



ViewPoint ROVA

Mesa, AZ

www.vprova.org

ROVA Street Captain Meeting Minutes

Location: Computer Classroom #2

November 19, 2025 10 a.m.

1. Call to Order and Welcome - Street Captain Coordinator Judy Hawley

- Judy Call to Order 10:01 a.m.
- Judy welcomed the street captains coordinators and board members back for the season

New Street Captains

- 5 new street captains were welcomed and Judy encouraged everyone to spread the word to anyone interested as there are roughly 20 streets who still need street captains

New Street Captain Admin

- Jessica Roy was introduced and welcomed

Phase Coordinators - Dot Link and Nanci Hannon

- Phase One and Two Coordinator Dot Link - Dot welcomed everyone to the meeting. She explained that she is here as a resource so anyone can come to her with issues they may have with forms, lists, etc. Her job is to coordinate and be a link between street captains and the board. These phases are short street captains so please encourage people to volunteer
- Phase Three Coordinator Nanci Hannon- Nanci welcomed everyone. Nanci explained that it will be an easier year as a street captain because of the sponsored membership. Nanci sent an email out to the street members and explained to the

street captains how she pre-filled out the white forms. She will deliver the yellow forms to her street in the next few weeks. If anyone wants help to do the forms or talk about how she did it feel free to reach out.

ROVA Board of Directors and AAMHO Liaison

- Judy introduced and welcomed Bill Egeberg (ROVA President) and Bill Parker (legal advisor for ROVA)

2. Approval of the March 19, 2025, meeting minutes

- No minutes from last meeting so no approval needed

3. ROVA overview - ROVA President Bill Egeberg

- ROVA Board met on Nov 18, 2025 - met with Tim Heim (Viewpoint General Manager) first and then with the ROVA Board

Accomplishments

- This year's brochure explains the cornerstones of ROVA
The following is a list of items ROVA has advocated for on the residents' behalf:
 - golf pricing
 - meeting with AAMHO
 - co sponsored Christmas Lights
 - meet and greet with leadership/groups in the park (held last week) 18 groups were in attendance
 - revamped all AED locations
 - copy of VP emergency plan (on website)

- created a budget for ROVA - consequently we have a sponsored membership this year - the purpose is to thank our current members and attract new members to ROVA
- completed a satisfaction survey by residents

Goals

- work closer with groups from Viewpoint - many groups have their own websites so including this information in the ROVA newsletter will be implemented
- continuing to work with VP management regarding the directory
- looking at ways to do electric bill averaging - there is currently a disconnect between how the bills are processed in the different phases
- mitigate flooding issues in the park
- additional guest passes - currently two passes are available but ROVA will explore asking for more
- revamping the ROVA website to make it more user friendly - a flowsheet was shared that explains where residents can find information on the website - this will be available to all residents - note that for **this year only** residents will have access to most areas of the site without having to create a login
- continue to encourage street captains to get to know their neighbours better - great way to keep the streets and self safe
- further develop connections with “sister parks” to explore how the different parks can support each other

- continue to encourage residents to send in questions for the “Rumor Has It” page on the website - this has been a positive resource for people with questions

Closing Remarks

- Continue work with the Viewpoint management team to create positive environment for residents
- If street captains have any concerns, please pass them on to their Phase Coordinators and they will pass them on to Bill

4. Membership Update – Membership Database Admin Joni Courchaine

Sponsored Membership 2026

- ROVA Sponsored 2026 membership offered to all VP Residents
- unfortunately Joni could only print out one resident report - she will either drop these off to street captains or she will email the list directly to street captains who have asked for them
- resident list form has changed to be more condensed and easy to follow
- these forms will indicate the four categories of resident - active, bounced, unsubscribed or declined
- once you have filled out the small forms, deliver the white copy to your phase coordinator and the yellow to your residents
- after the information is inputted, members will get an email message that says their ROVA membership has been activated - very simple for residents to access the information
- ROVA Newsletter - will be more streamlined as well - especially in regards to clubs

Form completion and email addresses

- there is no timeline for the forms but generally street captains have them complete by end of January

- email addresses are important as they are the vehicle used to send out information

Dealing with email bounces

- a bounce will indicate that the email has an issue, street captain should contact the resident and to get the correct email

Questions on overall process and how to improve

- a. Question - Should we be advocating for a double membership from residents in the same household if one person is a member and the other is not?

Answer - Yes, try to get the information of all members of the household

- b. Question - Should we be asking for phone numbers as there isn't a space for them on the small white form?

Answer - Yes, write the number on the bottom of the form

- c. Question - We will get a resident list - if that list is perfect do we still need them to complete the small white form?

Answer - Yes, it is an audit trail so they need to be turned in

- d. Question - Do I still need to email the resident for information if their information has not changed?

Answer - No, there is a box that says "no change" on the form so just check that off

- e. Question - Last year, some street captains collected for 2026. What do we do?

Answer - If someone paid for 2026, our information will say prepaid. If the resident wants their money back, let your phase captain know and we will get the money back to them. If they

want to roll it forward to the next year, we will note that on the list. We have 73 people who have prepaid.

5. Review streets without Captains

- Please look on the website and see which streets do not have street captains and if you know of people who are interested, encourage them to contact your phase coordinator
- Nanci mentioned there are 4 streets in Phase 3 who do not have street captains, needs 2 more streets to have the brochures dropped off
- Nanci sent an email out to her residents and if you would like her to share the email, let her know
- Contact Dot, Judy or Nanci if you are willing to help hand out brochures

6. Q&A

- a. Question - Does ROVA have a letter that we could include with the brochure?

Answer - On the ROVA website there is a letter that can be printed out and the brochure itself has the information

- b. Question - When is the annual activities fair?

Answer - January 6 in the ballroom

- c. Question - What is ROVA Day?

Answer - This is a new idea for ROVA this year. The date will be January 24 and the general concept is to arrange for speakers to come and speak briefly about information the residents of Viewpoint are asking for

- d. Question - When will the directory be published?

Answer - The directory is being handled by Viewpoint and is currently caught up with the legal team. Nanci voiced her opinion that it is a responsibility of the park as we are stretched very thin for volunteers.

- e. Question - Has anyone approached the park regarding the water lines in Phase One?

Answer - Bill noted the enquiry and will follow up

- f. Question - Regarding the address book, why can't the phone and site numbers be included on the ROVA website since we have the information already?

Answer - We did have that at one point and were victims of "data scraping" which was cumbersome. Further, if a paper copy is created, someone would have to compile the book, pay for the printing costs and do the work. Additionally, this would only include ROVA members which is not a complete list of members.

- g. Question - What should I do with the extra pamphlets from last year?

Answer - Recycle

- h. Question - Do we have access to the information from the meetings you have with Tim?

Answer - The information is shared on the ROVA website in the newsletter

- i. Question - Are the results of the satisfaction survey on the website?

Answer - Yes but if you have problem finding it ask Bill and he will make sure it's there

7. Wrap Up

- Judy mentioned they will be looking for volunteers to help with the Annual General Meeting scheduled on January 21 at 7 p.m. Doors open at 6:30 p.m.
- Bill thanked Judy for all her work

8. Meeting adjourned by Judy 10:55 a.m.

9. Next meeting

- January 21th, 2026 @ 10:00 AM, Computer Classroom #2 – no meeting in December.