



## **INDIAN PALMS** *Advisory Council*

**October 12, 2022 @ 5pm  
ZOOM Call**

### **MEETING MINUTES**

The meeting was called to order at 5:05 pm.

#### **Attendees**

Raul Cabada (HOA 1), Jerry Tack (HOA 5), Joe Hilton (HOA 7), Cam Gaudet (HOA 12), Melaine Timko (HOA 14), Rea Phillips (HOA 15), Jack Brown (4700), Lynn Schaan (IPCCA), Ken Kempka (HOA 18), Samantha Abraham (Resort), Marne McCluskey (IPMA Liaison)

#### **September Minutes**

Jerry Tack moved to accept the August minutes as amended. Ken Kempka seconded the motion. All approved.

#### **IPMA Update**

##### **Security Update**

Still tightening security. Jack reported that IPMA has worked through most of the issues arising from the security upgrades. He reminded IPAC that after Labor Day weekend, we started operating under a new system for all four gates after initially implementing it at the main gate. Unexpected issues included finding several different kinds of responders. Also, some residents may not have read IPMA notices and were trying to use the mobile app from the old system. It is expected that we will have a new wave of issues when the snowbirds return.

All security information is now stored in the same system and includes all records of entry. Now it can utilize License Recognition technology when a mobile app is used to further identify entrants.

There was a recent pedestrian hit and run. The driver came through the front gate and there was video coverage that showed the make and model which is helpful to police. IPMA will continue to fine tune security advances so even more information is available for security purposes.

##### **Security Staff**

IPMA has been frustrated with the past culture of security staff and has been working with Allied to change it. There has been some progress but more is needed. Allied recommended we upgrade our security staffing model to address our concerns and we have done so. We now have an experienced Manager whose sole responsibility is for IP security. IPMA was involved in the hiring process and are pleased to advise that Philip Frank, a long-time Indio resident who is familiar with Indio security issues, is now leading the security team. Because of the new staffing model, there will be more hours supervised by senior employees.

### **Enhanced Procedures**

Residents are encouraged to put all guests and vendors in the new Proptia system. As IPMA tightens security systems, it is important that their names are in the system or they will be denied entry. Intervals and Vacation Club have worked with IPMA to ensure that only authorized individuals gain access to the property. IPMA is working with the Resort to develop the same for resort guests.

An IPAC member reported that there were four cars in the security lane at the main gate. When a resident with a transponder went through the gate, they all quickly followed the resident through the resident lane. There was nothing the security staff could have done to prevent this. IPMA will review the situation with the new Security Manager to see what can be done to avoid this. Fortunately, with the new security upgrades, we can view the activity at all gates. For example, if it is clear that the security arm is up too long, we can ask the vendor to shorten that time.

### **Moving Vendors to Avenue 50 gate**

This change will help remove some congestion at the front gate. This rule is a project in process. There is a kiosk at the 50<sup>th</sup> gate where vendors will be able to press a button to call the front gate. Security staff can then interview them and open the gate if satisfied with responses. Now need to train security team and implement the new rule. IPAC member recommended that IPMA provide signage about new requirement. Project will need homeowner support and will probably be effective around November 15.

### **Foot Traffic at 48<sup>th</sup> Gate**

IPAC member reports that there are people who wait for rides and the cars picking them up cause congestion. IPMA will discuss to determine if way to mitigate.

### **Street Maintenance**

This fall, Doolittle and Heifitz from the 48<sup>th</sup> Gate to just before Alda will have major street renovations (grind and re-surface). IPMA will also slurry the NE quadrant.

IPMA and IPCCCA are in discussions regarding how IPCCCA might rejoin the Street Trust.

### **Landscaping Update**

Rea reported that the last of the rock is almost fully installed at the front gate and perimeter and should be done by mid-month. The palms at 48 & Monroe are covered by warranty and if either one is not able to be salvaged, it will be replaced soon. Received a report that some palms are not trimmed on Jackson. Rea will research and expects that our diligent landscape company will rectify any situation. The Memorial on 48<sup>th</sup> has continued to grow and people have started leaving notes on the rocks and some irrigation valves have been broken. Tried to contact family to advise that it was necessary to remove it but haven't reached them yet. Will continue trying.

### **Guard Shack Remodel**

Rea and Shelly are working on a project to upgrade the interior of the guardhouse.

## **HOA & Resort Updates**

### **IPCCA Update**

A homeowner reported that the golf course needs trimming along Wayne Street and that a light pole on Wayne St. near Odium is damaged. Jerry Tack noted that the Palm Tree trimming was the joint responsibility of IPCCCA and the golf course. Samantha and Jerry will review from the Golf Course side and discuss with Shelley. He also said that it should be reported to IID along with the number on the light pole.

### **Resort Update**

When asked about a “volunteer” plant along Monroe and a request to remove it, Samantha agreed that it should be removed.

### **HOA 12 Update**

There was a safety issue with trucks in the parking lot. When reported, the security staff should have said they would address the issue but they didn't. IPMA agreed and will follow up with new Security Manager.

## **Old Business**

### **IP Garage Sale**

There have been requests for a community garage sale. Three years ago a group of residents coordinated a garage sale around February where all who participated rented a parking space from the resort, first come first served. The resort provided a table for each. All participants ensured all cleaned up and removed at the end of the day. IPAC members agreed that this model makes sense and would like to see this occur every year if possible. Raul Cabada and Lynn Schaan are willing to help. IPMA will draft the parameters and a communication with the help of others and send to residents. Expected cost is \$25 to \$35. Hopefully, an arrangement can be made with a non-profit such as Angel View, to collect any unwanted and unsold items at the end of the day.

### **Indio's New Trash Collection Plan**

Indio and Burrtec are still in talks about how to formalize new food waste regulations. The new green regulations will include compost and grass. Until the City of Indio and Burrtec have an agreement in place, this will be tabled.

### **Towing Template Agreement**

HOA 4700 signed this agreement giving Allied Universal the ability to tow vehicles. HOA 15 has also approved doing this. HOA's interested in the same are urged to present to their board of directors and then contact PPM.

### **Signage**

If you want to update your HOA's generic signs (e.g. stop signs and speed limit signs) around your HOA at IPMA expense, 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**

The Aspire complex will have one owner and have long-term rentals. It will not have an HOA model.

### **Next Meeting**

Wednesday November 9, 2022 @ 5 pm, location TBD

### **Adjourn Meeting**

Rea Phillips moved to adjourn meeting. Jerry Tack seconded. All approved. The meeting ended at 7: 15pm.

### **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.