



President's Message

We are just into 2018 and there are busy days ahead around our community. Three big projects are on the radar for this year:

- The Bylaws Committee has been hard at work and is moving toward a final set of proposed amendments to present to the ownership for consideration
- Building & Grounds is working to get proposals for the replacement of our rooftop Cooling Tower
- The Board will soon entertain proposals from architectural and design firms to update and refresh the lobby, Office, and potentially other common areas on the ground floor.

Remember that anyone is welcome to come to committee meetings and participate. Attend the monthly Board and Committee Meetings for more information.

On a more downbeat note, we have noticed a remarkable number of instances of damage to common property that may be vandalism. Please see the piece on page 3 in this edition.

Board Meeting Highlights

President – Quade Whitmire. An increase in noise complaints – both during and after hours – has been seen since the last meeting. Residents should notify the Office of any after-hours noise issues and a policy reminder will be provided to unit occupants/owners. The Board has no authority to impose enforcement actions; further complaints would be referred to CMC for mediation between owners. A call to the non-emergency police number (703-746-4444) would be appropriate for subsequent complaints. If a resident hears what may be a situation posing danger or harm to another, a call should be made to 911 with a follow-on call to the Office to notify them of the call to police.

Restrictions on Sunday construction and renovation is a City of Alexandria code; not simply an AKW preference. Violations should be referred to the police non-emergency number. Residents are reminded that contractors are to be licensed and insured.

Trash disposal violations have been noted, including items in the trash chute and furniture and appliances in the trash room. A camera in the trash room has assisted with identifying offending residents who have been directed to remove the items immediately or incur the charge from our trash contractor.

The lobby renovation project has begun. The renovation wish list includes remodeling and redecorating the lobby and Office, adding window treatments in the community room, refurbishing public restrooms, and possibly relocating mailboxes. Meetings are being set with design firms with the goal of overall concepts to be considered in April. Reserve expenditures have been budgeted for these changes.



Treasurer - Sharon Grant. Year-end financials were not available at meeting time. Delinquencies were 2.7% with 19 accounts totaling \$50,074, a reduction of approximately 30% over last month. \$400,000 was invested with Morgan Stanley in in short-term CDs maturing in mid-February.

Building & Grounds - Kay Wilmoth. **Freestate Electrical** will repair exterior pole lights. Residents reporting a light out are encouraged to note an adjacent parking space number to assist with quick identification of the light in need of attention.

A meeting with current contractors **Densel** and **Bond Water** to outline the planned cooling tower replacement project is upcoming. The lack of sanitary drains on the rooftop means that no chemicals can be used, necessitating the addition of an auxiliary drainage system. Meetings to discuss scope and solicit proposals will be held with additional vendors.

Wright & Moore Tree Service has been asked to inspect trees above the north cul-de-sac for possible removal and provide proposals as needed.

The signs at the **R1** and **R2 parking spaces** will be replaced to include provision that contractors are not permitted to use these spaces. The Handicapped sign will be modified to include City of Alexandria language about handicapped usage and towing rules.

Fitness Center Committee - Bill Munson. A convex mirror will be installed opposite the doorway in response to Residents' concerns that their backs were to the doorway when using the treadmills. Suggestion to rearrange equipment locations would have required relocating electrical outlets/circuits for some equipment. A wad of used chewing gum was found stuck to one of the treadmills (see pg. 3).

By-Laws - Becky Martin. A January 9 meeting was held with attorney Ed O'Connell to review the second draft of the Maintenance, Enforcement, and Fitness Center Amendments. A third, and probably final, draft is expected before the end of the month.

Recent instances of possible **vandalism** were announced (see pg. 3). Residents are encouraged to "see something, say something" and to report any unusual sightings / occurrences to the Office so these events can be quickly curtailed.

A question of changing AKW's **party room rental** policy received a positive opinion from our general counsel. A new policy will be drafted to allow Resident-sponsored private events that require an attendance fee. If attendance is restricted, the regular room rental fee would be charged; an event open to the Community would not incur a rental charge.

A proposal for \$3,196.22 was approved for a one-year contract with **Red Hawk Fire & Security** (formerly ATS) to inspect and maintain the fire alarm system, the sprinklers, and fire extinguishers.



Return Your Signed Waiver

The Office has reached out to all residents with a Fitness Center waiver. This waiver is a legal document that states that those who use the Fitness Center understand that they do so at their own risk. Please return this document as soon as you can and see the Office if you need a copy. Going forward, the Association having this waiver on-hand will be a condition of using the fitness facilities and key fob activation to the Fitness Center door.

Enjoy the fitness facilities and look for more improvements in 2018!

Damages to Common Property

Over the past few months AKW has experienced an increased number of instances of damage to the common elements—hallways, elevators, and so on. We suspect that many of these are not accidental but are deliberate acts of vandalism. The Association takes this very seriously and is working to identify the culprit(s). If we are able to determine who is committing these acts we will act decisively and we will prosecute the matter to the fullest extent of the law. The cost of repairing damage to the common elements comes directly out of your pocket, so it's important for everyone to participate in bringing an end to this. If you see someone damaging Association property, call 911 and ask the police to respond immediately, and then contact the Office or the guard on duty. If you notice damage to a common element that has already occurred, please notify the Office immediately. And, if you have any information to share on the matter, contact the Office. Thank you for being vigilant.

DID YOU KNOW Homeowners Insurance

You will recall, from the June issue, the (full-page) reminder about leaks from a toilet and possible deterioration of the wax ring. The main point of that page was *“If a leak originates in your unit, any resulting damages to other units – and the building – are fully and completely your responsibility.”* Our Master Deed provides that the Council will maintain insurance on the building (see Handbook pg. 46). BUT, **“Owners of individual units shall obtain additional insurance (HO-6)”** that will cover repairs and renovation from water leaks or fires or other calamities. The Board can also ask for proof that you have this insurance, and would include Renters Insurance (usually less than \$200/yr.!) for those Units leased by an Owner. ***If you don't have this required insurance, any kind of damage assessment can bankrupt you and could certainly lead to losing your home.***



**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, don't hesitate to call the police.

We want to keep our building safe and secure! Often we don't recognize new folks or others not seen regularly. **ASK** if 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.)

**MAKE IT COUNT
OUTREACH
KNOWLEDGE
LEADERSHIP
POWER
BE THE CHANGE
SUPPORT
EXPERIENCE
VOLUNTEER**

Do any of these words ring a bell?

These were some of the words contained in the large graphic on the first page of our September *Knolls News*. The biggest thought from that graphic for the month was for you to VOTE at the Annual Meeting for the new Directors for the Board. In our October issue we highlighted many words that asked for your involvement in contributing to running the Association.

But the words to the left are more of those that might have been (and probably were!) overlooked. They're some of the more important words we can focus on for the next year, as we continue to work hard to maintain the excellence of our building which means that we're maintaining the excellence of our Community and Association. It

takes more than just those seven who serve on our Board of Directors. *It takes the whole Community to make it count!*

In the earlier article about "Getting You Involved," we asked that you lend support to a committee -- we made the Budget & Finance, Building & Grounds, and Safety & Security committees a "**SUPER COMMITTEE**" so that there would be ONLY one evening (or about an hour) to commit to. If you are regularly working out, joining the **Fitness Committee** would certainly be helpful – and it meets only as necessary. Even "**Knolls Kneedlers**" has a place one Sunday afternoon for those who are 'crafty' and want only a time for a bit of creativity and easy conversation that avoids trying to solve the world's problems! How about volunteering for the **Landscape Committee**? It doesn't meet often, is involved in making our "curb appeal" more appealing, and does a great service (with the "Decorating Divas") at the end-of-year Holidays; a really *fun* committee! The **By-Laws Committee** deals with the governing documents of the Association and surely needs ongoing involvement from anyone with this interest. The **Pool Committee** always needs folks who are available during the Summer months. Any of these ways help us to get to know each other, giving all of us a greater sense of 'community.' *Your time is precious; give a little bit occasionally and we all gain from your involvement.*

This is our outreach. What we *really need* is for folks to come and listen to the topics to be covered, comment on and offer suggestions for any improvements. Your power is in letting us know your ideas, and *certainly* if we don't know about your knowledge and experience, our whole Community misses out. ***Come and make a difference, be part of the leadership we need in the future, and be the change that benefits our Association and Community!***

In case you missed last month ...

~ ~ ~
Would you like to write an article for Knolls News? If you would, please be in touch with Wendy and we'll see when it can be included. wendy@akwcondo.com
~ ~

2018 Board Meeting Dates

January 23	July 24
February 27	August 28
March 27	September 25
April 24	October 23
May 22	November 27
June 26	December 18

Recommended Maintenance

Are you aware of Alexandria's "hard water"? In fact the Virginia American Water most recent water quality report (<http://www.amwater.com/ccr/alexandria.pdf>) acknowledges the "hardness" of our water: the measurement of calcium and magnesium. Hard water levels cause soap not to foam as easily and can also cause a build-up of calcium and magnesium deposits (commonly called "lime scale" or "scale") on metal faucets and shower heads. Treating the build-up of scale every 6 to 12 months helps to improve the flow of water from your faucets and shower heads.

Commercial products are available for removing scale. A safe, inexpensive and effective solution is household white vinegar. A quick internet search for "how to clean show head nozzle" provides some options.

Additionally, naturally occurring silica can cause the aerator screen on your faucet head to clog up as well. Those can be cleaned by removing the gasket, housing, and removing any debris from the screen. <https://www.youtube.com/watch?v=A9Du7vEA4oM>

An ounce of prevention and some shiny faucets and better water flow in your unit!



Hints, Advice & Friendly Reminders

- If you get a new washing machine, AKW provides heavy-duty hoses to handle the water pressure. Arrange with the Office to schedule this safety amenity for your machine installation.
- Batteries can be thrown in the trash, except for the small button batteries. More information about this and all kinds of City rules, regulations, hints and directives can be found at www.alexandriava.gov.
- Do you have a smoke alarm? You are strongly urged to get one. The ceiling sensor in your unit is a horn, not an alarm or smoke detector. It sounds only when someone pulls the alarm switch in the hallways. Our security system calls the fire department, *but the alarm continues until the fire department turns it off!*
- *See Something, Say Something* doesn't apply to just Safety & Security. We can't fix it if we don't know it's "broke." Comments, questions, problems should be put in writing (it's easy to forget when it's spoken!) to the Office or email at office@akwcondo.com, or report it through BuildingLink.

Reminder to new Residents: AKW has a Happy Hour every Thursday evening, 6:30-8:30, in the Bar area off the Community Room. It's "free" except that you bring your own beverage, and you can store larger containers in the Bar closet! We'll continue to ask for \$5 on the last Thursday of the month so we can order pizza – you get to voice your preference on the menu, too!

Your neighbors look forward to meeting you; come on down and let's get acquainted!



Farewell to Barbara Easterling

A Happy-Hour-and-then-Some super-duper party was held on the 18th, with the reason being an acknowledgement of a Founding Member and Original Owner – **Barbara Easterling** – prior to her move to a retirement community! The committee members behind the festivities consisted of **Dail Claridge, K C Snyder, Terri Hansen, and Joan Culkin**, and boy, did they do a fantastic job!! The event warranted tablecloths, china and silver, crystal glassware, *seating cards*, and centerpieces! Testaments to Barbara's friendship, caring and laughter shared with many community residents were lauded. Who could possibly forget the rousing rendition of a basic Labor song, led by **Fay Menacher** and **Dave Cooper** (*Barbara having been a member and officer of Communications Workers of America ("CWA") nearly all of her life!*) And the superlatives continued with the positively *amazing* dinner catered by our very own "Miz McCauley," a/k/a "Miss Maggie." It's an understatement to say "*and a great time was had by all,*" (but it's absolutely true!) and will be remembered for a long time!



Knolls News often gives a brief description of Happy Hour, and always invites you to attend. If you haven't been in a while, or you're 'new' and haven't ventured downstairs on Thursday evenings at 6:30, *come on down!* This is just another way you can get to know your neighbors and discover what a fabulous Community AKW really is!!!
Please join us, soon!

We've highlighted this so often, so why is it becoming more of a problem? Our maintenance staff are finding 'violations' of this list nearly every day.

Glass deposited in the chute from an upper floor can travel at a velocity approaching the legal speed limit. Why would anyone think it's okay to throw *glass bottles* down the chute? There's a **compactor** at the bottom and an explosion of glass is both dangerous to our staff and harms the equipment. Every time repairs are needed, it adds to "miscellaneous" costs that will be added to the (increasing) condo dues for the next year! ***Please remind others in your household – and especially your housekeepers – that bottles (and other items above) are to be carried to the trash room outside the canopy area.***

And whatever made someone think that dumping furniture and/or appliances was acceptable? Did you notice on Christmas Day the huge cardboard boxes that were just thrown into the trash room? The Building & Grounds Committee has asked over and over again that you break down those boxes (to be flattened!) – not only to save work time for the maintenance staff, but so that others continue to have space for *their* trash! A little personal consideration and common sense about living in this Community would go a long way!

By the way, did you know that there are cameras in the trash room? The residents who disposed of the chair and the dishwasher were advised to remove or incur charges for their disposal.

SUNDAY RULES !!

And while we're talking about "no-no's" based on house rules:

(1) There are to be NO deliveries on Sundays or holidays,

(2) We are not arbitrarily imposing rules about when construction/remodeling/renovation may take place. City of Alexandria Code 1963, Sec. 22A-1 prohibits this work on Sundays. It may be inconvenient, but it is a LAW that we must abide by and will be enforced.

And, by the way, vendor/elevator deliveries must be reserved (check with the Office) in advance. If there a conflict, the resident with the reservation has rights to the elevator.

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





“rules”

On Tues-Wed-Thurs of each week, Tier numbers (*as noted in the Calendar at akwcondo.com*) 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.

- 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!*

SAFETY TIPS FOR YOU ...

Enter the **Police Non-Emergency number (703-746-4444)** in the “Contacts” on your cell phone. (Then you don’t have to remember it when a stressful situation arises!) If you have speed-dial on your land line phone, enter that so you push only one button to be connected!

If you’ve entered the number for **A-1 Towing (703-971-2600)** in your Contacts, you won’t have to come back to the building before calling for relief of the “someone’s in my space” situation. (You still DO have to stay to identify yourself. *Remember:* the guard can’t tow from your private space!!)

*If you ever feel unsafe at night coming home from the parking areas, do call the **Guard (571-565-5591)** and ask for an escort. Put THAT number in your Contacts, too!*

FEBRUARY 2018 - WATER SHUT-OFF				
Mon	Tue	Wed	Thu	Fri
			1	2
			Tier 1	
5	6	7	8	9
	Tier 2	Tier 3	Tier 4	
12	13	14	15	16
	Tier 5	Tier 6	Tier 7	
19	20	21	22	23
	Tier 8	Tier 9	Tier 10	
26	27	28		
	Tier 11	Tier 12		

FITNESS CENTER UPDATES:

LIABILITY WAIVERS are required to be signed before your security fob will give you access to the Fitness Centers. Copies may be found in the Office.



"LET US KNOW! LET US KNOW! LET US KNOW!"

Ok, corny Winter song pun aside, if you notice a problem with the fitness center equipment, please open a Repair Request (Category "Common Area – Fitness Center") in Building Link – or speak directly with the Office – to report it. *We can't repair problems we don't know about.* When you report a problem, be sure to provide enough description for us to give the technician so he can duplicate the problem. Please include your name and unit number on any written requests so we can get any additional info needed to fix the problem and let you know when it is resolved.

WIPES DISPENSERS ARE IN!

Those stainless steel cylinders in the fitness rooms are our new **equipment wipes dispensers**. Keep it clean for the next user by wiping the contact surfaces (controls, handles, etc.) each time you finish using the equipment. The lower part is for disposing of the used wipe. If the dispenser is running out of wipes or the disposal can is too full, please open a Repair Request (category "Common Area – Fitness Center") in BuildingLink, or leave a note with the Office or in the Association mailbox.



Getting you involved

We are always looking for residents to participate in committee meetings. Committees address the affairs affecting the safety and well-being of everyone in our Community, ensuring the continuing stable financial position of our corporation, as well as maintaining the integrity of our infrastructure. Needless to say, committees are an essential part of managing our Community. Each committee identifies a need/problem, discusses possible solutions/actions, and presents recommendations to the Board for discussion and decision. If you are interested in being involved – *just come on down to a committee meeting (usually listed on the last page) and tell us you're here!*

Building & Grounds (B&G)
Budget & Finance (B&F)
Safety & Security (S&S)
By-Laws Amendments
Fitness Center Facilities
Communications
Landscaping
Pool

Kay Wilmoth
Sharon Grant
(group effort)
Becky Martin
Bill Munson
Quade Whitmire
Pat Quinn
Becky Martin

IMPORTANT DATES IN FEBRUARY

- ◆ **Knolls Kneedlers** **Sun, 2/4 , 2 PM**
- ◆ **Super Committee (B&G, B&F & S&S)** **Tue, 2/13**
- ◆ **Board of Directors** **Tue, 2/27**

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*.



NEED A NOTARY?

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

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

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