

# ARROWCREEK VIEW®

THE OFFICIAL NEWS MAGAZINE OF THE ARROWCREEK® HOMEOWNERS ASSOCIATION

JANUARY 2020

VOLUME 15, ISSUE 1

## *Photo Contest*

WINNERS 22

Annual Budget Report 09

Marce Herz Middle School 11



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## ARROWCREEK VIEW MAGAZINE

The *ArrowCreek View* is the official Magazine of the ArrowCreek HOA. It contains important information for all residents. Additional hard copies of the magazine are available at the Residents' Center and the magazine is posted on the [www.arrowcreek.com](http://www.arrowcreek.com) website.

Listing of services, vendors, individuals and/or groups is not an endorsement by ArrowCreek HOA.

## ON THE COVER

"Galaxy of ArrowCreek" by Eric Aust is the 1st Place Winner of the Second ArrowCreek Photo Contest.

## FEATURES



### MARCE HERZ MIDDLE SCHOOL UPDATE

As you drive by the construction site of Marce Herz Middle School you have no doubt seen the tremendous progress on this facility.



### PHOTO CONTEST WINNERS

The Galaxy of ArrowCreek was taken at 2am in the park below the Residents' Center. "I read a few things about night photography and I wanted to try it." Eric states that the background of "the Milky Way shows how small we are."



### GARDENING FRIENDS

Both Carolyn Dragics and Janice Bailey have gardened all their lives. Both work in their own yards trying to conquer our harsh Nevada soil and environment.



### POWER OUTAGES

Electric service reliability is very important to NV Energy, a subsidiary of Berkshire Hathaway Energy. NV Energy not only serves Reno but an entire 45,703-square-mile service territory that stretches north to south from Winnemucca to Laughlin and west to east from the Nevada side of Lake Tahoe to Elko/Austin/Tonopah.

TRIC COMMUNITY UPDATE	12	BOCCE BALL COURT	20
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**MISSION** The Board is charged with setting broad policy and giving the operations team, supported by its management company, the tools to accomplish both tactical and strategic goals. The ultimate mission of the Board is to protect and enhance the ArrowCreek community's reputation and services so that home values remain strong. **VISION** ArrowCreek offers a premier lifestyle with a robust variety of amenities and activities for families and individuals and a friendly and rewarding team environment for employees that together build a more beautiful, more unified, and safer community – making us simply the best community in Northern Nevada to live, work and play.



## HOA CONTACT INFO

**Inquiries, concerns, requests to the Board or Committees:**  
ACservice@associaasn.com

Use TownSQ ([www.townsq.io](http://www.townsq.io)) to ask questions or make comments concerning the *ArrowCreek View*, check your account real time, view secured HOA documents, and see announcements!

**Management Company**  
Associa Sierra North (ASN)  
10509 Professional Cr. #200  
Reno, NV 89521  
775.626.7333 P | 775.626.7374 F

**ArrowCreek's ASN Community Manager**  
Jeanne Tarantino, CMCA, AMS, PCAM  
775.334.7403 Direct

**RESIDENTS' CENTER**  
775.850.4620

Hours: 5am - 10pm Daily

**ARROWCREEK SECURITY**  
775.850.4450 Gatehouse

**ARROWCREEK BOARD**  
Joyce Seelen, President  
James Keller, Vice President  
Yvonne Bates, Secretary  
Sam Reagle, Treasurer  
Gary Jacobson, Director  
John Krisch, Director  
Morgan White, Director

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John Krisch, Chair  
Joyce Seelen, Board Member  
Dave Steele  
Roger Sheppard  
Ron Duncan  
Tricia Leonard  
Charlie Dickinson

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 magazine are the responsibility of the residents submitting them.



## BOARD OF DIRECTORS' NOTE

First, all members of your Board of Directors and our committees wish you and yours a happy, healthy and prosperous new year.

As the new year begins, we think it's appropriate to summarize our accomplishments last year and to look ahead to what's in store for us in 2020. In no order, here are some of the major items from 2019:

- » We completed the voting on our revised CC&Rs and Bylaws and have begun implementing some of the changes brought about by those documents including developing the appeals process for the ADRC.
- » We completed several road projects including advancing the re-paving of Winding Ridge by a year. We also installed many of the new more visible street signs, with the rest to be installed this year.
- » We installed a new and expanded playground structure at the Residents' Center.
- » We completed the 3-year fuels management project.
- » We launched the new community magazine, ArrowCreek View.
- » We built a bocce ball court at Harbottle Park.
- » We held a very successful 20th anniversary celebration in conjunction with The Club at ArrowCreek.
- » We also held several other very successful events coordinated by our very active Social Committee.

» We held a very well-attended realtor roundtable and learned quite a bit about how ArrowCreek is perceived outside the gates. We have already implemented one of the ideas from that meeting, namely a lockbox on the Residents' Center so that realtors can provide tours to prospective homeowners.

» We developed a new Vendor Services Contract for use with all contracting and service agreements that have a cost of \$5,000 or more, thereby saving us legal expense (to review each vendor's contract separately) and providing consistency across all such relationships.

» Perhaps most important, we again completed a successful year financially.

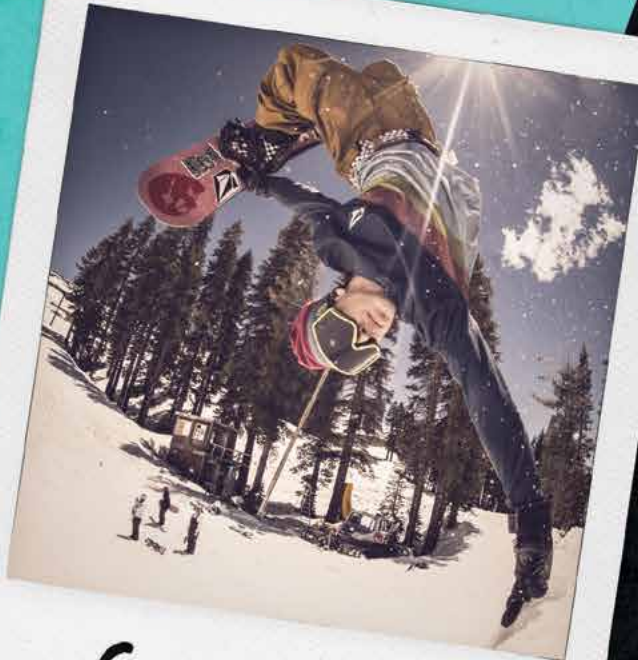
Looking ahead to this year, there are several projects and initiatives on the drawing board. Again, in no order:

- » We will again have some major road replacement/repair projects, including completing the replacement of street signs as mentioned above.
- » We will be replacing the decks on the two entry bridges due to deterioration resulting from improper repairs in the past.
- » The Administrative Committee will be completing a project started several years ago to create procedure manuals for all our senior staff.
- » The Safety Committee will continue its examination of evacuation planning and disaster preparedness. Considering the soon to be higher traffic load on ArrowCreek Parkway due to the opening

Continued on page 8



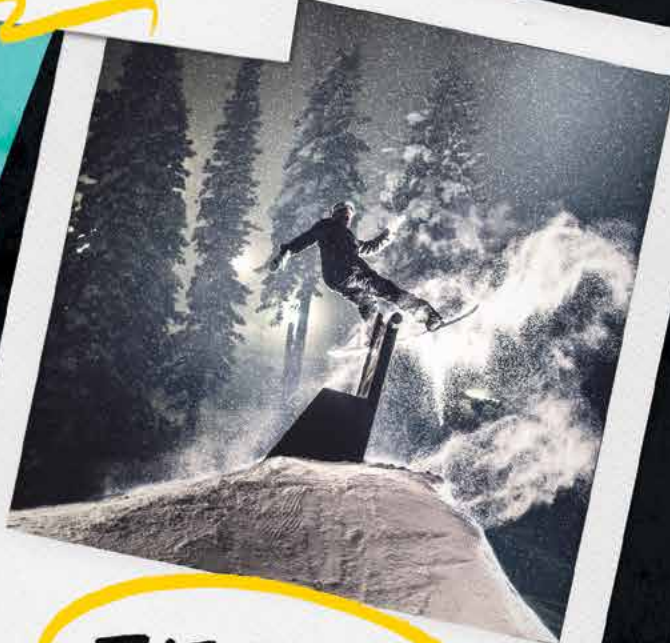
# KIDS RIDE FREE



GOOD VIBES



POWDER DAYS



THE PARK



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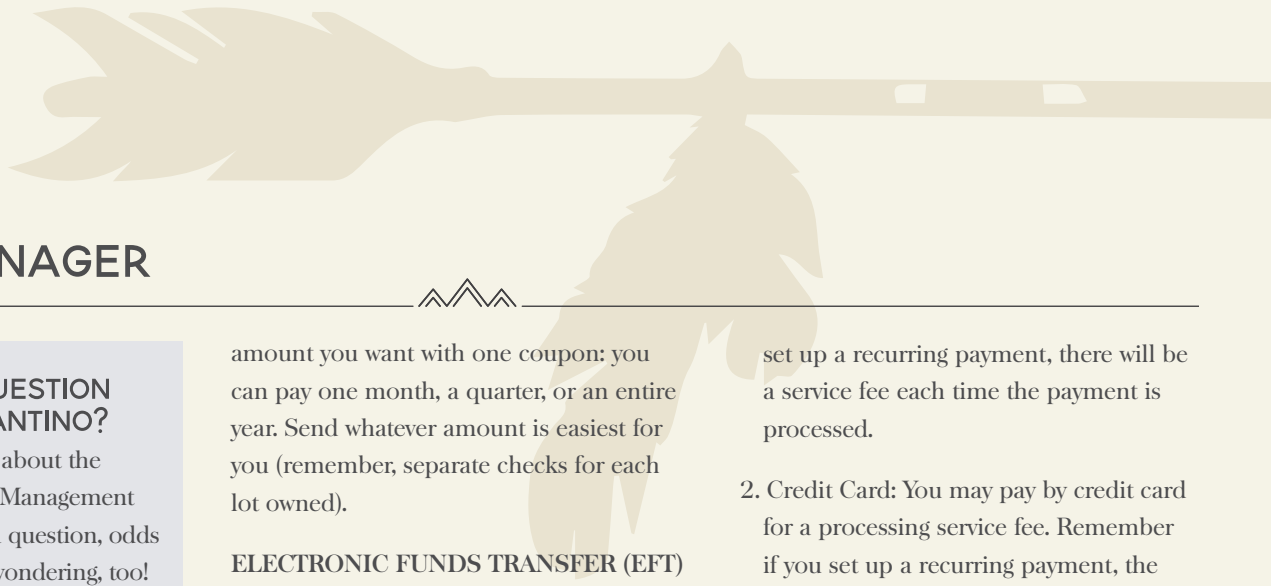
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WOODWARD



## ASK THE MANAGER



### DO YOU HAVE A QUESTION FOR JEANNE TARANTINO?

Do you have a question about the HOA, the Board, or 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 the *ArrowCreek View*. Thanks for staying informed!

### WHAT ARE THE OPTIONS FOR MAKING MY ASSESSMENT PAYMENTS?

This is a timely question since we are starting fresh in 2020 with new payment coupons which should be delivered mid-late December. (Note, if you are on the ACHOA's auto debit program, no coupons will be sent). Note, there is a \$5.00 increase to the monthly assessments starting January 1st. Please be sure to adjust your payment accordingly. If you are on the ACHOA's auto debit program you need to do nothing; the increase will be accounted for automatically.

The Association has tried to make paying assessments as convenient as possible. Did you know that you can pay any amount; one month or the entire year with one coupon, online, or by credit card? There are several options to make payments:

**MAIL WITH COUPON** – Send a check for your assessment with a payment coupon (direct to the bank). You can send any

amount you want with one coupon: you can pay one month, a quarter, or an entire year. Send whatever amount is easiest for you (remember, separate checks for each lot owned).

**ELECTRONIC FUNDS TRANSFER (EFT) aka DIRECT DEBIT**- The easiest and most efficient option for payment is EFT. This automatically transfers the payment electronically from your bank account into the Association's bank account between the 5th and 10th of the month. No coupons required. There is a form enclosed if you wish to sign up for this program. Please note that owners who use EFT may not be sent annual payment coupons. However, if at any time you change your payment method and you need payment coupons, just contact Associa Sierra North. Only your budgeted monthly assessment will be auto deducted (violations or other non-routine assessed fees will not be auto deducted).

**ONLINE:** Pay online through TownSq. Using your Google Chrome browser, log on to the TownSq website or app at [www.townsq.io](http://www.townsq.io). Log in to your account and select the "e-payment" tab. From there you will have the option to select One-Time Payment or Recurring Auto payment and will be redirected to process the payment. You will not be required to log in again, your account number, HOA name and account balance will be automatically available. You may pay using one of the following methods:

1. Bank Account: You may set up a one time or recurring payment for a service fee per transaction. Remember if you

set up a recurring payment, there will be a service fee each time the payment is processed.

2. Credit Card: You may pay by credit card for a processing service fee. Remember if you set up a recurring payment, the same service fee will apply each time the payment is processed.

**BANK BILL PAY:** You may contact your bank and set up automatic or self-directed bill pay through your bank. You will need to provide them with the information located on the bottom of your coupon indicating your account number and where to send the payment. If you use this method, don't forget to update your payment amount to include the \$5.00 assessment increase effective January 1st.

A refresher . . . Checks should be made payable to Arrowcreek Homeowners Association. Assessments are due on the first day of the month with a 30-day grace period for the payment to be posted. If you own more than one property, please send separate checks for each property. Each property requires its own coupon and each coupon requires its own check. Separate checks are required so that the bank can apply the monies correctly to each account.

If you have any questions about how to pay assessments, your account, or anything ACHOA related, please let me know at [ACservice@associasn.com](mailto:ACservice@associasn.com). Thank you!

Jeanne Tarantino, Community Manager

*Jeanne Tarantino*  
CMCA, AMS, PCAM





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- Turf Weed Control
- Non-turf Weed Control
- Tree & Shrub Pruning
- Sprinkler Turn-On & Check
- Winterize Irrigation System
- Monthly Water Management
- Planter Bed Maintenance
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- Weekly Grounds Maintenance
- Same Crews Every Week
- Service on Same Day of Week

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Mow / Trim / Edge / Blow	✓	✓	✓
5x Elite-Green Fertilization	✓	✓	✓
Spring & Fall Turf Aeration	✓	✓	✓
Turf Weed Control	✓	✓	✓
Non-turf Weed Control		✓	✓
Tree & Shrub Pruning		✓	✓
Sprinkler Turn-On & Check		✓	✓
Winterize Irrigation System		✓	✓
Monthly Water Management		✓	✓
Planter Bed Maintenance		✓	✓
12 Month All-Inclusive Service		✓	✓
Weekly Grounds Maintenance		✓	✓
Same Crews Every Week		✓	✓
Service on Same Day of Week		✓	✓

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of the new middle school, this issue is becoming increasingly important.

» Most important for the financial stability of the Association, we will be conducting our 5-year reserve study that will guide us with respect to how to achieve and maintain adequate reserves.

One project that is on hold and will be for some time concerns potential

improvement/expansion of the Residents' Center. Until the Club's new facilities are complete, we won't know what impact they may have on the utilization of the Association's facilities. We don't want to spend money unnecessarily, so we think it prudent to defer any action until we have a clearer picture of what would best serve the Community.

Finally, we would like to remind everyone that our community is managed by volunteers, both on the Board of Directors and on our eleven committees and one task force. There are many very talented people in ArrowCreek, and the Board and our committees can benefit greatly from that talent and experience. Please consider volunteering—yes, there is a time commitment, but the work can be both fun and rewarding. Again, Happy New Year to all.



Back row left to right: John Krisch, James Keller and Morgan White  
Front row left to right: Yvonne Bates and Joyce Seelen

## ASSOCIATION BOARD OF DIRECTORS ELECTION & BOARD OFFICER RESULTS

The Association Board consists of seven (7) directors serving two-year terms voted on by the community. The Association sought applications for four Board positions from interested Lot Owners until Tuesday, October 29, 2019. Board members are expected to attend at least six (6) board meetings a year (held every-other month), participate on at least one

or two committees (committee meetings are most often held during business hours as that is when most volunteers are available) and stay current on routine email communications.

There were four (4) board positions that were up in 2019: Morgan White, Yvonne Bates, Sam Reagle and Jim Keller. The

election ballots were counted Tuesday December 3, 2019 by the Association's Independent Auditor, McClintock Accountancy. The following community volunteers were voted to serve a two-year term: (1) Morgan White, (2) Yvonne Bates, (3) Sam Reagle, and (4) James Keller. The other three Board of Directors continue to serve the last year of their term - John Krisch, Joyce Seelen, and Gary Jacobson. The Community thanks the other candidates that were not successful and hopes that they will continue to volunteer in some other capacity for the Association.

The newly elected Board held a short meeting after the Annual Meeting and voted the following directors to be the 2020 officers:

- » President - Joyce Seelen
- » Vice President - James Keller
- » Treasurer - Sam Reagle
- » Secretary - Yvonne Bates
- » Directors - Morgan White, John Krisch and Gary Jacobson

Thank you for your commitment to our community for 2020. We all should give this new board our support during 2020. They are running one of the best communities in Northern Nevada with great staff and great support from our Community Manager, Associa Sierra North.

*Come for the Views, Stay for the Lifestyle*







# ANNUAL BUDGET & RESERVE REPORT

## ARROWCREEK 2020 APPROVED AND RATIFIED BUDGET

The ArrowCreek Board Approved the 2020 Zero Base Budget for Reserve Fund, Operating Fund, and Capital Fund which included the recommended Assessment Requirements for 2020 on November 5, 2019. The Association ratified the 2020 Budget at the Annual Meeting on December 3, 2019.

- » ACHOA Follows Zero Base Budgeting as required by NRS 116: Zero-based budgeting (ZBB) is a method of budgeting in which all expenses must be justified for each new period.
- » Key Factors – Inflation impacting labor, materials, and vendor contracts.
- » Budget Designed to respond to Association’s 2017 to 2020 Strategic Plan.

The Association Approved and Ratified Monthly Assessments for 2020 are as follows:

Operating Budget 64% of Monthly Assessment	\$161.00 per month
Reserve Budget 34% of Monthly Assessment	\$90.00 per month
Capital Projects Fund 2% of Monthly Assessments	\$5.00 per month
Basic Assessment	\$256.00 per month
Sub-gate Assessment	\$5.00 per month
Sub Gate Members	\$261.00 per month
Snippets Certain Lots Additional	\$37.00 per month

These monthly assessments along with other revenue streams will create a Total Revenue of \$2,199,360 for 2020 compared to \$2,226,148 for 2019. This increase will offset the increased costs for employee wages, employee health insurance, material costs, and vendor inflation costs that create an Operating Budget Deficit of \$255,258 that will be offset with the application of surplus funds within the 2019 Operating and Capital Projects Funds. The current surplus projection for the rainy-day fund as of October 30, 2019 is estimated to be \$464,162 (\$158,862 + \$271,660 + \$33,640).

The Total Operating Expenses in the 2019 Budget by major category are as follows:

EXPENSE CATEGORIES	2020 BUDGET	2019 BUDGET
Administrative	\$75,345	\$77,170
Communications	\$30,579	\$35,000
Payroll & Benefits	\$1,383,523	\$1,318,086
Insurance	\$92,025	\$90,202
Utilities	\$203,873	\$96,150
Landscaping	\$40,200	\$38,000
Operations	\$30,800	\$35,062
Contracted Services	\$55,300	\$137,800
Repair and Maintenance	\$279,085	\$289,990
Professional Services	\$314,908	\$311,758
Taxes	\$1,600	\$1,200
Total Operating Expenses	\$2,507,238	\$2,530,418
Net Revenues over/(under) Expenses	(\$ 307,878)	(\$ 304,270)

The Capital Project Fund planned projects for 2020 are as follows with Priority recommendations for ACHOA Board consideration:

CAPITAL PROJECTS	2020 BUDGET	2019 BUDGET
Assessments & Interest	\$67,740	\$68,100
Capital Expenses		
Mutt Mitt Stations	\$2,520	\$5,640
Carport Shelter Work	\$5,000	\$ 0
Single Source Access Residents' Center	\$ 0	\$ 0
Residents' Center Smart TV	\$600	\$ 0
Security Trailer and Snowblower	\$3,000	\$ 0
Drinking Fountain Harbottle Park	\$2,000	\$ 0
Benches for Bus Stops	\$2,000	\$4,500
Fire Access Gates Harbottle Park	\$ 0	\$14,380
Pool Deck Southwest Edge	\$ 0	\$8,000
Website Development	\$ 0	\$8,000
Windscreens Pickle Ball & Tennis	\$ 0	\$5,000

Continued on page 10



CAPITAL PROJECTS	2020 BUDGET	2019 BUDGET
Residents' Center Playground Remodel	\$ 0	\$20,000
ADA Chair Swimming Pool	\$ 0	\$7,500
Master Trail Project	\$ 0	\$10,000
Improvement Studies	\$ 0	\$3,600
Residents' Center Architect Fees	\$ 0	\$6,000
Marketing and Public Relations	\$ 0	\$1,800
Total Expenses	\$15,120	\$94,420
Net Revenue over (under) Expenses	\$52,620	(\$26,320)

The Net Revenues Over All Expenses Surplus or Deficit with no Surplus applied planned for 2020 will be (\$255,258) compared to (\$330,590) for 2019 Approved Budget. The Combined Operating and Capital Projects Carry Forward Surplus on the Balance Sheet as of September 2019 with projected 2019 surplus is estimated at \$464,162. Therefore, the Board of Directors will have \$464,162 to apply against the (\$255,258) deficit creating a projected Year End 2020 Surplus of \$208,904. This calculation assumes that 100% of all revenues are collected and 100% of all approved expenditures for operating and capital projects will occur. The Board of Directors will control and review all expenditures during 2020, and this surplus projection may change.

The Budget and Finance Committee thanks the community and the Board of Directors for their support in developing this final approved Budget as per the Nevada Revised Statute.

To see the full budget report please visit [www.TownSq.io](http://www.TownSq.io)

### ARROWCREEK HOA RESERVE COMMITTEE REPORT

The Association Reserve Committee will have a busy schedule in 2020. Major projects include:

- » Front Gate and Winding Ridge bridges repair (March/April)
- » Road repair/replacement work (April-Sept)

Information about potential road detours and delays will be provided as we approach the scheduled repair and replacement dates.

Every 5 years (as required by NRS) a new cost/replacement study is done for ACHOA assets. This study is partially updated on an annual basis. The Browning Reserve Group has been selected to perform the 5-year study and will have a kickoff meeting in February 2020, with a target completion date in August.

Several items will be added to the 2020 Reserve Study including:

- » Cost of Landscaping from the Residents Center to Cross Bow Court
- » Drainage Ditch improvements between the Residents Center and the Front Gate
- » Irrigation system replacement

A properly funded reserve fund is vital to the long-term health of ACHOA. We are working diligently to control costs but are anticipating with these additions and the cost of road maintenance we will have an increase of \$15-25 in the monthly Reserve Assessment starting in 2021.



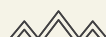
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# Marce Herz

MIDDLE SCHOOL UPDATE BY PRINCIPAL BRANDON BRINGHURST

As you drive by the construction site of Marce Herz Middle School you have no doubt seen the tremendous progress on this facility. Construction continues on schedule to open the school in August of 2020. Overall, we have moved enough dirt to fill over 82 Olympic sized swimming pools. We've also been drilling approximately 300 wells. Each well is about 350 feet deep and is part of the geothermal system for heating and cooling the school. This system will be a huge benefit to the long-term costs and sustainability of the school. All of these wells are connected with a closed loop of continuous piping through which the heat is circulated and exchanged with the ground. That's over 40 miles of piping.

Less noticeable but every bit as important is the work that is happening to staff this school with amazing personnel ready to serve the tremendous students that will attend MHMS. Currently, we are in the process of selecting approximately 40 teachers and a variety of support personnel to join our team. The opening of Marce Herz Middle School will mark my 20th year in education. I spent 5 years teaching and the remaining years as an administrator at the middle school and high school level. MHMS is my third

principalship, and I consider it a huge honor to open a new school to serve this community. Sarah Peterson has been hired as the first assistant principal. Sarah brings 15 years of diverse experience in education at both the high school and middle school level. Paula Edmonds has been hired as the administrative assistant. Ms. Edmonds also brings several years of experience at both the high school and middle school level. Sara, Paula and I will be moving our office to Hunsberger Elementary starting in January. We look forward to being in the community and getting to know more of our students and families.

Technology will be an important instructional tool at MHMS. Each student will be issued a laptop. Classrooms will be equipped with additional technology for instruction, and we will have elective classes that bring 21st century skills to life. We anticipate electives such as air and space, energy and the environment, robotics, app development and engineering to compliment traditional electives in the arts.

The school building and the systems for learning are starting to take shape, and we couldn't be more excited to bring this school to the community.



## UPCOMING COOKING CLASSES

- Jan. 9** Sushi
- Jan. 11** Culinary Boot Camp
- Jan. 14** Beginner's Kitchen
- Jan. 15** Techniques 1
- Jan. 16** Cooking for Health
- Jan. 17** Taste of Tuscany
- Jan. 18** Croissant Workshop
- Jan. 22** Girls' Night Out; Tapas
- Jan. 23** Ravioli & Tortellini
- Jan. 24** Chinese Takeout Favorites
- Jan. 25** Knife Sharpening Workshop
- Jan. 28** Kids Cook!
- Jan. 29** Techniques 1
- Jan. 30** Ramen & Asian Dumplings
- Jan. 31** Date Night: Burgundy
- Feb. 1** Entree Winter Soups
- Feb. 4** Teens Cook!
- Feb. 5** Techniques 2
- Feb. 6** Gnocchi
- Feb. 7** Taste of Thailand
- Feb. 8** Pate a Choux-Profiteroles and Eclairs
- Feb. 11** Knife Skills Workshop
- Feb. 12** Techniques 3
- Feb. 13-15** Couples: Love Bites
- Feb. 19** Cast Iron Cooking

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# Tahoe Reno

## INDUSTRIAL CENTER COMMUNITY UPDATE

What does the Tahoe Reno Industrial Center, a Comstock Lode era mine claim known as Asmeria Mineral, and Gulf Oil all have in common? They're the same piece of land.

Located 17 miles east of Reno, the Tahoe Reno Industrial Center or TRIC is the largest privately-owned industrial complex with over 167 square miles of space that is home to over 100 companies.

There you will find logistics and fulfillment centers for businesses like PetSmart, Home Depot, and Wal-Mart. Each of those companies takes advantage of Nevada's Storage excise tax laws. While other tech savvy companies like Panasonic, Tesla, and Switch see the high Nevada desert as an oasis. Switch executives studied sites around the world only to settle in Storey County because of the low probability of a natural disaster as possible threat to the information stored at their server farm.

Streamlined permits from grading in 7 days, to building in 30 days with water, fiber and local power add to the center's growing allure. Power is in no short supply from the Tracy Power Plant, operated by Berkshire Hathaway's NV Energy, on the edge of the tech center.

But how does the addition of all this business affect ArrowCreek? The answer is, how can it not. In 2014 Mike Kazmirski the Executive Director of the Economic Development Agency of Nevada or EDAWN stated that the Truckee Meadows would grow by 50,000 persons over the next five years due to the "Tesla Effect." Those five years have come and gone, and the numbers are staggeringly close to predictions.

One direct result of the rapid increase in population was in 2016 voters approved WC-1, a ballot measure that funded bonds to pay for improvements to existing schools and the cost for new schools in the Washoe County School district.

We learned at the October 1 Town Hall at the Club at ArrowCreek that each of the five Realtors on the panel agreed adding one of those new schools, Merce Herz Middle School on ArrowCreek Parkway, would be a "game changer" for families looking to move to ArrowCreek. No longer would they have to bus kids more than nine miles to middle school or pay for their child to attend private school.

The daily buses provided by Panasonic that carry employees from the Summit Shopping mall to the Gigafactory are more evidence that living in south suburban Reno is a viable option. While the addition of Veterans Parkway from Highway 341 to Interstate 80 provides another option for commuters when traffic gets snarled.

However not all is positive. Interstate 80 from USA Parkway to Vista Boulevard in Sparks has only two lanes of traffic in each direction. Mountains hug the road to the north and to the South is the Truckee River. The expansion of TRIC and additional traffic will have to be addressed, and it won't come cheap or quick. The proposed roads do not have completion dates until the middle of the century.

From the days of the Comstock Lode, to Gulf Oil's master plan of a hunting game reserve, to today's modern companies, the businesses of Tahoe Reno Industrial Center and their nearly 10,000 employees continue to influence the Truckee Meadows and ArrowCreek will be a part of that along the way.



*Decorative*  
**ARMS**

**TREASURES FROM THE  
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160 West Liberty Street in downtown Reno, Nevada

Silver-Mounted Exhibition Pistol, 1854-55, Louis-Julien Gastinne-Renette (Paris, France), Engraver unsigned; Silver and wood (ebony). Collection of Robert M. Lee.







## GOVERNING COMMITTEES



### ACHOA STRATEGIC PLAN UPDATE

The main goal of the ArrowCreek Homeowners Association, Inc.'s 2017 to 2020 Strategic Plan was to provide a road map for the Board of Directors, Board Advisory Committees and community members to follow. *The Strategic Plan is now due for an update for the next five years. The ACHOA strategic planning process that will take place during 2020 for the update will focus on determining resident satisfaction for services and amenities within the community, increase market value for ArrowCreek properties, improvement upon brand and reputation behind and outside the gates of the community, and sharpen the effectiveness of community governance.* As per the previous Strategic Plan, this update effort will continue the development of a sense of community that makes ArrowCreek one of the best communities in Northern Nevada.

In anticipation of this task, the Board has asked the Communications Committee and Administration Committee to work together on gathering information and opinions about the strengths, weaknesses, opportunities, and threats ("SWOT") that the Association faces. This SWOT update will be conducted through two interrelated activities: (1) Conduct a new Demographics Survey that collects community members perceptions and opinions on many factors affecting ArrowCreek Community, and (2) Conduct an Amenities Study that compares ArrowCreek Amenities with other communities as discussed in last year's Realtor Town Hall Meeting.

It is likely that the ArrowCreek population has grown and has become more diversified, and it time to again survey the community. The goal for 2020 is to have 500 or more survey responses to the electronic questionnaire coming out in 2020. The survey questions will use a combination of past questions and new questions to determine the direction of the community. Once the responses have been received and analyzed, a Town Hall meeting will be held to present the results to the community. This survey along with discussions with the Board, Advisory Committees, Community Manager, and Association Staff about tactical plans for 2020 and future goals will become the basis for the Community's Revised Strategic Plan. A significant component or sleeping giant in this process will be the Browning Five Year Reserve Study to be completed in 2020, concerning the maintenance, repair and replacement of ArrowCreek assets including our roads and bridges.

The Amenities Study will provide further information about other community initiatives that ArrowCreek may need to consider in the Strategic Plan. The Amenities Study will assist in supporting the

Association Mission and Vision Statement for the next five years as well as demonstrate how we compete in Northern Nevada. It should provide direction to assist in maintaining home market values and setting the Association apart from other gated communities in Northern Nevada. The Communications Committee and the Administration Committee look forward to your participation in the upcoming Demographic Survey. We want to thank you in advance for your participation.

### NOTICE OF CHANGES TO RULES

All the ACHOA rules have been refreshed and updated to conform with current laws and the revised CC&Rs approved this year. These documents are posted on [www.ArrowCreek.com](http://www.ArrowCreek.com) and on [www.TownSq.io](http://www.TownSq.io). They are also available upon request through Associa Sierra North.

### ACHOA RULES & REGS and COLLECTION POLICY

Sent to all Owners with the Annual Meeting mailer. Please take a moment to review the Rules and keep them handy for future reference. Remember that Owners are responsible to make sure their renters and/or guests also abide by the Rules. It's great to remind your guests about the speed limits in the community before they come to visit.

### ACHOA RESIDENTS' CENTER RULES & POLICIES

Included with the ACHOA Rules and mailed with the Annual Meeting mailer. Notice of ADDED ITEM.... The following was approved with the Residents' Center Rules but was inadvertently left out of the mailed version. The following has now been included: The max group pool limit is 25 guests (same max limit as group patio use). Harbottle park cannot be reserved.

### ADRC GUIDELINES

The Architectural Design Review Committee (ADRC) Guidelines have been updated to a more user-friendly format. The substance of the document has not significantly changed, but more clarification has been added to assist Owners with the submittal process. The new document was emailed to Owners and US mailed to those Owners not in the email program. The ADRC will continue to work on ideas to create an easier and clearer process. More to come!

Thank you for your continued support of the ArrowCreek HOA rules and governing documents and for making ArrowCreek HOA the best place to live in Northern Nevada!



# Halloween

ANNUAL PARTY OCTOBER 25, 2019



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[sageridge.org/tour](http://sageridge.org/tour)  
 or call 775-852-6222  
 to schedule a tour!



# The Club

AT ARROWCREEK

I, like many, take the New Year as an opportunity for reflecting on the past year and setting goals, resolutions and priorities for the upcoming. By no means do I believe there is a right or wrong way to go through this exercise, but I do feel it is important for me as it serves as guidance to reinforce what is working well, amend what is not, and ignore what is beyond my circle of influence.

In looking at this past year, I am humbled and thankful to be part of such a great organization. My teammates, Members, Ownership, and residents of the community have such an unwavering commitment to the success of ArrowCreek. It is also satisfying to note that there is no one right answer, nor unilateral decision making that has lifted us all on the path of the positive momentum. It has been a collective effort of the many. I resolve to continue in that regard going forward in 2020.

I also resolve to embrace the continued change that we all will continue to experience with additional facilities opening, expanded

Membership roster and new neighbors moving into the community. I also resolve to honor the traditions that have become part of the community and club as these traditions continue help us collectively move forward.

I resolve to listen and strive to understand in a balanced manner. I will continue to view the glass as half full rather than half empty. I resolve to lend assistance whenever and wherever I can in support of the collective effort of my team, the club and the community. May your New Year be filled with good health, prosperity and all the successes you resolve to achieve.

*Garry Cramer,*

GENERAL MANAGER AT THE CLUB AT ARROWCREEK



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## SECURITY & SAFETY



What's happened since our last issue?  
I am very pleased to report there have been no major instances since our last issue.

Security wants to remind everyone it only takes a few seconds for an accident to occur. Please drive responsibly.

Director of Security,

*Rick Reyome*

### SNOW & WATER EVENTS IN ARROWCREEK

**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. Scott Peterlin, General Manager and Rick Reyome, Security Director, have 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 roadways 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.
- Snow Removal Easement and Road Work**  
The security gate shall act as a clearing house for all concerns regarding snow removal or road work. Please contact the gate house directly at 775.850.4450. Per the CCRS, Article VIII, Section 1(e) there is a ten (10) foot easement of any street or other Common Area upon all Subdivision Lots for the placement of snow plowed from the street. This easement is owner's responsibility to maintain.

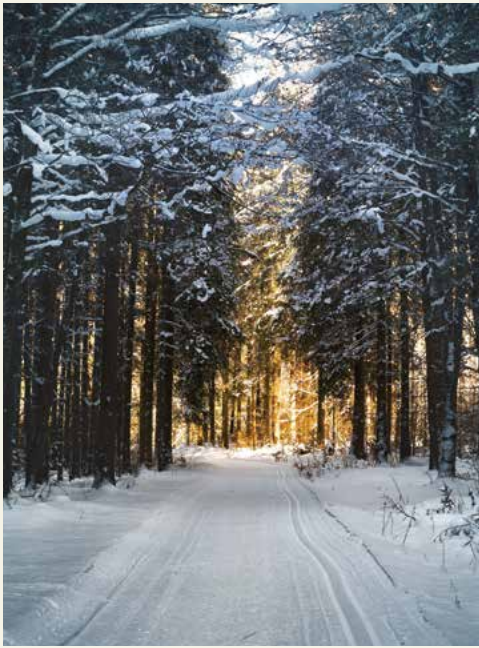
### VACATION CHECKS

Security Duties with Residents on Vacation:

- » **Security created form to monitor residents homes while on vacation.**
  - Form is updated daily with new vacation requests or returning residents.
  - House sitter or emergency contact added to form.
  - The request form is filed for the year if any questions arise.
- » **Vacation Checks checked twice a Day**  
**Day shift - In early morning time, 5-7am**
  - Swing Shift - checks during whole shift throughout all other patrols
  - Grave yard - checks if needed, by resident call or concern, plus drive by on other patrols.
- » **Security checks for any problems with outside of residence**
  - Water leaks
  - Broken Windows
  - Open doors
  - Open windows
  - Cars parked in driveway that can be seen (resident/ emergency contact is notified if necessary)
- » **Residents can apply to be on the Vacation Checks patrol by either turning an application to the gatehouse or emailing the Security Director at [acsecure@msn.com](mailto:acsecure@msn.com)**







Open crawl space vents in the spring.



Close crawl space vents in the winter.

## HOW CAN I WINTERIZE MY VACANT HOME FOR EXTENDED OR SHORT-TERM VACATION?

With summer and fall becoming a distant memory and winter quickly closing in, many ArrowCreek residents become snowbirds or long-term vacationers and are preparing to head south for the coldest months of the year. If you're planning to close your primary home for the winter, don't leave before winterizing your home. Before you close the door on another spring, summer and fall season of fun in ArrowCreek, take care to button up the empty house before leaving. There will be a winter chill ahead.

What should you do to winterize your home?

- Adjust your thermostat
- Shut off the water at the main shut off valve in your house
- Turn off the gas line
- Bundle the house up tight
- Unplug everything
- Tell your neighbors
- Stop the mail and the paper
- Check you sump pump if you have one

- Double check your flue or fireplace
- Double check you gutters
- Take any live plants with you
- Put nonperishable food in air-tight containers
- Clean thoroughly before you leave.
- Arm your security alarms that should also be connected to fire and water systems
- Monitor your smart home systems using your smart phone.

Always take advantage of the Vacation Check services provided by the ArrowCreek Security. Complete the required form and talk with security about special issues and provide information about the individuals that maybe checking the home periodically.

Lastly, please have a great time and come back to ArrowCreek safe and healthy. You will be missed.

## SECURITY CONTACT INFO

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 her 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 775.850.4450  
 Gatehouse fax 775.850.4451  
 Security Gatehouse Email  
[acsecure@msn.com](mailto:acsecure@msn.com)  
[www.quickpass.us](http://www.quickpass.us)



## WILDLIFE ISSUES

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.

## WILDLIFE INFO & RESOURCES

ArrowCreek Security 775.850.4450

Washoe County Regional  
Animal Services:  
Office 775.353.8900

Dispatch 775.322.3647

NV 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





# Holiday

## FOOD DRIVE

We just completed our 4th annual Holiday Drive. Last year's drive was a great success but we are excited to say we beat last year and hopefully will make a huge difference in so many little lives. With your help, I know it was our best year ever.

We would like to thank ALL Residents that helped to make our 4th Holiday Donation Drive a Success. With your generosity, we

*Jeanne, Leda, Lauren, Kristen Remington, Rick and Brenda at the Grand Sierra Resort.*

were able to donate THREE 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.



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# Irrigation

## ACHOA 2019 WATER ANALYSIS

Irrigation water quality was tested 7 times in 2019 in response to previous tests and analysis by ACHOA staff, Washoe County Water, Tri-Sage Engineering and One Water Consulting. Samples were taken between April and October 2019 by ACHOA staff and tested by the University of Idaho Sciences Laboratory in Moscow, Idaho. Testing was for pH, Total Dissolved Solids, Alkalinity, arsenic, boron and manganese.

PIW- Potable Irrigation Water was tested in April only. The April test indicated that TDS, Alkalinity, arsenic boron and manganese were all within the EPA acceptable range. The April test for pH of PIW was 7.5, higher than ideal. No further tests were taken for PIW.

RIW- Reclaimed Irrigation Water was tested once in April and twice a month from May Through October when the irrigation system was winterized.

Arsenic of the RIW had a reading of .110 mg/L in April which was above the EPA acceptable limit for long term use. All subsequent

RIW tests for arsenic were found to be in the acceptable range.

All RIW tests found manganese levels within the EPA limits of acceptable.

All RIW tests for boron indicated levels higher than EPA acceptable limits for long term use. Test results ranged from a low reading of 1.2 mg/L in September to a high of 2.6 mg/L in April. The April reading was well over the 2.0 mg/L EPA limit of acceptable for even short-term use. Boron toxicity limits landscape plants in nutrient absorption.

High boron levels in RIW seem to be the major limiting factor in irrigation water quality.

TDS - Total Dissolved Solids readings for RIW were all found within the acceptable range, save the first reading in April which was 460 mg/L. The EPA considers this reading as, "slight to moderate," restriction of use.

Total Alkalinity for RIW ranged from 140 mg/L to 160 mg/L of CaCO<sub>3</sub>/L. Many landscape professionals suggest acid injection in the irrigation system to lower Alkalinity with readings above 100 mg of CaCO<sub>3</sub>/L.

The pH of the RIW ranged between 7.3 to 7.6 for all tests save September. September tests spiked to 8.0 (well above the ideal range) before falling back to 7.4 in October. Each whole number difference represents a ten-fold difference in acidity. The pH of water along with alkalinity affects the solubility and availability of nutrients in irrigation water. The optimum pH range for most plants is 5.5-7.0.

In conclusion, higher than ideal pH, high Alkalinity and boron readings above EPA limits of long term (and in April short term) use in Reclaimed Irrigation Water indicate poor quality for landscape plants. Until these issues are rectified, any large landscape projects along ArrowCreek Parkway are not recommended.

The ACHOA along with TCAC has met with Washoe County representatives' multiple times in 2018-19 to advocate for improvements to water quality along with continued reduced water rates. Washoe County has recently undertaken large capital projects to improve the RIW and we are hopeful the infrastructure upgrades yield positive test results in 2020.

Summary of test results provided by

*Dave Dingman*  
ACHOA Staff Arborist



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# Bocce Ball

## AT HARBOTTLE PARK

ACHOA Board is pleased to announce the new addition of a Bocce Ball Court at Harbottle Park! Just another amenity that has been added to enhance the community experience.

Bocce ball is a fun, sociable game that in recent years has increased in popularity. The game requires strategy and finesse but is also easy to learn and can be played by anyone including young children.

A big shout out to our Facilities Staff who designed and installed the Bocce Ball Court well within budget. The ability to design and install such projects within our community is a great benefit. In addition

to the court, a large bench, decorative boulders and sycamore trees were added to the area around the Bocce Ball Court.

Bocce balls can be checked out through Security at the Gate House or you can purchase your own set from any sporting goods store. Once the weather improves and the snow melts please stop by Harbottle Park and try out the Bocce Ball Court for yourself!

*Scott Peterlin*  
ACHOA General Manager







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# PHOTO CONTEST WINNERS



## WINNERS OF THE ARROWCREEK VIEW FRONT PAGE PHOTO CONTEST

### THE WINNERS HAVE BEEN DETERMINED!

The call for a photograph contest with shots related to the ArrowCreek community was described in the September 2019 issue of the ArrowCreek View (page 21). The person who won first place was to be awarded a \$100 certificate, and the winning photograph was to be featured on the cover of this magazine. Photos that were runners-up were to be shown inside the magazine.

Winners were determined, and the first-place winning photograph is shown on the cover of this issue. Likewise, photographs that were the runners-up are inside this magazine. Following is a story about the winning photographs and the photographers who took them.



**ERIC AUST  
FIRST-PLACE WINNER  
"GALAXY OF ARROWCREEK"**

The Galaxy of ArrowCreek was taken at 2am in the park below the Residents' Center. "I read a few things about night photography and I wanted to try it." Eric states that the background of "the Milky Way shows how small we are." His camera is a Cannon 5D. For this picture he used a 24 mm lens at a 12 second exposure at F 4.0 aperture. He added that night photography requires a few tricks, including use of a good tripod because of the difficulty with focus and night vision. "If you use a flashlight to check things, sometimes it takes a while before your night vision comes back."



**MARK VENNER SECOND-PLACE WINNER  
"PUTTING GREEN"**

The second-place photo winner was taken off the 6th hole of the Legend Golf Course named for Arnold Palmer. Photographer Mark Venner described trying to encapsulate much of ArrowCreek in one picture. "I tried to get the course, downtown, the Club, great views – just a reflection of ArrowCreek."

Mark is a stay at home Dad, raising three toddlers. Not surprisingly, his favorite things about ArrowCreek include the sense of community and "of course, the pool." Before settling in ArrowCreek, Mark and his wife, Allison, moved a fair bit, which moves included Albuquerque and Washington D.C.

Mark has been taking his photography seriously for the last 10 years. Putting Green was taken with a Nikon D850 at F18 aperture and 1/30 second exposure.

His love of photography began early. He has been "fooling around with it since high school." During college he helped a professional shoot wedding ceremonies and parties.

Currently, a pilot for Delta, Eric and his wife Debbie look forward to a retirement with camera in hand. They moved to ArrowCreek 20 years ago "for the golf course." A bad back now keeps Eric from playing golf, but the sense of community, "neighbors helping neighbors" and "the feeling of safety in the community" keep ArrowCreek their home.







**VALERIE LOGAN**  
**THIRD PLACE WINNER**  
**"HAWK EYE"**

Valerie lives in ArrowCreek with her husband, Ralph. She is an unabashed fan of every aspect of ArrowCreek. She loves the views – including the dramatic clouds. Mostly, she enjoys the people. “I’ve never lived anywhere quite like it where the entire community is so welcoming.” Moving from California, she finds nothing but positive things to say about life in ArrowCreek.

An amateur photographer, she prefers taking photos of people to most scenery shots. “They’re more dynamic.” The hawk grabbed her eye because he appeared to be posing. Taken with an iPhone, “I’m sure I zoomed in a little, but he just stayed there and let me get really close.”



**GREG COOK**  
**FOURTH-PLACE WINNER**  
**"TREE OF LIGHT"**

Greg Cook and his wife retired only to become passionate photographers. New to ArrowCreek (they’ve lived here less than a year), they’ve become engaged with taking photos of the ever changing ArrowCreek world. “I love getting to see new things”, Greg says.

Greg has been working as a photographer since 1973, when he bought his first Nikon. The Nikon world then involved film. Fast forward, he still owns that Nikon, but uses his new Nikon D5 most of the time. He was fascinated by an ArrowCreek storm and took dozens of pictures. The “Tree of Light” picture was taken with a 2470 lens at second exposure, F4.5 aperture, Iso 800, 26 mm.

A Nikon-certified professional shooter, Greg usually photographs wildlife. During his retirement he has done photography shows and workshops. His website, [gcook.com](http://gcook.com) contains many of his prized photos. His wife, Terry, also enjoys capturing images, but, as she describes it, her photographer designation “is with a small “p”, while Greg’s is a capital “P.” Headed on his third trip to Antarctica in 2020 to photograph wildlife, Greg describes his retirement as “the greatest. We are truly blessed.”

## **3RD ARROWCREEK VIEW COVER PHOTO CONTEST**

Attention all ArrowCreek photographers! The ArrowCreek View, your community news magazine, is looking for another great community photo to be used on a future cover of your Magazine. Your digital photos must be submitted via email to [Associa Sierra North \(ACservice@associasn.com\)](mailto:AssociaSierraNorth@associasn.com) by January 13, 2020 for judging and publication in the March/April Edition. The general theme for the contest is “ArrowCreek Spring.”

Residents are encouraged to dig into last year’s spring photos and submit them for judging. The winning photo will be featured on the cover along with a story about the shot and the artist in the March/April Edition of the ArrowCreek View. The winner will also receive a \$100 gift card. The photography of three runners-up will also be featured in that issue. All submitted photos, to qualify for consideration and publication, must be high resolution JPG files that are at least 8.6 inches wide by 11.25 inches tall in vertical aspect ratio. Low resolution photos will be disqualified. (Please, no prints). We ask that any human faces shown in the photo include the person’s permission with submission. Please no more than 5 submissions per photographer.





## JANUARY 2020 MEET & GREET

Please plan to attend our first Meet and Greet coffee for 2020 at the ArrowCreek Residents' Center on Saturday, January 25 from 10am - 12 noon. Light refreshments will be served. Our Meet and Greet events are a great time to meet both current and new residents as well as sign up for the array of ArrowCreek clubs.

Representatives from most of the clubs will be on hand to provide an overview of their activities as well as to sign up new members. No RSVP is needed for this event, just show up for a fun morning to chat with neighbors.

## SOCIALS & EVENTS

### 2019 HOLIDAY OPEN HOUSE

Due to the popularity of the annual HOA Holiday Party, the Social Committee tried something new this year. Using both facilities available to us, we held two events on Sunday, December 8. At The Club at Arrowcreek ("TCAC"), we held the Holiday Open House with more than 320 adults in attendance. At the same time, we held a children's party at the Residents' Center. Many children attended while their parents went to the Holiday party at the Club. Santa Claus made a surprise visit!

The children, ages 3-12, were appropriately supervised by professionals. Their evening was filled with games, holiday movies, cookie and ornament decorating while they enjoyed pizza for dinner. Meanwhile, dressed in holiday finery, their parents were able to enjoy an adult evening tasting a bounty of hearty appetizers including coconut crusted shrimp, chicken satays, veggie egg roll, spicy Asian meatball as well as homemade cookies and brownies.

We are grateful to TCAC for accommodating our community in such a professional and gracious manner. The food was plentiful and delicious and everyone seemed to have a wonderful time. TCAC's partnership with the HOA adds so much to our community! For many it was a magical evening, celebrating a special time of year with friends, while their children enjoyed an age appropriate evening of their own.

*Continued on page 26*







## ARROWCREEK INTEREST GROUPS

### ART GUILD

Connie Ghysels [lulughysels@gmail.com](mailto:lulughysels@gmail.com)  
[www.ArrowCreekart.wordpress.com](http://www.ArrowCreekart.wordpress.com)

### BLOOD DRIVE

Donna Perez [Donnafayesc@aol.com](mailto:Donnafayesc@aol.com)

### BRIDGE CLUB

Dick Eddy [eddyrp@charter.net](mailto:eddyrp@charter.net)

### CHEFS CLUB

Carol Steingard [sedona1927@gmail.com](mailto:sedona1927@gmail.com)  
[www.ac-chefs.club](http://www.ac-chefs.club)

### CRAFTERS

Mary Steele [marysteele6239@att.net](mailto:marysteele6239@att.net)

### CYCLING CLUB

Jeff Foster [jeff-foster@sbcglobal.net](mailto:jeff-foster@sbcglobal.net)

### FORMER INCLINE RESIDENTS

Gabrielle Rubsamen-Judd  
[gamaveru1962@gmail.com](mailto:gamaveru1962@gmail.com)

### HIKING CLUB

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)

### MUSIC LOVERS

Angela Havewala  
[angelahavewala@yahoo.com](mailto:angelahavewala@yahoo.com)

### PICKLEBALL

Mary Ann Gaebe [acpickleball@gmail.com](mailto:acpickleball@gmail.com)  
[www.acpc.clubexpress.com](http://www.acpc.clubexpress.com)

### ROAD TO SUCCESS

Paula Macenski [pmacenski@gmail.com](mailto:pmacenski@gmail.com)  
Mary Katz [marymfk77@gmail.com](mailto:marymfk77@gmail.com)

### SCALE MODELS

Hawley MacLean [hawley@hmaclean.com](mailto:hawley@hmaclean.com)

### SINGLES SKIING

Stan Jaeger [stanjaeger@gmail.com](mailto:stanjaeger@gmail.com)

### SNOW SHOEING

Mark Steingard [sedona1927@gmail.com](mailto:sedona1927@gmail.com)

### TENNIS (SINGLES)

Jeff Fisher [jeffxfisher@gmail.com](mailto:jeffxfisher@gmail.com)

### VOLLEYBALL

Jessica & Aaron Hartwig  
[hartwigsnv@yahoo.com](mailto:hartwigsnv@yahoo.com)

### WINE LOVERS

Terry Brodt [terrybrodt@comcast.net](mailto:terrybrodt@comcast.net)

### WOMEN'S TENNIS

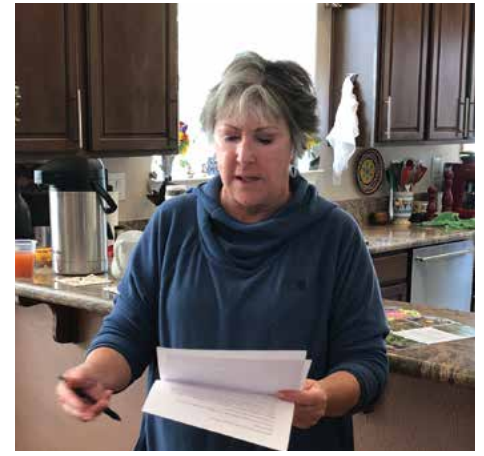
Charlotte Curtis [charcurtisedd@aol.com](mailto:charcurtisedd@aol.com)











# Garden Club

## GARDENERS & FRIENDS WITH A SHARED PASSION

Both Carolyn Dragics and Janice Bailey have gardened all their lives. Both work in their own yards trying to conquer our harsh Nevada soil and environment. They grow not only flowers and shrubs, but have raised beds—allowing a deep layer of rich, amended soil—that produce abundant quantities of vegetables and herbs. The constant struggle reminds Carolyn who really is in control. The beautiful sunsets and ever-changing colors of the mountains motivate her to continue. Janice’s love of the mountains inspires her to walk in the hills behind ArrowCreek in the spring, and lead a wildflower hike every year when the flowers are at their peak.

Both have taken Master Gardener classes. Carolyn took some classes to help her with her yard and to learn enough to help her build and maintain a healthy garden. She is one of the four founders and is currently lead coordinator of the ArrowCreek Garden Club that meets monthly from spring until fall. Janice, completing the training and becoming a Master Gardener, gives her time and talents to local schools with gardening programs, such as a refugee program building community among Afghanis

and Syrians who need food, and the St. Mary’s Community garden that gives food to organizations serving the hungry and homeless. Their shared interests overlap: Janice, a very valuable member of the Garden Club leads and hosts programs for the Garden Club once or twice a year in her home and yard.

Through the Master Gardener program and Garden Club tour of St. Mary’s Community Garden, Carolyn and Janice got to know Earstin Whitten and Dee Schafer Whitten, founders of a local nonprofit called Soulful Seeds. Soulful Seeds has a very worthy mission: to build community and neighborhood gardens to help provide healthy produce to the food-insecure in our community. Earstin, a sharecropper with 14 siblings, started Soulful Seeds on a plot of land donated by St. Mary’s. Now, many other projects are underway, such as negotiating with Reno and Washoe County to use a 2-3 acre plot of Northern Nevada Adult Health and Mental Services land. (To learn more about their partnerships, please visit [www.soulful-seeds.com](http://www.soulful-seeds.com))

ArrowCreek Garden Club members had a chance to meet Earstin and Dee when they spoke at an event in the spring of 2019. Although intended to be just informational about the nonprofit and its cause, members were so motivated they donated over \$3000.

Over time, Carolyn and Janice connected with Earstin and Dee, by becoming friends. Dee asked them to serve on Soulful Seeds’ Board. Their backgrounds are perfect for helping a nonprofit. Frequently, Carolyn has used her accounting background when serving as treasurer for other nonprofit organizations. Janice works in firm administration for a local accounting firm and is treasurer of the organization.

In thinking about the volunteer work, Carolyn said, “I have a passion for Soulful Seed’s vision and mission, and really want to help.” Janice said, “I’m grateful for the valuable partnerships that will help the mission succeed.”



# SAVE THE DATE

## ONGOING

Tuesdays & Thursdays

Barre Blitz 9:30 - 10:30am

Monday, Wednesday & Friday

Yoga 9 - 10:15am

Mondays

Yoga 1:45 - 2:45pm

2nd Thursday of the Month

Chef's Club

3rd Wednesday of the Month

Wine Club

## JANUARY

3 ADRC Submittal Deadline 4pm

8 ADRC Meeting 11:30am

25 Social Committee Meet & Greet  
10am-12noon

## FEBRUARY

4 Executive Session Board Meeting  
4-6pm

5 Board Meeting 6pm

5 ADRC Submittal Deadline 4pm

12 ADRC Meeting 11:30am

## MARCH

4 ADRC Submittal Deadline

11 ADRC Meeting 11:30am

24 Special Board Meeting 6pm

## CALENDAR KEY

**ADRC** Architectural Design Review Committee (closed meeting). Held the 2nd Wednesday of each month. Deadline to submit is 1st Wednesday of month.

**ASN** Associa Sierra North

**BOARD MEETING** Regular meeting of the board of directors. Homeowners welcome. Owner forum at the beginning of each meeting. Executive Sessions may be held prior to each regular board meeting. Meeting dates may be subject to change.

**EXECUTIVE SESSION** Meeting of the board of directors to discuss delinquencies, legal issues and CC&R violations. (Closed meeting)

**TOWN HALL** Informal gathering with owners and board for open general discussion about items of concern. (No action is taken at meeting.)

\* Please note the meeting schedule is subject to change and may be modified at any time. Fiscal year is January - December.



# ARROWCREEK CALENDAR

## MARK YOUR CALENDARS!

Don't miss these upcoming HOA social events. Watch this magazine, the signs at the gate, and email blasts to stay current. This year, we will require everyone to RSVP for all events.

## NEW! YOGA CLASS MONDAYS 1:45 - 2:45PM

At the ArrowCreek Residence Center. This class focuses on seasonally appropriate poses and flows in order to allow energy to flow, cultivate a healthy mind, body and spirit connection and build strength and balance in our lives. Cost is \$10 per class. Looking forward to seeing your practice thrive.

## BARRE BLITZ

**TUES & THURS 9:30-10:30AM**

At the ArrowCreek Residence Center. First Class is FREE! All ages and levels. Introductory pricing: \$15 drop-in or \$100 for 10 classes. Low-impact, muscle-fatiguing Barre workout. Please bring light weights (2 or 3 pounds are recommended). Leigh Macey, Instructor & Personal Trainer  
Lmacey1@gmail.com 443.822.4211

## YOGA CLASS

**MONDAYS, WEDNESDAYS &  
FRIDAYS 9-10:15AM**

At the ArrowCreek Residence Center. First Class is FREE! Beginners welcome. \$10 per class or \$80 for 9 classes. Troy Topper, Instructor  
Troyoga10@gmail.com (preferred)  
970.623.9393

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 [www.TownSq.io](http://www.TownSq.io). Minutes will be available within 30 days of the meeting. 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 attend the meeting. Board meeting agendas will be available on the ArrowCreek.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.

**ARROWCREEK™**

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## EMPLOYEE SPOTLIGHT



**LEDA BRABANT**  
PUBLIC INFORMATION ADMINISTRATOR/  
ASSOCIATE SECURITY DIRECTOR

### HOMETOWN?

I grew up in Philadelphia, Pennsylvania.

### FAVORITE SPORTS TEAM?

I am a die-hard Eagles fan!!

### HOW LONG HAVE YOU BEEN WITH THE ACHOA, AND WHAT IS YOUR JOB?

I have been with ArrowCreek for six years. I started out as a security representative. For the past three years, I have been the Public Information Administrator/Associate Security Director.

### WHAT ASPECT OF YOUR JOB DO YOU ENJOY THE MOST?

I enjoy many aspects of my job. I couldn't ask for a better group of people to work with. The ArrowCreek team always helps each other to reach our goals. I also enjoy knowing that we are making a difference in the ArrowCreek Community. All the great feedback from the residents really makes me feel appreciated.

### WHAT ASPECT OF YOUR JOB IS MOST CHALLENGING?

With the crew that we have here I don't find anything particularly challenging. If I were to ever be stumped with a problem, I would always have backup. Saying that, the only thing that could make my job easier would be having more time in a day. But honestly, who couldn't use that?

### INTERESTS / AND OR HOBBIES?

I am a mother of two, currently raising a toddler and a teenager. Most of my free time is spent cooking, cleaning, helping with homework, etc. I suppose you can say my hobby is raising little humans to be the best they can be.

### ANY ADVICE FOR HOMEOWNERS AS IT RELATES TO THE SECURITY DEPARTMENT?

I would like the homeowners to know how much we care here in the security department. I know sometimes issues may seem to take a long time to get resolved. This is only due to the guidelines that were set in place that we must follow. Everything must go through a process but we hope that our residents understand that we try our hardest to resolve every issue as fast as possible.

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up. BUT, please be aware that it may be beneficial to you and your neighborhood to not have your trash container out that long! Due to the fierce winds and wild animals (bears!) that frequent ArrowCreek, you may want to consider putting your container out just before service pick up and putting it away immediately after. This will help to keep your neighborhood clear of flying debris, not to mention flying trash containers!

**3. GARBAGE, TRASH CANS, AND RECYCLING: Article IV, Section 12 – Garbage/Trash Receptacles:** No garbage, refuse, rubbish or obnoxious or offensive material shall be permitted to accumulate, be dumped or buried on any lots, and lot owners shall cause garbage and other like material to be disposed of by and in accordance with accepted sanitary practice. Trash receptacles shall always be kept hidden from public view, except when placed out for collection. Trash for collection may be placed on the street

right of way line for a period not to exceed twelve (12) hours prior and subsequent to the collection service pickup time. The Association may designate an area at the intersection of a street with a common driveway (i.e. a driveway which serves more than one (1) lot), which area may be within the street right of way or on a lot, for the placement of trash receptacles for collection.

Resident Kris Klinger offers some tips concerning bear activity that may impact your trash cans. Use 10% ammonia which comes in gallon containers or 32-ounce containers from a local hardware store or home improvement store. This is a proven bear deterrent for anyone who is willing to leave this outside your home. You place ammonia in an uncovered bread tin, leave it near exterior doors, garbage can locations, gates, etc. Bears HATE the smell and will move on. Thanks for the tip.

# Be Aware

## TRASH CONTAINER RULES

During the CC&R and Rules revision projects the trash container rule was scrutinized from various perspectives to accommodate all residents in the community the best way possible. The actual rule is printed below. Technically the rule provides for having your trash can out 12 hours before and after service pick



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This is the substation that services ArrowCreek. ArrowCreek is straight back in the photo.

# Power Outages

## FREQUENCY, CAUSES & EXPLANATIONS

BY SUSAN DUNCAN

Electric service reliability is very important to NV Energy, a subsidiary of Berkshire Hathaway Energy. NV Energy not only serves Reno but an entire 45,703-square-mile service territory that stretches north to south from Winnemucca to Laughlin and west to east from the Nevada side of Lake Tahoe to Elko/Austin/Tonopah. They constantly analyze the performance of their power lines and facilities throughout Northern Nevada to determine how they can improve service to us, their customers.

ArrowCreek experienced two power outages on Tuesday, November 19, 2019. The first one from 4:26-6:50am most of us slept through but we discovered it as un-battery-backed-up alarms didn't wake us up as planned. The timing of the second one was from 7:27-10:26pm. We all realize that power outages are dangerous for people who have home medical equipment as well as hazardous when outdoor temperatures drop. With no electricity there is no heat, garage doors are not operable, community and home security systems are compromised if the outage lasts more than a few hours, and residents are in danger of falling or otherwise injuring themselves navigating their homes in the dark. Some residents of ArrowCreek feel there have been more power outages in the past 11 months than in the past 11 years. Lots of questions were raised in on-line chat apps.

I set out to find the answers by contacting the source, NV Energy, of course. With the help of several supervisors and the research of logs, maintenance records and projects done by their teams, we have answers and some hitherto unknown information for you.

The comment about the frequency of outages is quite correct. Since October of 2018 there have been seven outages. One supervisor said her team went back 12-15 years and found very few outages. During last summer there was about one outage a month - most causes were undetermined but summer thunderstorms can play a part. An outage on August 15 lasted 3 minutes. Lightning caused

one on September 4. The one around 11am on November 18 lasted 46 seconds and the cause was not determined. Sometimes a bird landing on a line wrong can cause an open circuit that resets as the bird flies away. The November 19 morning outage was an insulator failure. The insulator was replaced. The evening outage was caused by nearby trees causing arcing that blew the circuit breakers. The trees were trimmed and the line recertified. NV Energy regularly surveys trees and vegetation throughout the areas with overhead lines. I am sure there are personnel and funding shortages that complicate timeliness. They work closely with customers to manage any trees customers have identified as posing a risk to the reliability of the network or the safety of our community before outages occur.

The protocol/process for troubleshooting a power outage depends on the outage and operational mode that the system is in for that type of outage. NV Energy has a Normal Mode and a Fire Season Mode to reduce the risk of wildfires. During Normal Mode any electrical faults are controlled by the fault programming in the computer system. A tripped circuit may be momentary as an electrical path is broken but gets auto-reset by the system. If Fire Season Mode is on, then there are no automatic tripped circuit resets. The power is off until the line is physically inspected for the cause. Redundancy plays no role in getting the power on any faster. Physical inspection is the number one safety requirement. Different parts of the electrical grid can be in different modes depending on the actual situation/environment of the lines. Also, for example, if a car hits a power pole and causes the electricity to go out, there are other agencies that are involved in the "outage" - NV Energy personnel have to wait for any police or fire department activity to cease and they are given permission to physically get in the area to fix the break.

This brings us to the makeup of our power grid to ArrowCreek. Most of our distribution line is underground. The overhead portion exists between South Valleys Regional Park to Hunsberger Elementary. The biggest troublesome section is around Evening Song Lane and Thomas Creek because of trees.

There is plenty of capacity and redundancy. A new South Meadows





substation was just completed and fully commissioned at the end of last September. It provides load relief for the substation serving ArrowCreek and additional capacity. However, even with additional capacity and redundancy, we will still have the same outage protocol if Fire Season Mode is on. Physical inspection of the line takes time.

NV Energy wants the power on just as much as we, the customers, do! Keep those meters rolling!! That's literally their business! To receive updates to your mobile phone in the event of an outage, make sure your mobile phone number is listed on your NV Energy account. Then, sign up for outage alerts through MyAccount. Alternatively, <https://www.nvenergy.com/outages-and-emergencies/view-current-outages> is a handy web link you may want to store in your cell phone to report and monitor outages.

Our dependence on electricity is “brought to light” by power outages. We need to be prepared for unexpectedly living without it. We need to take steps to keep us and our families safe BEFORE an outage. If you desire to have backup power, you should investigate the option of a generator; however, be advised that it needs to be approved by the ArrowCreek HOA ADRC since it is an external change to your home. If you or permanent members of your household are dependent on electrically operated medical equipment, call (775) 834-4444 to talk to a customer service representative who will send you an enrollment packet through the mail for you to complete and return in order to sign up for the Green Cross program. Once enrolled, you will receive advance notification of scheduled electric outages for service maintenance and in the event of an unexpected power outage, NV Energy will take the steps necessary to restore power as quickly as possible. People who rely on life-support devices need to protect themselves against occasional interruptions of service by having an alternate power supply.

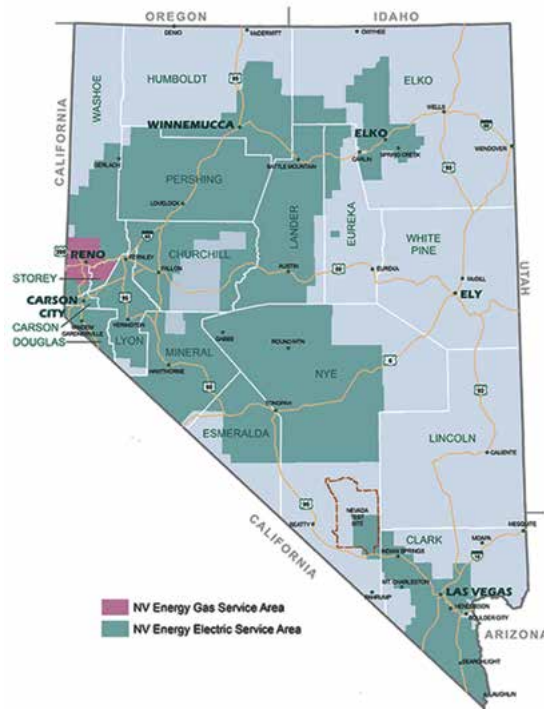
NV Energy has detailed tips on their website <https://www.nvenergy.com/outages-and-emergencies/outage-preparation-tips> that are summarized here.

## OUTAGE PREPARATION

**Prepare a waterproof outage kit with items for emergency situations.**

- Bottled water – Three-day supply on hand - plan for one gallon/ person/day.
- Ready-to-eat foods and a manual can opener

- Flashlight AND extra batteries – Do not use candles! Lanterns may be useful, but do not use kerosene lanterns indoors unless you have proper ventilation.
- Battery-operated radio and clock AND extra batteries
- Blankets
- First-aid kit



## Protect your computer and other electronics.

Consider a surge protector for your computer, TV, DVR and other electronics. Don't confuse a power strip with a surge protector. A surge protector will protect your electronics from power surges associated with power disturbances.

Consider a UL-1778 listed uninterruptible power supply (UPS), which is a battery backup system that supplies power for 15 minutes – long enough to save work and shut down the computer.

## Additional preparedness tips

If you own a portable generator, review its safety guidelines.

Learn how to open your garage door manually.

Have a contact list of friends and family.

## DURING AN OUTAGE

Check to see if power is out throughout your home or business. If power is only out in one part of the property, check your circuit breaker box.

Keep your refrigerator and freezer closed to ensure food stays as fresh as possible. To avoid losing the cold air, do not open doors unnecessarily.

## AFTER POWER IS RESTORED

Check refrigerated and frozen foods to determine the extent of spoilage/thawing. Dispose of any food that is discolored or smells spoiled. Remember: If in doubt, throw it out.

## ADDITIONAL OUTAGE TIPS

- Turn off or disconnect any appliances or electronics you were using when the power went out. Unplug your computer to avoid the possibility of surge damage when the power returns.
- If you are cold, put on layers of warm clothing. Never burn charcoal for heating or cooking indoors. Charcoal briquettes produce carbon monoxide, which is odorless, colorless and can be deadly.
- Leave one light turned on so you'll know when your power returns.





1022 Taos Ranch Ct. - Thank You For The Red White & Blue



6240 Elk Ivory - One Swan A-Swimming

# Best Lights

## MAKE ARROWCREEK SHINE AWARDS

Nutcrackers, swans, Santas, sleighs, snowmen, candy canes, stars, Hanukkah stars, even unicorns—this holiday, ArrowCreek homes are festive with beautiful lights and symbols of the season. The judging committee found it couldn't award winners by 1st, 2nd, etc. Rather we want to recognize seven homes that will make you pause, look at the details, and capture your imagination as they did ours:

- 6240 Elk Ivory – One Swan A-Swimming
- 3408 White Mountain – Santa and His Friends
- 1022 Taos Ranch Ct. – Thank You for the Red, White & Blue
- 3090 Marble Ridge Ct. – The Nutcracker Sweet
- 2961 Eagle Rock Ct. – Dreaming of a White Christmas
- 2967 Eagle Rock Ct. – The “Frozen” House
- 3385 Forest View – Make our Parkway Bright (you'll see this backyard from ArrowCreek Parkway)

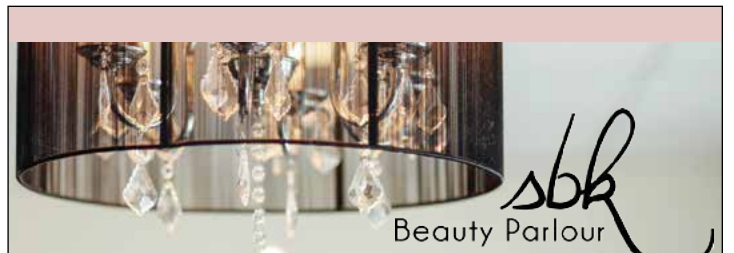
These are not the only homes we enjoyed. There are homes with lights beautifully coordinated with the architecture, homes elegantly decorated with all white lights, homes with huge trees glowing with colored lights, and many homes that simply shine. We thank all homeowners for their efforts! Other homes and neighborhoods we would like to recognize are:

- 6335 and 6330 Coyote Point Ct.
  - 10238 Via Bianca
  - 5550 Alpine Frost
  - 1391 Amado Ct.
  - 3457 and 3438 Nambe
  - Socorro Ct., off Nambe framing a view of downtown Painted Vista, Echo Ridge Ct. and Rabbit Ridge Ct.
- We listed as many as we could - there are more!

We also want to extend our thanks to Associa Sierra North who donated one basket for this contest, and collected two other contest prizes, one from our paving vendor, Applied Pavement Technologies, and one from our insurance provider, Ron Wright at Menath Insurance. In addition, we owe thanks to The Club at ArrowCreek for their donation of four gift certificates for meals at the Club. The community contributed to make this annual event a huge success!



3385 Forest View - Make Our Parkway Bright



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3408 White Mountain - Santa and His Friends



2961 Eagle Rock Ct. - Dreaming Of A White Christmas



3090 Marble Ridge Ct. - The Nutcracker Sweet



2967 Eagle Rock Ct. - The "Frozen" House



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# Bridge

## MAIN ENTRANCE REPAIRS

During the 2019 inspection of our bridges at the front gate and at Winding Ridge, it was discovered that both bridge decks needed repair. The front gate bridges had excessive transverse cracking, approximately 8 inches apart across the length of both bridges.

The ACHOA again hired Hyttinen Engineering to conduct an inspection of all our bridges with the primary focus on the front gate bridges' transverse cracking. Q&D construction, the ACHOA's snow removal contractor and road repair contractor, removed a portion of each front gate deck to expose the polymer concrete rebar within the coating." Unfortunately, rust and corrosion were found in the

rebar, due to the cracks allowing moisture into the structural layers. If the rebar continues to rust and deteriorate, the structural strength of the bridge deck could be greatly compromised. The structural engineers recommended removing the concrete deck and replacing it with concrete and epoxy coated rebar, topped with a multi-layer wearing surface to prevent rust in the future. Although we won't know the full extent of the repairs that may be needed until the decks have been removed, the engineer noted upon his inspection that the main structure of the bridge appears to be in very good condition. Once the repairs are finished, these bridges should provide service for decades to come.

The front gate repair work will be staggered between the two bridges and currently the project is scheduled for March/Early April of 2020. All efforts will be made to minimize the impacts to traffic entering and leaving the community. An entry and exit lane will always be open.

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# Winter Driving

## PREPAREDNESS TIPS

It doesn't take a blizzard to create hazardous driving conditions. According to the National Highway Traffic Safety Administration (NHTSA), winter weather conditions are responsible for 17% of all vehicle crashes annually. And every year, AAA attends to approximately 32 million stranded motorists across the country. AAA offers a few winter driving preparedness tips to consider ahead of any inclement weather

activity this season in and around Northern Nevada and the Sierra Nevada Mountains.

- » Avoid driving while you're fatigued. Getting the proper amount of rest before taking on winter weather tasks reduces driving risks.
- » Never warm up a vehicle in an enclosed area, such as a garage, nor leave a running vehicle unattended.

- » Make certain your tires are properly inflated and have adequate tread.
- » Have the battery checked by a professional to ensure it is strong enough to face cold weather.
- » Be sure to turn on your headlights on foggy mornings. There have been a significant number of cars without lights on driving in the fog that comes with winter. Headlights work two ways, they help the driver to see but more importantly, they help others see you.

It is highly advised that motorists prepare a winter emergency kit to stow in the trunk of their vehicle. AAA says emergency kit items should include a de-icer, shovel, ice scraper, warning flare or reflector triangle, flashlight with fresh batteries, first aid kit, jumper cables and sand or kitty litter (for traction). It's also a good idea to pack a blanket, extra gloves, jacket, scarf, and for safety, a brightly colored hat so you can be seen if you must get out of your vehicle.



## Business DIRECTORY



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A BIG thank you to residents who traveled with their ArrowCreek View and snapped a shot of themselves with the magazine on vacation! Exactly what we are looking for! We love to view your pictures and hear your stories. Please forward, to our Community Manager, any photos of where you've been in the world with a caption explaining the location. We're looking for unique, fun photos from your trips. We need full-size high resolution photos or we cannot include them in the magazine.

## WHERE IN THE WORLD IS ARROWCREEK VIEW?



**MARK ASTON ON SUMMIT OF MT. WHITNEY, CA**

On October 26, 2019 Mark ascended Mt. Whitney via the Mountaineer's Route.



**PAUL BURKETT FISHING IN ALASKA**



**DEBRA WURZEL ON FITZROY ISLAND**

**SEND US PHOTOS OF YOU AND YOUR VIEW!  
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A BIG thank you to residents who traveled with their ArrowCreek View and snapped a shot of themselves with the magazine on vacation! Exactly what we are looking for! We love to view your pictures and hear your stories. Please forward, to our Community Manager, any photos of where you've been in the world with a caption explaining the location. We're looking for unique, fun photos from your trips. We need full-size high resolution photos or we cannot include them in the magazine.







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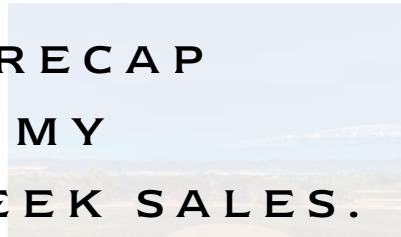


## ARROWCREEK HOMEOWNERS ASSOCIATION

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



## 2019 RECAP OF MY ARROWCREEK SALES.

### AWARD-WINNING REALTOR.

Cheenu Sandhu has developed a reputation as one of the most trusted and experienced agents in ArrowCreek.

She establishes a deep personal connection with each of her clients and in the process has created a loyal clientele that appreciates her attentiveness, knowledge, negotiation, marketing skills, and easy-going nature that make transactions more enjoyable.

“A shout out to all of my clients! I want you to know that I truly appreciate your business, your loyalty, your friendship and most of all, I appreciate that of all the choices you had, you chose me. Thank you for making my year such a success.”



**Cheenu Sandhu**  
**Engel & Völkers Lake Tahoe**  
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