



ViewPoint ROVA

Mesa, AZ

www.vprova.org

**ROVA Annual General Meeting Minutes
Wednesday January 24, 2023 - 6:30 PM
Location: Viewpoint Ballroom**

1. Welcome

Ed Plumb, ROVA president, called the meeting to order at 6:47 p.m. and welcomed the 190 members in attendance. Current ROVA Board members were introduced: Mel Kuipers – Vice President (SPC #2829), Dwight Doane – Treasurer (SPC #806), Kath Noble – AAMHO Liaison (SPC #2820), Judy Hawley – Street Captain Coordinator (SPC #353), Joni Courchaine – Membership Database/Website Administrator. There were no departing Board members. Motion to reelect all standing board members #428. Seconded: #2725. Carried
The Street Captains in attendance were asked to stand to be acknowledged for the work they do on behalf of ROVA.

2. Approval of 2020 AGM Minutes

Due to COVID, the last official AGM was held in 2020. Ed Plumb read highlights from the Draft of the 2020 AGM minutes which had been made available to members on the ROVA website. Motion to approve the minutes: #2135. Seconded: #3503. Carried

3. President's Report:

Ed Plumb presented the President's Report. He stated that there are many good things happening at ViewPoint. The first important point is improved communication with ViewPoint Management. The ROVA Board has had several positive meetings with Cheri Dewarrat, Kathy Jewett and Ashley Newcomer.

Some of ROVA's accomplishments and expected changes at ViewPoint since the new board was elected included:

- Using the results from the member survey conducted in February 2022, specific committees have been formed to research and address issues with Park Maintenance and Infrastructure, Health and Safety, and Park Security. To date these committees have been successful in identifying and resolving several issues and concerns raised by our members. Please refer to the monthly newsletter for more details
- The large number of residents with non-working landlines has been an ongoing issue for over two years. ROVA recently submitted a list of over 250 residents who still do not have a working landline, and this immediately moved the issue to the front of management's task list. The resolution to this issue is to install Wi-Fi

based phone service in all phases of the park, which will allow those without a working landline to have in-house phone service. The parts have been ordered and Jabba will be completing the installations in the coming months. The only change will be the need to dial the 7-digit phone number instead of just the 4-digit space number to reach others in the park.

- ADA compliant handicap ramp updates are in progress. There was a bit of a delay due to staffing shortages with the contractor, but everything seems to be back on track and all the ramps should be done in the coming months.

- In accordance with the Arizona Department of Water Resources Conservation Program's request to reduce water usage, grass will be removed around the main office and golf course, and desert and rock landscaping will be installed.

- A new website was created to improve members' access to most current, and to review past, newsletters and management communications. There is also a direct link to the Monthly ViewPoint Review that is published by Activities Office, so you always have a copy close at hand. There is also an improved "Contact us" page which is directly linked to Board members and Committee Leaders.

- The ROVA membership database has proved to be a valuable addition to our services. New members can now join online using the ROVA website, and we are currently in the process of adding the ability to accept credit card payments. The database also allows us to quickly send out helpful emails to members by location, interests, or membership type, which was not possible when we were manually tracking memberships using an Excel spreadsheet.

- The ROVA newsletter continues to evolve. The new version of the ROVA newsletter was rolled out this month, and we have been receiving many positive comments on the content and improved layout. The next challenge is to implement an improved navigation tool for ease of reading.

- Speeding, whether it is a golf cart, car or truck continues to be a big safety issue. The speed limit in ViewPoint is 15 MPH no matter what vehicle you are driving. This is a safety issue for everyone. Please remember, if you aren't part of the solution, you are part of the problem.

- Finally, as always, dog issues remain hot button item. ROVA can do little to help here, so if you have an issue or concern, please take them directly to ViewPoint Management or the Dog Club.

We thank you for your continued membership and support of ROVA. Remember – ROVA is a voluntary organization and there are many people who donate countless hours to make it a successful organization. I want to especially thank the Street Captains and Board Members, who make ROVA work for you – Its Members.

4. Vice President – Mel Kuiper:

Introduced himself to the members and presented a copy of the annual “ViewPoint Communication Package” which is available to all residents. This document includes current rules and regulations, important contact information, and overall general park information. If you don’t have a copy, please ask for one in the Business Office. ROVA will be requesting that this packet of information be placed in all resident’s mailboxes each year when it becomes available.

5. Revised Bylaws

The Board is meeting in February to revise the current ROVA Bylaws, which were last revised at the 2019 AGM. The Board is seeking to change the method for approval by adding the ability to accept electronic voting using the ROVA membership database and the ROVA website. Motion to approve the change: #806. Seconded: #325. Carried

6. Treasurer’s Report:

Dwight Doane presented the Treasurer’s Report as of December 31, 2022. Because there had not been an AGM since January 2020, a three-year accounting was presented.

Previous Ending Balance	13,529.59	18,696.68	19,805.11	
YearEnding	2020	2021*	2022	Totals
Full Year Memberships	1,886	1,962	2,146	
Income				
Members - Jan 1 to Dec 31	1,525	76	1,367	
Current Year Dues	7,625.00	380.00	6,835.00	14,840.00
Next year dues - paid before Dec 31		3,895.00	5,715.00	9,610.00
Donations & Other Income	-	20.00	15.00	35.00
Total Income	7,625.00	4,295.00	12,565.00	24,485.00
Expenses				
AAMHO - Fees & Training	700.00	-	60.00	760.00
AGM Expenses	1,217.76	-	-	1,217.76
Bank Expenses	3.25	-	84.94	88.19
Legal	-	13.00	-	13.00
Marketing & Promotions	-	-	340.05	340.05
Membership Expense	-	-	254.50	254.50
Office Supplies & Equipment	536.90	440.09	467.78	1,444.77
Street Captain Expense	-	74.96	67.81	142.77
Technology	-	2,658.52	782.79	3,441.31
Total Expenses	2,457.91	3,186.57	2,057.87	7,702.35
Petty Cash	217.00	115.03	152.07	-
Outstanding Checks	(87.90)	-	-	-
Ending Balance	18,696.68	19,805.11	30,312.24	30,312.24

*Due to COVID-19, membership fees for existing ROVA members were waived by the board. The financial report will be posted on ROVA website.

Motion to approve the Treasurer's Report: #1925, Seconded: #2005. Carried

7. Street Captains and Membership:

Judy Hawley began her introduction with a Chinese Proverb: "Those who complain about not getting anything done should get out of the way of those doing it." She then provided the Street Captains and Membership report. Highlights of the report: We finished the last year with 2,146 members. For the current year, 2023, we have 1,686 members registered, of these 333 are new members. Our Street Captains are doing an amazing job. Of the 79 streets in ViewPoint, 59 are covered by Street Captains. We still need 20 Street Captains. Motion to accept the report: #2538, Seconded: #3214. Carried.

8. AAMHO Update:

Kath Noble, AAMHO Park Model Director, delivered the AAMHO report, Arizona Association for Manufactured Homes, Park Models and RV's (AAMHO) is a non-profit, volunteer organization, representing people who live in manufactured homes, park models and RVs throughout the state of Arizona since 1987. The primary purpose of AAMHO is to educate, propose bills and oppose potentially harmful bills, that could affect the lifestyle of residents who live in mobile home parks. They do this through having State Legislation passed. The most recent achievement, as of January 23rd, allows caregivers under 55 to live with residents in an age restricted park.

There are 7 districts represented by AAMHO. We are in district 1 – Pat Solis from AAMHO is our contact. She can be reached at (480) 966-9566. Currently there are 47 households at ViewPoint that are members of AAMHO. The goal is 2,400.

AAMHO will be conducting a free workshop in the ViewPoint Ballroom on Saturday, February 11, 2023 from 9:00 am – 12:00 pm. The focus of the workshop is for understanding your legal rights as a mobile home/park model owner in Arizona. This workshop is for full-timers as well as winter visitors, and will cover eviction, health code, ADA, parking, and inability to meet with management.

AAMHO Education Director, Carol Judd, gets rave reviews from owners all over Arizona for her skill at explaining all about our rights and how to solve issues like fruit tree care, encroachments, leases rents, evictions, or wrongful charges, etc.

The workshop is free, but each household pays \$5 for printing and supply costs since you will have your own copy of the thick AZ Mobile Home Parks Residential Landlord and Tenant Act to mark up, so bring your highlighter.

Residents were instructed to pre-register with Kath Noble at #2820 or (206) 380-5597 to register and pay cash, Venmo (@Kath-Noble) or check for \$5 to save a spot for your household.

AAMHO provides similar training for Park Managers who must take it every two years to be certified, but they pay \$145!

NOTE: you do NOT need to be an AAMHO member to attend this class but of course we hope you will join if you can. Membership is \$35 for 2023 or \$60 for 2 years. Dues will possibly increase in the Fall so save now.

9. Board Nominations:

Ed Plumb led the Board nomination process. Only one new Board member was elected by the general membership. There was one nomination from the floor. Bill Parker was nominated by #2829. The ROVA Board is very happy to accept this nomination as Mr. Parker is a Lawyer, and we look forward to getting his professional advice on items. Motion to accept the nomination to the Board: #353, Seconded: #2538. Carried.

No additional nominations. Motion to close nominations #2029. Seconded: #4837. Carried

10. Q & A:

Once it was announced that ROVA was considering using some of the excess reserves to improve all residents' quality of life, this turned into a general discussion, rather than a controlled Q&A session. Topics included:

- Proposed projects for use of excess reserves is not a full funding, but working in conjunction with management to get things done that management has no intention of doing. Two of the proposed projects were a special walking trail and additional painting of stripes and the words "SLOW" and "STOP" at dangerous intersections. The proposals were not well received, and the Board agreed that further review and consideration needs to be made before any options are presented to membership for approval.
- Lease increases and how they are calculated. CPI vs. Market Value. ROVA has little influence on how or when these increases are calculated by ELS but will raise the question with Cheri again at the next management meeting for further clarification.
- Twin Knolls issues could return. ROVA is working with the group here at ViewPoint that is trying to get legislation passed to once and for all ban all mining activity in a residential area. Additional information and how residents can help will be forthcoming.
- Vacant and abandoned lots need attention.
- Lighting is a problem at the Hawes Road entrance. It is very dark.
- Northpoint and laundry rooms have very poor lighting.
- Trash dumpster on University Drive is terrible. Kath Noble has already called the City of Mesa regarding code compliance. The city responded by saying they will cite the Owners, who have been given two weeks to clear it up or a lien will be placed on the property.
- Fruit trees? Who owns them and can anyone pick the fruit. Clarification of this item will be asked at the next meeting with management.
- ViewPoint Security reported that 2022 was the safest year reported here at the park. A couple of items were discussed, and suggestions of installing security gates or cameras at the entrances was presented. The suggestions will be discussed with management.

- Suggestion of having unit numbers on all golf carts was made in hopes it might serve as a deterrent to speeding. If management feels this is a good idea, then it will be presented to members for approval.
- Dogs. How can we ensure that all pets are registered? Allow dogs to use the street and front yards to do their business. These items are not in the scope of ROVA's influence, and residents should address issues and concerns with ViewPoint Management or the Dog Club.

11. Adjournment:

Ed Plumb asked for a motion to adjourn the AGM at 8:13 pm: Motion to adjourn: #2538, Seconder: #2101. Carried.