



ARROWCREEK HOMEOWNERS ASSOCIATION VOLUME 11, ISSUE 5

DECEMBER 2016/  
JANUARY 2017

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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...



Sometimes it's a great success when the smooth operation of our community is assured in a time of transition. Your Board sought that outcome when it approved the **appointment of current Security Director Rick Reyome to the post of Acting Operations Manager** at its November meeting. Rick has served ArrowCreek nine years and will use his familiarity with all Senior Staff members and their skills to fill the shoes of retired manager Jeff Anderson for six months.

The Board's Operations Manager Task Force is beginning a local and Western region search for a **permanent Operations Manager**. The search is expected to take months but should give ArrowCreek a proven, capable, visionary staff leader by mid-2017. The selection process will be open to both internal and external candidates.

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The Board also approved the **hiring of an HOA consulting firm** to guide the community toward a plan for ArrowCreek's future now that fully-built status is in sight. This strategic plan will identify the community's key strengths, develop ways to make home buyers and the real estate community more aware of ArrowCreek's unique benefits, and guide the Board toward any new amenities that resident surveys show the owners want to enjoy and are willing to fund.



\*\*\*\*\*

*Thank you*

I thank all residents and my fellow Board members for giving me the privilege of presiding over your 2016 Board. **My primary goal this year has been to knit our community together.** The 2016 Board was inclusive in its committee appointments. Successful and popular new social programs were created for all residents. At every opportunity I have spoken for the common good of all residents and encouraged everyone who sought community betterment.

As I write this column, an election is underway for four seats [a majority] on the 2017 Board of Directors. The good news is that seven intelligent and qualified community volunteers have put their names forward as candidates.

*(Continued on page 2)*

## President's Message Continued...



But there is bad news too. Once again, as last year, our process is marred by anonymous mailings and web postings. **These anonymous mailings and postings are trafficking in lies ... as ALL the Board candidates have acknowledged!**

It only takes one or a few cowards in our midst to disrupt civil behavior and discourage decent people from serving this community. For two years now, we have suffered the mischief of one or a few cowards who inflamed our electoral process from hiding. This behavior is illegal harassment... both of the candidates attacked and also of the candidates recommended. No one wants their name associated with lies and smears.

I urge any resident with knowledge of the identity of the anonymous mailer(s) to communicate in confidence to the Board or to Arrowcreek's community manager. John Stuart Mill told a British University audience one hundred and fifty years ago: "Bad men need nothing more to compass their ends, than that good men should look on and do nothing." He speaks to us now. With your help, this can be the last year that an ArrowCreek election is sullied by anonymous bullying.

-Alan Liebman, President

Arrowcreek HOA Board



## COMMUNITY INFORMATION

### Security-Gate House

Rick Reyome, Security Director & Interim Ops Manager  
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. Snow removal concerns

### Residents' Club

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

### Operations Manager/Senior

#### Facilities Staff

775-626-7333  
Email: acservice@associasn.com  
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:

Bob Kirtley, President  
Robin Rakusin, Vice President  
Joyce Seelen, Treasurer  
Robert McDonald, Secretary  
John Krisch, Director  
Alan Liebman, Director  
Dave Steele, 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

## 2017 ACHOA Board of Directors

Thank you to all ACHOA Owners for a great voting turnout. The 2017 ACHOA Board of Directors is as follows:

**Bob Kirtley**, President

**Robin Rakusin**, Vice President (newly elected)

**Joyce Seelen**, Treasurer (newly elected)

**Robert McDonald**, Secretary

**John Krisch**, Director (newly elected)

**Alan Liebman**, Director (newly elected)

**Dave Steele**, Director



## AC HOA Residents Club Activities

### 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 8:30- 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)

### Yoga

Offered by certified personal trainer Sandy Schreiner.  
Improve your balance, strength and flexibility through the practice of yoga.  
"Immerse yourself in stillness and become consciously one with the flow."

Tuesdays and Thursdays from  
11:45am to 12:45  
\$10 drop in fee

Please call Sandy to reserve your spot or if you have any questions.  
775-843-5905 or  
[schreinersandy@yahoo.com](mailto:schreinersandy@yahoo.com)

## MAKE ARROWCREEK SHINE THIS HOLIDAY SEASON!

### ArrowCreek HOA Social Committee Event Holiday Lighting Display Contest!

Decorate your home with Holiday Glow. The ACHOA Social Committee will judge decorations between December 15 and 20 and award a prize for the most festive. The winning home may be featured in Archer Magazine if you choose. For questions about this event, please email the social committee at [acsocialcomm@gmail.com](mailto:acsocialcomm@gmail.com)

Make ArrowCreek Shine  
This Holiday Season  
**DECORATE YOUR  
HOME WITH  
HOLIDAY GLOW**

The ArrowCreek HOA Social Committee  
will judge decorations between December  
15 and 20th and award prizes for the best  
houses. The winning home may be  
featured in Archer Magazine if you  
choose.

ROSTERBYWALL.COM



## Exciting Process Kicks off to Create a Roadmap for the ArrowCreek Community's Future - Stakeholder Input Critical to Success

This November, the ArrowCreek HOA Board launched the *ArrowCreek Path Forward* process to create a road map for the future of the community. "This strategic planning process will engage a wide range of stakeholders and help us define our vision for the future, our priorities and how we want to get there," said Bob Kirtley, current Treasurer of the Board.



Truckee-based firms Hansford Economic Consulting (HEC) and Freshtracks Communications have been retained by the ACHOA to design and implement the planning process. Both firms have conducted successful strategic planning efforts with homeowner's associations, non-profits, government agencies and business in the Nevada and Northern California markets for the past 15 years.

The main goal of the ACHOA strategic planning process is to conduct a community assessment and develop a road map that strengthens resident satisfaction, increases market value for properties, and sharpens the effectiveness of community governance. "Another hope for the planning process is to increase alignment and unity, amongst all of the community members, around where we want to go and how we are going to get there over the coming years," per Community Member Paul Burkett.

Critical to the success of the strategic planning process will be stakeholder input. Over the next few months, the team from HEC and Freshtracks will be collecting feedback in various ways to understand the strengths, weaknesses, opportunities, and threats to ACHOA Community. This team will work with the ACHO Board and Community to define the best path forward to enhance the ArrowCreek Experience. In early December, a project website will be launched that outlines the process and various ways to get involved. For more information including how to get involved please contact Paul Burkett at [paulwburkett@sbcglobal.net](mailto:paulwburkett@sbcglobal.net) or Jeanne Tarantino at [jtaranino@associasn.com](mailto:jtaranino@associasn.com). They will respond to Community inquiries.

## ArrowCreek Crafter's

Homeowners Association Newsletter Post Bi-monthly



If you are a "crafty" person with some free free time and want to use your talents to help support local Northern Nevada charities, please join ArrowCreek Crafters at our next meeting. Our meetings are held on the third Monday of each month in the ArrowCreek Resident's

Center at 1 PM. We welcome anyone who knits, crochets, sews, embroiders, quilts or crafts to come check us out and hope you will bring your talents and join us. The picture shows some of the beautiful doll clothes one of our members made for the Juvenile Diabetes Gala in April. For further information please call Mary at 775 853-1483.

**DONATIONS:** If you have left over larger pieces of good quality fabric (quilting cotton, flannel, upholstery fabric or fleece) that could be used to make quilts, napkins, stuffed animals or other items and want to donate these to our group, please contact Mary at 775 853-1483. We also accept skeins of good quality yarn that you would like to donate (It doesn't take a lot of yarn to make a premie baby cap!).

## HOW TO CONTACT THE ARROWCREEK HOA

Visit the HOA website at:

[www.arrowcreek-HOA.com](http://www.arrowcreek-HOA.com)

Email the HOA, Board, Community

Manager at: [acservice@associasn.com](mailto:acservice@associasn.com)

Our ArrowCreek HOA Community Manager is Jeanne Tarantino, PCAM and Sr. Vice President of Associa Sierra North. Jeanne is our main contact for HOA concerns and information. The best way to contact Jeanne, the Board, committees, staff etc. regarding general HOA concerns is through the HOA email: [acservice@associasn.com](mailto:acservice@associasn.com).

OR, contact Jeanne at our  
Management Company:

ASSOCIA SIERRA NORTH

10509 Professional Circle #200,

Reno, NV 89521,

Phone: (775) 626-7333; Fax: (775) 626-7374

## FOR INQUIRIES SPECIFIC TO SECURITY

**INCLUDING SECURITY/IMMEDIATE  
ISSUES, SNOW REMOVAL & ROAD  
WORK CONCERNS. NOTE: FOR  
EMERGENCIES CALL 9-1-1!**

Rick Revome, Director of Security

• Gatehouse telephone 850-4450

• Gatehouse fax 850-4451

• Security Director's Email [acsecure@msn.com](mailto:acsecure@msn.com)

Remember that Security acts as the hub for all snow removal and work concerns. Call them first for assistance!

## FOR INQUIRIES SPECIFIC TO THE RESIDENTS CLUB

**INCLUDING ROOM RESERVATIONS,  
KEY CARDS & CLUB ACTIVITIES**

Brenda Rodriguez, Activities Coordinator

Phone: (775) 850-4620;

Email: [acresident@sbcglobal.net](mailto:acresident@sbcglobal.net)

- \* The Resident's Club is open 5:00 a.m.- 10:00 p.m., seven days a week
- \* Activities Coordinator hours are 9:00 a.m.-5:00 p.m. Monday-Friday.

## ACHOA INTEREST GROUPS

The ACHOA Social Committee has gathered a list of interest groups. If you are interested in joining any of these groups, please contact the group leader to learn more about the activity.

The ACHOA Social Committee's goal is to help you get to know your neighbors by organizing community wide social events and bringing members together who share the same interests. If you have ideas or would like to lead a specific group email [acsocialcomm@gmail.com](mailto:acsocialcomm@gmail.com).

- ◆ ArrowCreek ART GUILD - Connie Ghysels - [lulughysels@gmail.com](mailto:lulughysels@gmail.com)
- ◆ ArrowCreek CHEFS - Carol Steingard - [sedona1927@gmail.com](mailto:sedona1927@gmail.com)
- ◆ ArrowCreek CRAFTERS - Mary Steele - [marysteele6239@att.net](mailto:marysteele6239@att.net)
- ◆ BRIDGE - Dick Eddy - [eddyrp@charter.net](mailto:eddyrp@charter.net)
- ◆ ARROWCREEK CYCLING - Jeff Foster - [jeff-foster@sbcglobal.net](mailto:jeff-foster@sbcglobal.net)
- ◆ HIKING - Mark Steingard - [sedona1927@gmail.com](mailto:sedona1927@gmail.com)
- ◆ Mah Jongg - Patty Erickson [erickspm@gmail.com](mailto:erickspm@gmail.com)
- ◆ MEN'S TENNIS - Don McConnell - [dfmccconnell67@gmail.com](mailto:dfmccconnell67@gmail.com)
- ◆ MOTORCYCLE - Thomas Wroblewski - [tomwro@sbcglobal.net](mailto:tomwro@sbcglobal.net)
- ◆ PICKLEBALL - Kate Whittley - [acpickleball@gmail.com](mailto:acpickleball@gmail.com)
- ◆ POKER NIGHT - Darren McCammon - [sailrmac@gmail.com](mailto:sailrmac@gmail.com) men & women welcome
- ◆ SCALE MODELS - railroads, boats, planes – Hawley MacLean [hawley@hmaclean.com](mailto:hawley@hmaclean.com)
- ◆ SINGLES SKIING - Norm Young - [nyoung007@gmail.com](mailto:nyoung007@gmail.com)
- ◆ SNOWSHOEING - Mark Steingard - [sedona1927@gmail.com](mailto:sedona1927@gmail.com)
- ◆ SPINNING CLASS - Denise Rooney - [nisiroo@mac.com](mailto:nisiroo@mac.com)
- ◆ VOLLEYBALL - Jessica & Aaron Hartwig - [hartwignsv@yahoo.com](mailto:hartwignsv@yahoo.com)

## BOARD MEETING COMMUNITY QUESTIONS

During several past Association Board Meetings, numerous questions were raised by Lot Owners concerning specific issues related to Community Rules and Guidelines that required further research. The research has been completed and the following information is now provided to the Community.



### TRAMPOLINES:

The Association Board of Directors were requested to review the current ArrowCreek Declaration of Covenants, Conditions, and Restrictions (“CC&Rs”) and Architectural Design Review Committee (“ADRC”) Guidelines concerning the erection, installation, use, placement, and storage of trampolines. **Trampolines have always been allowed** within the community as per **Article IV, Section 4. 37 – Pools, Sports, and Play Equipment** within the CC&Rs. The CC&Rs do require that the trampolines be approved by the ADRC.

The ADRC, with the Boards blessing, approved at the June 7, 2016 Board Meeting that the ADRC Guidelines be amended to be more flexible by changing the word “must” to “should” as follows: “All types of sports or play equipment including trampolines proposed to be installed which cannot be taken down and stored inside on-a-daily basis must be submitted for approval. Trampolines *should* be recessed and comply with all setback requirements. The Committee reserves the right to require additional planting for screening upon a final inspection. A site plan showing location, size, screening and all required graphics and illustrations of the equipment is required for the submission.”

### PICKLEBALL:

At the November 1, 2016 Board meeting community members asserted that the Board failed to conduct proper due diligence concerning the decision to repurpose one of the tennis courts into four pickleball courts. The following facts are provided to address this specific concern.



The Association Board of Directors were requested via a community petition to review the potential of repurposing one tennis court as a pickleball court. Pickleball is a racquet sport which combines elements of badminton, tennis, and table tennis. Two, three, or four players use solid paddles made of wood or composite materials to hit a perforated polymer ball, like a whiffle ball, over a net. The sport shares features of other racquet sports, the dimensions and layout of a badminton court, and a net and rules like tennis, with a few modifications.

The Board directed the Advisory Reserve Committee and the Social Committee to review the request and make any recommendations to the Board. The Reserve Committee after consultation with Board legal counsel concerning the application of NRS 116 to the concept of “repurposing an asset” and an expert opinion by Browning Reserve Study corporation concerning “repurposing an asset”

## BOARD MEETING COMMUNITY QUESTIONS CONTINUED

developed a recommendation for Board approval. The Reserve Fund can pay for the resurfacing and repurposing of a court within the community and it can be paid out of Reserve Funds in 2016. The Board approved the expenditure and the work was completed in September 2016. This process was done in open meetings both for the Reserve Committee and at two Board Meetings as per the requirements of NRS 116. The Social Committee also held open meetings and conducted community research. Their findings led to a recommendation to the board to convert one tennis court to pickleball courts. Pickleball is an additional amenity that the community supports and it will not disappear.



Subsequently at the November 1, 2016 Board meeting, several community members singled out and recommended that the Pickleball Group created within the community be suspended from use and access to the newly built pickleball courts. The request was based upon a belief that many of the pickleball players are not members of the community and that they are receiving transponders to gain access to the community. The basis for this request was based on limited facts and suspicions. The Board pursued and investigated the assertions with the following results.

The original community petition members created an Association approved Pickleball Group comprised of Association Lot Owners with bylaws and participation rules. The ArrowCreek Pickleball Group currently comprises approximately fifty (50) participants with an organizational limitation that no more than 25% of the membership can live outside the gates of ArrowCreek. In addition, there is another loosely formed group of Community members that just want to play pickleball. There are no restrictions in the CC&Rs or Bylaws concerning a community member inviting outside community friends to enter the community to participate in community events, tennis, pickleball, bicycle riding, soccer playing, swimming in the pool, and work out with exercise equipment with the community member in attendance. Therefore, any Community member whether part of the Pickleball Group or not can invite up to three non-residents to play pickleball on the courts just like the Tennis Community members can invite up to three non-residents to play tennis matches.

In addition, the ArrowCreek community is not a nationally listed "Place to Play" by the United States Pickleball Association. This designation would require a presentation to the Board and approval by the Board of Directors. This may or may not happen, but it does provide a national exposure for the ArrowCreek Community.

It was confirmed with Security that invited non-resident members playing pickleball, golf, tennis, attending a community event, playing soccer, and swimming at the pool are properly registered guests of a community member. In addition, none of these non-resident members have their own transponders except for properly documented non-resident golf members. Therefore, there are non-resident pickleball and non-resident tennis players but they must be invited guests and must sign in with Security at the front gate.



The Club at ArrowCreek will have tournaments that involve non-resident participants. At all times, these participants must register at the front gate for the tournament. Generally, The Club At ArrowCreek informs Security about the pending tournament and the estimated number of participants. The youth soccer group has run tournaments on ArrowCreek soccer fields with most of the participants being non-residents. These non-resident participants are registered at the front gate. The Pickleball Group and Tennis Players may want to have a tournament in the future within the community. Specific procedures as per the golf tournaments and soccer tournaments have not been established at-this-time but the Board has requested that the interested groups work with Security to establish proper protocols. Additional issues, such as, insurance requirements for the group and reservation deposits still need to be addressed.

The Association Board of Directors take all community feedback and where necessary will investigate and provide the requested information to individual community members or groups of community members. Thank you for your inquiries.



## Kate Whittley Appointed Pickleball Ambassador



Resident Kate Whittley, the founder and driving force behind the popular Pickleball Club in ArrowCreek, has been approved as a USA Pickleball Association Official Ambassador in Reno-Sparks, NV. The prerequisite for winning this award is "love of the sport and desire to share our game with others of all ages." As an ambassador, she has demonstrated her willingness to promote pickleball as America's fastest growing sport.

After introducing pickleball to ArrowCreek in spring of 2016, she has introduced the game to over 75 residents. Over 50 now play pickleball. Interest is so high, a pickleball day can have as many as 20 players for the 4 courts (4 per court). She teaches several clinics a week, on Sunday and Thursday mornings from 10-noon and 2-4pm on Tuesday.

She has introduced competitive play within the club and created a team that plays competitively with other pickleball clubs in the area.

If you haven't tried it, maybe you should. Tennis players who have given up tennis love it because they don't have to run. All are welcome to stop by on clinic days. Please wear tennis/court shoes; bring water and your enthusiasm, balls and paddles will be provided.

The community thanks Kate for her dedication and hard work, building our community by bringing a popular new sport to ArrowCreek. She is an excellent example of someone with a passion who can move our community forward as times change. Congratulations, Kate!

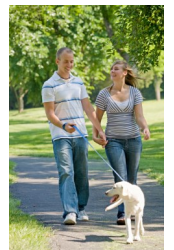
The ACHOA social committee encourages others with a particular passion to contact us, and we will talk with you about how to start your interest group.

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## ACHOA FACILITIES STAFF UPDATE AND OTHER ISSUES

ArrowCreek has a fantastic and knowledgeable staff who are dedicated and hard working. To keep this well-oiled responsive ArrowCreek Facilities team moving efficiently, we all need to be mindful of how we treat and approach our staff and how to use the proper chain of command. We don't wish to discourage residents from talking or interacting with staff, but please be aware of our protocol and their well-being.

**ACHOA MEMBERS WITH DOGS** -- We need your help. ArrowCreek Facilities staff has been experiencing several incidents with resident members not controlling their dogs around our personnel. Dogs have been allowed to get uncomfortably close to staff and have acted aggressively around them while they are performing their daily work tasks. This happens all around the community, but most often at the multi-use park near the Residents Club. PLEASE, be responsible for your pets' actions! **Please keep your pets away from staff, or anyone working in the community, always. Thank you! We do not want a workers compensation injury to our employees.**



**HOW TO CONTACT** – Residents sometimes engage Facilities Staff to request some sort of task; clean up, or specific community maintenance when working in their area of the community. **Please do not interrupt staff in the field with your maintenance requests since specific tasks are required daily to be completed by Facilities Staff and staff may not have the proper equipment or materials to satisfy the request.**

Residents can email their maintenance requests and concerns to [acservic@associasn.com](mailto:acservic@associasn.com). Or, call the request into the management company at 775-626-7333. Your concern will get remedied much more efficiently if you go through the proper channels. Thank you!

## 2017 ASSESSMENT PAYMENTS

The ACHOA monthly assessments remain unchanged for 2017.

**Payment coupon books for 2017 will be mailed mid-to-late December.**

If you are on the Association's auto payment program no coupons will be sent. If you would like to sign up on the auto payment program, forms are located on the [www.arrowCreek-hoa.com](http://www.arrowCreek-hoa.com) website and can be requested through Associa Sierra North.

Reminder--Payments are due on the first (1<sup>st</sup>) and must be received by the thirtieth (30<sup>th</sup>) of the month to avoid a late charge of \$25.00. Please allow enough time for your payment to be mailed, processed, and posted. This process can take several days. Sending your payments timely will avoid late charges!

**CREDIT CARD ON LINE**— Associa has contracted with a third party to allow for credit card or e-check payments through the Associa Sierra

North website (<https://associaonline.com/locations/associa-sierra-north>). Please note that there is a service charge for each transaction.



## Meet New Neighbors! Meet the Social Committee! Bring us your ideas for 2017 events

Stop by the Residents' Club:

Tuesday, January 24, from 7-8 pm for coffee and...

or Saturday, January 28, from 10 am-12 noon, for coffee and...



## CALLING ALL GARDNERS

The ArrowCreek Landscaping committee is studying ways to enhance the esthetic appeal of our community's common areas. We will soon be requesting resident input on a variety of design ideas, along with the cost for these landscaping upgrades.

One idea we would like to propose is that ArrowCreek have a "consistent" look at entrances to our various resident neighborhoods, with colorful fresh plantings that are attractive, economical, and "critter" resistant. If you would like to assist with this planting/upkeep project, please contact Margaret McConnell at (775) 852-3193. Time commitment should be minimal.

We are also planning a community effort to eradicate our development of the invasive, troublesome Olive Tree. ArrowCreek is contracting with a local tree removal company to remove as many olive trees as possible from our common areas. We hope to also offer a "reduced price" to AC residents who'd also like to have these annoying trees removed from their residential property.

Please stay tuned for further information and updates.

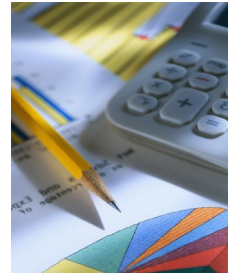
Margaret McConnell, AC Landscape Committee Member





## BUDGET AND FINANCE COMMITTEE REPORT

The ArrowCreek Homeowners Association Budget and Finance Committee and Reserve Committee volunteers did an excellent job the last five months in building the key components for the 2017 Budget approved at the November 1, 2016 Board Meeting. The 2017 Budget did not require an increase in the Lot Owner Monthly Assessments which with inflation increases is a remarkable feat. Thanks for the committee volunteers for their efforts and for the Board of Directors for their great direction in developing the 2017 Budget.



Year	Operating	Reserve	Capital Projects	Total
2010	\$128	\$77	\$0	\$205
2011	\$128	\$72	\$5	\$205
2012	\$128	\$67	\$10	\$205
2013	\$128	\$80	\$10	\$218
2014	\$134	\$80	\$4	\$218
2015	\$134	\$80	\$4	\$218
2016	\$138	\$80	\$0	\$218
2017	\$138	\$80	\$0	\$218

The Board Approved 2017 Budget and Membership Ratified Budget is as follows. If you have any questions concerning the approved 2017 Budget, please visit the ACHOA Website to review the published budget.

	<u>2017 Budget</u>	<u>2016 Budget</u>	<u>2016 Projection</u>
<b><u>Operating Revenues</u></b>			
Residential Assessments - \$218 per month	2,840,976	2,840,976	2,840,976
Contribution to Reserves - \$80 per month	(1,042,560)	(1,042,560)	(1,042,560)
Gate Assessments \$5 per month	16,500	16,500	16,500
Contribution to Reserves-Gates	(5,400)	(5,400)	(5,400)
Road Snippet Assessment-\$25 per month	4,800	4,800	4,800
Contribution to Reserves-Road Snippets	(3,840)	(3,840)	(3,840)
AC Country Club Assessments	5,232	15,696	5,232
ADRC Submittal Fees	29,600	25,000	42,400
Gate Transponders & Clickers	18,000	18,000	21,767
Social/Recreation/Activity Fees	1,200	1,200	300
Room Rental Fees	900	900	625
Late Fees & Interest	8,100	8,100	9,100
Construction Penalties	0	0	1,400
Compliance Fines	3,000	6,000	3,000
Interest Earned - Operating Accounts	2,400	1,900	5,546
Grant Income	0	50,000	0
	<u>1,878,908</u>	<u>1,937,272</u>	<u>1,899,846</u>

*(continued on page 10)*

### Operating Expenses

Administrative	91,750	44,250	50,115
Communications	20,400	18,400	15,177
Payroll & Benefits	1,062,290	1,011,959	960,285
Insurance	84,672	78,738	79,406
Utilities	177,400	185,001	171,515
Landscaping	21,000	21,250	15,327
Operations	26,095	28,691	24,451
Contracted Services	91,024	93,475	47,606
Repair & Maintenance	212,715	304,555	238,954
Professional Services	256,968	244,500	234,707
Taxes	1,200	1,200	898

<b>Total Expenses</b>	<b>2,045,514</b>	<b>2,032,019</b>	<b>1,838,441</b>
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<b>Net Revenues over/(under) Expenses</b>	<b>(166,606)</b>	<b>(94,747)</b>	<b>61,405</b>
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### Capital Fund Expenses

Depreciation - Equipment	32,335	32,335	32,335
Depreciation - Vehicles	24,000	24,000	24,000
Capital Project - Sign	0	10,000	0
Capital Project - Website Development	0	25,000	7,500
Capital Project - Capital Improvement Studies	50,000	0	0
Capital Project - Radar	4,000	0	0

<b>Net Revenues over/(under) Expenses</b>	<b>(110,335)</b>	<b>(91,335)</b>	<b>(63,835)</b>
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<b>Grand Total Revenue over/(under) Expenses</b>	<b>(276,941)</b>	<b>(186,082)</b>	<b>(2,430)</b>
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## COMMUNICATIONS COMMITTEE REPORT



The Public Website subcommittee of the Communications Committee have been conducting several interviews concerning a Graphic Designers, Professional Photographers, and Web Site Designers. In addition, the Communications Committee has received the necessary guidance from the Board concerning the Intellectual Property Rights owned by the Association that need to be included in developing the Public and Private Website.

The Scope of Work for the Public Website will be coordinated with the efforts and independent work of the Board's consultant Hansford Economic Consulting. The website will reflect the main goals developed through this process. The main goal of the ACHOA Strategic Planning Process is to conduct a community assessment and develop a strategic planning process to strengthen resident satisfaction for services and amenities within the community, increase market value for ArrowCreek properties, and sharpen the effectiveness or community governance. This will lead to the development of a sense of community by our members and the enhancement of the brand that set the community apart from all other gated communities within Norther Nevada. The Strategic Plan Work Product will be incorporated into the Public Website to enhance the ACHOA Brand.

Additionally, the eUnify private portal has been placed on the current ACHOA website for membership access. Eventually it will be part of the Public Website for sign in access. Associa Sierra North and the Communication Committee will be working on a process for getting owners registered on the private portal. This portal will be an easier access for owners to see important HOA information as well as personal HOA account information. The private portal is easy to use as requested by the community membership. Registering to use the portal should be as easy as following the prompts. Exact instructions will be emailed out soon.

## History of Golf Course



The following Article from The Club at ArrowCreek provides the ArrowCreek Community with a little of history not known by many in the Community. It is worth publishing and we thank the author Mr. Greg Newman for the history lesson.

It's hard to believe this fall will be 20 years since the ground breaking for ArrowCreek took place. In October of 1996 a long list of dignitaries including Mr. Palmer, the Governor, and many others gathered behind what was to become the 15<sup>th</sup> green on the Legend and started a process that to this day continues to evolve. I'm proud to say I was there.

Over the next few years many of us watched "the grass grow" excited to see what would eventually become the first new private course in Reno in nearly 50 years. New roads were cut, pads laid out, and fairways were carved with dramatic backdrops of the city and the mountains to make a wonderful community and two dramatic tracts.

In September of 1998 Fuzzy Zoeller, Lee Trevino, Tom Watson and John Daly played "The Shoot Out at ArrowCreek". It was the first organized event at the club. I'm proud to say once again, I was there. I watched Daly get home in two with a 7-iron on 9-Legend. As the years passed many great rounds were played and wonderful events took place, but there always seemed to be a cloud of uncertainty over the club. In the fall of 2014, with the strike of the judge's gavel, there was an immediate shift that changed the fate of ArrowCreek, new ownership but more so, a new attitude providing new life into our club. Who knows what might have become of these wonderful courses were it not for the Friends of ArrowCreek. They're tough but beautiful and they are our club. I just wanted to take a moment to say thanks, and I hope to see another 20 years at ArrowCreek. AUTHOR - Mr. Greg Newman

This is a short piece that we should add. Thanks Paul Burkett

## BE READY FOR WINTER CONDITIONS AT ARROWCREEK! REMEMBER THAT THE SECURITY GATE IS YOUR HUB FOR ALL SNOW CONCERNS!



**WHO TO CALL** - During a snow event, ArrowCreek Security is the snow removal headquarters to which all communications should be routed. If you need help or have questions or concerns during a snow event, please **call Security at 850-4450 24/7.**

Security can then contact snow removal crews in the field if necessary.

### PREPARATION FOR OWNERS:

- Have your snow shovels at a location so that you can find them easily
- If you have a snow blower, have it serviced now so that you know it is in working condition
- "Ice Melt" is now available at the local hardware stores in the area and it is a good idea to have it stocked.
- Check your tire tread! Do you have at least 4/32 of tire tread?
- Disconnect your hoses from your hose bibs to allow them to drain properly.
- Shut off your sprinkler system
- Drain your vacuum breaker (the brass thing sticking up above the ground).
- If applicable, turn on your electric heat tapes for exposed water pipes



Remember, **slow down when driving in wet, snowy, and/or icy conditions!** ArrowCreek has over 28 miles of road which needs to be plowed so please be patient as it takes 15 to 18 hours depending on the amount and rate of snow fall to plow every street within the community. Visit the [www.arrowcreek-hoa.com](http://www.arrowcreek-hoa.com) website for the complete Snow Removal Policy posted under Services\Operations Facilities.

FYI...with the help of the Safety Committee and ACHOA staff, the overgrown plant material at several intersections has been trimmed and reduced to provide for a safer line of sight on to the main parkways. Thank you to them for their time on this ongoing project! If you experience overgrown brush blocking your line of sight onto the ACHOA road ways, please contact Associa Sierra North to let us know. Thank you!





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

## ASSOCIA ADVANTAGE... benefits offered to homeowners



Associa Advantage is a program that benefits Associa managed clients offering discounts for goods & services. There is an online shopping network offering coupons and discounts to thousands of retail outlets across the country. It also offers Exclusive Offers where Associa has negotiated with specific vendors (like Home Depot) for extraordinary savings on household goods and services.

Associa Advantage is not only offered to the HOA's but is offered to individual homeowners who live in the community. Associa has huge buying power, and now all Associa members can benefit from this leverage. New vendors, both national and local are being added all the time. This is just one of the many benefits offered to AMI/ Associa managed communities. It's free to you and easy to use. There is a link on the [www.Arrowcreek-hoa.com](http://www.Arrowcreek-hoa.com) website, or you can go direct to [www.associaadvantage.com](http://www.associaadvantage.com). You will be asked to register to verify that you are an Associa member, and that's it.

### 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 2017

*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.*

### DECEMBER

ADRC SUBMITTAL DEADLINE, WEDNESDAY  
DECEMBER 7, 5PM  
ADRC HOLIDAY MEETING - PLACE TBD  
WEDNESDAY DECEMBER 14, 11:30 AM  
NOTE: SUBMITTALS WILL BE LIMITED

ANNUAL HOA CHRISTMAS PARTY  
FRIDAY DECEMBER 9, 2016, 6:00-9:00 PM  
THE CLUB AT ARROWCREEK  
DEC 23 - 26 -ASN OFFICE CLOSED FOR CHRISTMAS

### JANUARY

FRIDAY JANUARY 1ST - ASN OFFICE CLOSED FOR NEW YEARS

ADRC SUBMITTAL DEADLINE, WEDNESDAY  
JANUARY 4, 5PM  
ADRC MEETING, WEDNESDAY  
JANUARY 11, 11:30 AM  
AT ASSOCIA SIERRA NORTH

AC COMMITTEE TRAINING - WED JANUARY 25, 2017,  
2 PM AT ASSOCIA SIERRA NORTH

EXECUTIVE SESSION, TUESDAY  
JANUARY 31, 4:00 PM  
AT RESIDENT'S CLUB  
BOARD MEETING, TUESDAY JANUARY 31, 6:00 PM  
RESIDENTS CLUB

### FEBRUARY

ADRC SUBMITTAL DEADLINE, WEDNESDAY  
FEBRUARY 1, 5PM  
ADRC MEETING, WEDNESDAY  
FEBRUARY 8, 11:30 AM  
AT ASSOCIA SIERRA NORTH