



## HYBRID NOTICE OF BOARD OF DIRECTORS MEETING MINUTES

*(In-Person Meeting with Live Streaming)*

**DATE / TIME:** Thursday, November 20, at 10:07 a.m.

**LOCATION:** Heritage Palms Homeowners Association

**Heritage Room**

44-291 S. Heritage Palms Dr., Bldg. A, Indio, CA. 92201

**ROLL CALL:**

Pamela Milroy, President

Gin Otte, Vice President

Craig Zemke, Treasurer

Ben Acker, Director at Large

Joyce Soebbing, Secretary – Absent

Joe Furlow CCM, ECM, General Manager

Lori M. Pillatzke, Director of Finance

Candice Forsythe, Executive Administrative Assistant

Stuart Birch PGA, Head Professional

Matthew Hoyt, CGCS, Golf Course Superintendent

Lauren Tijerina, Communications Director

**I. CONSENT AGENDA:**

Vice President Gin Otte will record the minutes in Secretary Joyce Soebbing's absence. *Approval of the October 23, 2025, Open Board Meeting Minutes was moved by Director at Large Acker and supported by Vice President Otte. Motion passed 4-0.*

**II. BOARD REPORTS:**

**1. President's Report:**

President Milroy addressed residents' concerns regarding grouped tables in the Grille and Patio. She informed the residents that, after discussion with the board, it was agreed to allow members to continue sitting together in larger groups. She requested that residents reserve the tables before golfing or, if not a golfer, before arrival, and that the staff set them up. President Milroy reminded residents not to move the furniture, as it is expensive, and we do not want it to break. President Milroy discussed the residents' frustrations with the many changes. She asked that residents not attack the staff who are enforcing what the Board has asked them to do. She recommended that residents respectfully reach out to the General Manager and/or the Board via email, and they will address the issues.

**2. Vice President's Report:**

Vice President Otte spoke on behalf of the Rules and Regulations Committee. She addressed the feedback survey regarding the dress code change. She clarified that this is NOT a vote; it is an opinion on whether you agree or disagree with the committee's recommendation. The feedback is about whether you like/dislike what the committee has written and about giving your input on the proposal. Vice President Otte guided the residents to either print, fill out, and drop off the survey, or pick up a hard copy at the front desk or lobby of the administration building. The 'comments' section is vital for residents to clarify what they want, do not want, need clarification on, etc. She mentioned that the Volunteer Appreciation Party was wonderful and thanked all the committees for their hard work.

**3. Treasurer Zemke's Report:**

Treasurer Zemke announced that the Emergency Preparedness Committee will start drills at the beginning of the year. Residents should be mindful of participating in these drills. More information will be available soon. The Golf Committee held its first meeting of the year and is working on several initiatives for the new season. Next year, 2026, marks Heritage Palms' 30th anniversary, and the Golf Committee plans to develop ideas for the celebration, such as updating Pin Flags. He mentioned rescoring the course and Handicap changes. The Finance Committee also met this month. He reminded everyone that the \$459.61 Special Assessment stemmed from ongoing operational issues. Reserves and Capital monies funded all the Facilities Planning Committee's work. It had zero impact on the operational budget. Heritage Palms lost money on Food and Beverage. Treasurer Zemke acknowledged the ongoing challenges of implementing residents' requested changes, noting that these changes have led to residents' dissatisfaction. He mentioned that efforts are being made to find solutions to prevent financial losses. Staff and the Finance Committee are working to solve these issues. Treasurer Zemke reminded residents that this is the first assessment in 17 years, the last one being \$200. The board and staff are committed to the community and will do their best to avoid any additional assessments in the future.

**4. Director at Large Acker:**

Ben Acker discussed the success of the recent New Member Welcome Wine and Cheese event. On behalf of the Safety and Security Committee, he reassured the residents that the Safe Passage program is a good change for Heritage Palms. He stated that 80% of the residents are signed up and asked the remaining 20% to sign up as soon as possible, as it will make the transition easier if all residents are set up before the program's subsequent launch. He reminded the residents that this is a positive change for the community, to be patient with the 'kinks,' and ultimately, this will save the HOA a lot of money.

**III. FINANCIAL REPORTS: Lori Pillatzke (EXHIBIT A)**

**1. Financial Statements**

- a. Lori Pillatzke explained the "bucket" demonstration she did several board meetings ago. She reminded the residents that there are 3 accounts: the Reserves Bucket, the Operating Bucket, and the Capital Cup. She explained what, and how, money is spent from each account/Bucket/Cup. Reserves Account: Replacing items as they break or need replacement (kitchen). Operating Account: Wages and utilities, and Capital Account: New items we have never owned before. The accounts are NEVER mixed. If one account needs funds, you do not pull funds from another account. With the losses by Food and Beverage, the Special Assessment was necessary. She explained the loss against the budget. She listed the cost of keeping the Bar open Monday-Friday and how much is spent in the Bar only on Mondays for the past year. There is not enough business at the Bar on Mondays to warrant keeping it open every week of the year. We would incur a \$640 loss on Mondays. Each homeowner paid for this loss through the Special Assessment, whether or not they used the amenities.

- b. Lori reported the October monthly Net Income was (\$316,703) compared to a budget of (\$371,074) with a net favorable variance of \$54,371; the Net Income YTD is (\$316,703) compared to a budget of (\$371,074) with a net favorable variance of \$54,371.
  - i. Golf Operations (including Turf Maintenance): \$72,290 favorable to budget YTD due to cost savings and sales. Lori was happy to report that we reached our goal of \$1.47M in sales of Heritage and Palms Passes.
  - ii. Common Area/Perimeter Maintenance: (\$2,859) unfavorable to budget YTD due to October expenses of annual course prepping for the season.
  - iii. Food & Beverage Operation: (\$24,825) unfavorable to budget YTD
  - iv. G & A: \$12,095 favorable to budget YTD
  - v. Fitness: \$3,095 favorable to budget YTD
  - vi. Engineering/Housekeeping: (\$7,927) unfavorable to budget YTD
  - vii. Security: \$2,502 favorable to budget YTD
  - viii. Reserves Balance: \$8,446,654.34
  - ix. Operating Cash: \$134,754.37
  - x. Capital Cash: \$267,012.85. This account only grows by \$1,200 per home closing.

Lori discussed Food & Beverage as an amenity being an issue. This is failing us financially, citing multiple areas of keeping the bar and/or Grille open, costing the association, on average, \$640.00 per week due to a lack of revenue. Residents need to participate for the Bar and Grille to be cost-effective.

*Vice President Otte moved to accept the October 2025 unaudited financials, Ben Acker seconded, and the motion passed 4-0.*

*Vice President Otte moved to approve the October 31, 2025, Aged Receivable Report, Treasurer Zemke seconded, and the motion passed 4-0.*

## 2. Collection Actions

- a. Treasurer Zemke verified collection action requiring attorney involvement.

## IV. **STAFF REPORTS:**

### 1. Lori Pillatzke, Director of Finance

- a. See Financial Report

### 2. Matthew Hoyt, Golf Course and Grounds Superintendent (EXHIBIT B & C)

- a. Matthew Hoyt reported that there is debris due to mowing, and his staff is working to keep all areas clear and clean. He announced Thanksgiving is the target date for cart path release. He stated that the rain, mowing, and rough improvement on holes #17 & 18 will now improve. Pumps: South Station pump #4 was replaced. Multiple pumps at each station that have varying life spans. As of this Saturday, the driving range will be off mats and back to turf. We experienced recent cost savings in both water and electricity due to the rains. Overseeding is complete, and the staff has begun working on perimeter landscaping. Four inches of sand were added to the sand traps. Storage building begins construction on December 16, 2025. All permits have been approved. Treating of ant mounds is ongoing. He acknowledged the accolades from residents regarding the condition of the course, thanked his staff, and stated it's a team effort.

- b. Matt requested a discussion to fund pavers for a new walkway to the #4 racket court side gate to avoid tracking in dirt to the court. NTE \$7,990 out of Capital Funds. Hazard due to carrying dirt onto the racket court, thereby increasing the risk of injuries.
- c. Matt requested a discussion to fund a firepit for the pickleball area NTE \$1,940.

The Board agreed to discuss this matter at the December Board meeting after concrete bids come in for the walkway. Pickleball Club's immediate past President, Greg Rosholt, stated that the Pickleball Club has offered to "gift" any cost differential between pavers and concrete, as well as a fire pit, to Heritage Palms. Matt reminded the board that if they agreed to both the fire pit and the pavers, it would be best to do the projects together to lower the overall cost. He stated that the main difference between using concrete and pavers for the walkway is the pavers' greater longevity compared to concrete, as well as their compatibility with the existing pavers in the area. President Milroy mentioned the club does offer fire pits to residents. Resident Barbara Fairbairn expressed concern that if the Pickleball Club had its own fire pit away from the clubhouse, they might bring their own food and beverages and might not support Heritage Palms Grille.

### 3. Stuart Birch, Head Professional (EXHIBIT D)

- a. Stuart Birch reviewed the Heritage and Palms passes sales and noted we have achieved over the 100% goal. He reminded everyone that with the purchase of the Palms pass, we will receive \$75 each time someone with the Palms Pass plays golf, and we do have 10 non-resident passes for sale at \$10,000.00 each. He advised residents to have any interested parties contact him.
- b. Stuart updated everyone on the cart stickers: The order arrived and was incorrect. He placed a rush order for the corrected stickers and hopes to have them very soon. He'll notify the community when they arrive.
- c. He informed residents that upcoming club fittings are starting the first week in December. Golf equipment is available in the Pro Shop. Merchandise is marked up only 30%, but Pass Holders receive a discount. Golf events are underway; the digital range markers will arrive in 7-10 days, with six of them spaced evenly across the driving range.
- d. A question was asked regarding a non-resident purchasing a couple's pass, and if there's a discount, Stuart answered yes, there is a \$500 discount for a couple's non-resident pass.
- e. Stuart introduced Shannon Sweeney, the new First Assistant. He encouraged the residents to say hello and, if interested, to contact her for lessons.
- f. He informed us that the outside team is now fully staffed.
- g. Board thanked him for a smooth and successful start to the new season.

### 4. Joe Furlow, General Manager (EXHIBIT E)

Joe Furlow asked residents to send their Newsletter submissions to Lauren Tijerina, our Communications Director. He asked residents to direct any of their vendors to her for advertising space in the Good Times Newsletter.

He updated everyone that the air conditioning units in the Heritage room, the Santa Rosa room, and the Lobby have been repaired or replaced.

New cameras have been purchased at no charge to replace infrared cameras that did not work with our system for Safe Passage. These will be installed at no cost and will undergo significant

testing before relaunch. He explained that the loops trigger the entry and exit, and that license plates are captured upon exiting. He encouraged those remaining residents to sign up and provide the required information to ensure a smooth transition during the relaunch. The exact rollout date will be announced once it is determined. He discussed that all vendors need to know each address that they're servicing, and residents need to register all their recurring vendors.

Joe discussed the Food and Beverage department, saying he realized the Welcome Back Party was a disappointment. He said the staff are all working better together, Chef Jon is continuing to control costs, and that the Magic Extravaganza was a huge success. Multiple residents positively commented about it. The Snack Shack is open and seems to be doing well. Phone orders in ahead for easy pick-up. Vice President Otte asked about an APP for ordering ease, which Joe said was coming and will be introduced through 'Tech Tuesdays'. He requested that our residents patronize The Grille and support lunches and dinners.

Tech Tuesdays have been helpful and will continue, adding instruction regarding Chelsea to the agenda. He asked for patience from the residents as we continue to transfer over years of layered data and information from the old website to the new website. The new website should be up and running by early/mid-December.

Joe asked for funding to replace an irreparable beer keg cooler. He stated the reserve budget has \$10,300 for clubhouse/kitchen/bar expenses, and this does not impact any FPC project Reserve monies. Vic's Air quoted \$10,100. Joe requested approval to replace the cooler, NTE \$10,100. *Vice President Otte made the motion, Treasurer Zemke seconded it. Motion was approved 4-0.*

Joe introduced the new Communications Director, Lauren Tijerina. Lauren listed her education and work experience, which included a background in a country club, scheduling, creating advertisements, promoting events, and keeping members informed. She is excited to be here at Heritage Palms.

## **V. MEMBER CORRESPONDENCE / OPEN FORUM:**

*(Each member will have approximately 3 minutes to speak at the discretion of the Board)*

- a. *Andy Barlow asked about the best way to communicate with the Administration. He stated that he has tried multiple avenues to obtain information but has received no responses. When he does receive any information, it's inaccurate and untimely. Joe responded that the team does their best to respond to requests, preferably via email, within 24-48 hours and asked for everyone's patience.*
  - i. *Mr. Barlow asked that the proposed walkway be considered immediately for the racket courts, as it's a safety issue. He also stated that the lines for Pickleball have not been painted, and the lighting has not been adjusted, on tennis court #4.*
- b. *Mary Vargas asked if we have Christmas décor at each gate and for the décor to be lit. She also wanted to know whether, once we no longer have physical guards at our gates, the gates will be closed or remain open all day. Joe responded that there will be cameras at all gates 24/7 to deter anyone from walking onto the property. He would like the gates closed; however, there are concerns about burning out the motors from opening and closing all day, as well as the gates fighting the wind, which could stress the motors. Director at Large Acker commented that the gate hinges are*

- expensive and would need to be replaced more frequently with more usage. Vargas stated that better hardware would be a consideration. Director at Large Acker noted that it takes approximately 20 seconds to open and close the main gates, thereby creating a traffic issue. Joe stated that we're looking into upgrading the motors in the future.
- c. *Dave Nelson: Thanked the board for addressing many of the issues on the residents' minds. He expressed how difficult the job on the Board is and respects their dedication to the community. He requested that Joe spend more time being accessible to the residents.*
    - i. *Dave read homeowner MaryPat Anderson's letter to the Board. (He submitted this copy to Vice President Otte.)*
  - d. *Dean VanderWalle: Discussed bar operation hours, unhappy with bar closing at 5:00 pm since afternoon golfers don't arrive until 4:30 to 5:30 pm. Table arrangements and reservation concerns were addressed by allowing staff to arrange tables in advance, with notification to the Pro Shop or restaurant manager to accommodate the residents' social culture. President Milroy stated that they will review bar hours to determine the feasibility of staying open later. Treasurer Zemke commented on the Food & Beverage budgeted loss that was 'acceptable' for this area's subsidy and needed to stay within the budget.*
  - e. *Bev Francis: Expressed frustration with the multiple changes and new rules occurring at an accelerated rate. President Milroy explained that a set-up fee is not charged if there is no staff involvement, and that the cost of club events must be covered by the club hosting the event.*
    - i. *Paulette Clifton: Commented on her perception of 'people jumping ship' in the neighborhood due to the current state of the association's finances. Her perception is based on the number of homes she has noticed for sale. President Milroy informed her that the number of homes for sale this year is consistent with past years. Paulette discussed her frustrations with: The past two years' \$75.00 dues increases; A minimum wage increase that was built in to last year's budget that didn't get voted in and yet we still had a deficit; Food & Beverage costs increasing while food quality is decreasing; Grille room reservations for all events is inconvenient; The multitude of changes occurring that have been a disappointment, as in the setup fee for room usage. Vice President Otte explained the rationale for having only those using the rooms pay all costs incurred for that individual club's event, rather than requiring all residents to subsidize every club event, as was done in the past. Hence, the association's increasing deficit. Clubs need to be self-sustaining.*
  - f. *Treasurer Zemke stated that he performed a personal survey of surrounding restaurants and found our pricing extremely comparable and, at times, the costs are much more reasonable at our own Grille. She requested a copy of the budget, which will be provided by either Joe Furlow or Lori Pillatzke.*
  - g. *Larry Pitzak: Questioned the costs for the remodel, and all upgrades to the monument sign, kitchen, patio, south and Miles gates, etc., and where this money came from. He mistakenly believed that the \$75.00 dues increase was to replenish the Reserves account. The board clarified that it was \$65.00 to the Operations account and \$10.00 to the Reserves account. Both the Chairperson of FPC, McKeown, and the Treasurer, Zemke, stated that the funds used for those projects came entirely from Reserves and Capital accounts, not from operational funds. Larry also questioned exactly what the term 'informal attire' meant in the recent dress code survey. Vice President Otte stated he should place his concern about clarification of this term in the 'comments' section on the survey.*
  - h. *President Milroy read each of the following correspondence emails:*
    - i. *Tom Dougherty requested that staff send a synopsis to all residents of the Board meetings. The video is "not good enough."*



- ii. *Liz Snyder listed several issues she is concerned about: Checking in online, Food, and Seating for large groups.*
- iii. *Lisa Farina's email was acknowledged, and she was informed that the Treasurer would respond directly to her.*
- iv. *Pam VanderWalle had concerns about large gatherings for lunch and the room set-up fees. She suggested that they offer tiered room fees based on the group's needs: As in, if only furniture were set up or breakdown, clean up, food involved, etc.). President Milroy explained the set-up fee breakdown*
- i. *Resident John Pignatelli shouted out to shut down the restaurant because it is a waste of money.*

## VI. COMMITTEE REPORTS:

1. Architectural Review Chair: Marty Kirk  
Minutes on file
  - a. October 14
  - b. October 29
2. Communications Chair: Susan Bell  
Minutes on file
3. Cultural Chair: Jolene Kercher  
Minutes on file
4. Emergency Preparedness Chair: Mark West  
No Meeting
5. Facilities Planning Chair: Chuck McKeown  
Minutes on file
  - a. September Monthly Report:
    - i. Facilities Planning Chair, Chuck McKeown, reviewed his monthly report, listing the 2024/2025 completed projects in alignment with the annual plan. He reminded everyone that all funding for the new projects, including the Ballroom and the Grille, is being sourced from the Reserve Account.
  - b. Reserve Budget Reallocation Approval
    - i. Chuck requested that the Board approve the Reserve Budget Reallocation. The FPC committee is seeking approval of the budget before planning the projects. Chuck outlined the necessary funds for the proposed projects along with the reallocation plan. He reminded the Board that the FPC operates on a 1, 3, and 10-year planning basis. Last year's three-year plan included the kitchen, patio, infrastructure, and outdoor recreation. The Reserves were reallocated to prioritize these projects. This year's allocation is \$1.5 million, which is part of the planned projects. He also referenced the Heritage Palms Bylaws regarding the process of reallocating Reserve funds.

The Facilities Planning Committee proposed a four-step process:

1. BOD approves FPC 3-Year Reserve Expenditure Budget, in concept.
2. Nov. – Dec.: ARS to provide professional review/comments on Reserves reallocation.
3. Dec. Finance Committee Meeting: Review recommended reallocation of Reserves and ARS input on Reserves reallocation.

4. Dec. BOD Meeting: BOD adopts the Reserves reallocation plan and the FY 2025/2026 FPC Budget for scheduled projects as per the annual plan.

The FPC requests that the Board of Directors approve the FPC 3-Year Reserve Expenditure Budget, in concept, and establish a process to review the FPC reserve reallocation plan and FY 2025/2026 budget for final approval of the concept of the budget, contingent on having all necessary data from ARS and the Finance Committee, at the December BOD meeting.

*Director at Large Acker moved to approve the motion, Vice President Otte seconded. Motion passed 4-0.*

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| <b>6. Golf Advisory Committee</b> | <b>Chair: Sherman Fairbairn</b> |
| Minutes on file                   |                                 |
| <b>7. Insurance</b>               | <b>Chair: Bruce Lichtenberg</b> |
| No meeting                        |                                 |
| <b>8. New Member Welcome</b>      | <b>Chair: Nancy Amos</b>        |
| Minutes on file                   |                                 |
| <b>9. Rules and Regulations</b>   | <b>Chair: Katie Berger</b>      |
| Minutes on file                   |                                 |
| a. October                        |                                 |
| b. November                       |                                 |
| <b>10. Security &amp; Safety</b>  | <b>Chair: Jim Boldt</b>         |
| Minutes on file                   |                                 |
| a. September adopted revised      |                                 |
| b. November draft                 |                                 |
| <b>11. Social</b>                 | <b>Chair: Antonia Torres</b>    |
| Minutes pending                   |                                 |
| <b>12. Special Events</b>         | <b>Chair: Antonia Torres</b>    |
| Minutes pending                   |                                 |

**VII. OLD BUSINESS NONE**



## VIII. NEW BUSINESS

1. General Manager Joe Furlow requested the ratification of the Inspector of Elections and recommended the same company that was used last year, NLB. He informed the board that the company quoted the same price as the previous year. *Director at Large Acker moved to approve the motion, Treasurer Zemke seconded it. The motion passed 4-0.*
2. Joe Furlow proposed that the nomination committee include the chairpersons of the Finance, Safety and Security, and Rules and Regulations Committees, along with a former Board member, for the 2026 nominating committee. Director at Large Acker inquired about what would happen if one of the chairpersons decided to run for the Board, specifically, who from the committee would join the nominating committee. It was agreed that the Vice Chairperson would take this position. The motion proposes establishing a new nominating committee. This committee will include the chairperson of the Finance Committee, the chairperson of the Safety and Security Committee, the chairperson of the Rules and Regulations Committee, and a former board member. If any of these committee chairpersons chooses to run for a position, the vice chair will be appointed to the nominating committee.  
*President Milroy moved to approve the motion, and Vice President Otte seconded it. The motion passed with a vote of 4-0.*  
*Director at Large Acker made a motion to nominate Kevin Turman, former board member and Chairperson, for the 2025/2026 Nominating Committee. President Milroy seconded the motion. Motion passed 4-0.*  
Treasurer Zemke noted that the three Committee charters will need to be revised to reflect this change. Vice President Otte requested verification of the bylaws regarding the approved changes to the nominating committee.
3. Joe Furlow informed the board that all the quotes received for replacing the tennis court windscreens are approximately \$30,000. He requested that this item be tabled definitely until the December meeting to allow more time to search for additional quotes. The Board agreed.

## IX. ITEMS TO BE DISCUSSED NEXT MONTH:

1. Racket Court #4 Pathway
2. Tennis Windscreens
3. FPC consulting for Solar project
4. Ratify Matt Hoyt's request for pump repairs

## X. EXECUTIVE SESSION:

Before today's open meeting and on October 20, 2025, and October 23, 2025, the Board met in Executive Session to review and/or take action on contracts, member hearings, legal matters, and/or personnel matters.

## **ADJOURNMENT 12:30 PM**

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Vice President Otte, Vice President

# EXHIBT A



## Director of Finance Report

**RE: October 31, 2025, Unaudited Financials – Nov 20, 2025 Board of Directors Meeting**  
(Specific Components Reviewed)

### **Net Income Year-to-Date**

Monthly Net Income (*Loss*) at 10/31/25 - is **(\$316,703)** compared to a budget of **(\$371,074)** with a net favorable variance of **\$54,371**

Net Income (*Loss*) YTD at 10/31/25 - is **(\$316,703)** compared to a budget of **(\$371,074)** with a net favorable variance of **\$54,371**

Golf Operation (including Turf Maintenance) – **\$72,290** favorable to budget YTD

Common Area/Perimeter Maintenance – **(\$2,859)** favorable to budget YTD

Food & Beverage Operation - **(\$24,825)** unfavorable to budget YTD

G&A – **\$12,095** favorable to budget YTD

Fitness – **\$3,095** favorable to budget YTD

Engineering/Housekeeping – **(\$7,927)** unfavorable to budget YTD

Security - **\$2,502** favorable to budget YTD

Reserves balance is **\$8,446,654.34**

Operating Cash is **\$134,754.37**

Capital Cash is **\$267,012.85**

No Public Play to report since we are still on cart paths.

We have reached our goal of **\$1.47M** in Heritage Passes and Palms Pass.

Respectfully submitted,

Lori M. Pillatzke  
Director of Finance

## EXHIBIT B



# ***Golf & Landscape Agronomic Report***

**To:** Distinguished Members of the Board

**From:** Matthew Hoyt, CGCS • Golf & Grounds Superintendent

**Date:** Thursday, November 13, 2025

**Re:** November 2025 - Staff & Agronomic Report



It has been said before, and I'll say it again. "I sure am glad overseed is OVER!!" Overseed is a gargantuan process with very little room for error. To say the least, it is a bit of a stressful event. Fortunately, this year we had excellent growing conditions. Establishment was very successful property-wide and the South facing slopes did not struggle nearly as much after germination.



What you can expect on the golf course over the next month is improvements in playing conditions. The largest focus after overseed is always the speed and condition of the putting surfaces. On all other putting surfaces, we have been dropping the height of cut, and additionally running groomers to thin the turfgrass stand. With some planned rolling this week and next week, ball roll will continue to improve as speeds will begin to edge up.



They always say, “expect the unexpected.” This was the case when we had a few unwanted guests this overseed. The first was a gaggle of geese that were not invited.

The other is in the photo to the left.

This was an adventurous soul that decided to check out the creek on number 18, and then continue further along the cart path down 17.

*“Pam, moving forward, if you could please, have your guests park in front of your house on the street from now on :)”*

When the course is closed it feels like there is so much time available for catching up on projects after a long summer. We usually use the time when we are not maintaining the golf course to revitalize the perimeter landscaping and internal desert areas. Sadly enough, time flies, and I need to report that we did not get as much maintenance completed as anticipated. This deferred maintenance will continue to be resolved over the coming months.

Each and every year we repaint the colors on each of the 144 tee markers. This year it was deemed necessary by their unsatisfactory condition, that every in-ground yardage marker be restored. This was a painstaking process to collect every yardage marker and bring them to the golf maintenance area. The restoration process included a cleaning agent and the use of our hot water pressure washer. I feel the final outcome was very successful, and the newly painted gloss black yardages really pop in the cleaned stones.

The team and myself are especially proud of this years overseed accomplishments, and we all within the department are dedicated to making Heritage Palms the best it can be. As always, thank you to everyone for all your continued support and appreciation. Please reach out with any comments or questions.



# EXHIBIT C

## ***Funding Discussion***



**To:** Board of Directors

**From:** Matthew Hoyt, CGCS – Golf & Grounds Superintendent

**Date:** 11/12/2025

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### **Paver Path to Court #4:**

The following materials are provided to facilitate a discussion around the installation of a paver path connecting the pickleball oasis with court #4.

Currently only a dirt path exists with the resultant dust and debris being tracked onto the court surface. A dirty court surface has an increased chance for slips and injuries. Staff is recommending pavers that are similar in color and design to the current Pickleball patio. Matching pavers that are like-for-like will maintain a consistent design method across the entire racquet facility at Heritage Palms.

The reserve study was searched for suitable comparable items, but none were found.

As this is a new construction, with nothing in the reserve study, this would be a capital project.

Installation and construction of the new paver path is NTE: \$7,990

### **Fire Pit Construction:**

The second portion of this funding request revolves around a proposed idea to add a firepit to the pickleball patio.

The fire pit would be constructed at the same time as the paver path above, reducing the cost of the project.

As this is a new construction, with nothing in the reserve study, this would also fall under the same capital project.

Installation and construction of pickle ball patio firepit NTE: \$1,940





## Aztec Landscaping

84670 Avenue 49

Coachella, CA 92236

(760)398-7738

azteclandscapingcv@aol.com

www.azteclandscapingcv.com

Lic.# 888272

## Estimate

Number E657

Date 10/22/2025

### BILL TO

Matthew Hoyt  
Heritage Palms Country Club  
44291 S. Heritage Palms Dr.  
Indio, CA, 92201

### SHIP TO

### Project

Pavers @ Heritage

Description	Amount
Landscape Removal & Disposal (300 S/F) (D-G & Dirt Removal Included) (2 Shrub Removal Included)	\$2,000.00
Irrigation (Modifications & Repairs) (Estimate)	\$500.00
Pavers (300 S/F) (Orco) (Antique Cobble) (Color Orcatta) (I Pattern with 8" Border) (Material & Labor)	\$7,500.00

TOTAL DUE

\$10,000.00

Contractors are required by the law to be licensed and regulated by the Contractor's State License Board. Any questions concerning a contractor may be referred to the Registrar, Contractors' State License Board, P.O. Box 2600, Sacramento, California 95826, 1-800-321-2752



**FIP BID PROPOSAL # R-25274**  
**Heritage Palms Walkway Tennis**  
 80761 Fred Waring  
 Heritage Palms  
 Indio, Ca. 92201  
 10/27/25

**Matt Hoyt**

80761 Fred Waring  
 Indio, Ca. 92201  
 760 360-4178  
 Attn: Matt Hoyt, mhoyt@heritagepalms.org

This Proposal is based on the following areas and to the following specifications. All materials, labor, delivery, installation and taxes are included in the proposal. This proposal is good for 30 days.

**Specifications:**

- If applicable, plants, sprinklers, lighting and/or boulder removal to be by others prior to demolition.
- All sprinkler lines, electrical lines, drains, contingency pass-unders and other subsurface installation to be provided or installed by others, a minimum of 12" below finished surface prior to commencement of work. FIP not responsible for damage to any of the aforementioned items less than 12" that could be hit during demolition.
- FIP cannot be responsible for "discovery" items and unforeseen issues.
- Final grade should be 3 1/2" in Walkway.
- Additional charges may apply if jobsite is not ready upon arrival.
- FIP not responsible for damage done to any adjacent landscape. However, Farley will make their best effort not to damage surrounding landscape.
- In-progress paving installation areas are to be substantially free from traffic by other trades until installation area is complete.
- Unless otherwise stated steps, sprinklers, sleeving and drains are not included.
- 2" of class II compacted road base to be included in walkway.
- 1" of concrete sand setting bed to be included.
- All permits, fees, and association approval to be the responsibility of the property owner, if applicable.
- Paver to be determined. Pricing includes 60mm Angelus Castle Cobble 3 stone package in Cream-Terracotta-Brown in I pattern non-tumbled, standard material. Please confirm pavers.
- It is assumed that there is no more than one move-in that staging areas are close to installation areas without obstruction. Delays are subject to additional charges.
- Note: Minimum order quantities are required with special order colors, which can result in excess material.
- Note: material requested is non-standard which is non-returnable and non-refundable. Once production begins, the order cannot be cancelled. Please allow 4-5 weeks for production.
- Please address all field requests through FIP office.

**Price:**

Scope of Work	Square footage	Price
Remove excess dirt, excavate to proper depth. Install new pavers. Apply polymeric sand in between joints.	376	\$11,020.00



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Heritage Palms Walkway Tennis 10/27/25

# EXHIBIT D

**Board Report – November 2025**  
**Stuart Birch, PGA**  
**Head Golf Professional**

## **Golf Pass and Cart Plan Sales**

Since the start of this season's sales period, we have generated the following:

- **Heritage Passes:** 250 total
  - 124 Individual
  - 63 Couples
- **Palms Passes:** 96 total  
*(Palms Passes may be used by up to two individuals residing in the same property.)*
- **Trail Fees:** 361 total
  - 143 Individual
  - 109 Couples
- **Heritage Fleet:** 22 total
  - 12 Individual
  - 5 Couples
- **Window Insurance:** 586 total
  - 241 Home
  - 345 Golfer
- **Revenue Budget Target:** \$1,617,998
- **Actual Revenue:** \$1,613,240 (99.71%)

With several resident golfers still returning for the season, we fully expect to exceed our budget target in the coming days.

## **Rounds Played**

Due to October overseeding, no rounds of golf were played during the month.

## **Cart Stickers**

This season's cart stickers for trail-fee holders were ordered in September. Unfortunately, the vendor did not process the order as expected. After following up the week before Opening Day, I was informed the stickers would arrive on Friday, November 7th.

They were ultimately delivered on Tuesday, November 11th and were not the correct type these were designed for inside windshields rather than golf cart exteriors.

We have been assured the correct stickers will be delivered by **November 21st**. This fell short of our expectations, and I apologize they were not available for the start of the season.

Once the correct stickers arrive, the Golf Shop will notify all passholders. At that time, we will also distribute **Range bag tags** for golfers with unlimited range access.

### **Staff Update – Shannon Sweeney**

We are pleased to welcome **Shannon Sweeney** as our new First Assistant PGA Golf Professional. Shannon brings over thirty years of experience at several highly regarded facilities. In addition to serving as my second-in-command, she will offer private lessons and clinics for residents.

### **Outside Services Team**

We expect to have a full team in place within the next couple of weeks. A few members of last seasons outside service staff chose not to return after securing other positions during the offseason. I will be interviewing candidates during the week of November 17th to fill the openings.

### **Golf Shop**

The Golf Shop has received a fresh update, including new carpet, paint, and a new access door leading to the patio.

We also have a strong selection of new merchandise arriving, and we will begin promoting our first fitting days of the season with **XXIO** and **Titleist**, both scheduled before Christmas.

### **Golf Events**

Opening Day last weekend welcomed approximately **250 golfers** to kick off what promises to be an outstanding season at Heritage Palms. We hosted a **Step-Out Scramble** for more than 100 players and received very positive feedback on this new event format.

# EXHIBIT E

## GENERAL MANAGER REPORT

Board of Directors Meeting

November 20, 2025

### I. NEWSLETTER UPDATE

- We recently sent guidelines to all chartered clubs and groups regarding newsletter guidelines.
- All submissions need to be sent to Communications Director Lauren Tijerina by the 15<sup>th</sup> of each month.
- If you know anyone interested in advertising in the newsletter, please direct them to Lauren for pricing.

### II. HVAC ISSUES

- HVAC in Heritage Room, Santa Rosa Room and Lobby have been replaced, repaired and or serviced.

### III. SECURITY

- Treatment of our Staff by Residents
- Vendor treatment of our Staff
- SAFE PASSAGE UPDATE
  - New Cameras arrived today. Installation will begin immediately with Desert Cities
  - We will test to ensure we have worked out the kinks
  - Exits are triggered via loops, not license plates. We are just capturing plates upon departure.
  - We estimate 20% of our residents have still not downloaded the APP and imputed information.
    - If you have loaded your information (and downloaded the app), we will be able to read your license plate as long as you don't tailgate.

### IV. FOOD AND BEVERAGE UPDATE

- We can use our communities support on Dinner Nights. Tuesdays and Sunday's, as well as Happy Hour on Thursdays.
- Snack Shack has a phone number, and we will place signs on holes 8 and 17 to remind members about the snack shack
  - Due to the City's late final approval, we have had to use the first few weeks to work out kinks in the system.
- FOH Staff is working well together, under the guidance of Nicole Lockwood.
- BOH is working hard, attempting to improve. Quality and Consistency is not quite where we want to be.

### V. IT/JONAS UPDATE

- With the new Jonas modules, we had to build a new website.
- We launched phase I, and about to launch phase II which is the back end.
  - Please understand, the BACK END is a mess. So much data. So many pages.
  - Christopher Banks and Jonas are working around the clock to get this done by end of November.

### VI. FPC DISCUSSION

- As the Board has directed the FPC to begin investigating work to be done next summer on the Grille and Ballroom, we have reviewed the reserve budget (which will be re-done in February of 2026, as usual) and discussed earmarking an amount to the FPC to begin planning, speaking to vendors, requesting proposals (which the BOD will review and possibly approve) for projects to be done in the summer of 2026.
- FPC and Management worked together to establish a revised 2025/2026 Reserve Budget allocation.
- Money set aside on the Reserve Budget for projected to be completed in 2025/2026 is slated to be 1,943,000.
- Members contribution to the reserve fund for 2025/2026 will be 1.74 million, excluding RRA contributions.
  - RRA contribution is \$3,600.00 per house sold at HP
  - Projecting 30 sales per year
- **The FPC requests that the BOD approves the FPC 3-year reserve expenditure budget in concept and establish a process to review the FPC reserve allocation plan and FY 2025/2026 budget for the final approval at the December BOD Meeting.**