



**ViewPoint ROVA**

Mesa, AZ

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

## ROVA 2022 President's Report

January 15, 2022

It is traditional for the President of ROVA to present an annual report at the Annual General Meeting (AGM). Since this year's AGM has been cancelled due to COVID concerns, here is my report. There is a lot to digest, and I encourage you to read it all.

ROVA was started by a group of residents who found they needed to advocate for themselves to preserve home values as there was a decline in park maintenance and safety, and a general management approach only focused on making more money while ignoring what was good for residents. Initially, ROVA didn't get respect from management but over the years as the membership numbers grew, it has become an organization that Equity Lifestyle management in Chicago knows. In the past three years we have grown from 1400 members to over 2000.

When I became president of ROVA, three years ago, it became very apparent to me, just how little management was willing to look at a multitude of issues. It was also very apparent just how important the continuation of ROVA is to residents' experiences here at ViewPoint.

ROVA does not seek out an adversarial relationship with ViewPoint management but without the clout of our 2000 plus members, many things would go poorly for residents. Some recent examples are as follows:

- Numerous occasions when management has held back money from owners for rentals - for months.
- Annual flooding issues with existing Arizona rooms where ViewPoint has put in new units nearby yet didn't return the grade of the ground to where it needs to be.
- The band-aiding of repairs to aging water lines that cause frequent water shut-offs.

- Telephone lines not working for **months** creating a dangerous situation for people without cell phones who might need to call 911. The ViewPoint response was: "Thank you for your feedback, we will be sending out a Communication Bulletin to all residents...". Nobody has seen it yet over a week later.
- Aging electrical systems failures and constant streetlight outages.
- Periodic locking up of facilities and pools (very pronounced during COVID). Try living here in the summer with no indoor recreation or pool available.
- I had a new homeowner say to me that had she known, in advance, what management here was like, she never would have bought here. What an indictment! Here's a person excited about a new phase in her life, retirement and living in a "resort". Then she had management treat her badly.
- ViewPoint salespeople have told prospective buyers lies and management ignores the lies. Examples are: the "planned retention area" behind the homes on the south side of 3600 and the promised neighborhood park on 3100 (both non-existent) just to name a couple.

These are just a few of the concerns that ROVA advocates for resolution on behalf of residents. Through written complaints, phone calls and meetings, we step in and keep the pressure on until we see results such as the following:

- Street Captains gathered over 1500 signatures on a petition to stop the Twin Hills mining project that endangered our health and lifestyle.
- ROVA members protested in the streets to end Twin Knolls mining while ViewPoint and all their lawyers and money did absolutely nothing. For those of you unfamiliar with Twin Knolls, they are the two hills located a half mile south of us that were planned to be leveled over the next ten to twelve years. The open mining would have exposed ViewPoint residents to dust, possible valley fever, noise from blasting, excavating, and trucking for a long time.
- ROVA ran an outdoor library during COVID that gave residents some relief from isolation when we weren't allowed indoors.
- ROVA has worked to help numerous residents resolve problems with management. Sometimes it only took our advice. Did we win all of them? No. But, we fought the battles and let members know we had their backs.
- ROVA issued a warning to people in phase three about the water heaters that are failing. This has prevented water damage for several homeowners who replaced their water heater.
- A new website was established for members.
- A newsletter for members was published monthly.
- Membership information was changed from a spreadsheet to a database to reduce the possibility of errors and to provide more flexibility in how we use our information.

- Members were provided safety emergency information magnets.
- ROVA teamed up with Sunshine Angels on the “Vial of Life”.
- We coordinated with AAMHO (Arizona Association of Mobile Home Owners) on a number of topics affecting mobile home owners.
- Coming out in early February is an online survey to determine future ROVA goals and to find out resident satisfaction levels with ViewPoint. The results will be shared with residents and ViewPoint management. Your individual responses will remain confidential.

ROVA has more work to be done. We have upcoming issues such as:

- Discovering what priorities members will give us through the online survey. We will publish the results.
- Working with AAMHO (Arizona Association of Mobile Home Owners) to get legislation to ban urban mining so we don’t face a repeat of the Twin Knolls issue again.
- We also need to work with AAMHO to get the Landlord-Tenant Act strengthened and modified. Currently landlords can raise your rent up to 10% a year.
- Water, electrical and telephone issues are a continual source of aggravation for residents.
- Walls like the one between the golf course and the houses on Hawes Road are beginning to fall apart. (For two years we’ve been told by management that “it is in next year’s capital improvement budget”.)
- Trees have been lost and/or died, but not replaced.
- The fountain by the office looks really bad and needs paint.
- Grounds around the hobby shops and billiards areas need to be regraded so that sandbags don’t have to be deployed every time it rains to prevent flooding.
- Handicapped ramps are pitted and difficult for people with walkers to use.
- Management seems to have no plans to improve the appearance of ViewPoint beyond planting a few flowers.
- Lighting on “Wall Street” (2600) is poor, and the low wall provides an easy access point to enter ViewPoint to steal and/or vandalize property. ROVA has requested solar streetlights and video cameras be installed to provide a deterrent and a possible way to catch intruders.
- Security at the vehicular gates is not great. I have come into the park in a car without a sticker and been waved through. I have been told by others they have experienced the same. Why don’t we have a card access gate that would force all others to stop and talk to a guard? Other ELS locations have this.
- Jabba needs to be held accountable, by management, to provide the bandwidth and download speeds people are paying for.

- ROVA offered to buy shelving for the library. Management, after long deliberation, said “No Thanks”. Hundreds of books had to be removed and were donated to charity because there was no room for them.
- We want to address the issues of how crowded our pools are. At capacity, only 10% of residents can use them.
- Ongoing issues that keep arising like those with dogs, dog parks and feral cats need to be addressed.

But for ROVA to continue we are in need of volunteers willing to share some of their time (not a lot) to continue making ViewPoint a better place to live.

**ROVA is at a critical juncture in its existence.** Many of our board positions are terming out. (President, Vice-President, Secretary and At large positions)

We have advertised for volunteers with very little response which makes us question whether residents find value in our work?

Our wonderful information filled website and advocacy is all going to end if we do not get volunteers to join the ROVA board of directors and take active roles. **The time is now!**

We need continuity and we need people now. If we do not get people volunteering, ROVA will need to stop operations. If people feel they do not have time to volunteer, then ROVA's time will end. This is a call to action that all organizations face. If this call is not answered it will be enough to encourage management to be even more unresponsive to residents and their issues and concerns.

The volunteer time required is minimal. Many hands lighten the load. You need to be willing to take on small projects and attend a one-hour monthly meeting during the season. This past year we held monthly Zoom meetings but during the summer this may not be necessary. Volunteers don't need to be year-round residents. Currently, we only have three year-round people on the board.

The President's job does take a couple hours a week on average. I spend more time because I like to attend the Street Captains' meetings to hear firsthand the issues they face. The Secretary and Treasurer jobs are pretty much seasonal as well and except for board meetings responsibilities can be done as time permits.

Those of you who have been members of service organizations or have taken on positions of leadership have the skills that ROVA needs. A willingness to help others is the best asset. I, personally, have found my years in ROVA to be

incredibly rewarding. I can say that I have received far more from my time with ROVA than I have given. I have met great people who I might never have had contact with otherwise. I've made good friends that I treasure. You too can enjoy these rewards for your service to your fellow residents.

Please consider stepping up to help. I can't close without a special thank you to Joni Courchaine who took on updating our new website: [vprova.org](http://vprova.org). It's an amazing resource and the entire board is grateful for her work.

For more information or to volunteer please contact George Guthro at 3601

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