

KNOLLS NEWS

President's Message

A lot of us are looking at the calendar and wondering what's become of 2016; it seemed like summer was just over, but here we are... about to move into a new year. 2016 has been a year of change at Alexandria Knolls West. Some of what's new is obvious, like the work in the fitness centers and a refreshed party room, both of which are evolving into their next phases. Much of what's new has happened behind the scenes, with updated office processes and the updating of important policies. And, change for 2016 isn't quite done yet, as we'll soon be rolling out BuildingLink, which will revolutionize the way the office operates. In this edition of *Knolls News*, take in some of the articles on the upcoming initiatives, a glimpse at what 2017 holds for AKW and how all of this affects the Association's employees.

Another important theme this time of year is giving, and giving back. Look around AKW (especially now in the lobby and community area) to see the fruits of some of our Volunteers' labor, from our landscaping to the excellent lighting in the garages, to the common-area upgrades, or the newsletter you're reading now. These are all the result of the leadership of resident volunteers. Take a moment to offer them a sincere thanks for their dedication. To all of you and your families and friends, enjoy the holiday season!

Board Meeting Highlights

Policies and procedures are being examined for their effect over the long-term, looking specifically at patterns of work to make them more efficient and effective. There will be weekly attention to this effort, to improve the effectiveness of our maintenance systems.

BuildingLink has our data and is entering into the system and after staff training will be open to our Residents. Stay tuned for more next month.



Recruiting is underway to replace our weekend office staff and a vacant porter position.

These **Budget & Finance** results were presented by **Sharon Grant**, Treasurer:

Total Cash & Investments	\$1,291,158
Year-to-Date Income	\$1,507,723
Year-to-Date Expenses	\$1,437,087
Year-to-Date Net Income	\$ 70,636

Delinquencies were improved in November: \$127,436 (7%) versus \$130,000 (7.5%) in October

Reserve investment accounts in 7 CDs with Morgan Stanley total \$778,000. An additional \$363,000 is invested in two other banks, for a total of \$1,141,000. See page 3 for Investment reports.

Chair **Becky Martin** said that **By-laws Committee** continues to collect proxies/ballots for the Financial and Administrative Amendments. The voting will close officially at the **Special Board Meeting** scheduled for **December 15, 2016**. Please submit your vote prior to the 15th to allow time for processing. AKW's attorney provided an update on Mortgage Lenders' participation, and no negative votes have been received.

More—>

The following items were approved by the Board:

- Engagement of Daly, Hamad & Associates for tax return and audit services for three years ending December 2018 at a cost of \$5,800 per year.
- A proposal by Freestate Electrical to repair/upgrade seven pole lights on the property with LED lamps and direct wiring at a cost of \$2,695. Correct functioning of all photocell lights will be confirmed at the same time. Pole lights to be repaired have been marked with red ribbon tape.
- Proposals by Densel Company to replace the rooftop exhaust fan for \$3,190 and to replace the domestic hot water circulating pump for \$7,166.
- Renewal of the CMC management contract for a three year period ending December 2018 with no fee increase for the first two years (\$4,493/month) and a 2.25% increase to \$4,605/month for the final year.



Pay attention to this ALERT ...

From an Owner at the Board meeting on 11/29 came the distressing report of credit card theft – leading to a lot of charges for parcels delivered to our building and picked up by someone using the Owner’s name and unit. This person from now on will work with **Traci Templar (Safety & Security Committee)** and her liaison with the Police.

Further discussion brought the suggestion that we alert residents about the possibility that **LaserShip** and **Amazon** may be opening up avenues of mischief, as they are unreliable and often, even in mid-day, leave packages in front of unit doors or (remarkably!) outside the building where they may be picked up by someone else. The suggestion is to **make sure the carriers are those who deliver to the building and are reliable: US Postal Service, UPS, FedEx.** An even better suggestion might be for you to ask that any packages be held at those facilities for your pick-up using your own picture ID, or directing your purchases to *your office* for this holiday season. And consider keeping your credit cards in an RFID (metal frame/lined) holder instead of a wallet in pocket or purse.

Notice an extra spring in his step???

For anyone who has passed the 40-year-old mark, you know what our building is going through: it needs a little extra attention and ... a little extra care. The good news for the building is that **Jose Fonseca** has been promoted to the position of **Maintenance Technician** and we have a second person to offer the building the attention it needs. Jose’s new role allows the Association to leverage the skills he has learned during his years at AKW as well as opportunities to grow his career. Jose’s new role will be a complement to Jammie’s; Jose will have some independent projects and will also lend an assist to Jammie on others. And, Jose will continue some Porter duties as well. Please congratulate Jose on his new position!

Cha-Cha-Cha-Changes

Facing change and learning new ways to do things isn’t always easy or fun. Over the past year, the Board has voted in changes to a number of the ways the Association does business. Each of these changes has an impact on how we owners and residents live and also on how our employees work.

For instance, earlier this autumn, the Board changed some of the rules surrounding how employees work for residents in their off-the-clock hours. The changes help owners and residents more clearly understand when work is being performed by the Association versus by one of the employees as their private contractor. This policy is good for residents and owners and it protects the Association. But, even though the guidelines are also good for employees, they are added effort.

The office has also changed some of its processes, such as better documenting employee overtime and increased oversight of charges to the Association’s charge cards and accounts. These take more time and effort, but they help us to better understand where the Association’s resources are going and can help us identify ways to save money.

Even though these changes are necessary and are for the good of the Association, they mean that our employees have to change some of the way they do business. The Board is working with them to ease these challenges and is looking for their feedback and input. And, remember, AKW employees work for all of us, so thank them for their flexibility and for their efforts on behalf of each and every owner and resident!





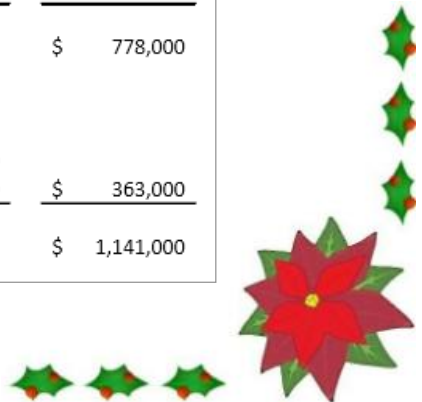
Budget & Finance: Investment Update

On November 2, Anthony Marrelli, Assistant Vice President of Morgan Stanley, our Portfolio Manager, spoke to a small group of owners about investment strategies for AKW reserve funds.

Throughout the summer, funds from various CDs/accounts have been accumulated in a new Morgan Stanley account: the goal is to provide a consolidated investment vehicle with both short and long-term investment options. Mr. Marrelli spoke to the need for sufficient funds to cover both scheduled and future expenses. While CD accounts do not offer the greatest yield at this time, Morgan Stanley has adopted AKW’s preference for a conservative investment strategy. The recommendation of “laddered CD” accounts allows us to draw funds relatively soon while maximizing yield against future cash needs. All of the CDs are in brokered funds that can be redeemed (sold) on the open market without penalties (in contrast to a non-brokered [bank] account). These CDs are all FDIC insured. In addition, two CDs held in other financial institutions are maturing in March and September 2017, adding funds to be used for reserve projects in 2017.

Discussion among the Directors included the CD terms and investment amounts, and how the investments would correlate to maintenance projects contemplated in our future Reserve Studies. It was noted that AKW can invest up to 20% in investments other than CDs, aiming for greater gain. That option will be considered at a later date.

AKW Reserve Investments			
Morgan Stanley			
10/31/2016			
Total Beginning Value			\$ 345,927
New Funds added to account			\$ 432,446
			<u>\$ 778,373</u>
Change in value			\$ 4
			<u>\$ 778,377</u>
As of October 2016			
	<u>Rate %*</u>		<u>Value</u>
CD Maturity 2/6/2018	1.00	Wells Fargo	\$ 40,000
CD Maturity 5/10/2018	1.15	Ally Bank	\$ 40,000
CD Maturity 11/9/2018	1.25	Capital One	\$ 40,000
CD Maturity 5/10/2019	1.25	HSBC	\$ 60,000
CD Maturity 11/12/2019	1.45	JPM	\$ 60,000
CD Maturity 11/9/2020	1.50	Greenwood	\$ 80,000
CD Maturity 11/9/2021	1.80	Capital One	\$ 80,000
			<u>\$ 400,000</u>
CD Maturity 2/8/2017	0.55	Bank India NY	\$ 178,000
CD Maturity 1/17/2017	0.40	Bank of China NY	\$ 200,000
			<u>\$ 378,000</u>
			\$ 778,000
Other Investments			
CD Maturity 3/2017		Presidential Bank	\$ 233,000
CD Maturity 9/2017		John Marshall Bank	\$ 130,000
			<u>\$ 363,000</u>
			\$ 1,141,000



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! AKW staff include:

- ◇ Micha'lyn Washington, Building Manager
- ◇ Jammie Marshall, Engineer
- ◇ Jose Fonseca, Maintenance Technician
- ◇ Luis Nativi, Porter/Groundskeeper

We encourage Residents who wish to contribute (cash only), please do so by leaving your contribution in an envelope in the Association Mailbox (or give to Chae), **by Friday, December 9th**. Disbursement to Staff is a gift of appreciation for this Holiday Season.

Thank you for your generosity!



Winterizing your car ...

Mary McClelland last year gave us some tips for staying safe in our cars during what could be a miserable winter. She said: You might want to put together a *winter emergency kit* for your car, in case you end up stuck in traffic like we've all seen around here! The list of items includes road flares; flash light (extra batteries); collapsible shovel; bottled water (small, better); energy bars or dried fruit; blanket; bag of sand or kitty litter. She also suggested (Girl Scout hint!) having a candle, matches, and an old cooking pan. Open the window a little, place the candle in the pan and light it. It will emit enough heat to keep you from freezing! And, of course, your cell phone and the recharger cord! Perhaps the best idea is "NEVER, EVER have less than a half-tank of gas."

Building & Grounds Continues to Amaze!

Chair Kay Wilmoth nearly overwhelmed us at the recent Committee meeting with a list of what's going on around our Community:

- Repair and replacement of a section of fencing (across from V-22) was done and has already been dented. *(Please, Folks, pay attention when backing up from the Visitor spaces, and warn your visitors if they park in those last spots!)*
- FreeState installed pole lights along the dog walk area (a BIG improvement!).
- Densel has given us a proposal for replacement of the #2 hot water circulating pump.
- Densel is giving us a proposal for chiller maintenance.
- Densel has also given us a proposal to replace the battered cover on the exhaust fan on the roof. If we choose to replace the whole machine, which will be necessary within a few months anyway, it will also reduce noise to 18th floor units.
- The railing problem near the South entrance has been identified and we do have a repair proposal.
- We are contemplating whether to donate or try to sell the jukebox and the piano in the Community Rooms.
- Cadyco has been our snow removal company for many years. We are entertaining proposals from other, perhaps more responsive companies.
- The new rug will be installed at the front door vestibule.
- TrashMasters has been working on repairing the chutes and doors in the elevator lobby areas on most floors.
- Thanks to Quality Air we have found drip pans for the old HVACs. If you need any, the large is \$101.40; the smaller is \$96.40. Check with the Office; Jose or Jammie can install.
- Restriping of outside parking areas will not be done until repaving is done in the Spring.
- **On December 6 (7pm), a meeting of the Decorating Committee will hear presentations on replacement of window coverings in the Community Room . *(Please come, to add your suggestions and see what's in store for this area!)***

Although most of us credit the Chair (Kay) with single-handedly performing feats we'd never dream of, Kay *does* admit that all of these *do* involve many others --- So that she doesn't forget a name, she notes that "every resident who speaks with me is my aide in trying to do the best for the building. I do listen to them all and then seek professional help from Densel, FreeState, etc. *Sooooo*, you could say that *all the residents are my committee!*"

There's SO much going on! Come to a Committee meeting so we can get your suggestions and solutions, AND to find out all the details!

HVAC Update

Dylan Deloatch has placed his order for our HVAC purchase. Turns out only a dozen folks are able to participate, so the period of installation will be really quick (compared to what we went thru last time!) --- I'd guess two weeks! Don't have any firm dates but we're aiming for January. So those who need to plan for Tier disruption, it will be Tiers 2, 4, 6, 8, 10 and 11.

SEE SOMETHING, SAY SOMETHING

Sometimes it's easy to just look out your window! See something or someone that looks suspicious? In a place that looks different? Go ahead and call the non-emergency number for the Police (703-746-4444) and ask them to do a drive-around of the property. (If you see something that looks like an emergency, dial 911, and then report to the Office or the Guard for their follow-up.)

Safety & Security Chair, Traci Templer reminds us again how important it is for each of us to be AWARE so that our Community stays as safe as possible — especially during the holidays when problems can occur if packages are left in plain sight in your car, for instance. *Lock up!* And add our emergency numbers on (landline) speed-dial, or in your Contacts (mobile phone) — so you'll know where to find them when you need them!

Great Information for Seniors!

Last Spring we were able to get many copies of a **Directory of Resources for Older Adults & Adults With Disabilities**, a wonderful compilation from the City of Alexandria's Division of Aging & Adult Services. It's a 55-page booklet of all that's available in subjects such as day services centers, adult protective services, assisted living placement, caregiver support, meals on wheels, pension rights center, transportation... all categorized, alpha-listed with brief explanation of each, plus phone numbers. If you need this, or know of someone who does, pick one up. It's free in the office.



Pet Reminder

One of the constants at AKW in 2016 is the **size-limit for dogs: it remains 25 pounds**. Currently there are two animals in excess of that size that have been approved within the Association's support animal policy. **The policy does not allow for oversized pets to visit or otherwise be at AKW**, so if you see dogs on AKW property other than the two approved pets, they are not authorized and are not allowed. Be sure to report those sightings to the Office immediately. The Office can answer any questions about the policy.

And don't forget: Pets must be licensed and registered. Please make sure your pets have all their required vaccines and licenses. AKW By-Laws require that you report this to the Office each year. Make sure Chae has all your information!

NEED A NOTARY?

Sharon Grant is a Virginia Notary and happy to offer services to AKW residents by appointment at no charge. Email sharongrantakw@gmail.com.

RECYCLING thoughts on Recycling

Confused about recycling? Here's a handy checklist:



YES! Recycle these	NO! Not eligible for recycling	NOT at AKW Needs special disposal
Office paper, envelopes, shredded paper Newspaper, Inserts, junk mail, books Glossy paper (magazines, catalogs) Paper boxes, plastic-coated paper cartons (frozen dinner cartons) Corrugated cardboard and paper bags Plastic containers #1, #2 and #5 Glass bottles/jars, metal cans	Soiled paper boxes, take-out food boxes Polystyrene (Styrofoam) containers Used paper towels, plates or napkins Foil gift wrap Window glass/mirrors/light bulbs Dishes/Pyrex/Ceramic Hazardous materials	Batteries (various hardware/electronics stores) Water filters (various grocery stores) Corks (various grocery stores) Fluorescent light bulbs (various hardware stores) Plastic bags (various grocery stores) Styrofoam peanuts (various shipping stores) Prescription drugs (some pharmacies, DEA)

The correct way to recycle a PIZZA BOX. Otherwise, simply discard with TRASH.



AKW Wi-Fi is now available in all first floor areas/amenities. No password needed.



The Jukebox and Piano going to the farm...



AKW is planning to permanently say a final farewell to the jukebox and the piano. If you are interested in the piano, inquire at the office by 12/20/16. We are planning to sell the jukebox and bids can be submitted to the office to be considered alongside those we receive from the public with Craigslist, NextDoor, etc. Items must be removed by a yet-to-be-determined date and interested parties are responsible for moving and transport.



Who would YOU recommend?

At one time or another each of us has had the opportunity to use vendors for jobs like painting, electrical, plumbing, wall papering, etc. If you have some favorites, please let us know! Email or jot a note to Chae in the Office. It will be entered in our www.akwcondo.com Resident page so all of us can have this resource. Of course, the Association can't endorse these folks, but it's easier than trying to pick out someone from the Yellow Pages!



HOLIDAY SAFETY TIPS

Everyone wants to have a safe and happy holiday season. But a simple mistake can ruin your holiday. Here are some hints for a safe and enjoyable season:

- Be sure your holiday lights are turned off when you aren't home and before you go to sleep! Keeps a possible fire from happening AND can help lower our electric bill!
- Be sure to get a disposal bag from the Office if you have a live tree! Slipping it over the trunk before attaching it to the stand means you just pull the bag up over the tree to have it all enclosed (eliminating needles all over your floor/carpet, the hallway, the elevator, and the lobby!). The Office will let you know when you should have your tree at the trash room for special pickup.
- Remember that in our heated units, moisture evaporates quickly so your tree needs plenty of water to keep it fresh; check it daily.
- When you're out shopping, keep your car locked and gifts/valuables out of sight. Shopping bags in the back seat are an invitation to mischief!
- Keep your pets in mind when leaving goodies out for Santa. Some stuff – especially chocolate and poinsettias – are dangerous for them.
- In addition, pets can choke on small ornaments, tinsel, bows and other glittery things as well as light cords.





Decorating Divas are at it Again!

Dail Claridge, K.C. Snyder and Pam McCaffrey worked their fingers to the bone (they said!) to make our holiday season especially unforgettable!



The Snowman Cometh!

As dreaded as it is, the weather is turning colder and we are likely to get a snow storm in the coming months. We are fortunate to have a terrific staff to help dig us out, as well as some generous AKW residents who come to the assistance of their neighbors.

A note for some of our new (and long-term) residents... Empty parking spaces are *privately owned property*. Do not shovel snow from your space onto someone else's. You are ungenerously gifting them the task of shoveling twice as much snow. We know it is difficult to find space for all the snow. Keep in mind that we are all in the same boat. It's aggravating and an inconvenience, but please don't "pile on" to your neighbors !



WOW!
LOOK AT ALL OUR VOLUNTEERS !!!

**It's with heart-felt gratitude that we salute all
those wonderful folks who have stepped up to the plate
to help out, in all sorts of ways, in 2016**

**Alex Harrington
Joann Wray
Steve Colodner
Joan Culkin
Bill & Rose Munson
Steffan McNeil
Will Godfrey
Steve & Connie Blood
Ricki Moore
Terri Hansen
Bill & Mary McClelland
Ric Rios
Myron Thomas
Maggie McCauley
Paul Rose
Deborah & Brian Block
Quade Whitmire
Traci Templer
Sharon Grant**

**Claudine Sangare
Dany Garcia
Fay Menacher
Dail Claridge
K.C. Snyder
Pam McCaffrey
Jules Kolberg
Tia Green
Barbara Easterling
Ron Jones
Philip Ellis
Pete Pietropaoli
Filiz Ajay
Tom Lindsey
Mary Lariviere
Mike Sullivan
Becky Martin
Kay Wilmoth
Wendy Shelley**

Hope we didn't miss anyone!

**This is a GREAT group, but we need even more folks for
2017! Come to a Committee meeting and get
yourself involved!**

**Every person counts!
Everyone has something to contribute!**

