



ARROWCREEK HOMEOWNERS ASSOCIATION VOLUME 12, ISSUE 2

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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.*

## Welcome New ACHOA General Manager Ed Lahr!!!!



As announced in previous newsletter issues, long time Operations Manager Jeff Anderson retired at the end of October 2016. The Board's Operations Manager Task Force started their hunt for a replacement and redefined the job to 'General Manager'. We are excited to announce that Ed Lahr is the new ArrowCreek General Manager starting April 10, 2017. Ed was the Director of Operations for Alpine Meadows Ski Resort; he was with that organization for 25 years. Ed

brings a wealth of experience in strong performance management and customer service. He is well versed in facilities maintenance and management, construction, project management, budgets, administration and staff supervision. He also has a B.S. in Earth Sciences-Geology, Soil Sciences. Ed is very enthusiastic and excited to become part of the ArrowCreek team. He is looking forward to meeting the many ACHOA residents. If you see Ed when you are out and about, please introduce yourself!

## STRATEGIC PLAN TASK FORCE



The Board's Strategic Plan Task Force has been busy in getting Community Members to respond to the Assessment/Survey. The Assessment/Survey was designed to help set future priorities for the Community and provide direction to the ArrowCreek Homeowners Association Board of Directors. The response by the community has exceeded expectations and all on the Task Force are pleased with the results. The Assessment/Survey Phase of the Strategic Plan ended on March 31, 2017. Thank you for your responses.

The surveys are in and are now tallied for everyone's information. **A TOWN HALL MEETING HAS BEEN SCHEDULED FOR APRIL 25, 2017 AT 6:30 P.M. AT THE CLUB AT ARROWCREEK.** The assessment/survey Strategic Plan Task Force invites you to attend the Town Hall meeting to discuss the results and provide additional feedback. Thank you to all community residents who participated in the online survey. Your voice has been heard!

The ArrowCreek Board of Directors will participate in a planning retreat to design a formal Strategic Plan based upon the information developed. The Strategic Plan will be presented to the Community sometime in late May 2017 for commentary. The Strategic Plan will have both short and long terms goals for the Management of the Community. It will set the direction of our Association for the coming years in making it a premier northern Nevada community that is dedicated to serving the interests of its membership.



## BUDGET AND FINANCE COMMITTEE:

The Committee has been focusing on the Annual December 31, 2016 Audit. The results of the Audit will be shared at the April 18, 2017 Board Meeting and the Audit will be posted on the ArrowCreek Website for all to have access. The results of the Annual Audit reflect a Sound, Strong, Financially, Solvent Association that is prepared for the future. The cash reserves of the Association are strong and they have been able to absorb the significant snow removal expenses that are more than \$150,000 for 2017. The ability to handle an unusual snow year like this year and the 2004-2005 snow year is a compliment to the fiscal management strength of this organization and the commitment to providing top quality service at the lowest monthly assessment possible. Thanks to the Association Board of Directors and Budget and Finance Committee Members for their continuing efforts.



## COMMUNICATIONS COMMITTEE:

The Communications Committee is excited to see the results of the Strategic Planning Task Force to assist in developing the Strategic Branding of ArrowCreek to help maintain and increase home values. The Strategic Plan will support the main marketing tool for the Association – the New Website. The Website vendor has been hired and the infrastructure and design elements for the website are moving in concert with the Strategic Plan. A Professional Photographer will be hired shortly to build a portfolio of professional photos to be used on the Website and Brochures about the Community. In addition, the new enhanced Trademarked Arrow representing the community will be used in all communication material concerning the community. This Arrow will also be used by The Club at ArrowCreek in a part of our joint community marketing efforts. Exciting times are coming ahead which will include improving timely electronic communications. The Committee will keep the community posted. Thank you for your support and comments.

## GOVERNING DOCUMENTS COMMITTEE:



The Governing Documents Committee have nearly completed the arduous process of reviewing, editing, re-writing, and compiling the Revised ArrowCreek Bylaws and ArrowCreek Declaration of Covenants, Conditions and Restrictions (CC&Rs). These dated documents needed to be brought up to date to reflect what is currently occurring within our community and within the state. The Bylaws and CC&Rs are being reviewed by the Association Board of Directors for release to the Community for comments in late April 2017. A Town Hall Meeting will be planned to discuss and review the changes and to receive feedback from the membership. The comments received will be incorporated into the final versions. Once the Governing Documents have been revised, the final document with a Ballot will be forwarded to the Community for approval. The Governing Documents will require and approval of at least 546 Lot Owners before they can become our new governing Documents. Currently we are still operating under the 1997 Governing Documents for the Association. It is time for a change. Thanks for the Committee Members for the tremendous amount of volunteer time in getting this project nearly completed.

## COMMUNITY INFORMATION

### 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. 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.

### General Manager/Senior

#### Facilities

Ed Lahr, ACHOA General Manager  
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

## 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)

## ACHOA EVENT! WHAT'S YOUR WILDFIRE IQ? COME TO THE HOTTEST EVENT IN ARROWCREEK!

SUNDAY, MAY 21<sup>ST</sup> NOON – 3 PM  
@ The Club at ArrowCreek



The ArrowCreek HOA, the Friends of ArrowCreek, and Washoe County will host a fun-filled community event at the Club at ArrowCreek! Enjoy free hamburgers, hot dogs, soft drinks and fixings while learning how to prepare for the possibility of wildfires in ArrowCreek. Do you know:

- Where flying embers are most likely to enter a home?
- How long it takes a wildfire to move up a hill?
- What I should bring with me if I should evacuate?
- How to leave my home in the best possible situation?
- Where the evacuation routes are in ArrowCreek?
- What is defensible space? How much should I have around my home?
- Are sheep used to reduce hazardous fuels?
- What plants are best around the house to reduce fire hazards?

To learn the answers to these questions and more, come meet representatives from Washoe County, the United States Forest Service, the Nevada Division of Forestry, and our own Truckee Meadows Fire Department to find out. You'll be able to talk with firefighters and see the gear that they must carry into a fire. There will also be fire trucks for kids and adults alike to explore.

In addition, you will have a chance to talk one-on-one with representatives from the “Living with Fire” Program about defensible space and fire-resistant plants. This program is a collaborative effort managed by the University of Nevada Cooperative Extension.

We look forward to seeing you there!

## A COUPLE OF ITEMS FROM THE SOCIAL COMMITTEE. . .

How to contact the ACHOA Social Committee? Send an email to: [acsocialcomm@gmail.com](mailto:acsocialcomm@gmail.com)

### Renter Participation in Social Activities



The Social Committee would like to give all renters the opportunity to participate in Interest Group activities, other social activities in the community and receive the ArrowCreek HOA Newsletter. If your home has a renter(s), would you be kind enough to ask

if they are interested in the above? If interested, they need to pick up an email authorization form at the Gatehouse authorizing Associa to send the ArrowCreek Newsletter and e-blasts about social activities in the community. The renter needs to sign the Form and return it to the Gatehouse. Thank you for enriching the life of your renter in ArrowCreek.

### New Interest Group - Singles Social Interest Group

The Social Committee has heard there are many single residents and renters living in our community. We would like to give them the opportunity to form a group to meet for social activities. All Interest Groups need a Contact Person to lead the group, send emails and organize activities. If you are interested in getting this group up and running, please contact the Social Committee.

### LOOKING FOR ONE MORE SOCIAL COMMITTEE MEMBER

The Social Committee is looking for a candidate to join our Committee. This person would help with event publicity, write short articles for the ArrowCreek Newsletter, help with events, and have good ideas to enhance our community. If you are interested, please email the Social Committee



## 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.

## ARROWCREEK 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).

*Note:* The HOA recently purchased 4 card tables for residents to use. If you would like to host a game night at the Residents' Club contact the Brenda Rodriguez, Resident Club Coordinator at [acresident@sbcglobal.net](mailto:acresident@sbcglobal.net) or by phone at (775) 850-4620.

ArrowCreek ART GUILD - Susan Christopher - [susanbbc@hotmail.com](mailto:susanbbc@hotmail.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)  
VOLLEYBALL - Jessica & Aaron Hartwig - [hartwignsv@yahoo.com](mailto:hartwignsv@yahoo.com)

## ArrowCreek Homeowners Association Social Committee ANNOUNCEMENTS

### MEET & GREET – Saturday May 6<sup>th</sup> 10AM:

The HOA Social Committee is planning a Meet and Greet on Saturday, May 6<sup>th</sup> from 10 am - 12 pm at the Residents' Club for residents of ArrowCreek. Refreshments will be served. Come and meet your neighbors. Please RSVP to: [acsocialcomm@gmail.com](mailto:acsocialcomm@gmail.com) with your name and how many in your party.



## GREETINGS FELLOW ARROWCREEK MOTHERS

It has been quite a winter! Come have a coffee and meet other moms who live in ArrowCreek and have children that may be of school age, toddlers, or babies. Please bring your little ones with you. Let's meet at the Residents' Club on Friday, April 28<sup>th</sup> at 9:30 am. This is a nice opportunity to meet fellow moms who live in your neighborhood and may have similar interests. It also allows for our children to get out and play together for a bit! If you are interested in coming, RSVP to Kristen at: [wiesekm@yahoo.com](mailto:wiesekm@yahoo.com)

## NEW INTEREST GROUP ... ACHOA Men's Club



A new interest group has been created, an ArrowCreek Men's Club. The first meeting will be a breakfast on Sunday, May 7<sup>th</sup> at the Residents' Club at 8:30 am. The Men's Club will meet monthly at the Residents' Club. The purpose will be to meet men in the community, listen to speakers of interest and support local charity, have fun times going and doing activities with other men in the community. If you are interested, please RSVP to: Mark Steingard, Email: [sedona1927@gmail.com](mailto:sedona1927@gmail.com), Phone: 775-853-6310, or 561-213-5487



St Pats Dinner "ArrowCreek Chef's at St Patrick's Day dinner 3/17/17



"Progressive Dinner from the ArrowCreek Chefs. Donna Hahn prepared delicious appetizers"



"Artist Sue Boon at the Artown Event at the Club at ArrowCreek"

## ARE YOU MAKING CHANGES TO YOUR PROPERTY?????

Spring is almost here and lots of owners are anxious to make improvements to their property, especially after such a hard winter! **Remember that any modifications made to the exterior of a property, structural or landscaping, need to be approved by the ADRC before proceeding.**

Even simple modifications require approval, for example, adding rock to your landscaping when there was none before, installing a recessed trampoline, erecting a play structure, permanent basketball hoop, changing the paint color of your home, fencing, planting additional trees, removing lawn, etc. Please read the ADRC Guidelines for detailed submittal information.

The ADRC Guidelines and submittal forms are easily accessible on the [www.arrowcreek-hoa.com](http://www.arrowcreek-hoa.com) website. If you are not sure if your project requires approval please contact Associa Sierra North at 775-626-7333 for assistance.

The ADRC meets on the 2nd Wednesday of each month. The deadline to submit plans is 4:00 PM on the 1st Wednesday of each month. Plans should be submitted in both electronic format and by hard copy. The electronic version can be sent via email to [acservic@associasn.com](mailto:acservic@associasn.com) or submitted on a thumb-drive. Please contact Associa Sierra North if you have any questions on the ADRC process. Thank you!



# ArrowCreek EASTER EGG HUNT



Saturday April 15th, 11 a.m. SHARP  
At The Club at ArrowCreek  
Free event for ArrowCreek Residents

Fun activities for kids and a visit from  
the Easter Bunny



Sponsored by ArrowCreek HOA & The Club at ArrowCreek

Join us for a hopping good time!  
Please RSVP to: [admin@theclubatarrowcreek.com](mailto:admin@theclubatarrowcreek.com)

## MARK YOUR CALENDARS FOR THE 2017 ART ON THE GREENS!

On Sunday, July 9<sup>th</sup>, The ArrowCreek Art Guild and the Club at ArrowCreek presents the third annual "Art on the Greens" featuring the diverse works of the ArrowCreek Art Guild Members and visiting Reno/Tahoe Artists. The Club and Patio are available for "All Day Happy Hour" prices and live music can be enjoyed throughout the day. Musicians are: 12-2 CeCe Gable, 2-4 Corky Bennett, 4-6 Clark Kent. Artistically painted golf balls will be available to "Putt for Fun". A lucky ticket holder wins the 50/50 Raffle. Proceeds will be donated to ArtTown. The hours of the event are 11am to 6pm. We hope to see you there!

A promotional graphic for the "Art on the Greens" event. At the top, it features the "artown" logo (with "art" in red and "own" in green) and the "The Club at ARROWCREEK" logo (with "The Club at" in a script font and "ARROWCREEK" in a bold, serif font). Below the logos, it says "Over 35 Artists featured ~ ArrowCreek Art Guild and Guests". The text continues: "Music by: CeCe Gable &amp; John Shipley (12-2p), Corky Bennett (2-4p) &amp; Clark Kent (4-6p)", "Putt for Fun with artistically painted golf balls", "HAPPY HOUR PRICES: on select food and beverages", and "50/50 raffle. Proceeds donated to ArtTown". The bottom half of the graphic shows a photograph of a large, modern clubhouse building at night, illuminated with warm lights. Overlaid on the photo is the "ARROWCREEK ART GUILD" logo and the text "Art on the Greens" in a large, elegant script font. A red oval at the bottom left of the photo contains the text "Sunday, July 9th 11-6pm". At the very bottom, in small text, it says "Art event at The Club at ArrowCreek, 2805 Arrowcreek Parkway, Reno, NV 89511".

## SNOW AND WATER EVENTS

We have had an extremely wet winter this year. An extraordinary number of snow and rain storms have hit ArrowCreek with a vengeance. As a result, there are several drainage ditches and other areas that breached and caused a significant amount of damage. All areas, listed below, have been addressed and are scheduled for repair as soon as the weather permits.



- **ArrowCreek Parkway near High Vista**
- **Walking Path at the above breach**
- **High Vista near Rue D' Flore**
- **Eagle Vista Court**
- **Rabbit Brush near the cul-de-sac**
- **East Desert Canyon in from ArrowCreek Parkway** - East Desert Canyon has had the drainage ditch rebuilt and is no longer an issue.

The ground is so saturated that none of the other areas can be repaired until heavy equipment can access it without sinking in. Because of the ground being so wet along with the high winds, we had 50+ trees that blew over and needed to be cut out for safety purposes.

*I would like to give a "Big Thanks" to our Maintenance and Security personnel for all their hard work throughout the winter months. All departments came together to shovel out fire hydrants, storm drains, fill sand bags and whatever else was needed to mitigate damage and to ensure the safety to the ArrowCreek Community.*



## WILDLIFE AND TRASH CANS

As you know, Arrowcreek is "out in the cuts" and we have plenty of critter visitors. There have been a couple of bear sightings from residents in the Masters & Reserves area. We want to ensure the bears pursue their interest off property to avoid a grizzly visit. Recently, we have seen a high number of trash can violations. Waste Management picks up Mondays, and your trash cans need to be moved back inside Monday Evenings. Living in a mountainous community we have wildlife that will get into trash cans and strew them across the roads. So please help make our community beautiful and move your trash cans in. Thank you!

## DID YOU KNOW WE DO VACATION PATROLS?

*Are you and your family about to head out for a long vacation?* Let us put your mind at ease and ask to be added to our Vacation Watch Patrol. Security conducts 2 extra patrols per day to check on properties while residents are out of town.

The First patrol is done early in the morning: between 5am to 7am.

Then Swing (1-9pm) & Graveyard shift will check if needed, by resident call/concern. Security will check for any problems outside of residence that can be seen:

- Water Leaks
- Broken Windows
- Open Doors
- House Alarms
- Cars parked in driveway, etc.



By providing us with contact info for your emergency contact/ house sitter, we can notify them ASAP if a problem arises.

Residents can stop by the gatehouse and fill out a Vacation Request Form, or you can email the gatehouse requesting to be added to the list. Be sure to include:

- Address
- Dates you will be absent
- Best way to contact you, if possible
- Contact info for house sitter/ emergency contact

Security Gatehouse email address: [acsecure@msn.com](mailto:acsecure@msn.com) - Have safe travels!!

## SCHOOL BUS STOPS

*Security would like to ask you for your help with Bus Stop Safety.* We continue asking all residents if you park at a bus stop to please stay back at least 30 feet from the intersection, and all park on the same side of the street.



- 30 feet (about 2 car lengths) is so cars coming up to the intersection can see other cars, and not block incoming traffic.
- Same Side of the street is so you are not blocking traffic, and for emergency vehicles access.
- **Arrowcreek & High Vista intersection:** No Parking here. There is an area on High Vista & Rue St. Tropez that you are welcome to park at.
- **The bus stop at Granite Point & ArrowCreek Pkwy is becoming a safety issue. There is a berm between the vehicles traveling north and south. If you see the bus stopped with their "stop signs" out, PLEASE stop regardless which way you are traveling. We have children crossing the road, sometimes in a hurry, and they may not look for vehicles sometimes.**

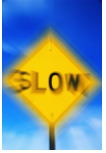
Security monitors all bus stops every morning and afternoon, and will remind parents to please follow the rules listed above. We would like to continue thanking everyone for following these simple steps to ensure the safety of all Residents and Your Children.

## RADAR CAMERAS & STOP SIGN CHECKS

*Security would like to thank the Residents for their cooperation in continuing to lower the overall speed and reduce stop sign runs throughout the community.*

Security continues to remind visitors that the speed limit is 25 mph, which seems to be helping reduce speeding violations amongst guests. You may have noticed Security parked at Stop Signs throughout our





community several times a day. We have seen a dramatic decrease in Stop Sign Violations and we are able to reduce Security's patrols for the time being.

If you notice a violator, please take note of their license plate, and which Stop Sign. Under no circumstance do we condone you taking matters into your own hands, report to security only. Thank you for all your help with this matter.

### WILDLIFE PROBLEMS

ArrowCreek is one of many communities located in "Wilderness Urban Interface" area and, as such, residents may more frequently experience problems with animals, reptiles, and insects in or near their homes or property. Residents are responsible for any issue regarding wild animal/snakes etc., on their property. Security staff will assist by giving residents the correct phone number of the agency that may be able to assist them.

### INFORMATION & RESOURCE LIST FOR RESIDENTS

#### IMPORTANT PHONE NUMBERS:

- ArrowCreek Security: 775 850-4450
- Washoe County Regional Animal Services: Office: 775 353-8900
- Dispatch: 775 322 3647
- Nevada Department of Wildlife: 775 688-1331
- Reno Snake Rescue: 775 750-5537 (www.snakebusters.com)
- Exterminators that have been used and are recommended by AC Residents:
- State Wide Pest Control 775 425-4343
- Nash Pest Control 775 852-3444



#### 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 many calls coming into Security every day, (Residents calling in guests as well as all other Security issues), as well as many 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 many 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 2015). When

your guest(s) arrive if they are not on your list, Security must call to verify entry. This can cause a line to form and some guests must wait unnecessarily. If you have any questions about your account or how to add your guests, please call Leda at the front gate. If any resident is interested in getting a better working knowledge of QuickPass, feel free to contact Leda 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. Security will try to meet your request if an unexpected event occurs with less than 2 days' notice. ***Sometimes it will just not be possible.***
- 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 de-activated 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.
- There is a lot of construction going on inside the ArrowCreek community. That means there is an increased number of large construction vehicles coming and going from the community. Please be patient with them on the roads and especially when these vehicles are entering at the gates. These construction workers are guests and they must follow the community rules and policies. Please report issues to Security.





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

- Motorcyclists, you can 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 Leda 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.



### 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.

### APRIL

EXECUTIVE SESSION BOARD MEETING, TUESDAY  
APRIL 11, 4:00-6:00, AT THE RESIDENT'S CLUB

ADRC SUBMITTAL DEADLINE, WEDNESDAY APRIL 5,  
5PM

ADRC MEETING, WEDNESDAY APRIL 12, 11:30 AM  
AT ASSOCIA SIERRA NORTH

BOARD MEETING, TUESDAY APRIL 18, 6:00 PM  
AT RESIDENT'S CLUB - SELECT ROAD VENDORS

TOWN HALL/SURVEY RESULTS MEETING, TUESDAY,  
APRIL 25, 2017, 6:30 P.M. - STRATEGIC PLANNING

ANNUAL EASTER EGG HUNT, CLUB AT ARROWCREEK  
SATURDAY APRIL 15TH, 11:00 AM (APPROPRIATE  
FOR KIDS)

### MAY

ADRC SUBMITTAL DEADLINE, WEDNESDAY MAY 3,  
5PM

ADRC MEETING, WEDNESDAY MAY 10, 11:30 AM  
AT ASSOCIA SIERRA NORTH

ACHOA WILD FIRE PREPAREDNESS EVENT  
CLUB AT ARROWCREEK, SUNDAY MAY 21, NOON -  
3PM

MON MAY 29-ASN OFFICE CLOSED FOR MEMORIAL  
DAY

POOL OPENS BY MEMORIAL DAY WEEKEND

### JUNE

ADRC SUBMITTAL DEADLINE, WEDNESDAY JUNE 7,  
5PM

ADRC MEETING, WEDNESDAY JUNE 14, 11:30 AM  
AT ASSOCIA SIERRA NORTH

EXECUTIVE SESSION BOARD MEETING, TUESDAY  
JUNE 20, 4:00 PM, AT THE RESIDENT'S CLUB

BOARD MEETING, TUESDAY JUNE 20, 6:00 PM  
AT RESIDENT'S CLUB - SELECT ROAD VENDORS