



President's Message

With 2017 almost gone, we are all taking stock of our accomplishments for the year and thinking about our goals for 2018; it's no different from a community standpoint. The Association has taken on some pretty big items in 2017 and we can look around and see improvements. And, barring any unwanted surprises—knock on wood if you've any handy—we will end our 2017 fiscal year in a strong financial position and well ready to tackle some upcoming big-ticket items, like a new cooling tower to replace the original, 1975 one, and a much-needed lobby redecoration.

With festive celebrations like Christmas approaching, we are all getting our giving and wish lists together. When you are working on yours, if you are able and willing, please remember our hardworking employees. They come to AKW every day and work on your behalf to provide you a well-maintained, clean, and safe place to call home. They appreciate hearing thanks from you, especially this time of year.

I'd also offer a special note of thanks to my fellow Directors on the AKW Board for all of the work they do, as volunteers for all of us. Much of what they do is invisible to most owners and residents but it is hugely impactful to the ability of this community to function smoothly and for the protection of the financial investment that is our home. Thank you Becky, Sharon, Wendy, Bill, Kay, and Pat, for all you do!

Happy Holidays to all who celebrate at this time of year.

Board Meeting Highlights

President Whitmire updated progress on the Balcony Project, noting that – with one minor modification to a single unit – the years-long effort has come to a close. One unit did not allow final repairs, and will bear responsibility for any future failures. The owner in the lower unit will be notified in the event concerns are identified.

The Reserve Study, subject of the November 6 special meeting with the Board and attorney Ed O'Connell, has been finalized and will be available via BuildingLink. A hard copy will be filed in the Office.

A credit card payment option is now available through BuildingLink for fees such as move-in and -out, party room reservations, or In-Unit Service invoices. Owners may not make condominium dues payments via credit card.



Budget & Finance - Sharon Grant reported the following:

Total Cash and Investments	\$1,437,349
Year-to-Date Income	\$1,568,287
Year-to-Date Expenses	\$1,425,984
Year-to-Date Net Income	\$ 142,303

Delinquent residential accounts totaled \$69,457, a tenth-percent increase to 3%. Three accounts total \$54,745 or 79% of delinquencies. Four accounts total 17% or \$11,561; the last several amount to \$3,100 or 4% of the total. One (corrected from meeting) accounts is in foreclosure; two are under repayment plans; others are susceptible to further action.

A draft investment policy provided by advisor Morgan Stanley at the October meeting generated questions. Advisor Anthony Marrelli will attend the December 19 Board meeting to provide input and answer Board member and Owner questions.

Landscaping - Pat Quinn. Committee member Myron Taylor installed seasonal decorations at the canopy entrance. **KC Snyder** has created the lobby floral arrangement.

Fitness Center - Bill Munson. Exercise posters have been hung in the two rooms; a TV/DVD has been installed in the small room; the TV for the large room was damaged and will be replaced; accessories (hand wipes, e.g.) will be put in place during December. Liability signage is not yet final and a liability waiver is pending. Security cameras have been installed in both rooms. In response to a question from **Connie Blood (1403)**, Bill explained that the cameras are integrated with the overall surveillance system and video recorded so authorities have access if necessary.

By-Laws - Becky Martin. Draft Enforcement, Maintenance, and Fitness Center amendments were received on November 22. A discussion meeting with our attorney will be scheduled after the first of the year.

Open Forum. Lisa Comras, daughter of **Bonnie Goff (504)** expressed appreciation for the notices issued via BuildingLink and **Knolls**

News which allows her to stay informed on behalf of her mother.

A Policy Resolution permitting the “Auction of Reserved Common Element **Parking Space** Procedures” garnered

considerable discussion. The Resolution allows the lease – via auction – of three parking spaces (two on “B” deck and one on “D” deck). The agreement would be for a one-year term with payments due quarterly and a 30-day termination option. Owners may bid for only one space and, if the unit is sold, the lease will end and re-leased via a new auction. Renters may not bid for a space. An Owner whose account is delinquent may not bid, and any subsequent delinquency may result in loss of privileges which would include the leased parking spot. The program is scheduled to become effective in January 2018.

Previously the Board considered the concept of transforming the **tennis courts** into additional parking spaces. CMC Engineers indicated it was unlikely without significant structural changes. An expert structural engineer opinion was estimated at \$3,000. The Board declined the expenditure and will not pursue this effort.

Modifications to Visitor Parking considered were: eliminating the courtesy call before towing; no vendor parking in the “R” spots, with immediate towing; refining the Hang-Tag policy for long-term visitors. The discussion raised questions that require additional research and was tabled until the December meeting.

The following proposals were approved:

- \$7,941 to Densel to replace the corridor AHV chilled water valve. This repair will allow us to moderate corridor temperatures appropriately for each season.



K C Snyder captures the season

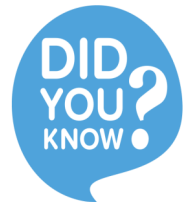
- \$3,235 to Densel to complete analysis of the Chiller #2 Eddy Current Tube Analysis to measure the operation of this critical component. Chiller #1 was similarly inspected last year.

Staff holiday schedules have been modified and in 2018 the building will not observe the Veterans Day holiday. In its place, the day following Thanksgiving will be observed as a holiday. If a staff member is required to work on a holiday, the schedule would be arranged to allow a 3-day weekend.



LARGE CARRY-INS / DELIVERIES

POLICY



This is to accommodate working Residents' schedules:

- **Saturday deliveries** are extended to between **9 am and 4:30 pm**. (*Remember the Office is closed 12:30 – 1:30 every day.*)
- **Sunday and holiday carry-ins** are permitted between **9 am and 4:30 pm**. This is to allow bringing home items transported in personal vehicles.
- **The freight elevator ONLY should be used for these items.** Pads will be routinely hung in this elevator during these hours. To prevent damage to the walls, carry-in items should not be brought in after the pads are removed.
- **If the pads aren't installed in the freight elevator, NO DELIVERIES. Period. And don't ask the Office Manager to bend the rules!**
- *All other restrictions and definitions remain unchanged. Move-ins and Move-outs are NOT AFFECTED by this policy and REMAIN RESTRICTED TO WEEKDAYS ONLY. [See Handbook pp. 17-18]*



There WILL be a December Board Meeting!

This is our first-ever for December, so be sure to mark your calendar for TUESDAY, DECEMBER 19, In the Community Room at 7:00pm.

As always, we look forward to your participation!

NEED A NOTARY?



Sharon Grant is a Virginia Notary and offers services to AKW residents by appointment at no charge. Email sharon@akwcondo.com.

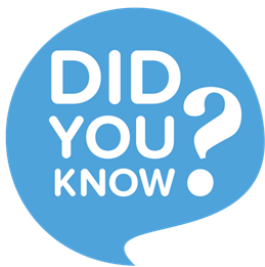
HOLIDAY SAFETY TIPS

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 at home and before you go to sleep. Keeps a possible fire from happening AND can lower our electric bill!
- ◇ Be sure to get a **tree 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 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 pick up.
- ◇ 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 ornamental tinsel, bows, and other glittery things as well as light cords.

And this is a good time to REMIND your housekeepers: They should take ALL trash from the holidays down to the trash room outside the canopy. All boxes are to be flattened. Smooth out all the paper and fold or roll into a nice bundle. Tape the bundles and the boxes so they're easier to carry and discard properly in the trash room! Remember that the bottom of the trash chute is a **compactor** so it's going to put the chute out of commission to throw cans and bottles and wooden or wire hangers and cardboard boxes down there – which means each of us pays in increased condo fees for those repairs.



“I've fallen and I can't get up!”

... a look-back at your Handbook for “Knox Box”

The Knox Box is that strange container on the wall to the right as you enter the building. It is for use of the Fire Department and **only** the Fire Department can access keys in that container [see pg. 25]. This provides them a way to get to a person who would (or might have) trouble leaving the building in an emergency, such as those who can't walk the stairs to exit.

The keys allow the Fire Department to enter your unit (1) if you are not at home during a unit emergency (water leak, e.g.), or (2) they can't get a response from you if you have called them for assistance (or a friend wonders about your safety). If they don't have a key they may have to knock the door down --- these are steel doors and replacements run north of \$1,300 (plus fire-rated hardware starting at \$400)!

If you will need assistance, or have surgery coming up, or an injury that renders you temporarily handicapped, or it's an ongoing medical condition, or if you would need help exiting the building in the event of a fire, contact the Office to fill out a form and provide a key for the Knox Box. ***This MAY save your life!***

In Unit Service Program

Services eligible to be performed by staff have been added to the **Resident Services Program** are shown here.

Charges will include time and material (where applicable). The complete list will be updated and made available via the website as well as in future Handbook updates.



	Service	Cost
Bathroom & Kitchen	Replace Supply Line to Faucet (Kitchen or Bathroom)	\$25*
	Replace Supply Line to Dishwashing Machine	\$25*
	Replace Supply Line to Clothes Washer (High Pressure Hoses)	\$35*
	Faucet Replacement	\$25*
Miscellaneous	Replace Smoke Detector (Resident Provides Detector)	\$15
	Replace Smoke Detector (Association Provides Detector)	\$30
	Replace Smoke Detector Batteries (Association Provided)	\$6
	Access Panel Installation (Intended to Allow Owner's Plumber to Access Pipes During Leak Repair)	\$50

*Plus Time Charge

Neighborhood News

A November 3 story in [Bisnow.com](http://www.bisnow.com) reported the nearby 7.3-acre site of the Boat US headquarters will soon become a self-storage facility.

Public Storage bought the 92,000 SF flex-industrial building at 880 South Pickett St. for \$13.7M. Boat US, an association representing the interests of recreational boat owners, plans to move to a new Springfield facility in mid-2018. The Alexandria property is part of the [Eisenhower West Small Area Plan](#), a vision for redeveloping the corridor that the city adopted in 2015. The seller's representative, Caulley Deringer of Transwestern, said "The plan provides guidelines for development, with an urban design framework intended to connect parcels into a higher-density, green, sustainable environment for a work/live/play atmosphere. With the increased density, the buyer will provide much needed self-storage space to a constrained market."



Read more at: <https://www.bisnow.com/washington-dc/>

This month's most important announcement!

The Grand Poobah of the **Decorating Divas** (that's Dail Claridge, in case you didn't know!) has called a meeting of that august group for Monday morning, December 4, at 10am in the Community Room. Plans will be made for decorating the lobby and party rooms for the holidays. *Everyone is invited!* This committee has the most fun of all, and welcomes "all hands" for this happy time! *Be involved!*



Just so our Office knows what's going on

Reminder to Residents that we're each obligated to make arrangements with the Office for our vendor deliveries. Most often there's not a problem. But when a move-in or -out has been scheduled, your furniture or appliance may be turned away. **TIP:** when you're making your purchase, give the Office a buzz to reserve your space. This will help ensure you'll get the delivery when you want it! [Another reminder: hours for deliveries are **9-12:30 and 1:30-4:30, Monday thru Saturday.**] [Handbook pg. 17.]



**ALERT
ALERT
ALERT**

We publish this for our Christmas edition because some Residents have been affected at holiday time. Please pay attention so you won't be disappointed or scammed.



There is the possibility that LaserShip and perhaps other outside shippers may be opening up avenues of mischief as they have been known to, even in mid-day, packages in front of our doors or (remarkably) outside the building where they may be picked up by someone else.

Our suggestion is to **make sure the carriers are those who deliver to the building and are reliable (e.g., USPS, DHL, USP, FedEx).** An even better suggestion might be that you ask that any packages be held at those facilities for your pick-up using your own picture ID, or directing purchase to *your office* during this away-time or holidays. (And consider keeping your credit cards in an RFID (metal frame/lined) holder instead of a wallet or purse.) **Remember:** packages that arrive after Office closing will NOT be accepted by the guard and WILL BE directed to leave at your Unit door. BTW, the Office can't accept packages unless you've signed that form for us! [Handbook pg. 16.]

DECEMBER - WATER SHUT-OFF				
Mon	Tue	Wed	Thu	Fri
				1
4	5	6	7	8
	Tier 1	Tier 2	Tier 3	
11	12	13	14	15
	Tier 4	Tier 5	Tier 6	
18	19	20	21	22
	Tier 7	Tier 8	Tier 9	
25	26	27	28	29
	Tier 10	Tier 11	Tier 12	

2017 VOLUNTEERS

Joan Culkin
Connie Blood
Pat Quinn
Myron Taylor
Rick Trevino
Jules Kolberg
Fay Menacher
Kay Wilmoth
Pam McCaffrey
Mike Sullivan
Wendy Shelley
Rose Munson
Bill Munson
Traci Templer
Deborah Miller
Ellen Pearson
Kay Vander Ven



Dail Claridge
Will Godfrey
K C Snyder
Barbara Righter
Larz Pearson
Ron Jones
Mary McClelland
Becky Martin
Steve Colodner
Sharon Grant
Philip Ellis
Quade Whitmire
Sally Elnasser
Joann Wray
Laura Rodriguez
Patsy Feinberg

Hope we didn't miss anyone!

**This is a GREAT group, but we need even more folks for 2018!
Come to a committee meeting and get yourself involved!
Every person counts!
Everyone has something to contribute!**



In case you haven't already done this ...

Mary McClelland reminds us of some tips for staying safe in our cars during what could be a miserable winter. You might want to put together a "winter emergency kit" in case you are stuck in traffic like we've all seen around here! The list includes road flares; flash light (extra batteries); collapsible shovel; small bottles of water; energy bars or dried fruit; blanket; bag of kitty litter (put under wheels for traction on ice). She also suggested an old Girl Scout trick of candle, small pan, matches: place the candle in the pan and light it. With the window opened a little, it will emit enough heat to keep you from freezing. *And, of course*, you will want your cell phone and recharger cord! The best idea: NEVER, EVER HAVE LESS THAN A HALF-TANK OF GAS!

Don't Be Delinquent!

In the August edition of [Knolls News](#) the Board wrote two lengthy articles about Delinquencies, how we are approaching them, how they affect all of the other Co-Owners, what happens. AKW continues to work diligently and aggressively to get the delinquency rate reduced. In accordance with our By-Laws, as Amended in December 2016, we began the process of aggressive collections in April, with results beginning to show in July. The process is simple:

As of the 16th of the month, owners will be penalized a 10% late fee. At 30 days past due, a letter goes to the owner notifying them of our intent to pursue the matter legally. At 60-days late the account is given to our Association attorneys. At this point those attorney fees are added to the delinquency amount, and decision made to possibly accelerate owners' dues through the end of the year, and/or seek garnishment of wages/bank accounts, making this a serious matter, indeed.

At 90 days a delinquent owner will be asked to appear for a hearing, at which the Board will consider suspension of all privileges and whether to pursue collection through the court system. Attorney fees are directed to the owner. Amenities that can be suspended are use of the pool, billiard room, party room, visitor parking, and package acceptance. Legal remedies include judgments against the delinquent owner, allowing the Association to garnish wages and bank accounts, as well as foreclosure of the unit.

The Board has directed the management company to send any owner who is more than \$1,000 in arrears a letter to again remind them of these stepped-up measures. This follows a notice that was sent to the owner via US Mail conveying a resolution of the subject.

Non-payment of condo dues is not a victimless offense: other owners are left to shoulder the burden, and projects that need to be done must be delayed. It is the Association's responsibility to pursue non-payers, and it will do so forcefully.



Contractors ... or Do-It-Yourself?

We all have things in our apartments that need doing. Upgrades and renovations, necessary upkeep and maintenance: from time to time the work just has to be done. When it comes time to do it, keep in mind that any contractor you hire must be *licensed and bonded* to do the work they are performing on your unit. Why? Well, if someone performs work in your unit and a problem arises from that work, you are responsible for any damage caused to your neighbors' units. This is especially important to remember if you have a friend or relative who is "helping you out." A licensed, bonded, insured contractor is liable for any damage their work causes; your brother-in-law's or friend's work is ... well, it's *your* problem!

So, when you're having work done, make sure your contractor is a professional and is licensed, bonded and insured. And, whether you do it yourself or hire a contractor, note that no work may begin before 8 AM and must be completed by 5 PM; no work may be completed after hours or on Sunday. This Board has passed a policy and guidance document as part of the [Unit Modification](#) information; it's available to you in the Office and in the BuildingLink library.

Report

SUSPICIOUS Activity

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 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 Guard for their follow-up.

The Safety & Security Committee 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 (from the back page) on your speed-dial (landline) or Contacts (mobile phone) – so you'll know where to find them when you need them!



DONT Spark a Fire!

A Resident recently shared this photo of a discarded cigarette or cigarillo butt that landed on the cushion of their balcony furniture. It doesn't take much imagination to guess the result if the butt has remained lit. Other residents have bemoaned similar discarded litter on their balconies. The Resident Handbook (pg. 3) states that "neither lighted nor extinguished smoking materials, cans, spent flower blossoms or any other items are permitted to be thrown or dropped from a balcony." Most of us would - any day - prefer a flower over a cigarette butt! If you can smoke them, you can be responsible for proper disposal. PLEASE don't create a potential hazard!



There's no business like snow business ...



It's the time of 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 pretty slippery-going, so always exercise caution when you venture out during or after a "winter 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 plows. Additionally, the four visitor spaces in the "F" cul-de-sac may be cordoned off to keep the driveway clear. If you park in B-1, B-41, D-1, D-16, F-11, H-1, H-31 or K-1, be sure to stop in the Office the day before moderate snow (more than 2 inches) for arrangements for an alternate parking spot.

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; let's get through winter storms together!

IMPORTANT DATES IN DECEMBER

- ◆ **Knolls Kneedlers** **Sun, 12/3, 2 PM**
- ◆ **Decorating Divas** **Mon, 12/4, 10 AM**
- ◆ **Board of Directors** **Tue, 12/19, 7 PM**

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.



IMPORTANT PHONE NUMBERS

Guard Mobile	571-565-5591
AKW Office	703-751-7541
Email: office@akwcondo.com	
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
Pat Quinn (Landscaping)	pat@akwcondo.com

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