

President's Report

Greetings Neighbors!

It has now been over seven months since we started our "lockdown" due to COVID-19. For the most part, residents and visitors have been following the recommended precautions and building requirements. We still need to protect ourselves and each other by wearing masks, social-distancing and hand washing. We are all grateful for the cooperation, care and respect our community has exhibited and hopeful it will continue as long as necessary.

It seems many of our Owners are taking advantage of this extra time at home to initiate home repairs and renovations. Be sure to submit an [Interior Modification Application](#) for review by the Board before beginning any renovation work. Remember to follow the building rules and regulations, especially as they relate to acceptable times for construction. It is a courtesy to your neighbors that they will hopefully repay you with when they too are making noisy improvements.

Speaking of home improvements, I noticed during a recent building walk-through that many of our hallway walls are in need of some "TLC." Work is now underway to take care of these issues. Several wall patches have already been made and more are scheduled. Also, damaged trash chutes on several floors have recently been repaired or replaced.

We will do our best to keep you informed about the plans and schedule for the garage repairs, now postponed until Spring 2021 (see more on [page 2](#)). As cars will need to vacate their spaces during these repairs, this project requires considerable coordination and cooperation. Please let Capri or Serena know if you are able to let a neighbor use your space for an extended period of time. Your generosity would be greatly appreciated. And as long as we're on the subject of generosity, please be patient with our maintenance staff and porters. Unfortunately, we are still not fully staffed, and they are being stretched thin.

I am honored to serve as President of the AKW Board of Directors. My objective is to ensure Alexandria Knolls West continues to be among the healthiest, safest, most appealing and well managed communities in Alexandria!

Board Meeting Highlights

Reported Financials

	<u>September</u>	<u>August</u>
Total Cash and Investments	\$2,026,817	\$1,947,624
Year-to-Date Income	\$1,558,163	\$1,387,161
Year-to-Date Expenses	\$1,511,245	\$1,365,260
Delinquencies \$	\$31,665	\$28,432
Delinquencies %	1.56%	1.43%
YTD Reserve Expenditures	\$84,617	\$84,617
Total Reserves	\$1,557,150	\$1,519,650



Nine delinquent accounts comprise 95% of the total (\$30,047.60), with another five accounts representing the remaining 5% (\$1,617.08) outstanding.

Board Actions

- Voted to postpone the C/D garage repairs until Spring 2021. Parking relocation remains an issue and must be resolved before work can begin. The cost to postpone the project will likely be near \$90,000. The Board accepted Ev-Air-Tight's \$6,220 proposal for an emergency repair to a sagging tension rod in the C garage.
- Ratified an e-vote for \$10,200.16 to Densel to replace condensate collectors and the valves on two hot water heaters.
- \$4,545.80 to Densel to replace exhaust fans #1 and #6 in the boiler room.
- \$2,452.00 to Environmental Enhancements to remove stumps and add a plant at the north side property line; remove the hollies and replace with more heat tolerant plants at the West Entrance canopy; at the East Entrance, remove the Arborvitae and transplant to that area two existing Camellias from the main bed outside the West Entrance and the bed near the trash room.
- \$750 to Environmental Enhancements to transplant six azaleas at the entrance to the B/D deck to the azalea bed opposite the West Entrance canopy. A Yew in that area will be removed and replaced with an Aucuba.
- Voted to award the snow removal contract to VGS Design & Build for the winter season 2020-2021.
- Approved an Investment Policy providing guidance on disallowed and permitted investments as well as acceptable monetary thresholds in a variety of investment options.
- Approved the 2021 AKW budget with a dues increase of 2.5%. There is no change to the parking assessment.
 - ⇒ A budget review meeting on October 5 indicated an expected lower dues increase. The costs incurred by postponing the garage work until Spring, the yet-to-be approved cost for project management oversight, as well as the unknown costs associated with parking accommodations indicated an adjustment to the dues assessment. Additionally, we continue to rely on contract staffing for some positions, pointing to higher than expected costs through 2020 and perhaps into Q1 2021.



Project Update: C/D Garage Deck Reconstruction

On October 9, Board members, AKW's General Manager and Portfolio Manager met with contractor, Ev-Air-Tight and our ETC engineering consultant for a pre-construction meeting. The group also walked the C/D deck area to discuss project mobilization plans.

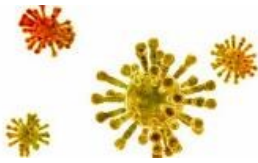


We had an opportunity to ask questions about techniques and approaches to be applied in the repairs. We also learned that we will lose some of the trees and the landscaping at the driveway entrance to the C/D garage deck.

The C garage will be approached in two phases—one side at a time—allowing access to the back of the garage with sufficient turn-around room for vehicles.

As noted in Board Actions above, this project has been postponed until Spring 2021 so that viable parking options can be obtained for C/D garage vehicles that will inevitably be displaced. In addition, the project will impact all AKW residents by limiting the availability of visitor parking.

Updates will be provided in *Knolls News*, via building notices and through the AKW newsfeed at www.akwcondo.com or twitter.com/akwcondo.



COVID CORNER

We hear about COVID-19 daily, so it's likely not news to you that the infection rate is rising. The below [notice](#), published by the Alexandria Health Department on October 26, provides details on the source of COVID-19 infections for a specific time period.

Between September 21 and October 19, Alexandria Health Department (AHD) [case investigators](#) interviewed 422 residents diagnosed with COVID-19. Case investigators asked people to recall their activities during the two weeks before they felt sick, to identify potential sources of COVID-19 exposure. Individuals could have identified more than one possible source of infection. The results of these interviews mirror other local analysis and [research by the Centers for Disease Control and Prevention \(CDC\)](#), which suggest that household contacts, indoor gatherings, and restaurant dining are common sources of COVID-19 transmission. AHD analyzed the interviews and found that the following activities were most commonly reported among people with recent COVID-19 diagnoses:

- 44% lived with someone who recently had COVID-19.
- 25% went to their workplace.
- 10% went to a public event, social gathering, or entertainment activity, with most gatherings occurring indoors.
- 7% travelled outside of the Alexandria/D.C. area, with most travel in the U.S.
- 7% went to a restaurant or bar, with two-thirds eating indoors and one-third eating outdoors.

The activities an individual participant reported may or may not have been the sources of COVID-19 exposure for that individual; however, they do demonstrate trends and suggest common links for people who become ill.

Alexandria Possible COVID-19 Exposures



Cases interviewed between September 21- October 19, 2020
Chart: Alexandria Health Department • Created with Datawrapper

Based on this exposure analysis, AHD recommends the following precautions to lower the risk of activities commonly reported by people diagnosed with COVID-19.

- Protect coworkers by not entering workplaces when ill or recently in close contact with someone with COVID-19.
- If someone in your household is ill, [immediately take precautions](#) such as wearing masks when in common areas, avoiding shared utensils, and staying 6 feet apart.
- Limit indoor social gatherings, and choose [lower risk activities](#) for holiday celebrations.
- Avoid travel as much as possible, particularly to areas of the U.S. experiencing surges of cases. For necessary travel, follow [CDC's guidance](#) to lower risk of COVID-19.
- Maintain mask usage as much as possible, including while waiting to order or receive food at restaurants.
- Support businesses that have completed the [ALX Promise](#) voluntary accreditation program, since these entities have taken additional training with AHD and have pledged to go above and beyond minimum state safety standards for employees and customers.

Stay safe, wear a mask, observe social distancing guidelines, wash your hands and consider celebrating the upcoming holidays wisely with those in your “bubble.”

Updated Insurance Provisions

Protect Yourself



Owners are likely to remember the notices sent to the community in the past few months regarding the master insurance policies maintained by AKW.

Increase of Water Damage Insurance Deductible from \$25,000 to \$50,000

You may recall hearing that the Council experienced an unexpected number of large water damage insurance claims last year. These claims were largely the fault of contractors and are still being contested by our insurance carrier. As this remains an ongoing issue, at time of renewal AKW's insurance broker recommended an increase in the water damages insurance deductible from \$25,000 to \$50,000. Had we not done so, the increase in AKW's insurance premiums would have been exorbitant. We are hopeful that the matters with the at-fault contractors are satisfactorily resolved and that future water damages claims will be greatly reduced. Likewise, we hope that insurance carriers will eventually agree to a reduction in the water damage insurance deductible from \$50,000 to \$25,000 without a huge increase in premiums. On a separate note, the insurance deductible for loss claims other than water damages remains \$25,000.

Resident Survey

In spring of this year, AKW issued a Resident Survey to capture information about insurance and other aspects that assist in managing the community. We had a less than hoped result with fewer than half of our residents completing the survey. One portion of the survey asked residents to provide a current Certificate of Insurance showing their coverages for "loss assessments" as protection for the owner's deductible for water damage and other claims.

[Note from your Editor: the annual premium to increase my coverage from \$25,000 to \$50,000 was \$1.77. If you've been leery of calling your agent because of the premium increase, call now and get covered!!]"

Insurance Coverage

Once again, we want reiterate the type of insurance you are required to maintain and to make clear the potential implications to individual Owners.

For Owners who have not provided their insurance information, please be advised that any water damages deemed to originate in your unit that impact others, will be the Owners' responsibility. We again emphasize that the deductible imposed on an Owner in such a situation could be as much as \$50,000.

We urge you to contact your insurance carrier to ensure sufficient coverage under your policy. We thank the Owners who addressed this issue directly or reached out to obtain clarification on their needed coverage.

MARK YOUR CALENDAR

November 3

General Election





The City of Alexandria's [free eNews service](#) lets you sign up to receive information on nearly **100 topics**, including vital emergency alerts. The messages — ranging from news releases and department newsletters to public meeting dockets and payment deadline reminders — can be sent as email, text or voice messages. You can choose the topics you wish to hear about by selecting from a large list of areas. The following information is currently available on [Alexandria eNews](#):

- General Information
- Public Safety
- Payment Deadline Reminders
- Alexandria City Public Schools
- DASH Bus
- Transportation and Environmental Services
- Planning and Zoning
- Recreation, Parks and Cultural Activities
- Historic Alexandria
- Health and Human Services

The recent Recreation, Parks eNews highlights museum openings, cultural options, a look at historic Alexandria and many more. The newly available, self-guided virtual tour of the [African American Heritage Trail](#) is an interesting view of the historic markers in the City's African American history. [Story Time with Young Historians](#) is a child-appropriate series of stories and YouTube channel videos focused on Alexandria's history.

Starting on November 6, the following [Historic Alexandria Museums](#) will be open for guests:

- Gadsby's Tavern
- Alexandria Archaeology Museum
- Stabler-Leadbeater Apothecary Museum

For the most part these are no-charge activities, but some require advance registration. Additional events are listed, with links on how to sign-up.





After you're finished, it's still your responsibility ...

Electronics and hazardous waste: (paints, solvents, old tv and computer) – take to the City of Alexandria facility on Colvin Ave (7:30-3:30 **only on Monday AND Saturday**). Further Info from the City operator at 703-838-4000. 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.) Easy to find; easy to drop off.

- ⇒ And BTW, check in the next weeks when you're setting up holiday displays or when you're cleaning up from those holidays -- if those holiday lights have seen better days (i.e., they aren't useful anymore), these should be taken to this hazardous waste depot.

Since we use a *private hauler* for our trash, we must use a **private hauler for METAL collection**. This would include appliances that for some reason haven't been taken by those who delivered your new ones. **TrashAway** is able to do this, *for a fee*. Phone them at **703-339-4560** and speak to **Neena** to make your own arrangements and payment. BTW, all of this stuff has to go to Lorton.

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



In the time of Covid-19 and the Holiday Season, B-E-W-A-R-E !!

Every day you're getting more and more "Potential Scam" and "Unknown Name" calls – which we hope you're not picking up! If it's a real call from a real person, they'll leave a message and you can call back. In the meantime, for **Customer Service Searches**,

- (1) Go directly to the company website to find the Customer Service phone number.
- (2) DO NOT ask devices such as Siri and Alexa to find that information.
- (3) Check the URL on the email for misspellings, mis-use of words in a sentence, slightly different company logo, and email that has an international address, etc.
- (4) NEVER agree to pay for a service that should be free.
- (5) Don't give *anyone* remote access to your computer.





This will make your end-of-holiday easier

The Office supplies “Christmas tree bags” that will make your life a lot easier at the end of your holiday time! Pick one up and position it over the trunk of the tree *before* you put the tree in its stand. When you’re done with it, just pull the bag up around the tree and tie it off so the needles stay in the bag! Yes, there will be some needles falling on your floor or carpet, but those are easy to vacuum up. With the tree in the bag, you won’t leave a trail from your unit to the trash room of the *rest* of the needles. *And pay attention to a notice from the Office of when the tree collection is scheduled by TrashAway; trees can’t be left in the trash room for days at a time and we want to make it as convenient as possible to get it out of your unit!*



Something different from Senior Services of Alexandria

How to Make Italian Meatballs

Check out this short video from Natasha's kitchen on how to make the perfect Italian meatball. Click [here](#) to get started.

A Perfect Symphony with Musicians Ed Sheeran and Andrea Bocelli

Click [here](#) to be entertained with this beautiful piece of music.

Monterey Bay Aquarium's Baby African Penguin

The Monterey Bay Aquarium welcomed a new baby African Penguin to its family. This [short video](#) gives a glimpse of its first few months of life.



The **City of Alexandria Fire Department’s “Community Paramedic Program”** has as its mission to improve the health outcomes of City residents through education and collaboration with community resources. A Paramedic will visit your home for:

- ◆ Fall risk assessment.
- ◆ Home safety check.
- ◆ Medication review and inventory.
- ◆ Health education.
- ◆ Clinical monitoring and assessment.
- ◆ Referral to relevant City Services.
- ◆ Transportation assistance.



*No fee or insurance required for your in-home visit. **Contact:** Capt. Jeff Woolsey, 703-746-5234.*

The Value of Emergency Contact Info

Imagine you are driving out-of-town on a business trip. You're about an hour into your drive, radio or podcast or music tuned in. You think back to your departure from home. Did you, in fact, turn off your stove, the iron? Did you leave the water running? You fed the cat, but did you freshen the water as planned? You're not sure. And you realize that you forgot a critical document for your out-of-town meeting. What to do?

You reach out to a friend who offers to ensure your appliances are turned off and make sure the cat has water and email the document to you. However, your friend has no key. The Office has no emergency contact information in your BuildingLink record and cannot provide a key. If you can reach the Office, they could assist by your verbal authorization to access your unit key. Great, problem solved!

Imagine a different scenario, though. Say you were unexpectedly taken ill during your out-of-town trip. Or a scenario in which you cannot communicate your wishes. (Overdramatizing here: Amnesia, abducted by aliens?)

The point is: None of us can predict an emergency and being able to verify your trusted contact's information can simplify a difficult or challenging situation. The Office is unable to provide support to your friends or family if they are not registered as emergency contacts.

We strongly urge all Owners to provide the Office with at least one, preferably two, emergency contacts to add to your profile. You can also verify and update personal information via your BuildingLink profile.

2020 Board Meeting Dates

November 17 December 15



At midnight on **Saturday, October 31st**, we change from Daylight Savings Time to our regular Eastern Standard Time. That means, before you go to bed on Hallowe'en, set your clocks *back one hour* so you'll have the correct time on Sunday morning! This is also a good time to remind you to change your smoke alarm and other batteries, so they're fresh and reliable!



Thinking ahead to that dreaded word ----- SNOW



As dreaded as it is, the weather is turning colder and we are likely to have a snow storm in the coming months (or maybe just *weeks!*). We are fortunate to have terrific staff to dig us out, as well as some generous AKW residents who come to the assistance of their neighbors.

A note to 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's difficult to find space for all of it. Keep in mind we are all in the same boat! It's aggravating and an inconvenience, but please don't "pile on" to your neighbor's!!

Cleaning Stucco Walls and Balcony

Has your balcony become neglected and you now have dirt and debris build-up in all those tiny stucco and concrete crevices?

One online source details stucco's appeal [as a building material](#): "stucco is a cement plaster exterior wall covering. It's one of the oldest types of siding material in the world. In fact, stucco was widely used in ancient Greece over 1,000 years ago to create the relief designs often seen in Greek architecture and is still used today.

Stucco is typically made of a mix of cement, lime, sand, and water that is spread over the exterior of a house while still wet. It is applied to a building using a wire framework to help it adhere more easily and is usually applied in several layers. (This is not to suggest that AKW was similarly constructed.) Since these layers basically form a concrete shell, a stucco home requires less energy to keep it cool in the summer and warm in the winter. Stucco can also help to reduce sound transmission. Stucco is resistant to fire, rot, mold, impact, and termite infestation. Depending on local climate conditions, the stucco finish can last as long as 100 years."

But how to keep it clean? Most important, Owners must remember that our [Resident Handbook](#) specifically states that residents cannot allow water from their balcony to flow onto a lower balcony (pg. 26). This includes plant watering and most certainly includes washing your stucco balcony. Power-washing is simply not an option. In fact, everything tossed off a balcony inevitably lands on another balcony. Cigarette butts and ashes, matches, petals, leaves, fruit peels, etc. The updraft around our building means that almost nothing falls straight to the ground; these items drift along in the current, landing on another's balcony or outdoor furniture, or the like.

There are, however, some other ways to address stains and accumulated and baked in dirt.

For stucco, a bucket of warm water mixed with dish detergent or a cleaner such as Simple Green and a stiff nylon brush will usually loosen baked in dust and dirt. Don't scrub vigorously, as you could damage the surface. For mold or mildew stains, use one part water and one part bleach, apply it to the area and let it soak for five minutes, then rinse it off with a small amount of water. Be sure to soak up the water; never allow the bleach mixture to dry on stucco or it may damage or discolor the surface. Again, power washing is **NOT** an option.

For concrete floors, pour a small amount of water on dirty areas and use a brush to loosen the dirt, then wipe with a paper towel or rags. Tackling small sections at a time, you'll avoid wetting the dirt and spreading it from one area to another. Another Owner turns a Roomba loose on the balcony to sweep up dust and other debris. If you have tile or other substance on the floor of your balcony, routine wet or dry mopping is a great idea, too. Ultimately, routine cleaning is the most productive way to keep the dirt at bay.

If your balcony is simply too discolored or the job is too big, painting is an option. If you're a DIY'er, or you're hiring a contractor, be sure the proper paint is selected for the stucco surface.

And speaking of balconies

AKW's Handbook prohibits garments, rugs or other inappropriate objects be hung from windows, balconies, or other facades of the building (pg. 26). Many of us use balcony space for storage; just ensure that it is not unsightly.



Important Dates in November

- ◆ Change to Standard Time Sunday November 1
- ◆ Board Meeting Tuesday November 17, 7:00 pm*
- ◆ Happy Hour Club On hiatus until further notice

*Information on accessing the electronic meetings will be provided in advance.
The Board Meeting agenda is available in the Office the Friday before the meeting.



Sharon Grant is a Virginia Notary and offers services to AKW residents by appointment at no charge.



Important Phone Numbers

Guard Mobile	571-565-5591
AKW Office Phone	703-751-7541
AKW Office 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
City of Alexandria Info	311 or 703-746-4311

Board of Directors

Michael Sullivan, President	michael@akwcondo.com
Bill Munson, Vice President	bill@akwcondo.com
Stephen Colodner, Secretary	stephen@akwcondo.com
Laura Rodriguez, Treasurer	laura@akwcondo.com
Quade Whitmire	quade@akwcondo.com
Joann Wray	joann@akwcondo.com
Sharon Grant	sharon@akwcondo.com