ALFRED LOGAN, GENERAL MANAGER

Halloween

I want to congratulate all of our staff on a successful Halloween night!

Our Maintenance department worked hard to ensure the setup was done correctly and in a timely manner. Our Administration team did a great job of decorating and provided a range of safe options / activities for our residents. The Public Safety department did an outstanding job of ensuring the safety of our residents and guests. We also received an overwhelming amount of support from our local Fire, CHP, Sheriff, VVC Police and COPs. Thank you to all of the agencies that helped to guarantee the safety of our community. We are extremely pleased to be able to confirm another year with no significant issues reported.

In addition, we especially want to thank Cub Scouts Pack 26 and Boy Scout Troop 2226 for your help at our Community Building. We appreciate you all!

Architectural Department Updates

Starting on February 1, 2020, we will be transitioning to an appointment-only approach to architectural matters. From that date onwards, we ask that residents, who want to discuss architecture-related subjects/projects, set up an appointment before coming into the association office. This is so that we can be sure we will be able to provide the very best resident service possible.

Our Architectural staff does need to leave the office for field inspections, help other residents, complete paperwork or just take a break, so they may not be available should a resident come into the office on the 'off-chance' someone is available. When you do come in, we want you to feel that the process was professional and quick; that's why we don't like the idea of telling you to come back later if you need to speak with our Architectural liaison about your project. If you make an appointment, our team will have your property information available and will have had the opportunity to review your property file / account details.

Appointments can be made by e-mail, on SVLA.com or by phone, as desired. We will send out more information on how to make appointments. I believe this change will mean that you will notice a difference in the service you receive. We look forward to your feedback.

Promotion Announcement

We want to congratulate Valysia Shogunle on her recent promotion to Code Enforcement Supervisor. Valysia began working for SVLA as a seasonal employee and stepped into our Code Enforcement department with a great work ethic. Before her promotion, Valysia had already taken on several additional tasks to help develop and improve our Code Enforcement team. She continued to take on challenges, presented a positive attitude and never complained to leadership when work became challenging. We look forward to watching Valysia grow as a leader in our organization. Congratulations, Valysia! You've earned it!

Code Enforcement Violations	OCT Stats
IN PROGRESS	553
OPENED – (New Violations)	990
CITATIONS	27
CLOSED – (Resident complied)	907
YELLOW TAGS (Courtesy Notices)	41
OPEN ESCROWS	20

OCT Rental Rule	Stats
Open violations	78
Dwelling license	9
Crime free addendum	3
Res. Rule Violation	2
Total confirmed rentals	214