



**HELPFUL INFORMATION FROM THE SECURITY GATE  
STORE THIS FOR QUICK REFERENCE!**

(Rev. 12/7/16)

**BEARS LOVE YOUR TRASH CANS & BIRD FEEDERS TOO!**

As you know, Arrowcreek is “out in the cuts” and we have plenty of critter visitors. There have been several bear sightings from residents in the Masters & Reserves areas and all the way down to Nambe Drive in Painted Vista. We want to ensure the bears pursue their interest off property to avoid a grizzly visit. Be sure not to leave your trash cans out longer than to have them picked up. And be aware that bears are known to go after your bird feeders!

**TRASH CANS**

Recently, we have seen a high number of trash can violations. Waste Management picks up is on Mondays. Your trash cans should not be left out too far in advance, and need to be moved back inside Monday evening. Living in a mountainous community we have wildlife that will get into trash cans and strew them across the roads. **So please help make our community beautiful and only keep your trash cans out long enough for pick up.** Thank you!

**IT'S THAT TIME OF YEAR: SNOW REMOVAL**

**The Security gate is the hub for all your snow removal concerns.** Call them first at 850-4450. With the winter, here we just want to remind everyone of some safety pointers. Living in a Mountainous community we are going to get a few inches. Security will be monitoring the snow levels and calling in plows/ sanders as needed. Our snow removal company does not do personal driveways, so ask your landscaping company if they offer snow removal. We ask that everyone remember to drive carefully, and if they see any incidents to notify Security. We will help in any way we can to keep everyone safe! Thank you.

***DID YOU KNOW? WE DO VACATION PATROLS.***

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

- The First patrol is done early in the morning: between 5am to 7am.
- Then Swing (1-9pm) & Graveyard shift will check if needed, by resident call/concern.
- Security will check for any problems outside of residence that can be seen:
  - Water Leaks
  - Broken Windows
  - Open Doors
  - House Alarms
  - Cars parked in driveway, etc.

By providing security with contact info for your emergency contact/ house sitter, we can notify them ASAP if a problem arises. Residents can stop by the gatehouse and fill out a Vacation Request Form, or you can email

the gatehouse requesting to be added to the list. Be sure to include:

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

### SCHOOL BUS STOPS

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

- 30 feet (about 2 car lengths) is so cars coming up to the intersection can see other cars, and not block incoming traffic.
- Same Side of the street is so you are not blocking traffic, and for emergency vehicles access.
- **Arrowcreek & High Vista intersection:** No Parking here. There is an area on *High Vista & Rue St. Tropez* that you are welcome to park at.
- Security monitors all bus stops every morning and afternoon, and will remind parents to please follow the rules listed above.
- **We would like to continue thanking everyone for following these simple steps to ensure the safety of all Residents and Your Children.**

### RADAR CAMERAS & STOP SIGN CHECKS

*Security would like to thank the Residents for their cooperation in continuing to lower the overall speed and reduce stop sign runs throughout the community!* Security continues to remind visitors that the speed limit is 25 mph, which seems to be helping reduce speeding violations amongst guests. You may have noticed Security parked at Stop Signs throughout our community several times a day. We have seen a dramatic decrease in Stop Sign Violations and we can reduce Security's patrols for the time being. If you notice a violator, please take note of their license plate, and which Stop Sign. Under no circumstance do we condone you taking matters into your own hands, report to security only. Thank you for all your help with this matter.

### WILDLIFE PROBLEMS

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

### INFORMATION & RESOURCE LIST FOR RESIDENTS -- IMPORTANT PHONE NUMBERS:

ArrowCreek Security: 775 850-4450

Washoe County Regional Animal Services: Office: 775 353-8900

Dispatch: 775 322 3647

Nevada Department of Wildlife: 775 688-1331

Reno Snake Rescue: 775 750-5537 ([www.snakebusters.com](http://www.snakebusters.com))

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

State Wide Pest Control 775 425-4343

Nash Pest Control 775 852-3444

### **YOUR QUICKPASS SYSTEM AND SECURITY**

Time Savings for guests and staff! Thank you to all the Residents actively using their QuickPass online account to add/update permanent as well as temporary guests. This is an efficient way to get your guests quickly through the gate. If you are not actively using your QuickPass account, please call Security to learn how to use the system. Or, be sure to contact Security with your updated guest information before they arrive at the front gate.

*Please keep in mind there is many calls coming into Security every day, (Residents calling in guests as well as all other Security issues), as well as many calls going out, (Security verifying guest access if they are not on the homeowners list). If you get a busy signal, please try again so we can assure your guest(s) can gain entry without incident. Please note that if you leave a voicemail, there is no guarantee that it will be checked in time of your guest's arrival. There is many visitors and contractors entering ArrowCreek so having them on your list before they get here will cut the wait time at the gate tremendously.*

**We had over 1 Million vehicles pass through the front gate in 2015 and 2016 will be similar.** When your guest(s) arrive if they are not on your list, Security must call to verify entry. This can cause a line to form and some guests must wait unnecessarily. If you have any questions about your account or how to add your guests, please call Leda at the front gate. If any resident is interested in getting a better working knowledge of QuickPass, feel free to contact Leda and schedule a time to go over the website.

### **OTHER ITEMS TO KEEP IN MIND**

- For the residents living behind the inside gates, when needing the gate held open for a party or event, *there is a 2-business day notice required.* Security will be willing to meet the request of parties of 5 vehicles or more only. Security will try to meet your request if an unexpected event occurs with less than 2 days' notice. ***Sometimes it will just not be possible.***
- Transponders are not intended/designed to be moved. If you do move a transponder from one vehicle to another, you need to let Security know so the QuickPass System can be updated. If a transponder has been moved and Security sees it is not on the vehicle we assigned it to, the transponder will be deactivated until you bring in the current vehicle's information. Also, **if you move a transponder and it does not work, you need to purchase a new one.**
- **When you get a new vehicle, used vehicle, or just change your license plate, please contact Security with the updated vehicle information.**
- If you receive a vehicle transponder before your vehicle has been registered, please keep in mind that Security needs a copy of your registration within 30 days or the transponder will be deactivated. ***If you have a transponder that is not working contact Security.***
- Please remember **your dogs must be "walked on a leash"** and you must clean up after your pets. Pet Mitt stations and trashcans have been placed around ArrowCreek Parkway. **The park at Harbottle and the Resident Center needs special attention with cleaning up after your dogs.** Complaints have started to be brought up about residents not picking up after their dogs.
- There is a lot of construction going on inside the ArrowCreek community. That means there is an increased number of large construction vehicles coming and going from the community. Please be patient with them on the roads and especially when these vehicles are entering at the gates. These construction workers are guests and they must follow the community rules and policies. Please report issues to Security.

- Motorcyclists, you can use the outside lane when entering ArrowCreek, but your motorcycle must have the Security issued sticker on it for identification purposes. Riding around the gate arm is not an acceptable way to enter. The stickers are free and be prepared to come to a complete stop before Security will raise the arm for entry

### **SECURITY CONTACT INFORMATION**

Please don't hesitate to contact us at the Gatehouse if you need assistance or notice any suspicious circumstances. If you have not logged onto the QuickPass system and need your username and password, please contact Leda at the gatehouse or email at [acsecured@outlook.com](mailto:acsecured@outlook.com) for this information. If you need assistance with your QuickPass account and need a walkthrough or have questions our contact information is:

- **Gatehouse telephone**                   **850-4450**
- **Gatehouse fax**                           **850-4451**
- **Security Director's Email**           **[acsecure@msn.com](mailto:acsecure@msn.com)**
- **[www.quickpass.us](http://www.quickpass.us)**

**Rick Reyome**  
**Director of Security and Interim Operations Manager**