

TAHOE DONNER NEW HOMEOWNER WELCOME + HAPPY HOUR EVENT

APRIL 25, 2025



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OVERVIEW – A MULTI-YEAR PROCESS TO ENHANCE OUR NEW MEMBER WELCOME PROCESS

Streamline + digitize membership setup process

- Completed in spring 2023
- Includes creation of all online in-take forms so the time spent with Member Services can be about learning

Create video and webpage with key resources for TD

- Completed in fall 2023
- Launched a branded explainer video
- Launched a webpage w/ links to key resources

Offer a special welcome gift for new homeowners

- Launched in January 2024
- New members can choose from a water bottle or coffee mug, new colors and styles added in 2025

Create a welcome event to connect with the community

- August 16, 2025
- More details in this presentation

WELCOME TOOLS

Welcome to Tahoe Donner! As a new owner and member, you're about to enjoy the complete Tahoe mountain lifestyle as it was originally envisioned when this community was founded in 1971.

Here are some useful links to help you get started as a new homeowner:



- Membership + Recreation Fee
- Contact
- Member Forms
- Amenity Map



- Truckee Donner Public Utility District (TDPUD) – Electric + Water
- Tahoe Truckee Sierra Disposal (TTSD) – Trash, Recycling + Green Waste
- Tahoe Donner Recycling + Green Waste Updates
- Southwest Gas



- Mailboxes in Tahoe Donner
- Mailbox Challenges



- Home Snow Removal Vendors
- Street Snow Removal – Where is My Plow?



Purchase ski passes, golf packs, lessons and programs, day camps and other amenity products

- ShopTD Login
- How to Create a Member Account Introductory Video



Pay fees, manage contact information and view association documents securely

- Member Portal Log-in
- Member Portal FAQs
- Help With Member Portal Registration (530) 587-9400 ext. 0



- Annual Assessment
- What is Covered by the Annual Assessment?
 - Operating Fund: Annual revenue and expenses for all amenities and HOA services.
 - Replacement Reserve Fund: Funds that plan for



- Beach Club Marina – Private
- Tennis Center – Private
- Trout Creek Recreation Center + Pools – Private
- Bikeworks
- Campround



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NEW MEMBER WELCOME EVENT



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EVENT OVERVIEW

- **Title:** New Homeowner Welcome Event
- **Date:** August 16, 2025, 3:30 – 4:30 PM
- **Location:** Alder Creek Adventure Center
- **Invitations to:** New homeowners who purchased since June 2024
- **Services:** Bar open, supervised kids room offered to parents during event
- **Purpose:** A warm, engaging gathering to welcome new members, foster connections, and engage in community life at Tahoe Donner





EVENT GOALS

- Extend a **genuine welcome** to new members
- Reflect Tahoe Donner's identity as a **recreation-oriented mountain residential community**
- Provide **low-barrier ways** to meet others and get involved
- Encourage awareness of **shared interests, activities and HOA opportunities**
- Represent the **diverse types of members** in our community

EVENT PROGRAM FLOW – PART 1

- **Introduction & Icebreaker (15 min)**
 - Welcome message and tone-setting
 - 5-min partner conversation: “What brought you to TD?” or “What are you most excited about?”
 - Share community demographics and staff overview
- **Member Story Panel (20 min)**
 - 4 Members share brief stories about how they experience the TD community from different perspectives of the TD homeowner “lifecycle”
- **Wrap-Up Message (5 min)**
 - Reinforce Tahoe Donner as more than a place—it’s a vibrant, connected community





INTERACTIVE COMMUNITY TIME – PART 2

- **Resource Tables for Mingling**
 - Info on clubs, volunteer opportunities, amenities and HOA structure/staffing
 - Answer questions and point to where more info can be found
- **Wrap-Up Message (5 min)**
 - Reinforce Tahoe Donner as more than a place—it's a vibrant, connected community
- **After-Event Social | Member Happy Hour**
 - Time: 4:30-6PM, immediately following the 1-hour new member event
 - Invitation: the entire membership
 - Live music, appetizers and drink deals
 - Open mingling for new homeowners and existing members

Goal: Ease of connection, deeper community engagement and fun!

KEY TAKEAWAYS FOR NEW MEMBERS

- The Tahoe Donner community is built on a **shared passion for natural beauty and outdoor recreation**
- There are many **ways to get involved**—no matter your lifestyle or schedule
- This is a place where you can **find your people**
- Reach out, join in and **make TD your home base for life in the mountains**



Special thank you to member Keith Jackson for his vision and interest in creating this event.

QUESTIONS?



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