

FREQUENTLY ASKED QUESTIONS

Question: Where do I park my car?

Answer: Employee parking is in the parking lot by the small pool.

Question: How do I put in a work order?

Answer: The Customer Service person can help an owner fill out the work order and then gives the work order to the Resort Manager. It is important the information on the work order is clear and contains all the necessary information. The Resort Manager verifies the work is on common ground and will appropriate work for the maintenance staff.

Question: Where do owners and renters sign in?

Answer: There are two binders on the counter; one is for homeowners and the other is for renters. When signing in ask if they have had a change of address, phone number, email address or emergency contact information since last season. If so, please give them change of information form.

Question: Are owners responsible for their renters?

Answer: Yes, they are. Many renter inquiries should be directed to the owner and not the office. Owners are responsible giving their renters keys, transponders, gate passes, copy of rules, and access to the website. Owners are responsible for any issues pertaining to their property. The office is responsible for common ground issues.

Question: When signing in, what information do I give to a renter?

Answer: In addition to the Renters Agreement, it would be helpful to give them a copy of the Resort rules. It is important to note that renter violation of rules are the responsibility of the owner and the Resort cannot take disciplinary action against a renter. Therefore, if there is a problem, the owner could face disciplinary action if their renter violated the rules.

Question: Can you recommend a plumber, carpenter, landscaper, electrician, cleaning company?

Answer: There is a reference file and business cards available in the office for contractors that owners have used and recommended to other owners. The office is not responsible for the contractor list or recommended vendors used by owners.

Question: In regard to security, what do I do if someone reports a security concern?

Answer: Obtain written documentation of the event so we can start with a clear record and give the documentation to the Resort Manager.

Question: What do I do if someone comes into the office to file a complaint?

Answer: Listen first, and depending on the situation, ask if they would please submit their complaint in writing back on the form provided by the office. The Resort Manager and/or the Board of Directors cannot act on a verbal complaint. Reaffirm that what they submit will be confidential.

Question: An owner comes into the office to let us know they are making improvements on their property, i.e. new skirting, deck, railing, pouring concrete, take out a tree, what do I do?

Answer: Give them the “Aesthetic Modification Application” to complete and return to the office. There is an Aesthetics Committee, appointed by the Board that reviews and approves all work improvements requested by owners. Please note that owners cannot begin work until they have Aesthetic Committee approval.

Question: How often does the Aesthetic Committee meet?

Answer: The Committee meets whenever necessary. When an owner submits a completed “Aesthetic Modification Application”, date stamp it, make a copy and place the copy in the Aesthetic Committee folder in the office and then contact the Aesthetic Committee Chair to advise them that there is a copy of an application in their folder in the office.

Question: What is SAC?

Answer: SAC stands for Social Activities Committee. They are responsible for a host of park activities. SAC’s members are elected by the owners. Their meetings are held on the Tuesday prior to the Thursday Board of Director meetings. They provide a report at the Board of Director meetings.

Question: What are some of the SAC activities?

Answer: Indio Springs RV Resort is extremely busy throughout the season with organized activities coordinated through SAC, for example, dinners, dances, live entertainment, card games, pickleball, volleyball, exercise classes and much more. Tickets for events are sold out of the SAC office on designated days and times.

Question: How do renters and owners know what SAC activities are going on in the Resort?

Answer: SAC’s calendar of events is in the HappyTalk, posted on the website and posters are placed on bulletin board in the Hallway of the Main Clubhouse.

Question: What is the HappyTalk?

Answer: The HappyTalk is the monthly newsletter published by SAC that is distributed by volunteers on the first of each month to every unit. Extra copies of the HappyTalk are available at the SAC office.

Question: Does SAC have an office?

Answer: Yes, the SAC office is located in the Main Clubhouse. The office is staffed by volunteers. The office is open Monday through Friday, 10:00 A.M. to 2:00 P.M. Their phone number is 442-400-3612.

Question: Where do owners get a copy of the Membership Directory?

Answer: The Membership Directory is for sale at the SAC office.

Question: How can I pay my HOAs?

Answer: There are three (3) ways you can pay your dues.

1. You can bring a check or cash into the office. The office staff will issue a receipt when accepting checks and cash.
2. You can visit www.Managementtrust.com and pay with a bank or credit card through a third party, Or
3. You can write a check and mail it HOA PAYMENTS, P.O. Box 80293, City of Industry, CA 91716-8293. No foreign check can be accepted at the P.O. Box. Foreign checks must come through the office and must be a U. S. Dollar Account.

Question: Where can I find information on the “For Sale/For Rent” opportunities in the Resort?

Answer: You can find “For Sale/For Rent” information on the Resort website, www.indiospringsrvresort.org. Many owners have also placed their lots and units on Zillow. Also, on the information wall there is a white spreadsheet which lists the lots and units that are for sale along with the current price and contact information. There is a green spreadsheet that lists units and lots for rent with the rental fee and contact information. These lists are updated every Thursday.

Question: I want to sell my unit or rent my unit, how do I get the information on the website and on your spreadsheet?

Answer: Complete the “For Sale/For Rent form and return to the office. Every Thursday a volunteer updates the spreadsheet and the Administrative Assistant updates website.

Question: What is the code for the small clubhouse?

Answer: 2503

Question: Can you make copies for me?

Answer: Copies are **\$.15** per page for black and white. Color copies are for Board and office use only. Copies can also be requested at the SAC office at a reduced rate.

Question: Do you have a fax machine? Can I send and receive a fax at the office?

Answer: Yes, we do have a fax and you can send and/or receive a fax at the office. There is a minimal fee of \$1.00 per fax, unlimited pages.

Question: Do you sell postage stamps?

Answer: We do not sell books of stamps; however, you can purchase a Forever U.S. stamp at the prevailing rate.

Question: Where can I obtain a copy of the governing documents (CC&R's, Rules and Regulations) for the park?

Answer: They may be obtained from Management Trust for a fee or you can log on to the website and download and print the documents yourself.