



INDIAN PALMS *Advisory Council*

September 14, 2022 @ 6pm
ZOOM Call

MEETING MINUTES

The meeting was called to order at 6:00 pm.

Attendees

Raul Cabada (HOA 1), Robyn Clever (HOA 2), Jerry Tack (HOA 5), Joe Hilton (HOA 7), Cam Gaudet (HOA 12), Melaine Timko (HOA 14), Rea Phillips (HOA 15), Jack Brown (4700), Matt Cutugno (IPCCA), Samantha Abraham (Resort), Marne McCluskey (IPMA Liaison)

August Minutes

Robyn Clever moved to accept the August minutes as amended. Matt Cutugno seconded the motion. All approved the minutes.

IPMA Update

Security Update

Jack reported that the upgrading of the security access system is progressing after the removal of old equipment and the installation of new equipment which began on August 8th. The front gate was the first gate to go live with Proptia, the new access technology, and it is mostly worked successfully with most vehicles transferring to the system. In the next project phase, Proptia, went live at all gates. Found that 95% is working as it should. Out of 4,092 transactions at 3 of the gates, there were 40 instances where vehicles that should have been granted access were not, so currently working to resolve those issues. Also installed new video equipment at the four gates going live first with the front gate. As of today's meeting, all four gates' cameras are live.

Problem Resolution: Jack has been responding to related emails sent to IPMA and Shelly and Nick have been responding to those emailing Personalized Property Management. There were about 300 emails, but the incoming emails are slowing now. Discovered that some residents were driving with a transponder that was not mounted on the car so their freestanding transponders would not open the gate. Also, some individuals were using the old Dwelling Live app which no longer works. Jack, Shelly and Nick were resources that helped those who were having technical issues.

Improved Reporting: IPMA is now able to see in real time the vehicles entering and leaving the property. The Security personnel will be able to provide a monthly report of vehicles coming and going that will be able to help improve security and monitor tailgating.

Vendor Gate: Moving forward, IPMA will be installing a 50th Gate Vendor Kiosk for vendors who have and don't have transponders. After a transition period, vendors will only be granted access through this gate to reduce traffic at the main gate. Due to the new License Plate Recognition technology, the Front Gate

will be able to interview the driver remotely. Like with guests, a resident will receive a text message when their vendor enters the property. (Residents need to turn on this feature in Proptia settings – “do you want to be notified when access is granted?”.)

Mobile Access Challenges: IPMA has been working through challenges with regard to identifying everyone who had a mobile transponder under the old system. There was no verifiable list of who had them which was another reason IPMA upgraded security technology to Proptia. IPMA did get a list from the previous vendor, but when they sent an email with instructions to almost 500 email addresses, 100 emails bounced. Two weeks ago, access was turned off to non-verified mobile users and many came forward to report their mobile access was not working. Then IPMA verified those who were residents and turn on and reset their access credentials.

Overall, there are a lot of security improvements based on the technology upgrades just implemented and not getting as many queries but expect IPMA will get another wave in the fall when seasonal residents return.

IPAC Member Question: When a home sells in IP, will IPMA get notified? Yes, when a house goes through escrow, PPM will remove the existing owners, deactivate their account, and put new owners in the system.

New Security Procedures: Vacation Club and Intervals have worked out ways to manage guest access. Kudos to Amy and Elizabeth. Now they can easily put guests in the system. IPMA is looking to explore ways to do this with the Resort as well.

Upgrading Security Leadership Positions: IPMA worked with Allied Universal to upgrade two leadership positions to help security and front gate staff meet IPMA’s performance expectations and compliance with security procedures. A new Security Manager will start working in about two weeks.

Street Maintenance

Doolittle and Heifetz from the 48th Gate to just before Alda will have major street renovations (grind and re-surface). The project start date was delayed as HOA 2 first needed to replace gutters. Fortunately we delayed the project as Indio Water Authority also discovered a water leak. After that, and after a project consolidation discussion with IPCCCA, IPMA will slurry the NE quadrant. (Currently, this responsibility is split between IPCCCA and IMPA.) An IPAC member noted that HOA 15 is landlock by Heifetz and requests IPMA be mindful of that when doing this project.

Landscaping Update

Rea reported that after major landscaping is done, the landscaper will begin replacing plants that died due primarily to gophers and inoperable water; most were dead before the change of landscaping vendors. Rocks are going in on the south side of the main entrance, at the fountain, at the monument at 48th and Monroe. Monitoring the Canary Island Palm that is leaning to one side to see if it will survive or need to be replaced (under warranty). IPMA is also adding Robellini Palms to the entrance at HOA 1.

HOA & Resort Updates

IPCCA Update

Matt reports that the Updated Rules and Regulations and Fine & Enforcement Policy were sent to all IPCCCA homeowners. The Rules & Regulations include specific information for homeowners about Short-term Rental compliance with Indio’s Chapter 37 of the Indio Municipal Code. IPCCCA is also focused on a “war on trash” and encourages all to do the same in their HOA. He noted that it will only get worse when the new state law requiring organic waste disposal is implemented in about three months.

HOA 15 Update

Rea reported that their sidewalks are covered with grass after the Golf Course mows, but does not edge the grass. so it ends up on the sidewalk. She has reached out to the golf course to discuss. They do not have a budget to have someone clean up the grass and is hopeful that the Golf Course Maintenance department will help solve the problem. Rea is a resource to HOAs if they are having problems with STRs and want more information about the STR overlay process with the City of Indio. It is a simple process.

HOA 1 Update

Raul is asking for help to find someone to be the Project Lead for an Indian Palms Garage Sale. He will assist the Project Lead. Samantha and Jerry will discuss to see whether the Resort will provide space in their parking lot for this event. IPMA can then get the word out via email and their website.

Resort Update

Overseeding is starting on Mountain. It will re-open in October. Indian will then close to re-open mid-October, followed by Royal. The resort is still working on their concept of how they could allow people to be on the golf course. They ask that permission is requested to use the easement.

Old Business

Indio's New Trash Collection Plan

Towing Template Agreement

HOA 4700 signed this agreement giving Allied Universal the ability to tow vehicles. HOA 15 has also approved doing this. Marne will send out towing agreement to IPAC again. HOAs also need an agreement with Plaza Towing if they are interested in having Allied do their towing. Send request to IPMA email if interested.

Signage

If you want to update your generic signs around your neighborhood, contact Shelly or Nick and provide them with the details including a good description of exactly where you wish the signs to be installed.

New Business

There was no new business.

Next Meeting

Wednesday October 12, 2022 @ 5 pm, via ZOOM. **NOTE TIME CHANGE AT IPAC MEMBER REQUEST**

Adjourn Meeting

Matt Cutugno moved to adjourn meeting. Rea Phillips seconded. All approved. The meeting ended at 7: 10pm.

Respectfully submitted,

Marne McCluskey, IPMA Liaison

The Indian Palms Advisory Council, is a committee of the Indian Palms Master Association, comprised of the Resort and board members of HOA's, dedicated to improving the quality of Indian Palms life by:

- building community through positive partnerships, communication, and transparency;
- disseminating relevant information,
- working together to propose the resolution of common issues, and
- initiating actions for the benefit of residents and stakeholders.