

KNOLLS NEWS

ONE PERSON
CAN MAKE A
DIFFERENCE,
AND EVERYONE
SHOULD TRY
-JOHN F. KENNEDY-



President's Message

With the heart of autumn upon us, the Association is busy getting some small-scale projects done before the really cold weather settles in. As this edition goes to print we've seen the Landscape Committee remove two dead trees and to do some pre-winter sprucing up; the storm drain on the northwest corner of the building is being replaced and the adjacent speedbump is being removed. Mechanically, work has been done on our elevators, our domestic hot water system, and the electrical motherboard. None of these are big projects but they're part of keeping AKW maintained and moving forward.

In this edition of *Knolls News* you'll see several articles regarding owner responsibility versus Association responsibility. Sometimes it is hard for we co-owners to know if a maintenance item is our responsibility or if it's something we can expect AKW to handle. Look for that information and familiarize yourself with it so you can stay on top of things in your unit. To help you do that, AKW has had for several years now an In-Unit Service program. A lot of people either weren't aware of it or didn't know how it worked. The Board is working to make sure everyone is aware of it and gets to use it. Also look for an article that touches on leaks and responsibility for them.

Finally, as the new Board of Directors kicks off its term, remember that each Board meeting features

an Open Forum segment where anyone can ask to be recognized, raise a concern, and have their comments entered into the Association's official record. Additionally, the Association has a formal process to receive complaints and comments. Be sure to avail yourself of these ways to be heard.

Board Meeting Highlights

The election of officers assignments made at the September Annual Meeting was confirmed. See the bottom of page 10 for a complete list of Board officers and Committee assignments.

Budget & Finance results were presented by **Sharon Grant**, Treasurer. The Community had year-to-date net income of \$49,960. Total delinquencies are improved at \$130,652, but still at a higher rate than recommended. The Investment Project made progress with a total of \$778,000 now transferred to Morgan Stanley. There are two additional CDs maturing in March and September, 2017 which will bring total investable funds to \$1,140,000. Morgan Stanley made preliminary recommendations for investments; a separate meeting will be held on November 2 to more fully discuss those options. Last, a recommendation for the 2017 AKW Budget was made; see Board approved items on the following page.

More—>

The show-and-tell by **Landscaping** Committee chair **Dail Claridge** included pictures (below) to show the great accomplishments in the past month including new plantings at the A garage; removal of a couple of trees, clean-up to the area at the F&G parking areas; and replacing dead plants at the driveway triangle with stones. The Committee also has plans for seasonal plantings at the canopy before the holidays.



The theft of a vehicle in the A garage has generated a request from **Traci Templer, Safety & Security** Committee chair to the Alexandria Police Department to do a security assessment of the property. This would include a walk around the property to gain insight and recommendations for safety improvements, and will be followed by a meeting for all Owners to review those recommendations (timing and schedule is to be determined). In addition, FreeState will be on site to make adjustments to the photocell lighting in A and J garages to adjust for the shorter daylight period.

Quade Whitmire said that the meeting of the **Communications** Committee on September 30 focused on how the www.AKWcondo.com web site will interface with the new BuildingLink software. Work through the end of the year will focus on data validation and analyzing information needs now and into the future.

Bill Munson reported for the **Fitness Center Committee** that analysis of 8 proposals led to the recommendation of Weyer's Floor Service to install rubber flooring in the fitness centers. Weyer's is



renowned for their work in sports fitness centers, collegiate and pro basketball arenas as well as other specialty flooring.

This commercial grade flooring has a one-year warranty. A

selection of colors will be presented for vote by the Owners soon.

By-laws Committee Chair, **Becky Martin** submitted a report later in *Knolls News* but extended a big thank you to **Volunteers Dail Claridge, Joan Culkin, Jules Kolberg, Kay Wilmoth**, as well as **Chae Washington** for reaching out to new and established residents in support of this project.



The following items were approved by the Board:

- The 2017 Budget was approved with a 2.5% increase in assessments and a \$5/month increase in the fee for two or more garage spaces to \$20/month.
- An e-vote earlier in the month for Densel to replace the elevator room A/C and air handler unit for not more than \$11,980 was ratified.
- A proposal for Weyer's Floor Service to install flooring in the Men's and Ladies' room fitness centers for a fee not to exceed \$6,500.
- A proposal for a total of \$2,752 for TrashMasters to replace the trash chute doors and/or closer assemblies in multiple locations. Adjustments and cleaning will be done as part of this project.
- Fencing in the back parking lot area (across from Visitor Parking) that was in disrepair but was further damaged by a reversing automobile will be replaced for \$3,990. The vehicle owner will pay a portion of the cost.

The In-Unit Service Program was continued by the Board and details of the program and fee schedule will be door-delivered to all units and off-site owners. Requests for services must be made through the Building Office. Personnel policy changes will be made to provide more clarification on these issues. See next page for more information.



Are you aware of the In-Unit Service program?

In 2013, the AKW Board of Directors implemented the ***In-Unit Service Program***. *The program's aim is to save owners and residents the cost and aggravation of having an outside contractor to come in to do small projects and odd-jobs.* And, if we owners receive the service at a lower price than we would otherwise pay and that money goes to the Association, bringing money in as income, everyone wins. The main problem with the In-Unit Services Program is that most owners and residents aren't aware that it exists.

At its most recent monthly meeting, the Board of Directors discussed the program and decided to allow it to continue without change. And, the Board directed the Building Manager to deliver to all residents a copy of the program's policy and fee schedule. We will also add it to the AKW website for ease-of-reference. What's the point of a great service program if nobody is aware that it exists? Please take a moment to review the program and consider it if you have need of the services it offers.

Also, please note some very important guidelines, including

- * any service request must be made directly to the office;
- * requests directly to the Building Engineer or the Porters are NOT allowed;
- * payment for the services ***must be made by check, to the office***, as outlined in the program's rules;
- * payment is NOT to be made to the Porters or the Building Engineer.

It's important to note what services are not offered by the program, including HVAC servicing or repairs: owners' HVAC units are their responsibility and the Association offers no service to or for them, aside from the semi-annual filter changes and springtime anti-mold pellet that the original HVACs receive.

If you have feedback about the In-Unit Services Program, please share it with the Building Manager or raise it during Open Forum at a Board Meeting.

Monthly Association Dues—Our Association Makes Sure You Get Your Money's Worth! (by Terri Hansen—reprinted from 10/15)

Each month at bill paying time we take out our checkbooks and pay a multitude of monthly bills: mortgage, car payment, credit cards, etc. One of the least understood bills that we pay is our monthly association dues. Just where does our money go?

Every year, the Board approves a budget for the upcoming fiscal year. The budget lists all the anticipated expenditure categories for our association. Those expenditures include insurance, utilities, common area maintenance costs, and administration costs such as professional management, postage, etc. In addition, a portion of our monthly assessment is set aside to fund our *reserves*. Our reserve fund pays for the repair and/or replacement of the capital assets owned by our association. An adequately funded reserve reduces the chance that a special assessment will have to be passed in order to pay for repair or replacement of those assets.

So, when you write out that check for monthly dues, remember that it covers *many* items necessary to ensure that our association maintains, preserves and enhances our property values.

Building & Grounds Update

Building on what's transpired, **Kay Wilmoth** has started her chairmanship with an astounding list of what's going on:

- ⇒ 10th floor corridor concrete issues were repaired;
- ⇒ Densel repaired the A/C and air handler unit in the elevator room;
- ⇒ Densel is also waiting for parts to repair the circulating pump for our hot water;
- ⇒ the East outside door has been repaired;
- ⇒ we are awaiting a proposal to replace the West entrance carpet/entry mat;
- ⇒ the South stair (outside) railing issue has been identified
- ⇒ "Visitor" spaces will be clearly marked on the wall as well as on the floor of C garage when restriping is done;
- ⇒ Atlantic Duct Cleaning started that work on October 31st;
- ⇒ new pole and wall pack lights have been installed for the dog walk area, resulting in a safer visit in the evenings;
- ⇒ CMC is researching the estimated costs of an electrical survey;
- ⇒ Community Room draperies are gone (but the sheers remain for the present);
- ⇒ new and better trash cans will be placed at garages.



Former Director Mary McClelland is working with Kay and Chae in identifying exactly which balconies still need work on the slab or regarding leaks. Titan is responsible for the leak repairs. Owners will be responsible for any slab repairs.

In addition, Volunteers are being recruited for a subcommittee to research draperies and artwork for our common areas. *See next page.*

Ms. Wilmoth encourages everyone to contact the Office if there is anything related to building or grounds needing attention.

You've heard it said before, "***When you see something, SAY something ...***"



We're going to be beautiful!

I hope everyone in the building has been down to the Community Room, the Party Room, the library/billiards room, and at least glanced at the really-spiffed-up fitness facilities! Makes us all wonder what took us SO long to get around to doing these terrific upgrades! What a difference! WOW!



Now is the time to start thinking about replacing those (really awful) draperies in the Community Room. Yes, they were fine when first installed about 20 years ago, but they have seen their best days and now it's on to the next!

Committee chair Kay Wilmoth says Building & Grounds is looking for a ***Few Good Residents*** to form a subcommittee to seek advice from drapery companies, get bids, etc. One of the more important things is to decide on fabrics and styles. Part of this charge will be choosing various art work for both those rooms (now that the paneling is gone from the library and party rooms and the walls are a brighter neutral).

We haven't set a meeting time yet – we need people first! – so *please* drop me a note in the Office saying you're a Volunteer. As soon as we have a group, we'll start the planning! Come on board; it will be a fun project that you'll be glad to be involved with when it's all done!

By-Laws Amendments Update

The Master Deed and By-Laws Committee is pleased to announce that the proposed Financial and Administrative Amendments were approved by owners at the September Board meeting.

The voting period was extended to 15 December, to permit legal counsel to notify AKW Mortgage companies of the proposed Amendments and they have 60 days to respond. Mortgage lenders must also approve the proposed changes by 75% and they have 60 days to respond.

During this period, committee members will continue to solicit votes from owners that have not responded...yet.

HVAC Update

Only a dozen or so owners showed up for the presentation by Dylan Deloatch from HVAC Unlimited on October 5th, but several other folks later expressed interest as well. The status at this point is a total of 30 either signed immediately or were taking more time to decide.

Dylan stated that he had tried to work with other NoVa condominiums so that, collectively, we'd get a discount and everyone would benefit from that kind of a total purchase. But, apparently, that effort did not pay off this time.

Dylan is planning to place his order for our Owners during the first week in November. Knowing that it takes 8-10 weeks for manufacture and shipping will place arrivals right around our Christmas holiday season. This means that we are planning for installation beginning in January. Not really too much different from what we had last year, actually!

If you are experiencing lack of heat *now*, it would probably be a good idea for you to obtain your own small electric space heaters to take the chill off, or else just get out extra clothing layers as we (most of us) had to do previously!

We will keep you informed here in ***Knolls News*** as always, but if anything exciting happens, we'll post it on the lobby easel. ***Stay tuned!***

Oh, no! Where's the drip, drip, drip from the ceiling coming from?!

From time to time the Office receives complaints of water coming into an owner's unit from the unit above. Of course, calling the Office is the right place to start because the Building Manager and Engineer can work with the upstairs neighbor to identify the source of the leak and advise them on getting it stopped.



But, when there is an intrusion of water from the unit above you into yours, whose responsibility is it? A lot of AKW co-owners think that the responsibility to repair damage caused by these leaks is the Association's, but is, in fact, a matter between two individual owners. An owner is responsible for the elements within their unit; when there is a maintenance issue that causes damage to other units, the person responsible for that issue is the owner of the unit *causing* the damage. *That owner* is responsible for fixing the problem and for returning their neighbor's apartment to its previous condition.

Knowing that you are responsible for damage your leaks cause to others' apartments, remember to proactively maintain your internal pipes, HVACs, and other elements. For instance, did you know that the seal that bonds your toilet to the floor deteriorates over time and, if not replaced, will fail and cause a leak to the unit below? Did you know that you should be regularly checking your HVAC to make sure the condensation pan isn't full and ready to leak into the unit below? Do you make sure your kitchen, bathroom, and minibar pipes are not leaking? These are all things each individual unit owner is responsible for and keeping these things maintained can save your neighbor from a leak—and you from the cost and responsibility associated with it.

For those who may have a Home Owner Warranty, check your policy to see if your repair needs are covered or if they fall outside of your coverage. In any event, though, be certain that a leak — or other damage-causing issue — coming from your unit into your neighbors is up to you to cover.

What do you know?

Last year we asked this question but I'm not sure many folks have responded! If you've been to a Building & Grounds or Board meeting, you've heard, "I'm sure so-and-so would remember when that happened." Here at AKW we have residents with robust institutional knowledge of key dates in our community's past.

Quade Whitmire (who really has nothing else to do after his Day Job plus the all-consuming hours for Board President and a few left over for the Communications Committee!) volunteered (*there's that wonderful word again!*) to be our Historian.



Please put on your thinking-cap and email (akwquade@outlook.com) him with whatever tales you can think of

GETTING YOU INVOLVED ...

We are always looking for Residents (especially our Owner/Shareholders!) to participate in committee meetings. Committees address the affairs affecting the safety and wellbeing of everyone in the Community, ensuring the continuing stable financial position of our corporation, as well as maintaining the integrity of our infrastructure. Needless to say, they are an essential part of managing our community. Each committee identifies a need/problem, discusses possible solutions/actions, and presents recommendations to the Board for discussion and action. If you are interested in becoming involved, please contact the following folks by leaving a note for them in the Association Mailbox:

Building & Grounds	Kay Wilmoth
Budget & Finance	Sharon Grant
Communications	Quade Whitmire
Safety & Security	Traci Templar
By-Laws Amendments	Becky Martin
Fitness Facilities	Bill Munson
Landscaping	Dail Claridge
Pool	Becky Martin

On the other hand, you don't *have* to sign up for a committee; just show up at one of their meetings (always listed on our back page) and you'll be welcomed!!

SEE SOMETHING, SAY SOMETHING

If you see someone attempting to gain access to the building without authorization, or trying to "tag onto" your entry into the building, notify the Office or the Security Guard immediately. If neither is available, call the Police!

We want to keep our building safe and secure! Often we don't recognize new folks or others not seen regularly. **ASK** if they live here (they should have their key fob out!), and then ask them to use the vestibule phone for entry by a resident.

Staff Holiday Appreciation Program

It's that time of year when thoughts turn to expressions of gratitude to our Staff for their helpfulness to each of us individually, as well as giving a huge 'thank you' for a year's worth of effort they put into keeping our building always looking so nice! The gifts of appreciation (*cash only*) will be apportioned by length of service, so ... *once a year ...*

We encourage Residents who wish to contribute, please do so by leaving your contribution in an envelope in the Association Mailbox (below the Directory) by December 2nd. Disbursement to Staff is a gift of appreciation for this Holiday Season.

***Thank you for
your generosity!***



You'll be hearing a lot more about BuildingLink ...

In the August issue we brought to your attention the BuildingLink system that allows management options for controlling and tracking key activity. Instead of a wall lockbox for unit keys, BuildingLink provides electronic control of who can access keys and identifies for what purpose, as well as noting when the key is returned at the end of a job/project. Board members and our Building Manager were given a presentation on the system in use at Olympus Condominium (down the street from us). (Oh, and it's in use at the Sentinel Condominium as well!)

The implementation of the BuildingLink system is moving along. Going on behind-the-scenes now is validation of resident and owner information to get it ready for upload to the system. Soon we will present the Board with some policy decisions needed ahead of the system going live. BuildingLink is going to be a big change for the Association's employees, so we will be working with them to be sure that they are trained and that they understand how BuildingLink works. They can all look forward to the new system because it is going to allow them to better serve owners and residents.

Once we have the system installed, we will do internal testing with the maintenance-ticketing system before we reach out to residents to invite them to use it. This system will interface with our website, www.akwcondo.com. ***Stay tuned!***

Ghosts and goblins and things that go bump in the night!



On behalf of "AKW Kids", I'd like to extend my sincerest thanks and appreciation to our neighbors who make Hallowe'en extra special for our resident ghosts, goblins, and princesses this year! From your creative costumes (human and animal alike!), scary door decorations, delicious candy and healthy snacks, we appreciate that the Hallowe'en "spirit" is alive and well at AKW! This marks my fifth year hosting the "Haunted Elevator" and has proven to be an amazing opportunity for parents and children to connect, meet our neighbors and most significantly, create a sense of community for our children! Thank you!

Claudine Sangare
(Yahney-Marie's Mom)



AKW is not going political!

Has the election coverage challenged your patience, your ability to keep track of the conversation and your sense of logic? You are most certainly not alone. But the intrigue and shouting is coming to an end and now it is up to you to make a choice. If you registered to vote using your AKW address, your polling place is:



Samuel Tucker School
435 Ferdinand Day Drive
Alexandria, VA 22304
Voting hours: 6 AM to 7 PM



In addition to the Presidential Election, these are choices you will be asked to make when you vote:

**Member
House of Representatives
8th District**

Vote for only one:

Donald S. Beyer, Jr – D

Charles A. Hernick – R

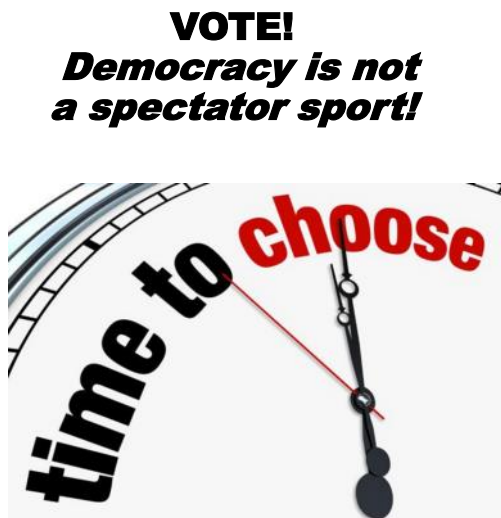
Julio Gracia – I

Write in _____

**PROPOSED CONSTITUTIONAL
AMENDMENTS**

QUESTION 1: Should Article 1 of the Constitution of Virginia be amended to prohibit any agreement or combination between an employer and a labor union or labor organization whereby (i) nonmembers of the union or organization are denied the right to work for the employer, (ii) membership to the union or organization is made a condition of employment or continuation of employment by such employer, or (iii) the union or organization acquires an employment monopoly in any such enterprise?

QUESTION 2: Shall the Constitution of Virginia be amended to allow the General Assembly to provide an option to the localities to exempt from taxation the real property of the surviving spouse of any law-enforcement officer, firefighter, search and rescue personnel, or emergency medical services personal who was killed in the line of duty, where the surviving spouse occupies the real property as his or her principal place of residence and has not remarried?



IMPORTANT DATES IN NOVEMBER

- ◆ **Special Board Meeting** **Wed, 11/2**
- ◆ **Fitness Center Committee** **Mon, 11/7 & Mon, 11/21**
- ◆ **Super Committee** **Tue, 11/22**
- ◆ **Board Meeting** **Tue, 11/29**

**Unless indicated otherwise, meetings begin at 7:00 PM
in the Community Room**

The "Board Book" (containing what's on the agenda) is available in the Office for Residents' perusal on the Friday before the Tuesday Board meeting.



IMPORTANT PHONE NUMBERS

Guard Mobile	571-565-5591
AKW Office	703-751-7541
Email: akwmainoffice@gmail.com	
AKW Fax	703-751-2136
A-1 Towing	703-971-2600
Police non-emergency	703-746-4444
Police emergency	911

Board of Directors

Quade Whitmire, President (Historian, Communications)	akwquade@outlook.com
Becky Martin, Vice President (By-Laws, Pool)	beckymartinakw@gmail.com
Wendy Shelley, Secretary	w-shelley@outlook.com
Sharon Grant, Treasurer (Budget & Finance)	sharongrantakw@gmail.com
Traci Templer (Safety & Security)	tracitakw@gmail.com
Kay Wilmoth (Building & Grounds)	kwilmothakw@outlook.com
Bill Munson (Fitness Facilities)	bmunsonakw@yahoo.com

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