



ARROWCREEK HOMEOWNERS ASSOCIATION VOLUME 13, ISSUE 5

SEP-OCT 2018

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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.*

## **\*\*IMPORTANT NOTICE TO ALL RESIDENTS\*\***

### **NEW RESIDENT CENTER GUEST USE FEE POLICY and NEW PICTURE IDs**

The HOA is implementing a new picture ID program for the Resident Center keycards. **Residents have through December 31, 2018 to get their picture ID on their keycard.** As of January 1, 2019, the picture ID will be enforced for access to use the amenities. **Appointments are now being scheduled via a sign-up sheet at the Residents' Center.** As we go forward with this new policy, the needs of the residents will guide how many appointments are scheduled and when they will be available. We will keep everyone updated as we go.

**\*\* The use and guest use changes are identified below, are in effect now, and will be enforced after 30 days of this publication:**

1. New requirement: Key cards may be issued to any resident of a household **16 years and older. Residents under the age of 18 must have parent permission with signature application to be issued a keycard.**
  - The previous policy provides for two key cards max per property. This will no longer be in effect. The \$100 fee per keycard will be waived for *new* keycards issued. However, replacements for lost cards will still be charged the \$100 fee.
2. Any minor under the age of **16 must be accompanied by an adult (18 years or older) with a picture ID key card.**
  - The previous policy was 14
3. **Mis-use of a resident club key card, or Resident Center Rules, may result in fines to the property owner and/or suspension of key card privileges.**

#### **GUEST USE FEES POLICY—NEW!**

1. Guests cannot use the facilities unless they are accompanied by a resident who **is 18 years or older with a picture ID.** Owner must always accompany the guest.
2. **Max number of guests allowed:**
  - a. One (1) to five (5) guests per property are at no charge
  - b. Six (6) to nine (9) guests per property must pay additional \$10.00 per guest
  - c. Guests of 10 and over per household are considered a 'group', will be charged as an "event" and must follow the application process to rent the facilities:
    - I. Complete application
    - II. Provide HOA insurance
    - III. Submit fee (\$10 per guest) and /or rental charges that may apply
3. Fees must be paid by check only (no cash), payable to the ArrowCreek HOA and are due upon event or paid in advance.

## President's Message

Roadwork, high temperatures and smoky air made the Summer of 2018 a travel challenge for all ArrowCreek residents. Our staff and paving vendors worked hard to keep you informed about the road schedule and keep you safe. By the time you read this note, all roadwork within our community as well as the County's water main installation on external ArrowCreek Parkway should be completed. **2019 is scheduled to have a "light" HOA road program.**

The roadside rainwater ditches along ArrowCreek Parkway are being reconstructed by our excavation vendor to their original depth and flow capacity. This provides a more uniform and interesting look. To help you keep your vehicles off the rocks, the Reserve Committee ordered **white road stripes painted on both roadbed edges of the ArrowCreek Parkway loop.** You have better day and night visibility ... except when it's snowing!

We have all read that the US economy has "full employment", high growth and rising inflation. It affects you personally and it is affecting your HOA when we advertise for staff members, seek vendors or pay suppliers. For example, the bids on this year's roadwork project were negotiated down to "just" a 20% increase over expert estimates and prior year rates. This is a classic "sellers' market" but we are buyers. The HOA Budget Committee began developing a 2019 financial plan in July... **it is possible that plan will include a 2019 assessment increase to counter inflation.**

Late this Spring we all learned the Club at ArrowCreek had new owners and that they were making plans to update the Club's existing facilities and expand its sports facilities significantly. **The HOA Board wishes the Club great success in these endeavors.**

But the Board also wants ALL residents to have access to excellent COMMON amenities, without the added expense of

joining a private Club. Therefore, **this Fall our Residents Center Task Force will present ideas for enhancing HOA facilities.** They'll show the benefits and the estimated costs. Your opinion will be surveyed to determine the support level for these HOA proposals. If residents want one or more of these improvements, the Board will move forward. If most residents are satisfied with the status quo, that's what the community will get. By the time you read this, [www.ArrowCreek.com](http://www.ArrowCreek.com) will be live. Software development has taken time but the new website showcases our vibrant and beautiful community to great advantage.

The **Washoe County School District announced plans to build a Middle School just beyond ArrowCreek's gate**, between Crossbow Court and Thomas Creek Road. A 2020 completion date has been mentioned. That new Middle School would make ArrowCreek homes even more attractive to young families seeking excellent public or private schooling for kindergarteners through high school students.

Your HOA Board welcomes your ideas, constructive criticisms and volunteer participation in ArrowCreek governance. Write to us, c/o Jeanne Tarantino our community manager, at [ACService@AssociaSN.com](mailto:ACService@AssociaSN.com). She will make sure your letter is recorded and distributed to all Board members. **Thank you for making ArrowCreek the best place to call home in Reno!**  
**Alan Liebman, President** -- for your HOA Board [John Krisch, Bob McDonald, Sam Reagle, Joyce Seelen and Morgan White]



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## ACHOA—EMPLOYEE SPOTLIGHT RICK REYOME, DIRECTOR OF SECURITY

### Hometown?

Port Clinton, Ohio

### Favorite Sports Team?

Miami Dolphins

### How long have you been with AC, and what is your job?

10 Years – Security Director

### What are Security's hours of Operation and how many vehicles come through the gates on an Annual basis?

Security is on duty 24/7 365 days a year

We have approximately 1.2 million vehicles pass through the front gate yearly

### What aspect of your job do you enjoy the most?

I find my job very rewarding. I love knowing that I do my best to keep the ArrowCreek resident's safe and secure. I love interacting with all our diverse residents, many of which I now consider friends.

### What aspect of your job is most challenging?

I take a lot of pride in my work. Sometimes I must remind

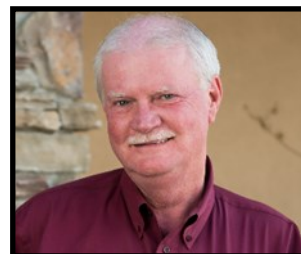
myself that you can't please everyone all the time. I would have to say that is the most challenging part of my job.

### Interests/ and or Hobbies?

I am a family man. I spend most of my free time with my family doing things such as going to the movies, playing games, gardening and anything we can do as a family.

### Any advice for homeowners as it relates to the Security Department?

All the security personnel here at ArrowCreek take pride in their work. We try to resolve every issue with empathy and professionalism. Not every issue is an easy fix, but we do our best to always put the resident's concerns and safety above all else. I would like to relay to the resident's that no issue is too big or too small. We are always here to help wherever we can.



# WHAT DO YOU WANT FOR ARROWCREEK?

## ARROWCREEK RESIDENTS:

The ArrowCreek Homeowners Association **wants your input** on any changes you want to see at the Residents Center!

- How do you want the Residents Center to look?
- Do you want the exercise room enlarged?
- Do you want an enlarged children's playground?
- Do you want a working kitchen? A covered lap pool? Other sports courts?

In the next several months, the HOA will be actively working to get your ideas: Town Halls, surveys and other vehicles are being investigated by the HOA to find out what homeowners want.

**NO MAJOR CHANGES WILL BE MADE WITHOUT HOMEOWNER COMMENT AND INVOLVEMENT. More to come...keep a look out and please respond. The HOA needs to hear from you!**

Thank you!

## The 2<sup>nd</sup> Annual ACHOA Picnic

What a great picnic! Held on August 11, the picnic gave all ArrowCreek residents a chance to mingle, get to know neighbors, eat burgers, hot dogs and good summer picnic food. The young and young-at-heart played corn hole, bounced in one of the two bounce houses, played volleyball, tried their putting skills, among other activities. Our HOA management company, Associa, set up a table so they could meet with residents and answer questions. In addition, they had a couple innovative giveaways. We can thank the HOA maintenance team who had the recreation field well-cut and groomed. Also, we want to thank The Club at ArrowCreek for setting up the event, contributing games, and providing the picnic feast! They are good partners for community events. Those who attended were able to see drawings of the new pool, club house and other amenities planned for the Club for the coming year.

If you missed the picnic this year, watch for details so you can attend next year. You'll have fun!



## GOVERNING DOCUMENT APPROVAL VOTE

The Proposed Governing Documents which include the Declaration of Covenants, Conditions and Restrictions ("CC&Rs") and the Association Bylaws are moving closer to approval. The Board would like to thank all that have voted since July 2017 and ask that those that have not voted to take the time to cast your vote. The Goal is to have over 90% participation in the vote and we are still short with approximately 300 Ballots yet to be received. The voting closes when 50% plus one (545) lot owners either accept or reject the revised documents.

The CC&Rs and Bylaws refer to each other, and as such there is only one vote for both governing documents – YES or NO. Ballots can be received by email at [ACservice@associasn.com](mailto:ACservice@associasn.com). Ballot Votes may be sent through email, U.S. Mail or hand delivered to Associa Sierra North or dropped in the Ballot Box at the ArrowCreek Resident's Center. All Ballots received automatically enters the lot owners name into the association drawing for a \$250 Visa Gift Card. PLEASE VOTE!

A ballot can be printed from TownSq (<http://www.townsq.io>) from Announcements, Forms or Documents.

## Social Committee Events

Save these Dates and Plan to Come!

### ICE CREAM SOCIAL MEET AND GREET FOR THE ENTIRE FAMILY.

On September 23, 2018, from 2:00 p.m. to 4:00 p.m., a Meet and Greet is scheduled at the Resident's Center. Open to all families to visit with neighbors, get to know each other and members of the HOA Board, and learn more about the activities and clubs in our community! Ice Cream will be served to everyone and is free to ArrowCreek residents.

meet+greet



### HALLOWEEN PARTY FOR CHILDREN.

On October 26, 2018, from 4:00 to 6:00 p.m., ArrowCreek children are invited to the complimentary annual Halloween Party at the Residents' Center. In addition to scary costumes, the attractions will include bounce houses, entertainment and plenty of themed treats.



### HAVE YOU SEEN THE RE-FRESHED RESIDENTS' CENTER? HAVE YOU USED THE NEW FITNESS TRAIL!

If you haven't seen the newly re-decorated Residents' Center yet, stop by and look. While there, try out the new fitness trail. Take a lap or two and test your strength and fitness. Can you do the balance beam? It's harder than you think!



### WINE PAIRING FOR ADULTS. . .HOSTED BY THE ARROWCREEK CHEFS CLUB and TWISTED OAK WINERY.

On October 27th, from 6:00 to 9:00 pm, the Chef's Club of ArrowCreek will be hosting a five-course dinner and wine pairing at The Club at ArrowCreek. This event is open to all ArrowCreek residents and their guests. The wine pairings will be arranged by Twisted Oak Winery and will benefit the Eddy House, a non-profit organization with helps homeless and at-risk Reno Youth. See the details below:

You are invited to a 5-course Wine Pairing & Dinner Fundraiser to benefit Eddy House. This event is open to all **ArrowCreek residents** and their guests!

The evening will pair assorted wines and exotic sauces with a menu that includes:

- \*Calamari
- \*Pork Tenderloin
- \*Beef Tournedos
- \*Salmon
- \*Grilled Asparagus
- \*Scalloped and Baby Potatoes
- \*Assorted Salad, Fruits and Deserts

Date: Saturday, October 27, 2018 (Please RSVP by October 15)

Time: 6:00 - 9:00 p.m.

Place: The Club at ArrowCreek

Cost: \$65 per person with an additional \$50 donation to Eddy House suggested.

For additional details and to RSVP contact Crystal at The Club At ArrowCreek:

[admin@theclubatarrowcreek.com](mailto:admin@theclubatarrowcreek.com) or

775-850-4471 Ext. 204



They're Baaaaack!

The Ghouls and Goblins Want Your Blood

When: Saturday, October 13, 2018

Where: ArrowCreek Residents' Center  
2900 ArrowCreek Parkway, Reno, NV 89511

Time: 9:00 a.m. - 1:00 p.m.

Call (800) 696-4484 To Book A Donation Time

Or

Visit [www.BloodHero.com](http://www.BloodHero.com)>Locate A Blood Drive>Use Sponsor Code:  
ACHH

Contact Donna Perez at 853-5955 If You Have Any Questions.



## ArrowCreek Chef's Club Raises Money for Eddy House



The ArrowCreek Chef's Club participated in the annual Chucho Rua Golf Tournament, held at The Club at ArrowCreek on August 11th and 12th. The chefs sold tee sponsor signs, mulligans (second chances to get a good shot), and closets-to-the-pin chances to raise funds for Eddy House, Northern Nevada's central intake and assessment facility for homeless and at-risk youth. We presented a check in the amount of \$3,742.00 to Eddy House and we will continue to offer opportunities for the community to participate in fundraising efforts to benefit Eddy House.

Since December 2017, the Arrowcreek Chefs Club has been providing a hot lunch once a month to the homeless youth of Reno through The Eddy House. The Chefs Club now also provides (once a month) a 'to-go' lunches for the youth to take with them when The Eddy House closes at 5pm. each day. In addition to these meals, members of the Chefs Club organize special fundraisers to raise money for The Eddy House's operating expenses and special needs.

We invite any ArrowCreek resident to join our efforts to support The Eddy House, a non-profit organization that supports homeless and at-risk Reno youth. If interested in participating or for questions, contact Mary Federico Katz, [marymfk77@gmail.com](mailto:marymfk77@gmail.com), or Paula Macenski, [pmacenski@gmail.com](mailto:pmacenski@gmail.com).

## Rummage Sale Success thanks to the ACHOA Chef's Club!!

The ArrowCreek Chefs' Club held a Rummage Sale in June to benefit The Eddy House, a non-profit organization that provides services to at-risk and homeless Reno youth, ages 12 to 22, at Hunsberger Elementary School's parking lot. More than 30 ArrowCreek residents prepared for and joined the two-day sale that was organized by resident Joyce Seelen. Dozens of additional ArrowCreek residents cleaned house and donated a wide variety of items for the event. Reno neighbors shopped from a range of sale items from lightly used clothing to beautiful antiques. One neighbor, seeking to divert her children from electronics, purchased over 100 books! The Chefs celebrated with a July pizza party at which they presented a check to Michelle Gehr, the Director of The Eddy House, for \$5,300.00.



## ASK THE MANAGER... *A new segment from Community Manager Jeanne Tarantino, CMCA, AMS, PCAM*

Do you have a question about the HOA, the Board, the Management Company? If you have a question, odds are your neighbors are wondering too! Send your questions to: [ACservice@associasn.com](mailto:ACservice@associasn.com). Top questions will be published in each newsletter issue. Thanks for staying informed!



### **Q. WHO IS ASSOICA SIERRA NORTH AND WHAT DOES ASSOICA DO FOR THE ARROWCREEK HOA?**

**A.** Associa Sierra North is the company contracted by your Board of Directors to manage the Association. Associa Sierra North has been in business since 1988, has managed ArrowCreek since 2001, and is a member of the Community Associations Institute (CAI), a national organization created to educate and represent community associations.

**Jeanne Tarantino**, CMCA, AMS, PCAM, Senior Vice President of Associa Sierra North, Nevada Certified Supervising Community Manager **is the ArrowCreek HOA designated Community Manager**. Jeanne has 25+ years of experience, and with the Associa support team, provides guidance and direction on Nevada Statute, the Association's governing documents and assists in all facets of HOA governance, accounting and customer service. For a detailed list of what Associa Sierra North does, email Jeanne at [ACservice@associasn.com](mailto:ACservice@associasn.com)!

## Vandalism at the Residents' Center... Did you know?

Back in July somebody removed all the bark from this Maple Tree at the swim and tennis center. The probability of death is 100%. This is saddening. Perhaps the person who did this didn't realize it would kill the tree? We wanted to share this information to avoid this happening in the future. If you see anyone doing this to a tree, please report them, and/or at least ask them to stop. Thank you!



## A Day in the Life of ACHOA Security. . . A real story from a Homeowner. . .

Dear Rick,

I called today to inform security of our two-little deer in our pond. At first, they gave me the number of the Forest Service. I called them, and they said they don't come out for these situations and all she told me to do was turn off the fountain, so it didn't scare them. I described below how I got to the point of calling your security department back a second time and your gal, Leah, came to the rescue.

I just wanted you to know Leah did an exceptional job, took immediate action and handled the situation with extreme competence. I was very relieved for the help and she didn't hesitate a moment, even with these little deer kicking and struggling and fighting off any help. I really appreciated her willingness to come to the rescue and she should be commended somehow. Perhaps a thumbs-up to her in our next newsletter.

Please know you have a valuable employee in Leah!

Thank you,  
Sharon French

PS - see letter below that I explained the situation to my family and neighbors

When I got home from shopping today, I heard some sort of noise - crying coming from outside. I looked in our pond and there were two baby deer with their heads barely above the water line. One was really struggling (a little smaller) and taking in a lot of water. They couldn't get a foothold to pull themselves up and out of the water. Mamma was walking around, looking worried, and didn't disappear when I came outdoors. I reached into them with a pool cleaner, but it just scared them. I also put a ladder down into the pond, but they couldn't figure that out. I came indoors to ask our security if someone would come out and help me. Leah from the front gate came up, as soon as she saw them struggling, she ripped off her shirt (she had a tank top underneath), took off her shoes/phone/keys and jumped in as fast as I could blink! She lifted them up and out of the pond. The one was able to gather itself and run away - she and mamma took off down the hill. The other little one could barely stand and stumbled, ripped up her knobby little legs and fell to the ground. She barely moved for a half

hour and I thought she was dying. I got an umbrella to cover her because it was about 90 degrees today, but she didn't budge. She laid there in a strange position for a long time. Then, the umbrella blew away and I went to cover her up again and she got spooked and jumped up and could finally walk to the lot next to us. Later in the day, Leah brought our towel back and we walked over to see if the baby was still next door and she was. I hope her mamma comes back to get her tonight. We were all a little shaken!!! I told Leah she saved two lives today and tomorrow, I'll call her boss and give her kudos. I sure appreciated her help!!! See photos below. It is interesting how nature protects these little ones with their coloring so close to the rocks - she's hard to find in the photo up against the rocks!



# SECURITY

## SCHOOL BUS STOPS

There have been two “new” bus stops added this year. One at the intersection of Winding Ridge and Masters Drive. The other is at the intersection of Masters Drive and Harbottle Drive. Please observe and follow all bus stop safety rules.

*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.

Security monitors most 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.*

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## 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!

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## 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



## HOW TO CONTACT THE ARROWCREEK HOA

For most all inquiries, concerns, requests to the Board or Committees:

**Email to:** [ACservice@associasn.com](mailto:ACservice@associasn.com)

Check your account real time, view secured HOA documents and see announcements on **TownSq** : <http://www.townsq.io/>

### Management Company:

Associa Sierra North (ASN)

10509 Professional Circle #200, Reno, NV 89521

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

### ArrowCreek's ASN Community Manager:

Jeanne Tarantino, CMCA, AMS, PCAM

Direct Phone: (775) 334-7403

### ArrowCreek Security

**FOR: QUICKPASS, IMMEDIATE ISSUES, SNOW REMOVAL & ROAD WORK CONCERNS**

**NOTE: FOR EMERGENCIES CALL 9-1-1!**

Rick Reyome, Director of Security

Gatehouse phone: (775) 850-4450; fax (775) 850-4451; Email: [acsecure@msn.com](mailto:acsecure@msn.com)

### ArrowCreek Residents Center

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

Brenda Rodriguez, Resident Center Coordinator

Activities Coordinator

hours are 9:00 a.m.-

5:00 p.m. Monday-

Friday.

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 •

## Residents' Club Activities

### YOGA CLASS



Monday, Wednesday, Friday

9 am – 10:15 am

**\*\*First Class Free\*\***

\$10 per class or \$80 for 9 classes

Beginners welcome!

Contact yoga instructor Troy Topper

[Troyoga10@gmail.com](mailto:Troyoga10@gmail.com) (preferred)

1-970-623-9393

### “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](mailto:Lmacey1@gmail.com)

### VOLLEYBALL COMES TO ARROWCREEK!

ArrowCreek now has a temporary volleyball net, court and ball down at the multi-purpose park below the Residents' Center -- everything needed for fall games! To reserve and check out the equipment, contact Brenda at the Residence Center at 850-4620 or e-mail [acresident@sbcglobal.net](mailto:acresident@sbcglobal.net).



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!!

## ROAD 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](http://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 1.2 Million vehicles pass through the front gate in 2017).* 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.

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## RESIDENT CLUB PARKING

As many of you may have noticed, the round-a-bout in front of the Resident Club has been painted RED and it is now a "NO PARKING" zone. The reason this was done is that the parking was hindering the ability for Emergency Vehicles to get through in case of an emergency. Please observe this and park in the upper parking lot for everyone's safety.

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## 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.

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## 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.

## ARROWCREEK CYCLING CLUB

Several members of the Arrowcreek Cycling Club rode the Bower's/Franktown Loop in August. Despite the unwelcome return of some smoke to our skies, the temps were perfect and we had a lovely ride.

Pictured from left to right are Kristen Wiese, George Mihalko, Jeff Foster, and Daniel Carrick.

Pictured below are Daniel Carrick, Kristen Wiese, and George Mihalko (Jeff Foster is taking the picture while riding!).



If you are interested in joining the AC Cycling Club, contact Jeff Foster at [jeff-foster@sbcglobal.net](mailto:jeff-foster@sbcglobal.net).

## WILDFIRE SEASON CAN BE LONGER THAN JUST SUMMER!



WOW, we made it through all those 100-degree days with no fires in our area. However, the smoke from California reminds us how devastating Wildfire can be. **Another reminder**, some of the most destructive Wildfires concerning destruction of property occurred in the colder months: **Caughlin Ranch fire, 26 homes destroyed; Washoe Drive fire, 24 homes destroyed; Little Valley fire, 23 homes destroyed.** During the winter, the leaves of deciduous trees and shrubs are dead and lying on the ground, while during the summer months they are attached to branches, green and full of moisture. During the winter these leaves and needles can accumulate next to a house, on the roof and in rain gutters. Embers produced by the wildfire can easily ignite them and in turn, threaten the structure. We live during the wildlands, that is partly why ArrowCreek is a beautiful community. Because of our location, we must be vigilant and landscape appropriately, and do maintenance appropriately so we do not provide added fuel for a Wildfire. Thank you to everyone for your vigilance!



# The ArrowCreek Pickleball Club Announces: The ArrowCreek Oil Can Company

The ArrowCreek Pickleball Club has generated an intensive group of players who are doing well in competition. Another group wants to go back to the basics and play softer and smarter -- that's going to be the ArrowCreek Oil Can Company!

If you would like to play in a less competitive environment for any of the following listed reasons, the ArrowCreek Oil Can Company could be for you.

If you find yourself saying:

1. *"I am not as young as I use to be, and I am afraid I will fall."*
2. *"The weather is just too hot/cold for me to play." (above 80 degrees or below 65 degrees)*
3. *"I have an artificial joint(s) and I can't keep up with everyone else."*
4. *"I am recovering from an injury/ surgery and want to ease back into playing."*
5. *"I do not feel competitive enough to jump onto the court with the current level of players."*
6. *"I have not played in a long time and I am rusty."*

**(Pass the Oil Can please!)** then this group may be for you. Ideas for the group include:

- \*Starting early (7am?) and being done by 9.
- \*Making sure that the Club is better at pairing folks and learning how to help partners.
- \*Toning the game down to a softer, slower, smarter game.
- \*Focusing on stretching and talking about exercises that will help to strengthen individual weak areas. (The group is trying to secure a trainer or yoga expert to help with strengthening and stretching.)
- \*Playing one weekday during the week and one day during the weekend.
- \*Focusing on strategy rather than how fast and hard-hitting a player can be.

If you have interest in the Oil Can Company, please contact Kate and *share any suggestions that you think would enhance this group.*

Kate Whitley  
[acpickleball@gmail.com](mailto:acpickleball@gmail.com)  
408/499-3377



## INTEREST GROUPS

Website: [ArrowCreek-HOA.com](http://ArrowCreek-HOA.com);

Email: [acservice@associasn.com](mailto:acservice@associasn.com)

ART GUILD	Contact Person – Connie Ghysels, <a href="mailto:lulughysels@gmail.com">lulughysels@gmail.com</a>
BRIDGE CLUB	Contact Person - Dick Eddy <a href="mailto:eddyrp@charter.net">eddyrp@charter.net</a>
BLOOD DRIVE	Contact Person - Donna Perez <a href="mailto:donnaafayesc@aol.com">donnaafayesc@aol.com</a>
CHEFS CLUB	Contact Person - Carol Steingard <a href="mailto:sedona1927@gmail.com">sedona1927@gmail.com</a>
CRAFTERS	Contact Person - Mary Steele <a href="mailto:marysteele6239@att.net">marysteele6239@att.net</a>
CYCLING CLUB	Contact Person - Jeff Foster <a href="mailto:jeff-foster@sbcglobal.net">jeff-foster@sbcglobal.net</a>
HIKING CLUB	Contact Person - Mark Steingard <a href="mailto:sedona1927@gmail.com">sedona1927@gmail.com</a>
MAH JONGG	Contact Person - Patty Erickson <a href="mailto:erickspm@gmail.com">erickspm@gmail.com</a>
MOTORCYCLE CLUB	Contact Person - Thomas Wroblewski <a href="mailto:tomwro@sbcglobal.net">tomwro@sbcglobal.net</a>
MUSIC LOVERS	Contact Person- Angela Havewala <a href="mailto:angelahavewala@yahoo.com">angelahavewala@yahoo.com</a>
PICKLEBALL	Contact Person - Kate Whitley <a href="mailto:acpickleball@gmail.com">acpickleball@gmail.com</a>
SCALE MODELS	Contact Person - Hawley MacLean <a href="mailto:hawley@hmaclean.com">hawley@hmaclean.com</a>
SINGLES SKIING	Contact Person - Stan Jaeger <a href="mailto:stanjaeger@gmail.com">stanjaeger@gmail.com</a>
SNOWSHOEING	Contact Person - Mark Steingard <a href="mailto:sedona1927@gmail.com">sedona1927@gmail.com</a>
TENNIS - MEN'S	Contact Person - Don McConnell <a href="mailto:dfmccConnell67@gmail.com">dfmccConnell67@gmail.com</a>
TENNIS- WOMEN'S	Contact Person - Charlotte Curtis <a href="mailto:charcurtisdd@aol.com">charcurtisdd@aol.com</a>
VOLLEYBALL	Contact Person - Jessica & Aaron Hartwig <a href="mailto:hartwignv@yahoo.com">hartwignv@yahoo.com</a>



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

## 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 Hoopes. Direct Line 775-334-7456

### Key:

ADRC = Architectural Design Review Committee  
(closed meeting). Held the 2nd Wednesday of  
each month. Submittal 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 Seelen,	VP
Robert McDonald,	Sec.
Sam Reagle,	Treas
John Krisch,	Director
James Keller,	Director
Morgan White	Director

\*Note: The below meeting schedule is subject to  
change and may be modified at any time.

### September:

Monday Sept 3—Labor Day—ASN Office Closed  
ADRC Submittal Deadline, Wednesday Sept 5, 4 PM  
ADRC Meeting, Wednesday September 12, 11:30 AM  
at Associa Sierra North

Pool tentatively closes September 30th (weather  
dependent)

9/14—Accepting Candidate Forms for Dec Board  
Election

### October:

**Executive Session Board Meeting, Tuesday Oct 2 5-  
6:30 pm, at the Resident's Club**

ADRC Submittal Deadline, Wednesday October 3,  
4PM

**Town Hall Meeting—Tuesday Oct 9, 6:30-8:30 PM at  
the Resident's Center—2019 Budget Presentation**  
ADRC Meeting, Wednesday October 10, 11:30 AM at  
Associa Sierra North

**Annual HOA Halloween Carnival, Resident's Center  
Friday October 26, 4-6 PM –appropriate for kids  
4-12**

10/25 Board Nomination Forms Due!

10/26 Prepare for Mailing of Election Ballots

### November:

**Executive Session Board Meeting, Tuesday November  
6 4:00-6:00 PM at Resident's Center**

**Board Meeting, Tuesday November 6, 6:00 PM at  
Resident's Center (Approve 2019 Budgets &  
Contracts)**

**Meet the Candidates, Tuesday November 14, 11:30  
AM at Associa Sierra North**

ADRC Meeting, Wednesday November 14, 11:30 AM  
at Associa Sierra North

Nov 7 Send Annual Mtg notice & Budget Ratification  
Mailer

*Nov 22 & 23—ASN Office closed for Thanksgiving*