



Owner Concern Reporting Procedure

1. Is this something that can be fixed like irrigation, lights, trees, etc.? If so, advise owner to put in a work order at Viewpoint Business Office and retain a copy of the work order with the work order number for follow-up.
2. If issue is a concern/suggestion, contact the Operations Manager at (480) 373-5762.
3. If, after a reasonable amount of time has elapsed without a resolution of the submitted work order, follow-up with the Business Office. If necessary, submit another work order.

Note: Some Owner issues may be of a personal nature, and the Owner should be asked to first attempt to deal with the issue themselves by talking directly with the involved parties. Other issues could be managed by the ROVA Street Captain if he/she is comfortable addressing the issue on behalf of the Owner. If an issue affects multiple Owners, refer the issue directly to the ROVA Board of Directors for action.

Owner Name:			
Email:			
Contact #:		Space #:	
Street Captain:		Work Order #:	

Identify Specific Issue: _____

Board Member referred to: _____

Final Resolution

Date Completed: _____

Comments: _____
