



WOW! AND A BIG PAT ON THE BACK TO US!

If you attended the December 15 meeting, you know that 88.41% of Co-owners participated with a vote for the Financial and Administrative Amendments to our By-Laws, and we met the threshold to pass both of the Amendments. After some of us working for nearly *three years* to get this accomplished, it's finally done! A **Big Round of Applause** to each and every one of you, with a gigantic "**Thank You**" package tied with a red ribbon!

We're taking a bit of well-deserved time off, but will be back to work on the next bits: Maintenance and Enforcement. We'll ask now – If anyone thinks they'd like to participate in this endeavor, please let **Becky Martin** know and we'll make sure to include you when it's time. ***Thank you, thank you, thank you!***



Here Comes BuildingLink!

AKW's discussion about implementing a key tracking system began in the heat of the summer. After presentations from a couple of vendors, the Board decided to adopt the feature-rich BuildingLink system. It will give us not just the key security tracking that we sought initially, but the capability to track and manage maintenance tickets, elevator, move-in, and party-room reservation requests, and simplify the way the office manages owner and resident information.

As we move into January, the data necessary to populate AKW's BuildingLink module has been populated into the Association's new database. We've now scheduled staff training for the next couple of weeks. We'll start with using the system internally and work through the bugs and kinks before rolling it out to owners and residents to use.

Not everyone at AKW has a computer; some who do aren't very tech savvy and aren't interested in learning a new way to request service from the building. Not to worry: you can still request service the way you always have, over the phone to the Building Manager, in person, or via a simple email. But, for those who find it easier, maintenance requests will be accepted online from any unit owner, and we'll be letting you know how you can reserve the elevator for your furniture delivery, the party-room for your birthday celebration, or post a message for your fellow residents to see that you're selling the old sofa to make way for the one you bought yourself for your birthday!

You'll hear more about BuildingLink in the coming weeks and your feedback is welcome. Leave a note with your name and contact information in the office or send an email to the [contact](#) form at AKWcondo.com.

Another ALERT and REQUEST

It's just come to our attention that some of the Housekeepers working for some of us are not familiar with how to dispose of *trash*. ***Please inform and instruct your Housekeeper to carry everything from the unit to the receptacles in the main trash room. Oh, and by the way, make sure YOU do it correctly, too!***

It's NOT TRUE that the trash chutes can handle anything. Because of mishandling, we ended up paying TrashMasters over \$2700 to fix the doors and chutes just a month or so ago. A few years ago we also had to have some *serious* repairs (and *equally serious* payments for repairs) from folks throwing just-about-anything down the chute instead of carrying "forbidden" items to the trash room outside our entrance.

Pouring cans and bottles, or stuffing boxes in the chutes, are going to cause us many headaches. If it's not the chute itself, it's the compactor at the bottom and cost us more for repairs (during which time the chutes aren't available at all).

And these needless expenses are going to be added to your condo fee *next year* (as if *this* year's fees aren't high enough!!).



And I guess it's about time to remind *Someone* that it's *The Rest of Us* who will be paying for *Your Inconsideration* for leaving a big appliance in the center of the trash room. Who do you think is going to take it away? And do you think that's free? We have to *contract* for that removal. It's one more thing that's going to be added to those condo fees for 2018 — keep it in mind, when you start to complain at the increases!

For those of us who are planning to replace appliances, make sure the company takes away the old stove, microwave, washer/dryer when they deliver the new one(s).

For those Residents who are unable to carry everyday, regular trash to the main trash room, check with the Office for available options.



Come and Learn

On the 9th of January, the Association's management company will offer a presentation on the roles and responsibilities of the Board of Directors. This short training session is open to all Co-owners and residents. This will be an opportunity for everyone to improve their knowledge on what to expect from Board members and better understand the Co-owners' role in the governing of the Association. Following the presentation there'll be a Q&A session. The program will begin at 7 PM in the party room and should last about an hour.



Better Late Than Better Not Late



Several co-owners took note that the payment books sent a few weeks ago did not reflect any late fee for past-due payments. One of the things that the new by-laws amendments allows is the collection of late fees when an owner submits their payment late. Don't worry, being a day or two late will not get you dinged; the 10% late fee will not be charged unless the payment is received after the 15th of the month in which it is due. CMC will be sending out new payment books. To allow time for the new books to arrive and for owners to familiarize themselves with the new late fees, the Board came to consensus at its last meeting to delay implementation of the fees until March 2017.

Parking Policy in a Nutshell

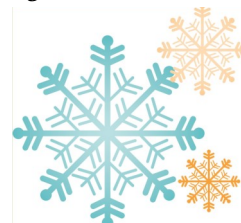
YOU:

- Park in the “R” spaces at the canopy, for 30 minutes maximum
- Park in Visitor spot M-F, 7a-6p *only*, excluding holidays
- *MUST* sign in at the lobby desk
- Will get a violation alert one-time only 5 minutes before a tow is called

VISITORS:

- Overnight parking permitted 10 days per calendar month
- *MUST* sign in at the lobby desk
- Overnight parkers have until noon the following day to check out or re-sign for that next day
- M-F, Residents may request hang-tags for a visitor to park up to a maximum of 42 days annually (signing in is not required)

All of the rules and regulations of this [new policy](#) (effective October 1, 2016) are in the document distributed to each unit (and Absentee Owners) on September 27th and is available on the web site. It's the Resident's responsibility to ensure that the Office has your license tag and correct phone (how the car will be identified and you will be notified). It is the Resident's responsibility to know and adhere to these rules. *Forewarned is forearmed: The towing company charges a very high fee, and it's 'cash only' to redeem your vehicle.*



Reach Out Easier

The AKW Board of Directors has been working hard to make itself more accessible. Part of that is Directors being available to their fellow co-owners via email and we've made it easier to remember those email addresses. You can now write to any of the Directors by using their first name followed by @akwcondo.com. Hopefully you'll find this an easy way to communicate.

Reminder for the In-Unit Service program

A couple of months ago at a monthly Board meeting, the Board of Directors discussed the In-Unit Service Program and decided to allow it to continue without change. And, the Board directed the Building Manager to door-deliver to all residents a copy of the program's policy and fee schedule. It's also been added to the Resident's page on the AKW [web site](#) for easy 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

- that 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 get.

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.



Interesting Good News!

B&G reports that our **piano** left the premises on Tuesday the 6th to a gentleman who would repair and donate to a family in Woodbridge! And the **jukebox** went (for \$100!) to a gentleman in Maryland who restores and collects them. Looks as if we made some folks happy during this holiday season!

But not everything is a good thing ...

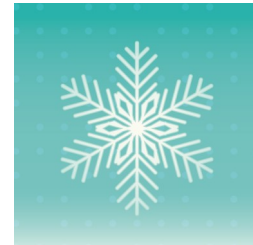
B&G also reports that “someone” is leaving bread crumbs and crackers out for the birds, sometimes around the shrubs, sometimes on the canopy ledges. It seems like a good thing, but draws insects and rodents to our property. We want our property to be attractive, but only to the right visitors! The birds will be fine on their own.

Don't Go Over the Edge

It wouldn't seem like anyone would need to be reminded of this, but we still occasionally get reports of residents pushing or throwing things off of their balconies. When you push dirty water off of your balcony, it doesn't just evaporate; it falls onto the balconies of your neighbors below. The office even received a report recently of someone on a high floor throwing food off their balcony—that's a definite no-no! Remember that throwing or pushing anything off your balcony is absolutely forbidden and can result in legal action from your neighbors below or from a passerby who happens to be hit by falling debris. If you see someone throwing anything from their balcony, notify the office immediately. If you are able to capture a photo or video of it, or identify the unit, tier, and/or floor, make sure to share that as well!

CHAE's REMINDER

Here's the calendar for January water shut-off dates. Info can also be found in the Calendar on the Bulletin Board as well as at www.AKWcondo.com.



OF NOTE ...Chae has to give 4 business days' notice to Tier Residents. In addition:

- *No charge if Resident requests shut-off on the scheduled "routine" day.
- *\$50 if Resident requests shut-off on a different day; payment is required as soon as the day is confirmed, because the same 4-day notice must be distributed to the Tier.
- *If no one requests, the Tier is not shut down.
- *All shut-offs come *after 9am*, and are routinely finished before 4pm.

JANUARY - WATER SHUT-OFF				
Mon	Tue	Wed	Thu	Fri
	2	3	4	5
		Tier 1	Tier 2	Tier 3
9	10	11	12	13
		Tier 4	Tier 5	Tier 6
16	17	18	19	20
		Tier 7	Tier 8	Tier 8
23	24	25	26	27
		Tier 10	Tier 11	Tier 12
30	31			

Shut-offs are generally *not* done on Mondays or Fridays. Emergency shut-offs will require a \$50 payment to AKW. Advance planning required all around!



COMING SOON TO AKW!!

You will soon see a new face at AKW. **Justin Grady** has accepted our offer to be the Porter in our community. Justin has worked in housekeeping and environmental services positions at a nursing home, Virginia Hospital Center and, most recently, Washington Hospital Center. And, benefitting Justin and AKW, his commute will be as short as anyone could hope for: Justin lives at Highpointe! Justin's first day will be Sunday, January 8. We think you will enjoy getting to know Justin and look forward to him joining the AKW team!

Snow Business

It's the time of the year when we have to keep our eyes on the weather forecast and be ready for the eventuality of snow. Life on the Knoll can mean slippery-going when it comes time to go off-property, so always exercise caution when you venture out during or after a winter weather event. The office has a set of procedures to refer to in the lead-up to snow and ice, including pre-treating sidewalks and steps and outreach to the owners of particular parking spots that are identified for snow storage or that are likely to be blocked in by the snow plows. Additionally, depending upon the forecast, some of the visitor parking spots, especially the four spaces in the "F" cul-de-sac, may be cordoned off to allow for storage of snow to keep the driveways clear. Keep an eye on the forecast and if you park in B1, B41, D1, D16, F11, H1, H31, or K1, be sure to stop in the office the day before moderate snow (more than two inches), to discuss arrangements for an alternate parking spot.

And remember:

Parking spaces are privately owned property. Do not shovel snow from your space onto someone else's spot. You are ungenerously gifting them the task of shoveling twice as much snow. We're all in the same boat and we'll get through the winter storms together!

We're Always Looking for your Involvement!

Now that we've boiled our three big committees (Building & Grounds, Budget, and Safety & Security) into one giant *Super Committee*, we're hoping that you will start (or continue) to be involved. As we've said, committees address the affairs of everything about our Community, ensuring the continuing stable financial position of our corporation, as well as maintaining the integrity of our infrastructure. Believe it or not, it takes more than the Office or the Board to run our daily responsibilities! Our committee chairs are:

Building & Grounds	Kay Wilmoth
Budget & Finance	Sharon Grant
Safety & Security	<i>awaiting new Director</i>
By-Laws Amendments	Becky Martin
Fitness Facilities	Bill Munson
Communications	Quade Whitmire
Landscaping	Dail Claridge

You don't *have* to sign up. Just come to a meeting (most always listed on *Knolls News* last page) and you'll be welcome! Each of the committees needs your input, your suggestions, or your possible solution to a problem we've been mulling! Needless to say, it's a good way to get acquainted with your neighbors.





IMPORTANT DATES IN JANUARY

- ◆ **Board of Directors Training** **Mon, 1/9**
- ◆ **Fitness Center Committee** **Mon, 1/16**
- ◆ **Super Committee** **Tue, 1/24**
- ◆ **Board of Directors Meeting** **Tue, 1/31**



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) | quade@akwcondo.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 |
| Kay Wilmoth (Building & Grounds) | kwilmothakw@outlook.com |
| Bill Munson (Fitness Facilities) | bmunsonakw@yahoo.com |

Directors can also be reached via [First Name]@akwcondo.com

See the Knolls News in color at www.akwcondo.com