

ARROWCREEK HOMEOWNERS' ASSOCIATION
APPROVED BOARD OF DIRECTORS MEETING MINUTES
AUGUST 16, 2016

The meeting started with the Pledge of Allegiance.

CALL TO ORDER, ROLL CALL & QUORUM, INTRODUCTIONS

The board meeting of the ArrowCreek HOA was called to order by Alan Liebman, President, at 6:10 PM at the ArrowCreek HOA Residents Club, Reno Nevada. It was announced that the meeting will be audio and video recorded. Proof of notice of the meeting was sent to the Members on July 29, 2016. A quorum was established with seven of seven board members present:

Board Members Present: Alan Liebman, President
 David Steele, Vice President
 Charlie Dickinson, Secretary
 Bob Kirtley, Treasurer
 Robert McDonald, Director
 Joyce Seelen, Director
 John Krisch, Director

Others Present: Jeanne Tarantino, PCAM – Associa Sierra North
 Rick Reyome, ACHOA Security Director
 Rodd Rummel, High Sierra Forestry (portion of meeting only)

Owners Present: 40 owners signed in as present for the meeting (see sign in sheet)

HOMEOWNER COMMENTS

K. Whittley – Shared good news; a senior resident in ArrowCreek just learned how to play pickle ball and has recently competed and won a gold medal in the Reno Senior Olympic Games.

J. Roussel – Opposed to an age restriction for driving golf carts in the community. Other communities use age 14. This restriction is not current rule and the HOA should not be enforcing it as one.

R. Saenz – Opposed to an age restriction for driving golf carts in the community. There is no formal HOA rule in place at this time, but knows the board is considering setting requirements. Would like her children to be able to drive their golf cart in the community.

C. & H Neal – Supports pickle ball. Is opposed to an age restriction of 16 for driving golf carts in the community. There are other requirements for safety to consider in lieu of requiring drivers being licensed such as lights and other cart equipment.

K. Delegal – Has a concern about the HEC (Hansford Economic Consulting) survey listed on the agenda. Could UNR be used for surveys at a lesser cost? Does not understand why this action item the agenda is the first time members are hearing about this.

Y. Sherif – Supports conversion of a tennis court to four pickle ball courts. Requests the board approve without delay.

W. & J. Christensen – Could not be present but requested their comments be stated at the meeting in favor of converting a tennis court to four pickle ball courts without delay.

T. & D Maland - Has played tennis his life. Loves pickle ball. Supports the conversion of a tennis court to a pickle ball court.

NOTE: SEALED BIDS FUELS MANAGEMENT (Item 6F) - Opening of the fuels management weed removal sealed bids was moved to the beginning of the meeting so that the Fuels Management Committee and Rodd Rummel, High Sierra Forestry (HSF), could review the bids for recommendation to the board later in the meeting. The scope of work was prepared by HSF to trim and spray the weeds in the areas masticated last year through the fuels grant. Six companies were sent a request to bid: Newmaker Lawn & Garden, Mountain High, All Seasons, Reno Green, Signature and Butterfly. Three companies submitted bids: Signature, All Seasons and Reno Green. Reno Green, was not able to satisfy the 8/8/16 deadline to submit. However, there was a provision in the request for proposal allowing additional time upon request.

MOTION: A. Liebman moved to not accept the Reno Green proposal as the third bid due to non-conformance with the initial dead line. There was no second. The motion died. The board will accept and consider all three bids.

The bids were opened and given to the Committee to provide recommendations later in the meeting.

MINUTES

The Board Meeting Minutes from June 7, 2016 were reviewed for approval. The completed action list was also provided.

MOTION: J. Seelen moved to approve the Board Meeting Minutes of June 7, 2016 as presented. B. Kirtley seconded. J. Krisch and C. Dickinson abstained as they were not present at the meeting. No further discussion. The motion was carried by a unanimous vote of those voting.

STAFF & COMMITTEE UPDATES

Social & Reserve Committee reports were moved up on the agenda due to the pickle ball topic being so popular.

Social Committee: Report by Betsy Burgess, Committee Chair. A committee report was provided to the board to include discussion of the below items:

- Pickle Ball Court Recommendations - As tasked by the board at the previous meeting, the committee conducted research and based on the findings would like the board to approve the repurposing the top tennis court into 4 pickle ball courts with 4 permanent pickle ball nets, safety cross nets, and 3 additional benches at an authorized cost of up to \$9,000 beyond the amount previously budgeted for resurfacing of the tennis court, currently scheduled for fall 2016
- Committee Appointments: Betsy Burgess has been confirmed the Chairperson. The board was asked to consider the appointment of Kate Whittle to fill the last vacant position.
- Social Community Event – First HOA community social tentatively scheduled in September 23; a meet and greet. And researching possible interest groups. A proposed email blast was presented as part of the committee report.

Reserve Committee: Report by Bill Boon, Committee Chair.

The Full Reserve Study is still in process with Browning Reserve Group (BRG). The committee continues to work on a capital projects plan. Pickle ball court recommendation; the board tasked the committee to research the option of converting the upper tennis court to four pickle ball courts at the previous meeting. It was confirmed with the reserve preparer that existing reserve funds could be used for the conversion of the court. The committee is mixed on their personal opinions on this conversion, but the net result is to recommend that the board complete the conversion at the time of the scheduled tennis court resurfacing.

MOTION: J. Seelen moved to repurpose the top tennis court into 4 pickle ball courts with 4 permanent pickle ball nets, safety cross nets, and 3 additional benches at an authorized cost of up to \$9,000 beyond the amount previously budgeted for resurfacing of the tennis court, currently scheduled for fall 2016 as recommended by both the Social and Reserve Committees. R. McDonald second. A. Liebman opposed. All other board members were in favor. Discussion ensued. B. Kirtley applauded the pickle ball group for a great job on this project. The motion carried by majority vote.

MOTION: J. Seelen moved to appoint Kate Whitley as a member to the Social Committee. B. Kirtley second. No discussion. A. Liebman opposed. All other board members were in favor. The motion carried by majority vote.

Operations Manager Report: R. Reyome read a report prepared by Jeff Anderson that included updates on landscape and irrigation. It was noted that staff was in process of removing unhealthy shrubs along High Vista and approximately 120 dead/dying trees throughout the common areas, mainly Aspens, Mountain Ash and a few Pines. Routine maintenance is ongoing but all major landscape reconstruction projects are on hold for direction from the newly formed landscape committee. All of the 2016 road work has been completed, including striping. Damaged street signs have been replaced. Owner Susan Thorsteinson asked for an update on a prior request she sent for repairs to Via Verona. J. Tarantino will follow up.

Security Department Report: Rick Reyome reported. There was an incident on Aug 3, 2016 in the Harbottle area; someone shot a 22 rifle to kill a rattlesnake, 3 shots. Security talked to people in the area trying to find out who the shooter is. If anyone has any information, please contact Security. Shooting any kind of gun in ArrowCreek is not allowed. School bus stops are being monitored for safety. Speeding continues to stay down. Golf course speeders are also kept track of. There was a problematic golf course employee driving through the gates. Security and golf have banned him from the community and he is no longer working at the golf course. Security, maintenance and golf are working very well together. Staff has been continues to work with management on violation enforcement, recently focusing on boats, RVs and stop signs. Resident update: 23 lots had recent move-ins, there are 11 new tenants, and 25 residents moved out. It was noted that transponders are deleted from the system and deactivated when residents move out. Security continues to work close with Washoe County on vehicle break-ins outside/around ArrowCreek. There have been no further break-ins reported inside the ArrowCreek gates.

Safety Committee (Robert McDonald): A committee report was provided to the board to including discussion items and/or requests for action on the revised committee charter, rules for golf carts, traffic safety and bus stop safety.

Committee Charter – A. Liebman has a problem with Item 6 allowing the committee to do work for board recommendation without it being a task by the first. Discussion ensued.

MOTION: D. Steele moved to approve the charter as presented. J. Seelen second. A. Liebman opposed, all others in favor. The motion carried by majority vote.

Rules Revision for Golf Carts on Community Streets – Discussion on this item was postpone to a future meeting. The board requested the Safety Committee to investigate further to include HOA liability insurance impacts, homeowner insurance requirements and how other communities handle age restrictions of drivers, requirements on what equipment should be on the cart and day time vs. night time driving.

Traffic Survey Devices - Costs will be submitted to the budget committee for consideration in the 2017 budget.

Bus Stop Safety –Discussion ensued about painting curbs red around the bus stop areas to help enhance the safety. The HOA painted curbs red several years ago for a short time. It did not have an impact on enforcement, there was pushback, and the red paint was removed. Technically there is no parking on any street in ArrowCreek, especially enforced on the main parkways. Painting selected curbs red may lead residents to think they can park where curbs are not red, and this could be confusing. D. Steele stated that the answer is stricter enforcement by Security. The board postponed a decision on this item. Looking for other options to get people to follow safety rules at the bus stops. There was an idea to use parent monitors.

Communications Committee: N. Reeder gave an update. A written committee report was provided to the board. Hope to have a Beta site completed by October 1, 2016. eUnify has been selected to build a custom website, in

addition to the secured portal at a rate of \$75/hr, expected to take 30 hours minimum of work. There will be a monthly maintenance fee to maintain the portal and hourly fees to website updates. The Committee is working to enhance the marketing material (content) to be used for the website. While the custom website is being built, the committee recommends attaching the secured portal (ready to go) for use on the current site until it can be transferred over. The end goal is to have most of the lot owners on the system by year end.

Administrative Committee: Charlie Dickinson reported. Committee minutes were provided to the board. Recommendations to the board included approval of the committee charter and appointment of Beate McGhee to fill the vacant position.

MOTION: C. Dickinson moved to approve the committee appointment of Beate McGhee to replace the vacant position left by Wayne Krachun. D. Steele seconded. All in favor, the motion was carried by unanimous vote.

The committee previously asked the board to consider a policy requiring verification of insurance for any paid instructors using the Residents Club. There are legal issues about requiring insurance from vendors that are not directly hired by the HOA. The current policy requires that vendors hired for services by the HOA have insurance. It has been suggested that the HOA consider creating a definition for a "suto" HOA sponsored vendor, i.e. a vendor not hired directly by the HOA but endorsed by the HOA because their services are provided using the HOA facilities and their services are equally available to all residents. This should be run through legal counsel for review. The HOA can then require these 'endorsed' HOA vendors to go through an application process which includes providing verification of insurance. The application should include what services the vendor will be providing, and at what cost to HOA residents. Further discussion on this item was postponed for a future meeting.

In conjunction the board was asked to consider whether or not to allow announcements and/or advertisements in the ACHOA newsletter for non-HOA hired service providers who use the Residents Club. There is a difference between advertising and announcements. The HOA does not allow advertising (paid) in the newsletter. Services that are open to all residents have historically been announced, i.e. Pilates and Yoga. If the board were to define certain vendors as HOA endorsed through an application process, their services could be announced in the newsletter. If they are not HOA endorsed then it may be considered advertising. Further discussion on this item was postponed for a future meeting.

Committee Charter - Recommended updates for the Committee Charter.

MOTION: C. Dickinson moved to take action and approve the revised committee charter as presented. D. Steele seconded the motion with a clarification to make some minor changes; second paragraph change Membership, define the quorum as three instead of four, end of third paragraph delete "and a secretary", fourth paragraph beginning of first sentence, The Chair person, add "or alternate" shall preside, top of page 2 change the Chairperson to "a committee member", Item 4 remove duplicate language "used in operation", and the last paragraph add the word "charter". All were in favor, the motion was carried by unanimous vote.

Conflict of Interest Policy (COI) – A. Liebman pointed out that the HOA is required to have a COI policy as a non-profit in Nevada

MOTION: C. Dickinson move to take action and task the Administrative Committee to prepare a COI policy for consideration by the board. J. Krisch seconded. All in favor, the motion was carried by unanimous vote.

Governing Documents Committee & The Club at ArrowCreek Liaison (FOA Negotiating Committee) (Joyce Seelen): A combined report was provided to the board to include updates on both the documents revisions and The Club at ArrowCreek discussions, as both topics are entwined. The revised documents are done and have been sent to the attorney for final review and edits. They will then go to the board and homeowners for final review before sending out for a vote (requires 50% plus 1 to pass). The revision is mostly a cleanup of old developer language

and clarification of the relationship between the owner of the golf course and the homeowners (Article 7). Three easements were added to the CCRs. Looking to negotiate a land swap; 8 acres for 8 acres; this will clean up the use and ownership. A land swap would also require a vote of the members to pass. Negotiations are in process to define the equivalent lot formula to use for the shared road use which may also include language about use of the ArrowCreek owned trademark.

Landscape Committee Update: Richard Kenny reported. A committee update report was provided to the board. Rich clarified that facilities is only holding off on new LS ‘reconstruction’ projects but are doing all their normal routine work. The committee does not see monies spent on a plan this year. Funds should roll over to the 2017 budget. Utilizing HOA expert staff should decrease the anticipated costs. When there is more information to present, there will be a town hall on this topic.

Fuels Management Committee Update: Mike Moll reported. Mike Moll announced that he sold his property and will be leaving ArrowCreek.

Fuels Management Maintenance of 2015 Grant Work – Sealed Bids (continued): ArrowCreek Consultant Rodd Rummel, owner of High Sierra Forestry (HSF) was also present. The sealed bids were presented (see below). HSF recommend rejecting all the bids, as the numbers are too high. This is the wrong time of year to be bidding this type of project. Discussion ensued about the scope of work actually needed. HSF will prepare a revised scope of work for weed and request for proposal for weed spraying only. A special meeting will need to be scheduled to open the bids in order to get the work done this year. It was stated that weed spraying can kill cheat grass seeds up to 3 years.

Vendor	Trimming		Spraying	
	Area #1	Area #2	Area #1	Area #2
Signature	\$83,542	\$67,878	\$18,735	\$15,451
All Seasons	\$36,521	\$30,251	\$15,721	\$12,772
Reno Green	\$248,815	\$201,248	\$31,101	\$25,248

J. Tarantino noted that a general letter will be sent to all the vacant lot owners clarifying for them the expectation of lot maintenance requirements. HSF will assist with the language. There are approximately 173 vacant lots.

Lot Inspection Follow up and Enforcement – HSF and Management will need to defer to the board for enforcement levels of lot fuels maintenance. What level of enforcement does the board want to set as the standard for both HSF and Management to gauge our inspections by?

ADRC Committee: John Krisch reported. Six new homes are in process. Building in the community appears to be comparable to last year.

FINANCIAL REPORTS

Budget & Finance Committee Report: B. Kirtley presented. A report was given to include an update on the 6/30/16 ASN financial report; the highlight is that the balance sheet is pristine, it is one of the best balance sheets he has seen in an HOA. The total assets are over one-half million, very nominal liabilities, under budget on most expenses. Recommendations to update the Procurement Policy (to include a change to Section 2 clarifying the process for purchasing using credit cards and online options) and an update on the ISO Fire Rating change were also included. There was no bad debt to write off at this time. The full presentation and financial reports are posted on the ArrowCreek-hoa.com website. *Note: The board has been provided with current reconciliations of the*

operating and reserve accounts and the latest account statements prepared by the financial institutions in which the accounts of the association are maintained. The financial reports also include a balance sheet and a current year-to-date financial statement of the association and the current year-to-date schedule of revenues and expenses for the operating and reserve accounts.

MOTION: B. Kirtley moved to accept the 6/30/16 unaudited financial reports prepared by Associa Sierra North. A. Liebman seconded. No further discussion. The motion was carried by a unanimous vote.

Procurement Policy Revision – A decision on this policy revision was postponed until the next meeting.

ISO Update – This item is still in process. Once confirmed the information will be sent out to owners. This is the process of redefining how the insurance underwriters looks at ArrowCreek and its proximity to the fire station. This could that reduce insurance premiums for the residents.

OTHER BUSINESS

Pickle Ball Court: Addressed earlier in the meeting.

Trademark Policy: If the marks are not regulated and enforced the HOA could lose the right to use them. To preserve the rights a policy has been created. Joyce expressed her concerns over this policy. Neither The Club at ArrowCreek nor the Art Guild would be allowed to use the ‘arrow’ per the proposed policy without the proper disclaimer. The Club at ArrowCreek has used the trademark since 1997 and do have an established relationship with the HOA. For the ArrowCreek Art Guild, to be a member you must be a resident of ACHOA, which does establish a relationship with the HOA. Discussion ensued. A decision on this item was postponed until the next meeting. C. Dickinson offered to work on the policy for review by the board.

Consulting Services with HEC: The board was provided a proposal for consideration by Hansford Economic Consulting (HEC) for services to include detailed surveys of the community that will assist with setting long term objectives and to enhance market recognition of the ArrowCreek Community. Discussion ensued. This is really a more of a strategic plan then a ‘survey’.

MOTION: A. Liebman moved that this be a task of the board. Recommends appointing Bob Kirtley as the point person to sharpen the proposal in further discussion with HEC and to confirm if there may be other vendors who are practicable to bid. And to involve other committees if needed and to bring back a suggestion to the board for further action. C. Dickinson seconded. No discussion. All in favor, the motion carried by unanimous vote.

Staff Reports – The board discussed if there is a need to change how staff reports are provided at board meetings. D. Steele wants a more professional presentation. Alan will take the lead on this task and will discuss with staff.

Road Snippets: Discussion on outstanding road snippets, should they be allowed to enter into agreements with the HOA.

MOTION: C. Dickinson moved to approve the request of the two Zuni Ridge owners to enter into a road maintenance agreement with the HOA as of 1/1/17 on the condition that the road is brought up to HOA standards prior. J. Seelen. Seconded. All in favor, except Dave Steele opposed. The motion carried by majority vote.

Common Area Maintenance Agreement Request: The board reviewed two owner request(s) for consideration to have a recorded Common Area Maintenance Agreement to maintain a certain portion of HOA property adjacent to their lot: 1) Lavach, 6724 Salt Brush, Lot 2634; and 2) Van Solinge, 10528 Rue d’Flore, Lot 1529

MOTION: J. Krisch moved to approve Lot Maintenance Agreements as requested by Lots 2634 and 1529. J. Seelen Seconded. No further discussion. All in favor, the motion carried by unanimous vote.

Summary of Executive Session board meeting held prior to the regular session - Meeting highlights from the August 16, 2016 Executive Session, held prior to the regular meeting, were read aloud by A. Liebman:

- Approval of the June 7, 2016 executive meeting minutes.
- There were seven violation hearings.
- Delinquency Reports for assessments and fines were reviewed. There is one account on an active HOA payment plan. There are 3 accounts at the final warning status; one has requested a payment plan, two have been sent final letters and will be considered for processing to collection if no response is received.
- Collection updates were presented. There are 5 accounts in collection: One is on an active payment plan; two are on hold for legal; one continues to be in the bank foreclosure process; and one is in the standard collection/foreclosure process.
- Bad debt write-off. None at this time.
- An open violation status report was reviewed. Various violations are being monitored.
- Legal – There are 2 open legal cases pending related foreclosures and collection actions.
- Board discussed a personnel matter

HOMEOWNER COMMENTS

K. Whitley – Thanked the board for following through on the pickle ball decision. Invites the board to play pickle ball. Would like to volunteer her time to work with Jeff on the installation of the courts and to be part of the process if needed.

B. Brown – Concerned about the moving of traffic on ArrowCreek parkway East and West.

Y. Sherif – Wanted to make sure that the contractor who builds the pickle ball court knows what they are doing. Use of a consulting agreement, be careful not to throw away money. Parking, how to be consistent with parking. Concern about trash can requirements, and what will be in the revised CCRs and rules going forward.

D. Steele – Not satisfied with the level of parking enforcement in the community. The HOA needs to be more strict requiring residents to park in their driveways and not on streets.

ADJOURNMENT

MOTION: D. Steele moved to adjourn the meeting. B. Kirtley seconded. The meeting adjourned at 10:10 PM by unanimous vote.

Approved by:

Respectfully Submitted by:

Jeanne Tarantino, PCAM
Associa Sierra North

ArrowCreek HOA Board Member