



ARROWCREEK HOMEOWNERS ASSOCIATION VOLUME 13, ISSUE 1

JAN/FEB 2018

- 1 President's Message
- 2 2018 Board of Directors
- 2 Gov Docs Vote Update
- 2 New GM Scott Peterlin
- 3 Holiday Party
- 3 Social Committee
- 4 ACHOA Committees
- 5 Rule Changes
- 6 Club Activities
- 7-10 AC Security
- 11 Winter Conditions
- 11 ADRC Fee Change

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 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.

AN UPDATE FROM THE BOARD... by Alan Liebman , Board President



In 2018, we **welcome three new residents to two-year terms on the ArrowCreek HOA Board:** Jim Keller, Sam Reagle and Morgan White. We also are happy to have veteran Bob McDonald serving a second term. Thank you all for your service.

January starts the tenure of **new General Manager Scott Peterlin** as head of your ArrowCreek staff. We expect Scott will soon be up to speed on how the community functions. We offer heartfelt thanks to Security Director Rick Reyome for serving as Acting General Manager while the Board's Search Committee did its duty. The Board appreciated the considerable help from Jeanne Tarantino and her Associa team in this work; and the efforts of resident Yvonne Bates and past-President Bob Kirtley.

An **exceptional amount of paving work** will be completed this Spring... \$2 million worth! Much of ArrowCreek Parkway will be broken down and then rebuilt with non-shrinking asphalt. Our staff will do its best to minimize the traffic disruptions this will cause you.

Landscaping renewal and upgrading is planned for the ArrowCreek entry corridor leading up to our gatehouse and for the roadway all the way to the Residents Club. We expect the Residents Club task force to present **concepts and costs for upgrading the community's recreation facilities** in late spring. The Board will actively seek your input about which improvements [if any] should get advanced design study. If owners want improved facilities, your Board will consider the best way to deliver them cost-effectively.

Two projects will make ArrowCreek **safer against wildfire...** (1) common-area brush and weed control will be pursued using the tripartite Nevada grant awarded to the HOA, the Club at ArrowCreek and Washoe County; and (2) a third year [another 20%] of resident lot inspections for fire safety will be completed.

Our **Social Committee** is planning new-resident welcome parties; holiday festivals; and meet-your-neighbors theme events. The many clubs that have formed under the Social Committee will have you cooking, exercising, game playing, gardening, doing art, and learning together with your ArrowCreek neighbors.

2018 will be a year of **improved communication** with an excellent new website and the inauguration of the Volo Village system to send emergency text messages to resident cellphones. The 2018 Board will try harder to hear and explore resident ideas, and to seek positive responses to resident concerns.

Your goal is to get involved. Volunteer your time. Share your ideas for **keeping ArrowCreek the best place to call home in Reno.**

Alan Liebman, President,
for your HOA Board

[Jim Keller, John Krisch, Bob McDonald, Sam Reagle, Joyce Seelen, and Morgan White]

SAY HELLO TO THE 2018 BOARD OF DIRECTORS!

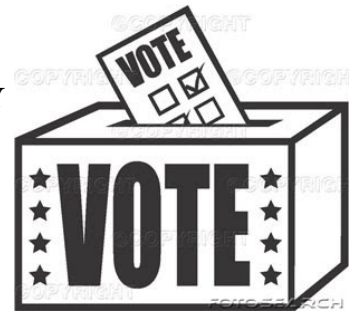
Congratulations to the ACHOA 2018 Board of Directors! The 2018 board results from the December 5th election are as follows:

Alan Liebman, President
Joyce Seelen, Vice President
Robert McDonald, Secretary (newly re-elected)
Sam Reagle, Treasurer (newly elected)
John Krisch, Director
Morgan White, Director (newly elected)
Jim Keller, Director (newly elected)

A big thank you to Bob Kirtley, outgoing Board President. Bob was instrumental in leading the Association through a tough time while we were without a General Manager. His relationship building style with staff and support groups kept the HOA running smoothly and moving forward in a positive direction. Also, a big thanks to all the volunteers who ran for the board and to all of you who sent in your election ballot vote; 509 election ballots were returned!

GOVERNING DOCUMENTS VOTE UPDATE

The vote number changes regularly, but as of January 15, 2018, there were 603 votes received; 338 in favor and 265 opposed. A majority of votes (50% Plus One), one way or the other, are required before the vote can be finalized. IF YOU HAVE NOT ALREADY VOTED, PLEASE SEND IN YOUR BALLOT! Ballots are posted on the www.arrowcreek-hoa.com website. You can also request a ballot via email at ACservice@associasn.com or by contacting Associa Sierra North at 775-626-7333. Please turn in your vote to make you eligible for the \$250.00 Gift Card Drawing approved by the Board. WE NEED EVERYONE TO VOTE! THANK YOU!!



WELCOME SCOTT PETERLIN—

The New ArrowCreek Homeowners Association General Manager!



Scott started with the ArrowCreek HOA on January 8th and has already made a positive impact with staff and the community. Scott has experience working in the HOA world and is looking forward to meeting all of you!

At the direction of the board, the General Manager of the association works in tandem with our Community Manager Jeanne Tarantino to serve and manage the community. The GM oversees ArrowCreek staff and with that team keeps the Association running and looking great! As always, if you have any community or maintenance concerns send an email to ACservice@associasn.com or call Associa Sierra North at 775-626-7333.

Welcome Scott!

HOLIDAY PARTY

ArrowCreek residents celebrated the holidays together in droves on Friday, December 8 at the community Christmas party organized by the ACHOA. Families connected with their neighbors while Santa made a special visit with the children of the neighborhood. The Club at ArrowCreek was dressed to the nines, gorgeously decorated for the occasion. Party-goers feasted on crab legs and an array of fare prepared and served by the Club's catering staff. It was a grand time and numerous positive comments were received from attending community members.



To see the complete holiday gallery, visit the new website at arrowcreek-hoa.com



UPDATES FROM THE ACHOA SOCIAL COMMITTEE

ArrowCreek Meet & Greet Save The Date:

Be sure to save January 27, 2018 at 10:00 a.m. at the Residents' Club for the first Meet & Greet of the new year for ArrowCreek residents. Coffee and snacks will be supplied. Come and learn about interest groups, events and activities in our community. Please RSVP to acresident@sbcglobal.net. Looking forward to seeing you then!

Holiday Show & Shine Results!



First Place: 2978 Eagle Rock Ct.
Many Homes on that street have earned bragging rights for putting on a great show!



Second place: 6255 Coyote Point. This neighborhood at the end of Winding Ridge also has many homes glowing with holiday spirit.



Third place: 5840 Cour St. Michelle. This home incorporates the religious spirit of Christmas with a nativity scene.

Other homes we felt deserved honorable mention are, in no order:

3385 Forest View (with lights in the front and back, on AC parkway)
5740 River Birch
5920 Crescent Moon
3047 Palmer Pointe
3090 Marble Ridge
3438 Nambe Drive

If you didn't win this year, please decorate again. It's quite likely next year will be different. Happy New Year to all!

UPDATES FROM THE ACHOA SOCIAL COMMITTEE CONT...

ArrowCreek Kids Halloween Party 2017—A Huge Success!

When witches go riding and black cats are seen, the moon laughs and whispers “tis near Halloween”. And so it was on October 27th when a frighteningly good time was had by all at the ArrowCreek Kids Halloween Party held at the Residents’ Club. In addition to the truly *boo-tiful* costumes, there was face painting, pumpkin and cookie decorating, two hair-raising bounce houses, balloon animals, a fabulous magic show and some really ghoulish – and sumptuous – snacks prepared by members of the ArrowCreek Chef’s Club. It was a howling good time! If you’d like to see all of the photos, please copy and paste this link into your browser. <http://lawrencegreyphotography.zenfolio.com/p421214149#h9a7cab78>

GET INVOLVED ON AN ACHOA COMMITTEE!

There is availability on the following committees to add members. We hope you will consider joining. If you are interested, please complete and return a Committee Interest form (located on the www.arrowcreek-hoa.com website) or email ACservice@associasn.com for assistance. You can also call the management office at 775-626-7333:

- Communications Committee
- Finance & Budget Committee
- Fuels Management Committee
- Reserve Fund Committee
- Safety Committee

Committee volunteers are being accepted now. The 2018 committee appointments will be formalized at the February 6, 2018 board meeting. A committee training will be scheduled shortly after that. The ACHOA currently has 10 Committees and one Task Force that work at the direction of the board. The committees are listed below. Committee charters and members are posted on the website:

- Administrative
- ADRC (Architectural Design Review Committee)
- Communications (Website)
- Finance & Budget
- Fuels Management Committee
- Governing Documents Committee
- Landscape Committee
- Reserve
- Safety
- Social
- Resident Center Task Force

THANK YOU!



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
Scott Peterlin, ACHOA General Manager
775-626-7333
Email: acservic@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: acservic@associasn.com

Board of Directors:
Alan Liebman, President
Joyce Seelen, Vice President
Sam Reagle, Treasurer Robert McDonald, Secretary
John Krisch, Director
Morgan White, Director
Jim Keller, Director

You can contact the Board via email to ACservice@associasn.com or through Associa Sierra North at 775-626-7333 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

ADMINISTRATIVE MUSINGS FROM COMMUNICATIONS COMMITTEE:

The Association Insurance Program Renewals are progressing in a positive manner and it appears that the insurance costs will be at or below last year's actual costs which is remarkable in a world facing many catastrophic events. The Budget and Finance Committee is finishing this important task during January and early February.

The Reserve Committee has started the Association Road construction survey. Steve Seeds from APTEch will be walking the ArrowCreek Roads over the next few weeks to determine both repair and replacement requirements. If you see Steve, give him a wave.

The Facilities staff has completed all the fall/winter clean-up of landscape material and they are preparing for the spring season. They continue to provide great service to the community and deserve praise for their efforts. Please thank them when you get a chance.

Have you seen the changes in the Residents Center concerning the placement of work out equipment? The change provides more space.

Lastly, the Association has been blessed with a great Security team that provides great service to the community 24/7/365. This is not an easy task, but it has been accomplished in a seamless fashion. Thanks for the efforts.

PLEASE TAKE NOTE OF SOME RECENT RULE CHANGES!

(Clarification of no short-term rentals, parking update, garage sales, and adopted Conflict of Interest Policy)

Below are two changes to the ArrowCreek Rules & Regulations that occurred towards the end of 2017. A conflict of Interest policy was also adopted. The updated rules and policy are posted on the www.arrowcreek-hoa.com website. A full copy of the updated rules will also be sent out with the next Association mailer. Please be sure to keep them handy. And, if you rent your property, please be sure that your tenants and guests get a copy of, and abide by, the rules. Thank you!

RENTALS LESS THEN 30 DAYS NOT ALLOWED -- Did you know that short term rentals (less than 30 days) are prohibited in ArrowCreek? There is language in the ACHOA CCRs, Section 4.2, supported by Nevada law that prohibits commercial leasing (short term rentals) for terms less than 30 days. To make sure that ArrowCreek Owners are aware of this, and to make it easier for Owners to find and understand the requirement, the following language has been added to the ACHOA Rules & Regulations for easy reference: **Short Term Rentals Prohibited – Clarification of Article IV, Section 2 added 11/7/17: Rentals of less than 30 days are considered commercial transient (see NRS 116.340(4)(b)) and are prohibited by the ArrowCreek HOA. For all allowed rentals in ArrowCreek (30 days or more) a copy of the signed lease is required and must be provided to ArrowCreek Security. Owners are responsible to make sure that their tenants and guests abide by the rules of the Association.**

PARKING RULES CLARIFICATION -- Thank you to the Safety Committee for reviewing this language and assisting the board. The below parking rule was clarified as follows (*changes in italics*):

Parking or storage of trailers, campers, boats, recreational vehicles, machinery and motor vehicles, or other similar type objects whether operative, under repair, junk, inoperative, or unlicensed, shall only be permitted on lots if kept in a fully enclosed garage or completely screened from view. The provisions of this section do not preclude operable, currently licensed passenger vehicles or trucks of up to one (1) ton in capacity (with or without a camper shell) which are routinely in use, from being parked in private driveways.

Exemptions for vehicles larger than one (1) ton may be submitted to the ACHOA Director of Security for approval. Criteria used for exemption include, but are not be limited to, requirement that the vehicle is used as a personal vehicle and not for commercial purposes.

For the intent of this section, a pickup truck fitted with a cab-over camper or a van converted to a camper, regardless if it is driven on a regular basis or not, *is considered a recreational vehicle and subject to the parking and storage restrictions of this section. The intent of this section is to allow only for the loading and unloading of trailers, campers, boats and recreational vehicles in public view on residential lots.*

Parking of any vehicle *by a resident or guest* on the street is not allowed. *Transient parking for vendor or landscaping vehicles is*

permitted during daylight hours only. No overnight street parking is allowed unless authorized by Security.

Roadside off street parking spaces are provided in some areas for temporary use by guests. As defined by other laws-regulations, a guest is "30 days or less". (~~Anything~~ *one living in ArrowCreek* over 30 days is considered a permanent *resident* and *they* should not use guest parking). While guests are using guest parking, their vehicle cannot be parked more than 48 consecutive hours without moving. **The intent of these parking areas is for guest parking. Residents are encouraged to minimize use during daytime hours and are prohibited from overnight usage.** Exemptions may be approved by Security on a case by case basis. *During Lot Owner special events, street parking will be allowed with prior notice and approval of ArrowCreek Security staff. Construction parking will be as per ADRC Guidelines.*

GARAGE, MOVING, RUMAGE SALES ARE NOT ALLOWED UNDER ARROWCREEK HOMEOWNERS' ASSOCIATION RULES AND REGULATIONS (rev 12/5/17)

Article IV, Section 2 – 'Business or commercial Uses (revised 8/14/12): All business, trade, commercial, garage sale, moving sale, rummage sale, or similar activity is prohibited, except that a Lot Owner or lessee may conduct business activities on a Lot so long as: a) the existence or operations of the business activity is not apparent or detectable by sight, sound or smell from outside the lot; b) the business activity conforms to all zoning requirements and other applicable laws for the Subdivision; c) the business activity does not involve regular visitation of the Lot by clients, customers, suppliers, or other business invitees, or door-to door or telephone solicitation of residents of the Subdivision; and e) the business activity is consistent with the residential character of the Subdivision and does not constitute a nuisance, or a hazardous or offensive use, or threaten the security or safety of other residents of the Subdivision as may be determined by the board. *The board has set policy to allow children's food & beverage stands (i.e. lemonade stands) on residential streets where they do not create a hazard.*

NOTICE OF CONFLICT OF INTEREST CODE OF CONDUCT POLICY

–The Board adopted a conflict of interest policy on November 7, 2017. The purpose of the policy is to help members of the ArrowCreek Homeowners Association (ACHOA) to effectively identify, disclose and manage any actual, potential or apparent conflict of interest to protect the integrity of the Association and avoid or manage risks to the Association. **Each ACHOA board officer director, committee member, manager and/or employee has the duty of good faith, fair dealing, full disclosure, and loyalty to the ACHOA.** It is the policy of the ACHOA that any financial, ethical, legal, or other conflicts of interest be avoided, and it is the responsibility of the ACHOA board to ensure that any such conflicts (when they do arise) do not adversely affect the fiduciary responsibilities and duties to the community. A copy of the form is posted on the www.arrowcreek-hoa.com website and can be obtained through the management company.

AC HOA Residents Club Activities

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."

\$10 drop in fee

Please call Sandy for class schedule

775-843-5905 or
schreinersandy@yahoo.com



"BARRE BLITZ" to TONE, SCULPT and BURN

Come join resident Leigh Macey for a fun, low-impact, muscle-fatiguing Barre workout. Leigh is a Group Fitness Instructor (specializing in Barre, Barbell Strength, Tabata, and Older Adult classes) and Personal Trainer. If you are new to Barre, it is a great class for all ages and levels. First class is FREE! Introductory pricing: \$15 drop-in or \$100 for 10 classes. Classes will be held on Tuesday's and Thursday's from 9:30-10:30am at the Resident's Center. Please bring light weights (2 or 3 pounds are recommended). Contact Leigh with any questions at 443.822.4211 or Lmacey1@gmail.com

AC SECURITY

What has happened since our last issue:

I am very pleased to report there have been no incidences since our last issue. I would like to wish everyone a **Safe and Happy Holiday Season**. With Holiday parties and get-togethers just around the corner, I would like to remind everyone:

- Make sure Security has your current phone number – We would hate to turn around your guests if we cannot get ahold of you.
 - 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.
 - Please have all your guests park on the same side of the street. We need to keep a lane clear in case of an emergency.
-

HOLIDAY DONATIONS

Leda, Kristen Remington, Brenda, Lauren and Rick @ GSR.

We would like to thank ALL Residents that helped to make our 2nd Holiday Donation Drive a Success. With your generosity, we were able to donate two truckloads of food, toys and clothes to children and families in need. We plan on keeping this tradition going in the future, working hand in hand with KTVN to bring Holiday Cheer to those in need.



SNOW AND WATER EVENTS

Reminder -- Contact ArrowCreek Security at 775-850-4450 with all snow removal and drainage flooding concerns.

Medical Concerns - Residents with any medical issues or concerns should notify Security so they may be put on a priority list. **PLEASE LET SECURITY KNOW IF YOU HAVE ANY CURRENT MEDICAL CONCERNS!**

Snow Removal - Residents are asked to be PATIENT with the Snow Removal Program. It can take 18+ hours to clear and sand all roads within ArrowCreek depending on the type and amount of snowfall. Rick Reyome, Security Director, has met with Q&D (the snow removal vendor) to discuss the snow removal process; what has been working well, and what can be done better. Q&D is working with the ACHOA to address what can be done better as we move forward. Please take note of the following:

* Q&D will make single passes to open road ways for emergency vehicles. They will come back later to clear the rest of the road.

* When the snow falls fast and hard, Q&D may not be able to get back to your property for additional clearing as timely as usual. Please be patient and stay home if you can.

* Snow berms come with the territory and are the resident's responsibility to remove at the bottom of the driveway. Q&D will attempt to minimize snow berms in front of driveways when they can. Please note that there are no guarantees that once a resident clears their driveway that a snow berm will not appear due to snow fall and snow removal priorities within the community. And, when the snow is falling fast and hard, Q&D may not be able to get back to clear as timely as usual.

* Q&D is sanding the roads. But, when the snow comes down fast, it covers the sand very quickly, and the roads may remain icy and slippery. Use caution. Don't be out driving if you can avoid it.

SCHOOL BUS STOPS

We have a new rule inside ArrowCreek that all Residents should be aware of.

There is several Bus Stops along ArrowCreek Parkway and a few of them have a median. If you see the bus stopped with their "STOP SIGNS" out, even if there is a median, 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.

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.

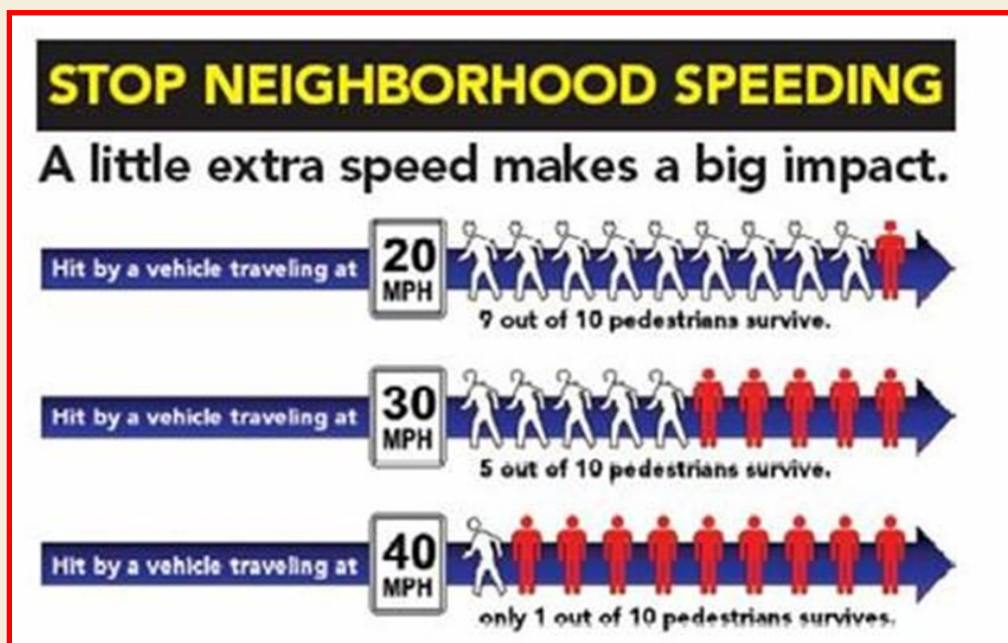
- 30 feet (about 2 car lengths) is so cars coming up to the intersection can see other cars, and not block incoming traffic.
- Same Side of the street is so you are not blocking traffic, and for emergency vehicles access.
- **Arrowcreek & High Vista intersection: No Parking here.** There is an area on *High Vista & Rue St. Tropez* that you are welcome to park at.
- 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.



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

Have safe travels!!

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.
- 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 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
	www.quickpass.us

Rick Reyome, Director of Security.

WINTER CONDITIONS IN ARROWCREEK

BE CAUTIOUS: This is the time to remind everyone to be cautious when driving and to slow down. There are many microclimates and shaded areas in ArrowCreek that can be icy. The ACHOA tries to be diligent to get sand down where and when needed, but be on alert and remember to: (1) slow down, (2) down-shift to lower gears on steep or curved AC roads, (3) be vigilant for ice in shaded areas and on curves and (4) keep watch for snow plowing equipment and sanding trucks during and after storms. Remember, The HOA has over 26 miles of road which need 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.

WHO TO CALL WITH YOUR SNOW AND ICE CONCERNS: ArrowCreek Security is the snow removal headquarters to which all communications should be routed. If you need help or have questions or concerns about ice and/or snow, please **call Security at 850-4450 24/7.** Security can then coordinate as needed.

MEDICAL CONCERNS: Residents with any medical issues or concerns should notify Security so they may be put on a priority list. *PLEASE LET SECURITY KNOW IF*

YOU HAVE ANY CURRENT MEDICAL CONCERNS!

WINTER PREPARATION SUGGESTIONS:

- 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

ADRC TO WAIVE FEES FOR EXTERIOR PAINT REQUESTS!

In an effort to make it faster and easier for owners to complete exterior paint change projects, the ADRC (Architectural Design Review Committee) is now waiving the review and deposit fees. Owners are still required to get an ADRC approval and meet the paint color requirements in the ADRC Guidelines. Mid-meeting approvals may be used for exterior paint requests to quicken the timeline for paint change only approvals. The waiving of fees apply to exterior paint changes only. If any other modification to the exterior is being requested, it must go through the standard ADRC process. Owners painting their houses with the same color scheme (or using a pre-approved color scheme) do not require ADRC approval but do need to notify the HOA in advance. To summarize:

- If you plan to change the exterior color of your home, fees and deposits will be waived but you must submit for written ADRC approval prior to proceeding.
- If you own a semi-custom home you are eligible to use the 'pre-approved color schemes' (binders with colors located at the Resident Center and at Associa Sierra North). The request must be submitted to Associa Sierra North to confirm the color scheme selected for your home before proceeding. A response will be provided quickly (24-72 hours) via email.
- If you plan to paint your home and are using the exact same colors and scheme, no approval is required but please let Associa Sierra North know so we can add you to the approved project list.
- If you plan to make any exterior changes, other than just paint color, the standard submittal process and fees apply, please refer to the ADRC Guidelines.

For any questions about the ADRC process, please do not hesitate to contact Associa Sierra North for assistance. 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

ARROWCREEK CRAFTERS



ArrowCreek Crafters have been very busy making items for charity donations for the past few months including fleece Santa hats for the premature infants at Renown and

stuffed animals and fleece blankets for Northern Nevada Children's Cancer Group kids. We also delivered many crocheted lap blankets and hats to various charities including children living in homeless shelters or transitional housing who attend local elementary schools and The American Cancer Society to share with people undergoing cancer treatments.

If you are a "crafty" person with some 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, every other month (odd numbered months) 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. 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.

CALENDAR 2018

PROFESSIONALLY MANAGED BY: ASSOCIA SIERRA NORTH, 10509 PROFESSIONAL CIRCLE, STE #200, RENO, NV 89521

*PHONE: 775-626-7333;
FAX: 775-626-7374; EMAIL:
ACSERVICE@ASSOCIASN.COM; WEBSITE:
WWW.ARROWCREEK-HOA.COM*

*COMMUNITY MANAGER: JEANNE TARANTINO,
PCAM. DIRECT LINE 775-334-7403.
ASSISTANT: JANET HOOPEES. DIRECT LINE
775-334-7456*

KEY:

ADRC = ARCHITECTURAL DESIGN REVIEW COMMITTEE (CLOSED MEETING). HELD THE 2ND WEDNESDAY OF EACH MONTH.

SUBMITALL DEADLINE IS 1ST WED OF MONTH BOARD MEETING = REGULAR MEETING OF THE BOARD OF DIRECTORS (OPEN TO OWNERS. OWNER 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: FISCAL YEAR (JANUARY—DECEMBER) BOARD: ALAN LIEBMAN, PRES; JOYCE SEELLEN, VP; ROBERT MCDONALD, SEC; SAM REAGLE, TREAS; JOHN KRISCH, JAMES KELLER, & MORGAN WHITE, DIRECTORS

***NOTE: THE BELOW MEETING SCHEDULE IS**

SUBJECT TO CHANGE AND MAY BE MODIFIED AT ANYTIME.

JANUARY:

MONDAY JANUARY 1—ASN OFFICE CLOSED FOR NEW YEARS

ADRC SUBMITTAL DEADLINE, WEDNESDAY JANUARY 3, 4PM

ADRC MEETING, WEDNESDAY JANUARY 10, 11:30 AM AT ASSOCIA SIERRA NORTH
AC BOARD MEMBER TRAINING—JANUARY 19, 9AM– 1 PM AT ASSOCIA SIERRA NORTH

AC COMMITTEE TRAINING—TBD (JAN OR FEB)

FEBRUARY:

ADRC SUBMITTAL DEADLINE, WEDNESDAY FEBRUARY 7, 4PM

EXECUTIVE SESSION BOARD MEETIN, TUESDAY FEBRUARY 6 4:00—6:00, AT THE RESIDENT'S CLUB

BOARD MEETING, TUESDAY FEBRUARY 6, 6:00 PM RESIDENT'S CLUB
-2017 COMMITTEE MEMBER

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

MARCH:

ADRC SUBMITTAL DEADLINE, WEDNESDAY MARCH 7, 4PM

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

SPECIAL BOARD MEETING—TUESDAY, MARCH 20, 6:00PM AT RESIDENT'S CLUB—OPEN ROAD BIDS.

NOTE: VENDOR SELECTION WILL OCCUR APRIL 3, 2018