



**Spring Valley Lake Association**  
13325 Spring Valley Parkway  
7001 SVL Box  
Victorville, CA 92395-5107

10-7-15

Dear Spring Valley Lake Property Owner,

The Board of Directors and staff here at Spring Valley Lake Association are continuously looking for efficiencies and cost savings for the homeowners. With that in mind, I have recommended to the Board of Directors that we contract our accounting services to ProActive Professional Management. This company will provide us with a personalized, comprehensive solution that is consistent with the highest standards of quality in the industry. In addition to an enhanced level of service we will also save several thousand dollars each year. The Board of Directors has approved this contract, with services starting November 1, 2015. You will receive your November billing statement from ProActive Professional Management towards the end of October. Any balance forward information will be posted to your account in November and will not appear on your first billing statement. Homeowners will have the same payment options that are currently available.

Please see the attached page for payment option instructions.

Association Office – 760.245.9756  
Public Safety – 760.245.6400  
Fax – 760.245.3076  
Website – [www.svla.com](http://www.svla.com)

**If you use online bill pay, here's what you'll need to update.**

- 1. The check should be made payable to Spring Valley Lake*
- 2. Update your account number. Change the T150 to P605. The rest of the account number will stay the same.*
- 3. Update mailing address to: P.O. Box 15443, Santa Ana, CA 92735*

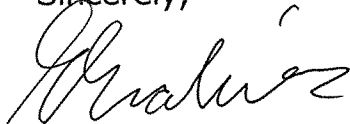
**If you were signed up with prior managements ACH automatic payment program, here's what you'll need to do.**

- 1. Fill out a new ACH automatic payment form and return it to ProActive. The form may also be turned in to the Association office.*
- 2. The form is available for download at [www.proactivepm.pro](http://www.proactivepm.pro) and click on the "Escrow & Homeowner Login" link.*
- 3. The office admin staff at Spring Valley Lake Association will also have copies of the form if you would like to stop by and pick one up.*

To overnight a payment, ProActive Professional Management's office address is 23201 Lake Center Drive, Suite 101, Lake Forest, CA 92630.

If you need assistance, contact ProActive Professional Management at 949.346.9999, or toll free 855.240.0455 & fax 949.346.9925; or the Association office at 760.245.9756.

Sincerely,



Glenn Grabiec,  
General Manager  
Spring Valley Lake Association