



ARROWCREEK HOMEOWNERS ASSOCIATION VOLUME 10, ISSUE 2

MAY/JUNE 2015

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The ArrowCreek HOA Newsletter contains important information for all residents. The newsletter is only sent to Owner's of the community. **If you rent your property, please be sure to pass the newsletter on to your tenants.** Additional hard copies of the newsletter are available at the Resident's Club and the newsletter is posted on the [www.arrowcreek-hoa.com](http://www.arrowcreek-hoa.com) website (Our Community\ Newsletter). Note: You must login to see the information.

*The ArrowCreek HOA Board, on its behalf and for the Association, disclaims responsibility for the content of any articles not authored by Board members or employees. Articles of general interest on subjects reported or discussed at public Board meetings published in the newsletter are the responsibility of the residents submitting them.*

## President's Message... *by Sam Fox, Board President*



Spring has arrived earlier than normal and several activities are well under way. The Board has approved contracts with SNC & InterMountain for the scheduled, annual road maintenance. This year's maintenance project will be smaller than in the previous two years. In the last two years we rebuilt several of the worst roads in the community. These two projects lowered our Reserve funds as intended and, as a result, we will spend this year doing scheduled, routine maintenance on selected roads and pathways allowing our reserve fund to replenish. It is anticipated that all of the 'shrinking asphalt' will be replaced by 2020. Included in the repair this year will be our fire emergency evacuation roads which are in need of repair.

### Club Update:

The Friends of Arrowcreek (FOA) in conjunction with Arnold Palmer Golf (APG) have been working their new membership program. To date they have added 240 new golf members for a total of 380 plus 45 social memberships. They feel they are well on their way to their goal of 535 members by July 1. The Club has recently announced that it will be fully private as of May 1.



The residents in Arrowcreek are using The Club on Saturday nights for dinner. On Easter Sunday 175 people enjoyed breakfast at The Club with the Easter bunny and over 200 people attended the Easter brunch.



On March 26, 2015, The Club hosted a realtor luncheon. All interested realtors were invited and 45 realtors were in attendance. Kathy Blazer from Arnold Palmer Golf management conducted the event.

The Club shared the successes they were having with their new membership programs. They also offered to partner with realtors to help sell homes in Arrowcreek and offered the following:

- use of The Club as their office while conducting their showings in Arrowcreek
- the option to bring a prospective buyer to lunch at The Club
- the ability to play a complimentary round of golf with perspective buyers accompanied by a member of The Club.

The luncheon was well received and should be a great benefit to realtors showing homes in the Arrowcreek Community.

*(Continued on page 2)*



## COMMUNITY INFORMATION

### Water Conservation:

As you are aware, we are in the midst of a drought. The water district is seeking a ten percent reduction in the use of potable (fresh) water. Most of the golf course and the common areas of Arrowcreek are irrigated with reclaimed (recycled) water. The golf course has taken steps to reduce their use of both recycled and fresh water. They are closely monitoring all water usage and they are confident they will be in compliance with the targeted reduction requested. The ACHOA (Arrowcreek Homeowner's Association) has been reducing the amount of grassy areas in the Arrowcreek community. A few years ago, we removed all the lawn from Arrowcreek Parkway and replaced it with drought tolerant plants and rocks. The largest use of potable (fresh) water is for the open field near the Resident's Center and the field at Harbottle Park. Plans are underway to decrease the amount of watering on both of these fields. The fields will be kept alive but will be drier than normal and may have some brown spots showing. I urge all homeowners to do their best to reduce water usage in every way they can.



### Security-Gate House

Rick Reyome, Security Director  
Ph: 850-4450; Fax: 850-4451  
Email: acsecure@msn.com  
24 hours-emergencies, suspicious activities, water leaks, dangerous activities, unsafe driving, parking, visitors and other assistance.

### Residents' Club

Brenda Rodriguez, Activities Coordinator  
850-4620  
Email: acresident@sbcglobal.net  
Workout room, swimming pool, tennis courts, party and room reservations.

### Operations Manager/Facilities

Jeff Anderson  
850-4487  
Email: acresident@sbcglobal.net  
Roads, parks, grassy, common areas.

### ArrowCreek HOA

Managed by: Associa Sierra North  
10509 Professional Circle #200  
Reno NV 89521 (The Mount Rose building, 2-story building on the freeway side)  
Ph: 626-7333; Fax 626-7374  
Comm Mgr: Jeanne Tarantino, PCAM  
Direct Ph: 775-334-7403  
Websites: www.arrowcreek-hoa.com & www.associasn.com  
Email: acservice@associasn.com

### Board of Directors:

Sam Fox, President  
Robin Rakusin, Vice President  
Alan Liebman, Treasurer  
Charlie Dickinson, Secretary  
John Krisch, Director  
Joyce Seelen, Director  
Steven Elliott, Director

You can contact board members through Associa Sierra North or email them at acservice@associasn.com

### The Club at ArrowCreek 850-4471

## EMERGENCY

### Law Enforcement:

Washoe County Sheriff's Dept  
911 E. Parr Blvd, Reno NV  
Front Desk: 328-3001  
Non-emergency 785-4629

### Fire:

849-2881

### Animal Control:

Washoe County Regional Animal Services  
2825 Longley Lane, Reno NV  
Dispatch: 322-3647 / Office 353-8900

### LOCAL GOVERNMENT:

Washoe County  
1001 E. 9th St., Reno, NV  
Admin: 328-3266 / Assessor: 328-2200

### UTILITIES:

Washoe County Utilities  
954-4601 water/sewer  
Nevada Energy  
834-4444 electric/gas  
Waste Management  
329-8822 (AC trash day is Monday)  
AT&T/SBC: Service 800-464-7928  
Repair 800-246-8464

## You're Invited!



A letter was recently sent from the ACHOA Communications Committee inviting owners to attend the first in a series of informational neighborhood meetings and to ask for your comments and answer your questions. These informational meetings will be designed to provide information to community members with a focus on current topics of common interest. The first presentation is Tuesday May 19, 2015, 5:30 PM at the Club at ArrowCreek. Professor Pringle and Mr. Belt from UNR will present the results of their two part research project including the ArrowCreek Survey for 30-45 minutes. Following their presentation will be an open discussion for 45-60 minutes and include comments from homeowners. **We hope to see you there!**

## FIRE PREPAREDNESS



Information on fire preparedness is located on the arrowcreek-hoa.com website. You do not need to log in to see the information. For easy access there is a link on the announcement home page. Or you can simply click on the 'Our Community' tab and it takes you straight there. The information posted includes an exit map. **Please note that ArrowCreek is a 'stay in place' community, meaning that residents should not evacuate until the fire department tells you when and where.** They will utilize a reverse 911 program to help get information out. Reverse911 is an automatic system through the phone company records.

For additional alert information it is recommended that you sign up for **Washoe County Code Red** (<http://www.washoecounty.us/em/RegionalAlerts.php>). Washoe County has partnered with the Cities of Reno and Sparks to institute this telephone notification system for use in times of crisis. When a crisis occurs, local public safety officials will use this as one of the methods to alert the public. Our Fire Department encourages everyone to sign up. It will provide you with alerts on hazards and emergencies in your region.

If you have any questions about fire safety, or to request an inspection of your property to be fire safe, please contact the Truckee Meadows Fire Protection District at 326-6000.

## **ARROWCREEK JUNIOR GOLF PROGRAM**

The Club at ArrowCreek is offering a Junior Golf Program for the upcoming 2015 season. This program is available to all juniors 5 years and older. A wide variety of schools will be offered – from introducing the game of golf for beginner to the young adult wishing to play competitive golf. The emphasis will be on making learning fun while focusing on the fundamentals of the game. Also offered are Kids Camps which include golf, tennis and swimming instruction. These camps are sure to be a fun filled week for the kids! Presented by Mindy Sipin, LPGA teaching professional/certified water safety instructor. To sign up – please contact Mindy at [sipingood@sbcglobal.net](mailto:sipingood@sbcglobal.net) or call 775-772-3996

## **PILATES**

“Body by Virginia”. Pilates with Virginia on a reformer by **"BALANCED BODY"**. Certified Personal Trainer and Pilates Instructor available for instruction at ArrowCreek by appointment only. Call for a free consultation (775) 544-5488.

## **FITNESS CLASS**

Join us at ArrowCreek Residents Center multipurpose room for a workout using stability balls, light weights and styrofoam rollers. The class will be held at 8:45- 10:00 am Mon, Weds, and Fri. We will be working out using the stability ball to build core strength and balance as well as using light weights to tone the upper body. This is not an aerobics class but can be very challenging and is a good workout. You will need a stability ball, a yoga mat and a set of light weights (1-5 pounds). Wear clothing that allows you freedom of movement and be prepared for some fun yet challenging work. A great way to stay toned and fit through those long winter months! The class is \$60 @ month or a \$6 drop-in fee. Looking forward to seeing you there! If you have any questions please call Zoe: 775-846-6661 (C) or 775-852-2057 (H)

## **POOL OPENING**



The Residents Club pools will open by Memorial Day pending Washoe County permit process and weather permitting. Parents there are **NO LIFE-GUARDS** on duty! Children ages 14 and under must be accompanied by an adult, children under the age of 8 are **NOT ALLOWED** in spa. Please observe all posted signage and comply with the rules, it will make for a much safer, fun filled spring/summer! Your cooperation and understanding is appreciated.

## **ADRC GUIDELINES HAVE BEEN REVISED!**



The revised ADRC (Architectural Design Review Committee) GUIDELINES were approved by the Board on April 14, 2015. They have been sent out to all ArrowCreek owners. They are also posted on the website at [arrowcreek-hoa.com](http://arrowcreek-hoa.com) (under Homeowners Association\ADRC and also on the Governing Documents page).

You do not need to login to view/print this document. The Guidelines were revised for clarity and have been reformatted in an effort to be more user-friendly. **Please remember that any exterior modification to a structure or to the landscape requires written approval from the ADRC before proceeding.** The ADRC meets on the second Wednesday of each month. The deadline to submit for each meeting is the first Wednesday of each month. The ADRC Submittal Form is also posted on the website.

## **HOME IMPROVEMENTS – RESEARCH YOUR CONTRACTOR!**

This time of year many owners start thinking about home improvements. When selecting your contractor always be sure to research your vendor with the Nevada Contractors Board (<http://www.nvcontractorsboard.com/>) and with the Better Business Bureau (<http://www.bbb.org/reno/>). Make sure your contractor is licensed to complete the kind of work you need and bonded for the limits of the job you require. And make sure that the contractor carries the proper insurance.


Also if you have had past vendors on your QuickPass as a permanent guest that you are no longer using, don't forget to remove them from your list! We had a recent incident where a previous roofing vendor was able to gain access to the community to visit a residence he was not invited to. So remember to keep your QuickPass guest list current!



# UPDATES FROM SECURITY...

Rick Reyome, Director of Security

## What has happened since our last issue:

 We are very pleased to announce there have been no incidences worthy of noting. I would like to remind everyone with the weather being so nice, and getting warmer by the week, school being in session, there will be a lot of activity around the parkway and on the smaller streets. Please keep this in mind and drive responsibly. *We at Security want to thank the Residents for their cooperation in continuing to slow the overall speed in the community and would like to ask to be more aware of the Stop Signs.*

## A note about our Radar Cameras

These signs are designed to record the speeds of vehicles approaching them. If your vehicle does not have a front license plate, your speed will still be recorded and when you pass the sign a picture of your rear license plate will be taken. The speed, time and date as the vehicle is approaching the radar is recorded and logged. Although the camera does take a picture of the vehicle and license plate, they are designed so the driver or anyone riding in the vehicle are not shown in the pictures.

## Lost and Found

While on community patrols, Security every now and then finds items that have been dropped, lost, etc. These items are brought to the gatehouse. We keep them for 2-3 weeks. If no-one comes down to claim the items, they are usually disposed of after the time limit. If you have an item that has been lost or misplaced, please call Security to see if we may have found it.

## Please, keep your vehicles locked

Security has a monthly meeting with Captain Duane Meyer from the Washoe County Sheriff's Office, more if needed. We discuss the ArrowCreek Community as well as what is happening in the areas surrounding ArrowCreek. Security wants to remind all residents, if your vehicles not parked inside a garage, be sure to keep it locked. Also, if you see anything that might seem suspicious, please call Security.



## ROAD WORK, CREWS, CONSTRUCTION & SAFETY...Please slow down and be very careful of workers and residents, especially children out on the roads. There is a lot of work and construction going on this time of year!

Please be observant of other drivers and pedestrians when entering the community at the front gate. Driving around the resident lane gate arm is not allowed, this includes residents and guests. Please remind all guests that the resident is responsible for their actions inside the Arrowcreek Community. We have had great support

from residents. We could not make it work without your help! Security has seen many residents and workers using Indian Ridge as a short cut, this road is for residents living on this street. Please inform all workers to use High Vista. If using Indian Ridge you must turn right onto High Vista.

## Your QuickPass System and Security:

Security would like to remind the Residents that are using their QuickPass account to continue to add permanent as well as temporary guests, and would ask the Residents that do not update their QuickPass account to please call Security so we can get your guests added before they arrive at the front gate.



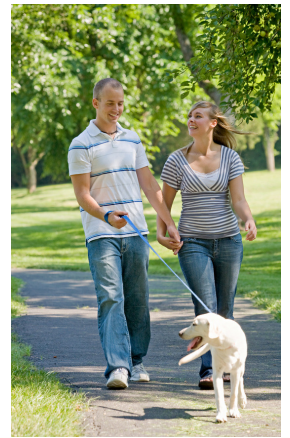
*Please keep in mind there is a large number of calls coming into Security every day, (Residents calling in guests as well as all other Security issues), as well as a large number of calls going out, (Security verifying guest access if they are not on the homeowners list). If you get a busy signal, please try again so we can assure your guest(s) can gain entry without incident. Please note that if you leave a voicemail, there is no guarantee that it will be checked in time of your guest's arrival. There is a large amount of visitors and contractors entering ArrowCreek so having them on your list before they get here will cut the wait time at the gate tremendously.*

We had over 1 Million vehicles pass through the front gate in 2014. When your guest(s) arrive if they are not on your list, Security has to call to verify entry. This can cause a line to form and some guests have to wait unnecessarily. If you have any questions about your account or how to add your guests, please call Daniel at the front gate. If any resident is interested in getting a better working knowledge of QuickPass, feel free to contact Daniel and schedule a time to go over the website.

## Other items to keep in mind:

- For the residents living behind the inside gates, when needing the gate held open for a party or event, **there is a 2 business day notice required.** Security will be willing to meet the request of parties of 5 vehicles or more only.
- Transponders are not intended/designed to be moved. If you do move a transponder from one vehicle to another, you need to let Security know so the QuickPass System can be updated. If a transponder has been moved and Security sees it is not on the vehicle we assigned it to, the transponder will be deactivated until you bring in the current vehicle's information. Also, **if you move a transponder and it does not work, you need to purchase a new one.**

- **When you get a new vehicle, used vehicle, or just change your license plate, please contact Security with the updated vehicle information.**
- If you receive a vehicle transponder before your vehicle has been registered, please keep in mind that Security needs a copy of your registration within 30 days or the transponder will be deactivated. ***If you have a transponder that is not working contact Security.***
- Please remember your dogs must be walked on a leash and you must clean up after your pets. Pet Mitt stations and trashcans have been placed around ArrowCreek Parkway. ***The park at Harbottle and the Resident Center needs special attention with cleaning up after your dogs.*** Complaints have started to be brought up about residents not picking up after their dogs.
- Motorcyclists, you are allowed to use the outside lane when entering ArrowCreek, but your motorcycle must have the Security issued sticker on it for identification purposes. Riding around the gate arm is not an acceptable way to enter. The stickers are free and be prepared to come to a complete stop before Security will raise the arm for entry.



### Security Contact Information

Please don't hesitate to contact us at the Gatehouse if you need assistance or notice any suspicious circumstances. If you have not logged onto the QuickPass system and need your username and password please contact Daniel at the gatehouse or email at [acsecured@outlook.com](mailto:acsecured@outlook.com) for this information. If you need assistance with your QuickPass account and need a walkthrough or have questions our contact information is:



- Gatehouse telephone                      850-4450
- Gatehouse fax                                850-4451
- Security Director's Email   [acsecure@msn.com](mailto:acsecure@msn.com)
- [www.quickpass.us](http://www.quickpass.us)

Rick Reyome, Director of Security.

## ARROWCREEK ADMIN COMMITTEE LOOKING FOR MEMBERS

The Administrative Committee is in need of one or two more members. They are really looking for someone who has HR experience. One of the tasks of the Committee is to work with the Operations Manager to provide HR assistance and to assist with the writing of proper employee procedures. To see what the Committee is all about, you can access the full Committee Charter on the [arrowcreek-hoa.com](http://arrowcreek-hoa.com) website. If you have some time to volunteer, please email the HOA at [acservic@associasn.com](mailto:acservic@associasn.com). Thank you!

## WATER CONSERVATION



*The HOA is taking measures to reduce its use of water. Owners are being asked to do the same. Below is some information from the Truckee Meadows Water Authority:*

- ⇒ Assigned Day Watering is in effect for all customers - whether residential, multi-family, or business.
- ⇒ A home or business has three days to water each week.
- ⇒ If the last number is even (0, 2, 4, 6, 8), please water on Tuesdays, Thursdays and Saturdays.
- ⇒ If the last number is odd (1, 3, 5, 7, 9), water only on Wednesdays, Fridays and Sundays.  
There is ***no watering on Mondays*** as it is a day of rest for the water system, giving it a chance to recharge.
- ⇒ In addition, ***watering is not allowed from 11 a.m. - 7 p.m. starting on Memorial Day, May 25, through Labor Day, Sept. 7.***
- ⇒ 5 to 7 minutes per station should be enough for the average lawn.

In the Truckee Meadows, afternoon is typically the hottest and windiest time of the day when more water is lost to evaporation than benefits landscaping. ***Please cut back on all watering 10%. Example - if one watering station is set at 5 minutes reset to 4 or 4 ½ minutes.***

Thank you for your help. ***Every drop matters...***



ARROWCREEK HOMEOWNERS ASSOCIATION

c/o Associa Sierra North  
10509 Professional Circle #200, Reno NV 89521

Phone: (775) 626-7333;  
Fax: (775)626-7374  
Website: www.arrowcreek-hoa.com

## THE ARROWCREEK ART GUILD



Did you know that ArrowCreek as an Art Guild? They meet the first Monday of the month to support each other in their artistic journeys. They have also created opportunities to exhibit and sell their work. And they always provide some of the proceeds to benefit a charity. For more information contact Connie Ghysels 775-800-1547.

Mark your calendars...**the next AC Art Guild event is during Art Town "Art on the Greens", on Sunday July 12<sup>th</sup> from 11am until 7pm at the Club at Arrow Creek.** They will be presenting "Arts on the Green" a cultural event linking the arts and golf. ArrowCreek will stage the venue for the artists of Arrow creek to exhibit their diverse artistic talents which include; painting, sculpture, glass, wood carving, jewelry, fabric arts, mosaics, ceramics and photography. The Clubhouse and Patio will be available for visitors to enjoy "All Day Happy Hour" prices while accompanied by local musicians through out the day. Art will be extended onto the putting greens with artistically painted golf balls that will be used for an opportunity to "Putt for Fun". Raffle tickets will be available for purchase. Raffle prizes include golf and dinner packages provided by the Club at ArrowCreek and donated artwork by the artists. Proceeds will be donated to Art Town. For further details call 775-800-1547.

### NOTICE OF BOARD MEETING DATES

The below calendar is notice of date, time and place of upcoming board meetings. Meetings are recorded in accordance with NRS 116. a copy of the audio recording, the minutes or a summary of the minutes of the meeting shall be provided to the unit's owner upon request, in electronic format at no charge to the unit's owner or, if the association is unable to provide the copy or summary in electronic format, in paper format at a cost not to exceed 25 cents per page for the first 10 pages, and 10 cents per page thereafter. Typed minutes, and other important HOA information is posted on the HOA website at [www.arrowcreek-hoa.com](http://www.arrowcreek-hoa.com). An owner may record on audiotape or any other means of sound reproduction a meeting of the executive board if the owner, before recording the meeting, provides notice of his or her intent to record the meeting to the members of the executive board and the other units' owners who are in attendance at the meeting. Board meeting agendas will be available on the Arrowcreek-HOA.com website or through Associa Sierra North at least 10 days prior to a meeting. Please note that agendas may be altered up to 3 days prior to a meeting. Please contact Associa Sierra North for a final version.

## CALENDAR 2015

*The full 2015 Calendar is posted on the Arrowcreek-hoa.com website and dates are scheduled on the interactive calendar.*

*Key:*

**ADRC**= Architectural Design Review Committee (Closed meeting). Held the 2nd Wednesday of each month. Submittal Deadline is 1st Wed of the month.

**Board Meeting**= Regular meeting of the board of directors (open to owners. Owners forum at the beginning of each meeting.)

**Executive Session Board Meeting**= Meeting of the board of directors to discuss delinquencies, legal issues and CC&R violations (closed meeting)

**Note:** Unless otherwise specified on the calendar, Executive sessions are typically held prior to each regular board meeting.

**Town Hall Meeting**= Informal gathering with owners and board for open general discussion about items of concern (no action taken at meeting)

*Note: The meeting schedule may be modified at any time.*

**MAY**  
ADRC Submittal Deadline, Wednesday May 6th, 5PM  
ADRC Meeting, Wednesday May 13th, 11:30AM at Associa Sierra North

Tuesday May 19th- HOA Presentation, 5:30PM at The Club at ArrowCreek

**Monday May 25-ASN Office closed for Memorial Day**  
**Pool Opens by Memorial Day Weekend**

**JUNE**  
ADRC Submittal Deadline, Wednesday June 3rd, 5PM  
ADRC Meeting, Wednesday June 10th, 11:30AM at Associa Sierra North

Executive Session, Tuesday June 9, 4:00 PM at Resident's Club

Board Meeting, Tuesday June 9, 5:30 PM at Resident's Club

**JULY**  
**Friday July 3-Independence Day - Office Closed**

ADRC Submittal Deadline, Wednesday July 1st, 5PM  
ADRC Meeting, Wednesday July 8th, 11:30AM at Associa Sierra North