



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

To our members,

We have heard your concerns. Based on these concerns, we have made the decision to stop using the SVLA Living app for Guest Passes until further notice. For guests, a physical guest card will continue to be required. At this time, the guest pass feature on the app has been disabled.

As stated in past communication, we wanted to find a way where only SVLA members and their guests were using our amenities and mitigate the possibility of system abuse. We also wanted a system that helped us crack down on members who no longer own in the community but still had their passes and stop them from having access to our amenities. Even with these concerns, after weeks of using the SVLA Living app, we discovered that the guest pass system was too complicated and too long of a process at this time.

Management has been in discussion about how to move forward while still addressing the concerns stated above. In the coming months we will begin making the transition to new guest passes, meaning the passes members currently have (see figure 1 for reference) will become inoperative. Staff is currently designing a new guest pass that will be a different color than what has been used in the past and will also show an expiration date. The goal moving forward is to be more active in reissuing guest passes every few years to ensure only current members have access to them and our amenities.



*Figure 1*

This transition will begin after the Firework Show on June 22, 2024.

Once staff is ready to begin issuing the new guest passes, we will send notice to the community.

We want to thank our members for continually voicing their concerns so we can make the necessary improvements to keep Spring Valley Lake the 'Jewel of the High Desert.' We want to thank you for your continued patience while we work on the SVLA Living app and hope that members will continue to familiarize themselves with its other features.

SVLA Management

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