

# ROVA Minutes



ViewPoint ROVA  
Mesa, AZ  
www.vprova.org

Meeting Info: December 10th, 10:00 AM (AZ) Activities Boardroom

## Attendees Y means they were in attendance

- Y Ed Plumb, President
- Y Mel Kuipers, Vice President
- Y Jennifer Gilmore, Treasurer
- N Joel Roland, Secretary
- Y Judy Hawley, Street Captain Coordinator
- N Bill Parker, Legal
- Y Richard Sebo, Health Safety
- Y Kathleen Noble, AAMHO liaison

# Approved

Guests

Meeting Called to order: Ed

## MINUTES

Priority	<input type="text" value="Low"/>	ROVA Assigned	<input type="text" value="Joel"/>	Start Date	<input type="text" value="7/12/2024"/>
Responsibility	<input type="text" value="ROVA"/>	ELS Assigned	<input type="text"/>	Status Update	<input type="text" value="11/18/2024"/>
Description	<input type="text" value="Review of last months minutes"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion**

**Action Item**

## TREASURER

Priority	<input type="text" value="Low"/>	ROVA Assigned	<input type="text" value="Jennifer"/>	Start Date	<input type="text" value="7/22/2024"/>
Responsibility	<input type="text" value="ROVA"/>	ELS Assigned	<input type="text"/>	Status Update	<input type="text" value="11/18/2024"/>
Description	<input type="text" value="Review of last months treasurer's report"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion**

One of the quests asked if ROVA would be contributing to AAMHO again this year. As it was disucssed last month that decision will be made in January after the new board is elected. It was also questioned about AAMHO's future. Kath Noble explaining AAMHO, with changes in personel and additional efforts, is now solvent and future looks promising.

It was asked if we could consider donating to the Sun Shine angels food drive. The board determined our funds are for use within ViewPoint.

For transparency ROVA's books will be audited in January with someone within the park with accounting background.

Motion seconded by Judy  
Motion carried

**Action Item**

## STREET CAPTAIN UPDATE

Priority	<input type="text" value="High"/>	ROVA Assigned	<input type="text" value="Judy"/>	Start Date	<input type="text" value="7/22/2024"/>
Responsability	<input type="text" value="ROVA"/>	ELS Assigned	<input type="text"/>	Status Upate	<input type="text" value="11/18/2024"/>
Description	<input type="text" value="Street captians update and review"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion**

The street captians first meeting of the season was held in November 16th. There has been some success in aquiring new street captians but still more are needed. It was discussed to put information in everyone's mailboxes to recruit new street captians. In addition to send other ROVA information.

**Judy Action Item**

Ed will check with Ryan to see if information can be put in the mailboxes. Ryan said he would like to see the information before it goes in the mail boxes

## ADA CONCERNS

Priority	<input type="text" value="High"/>	ROVA Assigned	<input type="text" value="Rich"/>	Start Date	<input type="text" value="2/20/2024"/>
Responsability	<input type="text" value="VP"/>	ELS Assigned	<input type="text"/>	Status Upate	<input type="text" value="11/18/2024"/>
Description	<input type="text" value="Rich provided a detailed list of issues and safety concerns around pool/hot tub to Cheri in Feb, 2024"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion**

Discussion/update:

**Action Item**

Rich will review and give updates as needed. Asked to keep on agenda

# ANNUAL MEETING (AGM)

Priority	Low	ROVA Assigned	Joel	Start Date	1/16/2024
Responsibility	VP	ELS Assigned		Status Update	11/18/2024
Description	Takeaways from the annual general meeting			Completed On	

**Date Edited** 12/10/2024

**Discussion** Mr. Burns will setup the sound system and we will try to record the meeting

**Action Item** Contact Mr. Burns in Tech Club about recording or live streaming the AGM.

# BALLROOM USAGE

Priority	High	ROVA Assigned	Ed	Start Date	7/10/2024
Responsibility	ELS	ELS Assigned	Ryan	Status Update	11/18/2024
Description	What will happen to all groups, and more			Completed On	

**Date Edited** 12/10/2024

**Discussion** ELS is still looking at options including Fat Willy's. No time frame was given.

**Action Item** Waiting for a response from Ryan on December 10th

# CONCERNED MEMBERS

Priority	High	ROVA Assigned	ED	Start Date	11/26/2024
Responsibility	ROVA	ELS Assigned		Status Update	11/26/2024
Description	Member looking for response to email			Completed On	

**Date Edited** 12/10/2024

**Discussion** Harold Heyming, George Guthro and Marianne Humphries requested an audience with the board to express their concerns about how the ROVA board has handled some issues with ViewPoint (VP) and ELS. Also to give suggestions on how the board could possibly be more productive utilizing different strategies, as explained below.

They gave numerous examples of how VP has failed to address concerns residents have raised. Including but not limited to rate increases, Lost TV & phone service, Bingo and liquor license.

They also expressed that they believed ROVA has not communicated with its members in a timely and appropriate manner.

The guests made the following recommendations.

Utilizing ROVA members better through petitions, surveys and emails,

they suggested using Survey Monkey. They expressed that greater numbers will potentially produce better outcomes for many issues. Obviously not small issues but ones that have a major impact on all residents.

- Some of these have been utilized through our current survey system. However, it takes time, and the board will look at how we can be more efficient in its utilization. The ROVA board totally agrees there is more that can be done in getting all members more involved.
- Our minutes, newsletters, and website are good sources of information, but we can look at other ways to get more information out quicker and more accurate. With more volunteers ROVA can share the workload, which is our goal moving forward.

Possibly use Better Business Bureau, or other government agencies that may have jurisdiction in areas of concern.

- This is a good idea when appropriate. The Board will definitely consider this in the future.

The question was raised at what point should ROVA consult with an Attorney to protect the rights of the residents.

- When an issue is significant enough to bring in an attorney the documentation is critical. In addition, it will need full membership approval. We do have an attorney on the board as well as other attorneys in the park that could give opinions on the validity of any claim, or at least give recommendations how to proceed.

It was suggested everyone go to the Facebook page "We the People Getting Screwed by ELS". It shows (VP) is not the only park having major issues with ELS. They believed ELS uses the corporate strategy of Ignore and Delay.

- Several of the ROVA board have and will continue to access this Facebook page to gain additional information, this is a good suggestion for all ROVA members.
- In the past few years ELS and VP have been passing expenses to the clubs and groups. Examples being tennis and pickleball doing their own repairs.

When appropriate flood ELS managements emails regarding a specific issue. Also send letters from as many residents as possible to the appropriate ELS contact.

- The coordination of this is always challenging but we all agree this is a strategy that could have a profound impact on an issue.

Black Rock is one of the major shareholders of ELS and it was suggested ROVA could let them know VP and ELS are not living up to the standards they quote in their 2023 annual report. One of the guests will continue to investigate Black Rock and provide additional

information.

Realizing ROVA doesn't have the power to change VP/ELS by force but with better communication and with the new management, at VP, we can turn a corner and work more proactively together.

- ROVA is in its second year meeting with other ELS parks in the Mesa area to find common issues for a stronger voice in speaking with ELS.
- In the last meeting with Ryan Coslett, regional director for ELS, he stated he wants to work with the new management at VP and ROVA to make VP the premier park it was and could be again. As the new VP manager comes on board it is our expectation there will be better cooperation and communication.

***In conclusion the ROVA board wants to thank the group for bringing forth their concerns and suggestions.*** The ROVA board will take each of these recommendations under advisement. Some of the recommendations have been used in the past but not to the extent that is suggested by the guest. The guests believe some issues have not been taken far enough. The ROVA Board expressed the need for additional residents to become board members and to be more active in ROVA to achieve better results as indicated. It was expressed with the changes of the ROVA board and with the new management it may be possible to start a new era of communication between ROVA, VP, ELS and all residents of VP.

Action Item

## ELS MEETING

Priority	Low	ROVA Assigned	Ed/Mel	Start Date	2/20/2024
Responsibility	ELS	ELS Assigned	Ryan/Bruce	Status Update	10/21/2024
Description	Update from meeting with ELS Corporate			Completed On	

Date Edited 12/10/2024

### Discussion

- Have you secured a new General Manager for ViewPoint
  - A new manager and assistant manager have been hired. The assistant has started and the manager starts January 1st. Asked if the new manager would meet with residents and Ryan responded YES.
- Bingo, what can we work on to get BINGO back for this year. Possibly a new set of volunteers. However, the volunteers would need to make it work for them. I hate to see that kind of money disappear for the clubs and Viewpoint
  - Ed and Mel expressed their dissatisfaction about how Bingo has been treated over the last couple years. Ryan said

he would investigate getting Bingo's room back.

- Rental increases for 2024
  - Ryan said most of the leases were one-year leases and most will be according to the CPI index. It also depends on competition, market rate and other variables.
  - When asked about lease containing information about TV and phone Ryan indicated a memo was sent out stating both TV and Phone would be eliminated. Ryan indicated this made the current leases valid even if they stated TV and phone were included.
- Emergency phones in public areas
  - Ryan indicated they are available. Ed indicated some are not working. Ryan will have Anthony check on them and make sure they are operational.
  - Ed also indicated someone was hurt at one of the pools and there were/are no first Aid kits available anywhere. Ryan indicated they have one in the office but more for staff use. He will investigate it. Ryan asked if a report was filed. ELS/VP always want a report of any accidents.
- WIFI not available at NorthPoint and other common areas
  - Ryan indicated with AirBeam WIFI should be more available. He will investigate
- Ballroom activities any movement on liquor license
  - ELS is still looking at how they can make it more accessible. They are relooking at how they may be able to use Fat Willy's only for the kokapel room.
- Phone directory
  - Because this is such a valuable tool, how can we reinstate the directory. ELS is concerned about liability providing personal information. He requested ROVA help secure permission from residents to provide just their name and site number. ROVA will look at assisting in securing release forms.
- Are there any plans to upgrade/replace the aging water and electrical infrastructure in Phase one? Also, when a new unit is put in do they replace the electrical service or utilize the current system?
  - Ryan couldn't answer about new infrastructure at this time.
  - He also wasn't sure how they connected the new units.
- Any other major changes for 2024
  - None he could share at this time.

**Action Item**

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# EMERGENCY/SAFETY

Priority	High	ROVA Assigned	Rich/Mel	Start Date	7/1/2024
Responsibility	VP	ELS Assigned		Status Update	11/18/2024
Description	Emergency Plan			Completed On	

**Date Edited** 12/10/2024

**Discussion** The document is complete. Ed requested it be sent to all board members before the January 14th meeting. At the board meeting we will review and approve or make changes then present to ROVA membership at the AGM. We asked Kath if AAMHO maybe able to review but she didn't think there was anyone that could assist.

**Action Item** Send to ROVA board by January 10th

# FUND DISTRIBUTION

Priority	Low	ROVA Assigned	ROVA	Start Date	1/16/2024
Responsibility	ROVA	ELS Assigned		Status Update	11/18/2024
Description	Everyone is to send 3-5 ideas			Completed On	

**Date Edited** 12/10/2024

**Discussion** via email on November 15th Mel motioned to spend \$3,000 to assist Bingo in purchasing and install christmas lights on main street.  
Joel seconded via email  
approved via email motion passed  
  
All equipment has been purchased and installed.

**Action Item**

**Date Edited** 12/10/2024

**Discussion** New laptops and complementing equipment has been purchased at a total cost of \$2,266.59

**Action Item** Any new iteas?

# NEWS LETTER

Priority	Medium	ROVA Assigned	Board	Start Date	11/8/2024
Responsibility	ROVA	ELS Assigned		Status Update	11/8/2024
Description	What will happen with the newsletter			Completed On	

**Date Edited** 12/10/2024

**Discussion** In order to have a more consistent newsletter all information needed to be to the appropriate person by 27th of the month. This will allow the newsletter to

be published by the 2-4 of the new month.  
Moving forward ROVA will reach out to all the clubs/groups for any information they may want to share with members.

**Action Item** Joni had some people interested, where are we at?  
Maybe the next time we send out an email blast, we include a message to all members that if their group is having an event they would like to have announced to send ROVA a notice and we will include it in the next newsletter.

## RENEWALS

Priority	<input type="text" value="Medium"/>	ROVA Assigned	<input type="text" value="Jennifer"/>	Start Date	<input type="text" value="12/6/2024"/>
Responsability	<input type="text" value="ROVA"/>	ELS Assigned	<input type="text"/>	Status Update	<input type="text" value="12/6/2024"/>
Description	<input type="text"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion** Discuss what subscriptions we need to address and when.  
Corporation renewal  
Website URL  
Web name  
Website consultation  
Dropbox  
Microsoft 365  
Zoom calls  
Other

**Action Item** Joel will put a report together indicating when each of these are due and who is responsible for them.

## ROVA POSITIONS

Priority	<input type="text" value="High"/>	ROVA Assigned	<input type="text" value="Board"/>	Start Date	<input type="text" value="9/11/2024"/>
Responsability	<input type="text" value="ROVA"/>	ELS Assigned	<input type="text"/>	Status Update	<input type="text" value="11/18/2024"/>
Description	<input type="text" value="Find people to fill open positions"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion** Bill Egeberg and Pat Horton were invited to the board meeting as prospective board members and possible president and vice president.  
Mel motioned to set both on the board  
Ed seconded  
motion carried

**Action Item**

**Date Edited** 12/10/2024

**Discussion**

**Action Item**

## SECURITY

Priority	<input type="text" value="Medium"/>	ROVA Assigned	<input type="text" value="Mel"/>	Start Date	<input type="text" value="9/16/2024"/>
Responsability	<input type="text" value="ELS"/>	ELS Assigned	<input type="text"/>	Status Update	<input type="text" value="11/18/2024"/>
Description	<input type="text" value="Develop a security plan"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion**

**Action Item**

## SOUND SYSTEM

Priority	<input type="text" value="Low"/>	ROVA Assigned	<input type="text" value="Joel"/>	Start Date	<input type="text" value="3/19/2024"/>
Responsability	<input type="text" value="VP"/>	ELS Assigned	<input type="text"/>	Status Update	<input type="text" value="10/14/2024"/>
Description	<input type="text" value="Multiple groups have had issues with the system."/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion**

**Action Item**

## STREET LIGHTS

Priority	<input type="text" value="Medium"/>	ROVA Assigned	<input type="text" value="Ed"/>	Start Date	<input type="text" value="3/19/2024"/>
Responsability	<input type="text" value="ELS"/>	ELS Assigned	<input type="text"/>	Status Update	<input type="text" value="11/18/2024"/>
Description	<input type="text" value="Many globe street lights are not working"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion**

**Action Item**

# THE SISTERS PARK GROUP

Priority	<input type="text" value="Low"/>	ROVA Assigned	<input type="text" value="Mel/Ed"/>	Start Date	<input type="text" value="4/16/2024"/>
Responsability	<input type="text" value="ROVA"/>	ELS Assigned	<input type="text"/>	Status Update	<input type="text" value="11/18/2024"/>
Description	<input type="text" value="Discussed reason/goal for meeting between all parks"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion** Three parks and 8 people attended the meeting. There are a few more parks that are interested in joining the group. The group will be unofficially be known as THE SISTERS PARK GROUP.

They reviewed the leases and park rules and regulations between parks and it appears the both are very consistant with some minor changes.

Bruce will not be attending the meetings, however, Mel would like to continue as a member of ROVA but as he will not be on the board ROVA will need to have another board member participate in the meetings.

**Action Item** Mel will let the board know when the next meeting is and ask for someone from the board to attend.

# VP MANAGEMENT MEETING

Priority	<input type="text" value="Medium"/>	ROVA Assigned	<input type="text" value="Ed"/>	Start Date	<input type="text" value="1/15/2024"/>
Responsability	<input type="text" value="VP"/>	ELS Assigned	<input type="text"/>	Status Update	<input type="text" value="11/18/2024"/>
Description	<input type="text" value="Meeting and communication with VP"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion** Update/Discussion:  
Any news on a new manager?

**Action Item** On hold until new manager

# VP MEETING

Priority	<input type="text" value="Medium"/>	ROVA Assigned	<input type="text" value="Ed"/>	Start Date	<input type="text" value="11/8/2024"/>
Responsability	<input type="text" value="ELS"/>	ELS Assigned	<input type="text"/>	Status Update	<input type="text" value="11/8/2024"/>
Description	<input type="text"/>			Completed On	<input type="text"/>

**Date Edited** 12/10/2024

**Discussion** Ryan continue to say they are looking for a solution

**Action Item**