# City of Indian Wells

## Residence Benefit Card Code of Conduct Policy Manual

Adopted by City Council: December 4, 2025

Administered by: City Manager's Office

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# Residence Benefit Card Code of Conduct Policy

## 1. **Purpose**

The Residence Benefit Card (RBC) is a privilege extended by the City of Indian Wells (the "City") to qualified residents, namely individuals who meet the City's eligibility criteria for residence within the city limits. The RBC affords certain benefits (discounts, special event access, municipal services advantages) as determined by the City.

Cardholders have a responsibility to use the RBC in a manner consistent with this Code of Conduct, the terms of issuance, and all City rules and policies. As cardholders, they serve as ambassadors of the City, and their conduct reflects on the community and municipal reputation.

The purpose of this policy is to define:

- eligibility for and issuance of the RBC;
- permissible uses of the RBC;
- expectations of cardholder conduct;
- prohibited and restricted uses;
- enforcement measures, sanctions and appeals;
- administration, renewal and revocation processes.

By establishing clear guidelines, this policy supports fairness, transparency, accountability, and the integrity of the RBC program.

## 2. **Definitions**

For the purposes of this policy, unless otherwise indicated:

- **Cardholder** means the individual to whom the RBC is issued.
- **Household** means all persons residing at a qualified residence address eligible under the City's RBC program, as may be defined by the City's RBC eligibility guidelines.
- **Eligible resident** means a person who meets the residency and any other eligibility criteria established by the City for issuance of an RBC. (See the City's RBC procedural guidelines.)
- **Qualified residence/property** – means a property address within the City limits for which the resident is eligible to apply for an RBC, under the City's current RBC eligibility resolution, regulations, or policy.

- **Benefit(s)** means any discount, special access, privileges, or services offered by the City or partner entities (resorts, golf courses, events) to the RBC holder.
- **Partner** means an entity or venue authorized by the City to provide Residence benefits under the RBC program (e.g., the Indian Wells Golf Resort, local resorts, event operators).
- **Suspension** means the temporary withdrawal of RBC privileges for a specified period.
- **Revocation** means the permanent termination of the RBC privilege (and any associated household card(s)) unless reinstatement is granted through an appeal process or City Manager review.
- **Guest** means a person invited or accompanying a cardholder at a City- or partner-sponsored event or benefit, when permitted.

## 3. **Eligibility and Issuance**

3.1 Eligibility — Cardholders must meet the following criteria (or as may be revised by the City Council by resolution):

- Be a legal resident of the City of Indian Wells at a qualified residence address. The address must meet the City's definition of "residence" under the RBC program.
- Provide valid proof of residency and identity in the form prescribed by the City (e.g., government-issued photo ID, recorded deed, lease if applicable).
- Pay any applicable issuance, renewal, or service fee as established by the City (e.g., Social RBC, Golf RBC types).
- Abide by any household card limits (e.g., maximum number of RBCs per qualifying residence).
- There is no outstanding balance owed to the City.

3.2 Issuance — The City shall issue the RBC to the eligible resident upon satisfactory completion of the application, verification of eligibility, payment of the fee, and compliance with City policy.

3.3 Type(s) of RBC — The City may designate different types of RBCs (e.g., Social RBC, Golf RBC), each entitling the holder to a specified set of benefits, fee schedule and usage conditions.

3.4 Cardholder obligation — The cardholder must carry and present the RBC when accessing benefits, must notify the City upon change of address or other eligibility condition, and must

use the card in accordance with this policy and any partner benefit rules. Surrender card to the City if no longer meet eligibility requirements.

3.5 Digital and Physical Cards — Equal Application of Rules - The Residence Benefit Card (RBC) may be issued in physical or digital form at the discretion of the City. Both forms of the card are equally valid for identification and access to resident benefits.

Cardholders must:

- Present either the physical card or the digital version on their mobile device when accessing benefits, attending events, or redeeming discounts.
- Ensure the card (physical or digital) is available and verifiable at the time of use.
- Comply with all terms, conditions, and conduct requirements of this policy regardless of the card format.

Misuse, falsification, or unauthorized use of a digital card (including screenshots or copied images) is subject to the same sanctions as misuse of a physical card, including suspension or revocation under Sections 6 and 6A.

## 4. **Permissible Uses of the Residence Benefit Card**

The RBC may be used for the benefits designated by the City for cardholders, including but not limited to:

- Participation in City-sponsored resident events (socials, community gatherings).
- Receive discounted rates or special access at partner resorts, golf course(s) or event facilities. For example, RBC holders may receive selected discounts at the Indian Wells Golf Resort, and partner resorts within the city.
- Access to geographically-limited municipal benefits (for residents) such as preferred parking, venue access, or other privileges as the City may determine.
- Maximum household attendance or guest allowances for city events as specified in event rules (e.g., "only two attendees per household", children under a certain age may attend).
- Residence-only privileges such as community garden access, resident events like "Cool to be Hot" resident socials, seasonal parties, resident bus tours, WildLights tickets, or other benefits linked to the RBC program.

Specific usages and conditions apply — such as number of guests permitted, checking in with card, non-transferability of tickets — are to be governed by the City or event/benefit provider's rules, consistent with this policy.

## 5. **Expectations of Cardholder Conduct and General Standards**

As recipients of an exclusive City-Residence privilege, RBC cardholders must adhere to the following standards:

5.1 Representation — Cardholders are ambassadors of the City. Their behavior at City-sponsored events or partner venues should reflect positively on the City, demonstrate courtesy and respect to City staff, IWGR employees, officials, partners, and other residents.

5.2 Civility and Courtesy — Cardholders shall at all times conduct themselves with civility, courtesy, and respect. Unacceptable conduct includes, but is not limited to:

- Yelling, using foul or abusive language, or aggressively intimidating or harassing City officials, City staff, IWGR employees, partner venue staff, or other cardholders.
- Disruptive behavior at IWGR, events, partner venues, or while using privileges under the RBC program.
- Any conduct that brings disrepute, embarrassment, or loss of integrity to the City or the RBC program.

5.3 Honesty and Integrity — Cardholders must be truthful in the application, renewal, and use of the RBC. Actions such as fraudulent documentation, misrepresentation of eligibility, unauthorized transfer or use of the card by non-eligible persons are strictly prohibited. For example, the cardholder shall not provide tickets to non-eligible persons, or sell/raffle benefits (e.g., tennis tickets, WildLights tickets).

5.4 Compliance with Partner Benefit Rules — When using partner-provided benefits (discounts, event access), cardholders must abide by the rules set by the partner entity (e.g., number of tickets allowed, check-in rules, non-transferability). Failure by the cardholder to comply with the partner rules is considered a violation of this policy.

5.5 Respect for Privacy and Security — Cardholders must protect their RBC and personal identifying information. Loss or theft must be promptly reported to the City. Use of the RBC by someone other than the registered cardholder is prohibited.

6. **Prohibited Uses and Violations**

The following constitute violations of this policy and may trigger enforcement action (including suspension or revocation of the RBC):

- Transferring, selling, loaning, or allowing use of the RBC by a non-eligible person.
- Allowing non-eligible persons to use cardholder benefits (IWGR, tickets, discounts) contrary to the benefit provider's terms (e.g., discounted golf rounds, selling or raffling City-issued tickets).
- Providing false, misleading, or incomplete information in the application, renewal, or verification of eligibility (e.g., falsifying residency documents, deed, or lease).
- Use of benefits for commercial resale or in a manner inconsistent with the spirit of the program.
- Misuse of partner privileges (e.g., applying a discounted rate for guests not permitted, exceeding guest limits, mis-declaring status).
- Conduct unbecoming of a City Residence privilege holder as defined in section 5 (e.g., harassment, abusive language or behavior, unethical conduct at events or in city processes).
- Failure to promptly report a change in address, eligibility status, or loss or theft of RBC.
- Use of RBC benefits while under suspension or after revocation, or using another's RBC to circumvent a sanction.
- Any action contrary to the City's code of ethics or other applicable City or partner venue policies when using RBC privileges.

6A. Major Misconduct Resulting in Immediate Lifetime Suspension - Consistent with the standards in this policy, certain conduct is considered so severe that it warrants *immediate and permanent loss* of all Residence Benefit Card (RBC) privileges without progression through the standard suspension stages.

The following actions shall result in lifetime suspension of the RBC, effective immediately upon verification by the City Manager or designee:

1. **Criminal Activity** – Any criminal act committed by a cardholder in connection with the use of RBC privileges, at a City or partner facility, or during participation in a City-sponsored or resident event.
    - This includes, but is not limited to, theft, fraud, assault, vandalism, or any offense that endangers public safety or damages the reputation of the City or its partners.

2. **Abusive or Threatening Behavior** – The use of abusive, profane, discriminatory, or threatening language or conduct directed toward City officials, City employees, Indian Wells Golf Resort staff, partner venue employees, or other residents.
    - Behavior that creates a hostile, unsafe, or intimidating environment constitutes grounds for immediate termination of privileges.
3. **Ticket or Benefit Misuse for Personal Gain** – The sale, transfer, or unauthorized distribution of City-issued or RBC-related tickets, passes, or benefits for personal or commercial gain.
    - This includes, but is not limited to:
        1. Selling, transferring, or raffling Residence event tickets, golf passes, or other City-subsidized benefits.
        2. Falsely representing a guest as a resident to obtain a Residence discount or benefit.
        3. Unauthorized transfer of RBC benefits to non-eligible persons or households.

A lifetime suspension under this section is final unless the City Council grants reinstatement upon a written petition demonstrating clear evidence of rehabilitation and extraordinary justification.

## 7. **Enforcement, Sanctions & Appeals**

### 7.1 Enforcement Principles

The City shall administer enforcement fairly, consistently, and transparently. The goal is not punishment but preservation of integrity, equity, and public trust in the Residence Benefit Card (RBC) program. Enforcement is intended to correct conduct and maintain the program's credibility for all residents.

### 7.2 Notice of Violation

If the City Manager or designee determines that a violation has occurred, the City shall:

- Provide the cardholder with written notice describing:
    - The specific violation(s),

    - The supporting evidence or report,
    - The proposed sanction (e.g., suspension, revocation),
    - Instructions on how to request an appeal or hearing.
- Notice shall be delivered in writing via certified mail and email (if available) to ensure receipt.
- Cardholders will have ten (10) business days from the date of notice to respond or request an appeal.

7.3 Sanctions

Sanctions shall follow a progressive discipline model:

| Offense | Consequence | Conditions |
|---|---|---|
| First Violation | 90-day suspension | Written warning; cardholder must sign acknowledgment of policy and return card during suspension. |
| Second Violation | 365-day suspension | Written notice; cardholder must attend a mandatory re-orientation or compliance meeting before reinstatement. |
| Third Violation | Lifetime suspension | May reapply after three (3) years by written request to the City Manager for a reinstatement hearing. |

The City Manager (or designee) may reduce or increase the penalty depending on severity, intent, and cooperation.

7.4 Appeals Process

Cardholders have the right to appeal any enforcement action.

- Filing an Appeal –
  Within 10 business days of receiving notice, the cardholder may file a written appeal with the City Clerk requesting a review of the decision. The appeal must include:
    - The reason for disputing the violation,
    - Any evidence or mitigating circumstances, and
    - Whether the cardholder requests a hearing.
- Administrative Review –
  Upon receipt, the appeal will be forwarded to the Appeals Review Committee, consisting of:
    - The City Manager or designee (Chair),
    - One Department Head not involved in the violation,

- Hearing Procedures –
    - The appellant will receive at least five (5) business days' notice of the hearing date.
    - Hearings are informal and administrative in nature; representation by counsel is permitted but not required.
    - City and partner staff and the cardholder may present information or witnesses.
    - The hearing officer/committee shall issue a written decision within ten (10) business days of the hearing.
- Decision and Finality –
    - The decision of the City Manager (or hearing officer) is final.
    - The appellant will be notified in writing of the outcome and any conditions for reinstatement.
    - The City Clerk shall maintain records of all appeals for transparency and audit review.

7.5 Restorative Opportunities - Where appropriate and only if authorized by the City Manager or designee, the City may allow a resident to complete a corrective action—such as, but not limited to, attending a community orientation, providing written acknowledgment of a policy, or performing community volunteer service—in lieu of part of a suspension. This supports accountability while maintaining positive engagement between residents and the City.

## 8. **Administration, Renewal, and Revocation**

8.1 Administration — The City Manager's department shall monitor compliance, maintain a violation log, and coordinate with partner entities.

8.2 Renewal — Cardholders must renew the RBC annually (or as determined by the City). Renewal requires proof of continuing eligibility, payment of the renewal fee (if applicable), and acknowledgement of the terms of this policy. The City may offer online renewal for existing cardholders; first-time applicants or those who have changed residence must apply in person.

8.3 Change of Address or Eligibility — Cardholders must promptly notify the City of any change of address or other change in eligibility status. Failure to update information may be grounds for card suspension or revocation.

8.4 Revocation — The City may revoke an RBC if:

- The cardholder is found to have committed a serious violation under Section 6, or
- The cardholder ceases to meet eligibility criteria. Upon revocation, no further RBC benefits will be available, and the cardholder must surrender the card. The City may allow reinstatement only under conditions described in Section 7.5.

8.5 Benefit Partner Coordination — The City shall monitor partner entities that provide RBC benefits (e.g., resorts, golf courses, event ticket providers) to ensure that cardholder use complies with card program rules and partner-specific conditions. The City may coordinate enforcement with partner entities (e.g., when a partner reports suspected misuse).

8.6 Record Keeping and Audit — The City shall maintain records of RBC issuance, renewals, suspensions, revocations and appeals. The City shall conduct periodic audits of the RBC program to ensure integrity, fairness and compliance with this policy.

## 9. **Miscellaneous Provisions**

9.1 Non-Transferability — The RBC is non-transferable. Cardholders may not allow non-eligible persons to use the card or benefits.

9.2 Household Limits — The City may limit the number of RBCs per household/property (for example, two cards per property), and dependent children under a specified age may qualify for subordinate cards.

9.3 Fees and Cost Recovery — The City may charge issuance and renewal fees and may recover costs for replacement of lost cards, administration, verification, enforcement or audit.

9.4 Policy Amendments — The City Council reserves the right to amend this policy, adopt companion resolutions, or change fees, eligibility criteria or benefit structures at its discretion.

9.5 Severability — If any provision of this policy is held invalid by a court of competent jurisdiction, such invalidity shall not affect the remaining provisions which shall remain in full force and effect.

9.6 Effective Date and Implementation — This policy shall be effective from the date approved by the City Council. The City Manager or designee shall implement administrative procedures, training, communication and enforcement mechanisms to ensure compliance.

## 10. **Review and Reporting**

The City Manager's office shall provide an annual report to the City Council summarizing RBC program statistics, including the number of cards issued, the number of violations, the sanctions imposed, the reinstatements, the benefit usage data (in aggregate), the audit findings, and the recommendations for program improvements or amendments.

**Residence Benefit Card (RBC) Policy Acknowledgment and Attestation**

**Resident Name:** _____
**Address:** _____
**RBC Type:** _____
**Date of Issuance:** _____

I, the undersigned, acknowledge that I have received, read, and understand the **Residence Benefit Card Code of Conduct Policy** of the City of Indian Wells. I understand that:

1. The RBC is a privilege extended to eligible residents, and misuse or violations of the policy may result in suspension or revocation of privileges.
2. Certain conduct, including criminal activity, abusive behavior, or falsifying a guest as a resident, may result in **immediate lifetime suspension** (Section 6A).
3. I am responsible for ensuring that all household members or guests using my RBC comply with the policy.
4. I agree to abide by all terms of the policy, City rules, and partner entity rules.

**Signature of Cardholder:** _____
**Date:** _____

**City Representative:** _____
**Date:** _____