



OUTDOOR RESORT
PALM SPRINGS OWNERS ASSOC.

**Owners
Resource
&
Information Guide
2018**

NOVEMBER 2018

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1 INTRODUCTION

This Owners Resource & Information Guide was created to provide information for services available at the Resort, answers to commonly asked questions, and other information useful to residents of Outdoor Resort Palm Springs (ORPS).

The Owners Resource & Information Guide is maintained and updated by the Board Executive Assistant. Send any updates or changes to board@orps.com.

The Contact Information in the Appendices will be updated annually.

The Owners Resource & Information Guide is published on the ORPS Home Owners Association website (www.orpshoa.com) under the Resources tab. Hard copies are available for owners at the Board Office (La Palma) or at the Front Office, Administration Building. Outdoor Resort Palm Springs is governed by the:

- Covenants, Conditions and Restrictions (CC& R's)
- Bylaws
- Architecture and Aesthetics Rules (A&A)
- Rules and Regulations (R&R's)
- Administrative Policies and Procedures

In the event of a conflict between the information in this guide and the Governing Documents, the Governing Documents take precedence. You are encouraged to review the Governing Documents to familiarize yourself with the rules of the Association. Documents are found on the ORPS Website, Home Owners Association, Governing Documents: <http://orps.com/home-owners-associations/governing-documents/>. Updates and changes are posted periodically.

2 ADMINISTRATION

2.1 GENERAL ADMINISTRATION

Main Phone Line: 760-328-3834
November 1- May 31 Mon-Fri 9am - 5pm Sat-Sun 9am - 2pm
June 1 – October 31 Mon-Fri 9am - 3pm Sat-Sun Closed

The Administration Building is located at the front entrance to the Resort. This is the location of the Front Office, General Manager, Resort Services Manager, Community Standards Coordinator, Permitting Services, Accounting Office, Maintenance Dispatcher, Guest Registration and Sales and Rental Offices. (Facilities Manager is located in Maintenance yard.)

2.1.1 Accounting and Billing

Phone: 760-328-3834, ext. 241
November 1-May 31 Mon-Fri 9am – 4pm
June 1 – October 31 Mon-Fri 9 am – 3pm

The Accounting and Billing office is located at the Administration Office. They will set up automatic deductions for payment of your monthly Homeowners Association (HOA) fees if desired. A voided check is required with the application.

2.1.2 Maintenance Dispatcher

Phone: 760-328-3834, ext. 293

Email: dispatch@orps.com

Contact the Maintenance Dispatcher regarding maintenance of sprinklers, lot lights and other general maintenance issues.

2.1.3 Facilities Manager

Phone: 760-328-3834, ext. 292

The maintenance yard and manager's office is located inside the gates beside the Main Laundry. Only employees of ORPS and invited vendors are allowed in the maintenance yard.

NOTE: Due to safety concerns, owners are not allowed in the maintenance yard.

2.2 RESORT SERVICES MANAGER

The Resort Services Manager is responsible for the following:

- Processing of New Owners
- Updating Databases with personal information changes (including address, phone, email and family member information)
- Owners Directory (available for purchase of \$5.00)
- Registering an e-mail address for receipt of ORPS Board and Association documents
- Registering an email address for receipt of ORPS General Manager Information (e.g. 'Out and About')
- Registering of guests of owners for security gate entrance
- Owner's Authorization for Overnight Stay on Lot (for Private Rentals)
- Issuing Tennis Court Keys
- Issuing Mailbox Keys
- Issuing Photo PROX Cards and Auto Transponder Tags
- Issuing of Permits for lot modifications
- Registration of rental guests including Photo PROX Cards

2.2.1 PROX Cards and Transponder Tags

PROX Card and Transponder Tag forms can be obtained from the Front Office Administration Building. *(See Section 1.H and 1.I of the Rules and Regulations for more information)*

Owner's Photo PROX Card:

- Each Owner must have a Photo PROX Card to enter the resort and access facilities
- Two photo PROX cards are issued per lot at no charge to new owners upon close of escrow

- Lost or stolen cards will be replaced at a cost to the owner of \$50.00 Damaged or unusable cards will be replaced at a cost of \$5.00
- Card readers are installed for limited access areas, such as: LP and ES Clubhouse kitchens, Fitness Center and Owners' Lounge
- PROX Cards must be used when entering on foot, bicycle, golf cart or motorcycle
- Vehicles using a PROX Card enter via the left lane next to the Gatehouse
- Between the hours of 10pm - 6am during the fall/winter months and 24/7 during the summer months you will be required to use the card reader to exit the resort

Transponder Tags:

- Vehicle Transponder Tags must be purchased from the Front Office, Administration Building and placed on the vehicle windshield or headlight
- Vehicles with a permanent Transponder Tag enter the Resort using the right lane

2.2.2 Permits for Lot Modifications

- Permits are required for any lot or RV modifications (*See Section 4&5 of the Architectural and Aesthetics (A&A) Rules for complete details*)
- Answers to your Frequently Asked Question, Instruction Packets, forms and guidelines can be found on the ORPS Home Owners Association website under the Permitting tab as well as at the Permitting Counter at the Administration Building (Front Office)
- Subject to CC&Rs, Article 7.3, it is the responsibility of the A&A Committee to approve all permits; the Board can delegate to the General Manager the duty to review and make decisions on applications submitted during the summer months
- A permit must be posted at the front of the lot before work can begin. The A&A Committee will inspect the work once it is complete
- All contractors and vendors entering the resort must be licensed

2.2.3 Community Standards Coordinator

Phone: 760-328-3834, ext. 246

The Community Standards Coordinator (CSC) is responsible for identifying lots and RVs that are not in compliance per the HOA Governing Documents and following the enforcement process accordingly. The CSC will make physical inspections and assist with measuring lot boundaries and identifying issues.

2.3 SALES AND RENTALS

There are two authorized Sales and Rental Agents available. Listings are available through the ORPS Website or the individual Agent websites. By owner for sale or rent listings are also available on the ORPS website.

2.3.1 Sales Agents

<u>Bob Boyce & Associates</u> Phone: 760-835-2003 Email: Bob Boyce @ orpsbob@aol.com Website: http://outdoorresortresales.com/ Location: Office in Administration Building	<u>Desert Cities RV Properties</u> Phone: (760) 424-8455 Email: sales@outdoorresort.com Website: https://www.outdoorresort.com/ Location: Lot 383 Outdoor Resort
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2.3.2 Rental Agents

<u>Phil Hahn & Associates</u> Phone: (714) 287-7142 Email: info@rvlots4rent.com Website: http://rvlots4rent.com/ Location: Office in Administration Building	<u>Desert Cities RV Properties</u> Phone: (760) 424-8455 Email: rentals@outdoorresort.com Website: https://www.outdoorresort.com/ Location: Lot 383 Outdoor Resort
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2.3.3 Registration of Renters

All renters of lots, with or without an RV, must register at the Administration Office upon entry into the resort. All renters will be:

- Issued a guest Photo PROX Card (2 per unit)
- Issued Tennis Court keys with a \$50 deposit
- Assessed a daily Resort Fee of \$12/day/unit with a three-day (\$36) minimum
- *(See Section III.A of the Administrative Policies and Procedures)*

Direct family members residing on the lot owned by their family member do not pay the Resort Fee. Family members are defined as Owner/spouse and their parents, grandparents, children, children's spouse, and grandchildren. Owners renting their lots directly must fill out a form and submit to the Administration prior to the arrival of guests.

2.3.4 Guest Registration and Day Passes

Guests of Owners

- Contact the Administration Office and Security Gatehouse to arrange entry for all guests
- Ensure that guests have your lot # and phone number when they arrive
- Passes are not intended for overnight usage and expire at midnight each day. If guests who have been issued a day pass require an overnight pass, these will be issued by the Security Gate, at the request of the Owner only
- Owners are responsible for providing parking for their guests and advising them of Resort Rules

Guests of Renters

- The Security Gatehouse staff will provide your guests with a daily car pass and, if requested, a map to help them find your lot

- Passes are issued for one day from the first day of issuance, and are renewable in one day increments, at the request of the Renter
(See Section 11.B of the Administrative Policy and Procedures)

2.3.5 Ambassador Program

Volunteer Ambassadors are available to take visitors for a tour of Outdoor Resort. Often visitors stop by the Administration Building wanting to see the facilities so one of our Ambassadors is often available to answer questions and give them a golf cart tour of the facilities.

3 FACILITIES

3.1 ACTIVITIES OFFICE

Phone 760-328-3834, ext. 271 or ext. 270

Located outside ES Clubhouse, west of Espresso Bar Window

Open October – April Mon - Fri 8:00am - 3:30pm

3.2 CLUBHOUSES

3.2.1 El Saguaro (ES)

Open Daily 6am - 10pm

ES Clubhouse includes:

- Large Ballroom, Stage
- Kitchen facilities
- Owners Lounge (OL), Multipurpose Room and Library
- West Meeting Room (WR)
- Activities Office

Services provided:

- Bulletin Boards
- Emergency phone located poolside next to hair salon
- Mailroom (ES) - Mail and package handling
- Propane Barbecues
- Pickleball Courts
- Covered Patio (Pergola)
- Espresso Bar
- Hair Salon
- POOL, SPA, restrooms and showers

3.2.1.1 *OWNERS' LOUNGE (OL)*

Access to the Owners Lounge is restricted to Owners. Guests must be accompanied by an Owner unless for specific events that are made available to guests. Facilities include:

- Big screen with theatre seating
- Multipurpose Room - contains a sink, microwave and refrigerator. (No cooking is allowed in the Multipurpose Room)

- Bar with sink and ice machine
- Library
- Pool/Billiard Room
- Restrooms with Showers

NOTE: The Owners Lounge - Multipurpose Room only can be booked for private parties through the Activities Office. Otherwise use of the Owners Lounge is on a first-come-first-served basis and events cannot be closed to other owners except during official Resort activities. Owners are responsible for cleanup and returning the room to original condition.

3.2.2 La Palma (LP)

Open Daily 6am - 10pm

LP Clubhouse includes:

- Ballroom, and Stage
- Kitchen Facilities
- Board of Director's Office
- East Meeting Room (ER)
- Fitness Centre (FC)
- Library

Services Provided:

- Bulletin Boards
- Emergency phone
- Mailroom (LP) - Mail and package handling
- Paper shredder box
- Propane Barbecues
- Convenience Store
- Tennis Courts
- Restaurant with outdoor seating
- Pool, SPA, restrooms and showers

3.3 MAILROOM FACILITIES

La Palma Mailroom: Monday - Saturday 2pm - 4pm, Nov-April

Monday – Saturday 1pm-3pm, May - Oct

**El Saguaro Mailroom: 2:30pm - 4pm Monday – Saturday, Nov-April
Closed May - Oct**

- The mailroom accepts mail only from the US Postal Service (USPS)
- Other courier services deliver directly to your lot
- You will be assigned a Mailbox and key that coincides with your Lot Number
- Mail boxes for lot numbers 1-624 are located at the LP CLUBHOUSE; mailboxes for lot numbers 625-1213 are located at the ES CLUBHOUSE
- Mail Drop for outgoing mail is near service windows and picked up daily by the U.S. Post Service at approximately 9am Monday through Saturday

- Mail Forwarding - Mail room staff will forward mail delivered to ORPS after your departure only if you provide pre-addressed Labels with your forwarding address (labels may be purchased). To discontinue mail forwarding, please notify LP Mail Room staff prior to your arrival in the resort
- Bulletin Board Postings: "For Sale/For Rent" notice cards are provided by the mail room staff and they will provide guidelines on what may be posted
- Both Mailrooms are closed on Federal Holidays
- Include your lot number on all packages and personal mail you will be receiving at the Resort.

The Resort Mailing Address is:

Outdoor Resort Palm Springs
69411 Ramon Road, Lot # _____
Cathedral City, CA
92234-3350

3.4 ORCHARD

- Located on East Wall of Phase 2 and 3 (East of Sunrise Circle)
- Picking of fruit in the Orchard is encouraged; please share and be respectful of those residing adjacent to the Orchard when accessing the area
- Never enter the Orchard across an owner's lot; enter the Orchard only on foot and via the common area
- No pets allowed in the Orchard
- Do not drive golf carts or bicycles within the Orchard

3.5 LAUNDRY FACILITIES

Hours: 6am – 10pm

MAIN LAUNDRY

Located at Golf Course Drive and Sunrise Circle, adjacent to the recycle bins. The Main Laundry has several machines of various types. One machine is designated for "Pet Blankets". All laundry machines require a Smart Card to operate. Smart Cards may be purchased at the Main Laundry using a Debit card or Visa card, or the Front Desk at the Administration Building. In case of card machine malfunction, replacement cards will be available at the Front Desk.

SATELLITE LAUNDRIES

Located in each Satellite building. Each building has 3 dryers and 3 washing machines. All laundry machines require a Smart Card to operate. Smart Cards may be purchased at the Main Laundry using a Debit card or Visa card, or at the Front Desk, Administration Building.

3.6 AIR FILL STATION

There is an air filling station located next to the main Laundry building. It is suitable for your autos, golf carts and bicycles at no charge.

3.7 CONVENIENCE STORE

Located at the west end of La Palma Clubhouse
Phone 760-328-3834, ext. 254
Open Mon-Sat 8:00am - 3:00pm and Sun 8:00am – 12:00pm

The store is operated by an outside contractor.

- Items for sale include: postage stamps, official signs to display items “For Sale/Rent”, RV parts, ORPS logo clothing, propane heaters, LED bulbs, patio chairs, grocery items, newspapers, bicycle locks
- Special orders on RV items and appliances

3.8 HEALTH AND FITNESS FACILITIES

3.8.1 Fitness Center

Located at the east end of La Palma Clubhouse pool area
Open from 5:00am to 10:00pm 7 days a week

- Owners and Renters can access the center by using their PROX Card
- Children under the age of 14 must be accompanied by an adult
- Engraved bricks on the Fitness Center Walk are available for purchase; see a Health & Fitness Committee member for details
- Proper footwear is required, no open-toed shoes (flip flops, sandals etc.)
- Phone is available for emergency use only

3.8.2 Pools and Spas

Hours for all Pools and Spas are 7:00am – 10:00pm
Restrooms and Showers open 24 hours

Locations:

- ES Clubhouse – includes lap pool, two spas, showers, restrooms, and wading pool
- LP Clubhouse – includes pool, spa, showers and restrooms
- Six Satellites (A-F) – includes pool, spa, sauna (Satellite ‘D’ only), showers, and restrooms

Rules and Information:

- All pools and spas use a salt water sanitized system
- There are no lifeguards on duty at any pool or spa
- Rules for pools and spas are posted and enforced by Resort Security
- Persons needing diapers must use a non-absorbent swim diaper
- Children under the age of 14 must be accompanied by adult in all pool and spa areas
- Pets, except for working dogs, are not allowed in pool areas

3.8.3 Saunas

Saunas are available in the Men’s and Women’s shower facility at Satellite ‘D’.

3.9 SUMMER CLOSINGS

A list of facilities that close between the end of May and the second week of October will be posted on the LP and ES Clubhouse Bulletin Boards and is also available at the Front Office, Administration Building. The General Manager sends out an email update with the specific dates.

4 SERVICES

4.1 FAX AND COPY SERVICES

Administration Office Fax No. 760-328-7852

Convenience Store Fax No. 760-328-0358

- Located at the Administration Building and the Convenience Store
- A fee is charged for incoming/outgoing faxes and copies

4.2 GARBAGE/TRASH/GREEN WASTE

Trash Pickup: Monday, Wednesday, Friday, Saturday, Sunday

Green/Yard Waste Pickup: Tuesday and Thursday

- Place trash* to be picked up on curb before 9am
- Do not put out overnight
- Trash containers and green waste tarps left on the curb will be discarded
- Additional trash disposal and recycle bins are located adjacent to the Main Laundry
- Call Maintenance Dispatch at 760-328-3834, ext. 293 for large green waste pick up; no vendors' trash please

* Please use plastic bag, securely tied

4.3 RECYCLING

- The Resort is charged for trash removal, and for recycled items. Owners are strongly encouraged to use the White Bins adjacent to the Main Laundry for recycling flattened cardboard boxes, newspapers, magazines, mail discards, glass, plastic, and aluminum cans
- Refundable bottles/cans can be taken to the Recycle Station in Stater Bros parking lot

4.4 CABLE TV AND INTERNET

4.4.1 Basic Cable TV

The resort is contracted with Spectrum Cable (Formerly Time Warner) to provide cable services to each lot. Basic Cable TV is included in your monthly HOA Assessment. A Digital Adapter is required to receive the basic signal. Per our agreement with Spectrum each owner is entitled to one complimentary Digital Adapter. You will need one for each TV. This can be obtained by calling Spectrum Cable (mention that you are part of the Outdoor Resort Bulk Account). Contact Number: 1(866)550-3211

For a cost of \$5 per month/per service for up to 6 months you may place your Spectrum services on hold for the summer months.

4.4.2 Other Cable Services

Other enhanced services are available for an additional cost from Spectrum Cable such as HD/PVR, Phone and Internet packages. Visit their office at the corner of Ramon Rd and Cielo Rd (440 El Cielo Rd, Palm Springs or call Customer Service at 1- 800-892-4357).

4.4.3 Internet and WIFI

Free WIFI is available at La Palma, El Saguaro, the Owners Lounge, the Main Laundry and Administration Building.

Look for: '**Outdoor Resort**' (No Password is required)

INTERNET/WIFI Services can also be purchased directly from Spectrum (Time Warner) at the El Cielo Rd location. Installation and setup can be arranged with them or you can install it yourself.

4.5 PROPANE DELIVERY

Aguirre's Propane visits the resort on a regular basis. Contact at 760-342-1645 for delivery. Yellow tags, to display for service, are available from the Security Gatehouse.

5 ACTIVITIES

There are various activities and clubs available. Locations and times can be found in the Activity Calendar, Oracle or ORPS Website

- Pick up copies of Activities/Sports & Fitness Calendar from the Activities Office located at ES Clubhouse
- Sign-up at the Activities Office to receive ORPS Activities only information by e-mail
- Buy tickets/book tables for upcoming events
 - Ticket sales are at the Activities Office Mon-Fri 8am – 3:30pm or on-line through the ORPS Website: www.orps.com Events, Online Ticketing

For information on event updates/details, special classes and interest groups activities, check at Activities Office, the ORACLE, Bulletin Boards, in-house TV CHANNEL 98 or www.orps.com

Owners may meet with Activities Office staff to reserve the Multipurpose room in the Owners Lounge, meeting rooms, kitchens, ES Patio (Pergola), barbecues and may:

- order tablecloths, napkins, and cutlery for a fee
- arrange for decorations from the Activities Office, and
- request help with table and chair set-up and dismantling

Private parties may request tables and chairs to be delivered, set up and taken down on their lot for a fee.

5.1 LEISURE ACTIVITIES

There are many leisure activities throughout the resort. These and other activities will be 8listed on the Activities Calendar, on Bulletin Boards or in the ORACLE. Some examples are:

- Bible Study
- Book Discussion
- Chapel
- Computer Club
- Exercise Classes (fee)
- Golf Clinics
- Mexican Train
- Red Hat Society
- Tai Chi
- Poker - Texas Hold'em
- Hiking
- Biking
- Bridge
- Chorus
- Dance Classes
- FMCA (Family Motor Coach Association)
- Mah-jong
- Needlecraft
- ORPS Quilters
- Free Tennis & Pickleball Clinics
- Water Aerobics
- Table Tennis

6 SPORTS

The Resort has many sports activities available. Check the Activities Calendar or ORPS Website for schedules. Other sports activities are available through informal groups and schedules, such as hiking and biking.

6.1.1 Golf

Golf Shack: 760-328-3834, ext. 280

Open daily 7am

Closing time and "Twilight" play time will vary with daylight hours

www.orps.com/sports/golf/

There are two golf courses at the resort, an 18-hole par 3 course and a 9-hole par 3 "Back Course". Organized golf and other special events are listed in the Activities Calendar, ORACLE or posted on the bulletin board on the east wall of the Starter Shack and on the LP and ES Clubhouse Bulletin Boards. See Section 4 of the Rules and Regulations for further details.

General Rules:

- All golfers must check in at the golf shack before beginning a game
- Each player must carry their own clubs
- Tees must be used on the Tee box
- Retrieve only your ball from lakes and keep up with pace of play
- Rake bunkers, leaving rakes in the bunker
- Repair ball marks on greens and fill in divots on tee boxes
- Keep all pull-carts/power carts at least 30 feet from tees, greens and bunkers
- Play 'ready golf' keeping up with flow of play
- There is a six stroke maximum on any hole
- Golfers younger than 17 years of age must be accompanied by an adult golfer
- Golfing privileges may be revoked by golf starter, golf marshal, or Security at any time.
- Only golf to be played on the golf courses
- Putting Green and Chipping Greens are available for use during daylight hours

- A Tag must be obtained from the Golf Shack for the 'Back Nine' Course. The same rules and regulations apply.

Acceptable Golf Attire

- Ladies collared sleeveless or sleeved shirts
- Men collared shirts only
- No flip flops or bare feet
- Golf sandals are acceptable

Non-Registered Guests:

- \$25 per round of golf
- \$12 for twilight golf
- Book of Tickets: 10 for \$200
- Back Nine \$12 per round of golf

6.1.2 Tennis

Tennis Courts are located at LP (4) Clubhouse and each Satellite (6)
Open daily 7am - 9pm
www.orps.com/sports/tennis

The Tennis program at ORPS is designed to provide a quality tennis program for as many ORPS owners and renters as possible. The ORPS tennis program is administered by the Tennis Committee under the guidelines established by the ORPS Rules and Regulations and the ORPS Board of Directors.

- Owners or renters may obtain a court key at the Administration Office. Only one key will be provided, if lost there is a \$25 replacement fee
- Tennis events, schedules, lessons and court reservations are available on-line at the link above. The Tennis Bulletin board at LP is updated monthly with current events.
- Courts are reserved for organized/competitive play which includes the Daily Draws, Nice Easy Tennis (NETS), Couples only Tennis, Horse Race, Mixers, League Matches, Top Gun, Novice Clinics, Lessons, and any other special tennis activities that may be defined and approved as organized play by the Tennis Committee. All Organized/Competitive Play will be reflected on the Hold My Court Website. Check on-line for dates, locations and times as the Tennis Calendar is subject to change.
- Courts reserved at additional times for other Resort-sponsored events will be posted on-line
- Two Ball machines at LP are available by reservation of a court, beginning at 12:00 Noon for up to two hours at any one time for individual use. Keys for locks on the machines are available with the deposit of your PROX CARD at the SECURITY GATEHOUSE.
- Children under the age of 14 must be supervised on the courts.
- Proper attire and non-marking court shoes are required
- No other play is allowed on Tennis Courts, such as badminton, pickleball etc.
- (See Section 6 of the Rules and Regulations) for complete details

6.1.2.1 Tennis Court Reservations

- All Tennis Courts are by reservation only. Individual Owners/Renters may reserve one court per day for a maximum of two hours for any one group. If play is not commenced within ten (10) minutes on a reserved court, the reservation will be void and the court will be available for open play.
- ORPS tennis members need to register to use the FREE (ad supported) online reservation system, Hold My Court (HMC). An email link with our club ID will be sent to all ORPS tennis owners. If you have not received your "Club ID" by email, contact tennisorps@gmail.com and provide your first and last name, lot number, and contact phone number. Renters who wish to play tennis receive registration number. Renters who wish to play tennis receive registration information when they are issued a tennis court key at the Administration Office
- To register click here <https://holdmycourt.com/reserve2/orpstennis> and follow the directions below. Be sure to read item 10 through 16 for court reservation rules.
- If you are already registered with the on-line court reservation system, click here to go directly to the court reservation page <https://holdmycourt.com/reserve2/orpstennis>
- If you have problems with the registration system please read the Hold My Court Frequently Asked Questions at <https://holdmycourt.com/hmc/faq/>. If the problem persists, contact tennisorps@gmail.com

6.1.3 Pickleball

Pickleball Courts are located at ES (13) Clubhouse

Open daily: 7am - 9pm

www.orps.com/sports/pickle-ball/

- The ORPS Pickleball program is administered by the Pickleball Committee under the guidelines established by the ORPS Rules and Regulations and the ORPS Board of Directors
- Organized play includes: Beginner, Novice, Intermediate, Advanced and Open Play
- Tournaments are organized by the Pickleball Committee
- Pickleball events, schedules, and lessons are available on-line at the link above
- A court schedule is posted at the courts and bulletin boards and is also available on-line on the ORPS website <http://orps.com/activities-clubs/sports/pickle-ball/calendar/>
- Guests brought by owners and renters may use the ORPS Pickleball courts as per the posted Pickleball Schedule. Tournament play is only for ORPS owners and renters, no outside guests are allowed
- Persons under fourteen (14) years of age must be accompanied by an adult member
- Only the quiet ball, or equivalent, as demonstrated during the Pickleball trial, is to be used on the Pickleball Courts
- Balls are provided at the courts
- Appropriate Tennis or Pickleball attire and court shoes should be worn on the courts

7 BOARD OF DIRECTORS

Located in LP Clubhouse, near the Mail Room
Phone 760-328-3834, ext. 250 or Email: board@orps.com

Open Monday-Friday 9am – 3pm October – April; closed May through September

7.1 BOARD RESPONSIBILITIES

The duties and responsibilities of the Board are outlined in the Bylaws. They are responsible for:

- The management of the Resort in accordance with Governing Documents of the Association
- Financial analysis, reporting and audits
- Annual General Meeting for members
- Conducting monthly Board Meetings
- Communication to members on the management of the Resort
- Maintaining Board correspondence
- Annual Committee and Board Calendar
- Maintaining Board and Committee minutes
- Respond to written communications from owners

7.2 BOARD OF DIRECTORS

The Board is made up 7 Directors. Each Director is elected for a 3-year term. There are 5 officers appointed by the current Board following the election results in the spring:

- President
- Vice-President
- Secretary
- CFO
- A&A Committee Chair
- 2 members

7.2.1 Communication with the Board of Directors

Owners may submit comments in a written format. E-mails will be accepted. All submissions seeking action must be accompanied with the Owner's signature and lot number. All communications with the Board are public unless marked Confidential and directed to the Board of Directors only. (*See Section 1.A General, in the Administrative Policies & Procedures for definitions*).

7.2.2 Elections and Voting Process

The Association Bylaws provide rules for the election procedures and voting process. Vacant Board positions are filled in accordance with the Bylaws. Nominations close in January and ballots are mailed out in February, with the results announced at the Annual meeting held in March. The new Board begins their duties immediately following the election process.

8 GENERAL MANAGER RESPONSIBILITIES

The General Manager is responsible for the day to day operations of the Resort and manages based on policies established by the Board of Directors. The position reports to the Board of Directors.

The GM can be reached at: Phone 760- 328-3834, ext. 244 or e-mail: catherton@orps.com.

9 GOVERNING DOCUMENTS

All Governing Documents can be found on-line on the ORPS website, <http://www.orps.com/>. You may also sign in via the Home Owners Association website <http://www.orpshoa.com/> Log in via Home - Resident Sign-in and select the Governing Documents Tab.

9.1 CC&RS (COVENANTS, CONDITIONS AND RESTRICTIONS)

The CC&Rs describe the rights and obligations of the membership as they relate to other members and the association as a whole, and of the association to its members. Included are membership rights, limitations and liabilities, assessments, Architectural and Aesthetic Control, maintenance, insurance, enforcement etc. Amendments to the CC&Rs require a vote of the membership.

9.2 BYLAWS

The Bylaws establish policies and procedures for the governance of the Association. They set qualification for the election of directors, their number and term of office, their powers and duties, the appointment of officers, when and how meetings are held, quorum and voting requirements, and appointment to committees. Amendments to the Bylaws require a vote of the membership.

9.3 A&A (ARCHITECTURE AND AESTHETIC) RULES

The A&A Committee is established by the CC&Rs and appointed by the Board to provide the oversight and approval of all lot improvements and maintenance. The A&A rules include:

- General RV specifications
 - Restrictions on owners lots
 - Permit requirements and Rules for Lot Modifications and Improvements
 - Patio Furnishings, Satellite Dish Requirements, Utilities, Signs, RV Placement on lots
 - Installation of shade structures and outdoor kitchens
 - Lot Line Disputes, Variances and Enforcement and Administration
- Amendments to the A&A Rules require a 30-day notice and the opportunity for owner comment before adoption.

9.4 RULES AND REGULATIONS (R&R)

The Rules and Regulations state the general rules for the use of the resort. The rules include:

- Use of Association Facilities
- Pets
- Golf, Pickleball and Tennis
- Motor Vehicles
- Permitted Trailers, Staging area, Parking
- Bicycles, Pedestrians
- Vendor/Contractor rules
- Standards of Conduct

9.5 ADMINISTRATIVE POLICIES AND PROCEDURES

The Administrative Policies and Procedures establish procedures to guide the administration and operation of the various functions of the resort. Unlike Rules & Regulations, the adoption of Administrative Policies & Procedures does not require a 30-day waiting period for member input. The reason for the difference is that rules have penalties attached to them, whereas policies and procedures do not. Included are:

- Board and Management Policies
- Finance and Accounting and Procurement Policies
- Renters and Guest Services
- Miscellaneous Policies
- Administration and Enforcement

9.6 FINANCIAL REPORTING

Financial reports are delivered at each monthly Board of Directors meeting and available on the HOA website. Financial statements are published annually and mailed or e-mailed to owners twice a year. The fiscal year for ORPS is July 1st to June 30th.

9.7 COMMITTEES

Committees are approved by the Board. Each Committee has an approved Charter and Chairperson which will report back to the membership. All Committee meetings are open to the membership. The annual ORPS Meeting Calendar is attached at the end of this document in the Appendix. There are many volunteer opportunities within the resort. For more information contact the Chair or any member of the Committees listed.

The Committees are listed below:

Activities	Health & Fitness
A&A (Architectural & Aesthetic)	Marketing
Communications	Pickleball
Dog Owners and Friends	Safety & Security
Facilities Planning	Strategic Planning
Finance	Tennis
Golf	

The Board of Directors posts a yearly meeting schedule of Board and Committee meetings. Board meeting notices, agendas and rule changes are posted on the bulletin boards at LP and ES clubhouses and on the ORPS HOA website.

10 COMMUNICATION RESOURCES

10.1 ORPS WEBSITE

The ORPS Website (www.orps.com) is maintained by the Resort Services Manager. It is an external website viewed by the general public, but is also used to update members on up-coming activities and events. You will find the following:

- A link to the online newsletter called the ORACLE
- Activities and Clubs
- Rentals and Sales
- Events and On-line Ticketing
- Link to the Home Owners Association internal website

10.2 HOME OWNERS ASSOCIATION (HOA) WEBSITE

The Home Owners Association (HOA) website <http://www.orpshoa.com/main.asp> is maintained by the Executive Assistant to the Board and contains current Board, Committee and Governing Documents.

- A Login ID and password is required and can be obtained from the Administration Office or by going to HOME/Request Login and submitting the online form

10.3 ORACLE NEWSLETTER

The Resort's newsletter publication the ORACLE, provides information about committee and special interest news, activities and events and is published from November to April.

- Available online at www.orps.com or as a PDF document or it can be emailed to you. To sign up for the email version see the Administration Office
- A black and white printed version is available for a fee
- Articles to be considered for publication must be set up in MS Word (Arial font) and emailed to oracle@orps.com by the 15th of the month preceding the publication month

10.4 OWNERS DIRECTORY

A directory of Owners' lot and contact information, is printed every year and available at the Administration office at a cost of \$5. See the Administration Office to update Owner(s) information prior to November 30th.

10.5 PICTORIAL ALBUM OF OWNERS

This service is provided by an outside vendor and produced every three years; The Activities Office coordinates photo shoots and a copy is distributed to all participants.

10.6 PHASE REPRESENTATIVES

Phase Representatives have volunteered to keep the residents of their phase informed of issues and events within the resort. They can assist with questions about the resort and can be identified by the green 'PHASE REP' sign on their lot.

10.6.1 Phases

The Resort's 1213 lots are divided into seven Phases or sections as follows:

- Phase 1 – Lot numbers 001-187 (187 Lots)
- Phase 2 – Lot numbers 433-602 (170 Lots)
- Phase 3 – Lot numbers 260-322 and 338-432 (158 Lots)
- Phase 4 – Lot numbers 188-259 and 323-337; 789-831 and 852-891 (170 Lots)
- Phase 5 – Lot numbers 603-788 and 1048-1051 (190 Lots)
- Phase 6 – Lot numbers 832-851; 892-941; 966-1006 and 1137-1213 (188 Lots)
- Phase 7 – Lot numbers 942-965; 1007-1047; and 1052-1136 (150 Lots)

10.7 BULLETIN BOARDS

Bulletin Boards are located at each Clubhouse as well as the Main Laundry and Satellite Laundries.

- The Activities Office and information of general interest to the community is posted at each of the clubhouse bulletin boards as well as the Laundry bulletin boards
- The Board of Director's has a bulletin board at each Clubhouse. They will post notices, the committee meeting calendar, Board meeting agendas and 30-day postings for review

- The Communications Committee has a bulletin board at each Clubhouse. You will find a list of phase representatives, information of interest to owners, relevant issues and upcoming events sponsored by the Committee
- There are for Sale/Rent bulletin boards at each clubhouse. These are administered by the Mail Room and are for Owners only

10.8 SUGGESTION BOXES

Suggestion (TELL ORPS) boxes are located opposite LP and ES Clubhouse mailrooms and in the Main Laundry. These are collected weekly and reviewed by the General Manager or his designate.

11 OWNER RESPONSIBILITIES

11.1 ELECTRICAL SERVICE TO LOTS

- Owners are responsible for electrical services and payment directly to Southern California Edison
- Turning off power to the meter box when you leave for the summer is not allowed; if the meter box is locked please ensure that Security has a key
- Any changes to Electrical Services must have a Permit (see Permit Process 2.2.2) and be done by a licensed electrician - Southern California Edison: www.sce.com
- *Report an Outage (24-hours a day, 7-days a week): 1-800-611-1911*
- *Customer Support (USA & Canada): 1-800-655-4555* for questions related to your account, including billing and electric rates

11.2 LIGHTING

11.2.1 Lot Number Lights

Lot number lights that are well lit at night insure that emergency personnel (fire and police) can locate your lot in an emergency. Owners are responsible for:

- Keep lot light on at night and left on all year long (do not turn lot light number power off at the meter box during the summer months)
- Clearly visible
- Accessible for maintenance staff to change light bulbs.

11.2.2 Lot Lighting

Owners are encouraged to have additional lighting on their lot beyond lot numbers to discourage thieves and assist security on their patrols. Suggestions include:

- Wrapping the front tree with lights
- Installing a flood light at the front of the lot
- Installing motion detection lighting near the back or in dark corners of the lot

11.3 LOT MAINTENANCE

Owners are responsible for:

- All landscaping on their lots except the Palm tree at front of lot and maintenance of the grassy areas
- Maintaining their lots twelve (12) months per year. The lot maintenance enforcement program continues through the summer months

- Ensuring their lot complies with ORPS A&A rules regarding hardscape, soft scape and desert scape

ORPS is responsible for:

- Palm tree located at front area of lots
- All irrigation systems in common areas and individual lots
- Common area maintenance
- Mowing of all grassy areas in the Resort. See mowing schedule for your lot on the ORPS HOA website

11.4 LOT MODIFICATIONS

- See A&A rules Section 5 regarding any lot modifications or improvements
- All lot modifications require a Permit before work can commence (see Permit Process 2.2.2)
- Call Maintenance Dispatch to turn off sprinklers as appropriate during modifications.
- Call Maintenance Dispatch to move sprinklers to accommodate modifications and any new landscaping.

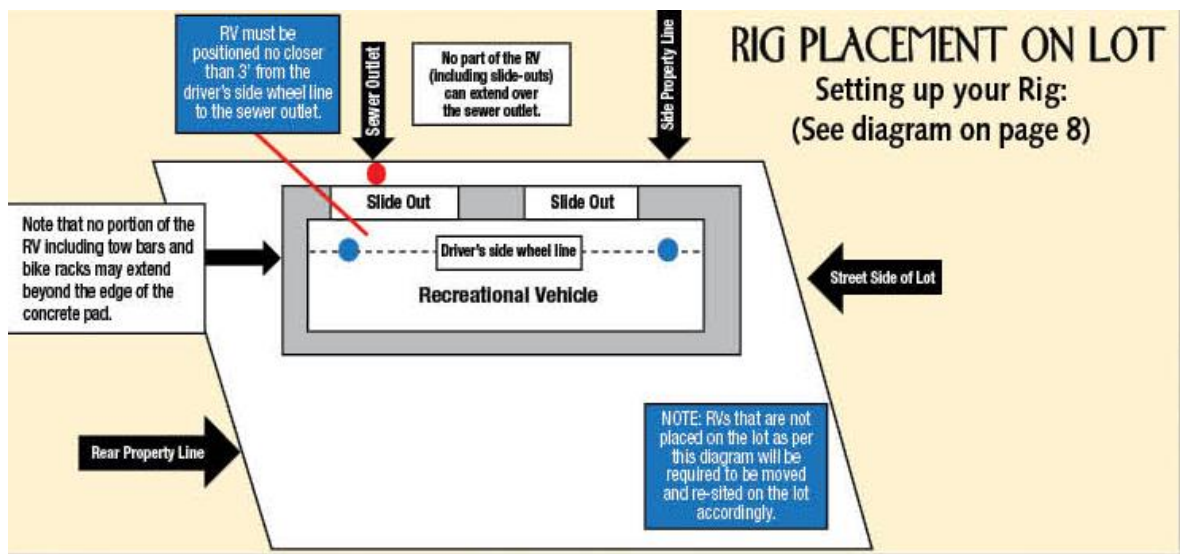
11.5 RV SIZES AND TYPES

See the A&A Rules for specific details but in general:

- The minimum length of RV allowed in the resort is 24'
- All Recreational Vehicles allowed in the resort must follow industry standards relating to square feet of gross area and are certified with an approved RVIA sticker. There is no maximum length.
- RV's must be maintained in a first-class, road-worthy and well-kept condition as to both the general visual aesthetics of the RV. Any deterioration or neglect of the RV will be cited for remedial action as described in the Enforcement Procedure in the A&A rules.

11.6 RV PLACEMENT ON LOT

Recreation Vehicles should be placed on the lot in accordance with Section 10 of A&A Rules and the following diagram.



11.7 RECREATIONAL VEHICLE REGISTRATION

RVs should follow California State laws. It is the Owner's responsibility to register and display a licence plate and current year tag from the California Department of Motor Vehicles. Phone 800-777-0133 or look online at www.dmv.ca.gov for nearest locations.

11.8 SPEED LIMITS

The Resort Speed Limit is 10MPH

The Speed Limit is enforced at all times.

11.9 OCCUPANCY RULES

Maximum Occupancy for any Recreational Vehicle is limited to three individuals remaining in the Recreational Vehicle overnight, exceptions can be found in the Rules and Regulations Section 13B.

11.10 CLOTHESLINES

Exterior clotheslines may be used in a location in the rear of a lot at times and in a manner so as to reduce and limit visibility from adjacent properties and the common areas. Clotheslines or drying racks must be set back a minimum of 20 feet from the front property line and be located on the patio side of the lot. Any clotheslines or drying racks that will be permanently installed must follow the architectural review process and obtain architectural approval prior to installation. Clotheslines and drying racks may not include any stairs, railing, awning or other exterior portion of the RV.

11.11 SMOKING

Smoking is prohibited in all buildings and public spaces within the resort.

11.12 PEST CONTROL

Owners are responsible for the control of pests such as fire ants on individual lots. The Resort is responsible for the common areas. Owners may contract with outside pest control vendors or contact the Convenience Store for information and products that are effective in keeping pests under control.

Fire ants on the common areas should be reported to the Maintenance Dispatch.

11.13 QUIET HOURS

Effective 10pm - 7am

- Silence your golf cart reverse buzzer when travelling prior to 7:00am
- No vendor/contractor activity on Sunday or Federal Holidays
- Quiet Hours are enforced by Security
- For situations originating inside the resort, call Security Gate at 760-770-0065

11.14 PET PROTOCOL

See Section 3 – PETS in the Rules and Regulations

- Pets are permitted on an Owner's own lot, on paved streets and in a designated dog relief area only
- A limit of two pets per lot

- Pets are not permitted in any building, lots other than your own, or in any common area (other than paved streets) including the golf course, orchard and corner areas
 - There are only two dog relief areas, one is located near the Main Laundry and a second dog relief area is located in front of the pedestrian gate at the resort entrance
 - Immediate cleanup behind pets is required, including hosing down the Dog Run/Relief area
- All pets, including cats, need to be tethered on a 6-foot leash whenever they are outside of the RV in which they are domiciled
- Pets are not to be left unattended on a lot for extended periods of time or be allowed to disturb neighbors

11.15 PEDESTRIANS

- Walk on the LEFT side of the road facing traffic
- Night walkers should wear bright clothing and carry a flashlight

11.16 BICYCLES

- Bicycles should be ridden on the right side only and obey all road signs
- Cyclist should use hand signals when turning or stopping
- Cyclists should leave and enter the resort via the pedestrian walkway only
- All bicycles should be locked with a secure U/D lock. Cable locks are easily cut.

11.17 GOLF CARTS

- Carts must have valid insurance per the California Vehicle Code if taken outside the resort
- Drivers of golf carts must have a valid driver's license
- Parking of golf carts is allowed in designated areas only
- Golf carts that drive after dark are required to have functioning headlights and tail-lights
- Golf carts are not allowed on the Golf Course, except with an approved handicap flag. See the Rules and Regulations Section 4D for more information

11.18 SUMMER PROPERTY CARE CARD

To identify person(s), other than a listed relative, that an Owner authorizes to check on their property during summer months, a Summer Property Care Card must be filed each year at the Security Gatehouse.

11.19 VENDORS/CONTRACTORS

Vendor lists are available for lot maintenance, gardening and lot renovation.

- Vendors entering the resort must be licensed and obey the rules as stated in the Rule and Regulations
- Work will not be allowed to start prior to 7am during the week (Mon-Fri) and 9am on Saturday
- There will be no vendor activity in the resort on Sundays or Federal Holidays, except in the case of an emergency
- All vendor work and activity will stop and vendors will be off the property by 6pm daily.
- See Rules and Regulations SECTION 11 - VENDOR/CONTRACTOR RULES for details regarding vendors on-site

12 SECURITY

12.1 SECURITY GATEHOUSE

Located in front of LP CLUBHOUSE, near the front entrance to the resort

760-328-3834, ext. 260

760-770-0065

Email: postcommander@orps.com

The Security Gatehouse is responsible for admitting owners, renters and their guests. It is open 24 hours/day/7 days per week.

Security will provide daily resort passes to guests. All guests must be preregistered at the Administration Office or the Security Gatehouse when the Administration Office is closed.

12.2 SECURITY STAFF

During the Winter Months (November to April):

- Security is staffed 24 hours/day/7 days per week
- 3 officers are present Monday to Friday during the day shift
- 2 officers are present during night shift and on weekends

Security staff duties include:

- Enforce ORPS front Gate access procedures
- Monitor resort road traffic and issue citations for violations
- Investigate and document security incidents
- Enforce quiet hours (10pm to 7am)

12.3 SECURITY INCIDENTS

Security Gatehouse: **760-770-0065**

- **Medical Emergencies:** For life/death emergencies always phone **911** first, then phone the gatehouse to let them know emergency vehicles are on the way
- **Security Incidents:** (thefts, vandalism) phone ORPS Security or visit the Gatehouse to complete an Incident Report, next phone a report into the Cathedral City Police Department
- **ORPS Policy Violation:** for violations of resort policies (smoking, excessive noise) phone the gatehouse.
- **Golf Course Emergencies:** for medical emergencies on the Golf Course, identify your location (Hole number, near lot #) phone **911** first, then notify the Golf Marshal or starter shack. The Marshal has a radio to call the security gatehouse.

12.4 GATE ENTRANCE

- Renter/Vendors/Owners using a PROX card must enter by the left lane closest to the Security Gatehouse
- Owners with a Transponder Tag must enter by the right lane only
- Pedestrians and cyclists must enter at the pedestrian gate on the right side of the Security Gate
- See Administrative Policies and Procedures Section IV.A for more information

12.5 PARKING

- Overnight parking at Satellites, LP and ES Clubhouse and front parking lots is by permit only; permits are available from the Security Gatehouse
- Temporary parking on a neighbor's lot is with permission only
- No parking on streets, clubhouse driveways, ramps or designated and marked parking stalls
- Golf cart parking is allowed in designated areas only
- See Rules and Regulations Section 7B for more details

12.6 LOST AND FOUND

Security has an inventory of items that are lost. Contact the Security Gatehouse during November to April to help locate lost items (760-328-3834, Ext. 260).

13 EMERGENCY SERVICES

Call 911

Next call SECURITY GATEHOUSE at **760-770-0065 or 760-328-3834 Ext 260**

Phones are available for emergency use in:

- ES OWNERS' LOUNGE, on the west wall, near the Billiard Room across from the restrooms – **DIAL 911 directly**
- ES CLUBHOUSE OUTSIDE near the wading pool, on the north wall between the Men's restroom and the Hair Salon – **DIAL 8 first then 911**
- LP FITNESS CENTER, on the wall by the restrooms - **DIAL 911 directly**

13.1 DEFIBRILLATORS

The Resort has 9 Automatic External Defibrillators (AED)

- There is one located in each of the Six Satellite Buildings, the Fitness Center, and each Clubhouse (ES and LP)
- These devices are wall mounted in alarmed storage boxes. They contain printed instructions and have step by step audio prompts to enable most people to use them in case of a heart emergency
- ORPS AEDs are not available for trial inspection without the assistance of ORPS Security Staff as an alarm will sound. Training programs and usage guidelines are under development by the Safety and Security Committee

13.2 FIRE DEPARTMENT

Phone 760-770-8200 (non-emergency only)

13.3 POLICE DEPARTMENT

Phone Cathedral City Police Department at 760-770-0300, (non-emergency only). They are located at 68700 Ave Lalo Guerrero, Cathedral City, CA 92234.

APPENDIX I – CONTACT INFORMATION

TITLE	NAME	PHONE No.	E-MAIL
Outdoor Resort Palm Springs	Main Line	760-328-3834	
Security Gatehouse	Front Gate	760-770-0065;	
Post Commander	Frank Flores	760-328-3834, Ext. 260 Postcommander@orps.com	
RESORT SERVICES: 760-328-3834 (see 3-digit extension)			
Accounting (Accounts Payable)	Brianna Florez	Ext. 241	accounting@orps.com
Activities Office	Meredith Pate	Ext. 270	mpate@orps.com
Activities Assistant	Alyssa Torres	Ext. 271	activities@orps.com
Administration Office – Front Desk	Registration Permits Owner Services	Ext. 301	Reservations@orps.com
Board of Directors Board Office Executive Assistant	Susan Matthew	Ext. 250	board@orps.com smatthew@orps.com
Controller	Brenda Mejia	Ext. 243	bmejia@orps.com
Community Standards Coordinator	Mike Wilson	Ext. 246	mwilson@orps.com
Convenience Store	- Phone - Fax	Ext. 254 760-328-0358	convenience.store@orps.com
Facilities Manager	Byron Jessie	Ext. 292	bjessie@orps.com
General Manager (GM)	Clint Atherton	Ext. 244	catherton@orps.com
Golf Starter Shack	Starter	Ext. 280	golf@orps.com
Lost and Found	Security Gate	Ext. 260	security@orps.com
Mail Room, ES Clubhouse		Ext. 272	mailroom@orps.com
Mail Room, LP Clubhouse		Ext. 255	mailroom@orps.com
Maintenance Dispatch (sprinklers, lot lights & general maintenance)	Barbara Frazier	Ext. 293	dispatch@orps.com
Oracle Office (Nov – April)	Eva Norcross	Ext. 252	oracle@orps.com
Resort Services Manager	Jennifer Miranda	Ext. 300	jmiranda@orps.com
Real Estate Sales: Bob Boyce & Assoc.	Bob Boyce	Ext. 304 or 760-904-6665	orpsbob@aol.com
Rentals: Phil Hahn	Phil Hahn	Ext. 305 or 714-287-7142	info@rvlots4rent.com
Desert Cities RV Properties Sales & Rentals	Alicia Rossicano	760-424-8455	sales@outdoorresort.com rentals@outdoorestort.com

APPENDIX II - COMMITTEES

COMMITTEES 2018-2019		
Committee	Chair	Email
A&A	Ted Wilson	Tedwilson11@gmail.com
Activities	Janice Stinson	Janrstinson@gmail.com
Communications	Joan Craven	joancraven@shaw.ca
Dog Owners and Friends	Chair – Vacant Contact: John Boudin	Jlboudin1977@hotmail.com
Facilities Planning	Ava Felt	avafelt@gmail.com
Finance	Gail Pollock	Barry.gail@shaw.ca
Golf	Don Renoe	Don.renoe@telus.net
Health & Fitness	Chavalla Lopez-Bassham & Cheri Boudin	bodybyxyng@gmail.com cherirn7@gmail.com
Marketing	Bob Livingston	bob@rvbob.com
Pickleball	Bob Foyle	applebob@hotmail.com
Safety & Security	Charles Leahy	Charles.Leahy@sbcglobal.net
Strategic Planning	Clint Atherton	catherton@orps.com
Tennis	Kim Krahn	krahnkim@gmail.com

APPENDIX III – BOARD OF DIRECTORS

BOARD OF DIRECTORS 2018-2019		
President	Craig Wirch	board@orps.com
Vice President	Ted Wilson	board@orps.com
Secretary	Dede Loop	board@orps.com
Chief Financial Officer	Jim Waller	board@orps.com
A&A Chair	Ted Wilson	board@orps.com
Member	John Boudin	board@orps.com
Member	Greg Farmer	board@orps.com
Member	Bob Moore	board@orps.com

APPENDIX IV - VENDORS

VENDOR	PHONE
Hair Salon	760-328-0007
Restaurant (La Palma)	760-328-3834, ext. 256
Southern California Edison	800-611-1911
Spectrum (Time Warner)	760-340-2225
Aguirre's Propane	760-342-1645