



ViewPoint ROVA

Mesa, AZ

www.vprova.org

Approved January 22, 2025

ROVA Annual General Meeting Minutes (AGM)

Wednesday January 24, 2024 - 7:00 PM

Location: Viewpoint Ballroom

1. Welcome

Ed Plumb, ROVA President, called the meeting to order at 7:00 p.m. and welcomed the 239 Rova members in attendance. Ed thanked the board and street captains for all they have done over the past year.

Board members in attendance were:

Ed Plumb, President
Bill Parker, Legal
Richard Sebo, Health & Safety advisor
Joni Courchaine, Membership/Web Tech
Mel Kuiper, Vice President
Jennifer Gilmore, Treasurer
Judy Hawley, Street Captain Coordinator
Joel Roland, Secretary
Kathleen Noble, AAMHO Liaison
Dwight Doane, Maintenance advisor

2. Approval of 2023 AGM Minutes

Joel Roland presented the 2023 AGM Minutes. There were no corrections.
Motion to accept #4108; Seconded #1910; Motion Carried

3. President's Report:

Ed Plumb presented the President's Report. He discussed many of the projects that have been accomplished by ViewPoint in 2023. It appears ViewPoint is only willing to share more information about projects once they are ready to proceed. This is a problem with residents, and needs to be addressed with Management.

Ed explained how there is much better communication with Cheri Dewarrat, ViewPoint General Manager. Cheri provided the following list of projects ViewPoint has accomplished in 2023:

- Multiple A/C units replaced property wide
- LED lighting replacement property wide
- Awning replacement West Courts

- Roof replacement West Courts
- Several Roof Repairs throughout Viewpoint
- Shade Structure North Dog Run
- Upgrade 10 Bathrooms on the Golf Course
- Resurface 9 Pickleball Courts
- New Sound System at Softball
- Main Street Fountain Refinished, brought back to life
- New Light Pole behind Activities to bring more light.
- Viewpoint Train painted and fixed up.
- Brought in 26 new homes, Phase One
- Road Resurfacing
- Sinkhole Repair Terrace Green, all new line put into Hole #10 Lake **Major Project**
- 10 New HEAVY tables for park areas
- New furniture for West Court Pickleball Kitchen
- Install two new electrical runs on the 9-hole course.
- New signage
- New Fire Panel System Northpoint
- Fountain Replacement Golf Course Main Lake

In addition, Ed and Mel attended an introductory meeting with the ELS Western Regional Vice Presidents, Ryan Cosset and Ron Bunce. This was just an introductory meeting, but it is hoped there will be more issues discussed that Cheri is not able to address.

Ed, Mel, and Joel also had a meeting with the Community Association at Monte Vista RV Resort, another ELS property in Mesa. This meeting was to begin determining common issues and hopefully gain more accountability from ELS. We compared several issues to see where we had commonality and differences.

The main issues to be addressed moving forward are:

- Communication
- Health and Safety
- Security
- Maintenance

Everyone thought this was a good idea and are looking at dates for the next meeting. Finally, the group will begin reaching out to other ELS parks in the Valley, to see if they are willing to participate in these discussions.

4. Treasure's Report

Jennifer Gilmore presented a complete review of the following reports. Motion to accept #2829; Seconded #4309; Motion Carried

Profit and Loss Statement

Previous Ending Balance	30,312.24
Full Year Memberships	1,924
Income	
Members - Jan 1 to Dec 31	781
Current Year Dues	3,905.00
Next year dues - paid before Dec 31	4,355.00
Total Income	8,260.00
Expenses	
AAMHO - Fees & Training	50.00
Advertising & Marketing	507.43
Bank Expenses	-
Legal & Professional Services	1,000.00
Membership Expense	373.18
Office Supplies & Equipment	1,223.71
Reimbursement/Donation	5.00
Street Captain Expense	122.22
Taxes & Licenses	75.00
Technology	366.61
Total Expenses	3,723.15
Donations & Other Income	5.00
Interest Income	126.18
Ending Balance	34,980.27

Balance Sheet			
ASSETS			TOTAL
Bank Accounts			
CD - BMO Harris x-0069			10,000.00
CD - BMO Harris x-3088			10,126.18
Checking - BMO Harris			14,707.02
Petty Cash			147.07
Total Bank Accounts			34,980.27
TOTAL ASSETS			34,980.27
LIABILITIES AND EQUITY			
Total Liabilities			-
Equity			
Opening Balance Equity			30,312.24
Retained Earnings			-
Net Income			4,668.03
Total Equity			34,980.27
TOTAL LIABILITIES AND EQUITY			34,980.27

5. Street Captains Report

Judy Hawley thanked all the Street Captains as they are a valuable resource for ROVA. There are still several streets without a Street Captain, and Judy highly encouraged anyone interested to apply. Judy stated it is the best way to get to know your neighbors. Even if your street has a street captain you could be one for another street. The purpose of ROVA is to help ViewPoint be an enjoyable place to live. Judy stated last year ROVA had over 1,900 members and this year ROVA is sitting at 1,427. She expressed this decline is due to the high number of units currently for sale, late arrivals of some long term members and streets without street captains.

6. AAMHO (Arizona Association of Manufactured Home)

Kathleen (Kath) Noble is the liaison for AAMHO. Kath explained the value of having AAMHO represent all Mobile home parks in Arizona at the Arizona state legislature. The biggest expense for AAMHO is for the state lobbyist. Her duty is to watch for and identify any bills that could have an impact on mobile homeowners, and then to let us know whether AAMHO supports or opposes the bill. Some of the key legislative successes in 2023 were:

- Stopped a bill that would have taxed every home on the sale value of the home and not the actual value.
- Increased relocation funds for people that have to move their home because a park closes or rent increases over 10 % plus CPI. For a single home it went from \$7,500 to \$12,500 and for double wides from \$12,500 to \$20,000.
- AAMHO is working on rent stabilization specifically for 55+ communities. Kath provided a document that anyone can add their name to and send to their state legislator. Even if you're only part time you can still submit the letter. She will share the master letters via ROVA newsletter and Facebook.

AAMHO also teaches classes on the AZ Mobile Home Landlord Tenant Act for park managers, which they must take every two years. AAMHO offers free classes for homeowners on the LTA and the next one is February 17, 2024, at 9:00 am in the Kokopelli room. The AAMHO annual general meeting is March 16, 2024, at 9:00 am in the ViewPoint Ballroom. All are welcome to attend. AAMHO needs more members. Kath encouraged everyone to become a member by going to www.aamho.org

7. Articles of Incorporation

Bill Parker introduced himself to the members of ROVA present at the AGM, and explained to the ROVA members that ROVA was presently functioning as an Association with no formal structure, and that ROVA needed to form a nonprofit corporation and the reasons for that formation. ROVA has retained Chad Miesen with the law firm of Carpenter, Hazlewood, Delgado & Bolen to prepare the necessary documents to form a nonprofit corporation, that more than ten days' notice had been given to the members of ROVA for a vote on the adoption of the Amended and Restated Articles of Incorporation of Residents of Viewpoint Association and that a quorum of the members of ROVA was present at this meeting.

Bill then asked if any members had any questions regarding the adoption of the Amended and Restated Articles of Incorporation of Residents of ViewPoint Association. There were no questions. Bill then asked for a motion to adopt the Amended and Restated Articles of Incorporation of Residents of Viewpoint Association. The motion was made to accept the Articles of Incorporation by the resident residing at site #325 and then seconded by the resident residing at site #3430. Bill then asked for a vote on the motion. The vote on the motion was taken and the motion passed. There were no votes opposing the motion. The Amended and Restated Articles of Incorporation of Residents of Viewpoint Association were adopted.

8. Nominations

Mel Kuipers introduced, via slide, the current ROVA Board Members. He explained how people on the board possess specific skill sets required to fulfill the needs of ROVA. The bylaws were changed to have all board members on a 1-Year Term and re-elected each year at the AGM.

Mel asked each of the board members if they are willing to serve for the 2024/25 term, to which they all agreed. There was a motion to accept all board members to the new term. Motion to accept #4214; Seconded #3432; Motion carried.

In addition, the bylaws state there must be 7-12 board members. Currently there are 10 board members. Bruce Orlando has requested to be considered for the board. Bruce has an extensive background working with HOAs. His business skills provide an opportunity to investigate rent increases. Joel Roland nominated Bruce Orlando to the ROVA board. Motion to accept #906; Seconded by #3409; Motion carried. Judy Hawley motioned for all nominations to be closed. Motion to close nominations #2101; Seconded by #2537; Motion carried.

9. Questions and Answers

At the beginning of the Q&A session, members were asked to provide their name and lot number for the record. During the Q&A session, there was a great deal of feedback with two wireless microphones in use, so in some cases we were not able to completely ascertain the information.

We respectfully ask if you were the person asking the question, and wish to be identified, please contact any board member to have these minutes updated prior to approval at the 2025 AGM.

Also, even though one person may have asked a specific question others verbalized similar comments. We tried to capture as much as possible. Questions have been combined when multiple people brought up the same issue.

- #2001 asked about more details with the fiber optics coming to ViewPoint. Airebeam was chosen as the supplier for fiber optics, which has a high rating. The pricing will be provided once they begin the project and there will be salespeople coming to talk with individuals about signing up. Residents can go on Airebeam's web site to see their current plans for internet and TV services. Cheri Dewarrat, ViewPoint General Manager, said as she receives more details, they will be passed along to everyone. The project will

start at the phone center and move down ROW 0100 E and then move to ROW 2600 S, with Phase III being completed last.

- Others asked if there will be a rent decrease as both TV and telephone service are going away. ELS is considering but would not give a timetable for an answer.
- #2034 asked about the drilling vendor and how they would do it. Cheri said in February they will have crews doing site preparation work. She thinks they will be running down the front of the units and not through the back. However, this could change. It was estimated to take around 6 months to completion.
- #2147 asked if residents could still use Jabba. The current answer is yes; however Jabba can change their mind for any reason.
- One person wanted ROVA to have rent increases as the top priority. It's nice to have the upgrades, but being priced out of our homes is becoming a real possibility. Kath Knoble discussed the class action lawsuit about price fixing that is in the works. Even though ViewPoint is not part of the lawsuit we will gain advantage from it.
- #532 was concerned the phones were not being used for notifications as some do not work. Will this be an issue with the new system. It was explained the current phone system is going away. How the new system will be used to communicate is unclear at this time. They stressed communication was a huge issue and needs to be addressed.
- #106 has had drainage issues after a rain ever since the new homes have been installed on street ROW 0100 W. They felt there was a law that required a drainage plan be in place and reviewed to alleviate drainage issues.
- Irrigation is not working and is not being fixed. Management needs to focus on the basics of the park and not start large projects until all the basics are completed.
- It was stated by many residents that they don't know who Cheri Dewarrat, ViewPoint General Manager is. She doesn't come to any events, gatherings or rarely visits anyone outside of her office. It appeared Ashley Newcomer was providing great service but was terminated, Kathy Jewett also left, and she was personable but couldn't take the pressure.
- #749 The ladies handicapped bathroom by the main office is in disrepair. There are not enough shower benches as they keep getting moved or taken. The floors are very slippery in the bathroom and around the pool by the main office. The hot tub needs a handrail to get in and out of for handicapped people. ROVA can discuss this at the next meeting with Cheri. Also contact ADA and see if there can be assistance from them or other organizations.
- #1910 gets 3 inches of water in their car port. The issue here also started after the new units were installed.

- #1906 can't open a utility door as the new wall was built to close. The construction manager is to meet with them. ROVA asked to be kept informed of any progress about the issue.
- #4108 also was concerned about rent increases and wanted to make sure ROVA is working on it. Kathleen Noble addressed how the AAMHO lobbyist is working on this at the state level.
- #4933 stated there is a need for more tables around the pool and hot tub by the main office. The tables keep disappearing.
- #4017 thanked ROVA for better communication with management and hoped it will continue.
- Also concerned about things being taken away such as not allowing family members to utilize golf punch cards when visiting, TV, Phone, better pricing for residents at golf course, no golf memberships. We verified that residents receive the lowest pricing for golf. Visiting family members and friends get a reduced rate but not the same as residents. Finally, anyone outside of the park pays the highest rate.
- #534 wondered why the rents are so different for similar units. Understandable the double wide homes and ones on golf course may be more but not the same units in same area.
- In phase I the water continues to be shut off on a regular basis. Is ROVA working with management to address the deteriorating water infrastructure?
- #3729 is concerned about the utility costs. They have gone round and round about not being able to figure out why it changes so much. Ed has worked with one member to help determine some errors and helped get credit for the overcharge. Phase III has their bills come through ViewPoint and they add a fee for service which also adds to the bill.
- #3224 said there is no place in Phase III to take your dog. Not necessarily a running dog park but some place where they can do their business. It was asked if they contacted the Dog Club, but it appears this is only a social club. Management in the past has said there is no optimal place to put a dog park.
- Why can't fruit trees be planted in Phase III, so they can pick and enjoy them. It continues to be an issue with people picking fruit from any tree they want in Phase I and II.
- Regarding the management meetings moving forward with ELS Vice Presidents, can the membership be kept in the loop as what is discussed? This will be considered.

The meeting was adjourned at 8:45.