

ARROWCREEK VIEW®

THE OFFICIAL NEWS MAGAZINE OF THE ARROWCREEK® HOMEOWNERS ASSOCIATION

MAY 2020

VOLUME 15, ISSUE 3



New! ArrowCreek Trail Map 13

Social Distancing

HIKE AROUND ARROWCREEK 20

Chef's Club 30



ROESCH
LUXURY GROUP

Discover your home value at:
ArrowCreekHomeValues.com



When it comes to Living in ArrowCreek,
you want the best.



Randy Roesch, CRS
Principle - Roesch Luxury Group

Randy@RoeschLuxuryGroup.com
c 775-544-5445
NV#73787

Doug Gore
Realtor - Roesch Luxury Group

Doug@RoeschLuxuryGroup.com
c 775-843-2888
NV#173459



www.LuxuryRenoTahoe.com



Contents

DEPARTMENTS

- 04 Board of Directors' Note
- 06 Get To Know Your Board
- 08 Ask The Manager
- 10 Governing Committees
- 12 Employee Spotlight
- 14 Security & Safety
- 24 ArrowCreek Calendar
- 30 Socials & Events
- 32 Financial Report
- 38 Business Directory
- 38 Where In The World Is ArrowCreek View?

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 website.

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

ON THE COVER

"Cherry Tree" by Cover Contest Winner
Juliee Conway

FEATURES



NEW ARROWCREEK TRAIL SYSTEM MAP

Whether a walker or runner, hiker or biker, now you can explore the neighborhood and find your way around the trail system within ArrowCreek, thanks to a new trail map.



HIKE AROUND ARROWCREEK

In this time of quasi-quarantine and 'Social-D,' one of the best ways to get some exercise and to break the monotony is to go for a hike.



BE SHEEP AWARE - LEASH YOUR DOG

Sheep will be grazing in the Thomas Creek and Whites Creek areas next to ArrowCreek property in May, June and early Fall. Please keep your dogs on leash when walking or hiking on these trails.



YOUR WATER SYSTEM

Truckee Meadow Water Authority delivers water to approximately 400,000 customers across extremely hilly terrain. From the Mt. Rose foothills to the North Valleys and from Verdi to east of Sparks, there are a series of high and low points that can make managing water pressure a complex task.

MARCE HERZ SCHOOL	07	STEP2	22
THE CLUB AT ARROWCREEK	18	SURVEYS	25
4TH COVER PHOTO CONTEST	19	REALTOR DROP BOX	38

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.



ArrowCreek View is the official publication of the ArrowCreek HOA published by CCMedia.

775.327.4200 | www.cc.media
publishing@cc.media

HOA CONTACT INFO

Inquiries, concerns, requests to the Board or Committees:

ACservice@assocasn.com

Use TownSQ (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

ADRC MEMBERS

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

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.

The editors reserve the right to edit submitted material for clarity and length.



BOARD OF DIRECTORS' NOTE

Every other month the ArrowCreek Homeowners' Association Board provides a homeowner update in the ArrowCreek View. This month's update is particularly difficult because the writing has to be completed more than a month before the ArrowCreek View gets into the hands of homeowners, which means that this update was written in late March. With fingers crossed, the Board hopes that by the time you read this, the country, including ArrowCreek, will be on the road to recovery; and much of the data in this update will simply be history. All we know for certain is that ArrowCreek residents pitched in to help neighbors. The Board would like to thank all residents for the patience shown during the COVID-19 shutdowns, social distancing and stressful times.

THE CORONA VIRUS (COVID-19)

"Social Distancing" is now a part of our lexicon. We've all learned about the need to wash our hands and keep our distance from each other when a virus is spreading. Early on, the phrase "social distancing" seemed such an inappropriate phrase for the ArrowCreek melting pot where strangers feel like family within months. The ACHOA Board acted on March 16 to close the Residents' Center. At the same time, it acted to increase protections at the guard gate to keep residents safe. The Board used e-mails blasts, VOLO Village, the ACHOA website (www.arrowcreek.com), Town Square and ArrowCreek Nextdoor to keep residents up to date on what was happening in ArrowCreek. Much of the ArrowCreek crew's work emphasized the priority of sanitizing all facilities and keeping the guard gate manned. As of the end of March, the Easter

Egg Hunt has been cancelled as the bunny postponed its appearance until next year. At the time homeowners read this update, the summer picnic had been put on hold. The ACHOA Board will be making decisions about whether to hold the summer picnic in mid-summer. Your General Manager, Scott Peterlin, and Director of Security, Rick Reyome, worked incredibly long hours to keep homeowners safe. The Club at ArrowCreek likewise closed its full service restaurant and has been working with the ACHOA management to keep our community safe.

REDUCING FIRE RISKS - BAAA

We've all been concerned with risks from COVID 19, but other safety issues remain active in ArrowCreek: Our community remains at risk of fire. During May and June, into early fall, homeowners will see 800 sheep grazing on federal lands above ArrowCreek. (See Sheep article) Those sheep are working to keep ArrowCreek safe from fire and need to be protected. The sheep, provided by Mr. Ted Borda free of charge to the U.S. Forest Service and BLM, help to reduce fuels, such as cheatgrass. The Board asks that residents do their part by keeping their dogs on leash when near the sheep. ArrowCreek rules require that dogs be on leashes at all times within ArrowCreek, but this request is also important when walking near the sheep, including on and off trails. Leashing dogs is critical. When even the best-trained dogs see sheep, their instincts take over – the dogs run after the sheep before owners have the time to leash them. In the last few years, dogs have harassed and attacked the sheep. Keep your dogs leashed.

BRIDGES

The bridges at the entry to ArrowCreek need serious repair. That repair is scheduled to begin in April. The extent of the repair won't be known until the bridge decks are removed and the remainder of the bridge is examined. All indications are that the bridge appears to be in good shape from the exterior point to the supporting structure below the decks. Once that examination is complete, additional information will be sent to homeowners. However, since there is only one entry-exit to ArrowCreek, the repair is going to inconvenience everyone. Ingress and egress will be routed through the out-bound lanes during the first phase of replacing the inbound bridge deck. Keep cool.

ROADS

Residents likely all know by now that the ACHOA is gradually replacing all the roads originally laid in ArrowCreek. A few years ago, heavy May rains turned the first major replacement into a muddy nightmare.

Additional roadwork is scheduled for this summer. (The month of May was carefully avoided.) Bids are being requested for the roadwork, and the ACHOA expects to award the contract by April 24. By the time residents read this update, the ACHOA will likely have more information to pass on to homeowners. It is expected that the roadwork this year will be very minor and less invasive than it was years earlier.

BOCCE BALL COURT

New Bocce ball courts have been installed at Harbottle Park. The park itself received a nice facelift from our maintenance employees during the fall and winter. Bocce balls can be checked out from the Security Guard House.

RESIDENTS' SURVEY

At the beginning of 2020, the Communications Committee asked ArrowCreek homeowners to complete a survey about what they like, don't like, and what they want to see in our community.

Similar surveys were done in 2015 and 2017. The results in 2020 were compiled from 549 returned surveys and have been published a few times, but there are a couple of bottom lines. (See the Article in this Edition) First, no surprise, residents say they moved to the community for the views and the safety. That is similar to the prior surveys. Second, ArrowCreek residents overwhelmingly enjoy walking, hiking and camping, also similar to prior surveys. Third, 49 % of the responders were members of The Club at ArrowCreek, which is up from 26 % in 2015 and 35% in 2017.

MEETINGS

Two ACHOA Board meetings and multiple committee meetings took place in March and April. All participation was done remotely. The Board will be evaluating the procedure to see if remote participation could be used to streamline meetings in the future.

newamerican
NMLS # 6606 FUNDING

PURCHASE, REFINANCE OR BUILD YOUR DREAM HOME

YOUR LOCAL MORTGAGE LENDER

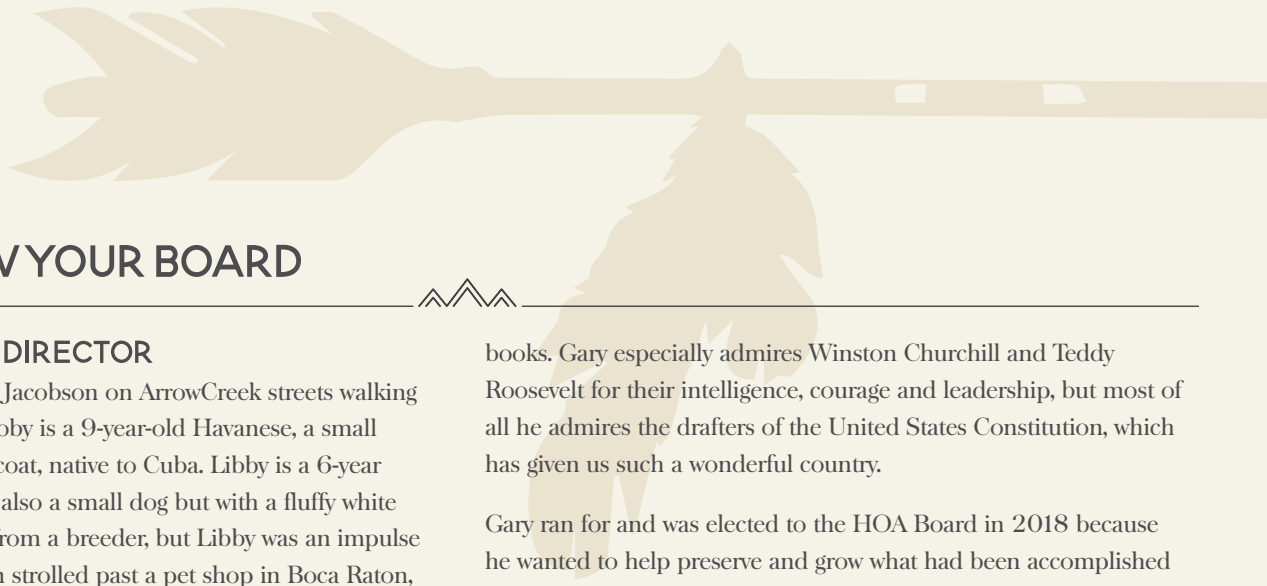
COMPETITIVE RATES AND LOCAL DECISIONS

PATRICK WINCHELL
Area Manager • NMLS #370156

775.230.5023
MOVING2NEVADA.COM

Equal Housing Opportunity

Subject to borrower and property qualifications. Not all applicants will qualify. NMLS #6606. Corporate office 14511 Myford Rd., Suite 100, Tustin, CA 92780. Phone: (800) 450-2010. 02/2020



GET TO KNOW YOUR BOARD

GARY JACOBSON, DIRECTOR

Maybe you have seen Gary Jacobson on ArrowCreek streets walking his dogs Toby and Libby. Toby is a 9-year-old Havanese, a small dog with a trimmed black coat, native to Cuba. Libby is a 6-year old Havanese-Bichon mix, also a small dog but with a fluffy white coat. Toby was purchased from a breeder, but Libby was an impulse buy when Gary and Sharon strolled past a pet shop in Boca Raton, Florida, where they were guests at a wedding. Now, both dogs drag Gary out of the house so he can meet his neighbors.

Gary and his wife, Sharon, moved to Reno in February of 2013 to retire, after living in New Jersey for 38 years. Unlike many people on the East Coast, they rejected the idea of moving to Florida because of the humidity and the lifestyle, and they were ambivalent about the Carolinas. Instead, they purchased their home in Reno, even though they had not been to Northern Nevada beforehand. With the snowy winters in the Northeast, they looked forward to Reno's mild winters. Having visited Napa and Sonoma in California a few times, they rejected the idea of moving there because of the expenses and high taxes in California. Sharon moved to Reno first, and Gary stayed behind in New Jersey for ten months to wrap up loose ends with his law practice.

Gary and Sharon have two grown sons. Lowell is an intellectual property litigator in Chicago and is married to Gwane, who does credit card marketing for Capital One. Lowell and Gwane have two sons, ages 6 and 2, and a 4-year old daughter. Lee is an emergency physician in Roslyn, New York. Gary and Sharon have worried about his welfare during the Covid-19 pandemic. Lee's wife Michelle recently took her doctorate in 18th Century English Literature from University of Michigan and is presently at home with their son and daughter, ages 4 and 2.

Gary and Sharon met at a freshman mixer at Vassar College, where she was a student and when Gary was a student at Wesleyan. At that time, both colleges were the last to have single-sex classes. Gary and Sharon had the pleasure of celebrating the recent 50th anniversary of that mixer while dining above the waves in Los Cabos.

Once Gary got to ArrowCreek, he and Sharon took up golf, which is now their passion, despite some deficits in skill. Gary's taste in reading goes toward nonfiction, mostly history, economics and politics, which he finds in magazines and blogs, as well as some

books. Gary especially admires Winston Churchill and Teddy Roosevelt for their intelligence, courage and leadership, but most of all he admires the drafters of the United States Constitution, which has given us such a wonderful country.

Gary ran for and was elected to the HOA Board in 2018 because he wanted to help preserve and grow what had been accomplished by previous boards. He thinks that ArrowCreek has a community that seems to transcend most HOAs, and he is grateful that the Club at ArrowCreek has been rescued by some financial angels in the community. As a board member, he hopes to facilitate a mutually peaceful and good relationship between the HOA and The Club at ArrowCreek. He believes that his expertise in commercial and bankruptcy law has been helpful in several litigations that he has been asked by the Board to review and supervise. He is considering whether he will run for re-election to the Board in the fall.

WAKE UP NEVADA
 Stop Opioid Overdose
 wakeupnv.org

*This project was supported by Grant No. 2018-AR-BXK093 awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Department of Justice's Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, the Office for Victims of Crime, and the SMART Office. Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice. The current edition of the DOJ Grants Financial Guide provides on allowable printing and publication activities.

Countdown is On

MARCE HERZ MIDDLE SCHOOL UPDATE

The construction of Marce Herz Middle School, home of the Falcons, continues apace. In mid-January, trustee Scott Kelley and the school's administrative team were able to tour the school and see the tremendous progress that has been made. In February, students at all the feeder elementary schools were able to sign pieces of sheetrock that will be installed in the school. This first group of students are a special part of the history of MHMS and we're glad they get to participate in this way. On February 20, some members of the Herz family along with a small group of students, parents and staff members were able to visit the school site and get an up-close look at the progress on this impressive facility. The attention to detail for safety, security, efficiency and learning is impressive.

February was also a critical month for hiring the teaching staff. The administrative team and department leaders put in hundreds of hours in recruiting, screening, interviewing and observing candidates to select the exceptional staff that will be the founding members of the Marce Herz Middle School team. At this point, almost all teaching positions have been filled, and I'm proud to say we have assembled a truly exceptional team. As the spring progresses, we will fill the remaining teaching positions and hire the classified

personnel to complete our team. Our teaching staff comes from 19 different WCSD campuses and bring hundreds of years of combined experience working at the elementary, middle and high school levels. Every single one of them has the skill and passion to empower students.

Trustee Scott Kelley observed, "Currently, many middle schoolers in southwest Reno ride the school bus to Pine Middle School because of overcrowding at Depoali Middle School, which is closer to their homes. The construction of Marce Herz Middle School will alleviate overcrowding at a number of schools in south Reno and eliminate the need for long bus rides for students in this age group." Trustee Kelley is the parent of future MHMS students and not only will his children have a school closer to home but that school will be state of the art and have a staff to match the quality of the building and the needs of our students.

The countdown is on and we are eager to welcome our first group of Marce Herz Middle School students on August 10, 2020.

Brandon Bringhurst, Principal
Marce Herz Middle School

**YOUR LOCAL
GENERATOR EXPERT**
IMMEDIATE INSTALLATION AVAILABLE



VERDI ENERGY

775-391-3111

SAVANT  **LUTRON**  **GENERAC**

Authorized Dealer / Installer

VERDI ENERGY, INC | CA LICENSE #1014888 NV LICENSE #0081880



It's All About You!

- Eminence Organics
- Lash Specialists
- Classic & Volume
- Lash Lifts
- Microblading
- Skin Care
- Waxing

775.348.9606 | skinbykym.com
7689 S. Virginia, Suite D, Reno, NV 89511



How to register.... it's really easy and really fast!

Below are the instructions to register for TownSq. Note that "Internet Explorer" does not support TownSq (a different browser should be selected). And, for phones and iPad, be sure to download the google app at <http://www.townsq.io/>

Please go to <https://app.townsq.io/login> and follow the steps below to register your account:

1. Click "Need to Register" on the lower righthand corner of the page.
2. Enter your account number, HOA property ZIP code and first & last name.
3. Click "Continue."
4. Click on Sign up.
5. Once registered you can modify your 'profile' for how you want to receive notices (or not) from the HOA.
6. If you need further assistance, please contact TownSq Customer Service via email at Support@townsq.io by phone at 844.281.1728, or call the Associa office at 775.626.7333.

Please note that "Internet Explorer" does not support TownSq (a different browser should be selected). And, for smart phones and tablets, be sure to download the google application at www.townsq.io/



HAVE A QUESTION FOR JEANNE TARANTINO?

Do you have a question about the HOA, the Board, or the Management Company? If so, odds are your neighbors are wondering, too! Send questions to: ACservice@associasn.com.

Top questions will be published in the *ArrowCreek View*.

Thanks for staying informed!

ASK THE MANAGER

WHAT IS THE PROCESS THE HOA TAKES DURING EMERGENCIES, SUCH AS THE CORONAVIRUS?

We have not been through anything like the Coronavirus in our community before, that is for sure. But there could be other virus, fire or crime emergencies that could occur too. Timely responses and quick actions are a team effort. Associa management works closely with its corporate team nationwide and internationally for global input, and monitors Community Associations Institute (CAI) for industry input. On the ground the HOA staff led by General Manager Scott Peterlin works closely with me, your Community Association Manager (CAM), the ACHOA board and the HOA attorney. As a Team we work together to make the best possible decisions for the benefit of the residents of the ACHOA community.

During this COVID-10 pandemic the Team has sent several communications to keep residents updated on how this virus is impacting the ACHOA community and what actions the ACHOA is taking. We have used email, US mail, Volo Village and TownSq. If you have not registered for TownSq, now is the time. This platform is not a typical website or marketing tool. This is a method of communication that allows you to have immediate access to your account, including the option to make a payment online, to access HOA documents and announcements and to contact the HOA. This platform has been designed so that owners can "self-serve" even if no one is in the office! Instructions for how to register are below.

Here are some actions the HOA has taken for the COVID-19 situation: closing of the Residents' Center and pool; added safety barrier at Security; deep cleaning of the facilities; signs on the sports courts to reinforce number of participants and social distancing; committee and Board meetings have been set up to happen virtually with board meetings accessible to all owners through phone and/or computer. The Team continues to stay updated on health standards and protocols as they emerge from the authorities and obtains guidance from experts.

Besides the Coronavirus, the Team also works closely with Security under the direction of Rick Reyome to update residents on crime in the community. Sometimes we hear residents say, why do we not get more updates on crime in Arrowcreek? That is because there isn't much crime in ArrowCreek—not to say that you should stop being vigilant, or not lock your vehicles when parked outside, etc. Security continually works with the Washoe County Sherriff to be proactive against crime. Should something occur behind the gates, or just outside the gates that residents should be aware of, the ACHOA does its best to notify residents when it's happening.

If you have any questions about what's happening in the community, go to TownSq or email: ACservice@associasn.com.

Jeanne Tarantino, Community Manager

Jeanne Tarantino
CMCA, AMS, PCAM



Backyard Retreat? Check.

From the comfort of your home let us help you plan your backyard retreat. A space designed for: quiet time, family time, lounging, outdoor dining or evenings spent around the firepit – we have everything you need.



OFFERING VIRTUAL (OR INTERACTIVE) SHOWROOM TOURS, DESIGN, PLANNING & SHOPPING SERVICES
NO-CONTACT DELIVERY AVAILABLE • 530.587.6681 • www.MountainHomeCenter.com • 11403 Brockway Rd., Truckee, CA





GOVERNING COMMITTEES

2021 TO 2026 ASSOCIATION STRATEGIC PLAN

The Communications Committee has been taking the lead in developing the draft Association Strategic Plan that is based upon the Amenities Study and the Community Demographic Survey. (Please see the articles in this edition.) The Strategic Plan is intended to be utilized by the Board of Director and Advisory Committee to meet the Association's mission and vision and The Strategic Plan will answer the related question of "how" to meet the Association's mission and vision. It will include how the Association will serve the needs of community members and will make understandable the value proposition that will distinguish the Association in the eyes of individuals behind the front gates and outside the front gates. It will also involve making decisions on allocating operating, capital and reserve resources and is designed to maximize the long-term value of the Association.

The main goal of the Revised Strategic Planning Process are to conduct a community assessment and develop a strategic planning process to strengthen resident satisfaction for service and amenities within the community, increase market value for ArrowCreek properties and sharpen the effectiveness of community governance. These goals will lead to the development of a sense of community by our members and the enhancement of the brand that sets the community apart from all other gated communities in Northern Nevada.

The Association Board of Directors and Advisory Committees are currently reviewing the Strategic Plan draft. After the

review, the draft plan will be shared with the community for additional input. The Strategic Plan will be finalized after another review and the Board of Directors plan to vote on the Strategic Plan at their August 18, 2020 Board Meeting. We are in exciting times as we look forward

INTRODUCING THE ADMINISTRATIVE COMMITTEE

The Administrative Committee (Admin Committee) works with the ACHOA Board of Directors and other ACHOA Committees, staff and management to support achieving ArrowCreek Community objectives and strategic goals.

The Admin Committee comprises seven members of the ACHOA, including two Board Members plus its General Manager.

- Committee members represent a broad range of professional leadership experience and academic qualifications, including organizational management, real estate industry, human resources and organizational behavior, and operations best practices.
- Collectively, Committee members donate upward of 700 hours per year.

The ArrowCreek HOA is an employer as well as a homeowners' association. Yet, each of its Board and Committee members are volunteers who live in the Community.

Committee members are passionate about making a positive difference for their ArrowCreek Community and apply their expertise while working with each other and members of other ACHOA committees.

What does the Admin Committee do?

- It monitors how the Association administers its policies, processes and practices and makes recommendations to the Board of Directors to help keep policy and procedural information current, effective and in alignment with the ACHOA's strategic plan and goals. This requires working closely with other Board Committees, such as the Communication Committee and Finance Committee.
- It helps develop new initiatives to assist the Board to achieve the Community's Vision and Mission in order to enhance the Community.

Examples of Admin Committee initiatives include; working with other Committees to revise the ArrowCreek Vision; completing an amenity study that compares ArrowCreek to similar northern Nevada communities; evaluating trends in best practice in human resource management to update the Employee Handbook; reviewing options for employee retirement plans; rewriting ArrowCreek's standard vendor services contract, road repair and maintenance contracts for Reserve Committee and renegotiating Associa's most recent contract renewal; developing Procedure Manuals for the Resident Center Coordinator and Security Director role; participating in other ACHOA Committee initiatives; and, reviewing and making recommendations on various aspects of the organization's operations.

The efforts of the Administrative Committee volunteers are appreciated by the Association community members and the ACHOA Board of Directors. Thanks for the great efforts and please review the Amenities Article in this edition.

ADMINISTRATIVE COMMITTEE STUDIES OTHER COMMUNITIES

Comparing the amenities from one community to another seems like a rather pedestrian task. The questions such as who has a pool, are there gates, and what other special features are found in a neighborhood seems rather simple, but it's far from that.

Working with Realtor Tom Reardon, the Administration Committee undertook this task. What compares to ArrowCreek? ArrowCreek master planned community is one-of-a-kind in Northern Nevada as they came to find out. The committee narrowed its focus from hundreds of HOAs in the area to the four which are closest and most similar to ArrowCreek. The Committee found out that our community is one of a kind in Northern Nevada.

One community that isn't close but brings many comparisons is Somerset. For most of the homes there are no security gates. Originally there was a plan to add gates but that was later scrapped by the developer, and many specific neighborhoods have added unmanned gates. Somerset has other aspects of their neighborhood such as business offices and retail inside the community that give it a different feel than ArrowCreek. Their residents' center, known as Town Square, has much of what

ArrowCreek has to offer like a pool, social groups, and tennis courts, none of which have been converted to pickleball at the time of this article. Residents there are committed to the success of the golf course as they have taken partial ownership of both the 18-hole and 9-hole executive course.

In another direction a fully gated community like Montreux has the security of a 24-hour manned gates much like ArrowCreek but unlike ArrowCreek if you are interested in amenities such as a workout center, meeting rooms, and tennis or pickleball you will have to join the country club at a separate charge to your monthly HOA dues. While there is an 18-hole golf course, like ArrowCreek, this too is a separate membership.

Other communities that were compared to ArrowCreek included Southwest Vistas (otherwise known as Grandview and Silver Hawk) which have comparable views to ArrowCreek as the two communities share much of the same topography. The 2020 Residents' Survey just taken showed that one of the driving factors to why residents move to the area are the views that come from the hills of South Suburban Reno. After that, Southwest Vistas boasts a

slight edge for a proximity to schools and shopping. But all the social and other features are missing and there are few custom homes in the community, which features mostly semi-custom production homes.

Looking further up the Mt. Rose Highway many residents may have heard of St. James's Village. (That is a correct proper English Spelling.) St. James's had originally planned to build a golf course within their community. The Tom Fazio designed course would have tracked all the way to the Highway 395 bridge. For that reason and the slow down in the economy in the late 90's that plan was scrapped. While St. James's features miles of paths with parks, behind part-time manned gates, they lack a residents' center, and pool.

In the end the committee came to the realization that ArrowCreek is unique with its miles of paths that include wonderful city and mountain views, its included Residents' Center, social committees and social gatherings, 24-hour security, custom homes and wonderful residents.

ArrowCreek is unique and that's why we say Come for the Views, Stay for the Lifestyle.



"There were ducks on the pond, March 26, 2020, for the first time I can remember ever at Harbottle Park." Photo by ACHOA Arborist Dave Dingman





EMPLOYEE SPOTLIGHT



ANDREA CERVANTES
ARROWCREEK HOA SECURITY
REPRESENTATIVE

HOMETOWN?

I was actually born in Guadalajara Jalisco. Which is the prettiest state in Mexico in my opinion!

INTERESTS OR HOBBIES?

I love to travel! Being able to interact with new people and to learn about different places are some of my favorite things to do.

WE HEAR YOU LIKE WRESTLING, ELABORATE?

I don't just like wrestling, I love MMA! MMA is a full contact combat sport where people compete to rank the best in the world. I enjoy watching because it allows me to see different techniques of sports and martial arts come together.

HOW LONG HAVE YOU BEEN WITH ARROWCREEK AND WHAT'S YOUR JOB?

I've been with ArrowCreek for almost a year, serving the community as a security representative.

WHAT ASPECT OF YOUR JOB DO YOU ENJOY MOST?

I enjoy meeting residents and chatting with them! Everyone is so diverse and has so many great stories to share. I also love to save their lost pets, I'm an animal lover!

WHAT ASPECT OF YOUR JOB IS THE MOST CHALLENGING?

The most challenging thing I face on a daily basis is explaining to guests that they are not allowed to come in because they are not on the list. There are a lot of guests who don't understand that rules are the rules and I'm here to abide by them for everyone's safety.

CAN YOU TELL HOMEOWNERS SOMETHING ABOUT THE SECURITY DEPARTMENT THEY MAY NOT BE AWARE OF?

I have realized that some homeowners didn't know the gatehouse was staffed 24/7. Remember, we are all dedicated and proud to be here for you!

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

We are here for homeowners and their safety. If there is any special request on your visitor log you would like us to follow, please be as SPECIFIC as possible.

ANY ADDITIONAL INFORMATION YOU WOULD LIKE TO SHARE WITH US?

I would just like to say thank you to all the homeowners who have gone out of their way to make us smile with the goodies they bring us! I'm grateful that I work in such an amazing place with great people!



ArrowCreek

NEW TRAIL SYSTEM MAP

Whether a walker or runner, hiker or biker, now you can explore the neighborhood and find your way around the trail system within ArrowCreek, thanks to a new trail map. Take advantage of ArrowCreek's many paths—both paved and unpaved—to get out and enjoy the outdoors. The new trail map provides information on both the trails and amenities for you to explore.

The convenient-sized map is available on ArrowCreek.com website and in limited printed quantities at the Resident Center. Map features include:

- » Road names showing both sidewalks and dirt trails
- » Five favorite loop trails with mileage and difficulty levels
- » General elevation and distance indicators
- » Location of amenities such as parks, trailheads, dog relief stations, parking, rest areas and more
- » Connecting trails, such as to Thomas Creek Trail
- » Flora and fauna common to ArrowCreek
- » History of ArrowCreek

As part of the HOA Board's Strategic Plan, the map is the culmination of work by volunteers—AC residents Julee Conway & Jill Richardson, ACHOA GM Scott Peterlin and staff, along with assistance from a professional Landscape Architect. Julee & Jill have a passion for the outdoors coupled with a desire to give back to their community.

Julee's 25-year career as a Park and Recreation professional manager provided her the expertise for the project as she most recently served as Director of City of Reno's Parks and Recreation Dept. in charge of its parks, trails, pools, and whitewater park facilities. She met Jill during a Truckee Meadows Parks Foundation's hike, an organization with whom Jill volunteers, when the two discussed it was time for an ArrowCreek trail map. "I noticed that other communities have trail maps," explains Julee, "it was time we did too." Jill agreed, "I've lived in Arrowcreek for three years and kept running the same route; getting involved with the project made me realize the many other wonderful neighborhood opportunities that exist."

Based on the Board's future direction, the Task Force hopes to proceed with Phase 2, including trail connection improvements, trail marker installations and offering an online trail map phone app accessible only for AC residents. Stay tuned for future developments and get outside, practice safe social distancing and enjoy the great outdoors!



SIERRA DIVING CENTER

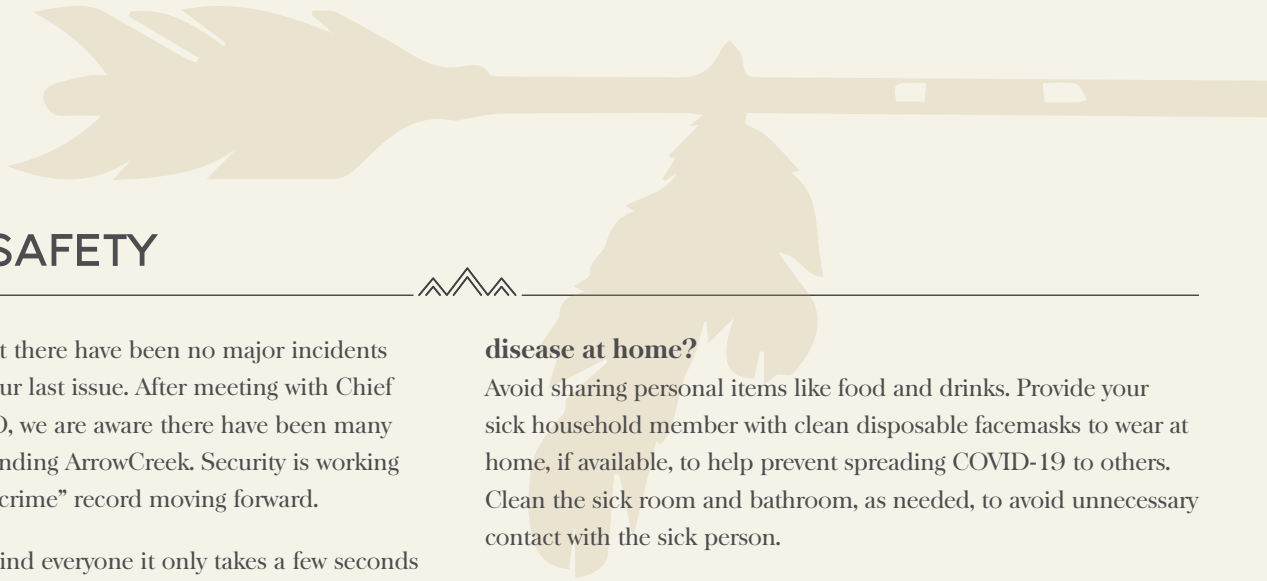
**JOIN US
FOR MONTHLY
FUN DIVES!**

- **LEARN TO SCUBA DIVE**
- **FULL SALES & SERVICE ON SITE**
- **DIVE TRIPS**
- **RENTALS**

**MENTION
THIS AD FOR
\$25 OFF
OPEN WATER
DIVING
COURSE!**

Follow Us On  

104 E. GROVE STREET, RENO, NV 89502 | 775.825.2147 | SierraDive.com



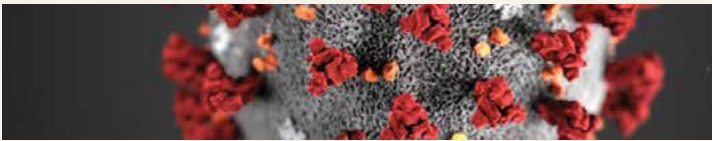
SECURITY & SAFETY

I am very pleased to report there have been no major incidents inside ArrowCreek since our last issue. After meeting with Chief O'Connor from the WCSO, we are aware there have been many crimes in the areas surrounding ArrowCreek. Security is working diligently to keep our "no crime" record moving forward.

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

Director of Security,

Rich Reyome



CORONAVIRUS (COVID-19)

How does the coronavirus disease spread?

The new coronavirus is a respiratory virus which spreads primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose. To protect yourself, clean your hands frequently with an alcohol-based hand rub or wash them with soap and water.

There are simple things you can do to help keep yourself and others healthy.

- » Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- » Avoid touching your eyes, nose, and mouth with unwashed hands.
- » Stay home when you are sick.
- » Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

What is the recovery time for the Coronavirus disease?

Using available preliminary data, the median time from onset to clinical recovery for mild cases is approximately 2 weeks and is 3-6 weeks for patients with severe or critical disease.

How can I care for a family member with the Coronavirus

disease at home?

Avoid sharing personal items like food and drinks. Provide your sick household member with clean disposable facemasks to wear at home, if available, to help prevent spreading COVID-19 to others. Clean the sick room and bathroom, as needed, to avoid unnecessary contact with the sick person.

How long should I stay in home isolation if I have the coronavirus disease?

Stay at home until instructed to leave: Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. Talk to your healthcare provider: The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments

How do you disinfect surfaces for the Coronavirus disease?

For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.

Should I go to the hospital if I am sick?

People who are mildly ill with COVID-19 are able to isolate at home during their illness. You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

What are the symptoms of the coronavirus disease?

The most common symptoms are fever, cough, shortness of breath, and breathing difficulties. In more severe cases infection can cause pneumonia, severe acute respiratory syndrome, and even death. The period within which the symptoms would appear is 2-14 days.



When to Seek Medical Attention

If you develop emergency warning signs for COVID-19 get medical attention immediately. Emergency warning signs include*:

- » Trouble breathing
- » Persistent pain or pressure in the chest
- » New confusion or inability to arouse
- » Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

What is the treatment for the coronavirus disease?

There is no specific treatment for disease caused by a novel coronavirus. However, many of the symptoms can be treated and therefore treatment based on the patient's clinical condition.

PLEASE KNOW!!

ACHOA staff continues to maintain the essential services to our common area including the Guard House and gates. We intend to keep the gates and Security fully operational. Staff has taken the necessary steps to ensure the safety of employees and residents alike including social distancing, extensive daily disinfecting and practicing good hygiene.

To all residents who may be house bound or unable to find certain household supplies: ArrowCreek Security has TP, bottled water, hand sanitizer and disinfectant wipes. If you are in need of these supplies please call ArrowCreek Security at 850-4450. We will drop a supply at your front doorstep. Supplies are limited.

ROAD WORK INSIDE ARROWCREEK

Reminder -- Contact ArrowCreek Security at 775.850.4450 with any road construction concerns.

We ask that you stay alert and be aware of your surroundings. Please take the extra time needed to account for possible delays. We will be using multiple flaggers when needed to help regulate and reroute traffic during the construction. Flaggers are there for your safety so please be considerate, slow down, and let's keep them safe also. Even after construction and asphalt phases are complete, there will still be crews working on the walking paths, raising utilities and striping all roads.

COMBINATION GOLF CART & WALKING PATHS USE RESTRICTIONS

Combination Golf Cart and Walking Paths are defined as:

The paved pathways on both sides of East and West ArrowCreek Parkway

The sections of the paved walking pathways at the following locations may be used by golf carts:

- » Winding Ridge: from Cocopah Court along Winding Ridge to the Tee Box at Hole 16
- » Masters Drive: from High Vista at Masters Drive to the 2nd Green
- » High Vista: Through Harbottle Park

All other areas of paved pathways along community roadways are designated as Walking Paths and golf carts are prohibited.

Golf Carts are required to operate on ArrowCreek Parkway Combination Paths and not drive on ArrowCreek Parkway itself. This rule includes all golf carts as well as ArrowCreek HOA and The Club at ArrowCreek utility carts (except as required to complete maintenance projects).

Continued on page 16

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 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
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)

Exterminators that have been used and are recommended by AC Residents:

State Wide Pest Control 775.425.4343
 Nash Pest Control 775.852.3444





On all other streets, golf carts must operate on the roadway and not on the walking paths. Except when preparing to turn left or when doing so would not be safe, every person operating a golf cart upon a roadway shall drive as near to the right side of the roadway as practicable, exercising due care when passing a standing vehicle or one proceeding in the same direction.

- » When encountering a pedestrian on designated combination paths, golf cart drivers must stop and allow the pedestrian(s) to pass safely.
- » Golf cart paths on The Club at ArrowCreek golf course are private property not belonging to the ArrowCreek HOA and are restricted for the use of golfers and/or those authorized by The Club only.



CROSSWALKS IN ARROWCREEK

Security would like to remind everyone that when your car is approaching a cross walk and there is a pedestrian in it, you must stop. This is the law.

Every day Security sees vehicles leaving ArrowCreek and the cross walk right behind the gatehouse is completely ignored. If you see a pedestrian at the cross walk, please stop and let them cross.

Security installed a new Pedestrian Crossing behind the gatehouse at that cross walk.

There are many cross walks inside ArrowCreek. Let's all please observe them, watch for pedestrians and drive responsibly.

DOG BOOK PHOTOGRAPHS

Security has a Dog Book at the gatehouse. If you bring your dog down, we will take a picture as well as get the Owners Information. This way, if your dog gets loose, Security can bring them to the gatehouse and look through our dog book. We can find his/her picture and contact the owner letting you know your dog is safe and you can come pick them up.

ALSO 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 been recorded about residents not picking up after their dogs.

RADAR CAMERAS & STOP SIGN CHECKS

Security would like to thank the Residents for their cooperation in continuing to lower the overall speed and reduce stop sign runs throughout the community. Security continues to remind visitors that the speed limit is 25 mph, which seems to be helping reduce speeding violations amongst guests. You may have noticed Security parked at Stop Signs throughout our community several times a day. We have seen a dramatic decrease in Stop Sign Violations and we are able to reduce Security's patrols for the time being. If you notice a violator, please take note of their license plate and which Stop Sign location. 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.

YOUR QUICKPASS SYSTEM & 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 a large number of calls coming into Security every day, (Residents calling in guests as well as all other Security issues), as well as a large number of 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 a large amount of visitors and contractors entering ArrowCreek so having them on your list before they get here will cut the wait time at the gate tremendously. **(We had over 1 Million vehicles pass through the front gate in 2015).** When your guest(s) arrive and they are not on your list, Security must call to verify entry. This can cause a line to form and some guests have to 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.





Elevate
your life.



Koch Elevator has several **residential products**, making it easy to purchase the best products that will meet your needs:

- HOME ELEVATORS
- DUMBWAITERS
- STAIR CHAIRS
- WHEELCHAIR LIFTS (INSIDE OR OUTSIDE)

**Local Family-Owned
Since 2001**

Cell: 775.247.8820

*Authorized dealers for
Inclinor of America, Savaria,
Thyssenkrupp Access, Waupaca,
Matot, Canton and Harmar.*

Off: 775.323-8822
nick@kochelevator.com

**KOCH
ELEVATOR**

924 Incline Way, Suite C, Incline Village, NV
561 Sunshine Lane, Reno, NV

CA LIC 927006 NV LIC 054884



The Club

AT ARROWCREEK

The Club At ArrowCreek continues to be a responsive neighbor. Our team is very grateful to all members for their continued support of the Club and participating in the “Curbside To Go” food offerings. As general manager, I’m constantly impressed by the group of employees that I have the privilege of working alongside (6 feet apart mind you). Each team member’s innovation, positive can-do approach to change, and willingness to adapt at a moment’s notice has been impressive.

In that spirit, the team was able to “flip” the golf business model in less than 24 hours and continue executing a high level of service to members. In fact, we continued to support the ACHOA in joint services to improve the community.

As required by the Governor, the Club will extend our amended club operations until at least May 1, 2020. We will continue to observe all of the protocols issued through our local, state and federal authorities to keep our Members, employees and surrounding neighbors in a safe environment. We will continue to update the Golf membership and the Association regularly as the circumstances concerning operation are fluid at best. What may be an acceptable practice of social distancing today can change in less than 24 hours and communication will be the key.

During this transitional process, the senior management continue to work on the transition from Century (AKA Arnold Palmer Golf Management) to the new management company Troon Golf. Senior management’s goal is to make this transition process seamless with the Club membership and employees (associates). Within the coming weeks, Troon will provide a communication to all Club members outlining Member travel benefits with their vast networks of clubs. This information will be shared with Association management as well.

The Club At ArrowCreek construction Phase I, The Back Yard, continues to move forward despite mother nature doing her best to slow down progress. Senior management is still focused on delivering Club members the opportunity to utilize new venues beginning in May. Senior management is aware that the timeline may be optimistic, however, we do not want to lose all the momentum and not be prepared once freedom of movement and socialization are allowed back in our lives.

If any ArrowCreek resident has any questions concerning membership or our construction activities, please contact me at gcramer@theclubatarrowcreek.com

Garry Cramer

General Manager At The Club At ArrowCreek





PHOTO CONTEST

CALLING ALL AROWCREEK PHOTOGRAPHERS!



4TH AROWCREEK 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) by June 15, 2020, for judging and publication in the September/October Edition. The general theme for the contest is "Autumn in ArrowCreek."

Residents are encouraged to dig into last year's fall 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 September/October 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. To qualify for consideration and publication, all submitted photos 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.

Authentic Nevada Apparel and Gifts.



"Right in the heart of the golden west"

South Creek Center 55 Foothill Rd #2 Reno NV 89511
135 N Sierra St # C Reno NV 89501
HomeMeansNevada.com | (775) 376-1115



CartBarn

Golf Cart & Utility Vehicles - Sales, Service & Rentals

It's time to get ready for some golf!
Courses will be open soon!

We are a small family owned company and we thank you for your business.



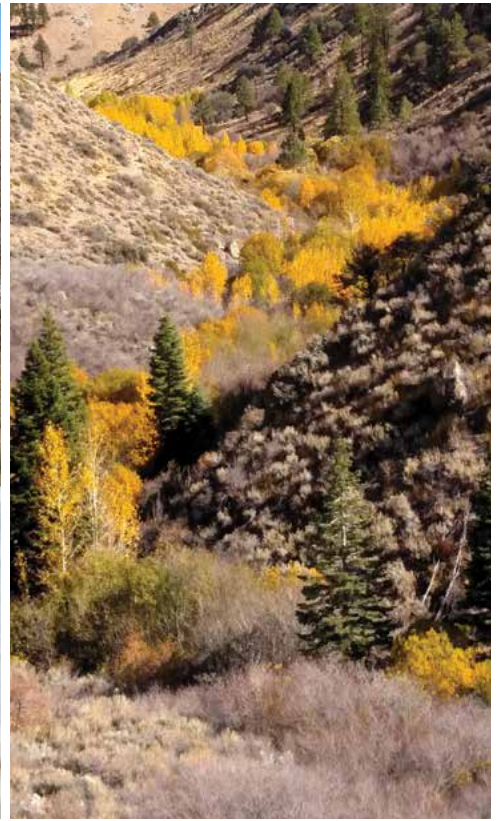
ON SALE NOW!
2017 Club Car Precedents
\$4,495 or \$143/mo.

New batteries. Through May31 while supplies last.



8850 Terabyte Ct., Suite G • 775.852.0707
www.cartbarn.com • info@cartbarn.com





Above: Mary Katz & Bonanza at Petroglyph Rock near Thomas Creek trail. Right: Autumn colors along Hunters Creek Trail near Caughlin Ranch.

Social Distancing

HIKE AROUND ARROWCREEK BY HARVEY KATZ

In this time of quasi-quarantine and ‘Social-D,’ one of the best ways to get some exercise and to break the monotony is to go for a hike. And we live in the perfect location for it. Naturalists say that the most interesting places are often at borders, like where the meadow meets the forest, or when day becomes night. Animals are more easily seen, and the beauty of the landscape is more dramatic. Arrowcreek sits at such a border; our neighborhood is in the chaparral, but a glance uphill reveals the mountain forest, very close. Higher still is the Alpine zone where the snow accumulates, and trees don’t grow. Creeks like Thomas Creek, just outside the gatehouse, rise in the High Sierra and flow east into Reno and the Washoe Valley bringing a trace of mountain evergreens, aspens, and lush meadows into the sagebrush. They flow all year, never drying up even during droughts. A large rock

with pre-contact petroglyphs is located near Thomas Creek about half-mile from Arrowcreek. To the east is the sagebrush of the Basin and Range, stretching hundreds of miles, punctuated with drainages, stands of trees, and abandoned settlements. All this stunning landscape is available to anyone willing to walk.

There are many nearby hiking trails from easy, relatively flat hikes to challenging summit hikes. Within a half-hour’s drive are the Mt Rose summit trail, reaching to almost 11,000’, the 165-mile Tahoe Rim Trail with its beautiful views, and the many trails accessed from nearby Timberline Road and Galena Creek Park on Mt Rose Hwy. The entire Sierra Nevada range is filled with trails, and more hiking is available within Reno. Yosemite and Lassen Volcanic National Parks are only 3 hours away.

Many Arrowcreek residents take to the trails, some with the Arrowcreek hiking/snowshoeing group founded by Mark Steingard. Hikers meet in the morning at the Residents’ Club and carpool to a trailhead, usually less than an hour’s drive. The hikes are short, generally 2 hours, and may be followed by a stop at a local restaurant. In winter, the group often snowshoes, usually heading for Mt Rose Meadows, Galena Creek Park or the Timberline Rd trailheads. Dogs are included too. Contact Mark at sedona1927@gmail.com if interested.

Hiking has become an important part of a healthy, active way of living for many of us, even seeking out this experience when we travel. My wife Mary and I have summited Mt Kilimanjaro in Tanzania and have trekked at high altitude in the Andes. Our neighbor and hiking companion Charlie Dickinson has also made these trips. AC resident Mark Aston has hiked all over the world, including a recent summit of Mt Aconcagua, the highest peak in South America (and above my paygrade). I’m sure





Above: Arrowcreek Hiking/Snowshoeing Club near Chickadee Ridge.
 Left to Right: Rick Taylor, Judy Sweitzer, Joe Walton, Larry Wurzel, Harvey Katz, Mark Steingard.



Above: Tahoe Rim Trail overlooking Lake Tahoe near Incline Village.

many more of us have made memorable hikes all over the country and world.

Mark Aston has assembled a list of downloadable apps that are quite useful on the trails. They include: All Trails for GPS hiking and cycling maps; Gaia for GPS hiking and hunting maps; Merlin Bird ID an ingenious app from Cornell University that helps identify birds; and iNaturalist to help ID plants and animals. Just search for them online.

Contact me at harveyk1@sbcglobal.net for info about this article. Consider hitting the trails; adventure awaits!

NEARBY TRAILS & HIKES	Distance (Miles)	Elevation Gain (feet)	Route	Difficulty	Hiking	Horseback	Biking	Running	Nature Trips	Birds	Views
Galena Creek Short Loop	0.9	164	L	E	•			•	•	•	•
Jones Creek Loop	1.5	259	L	E	•	•	•	•	•	•	•
Ballardini Ranch Trail	2.2	255	L	M	•	•	•	•	•	•	•
Lower Thomas Creek Trail	4.7	702	O&B	M	•			•	•	•	•
Thomas Creek to Dry Pond	5.2	1,040	O&B	M	•			•	•	•	•
Dry Pond Loop	6.5	1,174	L	M	•	•	•	•	•	•	•
Dry Pond Trail	6.6	1,217	O&B	M	•		•				
Lower Whites Creek Trail	6.7	931	O&B	M	•	•	•	•	•	•	•
Snowflower Mtn & Alpine Walk Loop	14.2	3,746	Loop	D	•			•			•
Upper Thomas Creek Trail	14.7	3,156	O&B	M	•	•	•	•			•
Mount Rose via Whites Creek TH	16.4	4,908	Loop	D	•			•			•
Snowflower Peak via Upper Thomas Creek	17.9	3,622	O&B	D	•			•			•
Mount Rose Traverse	21.8	5,423	Loop	D	•			•			•

L=Loop O&B=Out & Back E=Easy M=Moderate D=Difficult



Getting around the neighborhood



Sales – New, Used & Custom
 Servicing all Makes & Models
 Event Rentals
Ask about our pickup and delivery service.



(775) 265-1771 www.mountaingolfcars.com



2020 models in stock!
 New colors

Lithium Battery Options





Step 2
I'M A HUGE FAN
 BY JEANNE ACKLEY

Back in 2007, during construction of our house in ArrowCreek, I met our contractor's wife who was the treasurer of the board of STEP2, a local non-profit. Since I just retired as CFO of a staffing agency, I was interested in what she was doing. That is how I learned about STEP2, a substance abuse program for women. She asked me if I was interested in joining the board.

In researching STEP2, I learned that it was a Northern Nevada non-profit since 1986 providing family-oriented treatment services for substance abuse. They uniquely provide long-term treatment, which

includes substance use disorders, domestic violence intervention and trauma services. The goal is to break the cycle of addiction in the family. Women and their children live on the STEP2 campus, on average, for one year. The long-term aspect of STEP2 is the key to their high success rate. The women are housed and fed on campus for full-time treatment when they first arrive, then move to a fully equipped cottage where they can be joined by their children. The whole family then works together and learns to heal as a unit. When a woman is ready to leave STEP2, she is clean and sober, gainfully employed and has learned life skills that allow her to break free from patterns and environments that perpetuated her addiction. So, a program that returns whole families back into society clean, healthy and productive was a lofty goal I could get behind.

I joined the STEP2 Board in 2008 and immediately jumped into overhauling the financial systems. My first year I volunteered there nearly full time, working on changes and upgrades to their accounting systems. With the books now in excellent shape, I have remained on the board in various positions as the need for helping vulnerable women in our community only grows. Last year, STEP2 served 215 women (28% pregnant) with 393 minor children. Of these women, 97%

reported a history of domestic violence, 33% were IV users and 53% had been the victim of sexual assault. Our number one referral source was clients self-admitting.

STEP2's success rate is one of the highest in the nation but seeing the women blossom while breaking the cycle of addiction is truly inspiring. As the renewed families move out of the STEP2 campus (they don't "graduate" as their work to remain clean and sober doesn't end when they move on), they can take all the items in their cottage with them. The cottages are then refurbished by volunteers with a new set of donated furniture and household items.

STEP2 depends on donations from the community to keep the cottages furnished. Grant funding covers around 65% of STEP2's budget while less than 1% comes from the clients themselves. The rest comes from the community in the form of donations and fundraisers, the biggest fundraiser is our Jingle & Mingle gala event on the first Friday evening in December. If you want to join other ArrowCreek residents in volunteering and donating to STEP2, please go to www.STEP2reno.org to find out how.



PHANTOM™
 S C R E E N S

We are open and following CDC guidelines

The invisible screen door that appears only when you need it.

Let the fresh air in — Keep the bugs out!

Retracting screens to fit almost any size and type of door including:

- Single Doors • French Doors • Motorized Screens
- XL Captured Edge Screen for Large Openings

ARGENTA PHANTOM SCREENS

Call Doug at (775) 250-4392 | www.phantomscreens.com

Buy 2 Screens and Save \$40!*



***Offer expires 6/30/20**





LET US

open the door

TO YOUR DREAMS.

We are the specialists in Reno's luxury real estate market and have stellar stats to prove it. But all fancy data aside, it really comes down to four core deliverables: **sheer integrity, vast local knowledge, superior marketing, and sharp negotiation.** From listing to closing, we are simply best in class. We deliver the finest, because you deserve the finest.



We Live Here.

We're Invested Here.

We're Here When You're Ready.

LuxuryRenoHomes.com

DICKSON
REALTY

16475 Bordeaux Drive
775.849.9444
info@luxuryrenohomes.com

SULLIVAN
WONHOF
GORE 

Brooke Sullivan NV Lic. #S,51738 • Rob Wonhof NV Lic. # BS,16536 • Monica Gore NV Lic. #S,78395



Sheep Aware

KEEP YOUR DOG LEASHED

Sheep will be grazing in the Thomas Creek and Whites Creek areas next to ArrowCreek property in May, June and early Fall. PLEASE keep your dogs on leash when walking or hiking on these trails or within the ArrowCreek community bordering these trails. Do note that your dogs are supposed to be on leash at all times within ArrowCreek. There are related fines for failure to do so.

Grazing takes place in the high mountain meadows on Forest Service and BLM lands above ArrowCreek. These sheep are our friends when it comes to preventing wildfires. Each day, the approximately 800 sheep consume over 3,200 lbs. of cheatgrass and other brush on federal lands and county lands surrounding our community. It is everyone's responsibility to take this seriously to help protect these sheep because that action translates to helping protect us from wildfire.

Why is keeping your dog on a leash so important when walking nearby grazing sheep? Some people may believe that they can walk their dogs off leash on the trails or federal land and then put them on a leash when they see the sheep. Unfortunately, dogs will see sheep before you do and off they go. Most people think they can control their dog, even off-leash. Where sheep are concerned, you can't. Instinct takes over and you have no time to put a leash on before the dog takes off after the sheep. Over the past few years, domesticated dogs have harassed these grazing sheep and sent them panicking in various directions—or even worse—attacked and hurt them.

THE BORDA FAMILY STORY

Where do the sheep come from? For more than a century, the Borda family has been sheep ranchers in Northern Nevada, raising the animals for meat and wool. The Borda Family Lamb ranch is near Topaz Lake, about 75 miles south of Reno. Over many years, they have taken great lengths to protect important wildlife species such as the Sierra Nevada Bighorn Sheep, Sage Grouse, Lahontan Cutthroat Trout, and the Sierra Nevada Yellow-Legged Frog. The Borda family also provided bands of sheep to graze on federal lands—at no charge—to achieve specific fuels reduction goals. Recently, the value of using livestock for this purpose has increased. In addition to promoting healthy and resilient rangelands, the objective of targeted grazing – as we see taking place above ArrowCreek—is to reduce fuels that feed wildfires in surrounding communities and lower the potential of a high intensity wildfire. In addition, the Borda family has provided sheep grazing on federal lands for many years in the Carson Valley at no charge.

The Borda name is well-known and respected in the community because of their rich Basque history, community involvement, and exquisite dishes featuring locally grown Borda lamb meat found at 15 different local restaurants and food trucks. Ted Borda is the face of the ranch and runs the day-to-day operations. Ted Borda was a secondary math teacher for 28 years at both Sparks and Galena High Schools where he also coached numerous football teams. He and his two sisters, Joyce Gavin and Angie Page took over his family's ranching operation in 1996 after their father's passing. Ted and his wife, Candy, have been married for forty years and have four children: Joe, Pete, John and Anna, who is special needs and helps her dad with ranch activities weekly. When the children aren't working their jobs, they help at the ranch at busy times, like shearing and lambing.

Ted Borda is much more than a sheep rancher. He is a land steward, mentor, teacher, and partner. Ted strives to sustain the health and productivity of the land by using his sheep to reduce the fire risk and to support our local firefighters and communities. Ted Borda is helping ArrowCreek stay safe from wildfires. We must do our part. Remember to leash your dog(s) when the sheep are grazing. Those sheep can and do help protect ArrowCreek—our community—from wildfires.

ARROWCREEK CALENDAR

MAY

- 6 ADRC Submittal Deadline
- 13 ADRC Meeting 11:30am

JUNE

- 3 ADRC Submittal Deadline
- 10 ADRC Meeting 11:30am
- 16 Exec. Session
- Board Meeting 4-6pm
- Board Meeting 6pm

JULY

- 1 ADRC Submittal Deadline
- 8 ADRC Meeting 11:30am

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.)

*All meetings are being held digitally. Emailed invites will be sent for all meetings.



Surveys

COMPARATIVE REPORT

ArrowCreek HOA commissioned two recent surveys prior to the 2020 survey. Here's a brief history in the methodology of those surveys.

The University of Nevada Economic Development Center took the first in the spring of 2015. Their source of contact was through Associa. At the time 1086 surveys were sent, 661 via email and a separate 425 property owners by US Mail. The result was 393 completed surveys with 64 returned via US Mail.

Hansford Economic Consulting took the second survey in the spring of 2017. Approximately 594 residents took part of the conducted survey as well as interviews of Board and committee members to create a series of "Strengths, Weaknesses, Opportunities and Threats."

The 2020 Survey was completed entirely online using ZOHO Survey platform. The results came from 549 returned surveys. According to ZOHO 478 were complete surveys with 71 giving "Partial Responses". That is a result of skipping one or more answers.

The first half of the 2020 survey carried many of the same questions as the previous two surveys. Identifying a number of weaknesses from the Hansford 2017 Survey, a few communications questions were added. Finally, the ADRC submitted a few questions to be included as well.

Many answers were anticipated going into the 2020 survey based on suggestions given by residents, attendance to special events, and requests made at board meetings. The following pages give a brief summary of results with comparisons when applicable. Individual answers given with specific questions are available separately.

Notes from previous surveys will be mentioned when a direct comparison is

available and is indicated with the year of the survey.

Q1: (528 REPLIES)

How long have you lived inside the gates of ArrowCreek?

- » Over 60% say they have lived inside the gates for more than six years.
- » In 2015 that number was listed as 62%.
- » In 2017 was roughly the same at almost 60% but more than 20% were less than 2 years

Q2: (529 REPLIES)

Do you live in or rent out your property?

- » Over 97% say they live in their property.
- » In 2015 that number was listed as 92%.
- » In 2017 was roughly the same at almost 95%

Continued on page 26

PROTECTION FOR WHAT'S NOW, AND WHAT'S NEXT IN ARROWCREEK.

With our innovative and customizable coverage options, we're here to protect your home—and your growing dreams.

Let's talk about your home insurance today.

BUNDLE AND SAVE!
🏠 + 🚗



Audrey Quint, Agent
9570 S Mccarran Blvd Ste 109B
Reno, NV 89523
Bus: (775) 332-2303
aquent@amfam.com



American Family Mutual Insurance Company, S.I. & Its Operating Companies, American Family Insurance Company, 6000 American Parkway, Madison, WI 53783 ©2019 015971 – 2/19 – 11532526



Q3: (520 REPLIES)**How many adults over 18 years old live in your home?**

- » Over 83% stated 2 adults live in their home

Q4: (521 REPLIES)**How many children under the age of 18 live in your home?**

- » 78% said none
- » In 2015 that number was 79%
- » In 2017 that number was 73%
- » *Point of note: while this may be surprising it does statistically indicate that nearly 500 children do live inside the gates.

Q5: (509 REPLIES)**Do the adults in your household work part time, full time or are they retired?**

- » Compiling the responses from “Resident 1” and “Resident 2” the result was around 53%
- » In 2015 this number was 50%
- » In 2017 the number was 47% with 40% of residents still working full time

Q6: (509 REPLIES)**For what reasons to you usually use a computer?**

- » Top replies included: Personal 91%, Email 87%, Business 59%, Social Media 46%

Q7: (512 REPLIES)**Why did you choose to move to ArrowCreek?**

Top replies included: Scenery/Views 81%, Gated Community 74%, Security 65%, We liked the house 62%

In 2015 Scenery/Views 90%, Gated Community 79%, Security 76%

In 2017 top answers included: Housing type/quality, Views, Security, Residents’ Center

*Many answered separately about the schools as an asset and reason for their move.

Q8: (513 REPLIES)**How often do the residents in your household use the Residents’ Center?**

- » Top reply: Periodically 47%, followed by 1-3 days a week 20%, never was 18%.
- » 2015 Periodically 37%, never was the next top answer at 31%
- » 2017 the Resident Center was given the top answer to “which amenities needed the most improvement.”

Q9: (486 REPLIES)**Which amenities of the ArrowCreek Community do you, or other residents in your home use?**

- » No reply received more than 8% that being Fitness Trail followed by swimming pool.

Q10: (497 REPLIES)**Are you a member of The Club at ArrowCreek?**

- » Yes was the top answer at 49%
- » 2015 only 26% said yes
- » 2017 only 35% were members of the Club

Q11: (496 REPLIES)**Have you visited the Club at ArrowCreek in the past six months? Why?**

- » Dinner at 52% and Lunch at 42% were the top answers only 26% had not visited
- » 2015 40% said they had visited the Club for Dinner while 41% had not visited

Q12: (427 REPLIES)**Which outdoor winter activities do you, or any other residents in your household enjoy?**

- » Top result was hiking at 58%,

Walking (the dogs) 52%, downhill skiing 51%

- » 2015 top results was Downhill skiing 65%, snow shoeing 40%

Q13: (489 REPLIES)**Which outdoor summer activities do you, or any residents in your household enjoy?**

- » Walking paved paths was top answer at 74%, Hiking 69%, Camping 49% were tops
- » 2015 Top result was hiking at 78% followed by golf at 50%

Q14: (450 REPLIES)**In addition to the amenities available in ArrowCreek, are there other amenities you think should be available to community members?**

- » In a ranking answer the top replies included walking trails, improved gym, and none of above
- » Least desirable answers included volleyball, children’s activities, disk golf, cooking classes & handball
- » 2015 top suggestion was no greater than 15% and included Organized Social Events & Yoga classes

Q15: (480 REPLIES)**Do you feel like the communication (multiple suggestions given) are:**

- » Good or excellent received 85%
- » In 2017 a weakness identified was: no source of information, no consistent brand, poor communication, unfriendly newsletter

Q16: (481 REPLIES)**Have you read the ArrowCreek View, the Association’s bi-monthly news magazine?**

- » Over 97% have read the magazine. Once again this was a primary concern in 2017.



Q17: (476 REPLIES)

Do you have suggestions to content that could be added to the magazine?

- » No specific issues jumped out other than more reporting of security incidents.

Q18: (470 REPLIES)

Have you visited our website: ArrowCreek.com?

- » Nearly 69% had been to the website. There was a flaw in the question by not asking a timeline so that they could identify the site since it had been rebuilt.
- » 2017 The website was identified as a need for improvement and gathering all elements for the community such as TownSq, The Club, Quick Pass, etc.

Q19: (322 REPLIES)

If you visited ArrowCreek.com were you able to get the information

or response needed for your visit. If not, can you explain what went wrong?

- » 86% yes
- » Many individual replies included a lack of knowledge of what is on the site including documents, committee members and event knowledge.

Q20: (472 REPLIES)

Did you attend any of the social events put on by the ArrowCreek Social Committee in the past 12 months?

- » One or none received 64% of all replies
- » A related answer in 2017 asked: Would you like to see more events organized by the HOA: Over 50% said NO. Those positive answers included concerts, craft fairs, garage sale

Q21: (475 REPLIES)

How important is the addition of the new middle school near our community?

- » Nearly 58% said it was either “very important” or “kind of okay”. This point was identified at the Realtor Town Hall in October of 2019.

Q22: (477 REPLIES)

At the Town Hall on October 1st, 2019 Realtors felt that the entry to the community from Thomas Creek to the Front Gate needed to be improved, do you agree with this opinion?

- » The result was almost evenly split from Heavily to Do not agree (24%, 23%, 27%, 26%.) The result of this question does not give a clear consensus.

Continued on page 28

Dancing!

GOOD FOR THE MIND, BODY, & SOUL!

- Boost Memory
- Improve Flexibility
- Reduce Stress
- Make Friends
- Help Your Heart
- Lose Weight
- Balance Better
- Increase Energy

www.ArthurMurrayReno.com
(775) 323-2623

Arthur Murray
Dance Centers Reno

Dicus Family Dentistry

Experience comprehensive care for your whole family at Dicus Family Dentistry.

Call Today!

Dr. Michael T. Dicus, DMD

Sm:)e No dental insurance? Visit our website to learn about our Smile Savings Plan.

Savings Plan

775.828.7246 | dicusfamilydentistry.com
15 McCabe Drive, #201 | Reno, NV

f /dicusfamilydentistry

Q23: (473 REPLIES)

A study has been conducted to compare different master planned communities. Do you care to know if ArrowCreek has more, less, or just different amenities?

- » Nearly 43% of residents would really like to know, followed by “Kind of like to know” at 28%.

Q24: (470 REPLIES)

Do you volunteer within the community or for other charitable organizations in Northern Nevada?

- » Yes or Yes, but prefer to not disclose got almost 67%

THE FOLLOWING QUESTIONS WERE SUBMITTED BY THE ADRC:

Q25: (411 REPLIES)

Recently the Architectural Design Review Committee (ADRC) forwarded the revised guidelines concerning

exterior home and landscaping changes that require prior written approval that went into effect on January 1, 2020. The guidelines are 67% said they are sitting on the shelf for review at a future date. No other replies had a distinct result. In individual replies cost was mentioned many times.

Q26: (411 REPLIES)

Have you gone through the ADRC design process since 2015, and was your project approved or not approved?

- » 64% said it was not applicable. Nearly 33% did say their project was approved.

Q27: (383 REPLIES)

Rate your experience with the ADRC if you have gone through the process?

- » 44% said they did not submit a project.
- » Nearly 39% did say the process was either easy or somewhat difficult.

Q28: (288 REPLIES)

Have you gone thru the ADRC process and needed assistance. Was the assistance and communication satisfactory?

- » Nearly 60% said “No” indicating that a better communication chain is needed

Q29: (309 REPLIES)

Did you need the assistance of Associa to answer your guideline questions?

- » 55% said No

Q30: (399 REPLIES)

Should the ADRC guidelines be:

- » 46% believe they should be “Enforced” as written.

Q31: (384 REPLIES)

Do you believe that the ADRC does a satisfactory job and watches out for the best interest of the community?

- » 69% said yes indicating the rules in place seem to be the right ones for the community.



Every legend begins somewhere. Now yours can begin in the biggest BMW ever built—the BMW X7. It's right at the intersection of luxury, comfort and performance. The X7 has three rows of seats, with the option to seat six or seven. You can even customize the interior trim, gearshift controls and lighting. With all the latest safety features and hands-free assistance, you have more control than ever. And with one look through the panoramic glass roof, it's clear—this level of luxury takes you places.

Contact a Client Advisor at **Bill Pearce BMW** to take a test-drive today. Special lease and finance offers available by **Bill Pearce BMW** through BMW Financial Services

Bill Pearce BMW
11555 S. Virginia Street
Reno, NV 89511
(775) 826-2100
billpearcebmw.com

Exclusively distributed by BMW of North America, LLC ©2019 BMW of North America, LLC. The BMW name, model names and logo are registered trademarks.





Truckee Meadows Water Authority technicians during a recent test of the Hunter Creek Pump Regional Station.



Water Pressure & YOUR WATER SYSTEM

KEEPING THE WATER FLOWING TO YOUR HOME

Truckee Meadow Water Authority delivers water to approximately 400,000 customers across extremely hilly terrain. From the Mt. Rose foothills to the North Valleys and from Verdi to east of Sparks, there are a series of high and low points that can make managing water pressure a complex task. If the pressure is too low, faucets and showers dribble; if it's too high, pipes and fixtures can be at risk of breaking.

To address this issue, TMWA operates a water distribution system containing pipes, storage facilities, pumps, valves and pressure regulation devices—among other equipment. These pieces form an operating unit designed to deliver our high-quality water supply at reliable pressures and under a variety of conditions.

A subset of TMWA's overall distribution system is a pressure zone—areas with various elevations that receive water from a single location. Both the size and geographical contours of TMWA's service territory makes it necessary to manage 306 distinct pressure zones within our water delivery system.

"While the range of pressure in our system can fluctuate between 25 and 125 pounds per square inch (psi), a typical household will see a pressure range between 40 and 100 psi," said Eric

Mothershead, TMWA's operations maintenance supervisor. "What can make this tricky is the difference in elevation between a water source and that of the ultimate recipient. A lot of people might be surprised to learn that the highest elevation point in our infrastructure is the 'Mt. Rose 3' tank at 6,676 feet, which actually sits higher than Lake Tahoe's rim, at 6,225 feet. Our lowest elevation point is 3,983 feet. That's an over 2,600-foot difference between the high and low points in our system," he said.

To be clear, there is no single water source in TMWA's system that drops 2,600 feet to its end user. However, if you live at a higher elevation, there's a good chance TMWA is pumping some or all of the water you use uphill. If your home is in a low-lying area, it's likely there's a pressure-regulating device protecting your household plumbing from higher pressures.

"The goal is to make sure the pressure is sufficiently strong at higher elevations and not too strong in lower areas," Mothershead said. "Sometimes the biggest challenge can be finding the hardware that can withstand the pressure variability in our system. The differentials across some of our pressure regulators can range between 40 to 235 psi. There are places where we have to take the pressure down from over 300+ psi to under 65 psi in order to serve our customers without stressing their household plumbing," Mothershead added.

"On the low end, we try to maintain at least 40 psi to keep customers happy in lower-pressure areas—not to mention maintaining adequate flows for fire crews when needed."

Article Courtesy of Truckee Meadows Water Authority



ARROWCREEK INTEREST GROUPS

ART GUILD

Connie Ghysels lulughysels@gmail.com
www.ArrowCreekart.wordpress.com

BLOOD DRIVE

Donna Perez Donnafayesc@aol.com

BRIDGE CLUB

Dick Eddy eddyrp@charter.net

CHEFS CLUB

Carol Steingard sedona1927@gmail.com
www.ac-chefs.club

CRAFTERS

Mary Steele marysteele6239@att.net

CYCLING CLUB

Jeff Foster jeff-foster@sbcglobal.net

FORMER INCLINE RESIDENTS

Gabrielle Rubsamen-Judd
gamaveru1962@gmail.com

HIKING CLUB

Mark Steingard sedona1927@gmail.com

MAH JONGG

Patty Erickson erickspm@gmail.com

MEN'S TENNIS

Don McConnell
dfmccConnell67@gmail.com

MUSIC LOVERS

Angela Havewala
angelahavewala@yahoo.com

PICKLEBALL

Mary Ann Gaebe acpickleball@gmail.com
www.acpc.clubexpress.com

ROAD TO SUCCESS

Paula Macenski pmacenski@gmail.com
Mary Katz marymfk77@gmail.com

SCALE MODELS

Hawley MacLean hawley@hmaclean.com

SINGLES SKIING

Stan Jaeger stanjaeger@gmail.com

SNOW SHOEING

Mark Steingard sedona1927@gmail.com

TENNIS (SINGLES)

Jeff Fisher jeffxfisher@gmail.com

VOLLEYBALL

Jessica & Aaron Hartwig
hartwignsv@yahoo.com

WINE LOVERS

Terry Brodt terrybrodt@comcast.net

WOMEN'S TENNIS

Charlotte Curtis charcurtisedd@aol.com



SOCIALS & EVENTS



Trudy Mann, Janine & Chris Coughlin, Bonnie Atondo & Jim Mann



Mary Katz, Harvey Katz, Carol Steingard, Jim McKay, Emma McKay



Morgan Schulman, Taryn Schulman, Barry Rinaldo & Cheryl Crofoot



Paula Macenski and Mark Steingard



Diane Coghlan and Jim Mann. Chefs Club met at the Residents' Center to celebrate St. Patrick's Day. Our food theme was to bring a green appetizer or a green salad or a green dessert or a favorite Irish dish or Irish beer or an Irish drink to share.

CHEF'S CLUB ACTIVITIES 2020

The Chef's Club led by Carol Steingard has been very active the first quarter of 2020 with monthly meetings and dinners/appetizers and volunteer contributions at the Eddy House

February's appetizer event was held at the ACHOA Residents' Center. Members and guests enjoyed yummy appetizers and the meeting featured a presentation by Lisa Ross representing Catholic Charities of Northern Nevada. They support St. Vincent's Dining Room, St. Vincent's

Thrift Shops, Food Pantry, Immigration Assistance, Adoptions and other public assistance programs.

The March theme was St. Patrick's Day with green food, Irish dishes, Irish beer and a totally green décor. Pictures of attendees are featured.

If you are interested in the Chef's Club activities please contact Carol Steingard at sedona1927@gmail.com

RSVPS & CANCELLATIONS

Hello, neighbors! Soon this social distancing and sheltering in place will be over—maybe before you get this

newsletter—and we will all want to go to HOA events.

You already know that last year we implemented an RSVP policy. It's worked! Thank you so much for telling us you are coming, and helping the HOA save money. We plan and buy food and supplies for the number of residents we anticipate.


BUT! What if your plans change? Do you still want us to buy food for you? Suppose plans change for 30 or 50 people. That's a lot of extra food and HOA dollars gone to waste.

SO! We will have a cancellation form on the website, right under the sign up form.


You'll see it for our next event. If you can't come, just go back to the website and fill out the cancellation form.

Many thanks from the Social Committee for your assistance. We will see you all soon.



 **SAVE THE DATE | SUNDAY, JULY 19 - 10AM - 4PM**
AT THE CLUB AT ARROWCREEK | GUEST ARTISTS & MUCH MORE!
MORE DETAILS TO COME!

Art Show by ARROWCREEK Artists



DISCOVER THE LOST SIERRA

JUST AN HOUR NORTHWEST OF RENO, BUT A WORLD AWAY

CHOOSE FROM OUR 2020 PACKAGE OFFERS AT NAKOMARESORT.COM/SPECIALS





FINANCIAL REPORT



The ArrowCreek Homeowners Association, Inc.'s Board of Directors approved the December 31, 2019 Audited Financials as per NRS 116. The Audited Financials, as per past years, was a clean report as stated by McClintock Accountancy Corporation, the Association's Independent Auditors.

"In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of ArrowCreek Homeowners Association as of December 31, 2019, and the results of its operations and its cash flows for the year then ended in conformity with accounting principles generally accepted in the United States of America."

The Association through its Board of Directors has built a solid tradition of providing a fiscally responsible and solid budget management process that makes it one of the financially strongest homeowner associations in Northern Nevada. The Audited financial statements demonstrate that the Association has a solid Balance Sheet.

The Association's volunteer Board of Directors take their fiduciary duties seriously and they are constantly reviewing monthly financials. The Board of Directors approve all expenditures within the organization with a minimum of two approvals needed for payment. The Board of Directors working with Scott Peterlin, General Manager, and the Community Manager, Jeanne Tarantino, devote a lot of time to keep the Association on track both concerning expenditures but also for investments. It takes time and the community appreciates the efforts expended in making the Association one of the best in Northern Nevada.

If you have any questions concerning the Audited Statements or Unaudited Statements for the Association, please contact Jeanne Tarantino and she will forward your questions to the Budget and Finance Committee to provide an answer. The Budget and Finance Committee is pleased to present this report to the community. The complete Financial Statements and Independent Auditors Report for December 31, 2019 and 2018 is available on Town Square for your review.

ARROWCREEK HOMEOWNERS ASSOCIATION BALANCE SHEET DECEMBER 31, 2019 (WITH COMPARATIVE TOTALS FOR 2019)

ASSETS	OPERATING FUND	REPLACEMENT RESERVE FUND	CAPITAL PROJECTS FUND	2019 TOTAL	2018 TOTAL
CASH & CASH EQUIVALENTS	\$264,551	\$506,012	\$39,673	\$810,236	\$737,376
RESTRICTED CASH & CASH EQUIVALENTS (ADRC)	\$48,524	\$0	\$0	\$48,524	\$104,315
INVESTMENTS	\$224,759	\$4,288,555	\$100,000	\$4,613,314	\$4,535,266
ASSESSMENTS RECEIVABLE	\$20,195	\$0	\$0	\$20,195	\$33,001
ACCOUNTS RECEIVABLE	\$200	\$0	\$0	\$200	\$28,200
INTEREST RECEIVABLE	\$538	\$6,016	\$53	\$6,607	\$11,065
PREPAID EXPENSES & OTHER ASSETS	\$37,540	\$4,864	\$0	\$42,404	\$38,841
DUE (TO) FROM OTHER FUNDS	\$78,558	\$8,932	(\$87,490)	\$0	\$0
PROPERTY & EQUIPMENT	\$0	\$0	\$737,391	\$737,391	\$701,176
LESS ACCUMULATED DEPR.	\$0	\$0	(\$469,092)	(\$469,092)	(\$457,040)
PROPERTY & EQUIPMENT NET	\$0	\$0	\$268,299	\$268,299	\$244,136
TOTAL ASSETS	\$674,865	\$4,814,379	\$320,535	\$5,809,779	\$5,732,200



SOL

c a n n a b i s

**Award-Winning Cannabis
Sun Grown In Organic Soil**



**Tinctures
Salves
Lotions
Patches
Flower
Vapes**



**Locally Owned and Operated
Open, Inviting, Clean
Community minded
Easy-to-Understand Menu System
Exceptionally Knowledgeable Staff
Strain-Specific Products**

**275 S. Hwy. 395, beautiful Washoe Valley
(5 minutes from The Summit mall in Reno)**

Open 10 a.m. – 7 p.m. Mon. – Sat. and 10 a.m. – 5 p.m. Sun.

SoLisBetter.com

f i t @sofisbetter

THIS IS A MARIJUANA PRODUCT. For use only by adults 21 years of age and older. Keep out of reach of children.

**Nevada's premier
cannabis and CBD
destination with
breathtaking views of
our sun-lit greenhouse**



**TEXT SOL to 411669
for great deals and
event information**



**ARROWCREEK HOMEOWNERS ASSOCIATION BALANCE SHEET
DECEMBER 31, 2019 (WITH COMPARATIVE TOTALS FOR 2019)**

LIABILITIES & FUND BALANCES	OPERATING FUND	REPLACEMENT RESERVE FUND	CAPITAL PROJECTS FUND	2019 TOTAL	2018 TOTAL
ACCOUNTS PAYABLE	\$2,372	\$0	\$0	\$2,372	\$400
ACCRUED LIABILITIES	\$209,530	\$28,795	\$3,522	\$241,847	\$135,475
ASSESSMENTS PD. IN ADV.	\$143,911	\$0	\$0	\$143,911	\$124,689
ADRC DEPOSITS	\$305,750	\$0	\$0	\$305,750	\$319,850
TOTAL LIABILITIES	\$661,563	\$28,795	\$3,522	\$693,880	\$580,414
FUND BALANCES	\$13,302	\$4,785,584	\$317,013	\$5,115,899	\$5,251,786
TOTAL LIABILITIES & FUND BALANCE	\$674,865	\$4,814,379	\$320,535	\$5,809,779	\$5,832,200

The Association's Liabilities are minimal, and the Association has reasonable carry forward fund balances to cover future operational needs.



**TWO MEN
AND A
TRUCK®**

“Movers Who Care®”

775.525.5973 | TWOMENRENOV.COM

Each franchise is independently owned and operated.
U.S. DOT No. 3303833 | CPCN 3373





**ARROWCREEK HOMEOWNERS ASSOCIATION REVENUES
DECEMBER 31, 2019 (WITH COMPARATIVE TOTALS FOR 2019)**

REVENUE	OPERATING FUND	REPLACEMENT RESERVE FUND	CAPITAL PROJECTS FUND	2019 TOTAL	2018 TOTAL
ASSESSMENTS	\$2,031,120	\$1,171,800	\$65,100	\$3,268,020	\$3,100,426
GATE ASSESSMENTS	\$11,124	\$5,376	\$0	\$16,500	\$16,500
ROAD SNIPPET ASSESSMENT	\$1,080	\$6,912	\$0	\$7,992	\$7,992
THE CLUB AT ARROWCREEK	\$7,781	\$0	\$0	\$7,781	\$5,712
ADRC CONSTRUCTION	\$33,550	\$0	\$0	\$33,550	\$44,100
LATE FEES & FINES	\$14,225	\$0	\$0	\$14,225	\$19,655
WILDFIRE PREVENTION	\$64,754	\$0	\$0	\$64,754	\$28,000
INVESTMENT INCOME	\$8,052	\$96,218	\$2,811	\$107,081	\$122,185
GAIN (LOSS) ON SALE ASSETS	\$0	\$0	(\$1,528)	(\$1,528)	\$500
MISCELLANEOUS INCOME	\$27,958	\$0	\$0	\$27,958	\$27,043
TOTAL REVENUE	\$2,199,644	\$1,280,306	\$66,383	\$3,546,333	\$3,372,143

The Association's Revenue Statement indicates how operations are funded.



CHASE CARES

How we choose to live our lives is up to us.

Facts not *Fear*. Clean Hands. *Open Heart.*

Be well and stay healthy. In light and love, *Donna*



DONNA SPEAR

NEVADA & CALIFORNIA REALTOR® CRS CLHMS
NV S.0042018 | CA 01226918

775 691 7947

dspear@chaseinternational.com

donnaspear.com

CHASE
INTERNATIONAL
LUXURY LEADER

THE LEADER IN ANNUAL SALES VOLUME | CHASEINTERNATIONAL.COM



ARROWCREEK HOMEOWNERS ASSOCIATION EXPENSES
 DECEMBER 31, 2019 (WITH COMPARATIVE TOTALS FOR 2019)

EXPENSES	OPERATING FUND	REPLACEMENT RESERVE FUND	CAPITAL PROJECTS FUND	2019 TOTAL	2018 TOTAL
ADMINISTRATIVE	\$67,678	\$0	\$0	\$67,678	\$76,353
COMMUNICATIONS	\$28,880	\$0	\$0	\$28,880	\$34,959
PAYROLL & BENEFITS	\$1,226,438	\$0	\$0	\$1,226,438	\$1,163,110
INSURANCE	\$95,250	\$0	\$0	\$95,250	\$86,375
UTILITIES	\$211,809	\$0	\$0	\$211,809	\$192,063
IRRIGATION & LANDSCAPE	\$30,000	\$0	\$0	\$30,000	\$38,621
OPERATIONS	\$34,127	\$0	\$0	\$34,127	\$33,344
PROFESSIONAL CONSULTING	\$348,085	\$0	\$0	\$348,085	\$334,693
WILDFIRE PREVENTION	\$56,834	\$0	\$0	\$56,834	\$40,000
REPAIR & MAINTENANCE	\$329,606	\$0	\$0	\$329,606	\$243,588
IMPROVEMENT STUDY	\$0	\$0	\$0	\$0	\$2,000
DEPRECIATION EXPENSE	\$0	\$0	\$60,232	\$60,232	\$56,865
WEBSITE DEVELOPMENT	\$0	\$0	\$2,000	\$2,000	\$5,625
FITNESS TRAIL	\$0	\$0	\$7,238	\$7,238	\$0
FACILITY DESIGN & ENGINEER	\$0	\$0	\$0	\$0	\$9,865
BOCCE BALL COURT	\$0	\$0	\$6,946	\$6,946	\$0
FIRE ACCESS GATE	\$0	\$0	\$8,274	\$8,274	\$0
OTHER CAPITAL PROJECTS	\$0	\$0	\$148	\$148	\$8,033
REPLACEMENT FUND EXPENSES	\$0	\$0	\$1,136,122	\$1,136,122	\$3,499,025
INCOME TAX PROVISION	\$2,878	\$29,675	\$0	\$32,553	\$36,447
TOTAL EXPENSES	\$2,431,583	\$1,165,797	\$84,838	\$3,682,220	\$5,860,966
REVENUE OVER (UNDER) EXPENSES	(\$231,941)	\$114,509	(\$18,455)	(\$135,887)	(\$2,488,823)

The Associations Expense Statement shows how funds are spent to maintain, repair, replace, and upgrade the community. Deficits were covered by previous years carry forward surplus. The Owners Equity for all lot owners has and remains financially sound.

ARROWCREEK HOMEOWNERS ASSOCIATION EXPENSES - OWNER EQUITY
 DECEMBER 31, 2019 (WITH COMPARATIVE TOTALS FOR 2019)

OWNER EQUITY	OPERATING FUND	REPLACEMENT RESERVE FUND	CAPITAL PROJECTS FUND	2019 TOTAL	2018 TOTAL
REVENUE OVER (UNDER) EXPENSES	(\$231,941)	\$114,509	(\$18,455)	(\$135,887)	(\$2,488,823)
EQUITY TRANSFER - CAPITALIZED EQUIPMENT	\$0	(\$85,923)	\$85,923	\$0	\$0
FUND BALANCE BEGINNING OF YEAR	\$245,243	\$4,756,998	\$249,545	\$5,251,786	\$7,740,609
FUND BALANCE END OF YEAR	\$13,302	\$4,785,584	\$317,013	\$5,115,899	\$5,251,786

ENJOY YOUR SUMMER. LET US DO THE WORK.

*À La Carte Services
Also Available!*

Choosing the Right Lawn Care Program Has Never Been Easier!

NV LIC. #83741 & 83742

Available Service Programs

*Pick what fits
for you!*

	EMERALD <i>Guaranteed Green Turf & Fertilizer</i>	GOLD <i>All Inclusive Total Lawn & Yard Care</i>	PLATINUM <i>Private Gardener Concierge Services</i>
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		✓	✓

Never a cancellation fee!

CALL FOR A QUOTE
857-4333

There's a reason you see our trucks everywhere!

Signature 
LANDSCAPES 
PROUDLY SERVING NORTHERN NEVADA SINCE 2001



WHERE IN THE WORLD IS ARROWCREEK VIEW?

SEND US PHOTOS OF YOU AND YOUR ARROWCREEK MAGAZINE! ACSERVICE@ASSOCIASN.COM

Hey, there, AC Residents! We can't have a "Where in the World is ArrowCreek View?" without the ArrowCreek View in your photo!! You need to stuff a copy of the ArrowCreek View safely in your suitcase! Don't leave it out in your room for the maid to throw away! (Actual Experience) Then you need to remember to take it with you on one of your excursions! Don't forget about it! (Actual Experience) Snap a high quality shot with the AC View magazine on vacation!

Please forward to our Community Manager at acservice@associasn.com any photos of where you've been in the world with a caption explaining the location and identifying any people. We need full-size high-resolution photos or we cannot include them in the magazine. Make sure when you attach the photo to your email, it's not reduced in size.



REALTOR DROP BOX FOR RESIDENTS' CENTER

While we never want any of our neighbors to leave ArrowCreek, it's a part of life. A change in jobs, a call from a family member, and

so many other reasons are why individuals and families move to and away from our community every year.

If you are planning on moving, your Realtor should be aware that the included access to the Residents' Center is a valuable listing asset that should be mentioned. But until now, most Realtors could not show potential buyers the inside of the center along with the pool areas.

Thanks to ArrowCreek resident and Realtor, Tom Reardon, there is now a "Supra Box" at the front door of the Residents' Center. Inside is a key-card for access to the building.

This secure system is only available to licensed Realtors. Realtors know with this system that each time the unit is unlocked and locked there is a record made. It is a secure system; it must be because it's the same system that's used with almost every listing on the market in the Truckee Meadows and across the country.

In order for this box to be utilized, listing Realtors should add the comment; "access is available to the Residents' Center via a Supra Box," in the "extended remarks" in the MLS listing.

We hope that this will further assist showings inside the gates at ArrowCreek.

Business DIRECTORY



CC MEDIA & PUBLISHING

Advertising in community homeowner magazines spotlights your company and connects you with consumers. We also publish magazines in Incline Village & Truckee. Interested in advertising—contact Peggy or Laura at CCMedia. 775.327.4200 or email publishing@cc.media

WE APPRECIATE OUR ADVERTISERS! ADVERTISERS MAKE THIS MAGAZINE FREE FOR YOUR HOA. PLEASE SUPPORT THESE BUSINESSES, AND THE OTHERS THROUGHOUT THE MAGAZINE, THAT SUPPORT US!



NEW BEGINNINGS FINANCIAL COACHING

New Beginnings Financial Coaching helps people at all income levels eliminate debt and take control of their finances. Stop being a debt worrier and start being a debt warrior. Call today to schedule an appointment. 775.750.7725



NATURAL PAWS

We are a fun, competitively priced (chain, feed store & online comparable), locally owned & owner operated natural pet food & supply store located in the Raley's Center at Galena Junction at the base of Mt Rose Highway. naturalpawsreno.com 775.853.3533 Natural Food for Rugged Paws! 18136 Wedge Parkway



RETAIL SCHMETAIL.

STUNNING DIAMONDS, GEMS AND
JEWELRY AT WHOLESALE PRICES.



DIAMOND VAULT

4950 KIETZKE LANE #301 2ND FLOOR OF THE BANK OF THE WEST BLDG
775-DIAMOND | DIAMONDVaultRENO.COM

ARROWCREEK™



ARROWCREEK HOMEOWNERS ASSOCIATION

Care Of Associa Sierra North
10509 Professional Circle No.200, Reno NV 89521

775.626.7333 P | 775.626.7374 F

www.arrowcreek.com

What Will ArrowCreek's Housing Market Look Like After The Coronavirus Pandemic Ends?

Here is the advice my Buyers and Sellers
are getting from me.

At this time more than ever, you need an expert to advocate for your home and community.

I think the weeks and months we're spending inside are going to forever change our ideas of home. I believe many people will decide they don't need to commute as much or live in a dense urban setting. Home office spaces, outdoor spaces, patios, and decks may seem like a necessity now. Safety and a sense of community are going to become paramount when looking for a new home.

Please feel free to email/call me to discuss ArrowCreek Real estate market.

I believe Real estate is a long-term investment. There are many buyers that even now are suddenly empty nesters or need to downsize or the opposite — get into a larger home because they have a growing a family. I have 3 such buyers looking for properties in Arrowcreek. Inventory is low. The bottom line is... if a buyer sees a home that they love, in a location that they love, and it's hard to replicate, they will step up.

I specialize in doing 3D tours, virtual presentations to agents and buyers by going into a property and host virtual open houses that are broadcasted on social media. I am now using FaceTime to walk buyers through properties and expose listings to everyone without needing to be in the area. I know how to sell our community. Lets start having conversations if buying or selling is in the near future.



Cheenu Sandhu
Engel & Völkers Lake Tahoe
210 Elks Point Road • Suite 102
Zephyr Cove • NV 89448
+1 312 731-8032 | cheenu.sandhu@evrealestate.com
NV RED S.0181516

ENGEL & VÖLKERS®
CHEENU SANDHU