



**ViewPoint ROVA**

Mesa, AZ

[www.vprova.org](http://www.vprova.org)

**ROVA Street Captain Meeting Minutes**  
**Wednesday, February 19, 2025 @ 10:00 AM (MST)**  
**Location: Computer Classroom #2**

**1. Call to Order and Welcome**

- a. Judy Hawley called the meeting to order at 10:05am. Judy introduced the new Street Captains and Phase Coordinators. The Street Captain sign-in sheet was circulated for signatures.
- b. Judy introduced the New Guest Services Manager, Jennifer Strassburg. Jennifer shared her work history with the group, which included commercial property management, real estate, working with hotels, storage parks, and RV parks. She advised that her main role is to address issues regarding our homes. They are working on creating a “Contact List” for residents which will outline who to contact for specific issues. In addition to this, they are working on a Mission Statement and Improving the Work Order process. ViewPoint management and corporate is also focussing on better communications with the residents, which could include a VP Corporate Facebook page. Corporate also continues to work on the e-mail system as not all residents are receiving the corporate e-mails. ROVA has agreed to post VP emails on our website.

**2. Approval of January 15, 2025, Meeting Minutes**

Minutes approved and adopted. Louise Claire (#4408) made the motion and Barbara Colwell (Site #4514) seconded the motion.

**3. Street Captain Coordinator Updates**

- a. Judy welcomed the new Street Captains to the team, as well as Vonda Jewett, our new Membership Database Administrator.
- b. Street Captains were reminded to hand in all membership slips and dues to the appropriate Phase Coordinators: Phase 1 & 2, Dot Link and Phase 3, Nanci for quality control. These slips will then be forwarded to Vonda Jewett to update the membership database. Please remember to write legibly when filling out resident membership slips.
- c. Vacant ROVA Secretary Position: Judy reminded everyone that the Secretary position remains vacant. If you have a few hours to spare or know of someone in the park who could assist with this position, please let Judy know. General duties include working with the Street Captain Coordinator to prepare the meeting agendas and minutes.

- d. ViewPoint Directory: Judy discussed that ViewPoint will be compiling a resident directory, which will hopefully be ready for distribution in the fall when we return. Judy encouraged everyone to complete the form and hand it into the office ASAP.

#### **4. Board of Directors Update**

- a. As per the Annual General Meeting on January 22nd, 2025, the new Board of Directors will consist of the following:

Bill Egeberg - President

Pat Horton - Vice President

Jennifer Gilmore – Treasurer

Joel Roland – Secretary

Bill Parker – Legal Advisor

Rich Sebo – Health and Safety Administrator

Kath Noble – AAMHO Liaison

Judy Hawley – Street Captain Coordinator

- b. Bill advised that the Board has monthly meetings with Tim Heim, ViewPoint General Manager and Ryan Coslett, Regional Vice President. The current process is for the Board to submit a list of items and issues for Tim and Ryan to review prior to the Meeting. These items are discussed, and an action plan is developed at the meeting for future implementation etc. Joel tracks the progress of the items to ensure completion.

- c. The ROVA web site has been updated to protect the privacy of Board Members. New forms, and options to contact the Board have been implemented. VP Management and Corporate is grateful that ROVA is sharing information on their behalf.

- d. Discussion took place on what a valuable resource the ROVA website is. All of us should be sharing and promoting its use.

- e. The Board is following up on tree trimming, lighting issues, and guest security process.

- f. AED machines are located throughout the park. More information required on the exact locations and possible training.

- g. Pat Horton advised that the Board continues to meet with other ELS 55+ communities within the valley to discuss common issues/problem.

- h. Pat indicated that the Board is looking for a person within the park that has maintenance/construction background that could assist the Board on these types of issues. The person would report to Pat, who would report to the Board.

- i. Bill Parker will monitor and answer the “Rumor Has It” feature on the ROVA web site.

**5. Arizona Association of Manufactured Home Owners (AAMHO) Update**

Kathleen Noble reminded everyone of the AAMHO General Meeting: March 15, 2025. ViewPoint Ballroom. Please 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.

**6. Membership Update – Judy on behalf of Joni Courchaine**

Membership was reported to be on track for the year.

**7. Next Meeting: NorthPoint Gecko Room**

March 19<sup>th</sup>, 10am-12:45pm, Wrap-Up Meeting followed by a light Thank You Lunch ☺

A follow-up email will be sent asking for an RSVP.

**8. NOTE:** ROVA now has a physical mailing address. This could easily be used by residents who would like to mail a check to renew their annual membership when their winter arrival is delayed.

ROVA

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