



Spring Valley Lake Association

13325 Spring Valley Parkway

7001 SVL Box

Victorville, CA 92395-5107

Public Safety Department FAQ's

1. What does Public Safety do?
 - a. Public Safety's number one concern is the protection of your Association amenities and to ensure that Spring Valley Lake remains a safe community for you and your family to live. Through patrols and deterrence of crime public safety can also aide in protecting your property value while increasing your peace of mind. We provide the following enforcement and response:
Proactive patrols; medical assistance response; residential checks; membership verification; barking/loose dog compliance; loud noise compliance; lake patrol; water rescue; suspicious activity; lost & found property and animals; garage/yard sale regulation; vessel inspections; law enforcement assistance (as needed); community surveillance; event security; issuance vessel operator permits; and much more.
2. Do I need a permit for a garage sale and am I allowed to post signs?
 - a. All garage/yard sales held in Spring Valley Lake must have a permit.
 - b. Permits can be obtained at the Public Safety Department in the Community Building, 7 days a week from 0600-2200.
 - c. No signs are allowed to be posted on any San Bernardino County or Spring Valley Lake Association property. Signs are only to be posted on the property owner's residence.
 - d. If posting a sign on your vehicle, please let it be known that you run the risk of receiving a citation in violation SBC Ordinance 52.0120 *Parking for Certain Purposes Prohibited*. *No person shall park a vehicle upon any highway or right-of-way for the principle purpose of: Using such vehicle to support a sign.*
 - e. The best way to advertise your yard sale is via the Spring Valley Lake Association website which is updated every Thursday and Friday or by putting an ad in the local newspaper.
3. I'm leaving town, can PSD watch my property?
 - a. Yes! Public Safety offers special patrol (Residential Checks) of your property while you are away for any length of time.
 - b. To implement this check please contact Public Safety Dispatch.
 - c. It is more efficient to complete this form over the phone than to come in to the office as your personal information needs to be relayed to the dispatcher (e.g., name, number, alarm company, etc.).
4. I noticed a vehicle parked for longer than 72 hours in front of my property, what do I do?
 - a. The streets of Spring Valley Lake are governed by San Bernardino County and codes are enforced by the California Highway Patrol.
 - b. They are public roads and available to everyone. This means someone can park their vehicle in front of your house without being in violation (as long as they are parked legally and not obstructing traffic).
 - c. However, there is a 72 hour rule that vehicles must abide by. They may only be parked in one location for up to 72 hours.
 - d. If you notice any vehicle that has been parked for more than 72 hours contact the California Highway Patrol. SVLA Public Safety does not possess the authority to enforce such public regulations.

Association Office – 760.245.9756

Public Safety – 760.245.6400

Fax – 760.245.3076

Website – www.svla.com

5. My neighbors are constantly having parties, what can I do?
 - a. If you feel your neighbor's activity is causing a disturbance of the peace or is a nuisance to the neighborhood, contact the Public Safety Department.
 - b. An officer will respond to evaluate the situation.
 - c. If the complaint is confirmed the resident may be in violation of CC&R Article X and the department will take enforcement/compliance measures.
6. How do I get my boat on the water? What are the steps I have to take?
 - a. Prior to operating or registering a vessel the registrant must possess a valid vessel operator's permit (VOP) issued by Public Safety.
 - b. All state registration and fees must be current.
 - c. The vessel must be inspected by the Public Safety Department (see our section on boating for further information regarding safety inspections).
 - d. Vessel registration and insurance confirmation must be completed with the Association Business Office.
 - e. Once your SVL registration stickers have been properly displayed on your vessel, you may launch your vessel at the Association Marina or private boat ramp.
7. My neighbor's dog is constantly barking and keeping me awake at night. What can Public Safety do?
 - a. If you feel your neighbor's dog is causing a disturbance of the peace or is a nuisance to the neighborhood, contact the Public Safety Department.
 - b. An officer will respond to evaluate the situation.
 - c. If the complaint is confirmed the resident may be in violation of R&R's section 3.4 and the department will take enforcement/compliance measures.
8. How do I get a vessel operator's permit?
 - a. Vessel operator's permits are issued everyday from during the operating hours of 6:00 AM to 10:00 PM.
 - b. The vessel operator's permit test can be taken online at anytime.
9. How do I schedule an event at the park?
 - a. All event scheduling is handled by the Association business office. You may contact them Tuesday – Friday 07:30 am – 6:00 pm. **All events must be scheduled at least 30 days in advance.**
10. How many people can use my guest pass? Can I get more guest passes?
 - a. Spring Valley Lake Association issues all property owners a total of four (4) guest passes per residence. You are allowed one (1) guest per pass.
 - b. As of May 2014, the Association started issuing **One Day Guest Passes**
 - i. Homeowner's are able to obtain **up to 6 one day guest passes** for a total of **4 times** throughout our Fiscal year, November- October.
 - ii. These can be issued same day, as long as it is during our normal business hours. Tuesday-Friday 0730-1800 and there is no fee.
 - iii. Anyone who needs more than 6 additional passes at one time must book an event with us 15 days in advance in order to obtain passes.
 - c. For further information about Identification cards, Guest passes, or One day guest passes please contact Spring Valley Lake Association Office at (760-245-9756).
11. How many fish am I allowed to catch?
 - a. As it states in the Rules and Regulations section 6.6, "The daily combined limit for all sport fish except bass is five (5) per day. The daily limit for bass is one (1) per day. There is no limit on Carp.