rd at 3:00 PM
 February 16th at 3:00 PM
 March 16th at 3:00 PM

Landscape

January 10th at 1:00 PM
 February 14th at 1:00 PM
 March 14th at 1:00 PM

January 4th at 8:15 AM
 February 1st at 8:15 AM
 March 1st at 8:15 AM

JOINT COMMITTEES

EPC

January 24th at 1:00 PM
 February 21st at 1:00 PM
 March 21st at 1:00 PM

Security and Safety

January 5th at 2:00 PM
 February 2nd at 2:00 PM
 March 2nd at 2:00 PM

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

Just Ask Homie

If you have a question you would like to see in the newsletter, please submit to gm@irhoa.com for consideration.

Dear Homie:

While I generally enjoy a slower pace of life, I do not enjoy taking things slowly when it comes to entering the main gate to Indian Ridge off of Country Club Drive. What is the deal with the perpetual vehicle backup and delay at the guard house and what can I do lessen my drive time?

Sincerely,
Dumbfoundedly Delayed Darla

Dear Dumbfoundedly, Delayed Darla:

While I could suggest that you just go with the flow (or lack of flow, haha), and use your time stuck in traffic to learn a foreign language, I'm guessing this is not the recommendation you seek. The good news is that there is something that you/we can do to improve the situation. But to understand the solution you first need to understand the problem.

Resident vehicles do not contribute significantly to the main gate backup. Residents have Sirit tags and can use alternate gates, where they greatly enjoy participating in the competitive sport of knocking off gate arms. Please continue to do your part to lessen main gate traffic by using alternate gates when convenient, but please also do your part by leaving the gates intact as you pass through. I know moving slowly through a gate without tailgating may not be much fun, but it sure beats the heck out of getting a fine from the HOA Office for property destruction.

It turns out that guests and service providers going to homes or the Club in Indian Ridge are the primary culprits causing main gate backup. The HOA office has been working relentlessly with service providers who enter Indian Ridge more than three times a month to get screened and signed up for the Sirit tag program so they can access the property during business hours using alternate gates, thus reducing congestion at the main gate. Sadly, there is little that the HOA office or Security Team can do to facilitate the expeditious entrance of infrequent service providers who don't need Sirit tags or guests entering Indian Ridge when the guard house has not been notified in advance that they are coming. But there is something that residents can do to help move these visitors along.

Lack of vendor/visitor notification by homeowners to the gate house in a timely manner is an all too frequent occurrence. If no notification has been provided, a guard must stop the flow of traffic while they try to contact the homeowner or the Club for approval before granting access. TRAFFIC BACKUP!!! If notification is provided but it is done by phone rather than electronically, and especially if done at the last minute, ALSO TRAFFIC BACKUP!!! A guard answering a phone is a guard not facilitating the flow of traffic. The best thing that you/we can do to help move vehicles through the main gate quickly and to reduce the traffic backup is to notify the guard house **in advance** when a guest or vendor is coming. It is also critically important that you provide notification using the **online Gate Access system** (www.GateAccess.net) instead of calling it in to the security team at the main gate using your phone.

(Just Ask Homie, continued)

Gate Access is a nifty system that can be accessed from a smart phone, tablet, or computer. You can use it to notify the guardhouse in advance about one-time visitors/ vendors, to create and modify a list of “permanent” frequent guests/vendors (who you will no longer need to notify the guard house about), and to enter emergency contact, pet, and personal vehicle information. You will need to call the HOA office the first time you use the system so they can give you your preassigned user ID and password, which you can later change from a computer. When you log-on, be sure to enter “IR” as the Community Code from the list of scroll down options. For detailed information on how to use the Gate Access system see the tutorial on the HOA website. Go to www.albertmgt.com, select “Homeowner Portal”, then log on or create an account (if a first-time user), then select “Documents”, “Resource Library”, “Gate Access Information”, “ABDI Gate Access Welcome Packet”.

Delayed Darla, in addition to being the font of all knowledge, I also am a mind reader. I can sense from afar your resistance to using the on-line Gate Access system. Picking up the phone is just so darned easy. And yes, change is hard, I feel your pain. However, using the on-line Gate Access system routinely is the only way that you/we are going to be able to significantly improve traffic flow at the main gate. It is our collective responsibility to make the shift. As Pogo once said, “We have met the enemy and he is us”. If we don’t make the shift to Gate Access, we will have no one to blame for our traffic woes but ourselves. And that’s no fun. It is always so much more enjoyable to blame someone else, like the HOA office, security team, or Boards. I get it!

Let’s look on the bright side Darla. It’s time to make New Year’s Resolutions. Let’s all resolve to use Gate Access! Be a winner!!! Achieving this goal will be way easier than resolving to lose the extra 30 pounds...again.

Always looking to move things alone,
Your friend Homie

FRIENDLY REMINDERS



A friendly reminder that all outdoor Holiday Decorations should have been completely removed by January 10th.

We appreciate your cooperation and wish you a happy and healthy new year!



Remember that dogs are not allowed in the pool areas, nor are “doggy bags”. Please use a “doggy bag” to clean up after your pet and throw the bag into your own trash receptacle (not in a neighbor’s, not on the curb, and not in the bushes). Most of our residents are responsible pet owners-every pet owner should be. Included in this is keeping your dog controlled on a leash in the common area and being respectful of your neighbor’s grass.

PUD HOMEOWNERS-GOT MAIL?

As we have driven throughout the community, we have noticed that many of the PUD mailboxes are in disrepair. This is a reminder that the upkeep of the mailboxes is the responsibility of each homeowner. We thank you in advance for making sure that your box looks its best, as it does have a large impact to the overall first impression of our community. The following pictures are examples of new and improved mailboxes:



SECURITY AND SAFETY COMMITTEE TIPS

First let me welcome all Indian Ridge homeowners for the 2023 season. It is the goal of both boards and the Security and Safety Committee to make Indian Ridge a safe, secure, and enjoyable community for all who call it home.

Indian Ridge enjoys a great reputation as a safe community. This is achieved by the hard work and diligent efforts of both the PUD and HOA boards, Allied security along with recommendations made by the security and safety committee and individual homeowners. Improvements have been made recently to improve lighting in the community by replacing antiquated lighting with more efficient and luminate fixtures on every home.

As homeowners it our responsibility to contribute to the overall safety and “greater good” of our community by adhering to the existing community rules and regulations to ensure that everyone can enjoy a safe environment here at Indian Ridge.

- **Adherence to the community 20 MPH speed limit-** As you all are aware there are no sidewalks in the community, therefore all pedestrian foot traffic and vehicle traffic must share the roadway. It is also the homeowner’s responsibility to ensure that any family, guests, and hired vendors also adhere to the posted speed limit and stop signs.
- **Adherence to all traffic signage including stop signs, red colored curbs, entry and exit signs, placed traffic barricades and cones-**This includes motor vehicles, golf cart and bicycle operations.
- **Golf Cart Operations-**Anyone operating a golf cart on Indian Ridge property must be a DMV driver over the age of 16 years.
- **Securing of residences, vehicles, and personal property-**It is the responsibility of every homeowner to ensure their home, garages, vehicles, and personal property is secured and locked. This practice will preclude crimes of opportunity. Please do not leave valuable items unattended in your homes, golf carts, vehicles or anywhere else that you cannot view.
- **Become a friendly neighbor-**If you see that your neighbor’s property or vehicle is unsecured or left open, reach out to your neighbor, and let them know. If they can’t be reached notify security and make them aware.
- **Community Disposal Bin-**This has become an increasing problem at Indian Ridge. With homeowners, vendors and others dropping off hazardous materials such as paint, thinners, motor and cooking oils off at the community disposal bin. The bin is there for the convenience of Indian Ridge homeowners, but ONLY household trash should be deposited, and cardboard boxes must be flattened. There is a video surveillance system at the site, and anyone identified dumping hazardous or toxic materials is subject to clean up cost and additional fines.

The rules mentioned above are all simple and easy rules to adhere to and will ensure that Indian Ridge remains one the premiere communities in the Coachella Valley. Members of both boards, Allied security, and the Safety and Security Committee thank you in advance for your cooperation regarding these matters.

Ken Raya
Safety and Security Chair

JANUARY FOOD DRIVE SUCCESS!

There was a great response to the FIND Food Drive on Monday, January 9TH, 2023!

This year we filled **19 55-gallon barrels**, for **2569 pounds** of food! We had over 100 individuals making donations. It was not all food, as they collected over \$1000 in additional cash and checks for the FIND Food Bank.

We appreciate the support and visibility the HOA/PUD homeowners gave to the Drive.

Many thanks to the Indian Ridge community for the great response. We appreciate your support!



SPEED HUMP ADDITION & GATE ARM DAMAGE

In November 2022, after addressing recent concerns over unnecessary damage to the security gate arms at the Hovley and El Dorado gates, the respective association Boards had approved and installed new “speed humps” to help prevent tailgating, provide guidance on the required spacing needed between vehicles, and to help protect the gate equipment at these two gates.

Please remember that per the association’s Enforcement Policy and Fine Schedule, homeowners are responsible for the Enforcement Fines and repair costs for damage to the gates, gate arms, equipment, or other vehicles caused by you, your guests, or any of your vendors.

Thank you for your understanding and cooperation.



EMERGENCY PREPAREDNESS COMMITTEE

Emergency Expo: The Emergency Preparedness Committee (EPC) will be hosting an Emergency Expo on **February 15, 2023, at 1:00pm at the Clubhouse.** Presentations will last about an hour with questions afterwards. All residents are encouraged to attend. For those already familiar with the Indian Ridge emergency program, the presentations will provide a valuable refresher. For those new to the community, you will learn what emergency supplies you should stockpile, how to minimize damage and danger to persons and property to foster a speedy recovery, and how to respond in the moment when an earthquake strikes. You will learn specifics about the Indian Ridge Emergency Preparedness Plan, including information about the Buddy Group Program (your home is assigned to a specific Buddy Group in which you have a supporting responsibility), where to go to be accounted for and seek help in Indian Ridge, and how the EPC will help you contact friends and loved ones after a disaster. The Emergency Operations Center (EOC) will be open for tours before and after the Expo between 12:00-12:45pm and 3:15-4:00pm, (look for balloons on Club House Way in front of a gated area backing to the tennis courts with an “EOC” sign on the gate)) as will the Emergency Communications Center at Pool 22 (665 Hawk Hill). No need to RSVP.

Please read the email being sent from the Emergency Preparedness Committee to all homes in Indian Ridge in January: The email contains additional information about Indian Ridge’s emergency program and things that you can do to prepare for “the big one”, including

- Installing an automatic gas shutoff valve
- Purchasing a 55-gallon water barrel
- Submitting Resident and Pet Profile Forms to the EPC
- Getting a free copy of the 76-page Indian Ridge Emergency Preparedness and Response manual and the two-page laminated emergency response reference document
- Volunteering with an EPC support team

For questions about emergency preparedness or to volunteer contact Catherine Krueger, Kruegercath@gmail.com or 206-972-9484

FREE HOME GAS LINE INSPECTIONS

Southern California Gas (SCG) offers homeowners inspections, at no cost, of their resident gas lines against leaks, loose gas lines and/or breakage.

Call SCG direct at 800-427-2200, to set up an appointment.



FOOD DRIVE-Tuesday, March 21, 2023, 9:00 a.m. -12:00 p.m.

It is time again to help our local neighbors in need! As you get ready to leave Indian Ridge and close your home for the summer, or make your next trip to the store, we ask that you please consider donating nonperishable food items to Martha's Village and Kitchen.

Martha's Village & Kitchen is one of the largest providers of homeless services and has served Coachella Valley's impoverished and homeless individuals and families for the past 31 years!

Volunteers will be on-site to collect your unexpired, non-perishable, unopened food donations on **Tuesday, March 21, 2023** from 9:00 a.m. – 12:00 p.m. in front of the HOA Management Office at 173 Rainbird Circle.

Please provide the food in bags or boxes and you can also request a charitable donation receipt for tax purposes. Here is an example list of the items needed below:

- Canned Meat (Tuna, Chicken, Pork, Chili, etc.)
- Bag or Canned Beans
- Pasta Noodles
- Pasta Sauces
- Soups
- Canned Fruit & Vegetables
- Crackers
- Peanut Butter & Jelly
- Top Ramen/Cup of Noodle
- Water
- Granola Bars
- Cereal

In addition to food, they accept blankets, small working appliances, etc. We ask that you separate the food items from the blankets, small working appliance, etc.

If you would like to learn more about the organization or to make a charitable financial donation, please visit their website at marthasvillage.org or contact Alex Vargas (760)347-4741 Extension 120 or Dalaney Blackmore – 760-347-4741 ext.119.

Thank you as always for your support!



PUD – LANDSCAPING UPDATE

Good day Indian Ridge PUD Homeowners, as the drought continues, your PUD Landscaping Committee is implementing a new program to replace turf in various PUD common areas, to reduce our water consumption to comply with mandates imposed by the state and the Coachella Valley Water District (CVWD). While the CVWD has not required homeowners to remove grass, HOA managed common areas have stricter guidelines the PUD must follow. Both homeowners and HOA's will face penalties for those that are not in compliance with the California State water conservation laws. Under the drought penalties policy, CVWD has requested all customers to reduce their monthly outdoor water usage by 10% below their Tier 2 outdoor water budget (please review your water bill for your specific information). The actions are part of the District's Water Shortage Contingency Plan. The plan includes six shortage levels, ranging from normal water supplies to severe shortage. The new steps are Level 2 and a portion of Level 3 that anticipates slightly limited water supplies and outdoor water use restrictions. Residential customers are encouraged to increase outdoor water-use efficiency through the following actions:

- Water in early morning or evening hours to lessen loss through evaporation. Current restrictions ban spray irrigation during daylight hours.
- Discourage annual Rye grass overseeding.
- Fix clogged and broken spray heads.
- Switch to drip irrigation for greatest water efficiency.
- Install and program a weather-based smart controller.

Option to replace grass with desert landscaping and apply for a rebate of \$3 per square foot at cvwd.org/rebates. Eligible customers can apply for a free controller at cvwd.org/rebates. The City of Palm Desert and Coachella Valley Water District (CVWD) both have partnered up to offer a Turf Replacement Rebate Program to customers in the City of Palm Desert. Coachella Valley Water District (CVWD) is currently offering a \$3 per square foot rebate, in addition, the City of Palm Desert is also offering an additional \$1 per square foot rebate. If you would like to take advantage of these programs and are looking to convert areas of living turf to drought tolerant landscaping, or artificial turf, please let us know and we can walk you through the process that is required that includes the submission of an architectural application for changes request form.

Sincerely,

Steve Doyen
PUD Landscape Committee, Chair



MEET YOUR POST COMMANDER

Meet Brandon Patino
Indian Ridge Security Team Post Commander

Q. Brandon, how long have you lived in the Coachella Valley?

A. I was born in Indio and, with the exception of short stents in Arizona and Texas, have lived in the area all of my life.

Q. What sparked your interest in the security field and what was your path to Indian Ridge?

A. In 2009, my father started a transportation company that transitioned into a security company. It is now one of the largest in the Coachella Valley, with an emphasis on providing security for large events, such as Coachella, sports events, and Presidential visits. I worked with my father for many years, learning the business, and eventually left his company to make my own way and make my own mark. My main interest is in community security. I currently work for Allied Universal, Indian Ridge's long term security contractor, assigned to Indian Ridge. I started as a security officer at Desert Princess and then worked as an armed officer at the Madison Club before moving to my current position. I have been the Post Commander at Indian Ridge since October 31, 2022. I am very excited to be here and have been blessed with a warm welcome.

Q. What does the job of Post Commander entail?

A. My primary responsibilities as the Post Commander in Indian Ridge are to ensure that homeowner needs are being met, security staff are well trained and responsive, contractual obligations are being fulfilled, and there is good communication between the security team, homeowners, the HOA's/Albert Management, and Allied Universal. I supervise a security team of 16.

Q. What areas of emphasis are you working on to enhance the security program in Indian Ridge?

A. I strongly believe that it takes a partnership between the homeowners, the HOA's and the security team to create a successful security program. The HOA and PUD Boards have been doing their part to make the partnership work by recently adding additional security cameras in the community, adding large camera monitors at the main gate, and boosting the pay and benefits of the security team with the goal of providing a more competitive wage and reducing turnover. The recent decision by the Boards to add additional guards will also help with community response. Homeowners can do their part by being the eyes and ears of the security team, reaching out to us if they have a concern. If you see something say something. The security team is doing its part by increasing their skills through training and a recommitment to customer service. I believe that the goal of the security team is to serve the homeowners, not just to service our contract.

Q. What would you like homeowners in Indian Ridge to know that can make the security program and security partnership work better?

A. Patience is a wonderful thing. I can appreciate how frustrating it can be to call the guard house and have a call go unanswered. If an officer is unable to answer a call it is not because they are choosing to ignore the caller. Rather, it is because there is a backup of traffic at the main gate that they are trying to work through and/or several calls already ahead in the queue. The guard house receives many thousands of calls a month. Ninety eight percent of the calls are requests for a vendor or guest access. If homeowners could transition to using the on-line Gate Access system, which can be accessed by a smart phone, tablet or computer, rather than calling the guard house to request vendor or guest access, it would significantly free up officers to manage gate traffic, respond to homeowner calls that are true emergencies, and reduce homeowner frustrations when calls to the guard house go unanswered.

It is also important that homeowners understand the contractual and insurance limitations placed on the Indian Ridge security team. At times, misunderstandings about what our officers can and cannot do is at the heart of concerns and frustrations that homeowners have about security team performance and response. Our officers do not carry weapons and are not empowered to directly engage with a person caught in the act of committing a property crime. Instead, security team members can respond to a homeowner call of concern, a notification of an alarm, or a request for a welfare check by observing the perimeter of a home, knocking, looking in windows, yelling and listening for a response, from the outside of the home only. For liability and insurance reasons, our officers are not allowed to enter a home or garage even with the homeowner's permission. Simply put, the job of the Indian Ridge security team is to observe and report. If they do observe something of concern, such as a broken window or forced door, the security team is to contact the Sheriff's office and request immediate response or call 911 if medical assistance is needed. The security team is also expected to circle back with the homeowner to let them know that assistance had been requested and help is on the way.

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

A. I am a people person, a lifelong learner, and a bit of a self-identified nerd. I am currently bettering my skill set in my off time by taking courses with ASIS, an internationally recognized organization for security professionals. I enjoy playing role playing games, such as Dungeons and Dragons, with friends, and spending time with my family here in the Coachella Valley.

Q. Any last thoughts?

A. The security team welcomes the opportunity to get to know the homeowners better. Feel free to stop by the guard house or wave us down when we are on patrol to introduce yourself. If you have comments or concerns, please reach out. Only by better understanding your needs can we better serve you.





COMMUNITY DIRECTORY

MAIN GATE

Gate, Access, Security, and
After Hours Issues

(760)-772-7240

irsecurity@irhoa.com- direct email for Main Gate.

www.gateaccess.net- website to enter guests/vendors for
community access.

****Dial 911 for Emergencies**

MANAGEMENT COMPANY

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

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

HOA AND PUD ADMINISTRATION OFFICE

173 Rainbird Circle
Palm Desert, CA 92211

HOURS OF OPERATION

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

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

ASSOCIATION STAFF

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

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

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

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

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

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

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

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



INDIAN RIDGE COUNTRY CLUB

Main Club Number

(760) 772-7272

Member Billing/ Accounting

(760) 834-6302

Membership

(760) 772-7281

On Site Sales

(760) 772-7274

Golf Pro Shop

(760) 772 - 7222

Golf Course Maintenance

(760) 772-7212

Tennis, Health & Fitness

(760) 772-7212

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

UTILITIES

Frontier Communications

(844) 660-0648

Monday – Friday, 5 a.m. to 6 p.m. PST

Saturday 5 a.m. – 5 p.m. PST

(no Sunday hours)

Burrtec Waste

(760) 340-2113

Trash pick-up: Monday

Coachella Valley Water District

(760) 398-2651

So Cal Edison

(800) 611-1911

So Cal Gas

(800) 427-2200