



ViewPoint ROVA

Mesa, AZ

www.vprova.org

DRAFT

ROVA Annual General Meeting Minutes (AGM)

Wednesday January 22, 2025 - 7:00 PM

Location: Viewpoint Ballroom

1. Welcome

- a. Ed Plumb, ROVA President, called the meeting to order at 7:00 p.m. and welcomed the ROVA members in attendance. Ed thanked the board and street captains for all they have done over the past year.
- b. The board members in attendance were:
Ed Plumb, President
Bill Parker, Legal
Richard Sebo, Health & Safety advisor
Mel Kuiper, Vice President
Jennifer Gilmore, Treasurer
Judy Hawley, Street Captain Coordinator
Joel Roland, Secretary
Kathleen Noble, AAMHO Liaison
Pat Horton, Board Member
Bill Egeberg, Board Member
- c. Introduction of Board, and other people supporting ROVA especially the street captains

2. Introduction of Tim Heim the new manager of ViewPoint (VP)

- a. Tim introduced Jennifer Strassburg, in guest services. Jennifer will be handling issues the residents bring to the office. Tim and his team are and will be working to put everyone's best interests at heart. However, everyone needs to realize the team does have to work within the guidelines of the parent company. Tim wants to leave the past behind us by making a direct impact now and in the future.

3. President Report, Ed Plumb

- a. Ed Plumb stated ROVA continues to collect dues to help meet the demands of our residents.
- b. ROVA has held monthly meetings with VP management; Tim has agreed to continue these meetings.
- c. ROVA has held quarterly meetings with Ryan Coslett, Regional Director of ELS and these meetings will also continue.
- d. ROVA has three new board members, Pat Horton, Mike Miller, and Bill Egeberg

e. Highlights over the last year:

- i. Residents are now able to rent units on their own.
- ii. Pay rent monthly in a pay forward method.
- iii. Finalize ROVA as a non-profit organization.
- iv. Encouraged VP to use the Fire Call system to text VP residents when there is an issue.
- v. Brought other ELS parks, The Sister Parks, to work on common issues to take to ELS.
- vi. Met monthly with VP management and quarterly with regional director.
- vii. Assisted in getting Bingo back in the ballroom.
- viii. Was able, for the first time, to have the VP manager attend our annual AGM meeting.
- ix. Continue to work on the issue of rent increases.
- x. VP's commitment to bring back the directory. We will need to provide VP with the appropriate release of information to bring it back. However, it will be voluntary as to what information you choose to provide. ROVA will work with the business office to help secure the information either through hard copy, email and other methods.
- xi. In the common area VP is working to acquire a liquor license
- xii. ROVA will continue to work on **Four Pillars**
 - 1. Communication
 - 2. Health and Safety
 - 3. Security
 - 4. Maintenance

4. Approval of 2023/24 AGM minutes, Joel Roland

There was no discussion about the minutes.

Motion to approve minutes by site 4108.

Second by site 325.

All were in favor, motion carried.

5. Treasure Report, Jennifer Gilmore

- a. Jennifer Gilmore presented a summary review of the financials. In addition, Jennifer reviewed how ROVA's books were audited, for transparency. There were no major issues, only some slight changes in how some items were categorized. With the change in our fiscal year to (September 1 -August 31) the report will be slightly different next year.
- b. Summary, Full report can be reviewed on the Board of directors ROVA webpage on the ROVA website.

Treasurer Report	
Assets	
CD	10,525.08
Checking	21,894.10
Petty Cash	147.07
Total	32,566.25

Income	
Dues	8,845.00
CD's	953.82
Expenses	12,202.84
Net Income	-2,414.02

Major expenses: 3 computers, Incorporation, AAMHO Donation

Questions

2303 – Any major expenses forecasted for 2025/26?

Possible another donation to Arizona Association of Mobile/Manufactured Home Owners (AAMHO).

At this time, we do not anticipate any additional legal fees.

5204 - Will these changes affect when we have our AGM and when we file taxes?

It will not affect our AGM, we can still have the AGM in January. The treasurer can file all the required documents from wherever they are; they do not have to be physically in AZ to file.

Motion to approve treasurer report by site 2829.

Second by site 4816

All were in favor, motion carried.

6. Street Captains Report, Judy Hawley

a. Judy thanked both Ed and Mel for all the assistance they gave the street captains in the past year. The busiest time for the street captains is November, December and part of January. This is when they are going out and greeting new and existing members. A great thanks go out to the phase coordinators, Nanci Hannon and Dot Link. The street captains are a conduit from residents to VP management. As this conduit is invaluable in getting a greater united voice. There is still a great need for more street captains. Judy reiterated how valuable the ROVA website is and how you can find your street captains information as well as a great deal more. There is a great need for a secretary for the street captains.

7. Arizona Association of Manufactured Home (AAMHO), Kathleen Noble

Kathleen (Kath) Noble is the liaison for AAHMO. Most people don't realize this organization also represents RVs. Without AAMHO there would be no protection for mobile homes, manufactured homes or RVs. A few years ago, AAMHO lobbied the Arizona legislature and came up with several laws within the Landlord Tenant Act (LTA). The LTA started at 17 pages and now it is 54 pages. AAMHO does not represent the park owners, only the residents. AAMHO is working on three laws, rent ceiling, air conditioners in RVs and criteria for park managers. Park managers are required by the AZ manufacturers Home Owners Association – LTA o take 6 hours of training on the LTA. Membership is \$35.00 per household or \$60.00 for two years. The AAMHO annual meeting will be held on March 15th, 9:00-12:00 in the ViewPoint ballroom for a fee of \$5.00. You will hear several presenters from around the state. The meeting takes on the look and feel of a seminar in addition to the business meeting.

8. Articles of Incorporation, Bill Parker

Bill explained the need for ROVA to become a non-profit corporation.

Couldn't open a bank account.

Couldn't enter a contract, the person signing would be personally liable.

Questions

2303 – The incorporation fees on the financial report were for what?

ROVA hired the attorney Chad Miesen to write and file all the paperwork with the state.

9. Nominations

Mel Kuipers introduced the current ROVA Board Members. He explained how people on the board possess specific skill sets required to fulfill the needs of the ROVA board. The bylaws were changed to have all board members on a 1-Year Term and re-elected each year at the AGM. The new by-laws require a minimum of 7 directors and a maximum of 12. Currently 8 directors have agreed to run for the board again this year.

Mel nominated Joel Roland, Jennifer Gilmore, Judy Hawley, Bill Parker, Rich Sebo, Pat Horton, Bill Egeberg and Mike Miller to the board.

Motion to nominate the above 8 people to the board by site 2754.

Seconded by site 2659

All were in favor, motion carried.

Mel opened the floor for other nominations; there were no other nominations.

938 – Suggested we should require 9 board members to be able to break all ties

Motion to elect the 8 nominees by site 325.

Seconded by site 237.

All were in favor, motion carried.

10. Questions and Answers

4707 – Everyone receives letters each year about rent increase and taxes. He paid the entire bill but was wondering if he should have and if not, will there be credit for the taxes. He has not reached out to the business office for clarification.

ROVA will check on it and get back to him.

2640 – Why did VP lose the liquor license?

It is our understanding that VP management was not operating under the correct rules of the license they held. Now they are pursuing a license that will be the appropriate license.

534 – When they acquire the new liquor license will it affect Bingo?

We were told it should not affect Bingo.

2608 – Why do the park models need background check when the RV section does not?

This has been brought to VP's attention, but we have not received a response.

506 – Why didn't we get a decrease when ELS eliminated the TV and phone?

ELS told ROVA the rent wasn't increased as much because TV & phones were removed. In addition, even though these items are in the lease agreement ELS gave 90 days' notice they would be going away. Therefore, ELS legally could remove TV and phones without a new agreement.

4108 – Do we have a way to see details on issues relating to increases.

Unfortunately, we don't have a way to see the details of ELS's decisions.

4108 - Will there be the ability to serve mixed drinks with the new license?

It will depend on the license VP acquires.

1213 – When will the new liquor license be available?

In meetings with Ryan, he indicated they hoped it would be next season. ROVA follows up with this issue every meeting with ELS management.

506 – Why do we pay for trash and water when we are not here in the summer?

She believed a sister ELS park won a lawsuit to not pay the fees. She believes we should consider bringing this issue back up again as her bill is around 80+ dollars a month. Ed clarified the fee is for trash, water and sewer. With the previous VP management, it was hard to get a reason. We will bring this back up for discussion. Mel explained he owned property in a number of locations and in every case, he continues to be charged at home when they are in AZ.

740 – He appreciated the seasonal rate from AirBeam provides. Overall, the installation seems to have gone well, but he wondered if there were other issues.

Dave Burns explained a few issues about some old TVs that would not work well with this type of system. He also explained, when there was an outage, Airbeam sent numerous messages updating clients of their progress. One person had a hole drilled in their shower, but it was taken care of to the owner's expectations. Dave indicated if you have an issue with Airbeam to continue to get on their case until resolved. Finally, Dave stated all companies for streaming services are raising their rates.

544 - Question on how they do their billing because it is hard to understand.

It appears, to him, his bill is already over due when he gets it. Not much ROVA can do but we can ask. Also, he has a router that has a one-year credit. Can ROVA see if that credit can be extended?

1827 – When will water issues be addressed in Phase I?

We asked this question of Ryan and he couldn't say. Notifications should be coming out on CallFire via text. Tim thought this system was working but he will check on it.

2519 – She has not been getting emails. Even though she has gone in a few times to give her correct email.

Tim has found a lot of issues with Gmail. She doesn't have Gmail and is still not getting the information via email. Ed has discussed this issue with ELS at every meeting and ELS keeps saying they are working on it.

The meeting was adjourned at 8:45.

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