



President's Message

With March behind us thoughts turn to spring: the pool regulars are already thinking about Memorial Day, the Landscaping Committee is getting ready to go into full-swing, and outdoor projects like parking deck work and paving are moving to center stage. Before we totally abandon all of the indoor projects we've been working on over the fall and winter, I want to offer a special thanks to all of you who worked on the Resident Handbook; hardcopies were delivered late last month and the fully-searchable, digital copy is available in the BuildingLink library. Also of note is the fully-searchable replica of our Master Deed and Bylaws, which will help you avoid having to sift through all of that legalese and get you right to the topic you're looking for. That is on the AKW website, Residents section. For those of you who are familiarizing yourself with what's available on BuildingLink, don't forget to look at the library, where you can find some policy and procedure documents and also notices and news. Happy Easter and Passover to those who celebrate and happy April to all!

Board Meeting Highlights

Quade Whitmire, President, asked on behalf of a resident: Whoever is removing "parts" of her daily newspaper should acquaint themselves with the Washington Post subscription option. Great deals can be had and you'll skip the tiptoe down the hall to claim sections of someone else's daily pleasure! The guards have been put on notice as well.

The recent Package Acceptance form sent to residents is the first in an overall effort to validate and update all community forms. In this case it should be noted that packages are held in the office for residents, but are not "accepted" on their behalf. Of note, certified and registered mail will not be accepted as a signature acknowledging receipt for the resident cannot be provided. Amazon is increasingly delivering at all hours of the day, so after-hours deliveries to unit owners will be admitted by the guard and directed to be delivered to the resident's door. Package notice services will eventually be included as a BuildingLink option.

Redefining staffing roles in the community, the former Engineer position will now be Maintenance Manager (MM). This role will be responsible for oversight of building and grounds and report directly to the Board. The Maintenance Technician (MT) role will report to the MM. Offers have been extended to candidates for both roles. In the interim, Jose Castillo (fondly referred to as "Jose One") has temporarily returned from retirement to assist a few days a week for the short term. The search for a replacement Porter and Office Manager will begin shortly. CMC is assisting with temporary maintenance staff and our part-time office volunteers are filling in where needed. Keltisha Zanders will continue as Assistant Building Manager and temporarily go to a four-day work week: Thu, Fri, Sat and Sun. Attendees were reassured that the In-Unit Service Program will be maintained and original HVAC filters will be changed by the maintenance staff.

Office hours have been adjusted to account for a full 40-hour work week for all staff. The office will be open 8:30 to 5:30 daily with a one hour lunch break, except holidays or as posted.



KC Snyder encourages us to celebrate Spring with this lovely creation!

As a reminder to the notices issued regarding collection of late dues or other payments: beginning April 1, letters will be sent to any delinquent accounts at 30 days and will incur as a 10% penalty. At 60 days, the account will move to collection status. Subsequent actions may include the suspension of community privileges such as visitor parking, fitness center and pool access and accelerating condo dues to the end of the year.

Secretary Wendy Shelley took the opportunity to express her pleasure with the final Handbook product. (Kudos go equally to Joan Culkin, Dail Claridge, Sandra Finchum, Mary McClelland, John Shanks, Bill Munson, Myron Taylor and Sharon Grant, along with early input from Terri Hansen, Eddie VanArsdall, Greg Bolling, Ric Rios, Pete Pietropaoli and Mary Lariviere. Many hands brought this effort across the finish line.)

Treasurer Sharon Grant reported February financials:

- Total cash and investments \$1,344,010
- Year-to-date Income \$ 151,435
- Year-to-date Expenses \$ 139,737
- Year-to-date Net Income \$ 11,699

Delinquencies have been reduced by \$53,000 and therefore the *rate* has been reduced to 4.3%, below the recommended 5% benchmark. Providing more details as a follow-up to a resident question: Nearly half of this reduction is a result of a write-off deemed uncollectable after exhausting all efforts. Recovered funds go the Operating Account, but a portion can be added to the normal monthly Reserve Account deposits of \$27,000.

A maturing CD for \$234,000 was reinvested in two Morgan Stanley CDs – \$100,000 at .8% maturing May 2017 and \$200,000 at .9% maturing in September 2017. \$34,000 was available from the matured Morgan Stanley Ultra-Short Term Bond Fund.

Landscaping Chair Dail Claridge reported that work planned for the front entrance (along the R parking spots) will take place April 4-7. (Parking restrictions will apply in that area while work is underway.) The committee also installed temporary plants in the canopy area.

Quade reported for **Safety & Security** that police were on site on Sunday, 3/26 on a matter that did not involve personal risk to resident. AKW's police liaison, **Traci Templer**, lent support while law enforcement were on site.

A 'task force' of **Wendy Shelley, Becky Martin and Kay Wilmoth** have undertaken to properly document our contractual obligations with US Security Associates, our security company. The team met with USSA management regarding an updated draft contract, as well as defining security staff "post orders." USSA was also provided with an updated copy of the AKW Handbook.

Kay Wilmoth reported that work by **Densel** is anticipated early April to repair a faulty Air Handler. A list of all on-property pole lights has been created. **Freestate Lighting** will be on site to finalize replacing all faulty pole lights and upgrade to LED lights. A needed **audit of parking spaces** is going well. The Board members concurred with Kay's recommendation to dispose of the small bar cabinet in the hallway outside the kitchen. See the list of accomplishments on page 3.

Communications Committee chair Quade Whitmire discussed an effort to control the number of notices going out to Residents and a plan to standardize the look as readily identifiable as AKW communications.

By-Laws Committee chair Becky Martin announced a meeting on April 10 will kick-off the next phase of the Master Deed and By-laws amendments. Attorney Ed O'Connell will attend for discussions on amending sections for Maintenance and Enforcement.

The following procedural and policy changes were approved and will soon be in the Office upon request.

- ⇒ Unit Alteration Review Process policy for Owners to seek and receive Board approval for renovations, as required in our governing documents.
- ⇒ Owner Contractor Policy providing guidelines for independent contractors working on AKW property.

AKW has received its FHA approval effective March 15, 2017, valid for two years.

The following **contracts/renewals** were approved:

- \$59,231 to renew the **master insurance policy**, a considerable savings over the budgeted \$98,000
- \$12,881 for a **preventive equipment maintenance** contract with Densel
- \$1,390 to correct and extend **vent piping** from the domestic hot water boiler by Densel
- \$2,454 to Densel to repair the broken **cooling tower drain**
- \$4,000 to TDL Consulting Engineers to design the scope and provide bid services for the planned **garage repairs**
- \$4,520 to Freestate Electrical for the upgrade to **LED** pole lights



And I'll bet you thought Building & Grounds was just a committee ...

... and that Chair Kay Wilmoth just spent her time lounging and eating bon-bons!

These are the March tasks accomplished:

- Walls in the library/billiards room have been repaired and repainted.
- Bond Water has started the monthly water treatment service.
- One HVAC for the lobby has been installed. This is one of three required to keep the lobby warm or cool. Until the other two have been replaced it will continue to be cold.
- Maintenance office is cleared except for some old paint that is taking time to properly dispose. It has been painted, carpeted, and new electrical installed. Except for electrical, AKW staff completed this work.
- There is an area in Storage that staff is working to clean out. The gasoline storage chest will be moved to storage in the C garage. Once this area is cleaned, filters for all the HVACs will be stored in this space.
- Boiler room has been cleaned. Next is the air handler room. Once the filters are moved to the storage area this room will be cleaned.
- Base of the cooling tower has been repaired and repainted by staff. Cooling tower needs to be de-scaled. We have a problem that anything we use to accomplish this would violate EPA regulations so working with Bond Water to resolve the issue legally.
- Lightening system has been inspected; there were no problems.
- Will be receiving proposals on repairing the expansion joint on "A & B" garage/deck. This will also include repairing the concrete at "B" stairwell and damage to wall facing Edsall Road at "A-36" space.
- Pillars by the "R" spaces are to be repainted soon. Once finished, a notice will be posted indicating the start of the landscaping work and how long the "R" spaces will be blocked.
- Sprinklers repaired in the storage area.
- "C" garage storage is the next area on the list to be cleaned.



Oh, boy! It's finally here!

It seemed like it would never get here! It's just been *years* since we've had something *this good!* Oh, you want to know what "It" is? IT'S THE **MARCH 2017 HANDBOOK!** So many folks have spent so much time and so much effort, but it's all been worth every single minute! It's a *beauty!* Consider this document as your very own **Owner's Manual** as you would with an appliance or car purchase! As we told those who received printed copies, among the things that are so terrific include:

- First, because it's right there in the front is the "**Contact Us**" page with all of our must-have phone numbers (and other info we may need). As we keep reminding you, put those numbers in your iPhone/Android "Contacts", or your landline Speed-Dial for instant availability!
- The "**Quick Reference**" comes straight from the Fire Department, so pay attention to what's stated there as well as to the Evacuation Route maps. We've had very few times when there was an incredible emergency evacuation from the building, but it's important for you to know what to do, "just in case."
- Third, a **Table of Contents** to access whole paragraph(s) of what you're looking for.
- The **Master Deed & By-Laws Index** gives you all the major article and paragraph numbers and subjects so you can find those in your own copy (when you purchased) or a complete (readable/legible) replica on **AKWCONDO.COM**.

Which reminds me: our **Office forms** have been updated and examples are in the Appendices. These are essentially "show-n-tell" what you're reading about ... makes it easy!

This document is just *packed with* great information! I can't list everything, but go to the **Word Index** at the back Web users will appreciate this most of all because those key words lead directly to *that word or section* in the document! Those with printed copies can also use that Index to augment the easy Table of Contents. (Please give Sharon Grant every bit of your appreciation for this incredible effort that took excruciating hours and hours to create!)

For those who are depending on reading from the BuildingLink library, please do so and soon, so you'll know about the many, many changes from the 2006 edition. Ignorance of the changes doesn't relieve you of complying with the new "rules."

We do hope that you will find this Handbook a real treasure-trove that will help all of us maintain a standard of living beneficial to every one of our Residents!

What goes into our Higher Condo Fees?

A Resident remarked recently that they couldn't understand why our fees are so high – they were paying so much but why couldn't the Association (*fill in the blank*), and just what does the fee cover?

Well, for our million-dollar annual budget, it covers things like payroll for our Staff, which also includes medical coverage and even uniforms. It covers the cost for the 43,000-gallon swimming pool, plus the Jacuzzi, plus the lifeguard company services, plus the electricity to heat the pool! Things like about-a-quarter monthly goes to fund the Reserves, so we've never had an assessment for big ticket items like redoing the roof, or replacing the boilers and chillers, painting the hallways and replacing carpets.

Things like the landscaping service that keeps our property looking nice. Things like the extra dollars that pay for smaller landscaping items that our Volunteers place and plant for seasonal interest. Things like funding the security service when our Office isn't open – much for the benefit to our Residents by simply being able to retrieve packages in the Office. Things like the snow-plowing contract that makes it possible to get to work or the store. Things like making sure our building has the correct amount of insurance to cover catastrophic problems. Things like updating the various Community rooms and the fitness centers. Things like finally getting HVAC to cover the lobby areas (Francis has been freezing for many winters!). Things like trash pickup. Things like all of the utilities (water, sewer, gas, electricity) we aren't charged for individually.

What can you do? How can you help to regulate those fees? *Pay attention to how you are affecting any of those costs!* Do you keep your lights on in every room all the time? Do you run either heating or air conditioning around the clock (and many folks do this with their doors open!! Really!!)? Do you figure that not cleaning up after your dog shouldn't bother anyone else (even if it's poop in the elevator that gets tracked onto hallway carpeting!!)? If you think the trash room is your private area to dump hazardous material (*paint*, after you've just redone your walls) or a computer you're replacing, you're expecting all of us to contribute to the cost the Association has to pay for correct removal. Things like paying a citation to the City for ignoring the safety rules of not having paint sitting in your storage unit (or boards covering

the wire)? Things like not having homeowner and renters insurance to cover expenses to OTHER AFFECTED UNITS if something untoward happens? Things like not having homeowner and renters insurance to cover repairs that should have been covered by "the other person" if that leak comes to your home? If you lived in a single-family home, you'd certainly pay attention to all of these cost areas and make adjustments. Same thing here! Our fees are getting to the I-can't-believe-it level, so it's up to each one of us to *make a difference!* Please do your part!



Spring cleaning means clearing out and discarding

Electronics and hazardous waste (Oil-based paint and solvents must be recycled. Latex paint can be mixed with kitty litter or compound found at Home Depot) and left to dry **BUT NOT** in the trash room). Easier: take to the facility on Colvin Ave. on Monday or Saturday. Info from the City operator at 703-838-4000. Go East on Duke St. to Roth (just past "Generous George's Pizza Palace" now called "Yates Pizza"), turn right and right again on Colvin. Up a couple of blocks on the left. Easy to find; easy to drop off.

Since we use a *private* hauler for our trash, we have to use a **private hauler for METAL collection**. TrashAway is available to do this, for a fee. Get the number from the office, but make your own arrangements and payment. BTW, all of this stuff has to go to Davis Industries, 9920 Richmond Highway, Lorton.

Wood, drywall, sinks, porcelain, ceramic stuff (all used in construction) goes to 625 Burnside Rd. This is NOT a City collection point and they **WILL** ask for proof of residency in the City (*this is where we are, in the "West End"*). 703-823-5009. There will be a *small* fee to use because it isn't a City affiliate. Come to think of it, your *contractor* should be taking this stuff off-site when they depart!

Security Fob Control AUDIT Update

Philip Ellis and Wendy Shelley are working with SeeView Security to get a handle on the security fobs allowing access to our building. A letter will be distributed to all Residents and Absentee Owners about the **AUDIT** we will be doing during April and May, with specific days and hours to complete the process. It will require everyone to have all fobs “read” for their assigned numbers; unaccounted for numbers will be deactivated later on. (Disconnect of the cell phone remote unlock authorization will be done separately by the Office.) You are reminded that cell phones can be programmed to work with the vestibule operating system (see the Office for this). *Please keep this in mind so when it’s announced, it won’t be a big surprise and even more inconvenient.*

Car Washing Reminders.....

B&G Chair Kay Wilmoth reminds us that there are only two spots for this purpose: C-40 and C-41, the first two spaces on the right, under the tennis court. Residents may wash their cars during the months when the hose is hooked up and available – usually April thru October. Wash from 8 am to 8 pm; Visitor Parking from 8 pm to 8 am (and anything more than this may mean a tow!).

There is other Visitor parking in that garage; remind your guests to sign in at the log book in the lobby. Guests (*and residents*) who don’t sign the register are at risk of being towed – and some of us already know how expensive *and* inconvenient it is!!

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)

PLEASE DO NOT CONTAMINATE RECYCLING EFFORTS.
If you don’t want to recycle, use only the TRASH bins.

By-Laws Amendments, round two ...

Chair **Becky Martin** announced at the Board Meeting that **our attorney, Ed O’Connell**, will be with us for a meeting on **Monday, April 10th (7pm)** to give guidance and direction in formulating revisions in the next two amendments which will focus on Maintenance and Enforcement.

We know it seems to be a dry subject, but we always welcome any Residents who would like to “get in on” this lengthy procedure. Actually, if you’ll print out the “Governing Documents” (Master Deed & By-Laws) from the Resident section of AKWCONDO.COM (the whole thing is only 42 pages and includes the other two amendments we passed last year), you can follow along with what we’re doing. (As a matter of fact, if you print those pages out you’ll see what you probably missed from the other illegible and mostly unreadable pages you’ve seen before! Put them in a binder so you can refer to them any time!)



APRIL - WATER SHUT-OFF				
Mon	Tue	Wed	Thu	Fri
3	4 Tier 1	5 Tier 2	6 Tier 3	7
10	11 Tier 4	12	13 Tier 5/6	14
17	18 Tier 7	19 Tier 8	20 Tier 9	21
24	25 Tier 10	26 Tier 11	27 Tier 12	28



See Something, Say Something!!!

Emergency Police: 911

GUARD cell phone: 571-565-5591

AKW Office: 703-751-7541

Non-Emergency Police: 703-746-4444

Put these numbers in your cell phone Contacts, or at home on Speed-Dial.

Which leads us to other Spring Safety Tips

- Enjoy your balcony but don't throw cigarette butts (or anything else) off
- Don't let plant-watering dribble down to your neighbor's balcony
- Wear bright, easily visible clothing when you walk in the evening
- If you're driving, watch out for those walkers, bikers, joggers, animals
- If you're bicycling, wear an approved helmet
- Keep pets under leashed control when out of your unit
- Large BBQ tanks and wood fires are not permitted on our balconies; only small electric grills and one-pound propane bottles are permitted

BE AWARE, BE ALERT, and report suspicious activity to the Office or Guard or Police.

Financial Spring Cleaning Tips

Terri R. Hansen (reprinted from April 2016)

1. Review Your Credit Report. By law, you're entitled to order one free credit report yearly from each of the three major credit bureaus. You can get yours at no cost from www.annualcreditreport.com. Make sure your credit reports are free of mistakes. Under the Fair Credit Reporting Act, both the credit reporting agency and the information provider (that is, the person, company, or organization that provides information about you to a credit reporting agency) are responsible for correcting inaccurate or incomplete information in your report. To take advantage of all your rights under this law, contact the credit reporting agency and the information provider.

2. Organize and/or Shred Old Financial Documents. Sort through your statements, pay stubs, bills and other financial records, and keep only the documents that are absolutely necessary. Since the IRS has up to six years to audit you, keep your tax returns, canceled checks and receipts, and any records supporting your tax deduction for at least six years. If you're unsure about whether you should get rid of certain types of receipts, scan them or make a copy, then go ahead and shred the rest. But don't simply toss paperwork in the trash. Leaving important documents in the trash without properly shredding them is a bad idea. They are just waiting to be picked up by an identity thief.

Reducing paper clutter will not only help you stay more organized, it will also put your mind at ease. Plus, since the IRS accepts scanned copies of receipts, having those records available could come in handy in the event of an audit.

3. Record Your Financial Passwords and Store Records in a Safe Place. Make sure you're not using the same password and log in information for all your online bank accounts and other financial accounts. Even though you might be logging in over a secure Internet connection, there's still a risk that someone who figures out your password will attempt to access other accounts with the same log in information.

Protect yourself against identity theft by logging your financial passwords in a password protected or encrypted document and storing it in a safe place. Also, important financial documents like a will, stocks certificates or bonds should be put in a safe place like a locked box or an online secure vault.

4. Review your Budget. Is your budget up to date? Have you incorporated any increases or decreases in your income? Take a close look at your budget to see if you need to make any modifications. Make sure you're reporting expenses accurately and have made some room for savings account contributions. Use a Personal Budget Worksheet to help organize your finances.

5. Set up Automatic Bill Pay. Spring cleaning isn't only about de-cluttering - it's also about making things more efficient. Set up automatic bill pay, and link it to your primary checking account. Automatic bill pay will eliminate the chances of missing a payment and paying those pesky late fees.

6. Pay off Holiday Debt Once and for All. What does your current debt load look like? Spring is a good time to look at your total outstanding debts and see which loans or credit cards you could pay off entirely this year. At the very least, put yourself on a stricter debt payoff plan, and pay off any debt you accumulated over the holidays. Cleaning up this debt quickly can put you in a much better financial position for the rest of the year.

Reprinted from <http://www.mycreditunion.gov/pages/tips/springcleaning.aspx>





IMPORTANT DATES IN APRIL

- ◆ Knolls Knitters Sun, 4/2 and Sun, 4/16, 2 PM
- ◆ By-laws Committee Mon, 4/10
- ◆ Super Committee Tue, 4/18
- ◆ Board of Directors Meeting Tue, 4/25
- ◆ Fitness Center Committee TBD / will be posted

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: <u>office@akwcondo.com</u>	
AKW Fax	703-751-2136
A-1 Towing	703-971-2600
CMC Emergency	301-446-2635
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)	becky@akwcondo.com
Wendy Shelley, Secretary	wendy@akwcondo.com
Sharon Grant, Treasurer (Budget & Finance)	sharon@akwcondo.com
Kay Wilmoth (Building & Grounds)	kay@akwcondo.com
Bill Munson (Fitness Facilities)	bill@akwcondo.com
Deborah Miller	deborah@akwcondo.com

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