

Welcome to

# Los Lagos

INDIAN WELLS



The Los Lagos HOA is providing this Welcome Packet with information we feel will be beneficial to you as a new resident of Los Lagos.

For more details, please refer to the Los Lagos Rules and Regulations.



# Welcome To Los Lagos

Los Lagos was started in 1980 on 35 acres. The eighty-nine beautiful custom homes were designed by world famous, Santa Barbara based, architect Barry Berkus. The hand-carved imported entry fountain, abundant trees, lush landscaping, ponds, winding waterways, four pools with spas, plus tennis and pickleball courts (Gamma Foam Quiet Pickleballs only) envelop the community in uniqueness. Los Lagos proudly stands among the finest private communities in the Coachella Valley.

One of Barry Berkus' desires as he designed outstanding homes was "To create a house that is art, not just shelter... gives dignity to the people who live in it and creates a quality of life above what they would find anywhere else."

Barry Berkus was responsible for over 10,000 unique residential designs implemented in 600,000 homes worldwide. What makes Barry Berkus communities so unique and so successful is his unwavering commitment to surrounding homeowners with beautiful architecture and natural surroundings. All placed in a way that encourage community members to venture out of their homes, walk the tree lined streets and mingle with their neighbors. He built communities, not just housing.

In our community you will find many residents using our roads to walk within our beautiful grounds. You will find walkers, dog walkers, bicycles and our local wildlife using the road so please drive slowly and be exceptionally careful to avoid an accident. We would like to keep the abundant wildlife that shares our community wild so please do not feed them.

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The information in this Welcome Packet is a summary of the official documents of Los Lagos. Please refer to them for additional details. These documents include the CC&Rs, and the Rules and Regulations which were provided to you during escrow and are available on PCAM's portal.

# Access

## Who is our Management Company?

### **Premier Community Association Management – PCAM**

40005 Cook St. Ste 5, Palm Desert, CA 92211

Manager: Rhonda Drews

Phone: 760 345-2449

Email: [rdrews@brpcam.com](mailto:rdrews@brpcam.com)

Payments: Los Lagos HOA -2134

PO Box 98209, Phoenix, AZ 85038

## How do you access the Management Company portal? (PCAM portal)

Website/Portal: <https://buckreynoldscorporationhoa.appfolio.com/>

## How do you access the Los Lagos website?

Please visit our website to get additional information about Los Lagos.

Website: [www.loslagosiw.com](http://www.loslagosiw.com)

## What is common land?

Our HOA is responsible for the common land within Los Lagos. Common area is all land outside of the exterior of your house for houses on the waterways. However, your side patio is considered exclusive use HOA common area which you are responsible to maintain.

For houses not on the waterways, your lot extends from your exterior wall to your neighbors' exterior wall and from street to street so there is no common land. The HOA does maintain the front areas of these lots.

## How do we get access to the entrance gate?

To open the entrance gate, you can enter the current gate code into the keypad.

You can have PCAM program your phone number into the entrance keypad so guests can enter your code and you can open the gate from your phone.

The PCAM also has a keycard that you can use to open the gate by waving it at the keypad and transponders that you can use from your car.

## How do we get a key to the pedestrian gates?

There are three pedestrian gates which are opened with the same key which can be obtained from the Management Company. The gates are located next to the vehicle entrance gate, and at the end of Michigan Court and Superior Court.

## What are the pool hours and when are they heated?

Pool Hours are between 7:00 a.m. and 10:00 p.m. Pools are for the use and enjoyment of the owners, tenants and their guests only and may be used as long as normal use of the pool does not disturb other residents.

Two pools during the winter season (November through April) are heated. The two pools alternate between pools 1 and 3 one year, and pools 2 and 4 the next year. The schedule will be emailed from the management company each year.

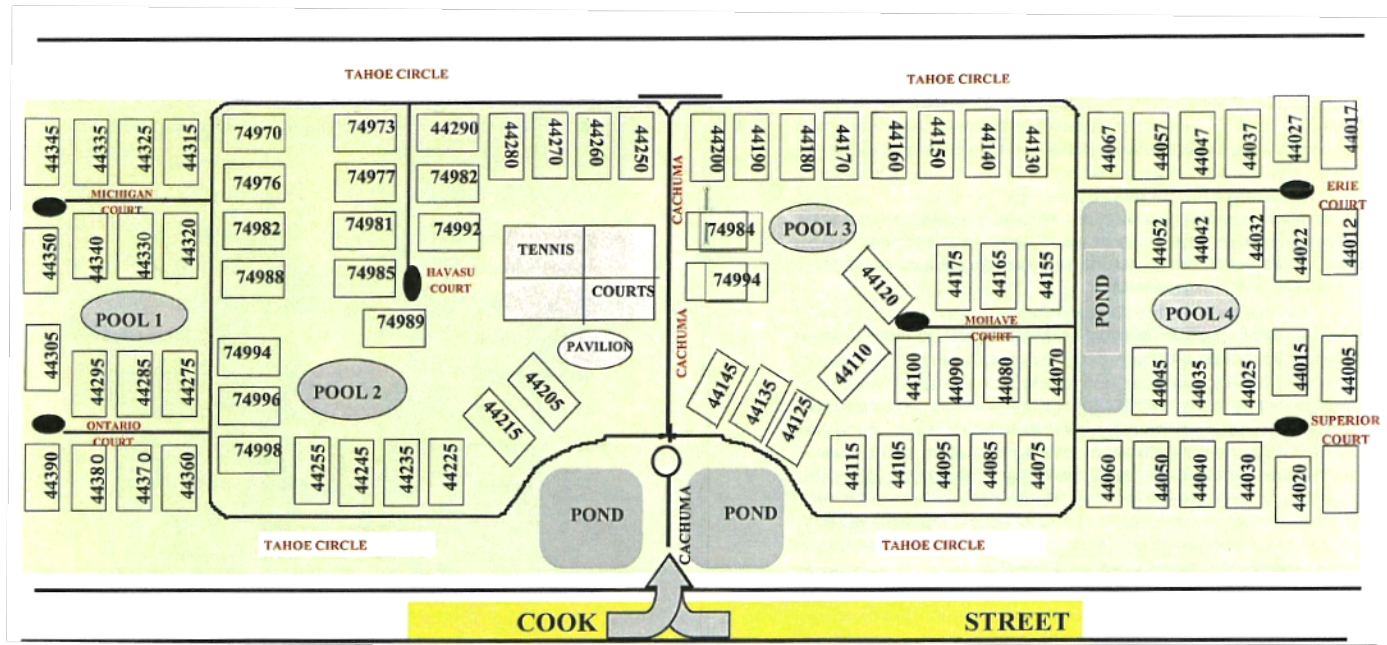
The spas are all heated year round.

Personal effects must not be left in the pool area. Please do not leave towels to dry or other items in the pool area or visible on your patio for others to see.

## Where are the pools and spas with map of Los Lagos?

There is a spa located next to each pool on this map.

Please always put down the umbrellas when you are the last to leave the pool area.



## Where can I walk my pet?

Pets must be on a leash and restrained whenever they are outside of your yard. They can be walked on the common paths throughout the community and on the perimeter roads and landscaping areas. Pets should not be allowed to damage the lawns, driveways, or patios of other residents.

Owners, tenants, and guests must immediately clean up and dispose of their pet's waste.

## How do I report a common area maintenance issue?

Your first step is to use the *Maintenance Tab* on the PCAM portal to report maintenance issues. If it is an emergency situation, then you can contact one of the Los Logos HOA board members. Their contact information is in the Los Lagos Directory.

## Who are our HOA Board members?

President	Ilayna Turcott
Vice President	Mary Hood
Treasurer	Dave Howard
Secretary	Betsy Knocke
Director	Ward Fredricks

## Who are the committee chairs?

Architecture Committee Chair	Mary Hood
Landscape Committee Chair	Ilayna Turcott
Waterways Committee Chair	John Price
Social Committee Chair	Terry Casella

# Parking

## What are the parking rules?

Overnight parking on the street is prohibited. Residents must keep their vehicles parked within their garage at all times when not in use. Each garage must be maintained to be able to accommodate at least one vehicle. One vehicle must be kept in the garage before parking will be allowed in the driveway for additional vehicles.

Guest parking is allowed overnight on the street if the garage and driveway are being fully used. A Guest Parking pass must be obtained from the Management Company and approved by the board and will be allowed for a limited time only. Guests must attempt to park in front of the house they are visiting.

Parking of "Restricted" vehicles, such as off-road vehicles, recreational vehicles, such as golf carts, motor homes, camper trailers, and boats, is prohibited for more than 24 hours. For more details regarding "Restricted" and "Prohibited" vehicles, please refer to the Rules & Regulations.

# Utilities

## Who picks up our trash, where and when?

Our trash company is Burrtec. Each house has three trash barrels: green for organic waste, blue for recycling, and grey for all other trash. Burrtec will pick up the trash from the trash storage rooms next to the driveway of each house. Trash pickup is on Wednesdays.

Large items will be picked up by Burrtec with arrangements made in advance by calling then at (760) 340-2113.

Moving materials including cardboard and wrapping paper will be picked up with the recycling. Other moving materials require a call to Burrtec to arrange pickup.

## How do I get Internet access and WIFI?

High speed Internet access is provided in Los Lagos by Spectrum and Frontier Communications. Contact phone numbers are in the Los Lagos Directory.

If you do not have a compatible modem, the service will provide you one. You will need a WIFI router if you want to setup a WIFI network. The service company can also provide you with a router. There are also other options you can purchase and install yourself. Mesh router, such as Google and Orbi, are options for getting good WIFI coverage throughout our larger homes.

## Who provides phone services in this area?

Phone service is provided in Los Lagos by Spectrum and Frontier Communications. Contact phone numbers are in the Los Lagos Directory.

## What are my TV options?

TV cable service is not provided by the HOA but is available from Spectrum.

TV service can also be obtained from DirecTV and Dish using a satellite dish installed on your house. With high-speed Internet, there are many TV streaming options, such as, YouTubeTV, Hulu, Prime Video, Apple TV, etc.



# Landscaping

## **What is the process for making landscaping changes around my house?**

Common Area landscaping is maintained by the Association. With the exception of seasonal flowers, no trees, shrubs, bushes, etc. may be planted in the Common Area without the Association's approval. Owners are responsible for pruning plants and trees in their courtyards and side yards to prevent access by wildlife and damage to roof tiles and walls. Owners are responsible for the timely removal of fruit from citrus trees in their side yards or areas not maintained by the Association to prevent rodent infestation.

## **What forms are needed to request landscaping changes?**

The *Landscape Change Request* form can be found on the PCAM portal under Shared Documents. You can send this form to PCAM. It will be logged and forwarded to the Landscaping Committee for review. They may discuss the change with you and request any modifications they feel are required for approval. Once approved by the committee, PCAM will notify you and work can begin.

## **What does the landscaping crew do and what is their schedule?**

The landscaping crew work 5 days a week and their schedule will vary with the season. The crew will rotate through each section of Los Lagos to trim the bushes and clean up the area. The common area lawn is mowed once per week. The common area trees are trimmed once per year.

## **What are the irrigation basics?**

Irrigation of the common land is done on a schedule that varies during the year based on the weather. The sprinklers will cycle around the complex and will run at varying times throughout the day and night. The irrigation in your side yard is your responsibility.

If there is a problem with the irrigation system (overwatering, underwatering, leakage, etc), it should be reported to the PCAM using the *Maintenance Tab* on their Portal.

## **Do I need approval for courtyard improvements?**

You have the exclusive right to the use of the HOA Common Area that is enclosed in your courtyard walls. You are responsible for maintaining that area and any land owned by you in the front or back of your dwelling in a manner acceptable to the Association. Improvements to the interior of your house do not require approval. Exterior cosmetic or structural changes fall under Architecture Guidelines.

## **What are the rules for maintaining shared walls?**

You cannot alter another owner's dwelling in any way. Nails, screws, wire, boards, bolts, etc. should not be attached to the wall of a neighbor's house. You cannot build a planter or otherwise heap soil above the foundation line of a neighbor's house because of the potential for a destructive effect from moisture. Do not alter ground water drainage patterns that would result in water accumulation against your neighbor's house.

## **Why are some trees pruned so drastically?**

Decades of experience has shown that this pruning insures healthy trees.

### **What are the guidelines for fruit trees and crop removal in my side courtyard?**

Citrus trees should not be planted in courtyards or side yards because they are attractive to rodents. For existing trees, you are responsible for the timely removal of any fruit from citrus trees in your side yards or in areas not maintained by the association to prevent rodent infestation.

## **Architectural Changes**

### **What kinds of architectural changes to my house requires approval?**

All requests for Architectural Improvements of any nature should be submitted on an Architectural Variance Request Form found on the PCAM website to the Management Company. These include, but are not limited to, structural changes, changes visible from common areas, exterior lighting, glass tinting, rain gutters, patio covers, antennas, etc. Approval of any application by the committee does not waive the necessity of obtaining the required City of Indian Wells permits. Standard changes for roof replacement will not require Association approval.

No work should be started without prior approval from the Architecture Control Committee.

### **What forms are required to request an architectural change to my house?**

Once you have decided on an architectural improvement that needs approval, complete an *Architectural Change Request* form. Please find this form on the PCAM portal under Shared Documents. You can submit this form on the Architectural Review tab of the PCAM portal. It will be logged and forwarded to the Architectural Control Committee for review. They may discuss the change with you and request any modifications they feel are required for approval. Once approved by the committee, PCAM will notify you and work can begin.

### **What should I do if I would like to paint my house?**

If you decide to repaint your house, please refer to the *Paint* document in Shared Documents on the PCAM portal. You can choose a color from the Los Lagos paint palette which can viewed by searching the internet for “Dunn Edwards color ark pro” and entering our zip code 92210 and Los Lagos.

If you are repainting your home a **new** color scheme there is one limitation:

You cannot use a new color scheme currently used by your next-door neighbor or the home across the street.

### **Are there business/contractors that Los Lagos homeowners have used and can recommend?**

The Los Lagos Directory has a section on businesses that Los Lagos residents have recommended. A similar list is available on the Los Lagos IW website. The Los Lagos Homeowners Association and the PCAM make no endorsement of any business listed. It is the responsibility of the homeowner to ensure that a contractor is licensed and bonded and has an Indian Wells business license. The owner is also responsible for obtaining building permits where necessary.



# Indian Wells information

## **What is the Indian Wells Residents Card and what are its benefits?**

The Indian Wells Residents Card is available at the City Hall. There are two types of cards: a Social Card and a Golf Card. The Social Card costs \$10 for the first card and \$5 for an additional card for a resident in the same household. A Golf Card costs \$50.00 for the first card and \$5.00 for each additional card. The Golf Card has the additional benefit of reduced green fees for use of the Indian Wells Golf Resort. There are only a maximum of two cards issued per household.

Both the Social and Golf Cards offer residents select discounts at the Indian Wells Golf Resort, BNP Paribas Open, and at the four Indian Wells resort properties. The city along with its resort partners also host several exclusive resident events throughout the year including Patio Parties, social and annual State of the city events. Other special events include WildLights evening at the Living Desert, Memorial and Veteran's Day ceremony as well as, Resident's Day at the Tennis Garden.

Indian Wells also offers trash pickup service at your home using the correct waste receptacles, but please put nothing at the curb. The city also offers residents a 50% rebate (up to \$100.00) toward the purchase of 1 security device per residential address.

Ambulance service is also available to Indian Wells residents to the hospital for free. You must call 911 to reach the ambulance service.

## **Do we have access to a gym and health spa?**

Indian Wells residents have access to the Hyatt Regency gym facility for free. Parking at the hotel is also free. The city periodically emails the parking gate entry code. Indian Wells residents also receive a discount on services at the Hyatt spa.

## **How do we access the Community Garden?**

The Community Garden is available to all Indian Wells residents from September to the end of May. You must sign up at City Hall and the cost is \$35.00 per year. There is usually a waiting list so it is suggested that you please sign up early.

## **Where can I donate unwanted items?**

There are no donation centers in the City of Indian Wells. However, there are many in the other desert communities. The top ones are Goodwill, Angel View, Coachella Valley Rescue Mission, Revivals, and Desert Arc. Eisenhower Hospital has a donation center in Rancho Mirage. They all have pick up service and well as drop off sites.

## **Are there local consignment stores?**

There are many consignment stores in the area. They are a great source of many of the items you might need as you get settled into your new home. Consigning items at these stores is also a great way to sell your unwanted items. The donation centers all have stores where you can find very reasonably priced items. The best way to find a consignment store that meets your needs is to do a Google search.