



ViewPoint ROVA

Mesa, AZ

www.vprova.org

ROVA Street Captain Meeting Minutes
Wednesday, January 15, 2025 @ 10:00 AM (MST)
Location: Computer Classroom #2

1. Call to Order and Welcome – Judy Hawley

Judy Hawley called the meeting to order at 10:05 am. The Street Captain sign-in sheet was circulated for signatures.

2. Approval of November 20th, 2024, Meeting Minutes – Judy Hawley

Lynn Nelson (Site #4020) motioned to accept the minutes of the November 20th, 2024, meeting. Nanci Hannon (Site #2721) seconded the motion. Minutes adopted.

3. Presentation: Good Neighbors Program - Special Guest – Susi Rockwell

Susi Rockwell provided an overview of the Good Neighbors Program. The program is run by volunteers within the park to help residents who need assistance in varying ways. If they are not able to help, they usually can put the resident in touch with an organization or group who can.

Susi asked that as we canvas the residents to keep our eyes and ears open to those who may require assistance. This could include physical disabilities, mental disabilities or anything out of the ordinary. If we do notice something, please contact Donna Kuper, site #2561, phone 602.616.8388 or Susi, site #342, phone 602.616.8388. They will reach out to the individuals anonymously.

4. Street Captain Coordinator Updates – Judy Hawley

- a. Introduction and Welcome to new Street Captains.
 - i. Judy introduced two new Street Captains to the team. Lori Galiz, Row 1500 West. Laverne Grose, Row 1100 East and 1400 E. Thank you for joining the ROVA Team!
- b. Vacant ROVA Secretary Position
 - i. The Street Captain Secretary position remains unfilled. The secretary position is responsible for working with the Street Captain Coordinator to prepare the Street Captain Meeting agendas as well as taking minutes at the meeting. Please spread the word to anyone who you think could be interested in taking on this role.
- c. Street Captain Vacancies

- i. There are 20 streets within the park that do not have Street Captains as follows. If you have any ideas or suggestions on how to recruit new Street Captains, please share your thoughts with Judy, Dot or Nanci.

Phase 1 – 9 streets.

Phase 2 – 6 streets.

Phase 3 – 5 streets.

5. Board of Directors Update

a. Introduction of potential new Board Members

- i. Judy advised that Bill Egeberg (Street Captain for Row 3300), Pat Horton (Street Captain for Row 900 East), and Jim Miller will be letting their names stand for the ROVA Board. Rich Sebo (Street Captain for Row 2100 East and West) will continue as the Safety representative.

b. Board of Director's (Ed Plumb and Mel Kuipers) advised of the following items:

- i. The new General Manager, Tim Heim attended the ROVA Board of Director's Meeting. Tim came across as approachable, and willing to work with the ROVA Team. Tim stated that past actions cannot be changed and that he is focusing on the future. He will be looking at realigning the structure in the park to meet the parks needs going forward. He also encourages an "open door" policy.
- ii. ROVA has made Tim aware of the e-mail communication problem. Residents have signed up to receive communication from ELS and they are not receiving them. It has been determined that the problem is with the ELS system in Chicago and not the office here in ViewPoint.
- iii. The Board has been meeting with other ELS 55+ communities within the area (approximately 10 parks) to discuss common issues/problem. This has been successful to date with the goal being to lobby ELS Management together for solutions on similar issues.
- iv. A review of rental increases has shown that on average, rent increases are approximately 1.5%. ROVA has been unable to determine the exact methodology for calculating the increases, and there appears to be a lack of consistency within the park. Most other parks are experiencing similar increases and pad fees. Our Board noted that ViewPoint has more amenities than other parks they visited.
- v. Discussed listing personal contact information on the ROVA site. It was reported that some people have received "phishing" emails from scammers. Please DO NOT take action with an e-mail if it looks suspicious. Phone the person whose name is mentioned to verify any request. Delete and block the person from sending you further e-mails. The Board is fully aware of this situation and is working on a solution.

- vi. Please continue to collect cell phone numbers from residents while you are canvassing. Phone numbers are being saved in the membership database and are not being saved on the website. No phone numbers will be published without final consent from the resident.

c. ROVA Annual General Meeting

- i. January 22, 2025. Doors open at 6:30 pm. Meeting starts at 7:00 pm.

6. AAMHO (Arizona Association of Manufactured Home Owners) Update - Kathleen Noble

Kathleen reviewed that AAMHO is a non-profit group put in place to protect and represent the owners of manufactured homes, park models, and RV's that reside on leased land in Arizona.

Three of their top priorities/initiatives at present include: i) amendment to allow residents to install window air conditioning units into their homes ii) Rental Control iii) Manager training requirements for Park Managers.

AAMO General Meeting: March 15, 2025. ViewPoint Ballroom. Contact Kathleen for more information. You must be a current member of AAMHO to attend. Membership dues are \$35/year or \$60 for two years.

7. Membership Update – Judy Hawley on behalf of Joni Courchaine

Judy advised that we have approximately 1,100 paid members, which is 58% of the total membership collected last year. Overall, we are slightly behind on membership dues for the same period over the last three years.

8. Next Street Captain Meeting

- a. February 19th, 2025
Computer Classroom #2
10:00 am