



ROVA Minutes

APPROVED

Meeting: August 19th 2025 8:00 AM (AZ)

Guests: Tim Heim

- Y Bill Egeberg, President
- Y Pat Horton, Vice-President
- N Jennifer Gilmore, Treasurer
- Y Joel Roland, Secretary

- Y Judy Hawley, Street Captain Coordinator
- N Bill Parker, Legal
- Y Kathleen Noble, AAMHO liaison
- N Vonda Jewett , Membership

Open, Health and Safety

2025/26 STRATEGIC PLAN

Priority: High	Responsibility: ELSVP	Assigned To Joel	Tim
----------------	-----------------------	------------------	-----

Question: Are there any updates on additional strategic plans for ViewPoint in 2025/26 that can be shared that have not been covered in your Tim Talks?

Discussion: Continued work on Northpoint to include new flooring, equipment repair and more.
 Water filtration systems to fill water bottles is being looked at
 Changing landscaping to be more desert friendly
 Worked extensively on 9 hole golf course
 Upcoming talks/listening sessions with Frank for golf
 Working to establish online check in for campers
 Directory is still in the works but will only be available electronically when completed
 Lines on the streets should be completed by October

AAMHO

Priority: Medium	Responsibility: ROVA	Assigned To Kath	
------------------	----------------------	------------------	--

Question: Monthly Update

Discussion: There is a new director for district one, ViewPoint is in district one
 There will be listening sessions to compile information on topics AAMHO needs to address.
 This is not a session to complain, but to inform. The two ongoing topics are rent controls and utility billing
 AAMHO is asking people to provide letters from their management companies about their rent increases. Everyone is encouraged to send the letter they received, knowing their names will be redacted. The hope is to have 4 years of data. This is crucial when presenting to the legislators.

BROCHURE 2026

Priority: Low Responsibility: ROVA Assigned To Joel

Question: A sample of design and information has been sent to everyone for suggestions. Please review the latest example and we can finalize if everyone approves.

Discussion: The new design was approved with some additions and corrections. The revised version will be sent to the board this month for re-evaluation in September. The goal is to complete the brochures for late October.

FREE MEMBERSHIP

Priority: High Responsibility: ROVA Assigned To Bill E

Question: Update of letter to street captains

Discussion: Sample letter was presented and board members have given suggestions. The revised letter will be sent to the board this month with completion and distribution by October.

LEADERSHIP MEET AND GREET

Priority: High Responsibility: ELSVP Assigned To Bill E Tim

Question: Bill will work with ViewPoint and other volunteers to make this happen
The date will be November 14th in the Kokapelli room
VP provided the list of all groups and clubs to allow ROVA and VP to notify residents

Discussion: **Inaugural Leadership Meet and Greet**

Who:

- Sponsors – ROVA and Viewpoint
- Attendees: All Leaders, Presidents, Heads of, and Assistants of Viewpoint organizations, Clubs and Groups operating at Viewpoint.

What:

- Social Hour with a catered lunch (ex: Sub Sandwiches)
- Short initial greeting and recognition of sponsors
- Thank you and recognition of those attending

When:

- Late October / Early November
- 11:30am – 1:30pm on a weekday
- Lunch 12:00 noon – 1:00pm

Where:

- Kokopelli Room / Grand Canyon East and West Rooms

Why:

- To meet, greet, bring closer and thank all who work at making Viewpoint great.
- To recognize the importance of all organizations offering something for all residents of Viewpoint RV and Golf Resort.

How:

- Send out invitations via, phone calls with follow-up, signup list and set up a planning committee.

MINUTES

Priority: Low Responsibility: ROVA Assigned To Joel

Question: Review

Discussion: Judy motioned to accept June Minutes
Kath seconded
All approved
Motion carried

NEW BOARD MEMBERS

Priority: Medium Responsibility: ROVA Assigned To ALL

Question: I apologize. I have misplaced the names of the people interested in being on the board.
Please share during the meeting and I will include them.

Discussion: Karen Roberts and Loyd Hggins (not sure of spelling)
They will be invited to the September board meeting

ROVA INFO DAY

Priority: Low Responsibility: ROVA Assigned To Judy/Terri

Question: Update

Discussion: Judy will work with Terri and activities as they move this initiative forward. Judy and Terri will present at the September board meeting.

STOLEN PROPERTY

Priority: High Responsibility: ROVA Assigned To Bill E

Question:

Discussion: Response from Tim
Hi Pat,
Thank you for reaching out and for your continued partnership through ROVA—it truly makes a difference to have this kind of engagement from the resident community.
I want to start by reassuring you that, overall, incidents at Viewpoint are actually

down this year compared to previous years. That said, I understand how unsettling even one incident can be, especially when it's discussed publicly. The recent Facebook post regarding a stolen golf cart is unfortunate, and while these kinds of incidents can happen anywhere, our goal is always to do everything we can to prevent them here.

In the short time I've been at Viewpoint, I've worked closely with our team and security to take a much more proactive approach to safety and communication. Some of the steps we've recently taken include:

- Tightened gate procedures, including updated protocols for verifying vendors and visitors
- Re-established clear expectations with our security team, including enhanced patrol routines
- Increased visibility of staff during peak hours and high-traffic events
- Continuing regular meetings with our security team to review incident reports and adjust strategy as needed

Looking ahead, we're working on a few additional initiatives, such as improving resident education around personal security (e.g., golf cart keys, valuables, etc.), and exploring potential upgrades to our lighting in certain areas.

We all want the same thing—a safe, secure community—and I value the chance to work together toward that.

If there's anything else you need in the meantime, please don't hesitate to reach out.

I appreciate our partnership.

Your Oasis of Awesomeness Awaits,

Tim Heim

Resonse from other park

Response from other parks

This is Tom Wilhelm from Monte Vista Resort in Mesa. I was on the board for 4 years and am now the past chairman for this coming season. I was overseeing the block captain program for 4 years. We do have a neighborhood watch program in place and seems to be working well. I have been in the park for 5 years now and the first 2 years we have had a number of stolen bikes even though they were locked up but no house break ins that i know of. We have monthly block captain meetings as we address any issues . The captains have welfare checks and have block get togethers as often as they can to pass on info that they receive . I have had the crime specialist come in each year and give valuable information. Also fire department as well as AAMHO rep. We have 24 hour security with roving security throughout the day. Our gate is locked at 10 pm on baseline and our gate on Ellsworth has 24 hour guard on duty. As we all have badges to access the gate 24 hours a day. We also

have the police department right next door. We feel very safe hear with only minor issues. I hope that helps.

Thomas R. Wilhelm
Monte Vista Resort

Priority: High	Responsibility: ROVA	Assigned To Bill E
----------------	----------------------	--------------------

Question: Pat is contacting Tim to find out what VP's next steps are.
Bill E. Is contacting Steven to let him know the boards decision not to move forward with a map showing all cameras in the park.

Discussion: July 29th 2025
in attendance were Bill E, Pat H, Jennifer G, Joel R, Judy H, Kath N.

- ROVA's response to the issue of a golf cart being stolen is the following.
- ROVA is checking with our sister parks as to issues they may be having and what they are doing to remedy the issue
(See below)
- ROVA has reached out to "Neighbor Hood Watch" to ascertain if this could be a fit for ViewPoint
Bill worked with Mesa police department and found that "Neighbor Hood Watch" would not be a good fit for VP
- ROVA is reaching out to Tim to find out what exact processes or procedures ViewPoint is doing or planning to do to increase security for the park
- Steven Dow has offered to work to put a list of residents with cameras together. In the event there is an issue he would work with the homeowners to see if their cameras picked up anything. Then relay that information to the appropriate person.
Because of personal privacy issues ROVA has decided this is not something ROVA can be involved with, at this time.

Response from other parks

This is Tom Wilhelm from Monte Vista Resort in Mesa. I was on the board for 4 years and am now the past chairman for this coming season. I was overseeing the block captain program for 4 years. We do have a neighborhood watch program in place and seems to be working well. I have been in the park for 5 years now and the first 2 years we have had a number of stollen bikes even though they were locked up but no house break ins that i know of. We have monthly block captain meetings as we address any issues . The captains have welfare checks and have block

get together as often as they can to pass on info that they receive . I have had the crime specialist come in each year and give valuable information. Also fire department as well as AAMHO rep. We have 24 hour security with roving security throughout the day. Our gate is locked at 10 pm on baseline and our gate on Ellsworth has 24 hour guard on duty. As we all have badges to access the gate 24 hours a day. We also have the police department right next door. We feel very safe hear with only minor issues. I hope that helps.

Thomas R. Wilhelm
Monte Vista Resort

STREET CAPTAIN

Priority: High	Responsibility: ROVA	Assigned To Judy
----------------	----------------------	------------------

Question: Update on letter to be sent to street captains

Discussion: ROVA is reaching out to all street captains to determine who is coming back and who will continue to be a street captain.

TREASURER

Priority: Low	Responsibility: ROVA	Assigned To Jennifer
---------------	----------------------	----------------------

Question: Monthly update

Discussion: Jennifer was unavailable, therefore the July and August report will be reviewed and presented at September board meeting.
