



# ROVA Minutes

APPROVED

Meeting: Tuesday November 18th 2025, 8:00 AM (AZ) (Zoom Call)

Guests: None

- Y Bill Egeberg, President
- N Pat Horton, Vice-President
- Y Jennifer Gilmore, Treasurer
- Y Joel Roland, Secretary
- Y Judy Hawley, Street Captain Coordinator

- Y Bill Parker, Legal
- Y Kathleen Noble, AAMHO liaison
- Y Vonda Jewett , Membership
- Y Karen Roberts , Board member

Open, Health and Safety

## AAMHO

Priority: Medium      Responsibility: ROVA      Assigned To Kath

Question: Update

Discussion:

- AAMHO hired Elise Kulick as our new lobbyist! Elise is a familiar face at the AZ Capitol but she recently started her own lobbying firm and AAMHO is currently her first (and only) client! She has helped us narrow our focus to what we think we can get done at the legislature this session (January) and AAMHO will sponsor a bill, supported also by the park owners' association, MHCA, to expand the park manager certification requirement to ALL park managers in AZ, not only manufactured park managers. AAMHO and Elise are also planning to support any utility bills sponsored by Wildfire - details coming out next week. Fun fact: Elise's husband is the Legislative Director for AZ Governor Katie Hobbs and she knows EVERYBODY!)
- We are working on a Mediation Program with trained mediators from AAMHO and MHCA setting up mediation sessions for a resident, park owner and mediators from MHCA and AAMHO to try to resolve issues without going to court.
- AAMHO is working with utility companies to educate them about the issues that are unique to us as park residents: sub-metering issues such as billing mistakes and overcharging, a failing power grid, crumbling infrastructure for water, sewer and power, etc. We may participate in a pilot program with one utility company to replace aging infrastructure in several parks in AZ.
- AAMHO is working on a multi-year plan for future legislative sessions to address rent stabilization.
- AAMHO has resumed teaching Park Manager Certification classes - we stopped for around a year and a half when we split with AEMPRO- which provides a more stable income for AAMHO. We should be in the black next year for the first time in a long while! The reason we resumed is because of demand for our particular type of classes, very comprehensive and in-person. AEMPRO was not doing outreach to park managers and they started contacting us asking for our classes. MHCA, AAMHO and AEMPRO currently do park manager training in AZ about the Landlord-Tenant Acts that apply to us.

- Our membership is growing, but unfortunately not at Viewpoint. I am not sure why - because things are going pretty well and people do not see the need for AAMHO here? I know people are concerned about rent increases. We have an AAMHO Listening Session tomorrow morning at 10:30 AM at Monte Vista and very few are signed up to attend from Viewpoint. Sign up at <https://aamho.org> under "Education>Classes".
- AAMHO very much appreciates ROVA's support and annual donation!

## ANNUAL MEETING (AGM)

Priority: Low      Responsibility: ROVA      Assigned To Joel

Question: Review

Discussion: In December the meeting agenda will be put together and reviewed.

## DATABASE WEBSITE

Priority: Medium      Responsibility: ROVA      Assigned To Jonio

Question: Joni will give an update on progress with database  
Because Joni is now taking the role of admin for membership and Webpage I have combined there information

Discussion: Joni provided information about the possibility of moving from our current suppliers to someone local in the Mesa area. Kath provided information about Wild Aprocote, which AAMHO uses.  
Joni has been working with a local company in Chandler, Rad Webdevelopment. The contact is Mark Bush. They will do full migration at no cost.

There is also a local resident, Arren Morrison, that did the good neighbors website. She may be able to consult as we move the ROVA website forward.

The cost will be approximatley \$3,000 per year.

We currently are using three different sytsems to track membership, website, and mailings. The goal is to bring all three systems into the same platform. It will not take place this year as we are going into membership enrolement.

## DIRECTORY

Priority: High      Responsibility: ROVA      Assigned To Bill E      Tim

Question: Update

Discussion: As most of us know the Viewpoint directory is a valuable tool for all residents. We now know ViewPoint/ELS is not willing to produce and distribute the directory.

ROVA does not know what the cost or final details of such an undertaking would be, however, I believe it is something that could be a huge success for ROVA. Therefore, (I) Joel am making a motion to move forward with ROVA producing a ROVA/ViewPoint directory. If it is not too cost prohibited. Once costs are determined the final decision for printing will be made. Bill has seconded the motion. Please respond with acceptance or decline. Tim will be announcing ViewPoint/ELS's decision not to do the directory at the next Tim talks. We would like to allow Tim to announce ROVA will be undertaking this valuable project.

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### Procedure for ROVA/ViewPoint Directory

- We would need a coordinator for this undertaking
- What are the legal requirements of providing the name and unit number. No phone or email addresses, there will be a blank space for people to write in the information.
- What are the financial obligations to producing the directory
  - Possible sponsors could be used
- If needed acquire any legal documentation needed
- Determine the easiest way to acquire the data
- Where to house the data
- What format would be used to print the data
  - Contact activities to find out what their costs were
- Would ROVA provide a printed copy for free or a charge?
- Could ROVA members print the directory on their own?
  - We will not publish on-line.
- How often would it be updated?

I'm sure I'm missing some steps so feel free to suggest additional steps.

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## MEET AND GREET

Priority: Medium	Responsibility: ELSVP	Assigned To Bill E	Tim
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Question: Recap

Discussion: The meet and greet was a great success. There were 18 groups/clubs in attendance. Each was able to give a brief overview of what they do. Tim covered the cost of sandwiches. Bingo asked groups if any of them would be interested in setting up and breaking down tables and chairs. The group would receive \$500.00 for each time they did it. Some groups were interested.

With the success of the meet and greet it has been determined to hold a second on in early February when more people are back. Date and time to be determined.

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## MINUTES

Priority: Low      Responsibility: ROVA      Assigned To Joel

Question: Update

Discussion: Jennifer motioned to accept minutes  
Karen seconded  
Motion carried

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## ROVA FUTURE IDEAS

Priority: Low      Responsibility: ROVA      Assigned To All

Question: Update

Discussion: **Future of ROVA** (this part will only be shared with the board)  
In the past few years the main purpose of ROVA was trying to work with ViewPoint (VP) administration because of VP's lack of transparency. With the new administration, transparency has become a cornerstone for VP. As such, ROVA's direction should be discussed and possibly altered. Of course, we will continue to have a focus on communication with VP management and addressing member issues.

### **Moving forward**

ROVA could and should become the one source of resident communication.

### **Examples:**

- New website with quicker access to information
- Website to include links to VP documents
- Website links to all groups and contact information
  - This could include link to their website
  - Email contact
- Website links to all facebook groups

This would take significant effort on ROVA's part but the final results could enhance everyone's VP experience.

### **Finally**

IF ROVA was to consider a new vision this is the perfect time to consider this endeavor as we are looking at a new website, changes on our board, and many other factors.

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## ROVA INFO DAY

Priority: Low      Responsibility: ROVA      Assigned To Judy/Terri

Question: Update

Discussion: Terri will not be able to attend the meeting so we will have someone else be the host. Terri has contacted the Multigenerational center and they will be one of the presenters. We will continue to find additional presenters.

Judy will be back involved.

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# SISTERS PARKS

Priority: Low	Responsibility: ROVA	Assigned To Pat/Kath
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Question: Update

Discussion: Karen will reach out to Monta Vista to see if they do a directory. If so how they do it.

The Sister Park Group may not continue as the interest hasn't been stellar.

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# STREET CAPTAIN

Priority: High	Responsibility: ROVA	Assigned To Judy
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Question: Update from Meeting on November 19th

Discussion: There is still a need for street captains. One suggestion was to have the board hand out brochures to streets without a captain. The brochures will be the phase coordinators name as the contact.

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# SUGGESTED ADDED COMMENTS

Priority: Low	Responsibility: ELSVP	Assigned To Bill E.
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Question:

Discussion: **ROVA for discussion**

Canned Food Drive

Provided information if anyone wants to be involved

Airbeam events

There will be customer appreciation gathering. Times and locations were not discussed.

Turkey trot - Good neighbors

Was a great success but everyone got wet in the rain

## ViewPoint

What is the process for renting a parking space and how is it monitored?

Resident must go to the office to apply. The spaces are marked in blue. If an issue go to office to alert of violation.

Should Christmas lights be on all year?

Because of cost the Christmas lights can't be utilized all year. Tim will check to see if people want to do lights on their own.

Flooding issues this summer

If there are issues they need to be taken to the office. Then follow proper procedures.

Additional car stickers

At this time only 2 guest stickers will be assigned to any home. The acceptance will require name, and license plate number.

Communication process for ROVA, residents, and ViewPoint issues

The proper procedure for communicating issues, in order to stay consistent, is

Resident contacts the office

One new step will be for Tim to send email to ROVA's President, Vice President, and Secretary to keep everyone in the loop

If someone comes to ROVA our first response will be did you contact the office, if not they need to do so.

If no response send second request

If issue is not resolved or communicated then contact ROVA to intervein

Mailing address issue

Can ELS put both owners names on the lease or other documents. This is something Shane at ELS does and Tim will follow-up with him.

Tim did meet with the post office about issues with having both University Dr and Hawes Street. Tim will continue to work with the post office to resovle issues because multiple locations.

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## TREASURER

Priority: Low	Responsibility: ROVA	Assigned To Jennifer
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Question: Update

Discussion: Jennifer provided the monthly treasurer's reports. All looked good. The largest expense was \$1,500 for Christmas lights, \$600 for brochures. There are 71 members that pre-paid for 2026. Because 2026 is ROVA sponsored year we may need to pay these people back. The funds have been set aside for this purpose. For ease of distribution we will prove the refunds in cash. Joel motioned to approve the treasurers report  
Karen Seconded  
Motion carried

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