



ViewPoint ROVA

Mesa, AZ

www.vprova.org

ROVA Street Captain Meeting Minutes

Location: Computer Classroom #2

January 21, 2026

1. Call to Order and Welcome - Judy Hawley
 - 10 a.m. call to order

2. Approval of the November 19, 2025, meeting minutes – Judy Hawley
 - Barb Colwell motioned, Penny Kerr seconded
 - Clarified that the minutes of the street captain meetings are on the ROVA website

3. Presentations – Judy Hawley
 - a. Viewpoint Manager and team members: Tim Heim (General Manager) , Jackie Gonsalves (Activities Office - absent), Tanya Nunes (Guest Services Manager)
 - Tanya Nunes Guest Services Manager
 - Expectations of her role - emphasis on being positive, door is always open, she works in the office (next to Tim's in the main business office) and the mailroom
 - Each resident at Viewpoint is a "guest" so it is her role to help with questions and issues
 - Her schedule is Tuesday through Saturday
 - Tim Heim General Manager Viewpoint
 - Being fair and consistent are his main beliefs
 - Business office is open on Saturdays so that is a good day to come in as it is not as busy
 - The forms for the Tim Talks can be found at the business office, activities office or you can email Tim directly

b. Good Neighbors - Donna Kuper

- Mission- try to help residents stay in their homes as long as they can to support living safely and independently
- Roles they fulfill include - companionship, getting groceries, medications and meals to name a few
- 80 volunteers serving 36 residents
- Loneliness is a main concern for the elderly - Good Neighbors talks to them, does check in calls, asks them about their lives, informs them that there is help in the neighborhood
- People can be referred online through the website
- Monetary donations are used to buy meals, pay for caregiving, pay for transportation
- Operation Vial of Life - the package includes a sticker that you put near the front door of your home and an information page regarding your health condition and medication. This information will be readily available for paramedics or other health care workers
- Ways to help Good Neighbors - referrals, volunteer and/or donate
- Question - Is this service being properly advertised at Viewpoint?
- Answer - Information can be found in the Viewpoint newsletter, ROVA newsletter and on Facebook Viewpoint groups. Donna encouraged the street captains to spread the word
- Question - Where does the food come from for the Christmas or Thanksgiving meals?
- Answers - Currently, volunteers are making the meals or asking other residents to participate
- If any street captains are checking on someone, please let Donna know before they leave at the end of the season so she can add them to her list
- Contact Information: VPGoodNeighbors.org or 480 410 7246

c. Board Members - Bill Egeberg (President), Joel Roland (Secretary), Bill Parker (Legal Advisor), Greg Erickson (Maintenance and Safety)

- Bill Egeberg ROVA President

- Bill thanked street captains and coordinators for their dedication and work this year. This group of people are the link between ROVA and the residents
- New Board Member Introduced - Greg Erickson - Maintenance and Safety
- Greg expressed that he wants to give back to the Viewpoint Community and appreciates being a part of ROVA
- Bill Parker Legal Advisor
- Bill encouraged everyone to come to the AGM that will be held today at 6:30 in the Ballroom
- Joel Roland ROVA Secretary
 - A. Resident Issues - the process that you use to get ROVA involved in the situation is as follows: Go to the Viewpoint office and report the issue. Wait a reasonable time for a response. If not resolved, go to the office a second time. Again, give it some wait time. If the issue is not resolved to your satisfaction, then report to ROVA. That way there aren't several groups working on an issue at the same time
 - B. Directory - Since ELS put a stop to Viewpoint management publishing a directory, ROVA is working on implementing a "Resident Directory". As resident slips start to be collected in the fall, residents will be asked if they want their information (name, email address, lot number, phone number) be included in the directory. You will need to be a ROVA member to have your name in the directory.
 - Still working on who will pay for a hard copy
 - Possibly it will be available as a PDF
 - All data being collected is housed in a secure site called Drop Box and there will be limited access
 - C. Resident Satisfaction Survey - ROVA will be sending out a survey that will have one question "What can we do to improve our Viewpoint experience?"

4. Street Captain Report - Judy Hawley and Nanci Hannon

Update on phase coordinators

- We are still looking for a Phase 2 Coordinator
- Speak with Dot Link or Nanci Hannon regarding what is involved

Update on street captains - new street captains introduced

- Rebecca Rose - 3326
- Karon Christensen - N 4100

Review of streets without captains

- there are still 12 or 13 streets that do not have street captains

Street Captain Membership Slips - Nanci Hannon

- Joni Courchaine and Dot Link send regrets
- In the information packet the captains received at the meeting, Joni included a list of “Do’s and Dont’s” as well as other clarifying points for filling out and handing in the slips. If street captains have further questions, reach out to Nanci and Dot first and then to Joni if the matter needs further resolution
- NO CHANGE SLIP - there is a sample in the packet
- Compare the slips to the print out each captain was provided
- If they match and the data fully updated, no further action is required
- If there is a change, indicate it on the slip
- Phone number clarification - the slips do not have a specific place to add a phone number so write it along the bottom
- The coming year is a great year to get people to sign up because we will be collecting information for the ROVA directory. If people want the directory, they need to be a ROVA member.
- When filling out the slips, make sure that they are legible and that the key fields are filled in. One of the most missed fields is the date the captain filled out the slip
- In February there will be another cut off for handing in the slips
- Question - How do we indicate on the slips if someone has passed away?
- Answer - This will need to be handled delicately. Some surviving partners will want the name removed while others may have personal reasons for the name to remain. Be as sensitive as possible in your conversations and enquire what the person would prefer
- Question - I have some resident couples who are “joint” and some that are “single/single”. What’s the difference?
- Answer - “Joint” generally means that the couple only has one email address. If each person has an email, then they would be “single/single” even though there are two people in the household

- Question - I have a couple that signed up last year as a couple but now one of them does not want to be a member. What should I record on the slip?
- Answer - Indicate it's a renewal, record the single person's information and we'll remove the person who doesn't want to participate
- Question - I have a new resident on the block but the old residents are still in the park and are potentially ROVA members. Will they be counted twice?
- Answer - No. Fill out the slip in the new member's name and write the name of the previous owners on the bottom of the slip. Joni and Nanci will double check to make sure that the people who moved are entered at their new address
- Question - What is a "bounce"?
- Answer - The email address is incorrect and it bounces back as an error. Joni has to remove it from the database. The street captain will need to follow up with the resident to get the correct email

5. Membership Report – Judy Hawley

Current Membership Database Summary:

2026 YTD active - 1,739

This is as of today. More slips are still expected.

Prior Year Results:

2024 full-year - 2,146

2025 full-year - 1,879

6. Judy Hawley - Wrap Up Report

- ROVA AGM is tonight - if anyone is able, they do need help with set up and take down
- February and March meetings will be in the Sedona Room at Northpoint
- The year end appreciation luncheon will follow the March meeting
- There are plasticised ROVA Street Captain Sheets for street captains available, see Judy if you want one

- Resident Information Day Sponsored by ROVA - February 19 in the Kokopelli Room. Sessions will start at 9 a.m. Coffee, treats, welcome from 8 - 9 a.m. Sessions are Red Mountain Recreation Center, Aster Aging, Mesa Library, Life Plan Legal (wills, trusts, estate planning). There is a sign up sheet in the main hallway outside of the Ball Room to collect numbers for set up purposes. You must be a ROVA member to attend

7. Q&A

Question - Why didn't ROVA charge this year? People are questioning if ROVA has too much money

Answer - ROVA decided to show appreciation to Viewpoint residents. Further, ROVA is a non profit organization and has to maintain a certain balance for legal reasons

8. Adjournment

- Meeting adjourned at 11:13 a.m.

9. Next meeting: February 18, 2026 @ 10:00 a.m. Sedona Room at Northpoint.

PLEASE NOTE THAT THIS IS A VENUE CHANGE

Thank you for attending and volunteering your time as a ROVA Street Captain!