



ALFRED LOGAN, GENERAL MANAGER

We recently had a staff meeting to discuss a few important topics. One of the topics that I was proud to discuss was the fact that Spring Valley Lake Association has 13 employees that have been employed with the Association for a minimum of 10 years with our highest tenured employee having 24 years. This is a big deal to me as a leader because employee retention is definitely one of management’s ultimate goals. As a team, we strive to create a work environment that is not only challenging, but rewarding at the same time. We are truly thankful that we have been able to retain employees for such a significant amount of time; and that the employees stayed faithful to our organization. I also had the opportunity to thank our employees for staying dedicated to Spring Valley Lake Association specifically during such uncertain times. Covid -19 has helped us to identify leaders, areas in which we can improve in, and how to adapt to ensure that we provide the best service to our residents.

I truly want all SVLA employees to know that they are valued and appreciated. I also want to thank the Board of Directors for supporting our staff and allowing me the opportunity to show our team appreciation.

Code Enforcement

In the past, many residents have expressed their concerns regarding a few of their neighboring properties displaying code enforcement violations for lengthy periods of time. An additional concern includes residents receiving courtesy notices themselves and as a response, they point out other neighboring properties displaying violations too. Our team wants you to know that 99% of the time, when you point out another property’s violations, our team is already in the process of holding that homeowner accountable. For the residents that fail to comply with SVLA’s code enforcement standards, we have allocated additional funds towards the process to hold more residents accountable. For those of you that are not aware, we just recently passed our 2020-2021 budget. Included in that budget, we created a line item under “legal” specifically for the legal expenses directly associated with code enforcement compliance. This line was created to account for the true costs of enforcing non-compliance violations.

We noticed that most residents that have ongoing violations also have delinquent assessments. The association can legally force the sale of a home for nonpayment of association dues. At this time, the association is doing

just that. There is a property with significant violations and is also behind on several assessments; resulting in the property being listed for sale. Our goal is to communicate and negotiate with the homeowner prior to having to take such measures. However, when the resident does not show effort to resolve assessment debt, it leaves us with no other choice but to hold the homeowner accountable.

When forwarding properties to our legal team, we have to identify the most critical properties that have violations. Currently, we have a list of approximately 25 properties that are considered critical because they do not fit with the mission of SVLA and are not within the established guidelines. Although legal processes take some time, we are happy to report that we have a handful of successful stories of property

owners that after going through the legal process where the violations have been resolved. I would like to be clear that our team will be using every resource available to hold residents accountable regarding violations. We do understand that there are unique circumstances that take place and some residents might need extensions. We urge those residents to be proactive and communicate with our staff. It is important to communicate because if not, we will move forward with the legal process. We prefer that residents voluntarily take care of their violations because once it goes to our legal team, residents then become responsible for all legal expenses. It is much cheaper to resolve the issue rather the homeowner being responsible for legal fees in addition. It is very important to communicate and show progress in any violations that you may have. Thank you. 💎



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