

August 1, 2021

Dear IPCCA Residents,

Patrol Masters is pleased to announce our appointment as your Patrol Service. We have been onsite with your HOA in one capacity or another since 2018. Our patrol officers are educated in the latest technologies and are trained to conduct inspections and respond to issues as directed by your Board of Directors.

Patrol Masters has earned a reputation for exceptional service, diligent patrol, and rapid response times. Our distinctive patrol units, uniformed personnel, effective patrolling techniques, and thoroughness during each shift ensures a high security profile and helps maintain a safe and pleasant environment for you and your family. The following are some situations in which you may need Patrol Masters assistance:

1. To report vehicles in violation of the IPCCA parking rules which state – no on street parking from 1:00am – 6:00am, 7 days a week. If you require your safelist letter which allows you 28 days a year to park on the street, contact PPM at 760-325-9500.
2. To report Short Term Rental issues such as loud noise, parties, bad behavior, etc.
3. To report suspicious activities, illegal activities, etc.

In case of emergency, please dial 911

City of Indio has a 10:00pm noise ordinance. For a copy of the ordinance, see the IPCCA website at <https://hoa-ipcca.com/>

Patrol Masters operates at your community 7 days a week and is staffed with live customer service representatives to answer all calls. All our Officers have direct access to our Control Center via mobile on-board computers, cellular and Verizon Digital Network Push-To-Talk (PTT) phones.

Our starting hours are:

1 officer starting at 9 p.m. (5) days a week – Monday to Friday

1 officer starting at 11 a.m. (2) days a week – Saturday & Sunday

Should you have any questions, please feel free to call us at (877) 648-0602 or visit our website at [www.patrolmasters.com.](http://www.patrolmasters.com/)

NOTE: If you are cited for a violation or your vehicle is towed, please contact Personalized Property Management as the representative for your Board of Directors, not our office.

Sincerely,

Patrol Masters, Inc.

Coachella Valley Office 77564 Country Club Dr. # 106 Palm Desert, CA 92211

• PH: 877-648-0602 • 714-648-0842 Fax

[www.patrolmasters.com](http://www.patrolmasters.com/)