



Professionally Managed By:
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Date: 9-21-15

**NOTICE OF SPECIAL BOARD OF DIRECTORS MEETING AND AGENDA
FOR THE ARROWCREEK HOMEOWNERS' ASSOCIATION
OPEN VENDOR BIDS FOR 2016 CONTRACTS**

The purpose of this notice/agenda is to inform you of the date, time, place and action items of the upcoming scheduled meeting of the Board of Directors. This meeting will be recorded in accordance with NRS 116. Draft minutes of this meeting will be available within 30 days after the meeting date. 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. Minutes, together with other important HOA information is posted on the website at 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. An Executive Session of the Board will be held prior to, the board meeting to discuss CC&R violations, please see separate agenda (executive session is board members only). Agendas are posted on the www.arrowcreek-hoa.com website.

DATE/TIME: TUESDAY, OCTOBER 6, 2015, 5:00 PM

Location: ACHOA RESIDENTS CLUB - 2900 ArrowCreek Parkway

NOTE: THOUGH ACTION MAY BE TAKEN ON EACH AGENDA ITEM, THE PURPOSE OF THIS MEETING IS TO OPEN VENDOR BIDS FOR 2016. CONTRACT DECISIONS WILL NOT BE MADE UNTIL THE REGULAR SCHEDULED BOARD MEETING ON NOVEMBER 3, 2015.

AGENDA

Pledge of Allegiance

1. Call to Order, Board Introductions, Roll Call, and Determination of Quorum

2. Homeowner Comments: *Owners have the right to speak to the Board. This period is devoted to comments related to agenda items from property owners and discussion of those comments. Please note that the Board may limit the time for individual comments. A time limit of three minutes has been allotted per owner. No owner can give away their allotted time to expand another owner's time.*

3. Open Vendor Bids for 2016 Contracts – The Administrative Committee will present their research and bids collected from vendors for 2016 contracts. Sealed bids will be opened for the following services. Board decisions will be made at the November 3, 2015 Board Meeting:

- Street Sweeping
- Pool & Spa Services
- HOA Management Services – 10 minute management company presentations

3. Architectural Design Review Committee (ADRC) Appointment – The ADRC is recommending the appointment of Roger Sheppard to the ADRC to fill the remaining vacant position.

4. Homeowner Comments: *Owners have the right to speak to the Board. This period is devoted to comments by units' owners and discussion of those comment about any matter affecting the community. Except in emergencies, no action can be taken upon a matter raised unless the item is specifically included on the agenda. A time limit of 3 minutes is allotted per owner.*

5. Adjournment



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Date: 9-21-15

ARROWCREEK BOARD OF DIRECTORS – EXECUTIVE SESSION

DATE: TUESDAY, OCTOBER 6, 2015
TIME: 4:00 pm (approx.)
LOCATION: ArrowCreek Resident's Center, 2900 ArrowCreek Prkwy

Note: Executive Sessions are closed session meetings, to be attended by board members only. Agenda and notice are sent to owners as required by Nevada Law.

AGENDA

Please note action may be taken on any of the following agenda items:

1. Call to Order and Determination of Quorum
2. Appeals/Hearings
 - a) Listen to owners who have been called to hearing. Deliberate regarding the imposition of fines to a unit owner due to violations
 - b) Review written owner appeals. Deliberate regarding unit owner appeals from the imposition of fines, or late fees assessed
3. Minutes
 - a) Review and Approval of the previous Executive Board Meeting minutes & Action List
4. Delinquency & Collections Reports
 - a) Review the current delinquency report as presented by Associa Sierra North. Deliberate on collection actions to be taken in accordance with the Association's collection policy
 - b) Review Bad Debt & Write-Offs. Discussion of the collectability from particular unit owners and potential write-offs for same. Write-off amounts to be discussed and decided in next regular session
 - c) Review current collection company reports. Deliberate on collection actions required in accordance with the Associations collection policy
5. Violations Report
 - a) Review violation reports that summarize the status of violations, closed and/or open. Review continuing violation fines
 - b) Review written owner responses to violations. Deliberate regarding unit owner appeals and take action as necessary
6. Legal
 - a) Discuss pending attorney-client privilege items
7. Adjournment

ArrowCreek Homeowner Association HOA Management Company Questions

GENERAL INFORMATION:

1. Legal name of your company?
2. How long has your company been in business?
3. How long in the state of Nevada?
4. Who will be the manager assigned to handle our Nevada Corporation?
5. Will he/she be dedicated to our property or partially; if partially, what guaranteed percentage of time will be allocated to ArrowCreek HOA?
6. What certifications, designations, licenses and/or special training does the proposed manager have currently; what other designations might he/she be seeking?
7. How many of your managers are Nevada permit holders vs. certificate holders?
8. What professional organizations does your firm belong to and what professional organizations does the proposed manager belong to?
9. What percentage of your business services are provided to community associations and what percentage of your business services are provided as other Real Estate Services?
10. What are your office hours? What happens after office hours?
11. Do you have any requirements on how many hours each manager must be in the office to receive and return calls to our owners?
12. How often do you recommend in your contract that proposed manager be out on our property?

13. What will our Manager's office hours be?
14. What form of Emergency Service hours does your company provide?
15. Will this be through our manager?
16. Do you have a paging system?
17. Do you have an Answering Service System?
18. What is the overall size of your staff, clerical, administrative, maintenance?
19. What level of office clerical assistance will our Manager receive?
20. What will your company do to help us run our association more effectively?
21. What will your company do to help us build a sense of community in our Nevada Corporation?
22. If your company is hired and we are not happy with the manager or the level of service we are receiving, who should we contact within your company and what would be the recommended next steps?
23. Does your company, at their expense, send out "Client Satisfaction" surveys; if so, how often and what do you do with the results?
24. Do you carry Errors & Omissions Insurance
25. What are the strengths of your company
26. Has there ever been any legal action taken against your company in any capacity in the last ten years or ever?

ADMINISTRATION:

Record Keeping:

1. Does your company maintain an Owner/Membership Roster?
2. How does your company keep track of phone numbers?
3. Does your company attempt to keep track of e-mail addresses? If so, why?

4. Does your company have the capability to send copies of all correspondence to the Members?
5. How do you keep Owner records (a) by lot? (b) by street address? (c) by name?
6. Do you keep individual owner files separate from management files?
7. How are your files stored?
8. Is there a charge for storing files and records?
9. Is there a charge for pulling historical stored records; if so how much is the charge?
10. When do files go to storage?
11. How do you access stored files and how quickly can they be retrieved?
12. How much notice is required to access archived files?

Correspondence and Mailings:

1. What does your company charge for any of the following?
 - a) General Information Letters
 - b) Each Violation Letter
 - c) Notices of Social or other events
 - d) Notices of Special Meetings
 - e) Notices of Rule Changes
 - f) Other General Notices
 - g) Newsletters
 - h) Welcome Letters
2. Does your company send Welcome Letters?

Meetings:

1. How many Board of Director meetings will your manager attend during the year without a separate charge? How many Member meetings? How many Special Meetings? (Currently the Board meets 6 times a year, but there is a possibility that will be increased to 12 times.)
2. Our Board Meetings are held at approximately 5:30 pm, is there an extra charge for night meetings?

3. What is the meeting limit time on meetings?
4. What is the per hour charge after the limit is met?
5. Will you prepare meeting agendas; both Board and Member Meetings?
6. How do you get input from various committees and the Board for contribution in the agendas?
7. Will you record, prepare and distribute the minutes of all meetings; if so, what is the time line?
8. Are your company's manager reports oral or written?
9. How many days ahead of the board meetings will the manager provide the Board package?
10. In what preferred form (a) mail (b) e-mail (c) hand delivery (d) other?
11. What does the board package typically include?
12. Does your company attend the Annual Meetings; if so, who attends?

Enforcement of Rules and Regulations:

1. Does your company have a dedicated compliance officer, if so is that person's time included in the contract fee or as an extra expense?
2. Does your company send out violation notification letters?
3. Does your company keep a searchable data base of violations?
4. Do you help the board establish an Enforcement Policy and hearing Procedure?
5. Does your recommended procedure include a right to appeal?
6. Do you believe in being proactive or reactive?
7. How do you feel about Committees; and why?
8. What Committees do you find the most useful; and why?

FINANCIAL:

1. What financial software system does your company use?
2. Do you provide accrual accounting?
3. Can you provide accrual and cash reports when requested?
4. Do you provide Fund Accounting Balance Sheet reports?
5. What accounting systems do you use?
6. What assistance does your company provide relative to reserve studies?
7. Do you have any examples of other HOA's that you have worked with in the past on their reserve studies?

Bookkeeping:

1. Do you do your bookkeeping in house; or, does an outside company provide the bookkeeping service; if so, who is it?
2. Are cash receipts and disbursement statements submitted to the board on a monthly or quarterly basis (or other)?
3. Does your financial statement show how much is in each of the association's accounts?
4. Does your Balance Sheet separate Reserve Accounts from Operating Accounts in such a way as they are easily distinguishable; are the accounts clearly named to avoid confusion?
5. Does your financial statement satisfy NRS 116 requirements for quarterly review by the board?
6. How often are bank statements reconciled?
7. Is a copy of the reconciliation provided to each board member?
8. How soon after the close of our HOA books are your financial statements available for our review?

Homeowner Assessments:

1. How do you handle billing of members for their assessments (a) monthly (b) quarterly (c) annually?
2. What do you think of payment coupons?
3. Do you “direct deposit” to the bank or are the deposits handled via teller/manual deposits?
4. If the assessments are received in your office, how often are deposits sent to the bank?

Accounts Payable:

1. Who approves payment of the Association’s service/product invoices?
2. Who prepares the checks?
3. Who signs the checks; how many signatures are required?
4. Who signs the reserve account checks?
5. Do signed checks ever come back to your office for disbursement?
6. What safety measures have been put in place to ensure their safety?
7. After disbursements have been made, how do you file the paid invoices (a) by month (b) by account (c) by vendor (d) other?

8. Where are the files stored and for how long?

Delinquency Collection:

1. Do you send out a statement describing the association's delinquency policy; if so, how often?
2. Do you comply with the Fair Debt Collection Act?
3. Is the delinquency process handled in-house or by an outside company; if so, describe in parts.
4. Are there any additional costs for the delinquency collection: If so, how much are they and to whom are they assessed?
5. Do you provide a delinquency report on a monthly or quarterly basis?
6. Is the report oral or in writing?
7. Do you charge for any late notices on assessments; if so, how much?

Budgets/Reserves:

1. Do your draft budgets satisfy NRS 116?
2. Will your company prepare a draft pro-forma budget?
3. Do you coordinate the budget presentation with a committee?
4. How often is the reserve study reviewed and by whom?

Audit/Review/Taxes:

1. Do you coordinate the activities involved in the audit or review preparation?
2. When do you send out the review or audit to owners?
3. Do you charge an individual homeowner for a copy of the review/audit?
4. Do you ensure that the Association's taxes are prepared and paid on a timely basis?

Vendor 1099s:

- a) Does your company prepare the 1099s for all association unincorporated vendors?
- b) Do you ensure that all W-9s have been completed prior to payments of the vendor?

Financial Statements:

- a) Who reconciles the Bank Statements?
- b) What financials are prepared (a) monthly (b) quarterly (c) annually
- c) Who are they sent to and in what time frame?

COMMUNITY MAINTENANCE:

1. How many bids do you obtain for major jobs?
2. Does your company provide an RFP, job specification, or defined scope of work to each bidder to ensure apples to apples comparisons?
3. What information/qualification does your company request from a contractor before awarding a contract for major work?
4. What file method do you employ to retain the information received?
5. What is your monetary level to consider a job a major job requiring 3 bids?
6. If major job, (as defined above) what actions do you take to ensure work completed per the contract before paying the bill?
7. Do you handle service requests?
8. Will the association vendors be supervised by your company; if so, how do you provide supervision and monitoring?
9. Do you provide a list of the association's vendors to the board on a regular basis?
10. Do you monitor all service contracts for continued compliance; if so, how?
11. Does your company provide any in-house maintenance services for the associations you manage; if so, what type and at what rate?

12. For any in-house services provided, how do you handle any conflict of interest issues when bidding?

SERVICES AND FEES:

1. Are any of the following provided to the association at an extra cost; if so, what is the cost?
 - a) Participation in legal matters/lawsuits
 - b) Construction defect lawsuits
 - c) Insurance Claim Related Facilitation (services beyond submission of claim to agent)
 - d) Negotiating contracts greater than the agreed upon amount in the management agreement
2. Do you add a fee on a percentage of any costs of supplies or service to the association?
3. Do you charge for taking reservations for events?
4. Reimbursements: please provide costs for the following expenses
 - a) Copies: Black / Color
 - b) Coupons / Statements
 - c) Envelopes
 - d) Faxes
 - e) Local Calls
 - f) Long Distance Calls
 - g) Mileage
 - h) Office Supplies
 - i) Postage
 - j) Monitoring Internet Messages
 - k) Direct Deposit of Assessment
5. What is your opinion of charging an all-inclusive management fee and why?