

President's Message

With a May that seems to have lasted forever, with the store and restaurant closures, the gloomy skies and chilly start to the month, we are all ready to show May 2020 to the door and welcome in June. As we coast into a new month we are looking forward to wrapping up the roof work—near 80% done at press time, and looking ahead to the C/D deck project and the sealing of the driveway to protect it and prolong the usable life of the current paving job. Keep an eye out for updates about these important maintenance and infrastructure projects, both via our newsfeed and [project information](#) pages at AKW's website.

In this edition of *Knolls News* there's lots of great content, including roof and deck project information, tips on how to avoid COVID-19-related scams, a recap of the restart of some Resident Service Program offerings, news of what we hope you'll find is a BuildingLink communication improvement—and tips for how to undo the change if you preferred the previous status quo. Happy reading!

Board Meeting Highlights

Reported Financials

	<u>April</u>	<u>March</u>
Total Cash and Investments	\$1,912,680	\$1,996,416
Year-to-Date Income	\$694,234	\$523,764
Year-to-Date Expenses	\$658,739	\$500,666
Delinquencies \$	\$24,715	\$23,178
Delinquencies %	1.24%	1.17%
YTD Reserve Expenditures	\$11,584	\$1,803

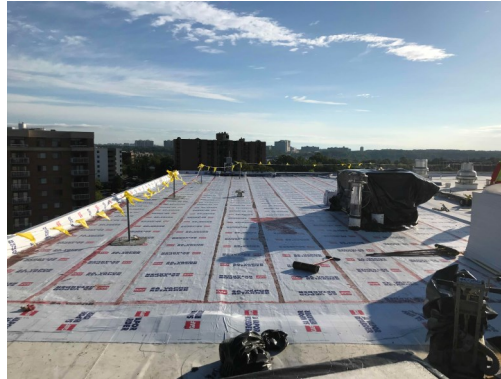
Board Actions

- \$3,700 to Densel to replace thermostats and an actuator in the Fitness Center and Billiard Room
- \$6,100 to Densel to replace the domestic hot water high limit valve and actuator
- \$7,120 to Dillon Lightning Protection Systems to install, inspect and certify the lightning protection system on the roof post-new roof installation.
- Accepted a proposal from Cintas to provide, clean and maintain uniforms for AKW Maintenance staff at an Associa-discounted cost of no more than \$50/week.
- \$711.52 to Environmental Enhancements to add liriopie plants next to the J Garage.
- Approved the transfer of \$200,000 from the Operating bank account to a reserve investment in the AKW Morgan Stanley account.



Project Update: Roof Replacement

Update: As of press time the roof is 80% complete. Progress on the roof has been hampered considerably by the weather, as rain and the threat of rain mean work must stop. At the current rate of work, we would anticipate completion the second week of June, subject to the whims of the weather gods. Once complete, the lightning-suppression system vendor will be onsite to install that system so we are protected from another lightning strike, at which time the roofing project will be complete. In the meanwhile, for those of you who are interested in seeing some of the work in action, we've gotten the photos here from the installers for you to enjoy!



Project Update: C/D Garage Deck Reconstruction

Update: The engineer's preliminary report was received shortly before publication time for this month's *Knolls News*. We'll have more information at the June 23 Board meeting.



Retail Therapy and Farm Fresh!

[Alexandria Living Magazine](#) announced an entirely VIRTUAL event, in partnership with Port City Brewing Company, featuring more than 20 diverse Alexandria-based makers. Each week in June, a different set of vendors will be featured. Customers will order online at the vendors' websites during the week and be able to pick up their purchases with easy, free, CONTACTLESS pick-up at the brewery, 3950 Wheeler Avenue.



This will be an excellent opportunity for people to support local businesses for all of those teachers, grads, and dad gifts that are needed in June! And you can also pick up adult beverages at [Port City Brewing!](#) Learn more at [Alexandria Makers Market](#).



The [City of Alexandria](#) announced that the “Del Ray, Four Mile Run, Old Town and Old Town North [farmers' markets](#) have submitted management plans to safely comply with the Governor's [Forward Virginia](#) Phase One blueprint for reopening, and may resume onsite sales. Vendors and staff must wear face coverings when entering or working at the market, and customers are mandated to do so, as well. Everyone should practice the [Six Steps to Stop the Spread](#) of COVID-19. Vendors will be required to use enhanced cleaning and sanitizing procedures, and there will continue to be no food preparation, food sampling, or on-site dining allowed. Customers are strongly encouraged to use pre-order and delivery options when offered; visit [ALX at Home](#) to browse options.”

New Residential Development

[Alexandria Living Magazine](#) reported that Winchester Homes announced in mid-April that it will build the Winchester Eisenhower Avenue Townhomes project on what was Victory Center property. The project at 5001 Eisenhower Avenue will consist of 138 townhomes between 1,700 and 2,600 square feet. No timeline was provided on construction start or anticipated delivery.



The 16-acre site includes a 606,921 SF office building and was acquired from a Stonebridge Development affiliate after the City approved the rezoning of the property from commercial to residential. Stonebridge intends to market the 11-story Victory Center to office users.

COVID Corner

Make sure you read Quade's update on May 28, which provided information about the Governor's requirement to wear masks/face coverings in public places. You can find the update [here](#). The takeaway is that all residents, visitors, contractors, and employees **must** wear a mask/face covering in the hallways, stairwells, and when on the ground floor. More information in the notice.

[According to the CDC](#): "Cloth face coverings may prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing, or coughing. If everyone wears a cloth face covering when out in public, such as going to the grocery store, the risk of exposure to SARS-CoV-2 can be reduced for the community. Since people may spread the virus before symptoms start, or even if people never have symptoms, wearing a cloth face covering may protect others around you. Face coverings worn by others may protect you from getting the virus from people carrying the virus." Other sources: <https://www.virginia.gov/coronavirus/> and [Alexandria Living Magazine](#) on reopening.



Courtesy in a Shared Community

One of the nice things (other than the Thank Goodness elevators!) about living in a hi-rise is

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!



If You Want to Wash Your Car

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, typically 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 with the tablet at the Guard's desk 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!!



By the way, keep in mind that there are NO car repairs or service (like oil changes, e.g.) permitted in our garages or on the property.

Please be Considerate of Your Neighbors

The most frequent complaint the office gets from residents is about dirt, water, and debris coming onto residents' balconies from above. What your neighbors below are experiencing ranges from a little water-dirt mélange caused by over-watered plants to a torrent of filth caused by a full-on balcony washing. Unfortunately, our balconies aren't like patios adjoining a single-family home, so you must not scrub and wash them with water and soap because that water and dirt will land on balconies below. Remember: everything you push—or let fall from your balcony will certainly land on the balcony of one of your neighbors below. And, this is an owner-to-owner issue, so any damage you cause to your neighbors' balconies is your responsibility to clean, fix, and repair—and this doesn't come cheaply. Be sure to tell your contractors—including your cleaning service staff—not to leave you on the hook by pushing dirt and water off your balcony!

Consideration for our neighbors is one of the requisites for condo living. Our spacious balconies are spectacular outdoor living spaces, but not if “stuff” continues to detract from enjoyment.

SUMMERTIME IS...



VACATION TIME !!

It's that time of year – again! – when **Knolls News** takes a break. And well-deserved, if we may say so! Yes, we'll be back with an August edition, and return then for another year of reporting enthusiastically all of the things all of us need to know about living in and enjoying our wonderful life here at AKW. Even though most of us are still in some isolation, and the pool opening is uncertain, try to have a joyful, safe and relaxing Summer and we'll talk to you again at the first of August.

LOTS OF SUNSCREEN

In case you're planning to go to the beach this summer – and in case you didn't see the "Tips" from the Giant pharmacy:

- (1) Reapply an ounce every two or so hours
- (2) Avoid sunscreens with "oxybenzone," a hormone disrupter and allergen
- (3) FDA says that sunscreens with SPF over 50 aren't worth the possible increased cost or your relying on their being "better"
- (4) Sunscreens actually have a "use-by" date! Check yours for an expiration (i.e., toss the one from last year)
- (5) Use a sunscreen that protects against UVA and UVB rays
- (6) "Sport" and "water resistant" are just labels; reapply as soon as you're out of the water
- (7) Sunscreen alone won't protect completely; wear protective clothing, too!



Since there will be no July issue of **Knolls News**, we're reminding you now that our **Annual Meeting** will be on **Tuesday, September 22**. In early July a letter will be going out to all, asking for nominations for new Board Members. (We'll also be asking again in our August issue.) Please think about those you'd like to nominate, and consider that maybe YOU would be the best person! The Board doesn't run by itself; it needs a full complement of 7 volunteers, so we may need YOU, too! *Put on your Thinking Caps!*



2020 Board Meeting Dates

June 23	July 28
August 25	September 22
October 27	November 17
December 15	

MARK YOUR CALENDARS

June 23	Virginia State primary
July 15	New Tax Filing Deadline
November 3	General Election

How the Association Addresses Delinquencies

The Association's collection efforts are meant to bring Owners current. Delinquent Owners can expect specific actions:

- On the 16th of the month a late fee of 10% is assessed on the delinquent amount.
- At 30 days late, CMC sends a letter advising of the delinquency and warns of future steps that could be taken.
- At 60 days late, the account is handed over to the Association's legal counsel. At this point the late owner is assessed fees associated with the effort to collect from them. Also at 60 days the Board will review the account and decide whether to accelerate the Owner's dues through the end of the calendar year and/or seek other actions conveying the seriousness of the matter.
- At 90 days late, the Board will ask the Delinquent Owner to attend a hearing to discuss revocation of privileges, including the pool, gym, in-unit-service program, package acceptance and visitor parking. The Board may also direct legal counsel to pursue foreclosure on the Owner.



**Worth
Repeating**

If you are delinquent, please bring your account current. If you are more than 60 days late, please reach out to the Association attorney as soon as possible to discuss a repayment plan. The Association wants to work with you and make your Co-Owners whole.



Your intrepid newsletter team has discovered...

At the **SHELL station** at the intersection corner of Little River Turnpike (it's that extension of Duke St. across the 395 bridge) and Beauregard, they are advertising and selling **masks, gloves, and hand sanitizers**. Don't know where they get supplies that groceries and pharmacies can't, but they're there! Gloves (blue nitrile) come 100 to a box for \$13.

Various sizes and prices for hand sanitizers. Even saw a few cans of Lysol spray! Masks that I saw were blue-pleated basic.

Another discovery is [Zask Medical Supply](#) which carries hundreds of medical items; masks, gloves and hand sanitizer included. Traveling west on Little River Turnpike, turn right on Braddock Road (opposite Home Depot) and take another right at 4600 Pinecrest Office Park Drive, Unit #C. Phone 703-354-1266. Open 9-6 Mon-Fri and 10-4 on Saturdays.

CAUTION: Under the right [circumstances](#) (on the dash of a closed car in direct sunlight or exposed to direct sunlight for considerable time), hand sanitizers could be flammable. The heat can also diminish the efficacy of the sanitizer, provide less protection than anticipated and waste your money. *Good advice:* Don't leave them in a car that sits in the sun all day and keep the bottle under shade or otherwise covered at the beach.

Alternative: good old-fashioned handwashing!!



In recent *Knolls News* issues we've given you information about the grocery order/delivery services sponsored by [Senior Services of Alexandria](#), and hope you've been able to take advantage of this opportunity.

With pandemic restrictions SSA is unable to offer various learning activities, tours of historical houses and areas within the City, and opportunities to encourage ways for each of us to get involved. We'll be back with info on all the good stuff when we're able.

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It's amazing how many there are

COVID-19 Cons: You get an email offering a coronavirus vaccine or access to critical medical equipment. Your anxiety is high; you are urged to protect yourself! Some emails ask for credit card information, then bill you for products that never arrive. Others include a link that will install malware to steal your passwords. **The prevention** is to visit government health agency websites for updates. Be wary of emails (and TV ads!) during a crisis. There is no COVID-19 vaccine!



Medicare cons: A crook will tell you that you can get a free DNA swab test for cancer, or medical devices or services. To get the "free" health care you just need to provide your Medicare number. This offer usually comes via phone or email. **The prevention:** never give your Medicare number to anyone but a trusted medical professional!

Census Scams: We gave you some 'good scoop' about the Census in our May *Knolls News*. The scam is that imposters could pretend to be census takers, by showing up at your door, by phone, mail or email. You could be asked for your Social Security number or credit card information. **The prevention:** The Census Bureau will never ask for your SSN, solicit donations, or threaten you with arrest if you don't cooperate. Census takers carry government IDs. For more information, visit 2020census.gov. The easiest way to avoid *this* one is to (1) fill out and mail the form mailed to you earlier this year, OR, *better* (2) do it online at that link!

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E-WASTE



Electronics and Hazardous Waste – Update from last month

The City closed the hazardous waste center last month (paints, solvents, old tv and computer) due to COVID-19. They've now reopened on a limited basis to accommodate residents who can no longer store materials at home, such as those who are moving. Before visiting the center, consider disposing when normal operations resume. If you must go, check the [operating procedures](#) on the City's Recycling page to ensure a productive visit.

Directions: 3224 Colvin Ave (7:30-3:30 **only on Saturday**). Go east (toward Old Town) on Duke to right on So. Quaker Lane (opposite the fire station) and one block to left onto Colvin. (Alternate: right onto Sweeley St. (next to CVS), right onto Colvin; up a few blocks on the left.) 703-838-4000.

Do you have a smoke alarm? You are strongly advised to get one. The ceiling sensor in your unit (that thing close to your bedroom) *is a horn only* and is not a fire alarm (as we normally think of it) or a smoke detector. This horn sounds ONLY when someone has pulled the switch in the hallway. **The company that monitors our Building system, ADT (formerly Red Hawk) is alerted and THEY call the fire department.** *The alarm continues until the fire department turns it off!!!* The only way to get away from the awful noise is to leave the building!!!



If you are the one pulling the alarm, call 911 to give details of where the fire is, if there's smoke or smell of electrical, etc. It will greatly assist the fire department in sending appropriate equipment.

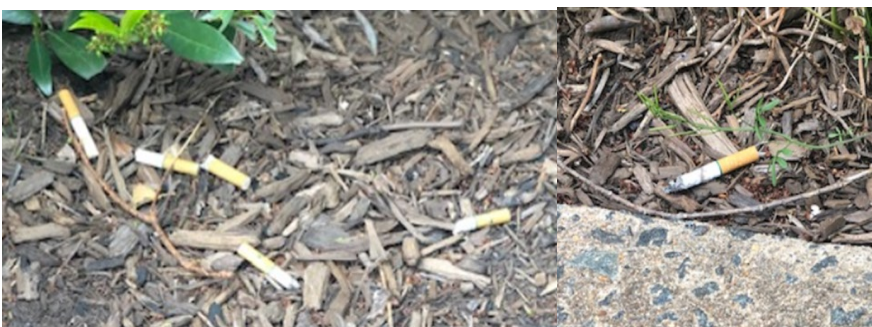
[You heard that horn when our annual fire inspection was held on Thursday, May 21st. The screeching noise is annoying and badly frightens our pets!]

No Fires, PLEASE

The cigarette butts shown in these photos were found in the mulch around the 3rd and 5th tiers. Of course, the wind may have carried them from another tier and from any height. They appear without a signature and there's no way to identify where they originated.



Of the well-known and obvious negatives attached to smoking, the most important to your neighbors is the risk of fire. It's clear that more than one of these butts continued to burn after hitting the ground. Was it our luck that the ground was a little damp? Can we count on luck? It's not an overstatement to say that this act is reckless and irresponsible.



If you were living at AKW in late December 2014, you know well the damage that can be caused by improperly discarded smoking materials. The 2014 fire damaged 33 units and cost well over \$1mm. All residents have been notified that tossing litter from your balcony, including cigarette butts, trash and other debris, is a violation of [City](#)

[Code](#) 13.1.21.1. If you're a secret smoker, find a way to extinguish your cigarettes within your personal space. We've had one fire in this mulch area and are asking for your cooperation so there are no others. AKW will assist all police efforts to track down and prosecute offenders.



Resident Services Program

At its May meeting, the Board voted to re-start the Resident Services Program (also referred to as In-Unit Service Program) **on a limited basis**. Paramount to this effort is the need to keep both residents and AKW staff safe and protected during the COVID-19 pandemic. This requires that Personal Protective Equipment (PPE) supplies for staff are on-hand and available. If AKW supplies run low, the program will again be temporarily suspended. Below are the guidelines for the modified program:



Services should be requested through BuildingLink, or through an email or call to the Office. Residents should not visit the Office to discuss their needs. Once scheduled:

- Staff will be required to wear appropriate PPE into the unit.
- If the resident wishes to be home while service is performed, they will need to remain at least 10 feet away from the staff. Residents must either wear a mask or face covering that covers their nose and mouth or move to another room. Weather permitting, residents could also wait on their balconies.
- Staff will thoroughly clean and disinfect the planned working area, including the floor and touchpoints like nobs, handles, etc.

These safety protocols add costs to the Association. PPE and cleaning supplies necessary to safely perform can be difficult to find and expensive relative to prices only a few months ago. So that the program does not cost the Association additionally, some modest and justifiable temporary price increases are appropriate. Below is the list of Board-approved temporary RSP services fees:

Service	Temporary RSP Fee	Normal RSP Fee
Faucet Washers	\$32.50	\$25.00
Unclog/Snake Drain	\$50.00	\$40.00
Garbage Disposal Reset	\$32.50	\$25.00
Garbage Disposal Unclog	\$50.00	\$40.00
Replace Toilet Seats	\$32.50	\$25.00
Replace Toilet Seats Where Bolts Are Frozen	\$50.00	\$40.00
Replace Light Bulbs	\$22.50	\$15.00
Reset Circuit Breaker	\$22.50	\$15.00
Fix Door or Drawer Handles	\$32.50	\$25.00

Water Shut Offs need to be handled separately. As owners know, a WSO impacts all residents in a tier. Given the current COVID situation, if handwashing is not possible, hand sanitizer is essential. A Water Shut-off, typically \$50, will temporarily be \$75 pending our ability to obtain sufficient hand sanitizer to accommodate all residents in the shut-off tier. The cost of the hand sanitizer would be passed through to the owner requesting the WSO.

BuildingLink Tips

BuildingLink, the database and tracking system AKW uses to maintain resident and owner information and to track maintenance issues, is a robust asset for the Association. It's also a great tool for you and we want to start calling out some of the great features that can serve you.

Bulletin Board Change

Management recently made a change to BuildingLink that we hope you'll like. Previously you received an email each time a notice was posted to the BuildingLink Bulletin Board. Some days you received zero emails; some days you received several, and maybe a few more than you would have liked. Now you will receive a single digest-style email each morning of all of the items that were approved for posting from the prior day. We hope you find this a welcome change. But, if you don't, here's how you can change your own preferences in BuildingLink back to the previous delivery method: (My Profile, Notifications). Remember to save your preference.

Resident-to-Resident Communications Restore Default Settings Unsubscribe from this Section

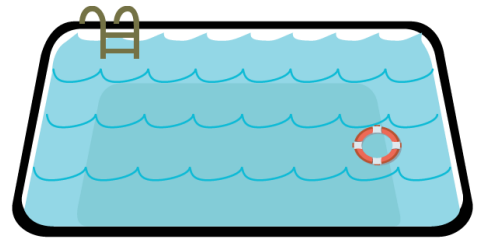
Recommendation: Leave these on! Turn them off if they get annoying.

Do you want to be notified when . . .

. . . a new post is added to the Resident Bulletin Board?	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Email	As it Occurs
. . . someone in your building sends you a NeighborNet Friend Request?	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Email	As it Occurs Daily morning Digest

Pool Season?

Many of you will be interested in the status of the opening of the pool. At publication time Quade was organizing a Special Meeting for the Board to discuss the Governor's orders as they relate to the pool, our pool company's ability to provide full management services in accordance with the contract, and other considerations. The meeting will be announced, and call-in information provided so residents and off-site owners can dial in and observe the discussion and debate.



We need you to be a Candidate for the 2020-21 Board of Directors.



Alexandria Knolls West

Jan to March, 2020

FIRST QUARTER 2020 INCOME & EXPENSE SUMMARY

	<u>2020 Budget</u>	<u>Year to Date Actual</u>	<u>Year to Date Budget</u>	<u>Year to Date Variance</u>	<u>Variance %</u>
Assessment Income	\$ 1,985,650.00	\$ 498,008.61	\$ 496,413.00	\$ 1,595.61	0.32%
Other Income	\$ 78,400.00	\$ 25,755.52	\$ 19,601.00	\$ 6,154.52	31.40%
Total Operating Income	\$ 2,064,050.00	\$ 523,764.13	\$ 516,014.00	\$ 7,750.13	1.50%
Administrative	\$ 21,475.00	\$ 3,138.95	\$ 5,306.00	\$ (2,167.05)	-40.84%
Communications	\$ 4,465.00	\$ 873.41	\$ 1,116.00	\$ (242.59)	-21.74%
Payroll & Benefits	\$ 337,100.00	\$ 97,133.60	\$ 84,275.00	\$ 12,858.60	15.26%
Insurance	\$ 95,000.00	\$ 11,995.08	\$ 23,750.00	\$ (11,754.92)	-49.49%
Utilities	\$ 335,000.00	\$ 108,863.44	\$ 83,750.00	\$ 25,113.44	29.99%
Landscaping	\$ 26,500.00	\$ 4,123.29	\$ 6,625.00	\$ (2,501.71)	-37.76%
Operations (permits, licenses, uniforms)	\$ 4,700.00	\$ -	\$ 1,175.00	\$ (1,175.00)	
Contracted Services (security, legal, etc.)	\$ 262,500.00	\$ 53,007.81	\$ 69,054.00	\$ (16,046.19)	-23.24%
Repair & Maintenance	\$ 314,450.00	\$ 62,939.81	\$ 78,613.00	\$ (15,673.19)	-19.94%
Professional Services (legal, CMC, audit)	\$ 156,160.00	\$ 46,090.82	\$ 37,415.00	\$ 8,675.82	23.19%
Taxes	\$ 6,700.00	\$ -	\$ -	\$ -	
Reserves / Contingency	\$ 500,000.00	\$ 112,500.00	\$ 125,000.00	\$ (12,500.00)	-10.00%
Total Operating Expenses	\$ 2,064,050.00	\$ 500,666.21	\$ 516,079.00	\$ (15,412.79)	-2.99%
Income / Expenses		\$ 23,097.92	\$ (65.00)	\$ 23,162.92	

NOTES:

Payroll	<ul style="list-style-type: none"> Payroll costs allocated to incorrect account (Admin/Manager salaries). Now corrected. Late invoices (Q4 2019) submitted for Casual Labor. Payroll taxes high due to accounts settled in 2019; booked in 2020 and payout of accrued benefits.
Utilities	Utility audit firm has been engaged to investigate increase in gas service costs.
Contracted Services	Late invoices (Q4 2019) for security services; under budget for snow removal.
Repair & Maintenance	Paid 2018/2019 invoices on hold/renegotiated; prepaid deposits; unanticipated maintenance costs
Professional Services	Legal contract negotiations; personnel and operational issues

While not the hoped for strong start, we are only slightly over budget (\$65) for the First Quarter, due in part to 2019 invoices paid in 2020. **Highlights:** We are seeing better than anticipated Resident Service Program usage and the parking space rental program is seeing good income. A good portion of the late invoices were/are not for recurring costs.

Questions? Contact Sharon Grant at sharon@akwcondo.com.



