



ViewPoint ROVA

Mesa, AZ

www.vprova.org

**ROVA Street Captain Meeting Minutes
Wednesday, November 15, 2023 @ 10:00 AM (MST)
Location: Computer Classroom #2**

1. Call to Order and Welcome

- a. Judy Hawley, Street Captain Coordinator, called the meeting to order at 10:05a.m.

2. Introductions

- a. Judy Hawley introduced herself, Nanci Hannon, Dot Link and Joni Courchaine to the Street Captains in attendance.
- b. She also welcomed the Street Captains and asked the new Street Captains to stand.
- c. She also introduced the ROVA board members in attendance, and Bill Parker was introduced as our volunteer lawyer.

3. ROVA Overview

- a. Ed Plumb, ROVA President, spoke about the current areas of focus which include on-going Management Communication, Park Security, Safety, and Maintenance.
- b. Marion Relf brought up the need for a short, 30 second speech for Street Captains to have at the ready to positively speak to the reasons to join ROVA. This generated discussion among the group. Ed Plumb mentioned the Board is working on a brochure to provide to the residents. After this meeting. Dot Link put together a document that answers the following questions:
 - i. What is ROVA?
 - ii. What has ROVA done for me lately?
 - iii. What does my \$5 membership fee go towards?
 - iv. What is ROVA working on
- c. Wendy Dyck mentioned that Rosalie Shaw worked with ELS to get Viewpoint Management attention to get train repaired. She also mentioned that negative attention/social media gets the attention of ELS.

4. New Membership Slips – Joni Courchaine

- a. New slips – explained information layout.
- b. They are new, so fan them out to make sure they are not sticking together.
- c. We are collecting dues for 2024 memberships, not 2023/2024.
- d. Ask member to review completed slip for spelling and accurate email address – if they can't read it, then she probably can't either.

- e. Changes vs. No Changes –
 - i. To easily identify changes, please use highlighter to:
 - 1. Part-time to Full-time?
 - 2. New email address?
 - 3. Married – name change?
 - 4. Moved – either out of the park, or within the park?
 - 5. Home for sale? Would like to remove membership from the website if they are no longer a valid resident.
 - 6. Other changes?
 - f. White copy for data entry and yellow for member.
 - g. Put your Street Captain number on the slip and put them in numerical order by space number before turning them in to your Phase Coordinator.
 - h. Does your total cash = total slips?
 - i. Please double check that all parts have something entered. Date seems to be the space most often missed.

5. New Member Reports

- a. Reason for the change is that updating the Excel spreadsheet was double data entry.
- b. Compare the information you have collected on your membership slips to the information in the report. If there are changes, these should be highlighted on your membership slips.
- c. This report will be redistributed at the January meeting.
- d. It can also be easily generated whenever feel you need an updated version.
- e. It is also available electronically if you would like to have a clean file for your records.

6. Bounces and Unsubscribes

- a. Sometimes email addresses bounce. When this happens, you will receive an email from me with the email address I have entered. Please follow up with the member to obtain a valid email address.
- b. If a member unsubscribes or submits a SPAM complaint. You will be notified. This may have been done in error, so please contact the members to verify they truly wished to do so. If it was in error, please let me know and I can reverse it in the database.

When dues are posted for the current year, members receive an automated email to notify them. Please explain to them that they should review the information we have on file for accuracy. They can report changes to either you or me directly.

Finally, as always, I appreciate all your hard work, and am always available should you have questions or comments. I would also like to have some regularly scheduled helpers this year to do website user updates, filing, data entry tasks, etc... Please let me know if you would like to help.

Help Wanted!

- The Street Captain meetings are looking for a secretary to assist with preparing an agenda, taking minutes at the meeting and getting them ready to posted to the website. Time required would be approximately 2 hours a month.
- Street Captains needed. The website lists the vacant streets, so please consider taking on another street and/or encourage friends to consider becoming a Street Captain.
- ROVA bulletin board needs a volunteer to update and maintain the content.

- Membership Administration help for Joni. Need 2 - 3 hours a month. Training will be provided.

Q & A Session

- The participation during the Q&A session was animated!! Everyone shared thoughts, concerns, opinions, etc. on several topics.
- Nanci Hannon suggested that Street Captains confirm with a resident that they have already tried to resolve their specific issue with ViewPoint management. ROVA is the next step for the resident when not satisfied with ViewPoint Management's answer. We may not be able to get any further than the resident, but our ROVA Board works tirelessly to continue to carry our issues to ViewPoint Management.

Meeting Adjourned at 11:05 a.m.

This was the first formal Street Captain's meeting of the 2024 Membership Campaign. If you need any assistance, please contact your Phase Coordinator and/or the Street Captain Coordinator.