



## **Spring Valley Lake Association**

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### **Message from the General Manager for October 2017**

Residents of SVLA, I'm proud and humbled to be your General Manager. I started my employment here back in 2007. My first goal was to become a full time employee. Within a year I was promoted to a Sergeant in the Public Safety Department. I continued to give my best and take on challenges. I then received a promotion to Lieutenant, giving me more management responsibilities. A few years went by and I was blessed with the opportunity to be the Director of SVLA Public Safety Department. During my time as the Director of Public Safety I was mentored and learned as much as possible regarding HOA management and leadership. I asked Scott Eckert and Jeff Morgan (our previous Board Presidents of SVLA) a few important questions. One question was "One day I would like to become the General Manager. What do you recommend I learn so that when the opportunity is available I will be as ready as possible?" Both were contestant with recommending learning more about financials and understanding budgets. I immediately signed up for a financial class. Throughout my 10 years working for SVLA I've received an abundance of support and guidance.

Here is my promise to you all: I will always be honest and operate with integrity. I will be transparent and always look out for the best interest of SVLA. I will improve our communication with our residents, BODs and staff. We will continue to improve our customer service and strive to exceed expectations. Most importantly, we will follow our mission statement:

"The mission of Spring Valley Lake Association is to ensure that the community remains the most desirable place to live in the Victor Valley through strong leadership, professional management, collaborative interaction with residents and enhancement of the quality of amenities."

Thank you all for your support!

#### **Congratulations to Lisa Hartley**

Lisa Hartley was recently promoted to Director of Public Safety. Her dedication, attention to details, hard work and integrity made this appointment an easy transition. Lisa has been with our Public Safety Department for over approximately 8 years. During her tenure here, Lisa has held the positions of Dispatcher, Officer, Corporal, Sargent, Lieutenant and recently stepped up to be our Interim Director of Public Safety. I personally worked side by side with Lisa and without her help I would not have been as successful managing the largest department in SVLA. I am honored to have the ability to promote Lisa Hartley and I am confident that her leadership and service will be outstanding. Congratulation Lisa... You earned it!

**"Everything we do has one purpose – to make Spring Valley Lake the community of choice and the Jewel of the High Desert."**

Al Logan,  
SVLA General Manager

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