



## President's Message

At its October Board of Directors meeting, the Board took up several important issues. As always, a recap of the meeting is in this edition of Knolls News; I encourage you to read it. I'd like to highlight a couple of things: a pilot parking program, visitor parking, the 2018 budget, and the Reserve Study. At the meeting, the Directors chose to initiate a one-year pilot-program to lease three visitor parking spaces and, additionally, to lease the Association's accommodated-exchanged spaces. This initiative will be a way to partially satisfy residents' requests for designated, assigned parking and also serve as a source of income for the Association. Please read the article in this edition for more information about this program.

Visitor Parking violations remain a considerable source of complaints from residents. We are evaluating how we enforce these rules and also looking to refresh the policy, which was most recently updated by vote of the Directors in the September 2016 monthly meeting. If you have feedback on how to better enforce the visitor spaces, please let us know; if you have feedback on updating the policy, please also let us know that. Feedback welcome by notes left with the office directed to "PARKING," or to [parking@akwcondo.com](mailto:parking@akwcondo.com). Do remember that "enforcement" means towing, so always be sure your guests sign in; residents already know that this is a must.

After two Budget Formulation meetings and discussion at the September Board meeting, the Directors reviewed and approved a budget for the 2018 cycle. Although none of the seven Directors wants to pay more in monthly dues—and certainly you don't want to either—the Association must continue to keep its reserves well-funded and to prepare for large expenditures that are on the horizon, such as a new cooling tower to replace one that is still original. The change in Assessments—AKA "dues"—for 2018 is 3%. During the meeting a Director raised questions about our Reserve Study and projects on the horizon over the next half-decade. We will hold a Special Meeting on **Monday, the 6<sup>th</sup> of November** to discuss this important topic and to bring owners into the conversation. Attendees should come away with a better understanding of how the Association's long-term project and budget planning is done; I hope you will plan to come.

## Board Meeting Highlights

**President Whitmire** welcomed Pat Quinn to her first meeting as a Director and her new role as Chair of the Landscaping Committee.

Quade announced that Titan is finishing within the week the last of the balcony work that had been under warranty. Confirmation of final reports sent to affected owners will be done.



Credit card payments are soon to be an option for residents. Payments would be made through BuildingLink with the card owner controlling their credit card information. Card transactions will incur a processor-imposed 3% charge (not an AKW fee); residents can always opt to pay via check.

**Board Secretary Wendy Shelley** provided remarks on her concerns for funding future reserve projects. She offered her suggestion of an Owner “Contribution to Reserves” in a follow-up meeting to discuss the Reserves, now set for **Monday, November 6 at 6:30 PM.**

**Budget & Finance — Sharon Grant** reported the following:

Total Cash and Investments:	\$1,415,955
Year-to-Date Income:	\$1,407,136
Year-to-Date Expenses:	\$1,276,483
Year-to-Date Net Income:	\$ 130,653

Delinquencies are up from \$60,956 (2.8%) to \$63,598 (2.9%). Eleven accounts make up 3% of the total (\$1,969); three accounts comprise \$9,848 or 15%; three accounts for \$51,781 complete the majority 81%. Two accounts are continuing to pay under a repayment plan. A November court date is scheduled for another account where we hope to prevail.

The 2018 operating budget was reviewed in August and September meetings. There is an increase of \$45,000 in expenses in 2018, which is a 2.4% change. A 3% fee increase provides an additional \$10,800 contribution to reserves, just under \$5.00 per unit. The Board subsequently approved the recommended 2018 Budget with a 3% fee increase.

A draft **Investment Policy** from **Morgan Stanley** that outlined objectives of meeting liquidity needs, preservation of capital and optimizing investment returns within various constraints was tabled awaiting clarification on the investment guidelines.

**Building & Grounds — Kay Wilmoth.** Environmental Enhancements mulched around the Japanese Maples and cut back forsythia bushes. A recent storm revealed additional

leaks in the expansion joints for the A garage and B deck. Repairs are scheduled at no cost to the Association. Bond Water cleaned the chiller under our maintenance agreement, resulting in a significant improvement in water quality. The upcoming installation by Densel of an air/dirt separator should positively impact performance and water quality. Work will be scheduled as the outside temperatures moderate and Residents can forego air conditioning for a few days.

Tier 9 water problems have been tracked to a broken valve handle and a stripped valve. Repairs may entail a whole-building water shutoff. Cornerstone Plumbing has been called; advance notice will be provided to Residents. Mary McClelland (707), former B&G Chair, suggested contacting American Boiler, as the vendor installing valves on the 18<sup>th</sup> floor within the recent past.

Cameras have been installed in the dog-walk area and covering the “R” spaces at the canopy.

Residents were reminded that “See Something, Say Something” needs to be at the forefront of our minds. In the face of something different, unusual, and/or possibly threatening, Residents should call the non-emergency number for the Police to investigate. In addition, Residents are encouraged to report items that need repair so that the Office may promptly work to resolve. Noted repair needs may also be submitted via BuildingLink.

**Communications — Quade Whitmire.**

Residents are reminded they may receive Board meeting agendas and other notices delivered via email through **BuildingLink**. [akwcondo.com](http://akwcondo.com) **Spotlight** is on the **Fitness Center**. **Bill Munson** reported that one get-acquainted session had been held with the LifeFitness representative; one more will be scheduled. TVs, clocks, and other small items will be installed for completion of the project.

**By-Laws — Becky Martin.** The second draft of the next Amendments was received from Attorney Ed O’Connell. A meeting to reconcile drafts and differences will be scheduled in early December.

**Open Forum — Gerald McMackin** (706) questioned one of the pole lights that has gone without repair for some time. **Kay Wilmoth** stated that the pole is without electricity and will be replaced.

**Joan Culkin** (1510) remarked that storage area lights remain on continuously and likely impact utility costs. A sign will be posted on the doors to extinguish lights upon leaving.

**Pete Pietropaoli** (1801) requested a balcony repair report for his unit. He also requested that the Fitness Center include locks on the restroom doors. This problem may be addressed with the anticipated restroom upgrades.

The FY2016 Federal and the Virginia tax returns were presented by CMC portfolio manager, Gita Lainez. A small refund will be credited to the 2017 estimated tax.

The following Board actions were taken:

- A **Parking Accommodation Request** was denied with the previously issued hang-tag to be rescinded; Owner is to park in the space assigned in the Deed.
- **Leasing** of three visitor **parking spaces** (two on B deck and one on D deck) was approved for a trial period of one year. Further, recipients of the parking lease will be selected by auction of the three highest bids, with a minimum bid of \$100. Details to be provided to Residents soon.
- Renewal of **USSA Security & Patrol Agreement** effective January 2018. Wages are paid hourly (\$12.25 for Site Supervisor and \$11.50 for other guards) and billed as worked.
- **\$3,267.18** (not to exceed) to **SeeView Security** for installation of cameras in the Fitness Center.

In Executive Session, the Board voted to initiate the process of suspending privileges for two delinquent accounts. An Owner proposal for repayment of a delinquent account was countered with modifications and will be

revisited at a later Executive Session of the Board. A late payment penalty was waived for an owner with no prior late payments. Foreclosure efforts continue for one unit.



See something.  
Say something.

This security message applies to AKW as well as elsewhere! 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 Security) immediately. If neither is available and you have reason for concern, consider calling the police.

We want to keep our building safe and secure! Often we don’t recognize new folks or others not seen regularly. **ASK** is they live here (*they should have their key fob out!!*) and then ask them to use the vestibule phone for entry. (Yes, we know that’s hard to do.)



**Have you met our newest Employee?**

We feel so lucky to have **Douglas Campos** with us now as a permanent part of our Porter team! He started as a “temp” but was so enthusiastic and pleasant, he just naturally joined our really-incredible “Team of Champions.” Look for him on your way in-and-out and give a welcome greeting! We’re so glad to have him with us now!



## Get ready to greet your new neighbors!

October was a good month for getting new neighbors. In **Unit 610**, **Jenni Allen** is the new owner. We've found out that she came from Old Town (*just down the street*), and works in Marketing for Peroni, USA. She's a dance and fitness enthusiast, so I'm sure we'll find her often in the Fitness Center now that those rooms are such a beautiful amenity.

In **Unit 1212**, **Adalgisa Mora-Lilly** has taken up ownership with her two young children. They used to live at the Watergate, but we're glad she decided this was a better community (yes, my biases are showing!!). She is an Emergency Manager officer with Homeland Security.

We welcome these ladies and encourage them to get involved in one of our committees, to come to Board meetings to find out what's going on (in addition to what's reported in **Knolls News!**), and to come to Happy Hour on Thursday evenings, just to meet other owners and see what else we offer. **Welcome to our new neighbors!**

### Did you miss this last month? .....

*Fay Menacher*

No sooner do we get everyone on the same schedule, but there's a change! "**Knolls Knitters**" has become "**Knolls Kneedlers**" because we want to welcome all who do needle work to our group (i.e., crochet, sewing, needlepoint, quilting). And to make the change more complete, the group will be meeting **ONLY** on the first Sunday of every month! Well, at least it's still at 2:00pm!!



We have a steady group of six, but would love to double that. So, mark your calendars and come join in! Next time to get together will be Sunday, November 5<sup>th</sup>, at 2pm (*and don't forget to re-set your clocks!*)



### "rules" .....

On Tues-Wed-Thurs of each week, Tier numbers (*see calendar on page 8*) indicate when water may routinely be drained for plumbing work.

If you need something done, arrange it for "your day." If it's NOT "your day" or in an emergency, the charge (check payable to AKW) is \$50.

### OF NOTE ...

The Office has to give 4 business days' notice to Tier Residents. In addition,

- If a Resident requests shutoff on the scheduled "routine" day, there is no charge.
- If a Resident requests shutoff on a different day, payment of **\$50** is required when the day is confirmed, because the same 4-day notice must be distributed to the Tier.
- If no one requests it, the Tier is not shut down.
- All shutoffs come after 9am and are routinely finished before 4pm.

Shutoffs are generally not done on Mondays or Fridays. Emergency shutoffs will require a \$50 payment to AKW. *Advanced planning required all around!*





## ***Courtesy in a Shared Community***

One of the nice things (other than the Thank Goodness elevators!) about living in a hi-rise like ours in that we have lots of **grocery carts** available for toting everything from groceries to furniture to pets/children in carriers from the curb to “home.” One of the lousy things about (all those things) is that some folks have difficulty returning them to the trash or storage room so others can use them!

Have you seen a cart all by itself next to the elevator? Or just left in the middle of the hallway? Some folks think this is okay. ***It isn't!*** If you use it, it's your responsibility to return it to the trash room. Same thing with the **hand truck** (dolly) or **luggage cart** – those are supposed to be *signed out* and then returned to the storage area.

These items are for everyone's use on a short-term basis. Please make sure you return them after use, not keeping them overnight. Thanks!

## **Parking Program**

At its October Board meeting, AKW's Directors voted to initiate a pilot project that would see the three-total visitor spots in the B and D leased to residents. The details will be finalized in the November meeting, pending formulation of the agreement by the Association's legal counsel. As a companion to this, the Association will also include in this effort owners' spaces it has received resulting from a space-swap with an owner in conjunction with an accommodation. So, there will likely be more than three spaces available to this pilot program.

The Directors voted to award spaces, on an annual lease, using a closed-bid process. This means that those interested in one of the spaces will submit a bid. Directors voted to hold the minimum bid to \$100 per month, based upon market research conducted at other buildings in the area. Be assured that the bid process will be transparent and the bids will be unsealed in a public setting that will be announced.

Complete details should be available following the November Board meeting, including the numbers of the spaces involved, full instructions on submitting your bid, and program exclusions. If you have questions, please ask at the office or submit them to [parking@akwcondo.com](mailto:parking@akwcondo.com).



## **PET REGISTRATION**

The City of Alexandria requires dogs and cats to be registered and licensed, meaning that all vaccines must be up-to-date. AKW requires this, too, asking that you report your pet(s) (maximum of two, remember!) residing in the building. Please stop by the Office and have the proper notations made. *Thank you!* (See the Handbook, pg. 22.)



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## RENOVATIONS TO YOUR UNIT [Handbook, pg. 24]



Most of us can look around our units and see something we'd like to change. Move a wall; remove a wall; move a sink; remove a sink. AKW's Master Deed & By-Laws require us to seek approval from the Board for any alterations we make to our units. It sounds onerous but when you make an alteration to your unit it may affect your neighbors and the Board has a responsibility to mitigate negative effects on them. The rules have been on the books since AKW was built, though owners have not always followed them. In fact, the Association has spent thousands of dollars restoring services to the building that were damaged during unapproved renovations. To help make doing the right thing easier, the Board has provided a procedural document to guide you through the process. When it's time to consider renovations, ask the Office for the document (also available at [akwcondo.com](http://akwcondo.com)) or check it out in **BuildingLink** library.

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### ***Thinking ahead to that dreaded word .... SNOW***

As dreaded as it is, the weather is turning colder and we are likely to get a snow storm in the coming months (or maybe just *weeks!*). 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. We know it is difficult to find space for all of it. 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 neighbor's!

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### **Have you been using our Community Library?**

Volunteer Barbara Righter (and a few friends) set up and are maintaining a great little library of our own. Well, maybe call it a "book exchange." It's in the Billiard Room. There's all sorts of fiction and non-fiction, and even limited audiovisual materials that have been donated by residents. Any of these items may be borrowed, kept, or given to a local library or charity. And any books that you might wish to donate are welcomed, indeed! The Volunteers try to keep everything in order, but no record is kept of individual items. We can't accept textbooks or cookbooks because of limited shelf space. With this limitation, books are constantly being purged to make room for new arrivals. Magazines on the glass-topped table are eventually recycled. Check out our collection; you'll undoubtedly find something of interest (and you don't have to worry about due dates!).

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## ***What goes into our Condo Fees? Why are they so high?***

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?

In fact, our fees are very competitive with neighboring communities. The annual budget 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-or-more monthly goes to fund the Reserves, so we've got constant work to make sure future projects are covered.

Things like the landscaping service that keeps our property looking nice;... the extra dollars that pay for smaller landscaping items that our Volunteers place and plant for seasonal interest;...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;...making sure our building has the correct amount of insurance to cover catastrophic problems;...updating the various Community Rooms and the Fitness Centers;...getting HVAC to cover the lobby areas (Francis had been freezing for many winters!). Things like trash pickup;...and all of the utilities (water, sewer, gas, electricity) we aren't charged for individually.

**Of course, we can all contribute to controlling costs!** Do you keep your lights on in every room all the time? Do you run either heating or air conditioning around the clock? Do you figure that not cleaning up after your dog shouldn't bother anyone else (even if it's poop in the elevator!!)? 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 insurance (HO-6) to cover expenses to your Unit if something untoward happens? (And there's Renter's Insurance, too, to cover your own property.) Things like not having homeowner insurance (HO-6) 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!

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### **NEED A NOTARY?**

Sharon Grant is a Virginia Notary and offers services to AKW residents by appointment at no charge. Email [sharon@akwcondo.com](mailto:sharon@akwcondo.com).



**ITEMS PROHIBITED IN THE TRASH CHUTE**

- LIQUIDS OF ANY TYPE**
- NEWSPAPERS (PUT ON FLOOR)**
- AEROSOL CONTAINERS**
- METAL CANS**
- ANY GLASS ITEMS**
- ANY CERAMIC ITEMS**
- CARDBOARD BOXES**
- CAT LITTER**
- NON-COMPACTABLE ITEMS**
- ANY HARD PLASTIC ITEMS**
- WOODEN or WIRE HANGERS**



NOVEMBER - WATER SHUT-OFF				
Mon	Tue	Wed	Thu	Fri
30	31	1	2	3
	Tier 1	Tier 2	Tier 3	
6	7	8	9	10
	Tier 4	Tier 5	Tier 6	
13	14	15	16	17
	Tier 7	Tier 8	Tier 9	
20	21	22	23	24
	Tier 10	Tier 11	Tier 12	
27	28	29	30	1



On Saturday, November 4<sup>th</sup>, before you go to bed, reset your clock **back** one hour so you'll have the correct time when you get up on Sunday morning!

AND change the battery in your smoke detector!



## Furniture Donation Program

Hate to simply throw away that once-loved chair or bookcase? And far too difficult to dispose of?

One option is to DONATE. Alexandria's ALIVE! program collects furniture donated by City residents and **weekly** on Saturdays delivers to Alexandrians in need. They pick up from our 22304 zip code, among others. Clients need mattresses, beds, tables, chairs, sofas, dressers and chests of drawers, and lamps. They don't take king beds, trundle beds, armoires/hutches, entertainment centers, sleeper sofas, appliances, patio furniture, office furniture, or rugs. They expect scratches and other normal wear, but can't accept items that need repair.

To donate furniture, email [furniture@alive-inc.org](mailto:furniture@alive-inc.org) and provide your name, address, phone number(s), and a list of the needed items (see above) you would like to donate. Donation offers are not taken by phone. Things to note:

- \* The program is managed by volunteers. They strive for prompt response, but it may be several days before you are contacted.
- \* They have no warehouse and their capacity each Saturday is limited by time, number of volunteers, and the necessity to match donations to the needs for that week. Pick-up on a particular Saturday can't be assumed in advance.

### Other Groups that Pick Up Appliances and Furniture

Organization	Contact Information	Range of Operation
<b><i>Furniture</i></b>		
Salvation Army	703-642-9270 <a href="http://satruck.org">satruck.org</a>	Northern Virginia, D.C. Metro
Habitat for Humanity (takes sleep sofas)	<a href="http://habitatnova.org">habitatnova.org</a> 703-360-6700	Northern Virginia
Goodwill of Greater Washington	<a href="http://dcgoodwill.org">dcgoodwill.org</a>	Northern Virginia, D.C. Metro
Community for Creative Nonviolence	<a href="http://theccnv.org">theccnv.org</a> 202-393-1909 ext. 229	Northern Virginia, D.C. Metro
American Rescue Workers	<a href="mailto:ministry@rescuedc.com">ministry@rescuedc.com</a> 301-336-6200	Northern Virginia, D.C. Metro
<b><i>Appliances</i></b>		
Habitat for Humanity	<a href="http://habitatnova.org">habitatnova.org</a> 703-360-6700	Northern Virginia
American Rescue Workers	<a href="mailto:ministry@rescuedc.com">ministry@rescuedc.com</a> 301-336-6200	Northern Virginia, D.C. Metro
Community for Creative Nonviolence	<a href="http://theccnv.org">theccnv.org</a> 202-393-1909 ext. 229	Northern Virginia, D.C. Metro

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## IMPORTANT DATES IN NOVEMBER

- ◆ **Knolls Kneedlers** **Sun, 11/5, 2 PM**
- ◆ **Special Board Meeting** **Mon, 11/6, 6:30 PM**
- ◆ **Super Committee** **Tue, 11/21**
- ◆ **Board of Directors** **Tue, 11/28**

Also note:

### **Board Meeting - Tue, December 19**

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 Board meeting.

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## IMPORTANT PHONE NUMBERS

<b>Guard Mobile</b>	<b>571-565-5591</b>
AKW Office	703-751-7541
Email: <a href="mailto:office@akwcondo.com">office@akwcondo.com</a>	
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)	<a href="mailto:quade@akwcondo.com">quade@akwcondo.com</a>
Becky Martin, Vice President (By-Laws, Pool)	<a href="mailto:becky@akwcondo.com">becky@akwcondo.com</a>
Wendy Shelley, Secretary	<a href="mailto:wendy@akwcondo.com">wendy@akwcondo.com</a>
Sharon Grant, Treasurer (Budget & Finance)	<a href="mailto:sharon@akwcondo.com">sharon@akwcondo.com</a>
Kay Wilmoth (Building & Grounds)	<a href="mailto:kay@akwcondo.com">kay@akwcondo.com</a>
Bill Munson (Fitness Facilities)	<a href="mailto:bill@akwcondo.com">bill@akwcondo.com</a>
Pat Quinn (Landscaping)	<a href="mailto:pat@akwcondo.com">pat@akwcondo.com</a>

See the Knolls News in color at [www.akwcondo.com](http://www.akwcondo.com)

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