

Alexandria Knolls West Resident's Handbook



February 2021

Contact Us!

<p>AKW Management Office Hours:</p> <p>8:30 AM to 5:30 PM Daily 12:30 PM to 1:30 PM Lunch (including Federal holidays)</p>	<p>AKW General Manager 6101 Edsall Road Alexandria, VA 22304 703-751-7541 Email: office@akwcondo.com Website: www.akwcondo.com</p>
<p>Community Management Corp. (CMC) Management Company Office</p>	<p>703-631-7200 Gita Lainez Email: gita@akwcondo.com</p>
<p>CMC Hotline for Emergencies</p>	<p>301-446-2635</p>
<p>Security Guard's Cell Phone</p>	<p>571-565-5591</p>
<p>Police Non-Emergency Phone</p>	<p>703-746-4444</p>
<p>Towing Company A-1 Towing 5609 Vine St., Alexandria 22304</p>	<p>703-971-2600</p>

This Handbook is a guide for all Co-Owners (and Lessees) for the peaceful enjoyment among this Community of 190 units and gets its authority from the Master Deed and By-laws as originally written, as amended by resolutions, and currently amended by the Co-Owners to comply with the Virginia Condominium Act. See Appendix A for Index.

Cover photo: Bill Munson.

Quick Reference

Medical or Police Emergency

1. Dial **911** to request emergency services.
2. If time and the nature of the emergency permit, inform the General Manager or security guard on duty (numbers listed below) that you have called for emergency service so he or she can let emergency personnel into the building.

IF YOU ARE INFORMED OF A FIRE, EVACUATE IMMEDIATELY.

DO NOT call the Alexandria Knolls West Office.

Staff will likely be notifying emergency authorities as to the cause of the activation.

Fire

If the Fire Is in Your Unit

1. Dial 911 to summon the fire department.
2. Alert everyone in the Unit.
3. Leave your Unit and close the door.
4. Activate the nearest fire alarm in corridor (see floor plan on pages 4, 5 and 6.)
5. Give verbal announcement of "Fire" while heading towards stairwell.
6. Use enclosed stairways at north and south ends of the building for evacuation, if safe to do so. Do not use the elevators, which will go out of service during the fire.
7. Resident who pulled the alarm and called 911 should identify themselves to the Fire Department.
8. Person who sounded alarm must meet Fire Department in main lobby and direct them to the fire.
9. Proceed to one of the designated Assembly Areas -- covered parking garages, A, C or J.
10. Remain at Assembly Area until accounted for by Board Member on site.
11. Avoid running your automobile to reduce car fumes in assembly area.
12. Board Members will identify themselves to on-site Fire Department.
13. Do not congregate at main entrances so as not to impede emergency personnel and vehicles.

If You Are Informed of a Fire Elsewhere in the Building

1. Turn off all appliances.
2. Touch your door to make sure it's not hot. If door is hot, do not open.
3. Check corridor for smoke and, if clear, exit via your primary stairway.
4. Proceed to one of the Assembly Areas -- covered parking garages A, C or J.

5. If the corridor is impassable, remain in your Unit. Keep your Unit door closed but unlocked. Wait to be rescued.
6. Place a wet towel at bottom of door to help prevent smoke from entering Unit.
7. Stay on the balcony and close the balcony doors to prevent smoke inhalation.
8. Have a flashlight or something bright to make yourself visible to rescuers.
9. **Do Not Panic:** In a fire-resistant building, such as Alexandria Knolls West, you are safer in your own Unit with your doors closed than attempting to escape through fire conditions.

If You Have Put Out a Fire in Your Unit

Dial 911 and, if possible, report the fire immediately to the General Manager or security guard. The Fire Department will send qualified personnel to inspect your Unit to ensure the fire is completely extinguished and not smoldering inside a wall or furniture and to identify hazards such as damaged wiring. This procedure is necessary for your own safety and that of your neighbors.

Residents Requiring Assistance

Residents who are physically unable to exit the building by the stairwells should remain in their Units until emergency personnel assist their exit from the building. All residents requiring such assistance must ensure that Unit keys are securely placed in the Alexandria Fire Department's Emergency Key Box (also referred to as Knox Box) to afford emergency personnel the ability to enter your Unit without damage to your door. **If possible, unlock your door to allow Fire Department access to your Unit.**

Fire Alarm

Periodic testing of the Fire Alarm system is required, and advance notice will be given each resident prior to the test. However, if the fire alarms are activated without notification, consider such activation as a real event and follow the procedures outlined above. **IF YOU ARE INFORMED OF A FIRE, EVACUATE IMMEDIATELY.**

DO NOT call the Alexandria Knolls West office as the staff will be using the telephone to notify appropriate entities of a fire or working with them on the testing.

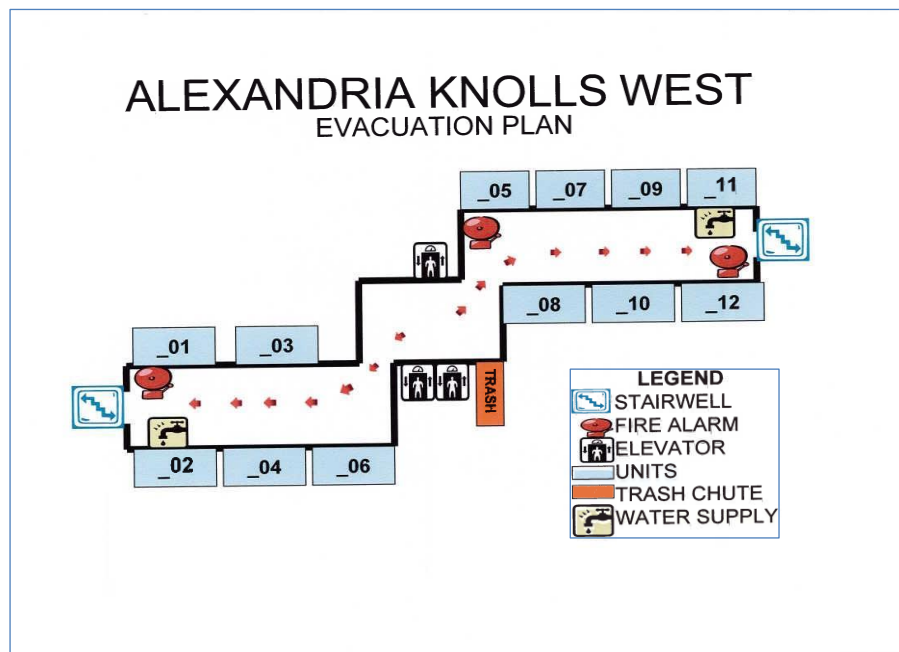
See Floor Plans on pages 4 and 5 for stairwell and fire extinguisher locations.

Evacuation Plan

First Floor



Floors 2 through 17



Floor 18

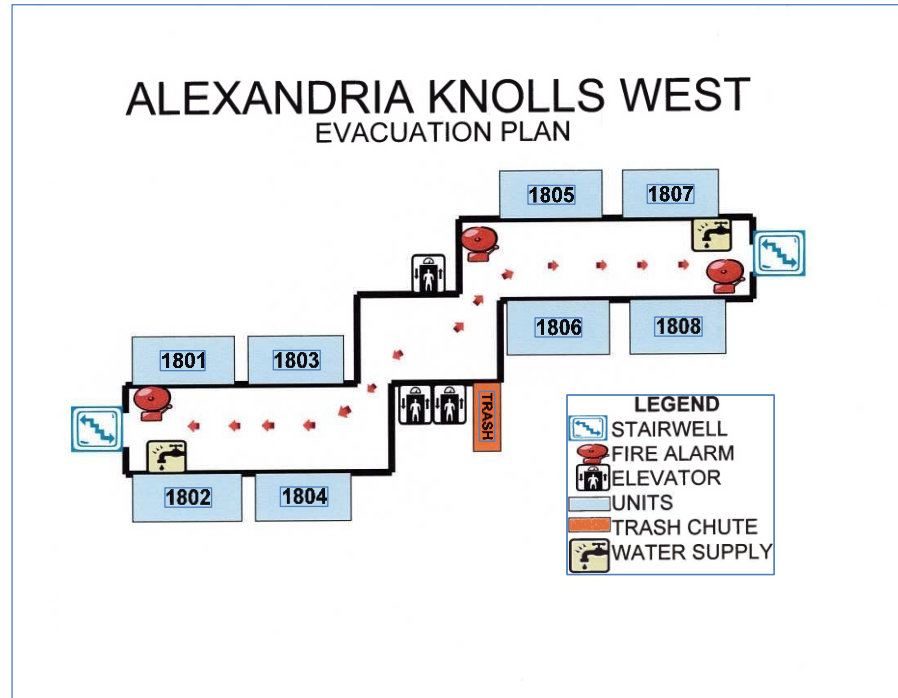


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1. Introduction

Welcome!

Your neighbors compiled this Handbook to help you enjoy living at Alexandria Knolls West Condominium Homes (“AKW” or “Condominium”) to the fullest. It explains the processes and rules for using our shared property, also referred to as our “House Rules.” We address the topics in the order in which we think residents will want to know them. Hardcopies are available in the Office (first copy is free, additional copies are \$10). It is also available as a PDF file in the Resident Section on www.akwcondo.com.

Condominium ownership is a new lifestyle for many people. If you have previously owned a single-family dwelling or lived in a rental unit, you may be wondering “who is responsible for what?” regardless of whether you are a member of the Council of Co-Owners (“Council” or “Association”) or a Lessee (jointly referred to in this Handbook as “Residents”).

An individual owns each Unit (apartment) in the same way that a single-family home is owned. The owner receives separate title to the Unit and parking space(s) and must pay property taxes, which are assessed against the Unit/parking space(s) and is also responsible for all maintenance within the Unit. Limited assistance is available through the General Manager as outlined in Section 11 on Maintenance.

At the same time, each Unit Co-Owner has an interest in the common elements, such as the land, roof, lobby, elevators, recreation facilities, parking lots, storage area, and utility systems. All owners pay a monthly assessment (usually called the “condo fee”), which in turn pays for utilities (except for telephone and cable TV) and the maintenance and improvement of the common element areas of the Condominium.

The Association’s Master Deed and By-laws are recorded among the Land Records of the City of Alexandria and are the basic policies for the development. The By-laws provide for the governance of the Association. The rules and regulations in this Handbook are subordinate to the By-laws, Master Deed, Virginia Condominium Act, and other statutes as appropriate. The By-laws are provided to prospective owners in the Resale Certificate (called the “Resale Packet” or “condo docs”) prior to the purchase of their Unit. The Master Deed and By-laws are available on the AKW website if you need a further copy. The Association publishes **Knolls News** to communicate issues and upcoming events to all residents. Copies of **Knolls News** are either hand delivered or emailed to individual Units, mailed to absentee owners and made available on www.akwcondo.com.

The Board of Directors and Co-Owners hope you enjoy living here and will help to maintain a standard of living beneficial to all.

Please direct any questions not covered in this Handbook to the General Manager.

2. Who's Who

General Manager

- **Office Hours:** The Office is open from 8:30 AM to 5:30 PM, seven days a week, including Association holidays. The General Manager may be reached by calling 703-751-7541 or by visiting the Office. Since the Office is a place of business to serve all residents, please do not use it as a social gathering place.

The General Manager and other staff are here to ensure the proper functioning of the building, property, and the Association and are in no way authorized to lend any oversight role to any residents, including check-ins, calls to report sightings, or oversight in the billiard and party rooms and pool area. The oversight of children is left to the complete responsibility of the child's parent or guardian.

- **Emergency Assistance:** When the Office is not open, emergency assistance may be obtained by calling the guard through the Office number (703-751-7541) or **dialing the security officer cell phone (571-565-5591)**. If you are unable to reach the guard, call CMC's emergency hotline at 301-446-2635. **All residents are reminded that Co-Owners are responsible for emergencies within their Units caused by failure of items owned by the Unit owner. If you lose or misplace your key when the Office is closed, you are responsible for calling and paying for a locksmith.**
- **Directory of Residents:** The Office maintains a current resident directory, which includes each resident's name, Unit number, and (land or cell) telephone number. All residents must give this information to the Office. **Under no circumstances will this information be revealed to visitors or callers unless authorized in writing by the resident.**
- **Deposit Box for Communication with the Office When Closed:** The "Association Box," located on the far side of the Mailroom, is for residents to deposit written communications for the Office, Board, or committees. This box is not used for submitting money owed to the Association. All money transactions must happen with the General Manager only. The box also serves as a **Suggestion/Comment Box** and residents are encouraged to make written comments and suggestions for Board and management review. Don't be "Anonymous" on comments/suggestions. If we don't know how to be in touch about a complaint, it cannot be properly addressed.

Security Guard

A uniformed security officer is on duty every night from 5:30 PM until 8:00 AM. His/her duties consist of periodic patrols of the common areas of the building, including the hallways on each floor. Additionally, the guard will make frequent patrols of the parking areas and grounds. When guards are not on patrol, they remain on duty in the security officer station. They can be reached **on their cell phone at 571-565-5591**.

If you see anything suspicious in the building or parking areas, please inform the security guard. If the guard is not available, call the police, 911. The Police non-emergency line is 703-746-4444.

Residents are discouraged from socializing at the security officer station. The security officer may assist you in retrieving packages from the Office, but residents should not distract guards from their duties with protracted conversations.

Council of Co-Owners

The Council consists of all Co-Owners. The administration of the Condominium is vested in the Council. The Council meets annually in September to advise the Board on the Association's annual budget and to elect Co-Owners to the Board of Directors to govern the affairs of the Council. Article VIII of the Master Deed provides for the appointment of a professional Management Company by the Council, subject always to direction by the Board of Directors. The By-laws provide for appointment by the Council of a public accountant or accounting firm as an auditor who will provide the Council with an annual audit of the Association's financial records. Neither the accountant nor any employee of the accounting firm shall be an officer of the Council or own any interest in the Condominium. The Council may also meet periodically to consider various matters. Special meetings of the Council may be held upon the call of the President or a petition signed by at least twenty-five percent (25%) of the total ownership and presented to the Secretary.

Board of Directors

The governing body of Alexandria Knolls West Condominium Homes is the Board of Directors. The Board consists of seven members who are elected each September by the Council of Co-Owners for a term of three years on a staggered basis to provide continuity. In case of vacancy the Board by a majority vote will elect a new Director, who will serve until the next election. The Board supervises the overall management of the building, its property, and monies and has authority to spend money, make rules, and contract for the maintenance and repair of the Association's property. All expenditures of money must have Board approval. The Board also supervises preparation of the annual budget. The General Manager conducts most day-to-day administrative functions. The Management Company provides administrative and financial record keeping services in response to Board of Directors explicit directives.

Board Meetings

Regularly scheduled Board Meetings are held on the second Tuesday of the month. The Board reviews the calendar each November or December for the following year to ensure consideration is given to holidays and the schedule will be adjusted accordingly. The schedule is posted in ***Knolls News*** and available on BuildingLink. All residents and off-site owners are invited and encouraged to attend. The formal session of business is presented through an agenda available to attendees. Residents may not participate in debates, except at the request of the Board itself. An Open Forum period for residents follows Officer Reports and is offered for anyone who wishes to ask questions or make suggestions or comments for consideration by the Board. (Items for Board consideration should be in writing and presented prior to the meeting, so that proper consideration can be made.) Prior to the Open Session meeting, or at its conclusion, the Board convenes into Executive Session, which is closed to all except management and invited guests.

Officers

Officers of the Association are elected from among the Directors of the Board at the Executive Session immediately following the annual meeting. The officers are President, Vice President, Secretary, and Treasurer.

- The **President**, as chief executive officer, is agent for and responsible to the Board of Directors in carrying out policies directed by the Board and those of the Association and serves at the pleasure of the Board. Actual day-to-day operations of the building are the responsibility of the General Manager, who is accountable to the Board through the President.

- The **Vice President** assists the President when necessary and fills that position in cases of absences from the area or because of illness. In the case of a vacancy in the office of the Presidency, the Vice President serves temporarily in that capacity until the election of a new President by the Board at its next meeting.
- The **Treasurer** supervises the general handling of Association monies. The Treasurer heads the Budget and Finance Committee which oversees the Association's financial reserves and reviews the yearly budget before it is presented to the Board for its action. The Treasurer reports to the Board at its monthly meetings and makes recommendations to the Board on reserve funds, budgetary items, and other financial matters pertaining to the financial condition of the Association.
- The **Secretary** prepares the minutes of board meetings, meetings of the Council of Co-Owners, and other official meetings of the Association. The Secretary also issues all notices thereof as provided by the By-laws. The Secretary acts in certifying all legal documents and acts of the Board for the Association, when required by law.

Committees

The AKW Community encourages all Residents (Co-Owners and lessees) to participate in committee meetings and welcomes all interested parties. These meetings address the affairs affecting the safety and wellbeing of everyone in the Community, ensuring the continuing stable financial position of our corporation as well as maintaining the integrity of our infrastructure.

Each committee identifies the need/problem; discusses possible solutions/actions; and presents recommendations to the Board for their discussion and action. Meeting times are most always listed on the back page of **Knolls News** and can also be found in the Director's Message of the website [AKW Condo.com](http://AKWCondo.com).

The following committees are current in the Association and are headed by a member of the Board of Directors. They have been created to perform specific duties that often require stability and continuity of membership.

- **Budget & Finance Committee**, headed by the Treasurer, oversees the Association's reserve funds and helps in preparing and advising the Board on the annual budget.
- **Building & Grounds Committee** has the responsibility for our Community's infrastructure, keeping track of regular maintenance, using the Reserve Study to plan repairs and updates to our building and grounds. These operations can include replacing the roof, paving the driveways, re-caulking balconies, repairing/updating/replacing plumbing and electrical components, hallway painting and carpeting, repairing/replacing outdoor lighting, and the like.
- **Safety & Security Committee** works closely with the Alexandria Police and Fire Department to assure safety and security for our community. It has been responsible for updating the lighting in all areas of the property as well as placing cameras in strategic spots.
- **Landscape Committee** oversees and supervises plantings, project plans, and other related matters pertaining to the building's landscape in general.
- **By-Laws Committee** will be a standing committee until the remainder of our By-laws have been amended to comply with the Virginia Condominium Act. Two of the amendments (Financial and Administrative) have been approved and ratified.

- **Communications Committee** maintains the website and building communications.
- **Pool Committee** works mainly during the spring and summer months, assuring that this popular amenity is working and available to all. Pool rules are elsewhere in this Handbook.
- A **Fitness Center Committee**, now inactive, worked to provide upgrades and improvements to the exercise rooms. Ad-hoc committees may be appointed by the Board when the need arises.

3. BuildingLink

AKW uses **BuildingLink** as its keystone system to assist in managing the community. The system retains all resident information—contact information, unit information, work orders and requests, amenity reservations, and so on. BuildingLink allows building management to link the community's various pieces together into one coherent collection of information. But the system is not just a benefit to the manager and staff.

BuildingLink has features meant to make getting building services and reserving amenities easier. AKW has customized it as well to enable key safety features. For instance, are you in a wheelchair, do you use a walker, or would you otherwise have trouble exiting the building? In the system you can state that you would need help evacuating in an emergency. Does someone else have your apartment key? You can tell BuildingLink who that is if you are away and there is a need to access your apartment, allowing the Office to reach out to that person. Do you have a pet? If so, registering it in BuildingLink lets staff know in the event they need to enter your Unit in an emergency.

BuildingLink is also used for package notifications and tracking. When a package is left in the office residents get an email that it is there for them. Pick up your package and you receive verification, a big help in making sure someone else is not taking your packages incorrectly.

Importantly, **KeyLink**, a BuildingLink add-on, tracks owners' Unit keys. The By-Laws require that each Unit owner have a set of keys on file with the office. Naturally, owners may be a bit concerned about the security of complying with this requirement. KeyLink anonymizes each key so that when a staff member opens the KeyLink box, they would not know which key was where. But KeyLink knows. When the staff member engages the system, types in the number of the desired Unit key and why, KeyLink verifies their identity via fingerprint. The box unlocks and the requested key is identified by a light on an attached holder. For extra security, the owner and resident will receive an email notification that their key was pulled.

Another safety feature of BuildingLink is protection against leaks and moisture. In 2020 we deployed moisture sensors into the mechanical penthouse on the roof, as one of BuildingLink's first customers for the product. If there is moisture on the roof staff are alerted and they can respond to determine what the problem is and catch a leak or other problem before it gets out of hand, mitigating damage to owners' Units and protecting the Association's assets.

BuildingLink frequently adds new features and there are even features available that we have not implemented, so new functionality is an ongoing bonus.

The General Manager establishes the resident's BuildingLink account upon initial registration. Residents have access to an individual BuildingLink portal where they may send messages to the Office, request services or reserve amenities, advertise items for sale, solicit information from other owners, or review documents in the Building's permanent Library, to name a few.

4. Vehicles and Parking

Parking spaces are owned by individual Unit owners. Residents who have unused parking spaces may elect to rent spaces to other residents of AKW. Likewise, AKW residents may seek an available parking space from other residents. This may be accomplished by posting a notice on the BuildingLink portal. See **Section 3** for information about BuildingLink.

Resident Parking

Registration

All residents are required to register with the General Manager all vehicles maintained on the property. All such vehicles are required to be parked in private parking spaces assigned to their Unit.

Vehicle changes, including license plate changes, or any new vehicle must be re-registered with the General Manager.

Parking of recreational vehicles, such as trailers, boats, and mobile homes, is prohibited.

Storage of automotive parts, tires, equipment or other materials in or around parking areas is prohibited.

Owners of vehicles are responsible for keeping automotive fluids from leaking onto parking spaces or adjacent spaces. Owners should clean the area and make repairs as soon as possible to correct the problem.

Front Entrance Parking

The following describes our front entrance parking policy for residents.

- **Space R-1 Handicap** 30 minutes loading/unloading – must register in lobby iPad
- **Space R-2 and R3** 30 minutes loading/unloading – must register in lobby iPad
- **Canopy** Passenger pick-up/drop-off
Quick dispersal of goods
Car attended and/or driver in sight
- **Loading Area (Residents' Use)**
 - Monday – Saturday Quick dispersal of goods
Car attended and/or driver in sight
 - Sunday Limited to loading/unloading of small items such as groceries and
items of a size to be moved in a shopping cart or by hand.

Towing

1. Any vehicle parked in a private space in such a way that it extends beyond the boundary of the space or prohibits the use of the adjacent space may be towed without warning by the Co-Owner (or lessee) of that adjacent space. Management and security may be available to assist in locating the offending owner, but the decision to tow will remain with the owner of the private space.

2. Any unauthorized vehicle in a private space may be towed without warning by the owner or lessee of the space. Management and security may be available to assist the space owner/tenant in locating the owner of the vehicle prior to towing, at the owner/tenant's discretion.
3. Since private spaces are part of the Unit, it is the responsibility of the Co-Owner or lessee to authorize and sign for the towing of any unauthorized vehicle. Management and security are not authorized to sign for vehicles towed from private spaces.

Snow Removal: Owners/tenants of private spaces are responsible for the removal of ice/snow from their spaces. The Board of Directors will establish a contract for the removal of ice/snow from the common areas only, i.e., driveways. As necessary, the contractor may be required to remove ice/snow from exposed parking decks. **In the event of snow emergency (more than 2" forecast), resident cars that may be blocked by snow removal efforts can request a Visitor parking pass (hang-tag).**

Resident Use of Visitor Parking

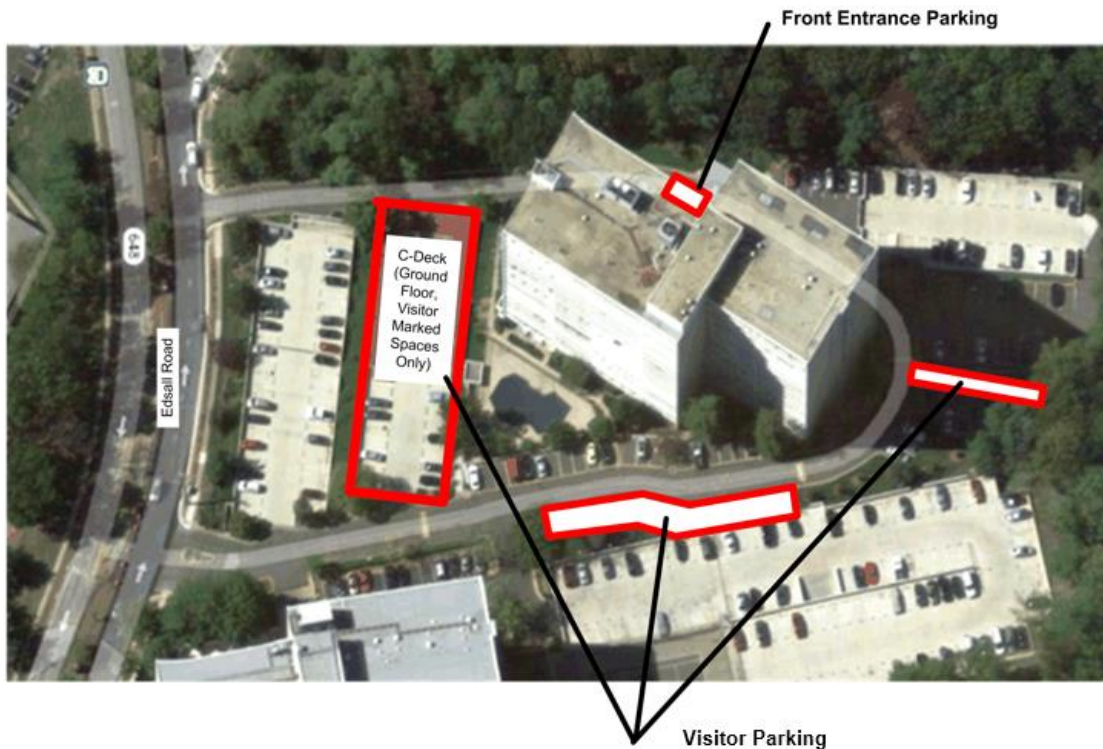
Residents may not use Visitor parking except as provided below:

1. Residents may use spaces R1 through R3 for loading and unloading only for a period not to exceed 30 minutes. Vehicles parked beyond the 30-minute period, including the Handicap space, will be towed without warning at the vehicle owner's expense.
2. All vehicles parked in Visitor spaces must be registered in the lobby iPad. Vehicles not registered will be towed without warning at the owner's expense.
3. Residents may use Visitor spaces between 7:00 AM and 6:00 PM, Monday through Friday, except holidays. Vehicles must be registered in the lobby iPad.

The General Manager, with Board concurrence, may approve the use of Visitor's parking spaces by residents because of extenuating circumstances beyond the Association's control.

- a. Such approval shall not exceed 72 hours without the concurrence of the Board of Directors.
- b. The Board may from time to time approve extended parking in these spaces to facilitate the repair or maintenance of private spaces (e.g., repaving, restriping).
- c. In those circumstances when resident's vehicles must use Visitor parking, the resident will be issued a temporary parking pass which must be displayed on the dashboard of the vehicle while in the Visitor space. (Residents with a temporary parking pass do not need to log in to the lobby iPad.)
- d. All vehicles in Visitor spaces that do not display a temporary parking pass on the dashboard must be registered in the lobby iPad. Failure to do so will result in towing the vehicle at the vehicle owner's risk and expense.
- e. Overnight visitors must re-register their vehicles in the lobby iPad each day by 12:00 noon to avoid being towed. Alternatively, the vehicle may be moved to another Visitor space and registered in the lobby iPad.

Visitor Parking



All Visitor Parking is marked as such. The General Manager or security will contact the contracted towing service and have vehicles in violation of these rules towed pursuant to City Ordinance 3641.

1. Visitor parking consists of the following spaces:
 - a. Spaces V1-V4 on the North end of the building. **Parking there is prohibited during ice/snow conditions.**
 - b. Spaces V5-V22 on the East side of the building.
 - c. Spaces designated as Visitor spaces in parking structure C under the tennis court.
2. All vehicles in Visitor parking must be registered in the lobby iPad each day by 12:00 noon. .
3. Visitors must register the following information each time the vehicle is moved.
 - a. Name
 - b. Email address
 - c. Visitor space number
 - d. Unit number visiting
 - e. Cell (or other) phone number where you can be reached.
 - f. Make, model and color of car

- g. License plate number of vehicle and state in which it is registered.
**The lobby iPad maintains individual records and subsequent registrations are expedited.
Vehicles not properly registered will be towed at the owner's expense.**
 - h. Residents may request a Visitor Pass from the General Manager.
 - i. A Visitor Pass may not exceed 10 days in a calendar month. Management may grant additional days not to exceed 42 days annually in case of an extended stay.
 - j. The Visitor Pass must be clearly displayed on the vehicle dashboard.
 - k. Management/security will check the dashboard against the list provided by the General Manager.
 - l. Visitors with a valid pass are not required to register daily.
 - m. Visitors residing at Alexandria Knolls for more than 10 days must contact the General Manager to arrange for a pass for additional days. When the pass limit has been reached, visitors must make their own arrangements, such as the use of Yoakum Parkway. Please be aware of parking restrictions on the public streets.
4. Vehicles in Visitor parking may not exceed 10 days in a calendar month. If a Visitor exceeds the parking limit, the Board may bar the vehicle from the property.
 5. Visitor parking is monitored each night by security and AKW's towing service. If a Resident expects to have a regular guest, they should consider renting a private space. In the absence of other arrangements, guests must park on the city streets (and note parking restrictions there, too) to avoid towing at their own expense.
 6. All Visitor vehicles must be parked within the lines and may not extend beyond the boundary of the space. Management or security may tow vehicles parked in such a manner without warning, with all charges to the visitor.
 7. Visitor vehicles parked without authorization in a private space may be towed by the owner/lessee of the space. The General Manager or security guard cannot tow vehicles parked in a private space.
 - a. Visitor vehicles may use spaces R1-R3 for loading and unloading **ONLY** for a period not exceeding 30 minutes. Management and security are required to monitor spaces R1-R3 for violations.
 - b. Vehicles parked beyond the 30-minute period may be towed without warning at the owner's risk and expense.
 - c. All vehicles must be registered in the lobby iPad. Vehicles not registered may be towed without warning.
 8. Residents are reminded that it is their responsibility, not Management's, to ensure that their guests are properly registered. The Association will not pay for vehicles towed when a resident or guest does not follow the rules listed in the Handbook or displayed in the lobby.
 9. The name, address and telephone number of the towing service are posted on the bulletin board adjacent to the management office This information is also on the *Contact Us* page at the front of this Handbook, as well as on the last page of **Knolls News**.

5. Building Access

Resident Access

All building entrances to AKW are locked. The building **door fob** will open the East and West lobby doors and the door to the storage area. Each Unit is issued a maximum of two fobs. One additional fob may be purchased. Access to the exercise rooms is controlled by building fobs and programmed for entry upon receipt of a Fitness Center waiver. Please report any entry issues or malfunctioning locks to the General Manager immediately. Fobs are deactivated upon report of the loss to the General Manager. **Do not provide outsiders with any spare keys/fobs.**

Guest Access

In accordance with security procedures, the General Manager and guard will not admit guests. Guests are expected to call residents on the entrance telephone system. It is the responsibility of the resident to admit guests. Please be certain that guests know your Unit number as the Office will not reveal or confirm it.

The names of residents, along with a telephone code number for each, are listed on the directories at the East and West entrances to the building. The number beside your name is not your Unit number, but rather your individual door entry code. When your phone (landline or cell) has been installed, stop by the General Manager's office and complete a form stating your name, Unit number, and telephone number; you will be issued a door entry code. Report any phone number changes to the Office.

If a Visitor places a call to your Unit on the system, your telephone will ring. Just pick up your phone and talk to the visitor. To admit the individual dial or push digit "9" and then, after allowing it to buzz, hang up. The entrance door will immediately unlock, and your Visitor may enter. To refuse entry, merely hang up the phone.

- **Note for Move-Ins:** During the period immediately following your move-in and before your telephone service is connected, you may leave a written request and instructions for the Office to admit guests. Telephone service **MUST** be connected for the entry system to work.

Admittance of Repairman/Delivery Personnel

If a resident wants to allow entry to their Unit by a repairman or a delivery person in their absence, a **written "admit" request** must be left at the Office or such a request may be provided via a BuildingLink or email to office@akwcondo.com. The Office cannot provide an escort nor will the Association assume any responsibility or liability for an unsupervised entry. **(The Unit key will be released only to the person identified on the admit slip.)**

6. Moving

Delivery/Removal of Large Items

"Carry-ins" or "large item deliveries" have the following policy:

- Saturday deliveries are allowed between 9:00 AM and 4:30 PM.
- Sunday and holiday hours for carry-ins are permitted between 9:00 AM and 4:30 PM. Carry-ins are considered items transported in personal vehicles.
- "Carry-in/carry-out" or "large item delivery" rules apply when a resident acquires or disposes of an item too big to carry in a grocery cart but is not vacating or moving into a Unit. Items subject to the carry-in/carry-out rules apply to items such as couches, major appliances, and similarly sized items. These rules exist to prevent damage to our elevators and limit impacts upon fellow residents. The following house rules apply to moving such items in or out of the building:
 - The freight elevator only shall be used for these items. Pads will be hung routinely in that elevator during the hours when carry-in/carry-out/large item deliveries are allowed.
 - Non-holiday weekday and Saturday carry-ins/carry-outs/large item deliveries are allowed between 9:00 AM and 4:30 PM.
 - Deliveries are not allowed on Sundays or holidays. Sunday carry-ins/carry-outs are permitted between 9:00 AM and 4:30 PM.

Move-ins and Move-outs REMAIN RESTRICTED TO WEEKDAYS ONLY, as noted below.

Move-ins and move-outs are limited to Monday through Friday between 9:00 AM and 4:00 PM, excluding holidays. The General Manager is on duty during these hours and will be pleased to assist you. Prior arrangements must be made with the General Manager.

Large items (i.e., items too large to fit into a shopping cart, including but not limited to furniture and major appliances) must ONLY be moved in or out during the move-in/move-out days and hours designated below or between 9:00 AM and 4:30 PM Saturdays. All large items must be moved using the freight elevator. An elevator reservation is recommended for such items.

Advance Notification

Notify the General Manager in writing by completing the **Move-In Application** (available to new residents on the AKW website) or **Move-Out Request** (see the Office or BuildingLink) as far in advance as possible to reserve the service elevator. The other two elevators are not suitable for moves and are strictly reserved for passenger use. The service elevator will be reserved on a first-come/first-served basis. Only one move-in or move-out will be permitted per day.

Complete the **Resident Registration Form** on the AKW website. This form requests details regarding vehicles, pets, if applicable, and **Package Acceptance** and **Fitness Center Usage** agreements. This document is part of the Resident Welcome Package. The Move-in Support fee is required upon receipt of the Welcome Package forms.

All residents moving into or out of the building will be assessed a **non-refundable Move-in Support Fee of \$100** to defray costs associated with AKW's staff time in preparing supporting, monitoring and restoring the freight elevator for move-ins. Residents requesting an elevator reservation through BuildingLink will be asked to agree to a liability waiver set forth in the reservation request.

Prior to move-in, arrange with the General Manager to admit (release keys to) deliverymen, repairmen, phone installers, etc. No one will be admitted to your Unit without your prior written approval.

Notify the General Manager if you do not desire to have your name listed in the building directory or house phone directory.

Procedures on Days of Move-In or Move-Out

All move-ins and move-outs are limited to Monday through Friday (excluding Federal holidays) and may occur only between the hours of 9:00 AM and 4:00 PM. The General Manager will arrange to have the service elevator padded and locked off for your exclusive use on moving day. Adherence to these times is necessary to ensure that AKW staff is available to facilitate moves.

Residents moving in or moving out must arrange to admit professional movers to the building. **Entrance doors must not be left open.** Residents are required to have someone at the inner entrance to supervise the opening and closing of the inner doors; the moving resident will ensure that the doors remain closed when not in use to maintain the security of the building.

Moving vans will be parked in the loading zone on the west side of the building.

When Moving-In, all items being moved must go directly from the moving vehicle to the freight elevator. When Moving-Out, all items must go from the freight elevator straight to the moving vehicle. Under no circumstances can moving items be left in the hallways, lobby or on the curb.

When moving, all items must be moved using the Freight Elevator only. Failure to comply may result in passenger elevator repair costs if the elevator fails because of your move.

Violations of these rules will require Management to terminate the move and may find recourse from the signed liability waiver required in the elevator reservation.

Payment

Payment of both the Move-in Support Fee and the Refundable Deposit must be presented to the General Manager at the time when the Move-In or Move-Out Application is submitted. Payment will be accepted in:

- Certified check, Money Order or Cashier's Check
- Personal check
- Credit card via BuildingLink

Payments for a move-in or move-out must be made by two separate checks (or other means as shown above) payable to "Alexandria Knolls West" to cover the two separate fees. The General Manager can issue a receipt for each payment upon request. Full refund of the Refundable Deposit will be made by AKW no later than 15 business days after the move-in or move-out has occurred. Note that the Refundable Deposit will be forfeit if the move is not completed within the time window described earlier.

7. Storage Area

Each Unit owner is provided an assigned storage bin.

- **Location and Access:** Storage areas are located off the lobby and the door to the area is always locked. Resident security fob(s) are programmed to provide access to this area.
- **Locks:** It is the owner's responsibility to provide a lock for his/her own storage bin. Always keep your storage bin locked.
- **Liability against Loss:** There is **NO** insurance coverage provided under the building's master insurance contract for loss, theft, or destruction of personal property stored in the storage area.
- **Prohibited Items:** Flammables, paint, volatile gases and perishable items, such as food, are strictly prohibited in the storage area.
- **Items left in the Aisles:** The manager will dispose immediately of **ALL** items left in the aisles. No attempt will be made to identify or notify the resident of this action.
- By order of the City Fire Marshal, **NO** items will be allowed to extend above the partition wire-wall. Section 315.3.1 Ceiling Clearance, states "Storage shall be maintained 2 feet (610 mm) or more below the ceiling in non-sprinklered areas of buildings or a minimum of 18 inches (457 mm) below sprinkler head deflectors in sprinklered areas of buildings.
- Fire regulations prohibit storage bins from being enclosed by solid panels. Enclosing a storage bin would require the addition of a sprinkler head directly above, the absence of which creates an unprotected area. Enclosing a storage area creates a condition that would elicit a citation for inadequate coverage.

8. U.S. Mail, UPS FedEx and Overnight Express Services

The Office accepts packages delivered by these services as well as others, but only if the resident has filed a Package Acceptance Form with the Office that relieves the Association of any responsibility in accepting these items. The Office has no jurisdiction over when delivery occurs by U.S. Mail, UPS or any other parcel/courier services. It is important that you notify the General Manager if you are expecting a large package or delivery so that the freight elevator may be reserved for you if necessary. The USPS can leave a notice in your mailbox to coordinate time for pickup or redelivery. This service may be withdrawn if the resident does not follow procedures as shown below.

The Package Acceptance Form specifically excludes Certified or Registered mail as the Community cannot act on behalf of the recipient for such items. Such items will not be accepted on behalf of the owner under any circumstances.

Packages sent via the US Postal Service, UPS, FedEx, Amazon and other overnight services are delivered primarily to the Management Office. Once received, package information is entered into a BuildingLink application specifically for that purpose. Residents will receive notification of a package to be retrieved from the Office. Residents are encouraged to pick up and sign for their packages as soon as practical, given the volume of packages in the Office.

Residents are encouraged to notify the office of any significant deliveries from overnight services. In such cases, the Office can redirect the delivery to a resident's Unit, eliminating the package congestion in the Office, and the necessity of the resident moving to their Unit.

U.S. Postal Service (USPS)

In addition to regular mail, USPS delivers small packages to the resident's mailbox. If a package is too large for the individual mailbox, a key for one of the larger boxes at the bottom of the mailbox bank is placed in the resident's mailbox. Use the key to retrieve your package. Once the larger box is opened and the package retrieved, the key cannot be removed.

Courier or Overnight Express Service

The delivery service must call the appropriate Unit to inform the resident of the delivery. **Delivery notification is not the responsibility of the Office.**

Residents are encouraged to subscribe to notification alerts from delivery services, allowing them to timely retrieve packages. AKW has no direct responsibility for providing notice of receipt of packages for residents. Except for the services noted above – USPS, FedEx, UPS – messenger or other deliveries may be refused without notice to the Office.

9. Pets

Article V, Section 3, "Use of Project," sub paragraph (1) of the By-laws, Council of Co-Owners, Alexandria Knolls West Condominium Homes provides that "No livestock, poultry, rabbits or other animals whatsoever including dogs, cats and other household pets except as approved by the AKW Board of Directors shall be allowed or kept in any part of the project." The Board has long accepted cats and dogs that do not exceed 25 pounds at maturity in our community. AKW permissible household pets are defined below.

1. "Permissible household pet" includes small dogs and cats, caged birds, and creatures normally maintained in a cage designed for household use or an aquarium.
2. Dogs are limited to those whose adult weight is expected to be less than 25 pounds. Residents may keep either one (1) dog or two (2) dogs or one (1) dog and one (1) cat, as well as one (1) caged bird within their apartment without seeking prior approval of the Board.
3. Residents may keep creatures normally maintained in a cage designed for household use or an aquarium, so long as the number of such creatures is reasonable. Such creatures, normally sold at pet stores, include hamsters, gerbils, fish, and other such creatures (other than amphibians and reptiles) which do not normally leave the Unit, and which do not make noise, are permitted. This list is not meant to be exhaustive.
4. The term "permissible household pet" does not include snakes, reptiles, amphibians, spiders, felines other than domesticated cats, canines other than domesticated dogs, rodents or other similar types of creatures. Residents who want to keep such a pet in their Unit must seek the prior written approval of the Board.

The Board has elected to assess a nonrefundable fee of \$200 for bringing a dog into the building. A second dog will require another \$200 fee. Owner control and maintenance of pets is established to assure the full and peaceful enjoyment of all residents of their individual Units and the common areas of the condominium and grounds, to prevent damage to facilities, landscaping and ornamental shrubbery, and to maintain the required standards of health and sanitation.

The Board of Directors shall bar residents and guests from maintaining a pet in the condominium when it is determined by the Board that further retention of the pet would constitute an unwarranted denial to other residents of the peaceful enjoyment of their individual Units and/or the common areas.

Enforcement

Action by the Board may be initiated by any of the following:

1. A written complaint to the Board by any resident within five days of the violation of the rules.
2. A report by management on observing any violation of the rules.
3. A written entry in the guard log of an incident reported by one of the security guards.
4. Failure to properly register a pet.

Procedures for Enforcement

1. On the first incident, the violator will receive a verbal warning from the Board, which will be documented in the Unit file.
2. On the second incident, the violator will receive a written warning from the Board and a copy of the complaint will be filed.
3. On the third incident, the Board will schedule a hearing after giving at least five days' notice to the violator.
 - a. The violator will be accorded an opportunity to respond in writing and/or appear in person before the Board.
 - b. The Board will consider the complaint and any prior incidents in making its decision.
 - c. The Board's decision shall be final.
 - d. Should the resident fail to comply with the Board's decision within thirty (30) days, legal action will be taken as authorized under the Master Deed and By-laws. All costs of this action shall be charged to the resident.

House Rules for Pet Owners

1. Pets must be kept on a close leash, held by the pet owner or always confined to a pet carrier while in the common areas. This includes hallways, elevators, lobby, and driveways, parking areas, garages and all other grounds not part of the dog exercise area.
2. When transporting pets in the building, pet owners will defer use of the elevators when crowded or when another resident or guest on the elevator expresses an objection, however slight. Residents with pets will also defer use of elevators when small children or another pet is already on the elevator.
3. Pets are not permitted in the lobby (except in transit), General Manager's Office, party, game, exercise, storage, and trash rooms or inside the fenced pool area. The sole exception is the annual Pet Swim on the last day of pool season.
4. Pets will not be allowed to urinate or defecate on Association property, except in the designated pet exercise area.
 - a. Pet owners must immediately clean up any defecation or urination caused by their animals in hallways, elevators, lobby, entrances, paved road, walkways, parking areas and garages, or grass and plant areas.
 - b. Dog owners utilizing the designated AKW dog exercise area must deposit all waste materials from their pets in the receptacles provided for that purpose. Cat owners must bag and transport litter to the trash room, located adjacent to the west entrance. Under no circumstances will litter be permitted to be deposited in the trash chute or left in the trash rooms on each floor.
 - c. Pet owners will be liable for any additional cleaning costs caused by their pets and will be billed accordingly by the Association.

The Board has given permission for Alexandria animal control officers to enforce animal control regulations on AKW property. Pet owners are reminded they are subject to City ordinances both on and off the property and may be fined for violations.

Registration

All pets must be registered with the management immediately on entry to the property. Forms are available in the Office for that purpose. A resident who maintains a dog on premises will be charged a \$200 fee against their Unit account. Failure to pay will be considered a delinquent charge and may subject a resident to loss of other amenities.

Pet owners must provide evidence of a current rabies inoculation or vaccination and ensure this information is kept current in their Unit files. Dog and cat owners must provide evidence of a current City of Alexandria license prior to January 30th of each year. For both dogs and cats, proof of license will also be accepted as proof of rabies vaccination.

Limitation on Size and Number of Pets per Unit

No pet weighing more than 25 pounds at maturity will be permitted. This rule does not apply to Trained and Certified service animals. Pets that are service animals should wear the approved "Service Animal" vest when outside the resident's apartment.

Service animals are permitted for residents who provide certified documentation of their need. If the resident claiming the need for a service animal moves out of the building, the animal can no longer remain in the building, unless it meets the guidelines described earlier, but will no longer be considered a service animal.

All Units shall be limited to **no more than two (2) pets** and any more than that number will be in violation of these rules and will be removed by action of the Board.

Visiting Animals

Visitors bringing pets on property must adhere to the size and weight limit restrictions set forth in the paragraph above.

10. Trash Disposal

Trash Chute

An entry to the chute is provided in the trash room, located in the closet adjacent to the two passenger elevators on each floor. Hours of use are from 6:00 AM until 10:00 PM. Please respect residents who live on either side of the chute by observing these hours. The size of bags for trash should be small enough so as not to clog the chute.

Prohibited Items

Flammables (such as paint, automobile/vehicle fluids, cleaning fluids) and non-compactable items including rugs, appliances, furniture, metal (including metal cans) or aerosol containers, newspapers, knives, glass jars or bottles, ceramics, cardboard boxes, cat litter and non-compactable items, including plastics, must be disposed of by the resident. Lighted or heated items, including smoking materials, matches or hot ashes, must be disposed of carefully. These items are extremely dangerous fire hazards and disposal down the trash chute is absolutely prohibited. At NO time should a metal container or cylinder that holds gas or aerosol under pressure be deposited in the garbage chute. This includes all helium, propane (no matter what size) and other pressurized containers.

The why: A trash compactor is at the bottom of the chute.

The compactor cannot compress these items without damage to the mechanism and more importantly, such items pose a danger to staff, who must handle the compacted matter. These items MUST be carried to the Trash Room.

DO NOT LEAVE TRASH ON THE FLOOR. Plastic trash bags must be secured by a twist tie or by a knot. Insofar as practicable, garbage, such as fruit, vegetables, etc., should be disposed of in the kitchen garbage disposal units. Bag any cat litter separately and place in the bins designated for this purpose. Loose items should not be deposited in the trash chute. Trash bags should be placed in the main trash room outside and to your right as you exit the West entrance of the building.

Newspapers, Cartons and Large Items

The disposal of newspapers, cartons, or other large items, which can cause obstructions in the chute, is also prohibited. Newspapers, aluminum cans, metal cans and plastic are recycled and must be separated from other trash. Glass bottles and jars are no longer recycled (at the direction of the City of Alexandria), however a bin is labeled specifically for the collection of glass. Light bulbs and fluorescent tubes likewise cannot be recycled or disposed in regular trash. Those items can be recycled at Home Depot or at the City's waste disposal site. Papers should be folded and stacked neatly on the floor in the corner of the trash chute room so that they will not impede opening the door. Magazines, small cartons, bottles, and other similar items can also be placed in the trash closet. Items too large to be left there should be taken downstairs to the main trash room off the West entrance of the building. Larger shipping or moving cartons are to be broken down and carried flat to the trash room. Recyclable items may be placed in the appropriate marked containers. Under no circumstances are any trash items to be left outside the trash room in the hallway. Remember, AKW is our community home and these instructions are part of our joint efforts to maintain clean and sanitary living conditions for all of us.

Items that cannot be placed in a trash bin in the main trash room are considered “oversized” and may include items such as home appliances, furniture, and renovation or construction debris. These items require special handling. See the General Manager to inquire about proper disposal.

Grocery Carts

Grocery carts are available in the main trash room for transporting groceries or large items to individual Units. Promptly return carts to the main trash room. Under no circumstances are carts to be left in building corridors and should not be kept overnight in your Unit.

11. Your Condo

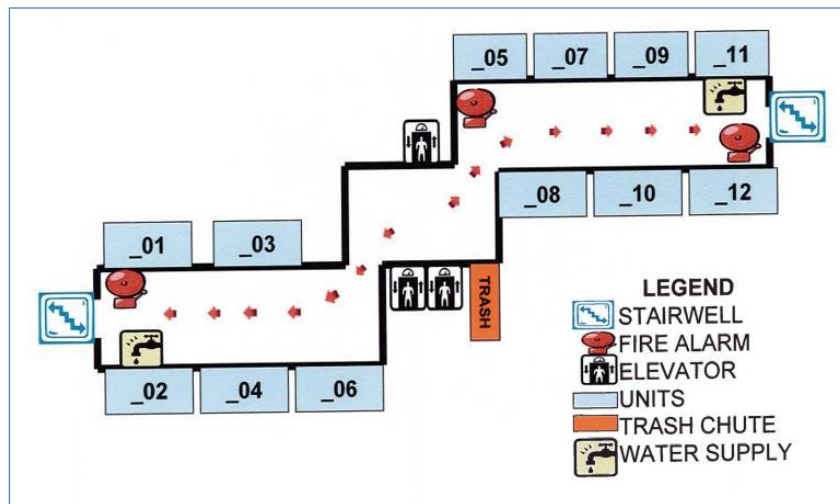
Maintenance

It is the owner's responsibility to perform all maintenance within the Unit and to pay all costs incurred for such maintenance. Limited assistance is available through the Association via the In-Unit Services Program, part of the Resident Services Program. These services can be requested from the General Manager or via BuildingLink. The Resident Services Program can be found on BuildingLink.

The By-laws require owners to present to the a completed Unit Modification Application in advance of any plan to alter or renovate a Unit. This includes removal or moving of walls or any project that affects the physical layout or building systems of a Unit. The intent is not to weigh in on the aesthetic merits of owner renovations. The purpose is to save the Association the cost of restoring services that it is required to provide, while ensuring there aren't structural issues with proposed alterations. It may be difficult for owners to determine if their intended changes impact other Units. The Association will hold owners responsible—including, but not limited to, financially—if construction affects the building's amenities or causes damage to a building element or its structure.

An owner may perform the work personally or contract with a private repair service. If with a private service, all work must be done by a licensed and bonded contractor and in-Unit modifications or contracted changes must comply with all permitting and codes. All owners' contractors must adhere to the AKW Contractor Policy, which includes time restrictions for noise-causing work—allowed 8:00 AM to 5:00 PM Monday through Saturday only—and addresses instances where an owner's contractor causes damage to neighboring Units or the common element. The full policy, along with the House Rules for Contractors, is found on BuildingLink.

Tier Structure



The above diagram depicts references to the location of Units in the building. All Units on the 2nd through the 17th floors in tier 01 are placed one above the other, and so forth from the bottom to the top of the building. Units on the 18th floor span multiple tiers. The last two digits of the apartment numbers on these floors are the Tier numbers. From time to time you will hear references to activities in various “tiers” in the building, such as “a water shut-off will occur in tiers 8, 10 and 12 at [specific date and time].” This is an abbreviated way for Management to reference

portions of the building that correspond to interconnected system components. In this example, the water system for Tiers 8, 10, and 12 are interconnected and likewise, are all affected by a water shut-off.

Access to Units

AKW uses **BuildingLink** as its software platform to manage maintenance tickets, requests for amenities such as the elevator and party room, and owner and resident information. Owners may use the system, including the phone app, to request these services and receive updates about their requests. Residents and owners should notify the Office of any incorrect information in their profile. Owners and residents who do not have email access or prefer not to use the system may still submit their service requests in person to the Office, via email, or over the telephone. BuildingLink is also accessible via the gateway button on [AKW website](#).

AKW uses **KeyLink** as its key-storage mechanism. KeyLink is a companion to the BuildingLink system and tracks the keys in the KeyLink box. When a Unit's key is plucked from the KeyLink box, that removal is registered in the BuildingLink system; if there is an email associated with the residents'/owners' profile in BuildingLink, that resident/owner would receive an email notification of this removal and another when the key is returned. Keys are to be removed from KeyLink only in cases of emergency or in situations where the resident or owner has authorized such a key removal, in advance, and in writing.

The Association does not provide lock-out service after hours or in the event the office is unexpectedly closed. In the event of lost or misplaced keys after Office hours, residents are responsible for securing a locksmith to gain entrance to their Unit.

Fire Department Outdoor Key (Knox) Box

The Fire Department maintains a key box in the west side vestibule of the building which is accessible only by official Fire Department personnel. This special Key Box (also referred to as Knox Box, a reference to its manufacturer) is to provide the Fire Department with direct access to Units.

The keys in the box allow the Fire Department to enter your unit if you are not home, they cannot get a response, or you need help. Without a key, the Fire Department will gain access by knocking down your door. All keys in the box are labeled with the Unit number and the only key to the Knox Box is held by the Fire Department; no one on staff has a key. When new keys need to be added to the box, the General Manager must request the Fire Department visit to add or remove keys. As a result, there is some time lag between when you submit your key for inclusion and when the Fire Department places it in the Knox Box.

Additionally, the Fire Department would like to know which residents may need assistance evacuating the building in an emergency. This need for assistance may be temporary in nature (during recovery from surgery or an injury), or an ongoing medical condition. The Office tracks this information using the resident's BuildingLink profile. Residents can go into the BuildingLink system and toggle their "need help evacuating" field to "yes" and if a temporary need no longer exists, the resident can toggle the field to "no." Residents may also contact the Office to request that the Office make the notation in the system.

Heating/Air Conditioning Units

It is the owner's responsibility to maintain their heating, ventilation and air conditioning (HVAC) unit(s). Both the original Trane and the newer Krueger and Daiken units run on a "four-pipe system" which means, essentially, that heat or air conditioning from the units is dependent on the outside temperature. Below about 55 degrees, there will be heat. Above about 65 degrees, there will be cooling. The in-between temperature means only fan circulation. So,

unlike in many buildings where utilities are included, at AKW air conditioning is available on warm winter, autumn, and spring days and heat on chilly early-autumn nights.

AKW requires all owners to have their HVACs inspected annually. This requirement is intended to protect everyone from potential damage that can occur in the event of a malfunctioning HVAC in a neighbor's Unit. The requirement is non-negotiable and is an important part of protecting the common element and everyone's Unit from water damage. Also, AKW provides filters twice per year, once during the inspection window so that your inspection company can install them as part of the inspection, and once in the autumn. For the autumn filter replacement, AKW staff can perform the replacement or owners can self-serve. All requests for filters or filter service should be submitted to the Office via BuildingLink, email, or phone call. Complete detailed information about the HVAC Inspection Policy is found on BuildingLink.

In the event of a major repair/replacement of an owner's HVAC unit, the contractor to do the work is required to submit a certificate stating that the new HVAC unit, valve(s), or motor fulfills the requirements for water drainage and power of the existing HVAC unit to be replaced. The original Trane units have no thermostat.

- One-bedroom Units have a single [large] unit that controls the temperature and airflow in the living room and bedroom.
- Two-bedroom Units have an additional unit, while those on the 18th floor may have up to four units.

For owners with original, legacy Trane HVACs, AKW provides HVAC service including, but limited to vacuuming the unit, replacing the filter, oiling the motor, adding a fungus control tablet, checking the valves and condensation line. This service is performed as part of the autumn HVAC filter campaign. In the spring, owners of these legacy HVACs should have their chosen HVAC contractor firm perform these services. Note that AKW staff are not trained in HVAC maintenance and repair and any work requests for maintenance and repair should be directed to your selected HVAC contractor.

In recent years, owners have purchased new HVAC units from Krueger or Daiken manufacturers. These units have thermostats, are self-contained on a closed-loop system, require no maintenance, and do not have drip pans. They do, however, require regular replacement of filters (depending on how much the units are run), with the manufacturer recommending quarterly filter replacements. The Association sells the filters at-cost outside of the spring and autumn campaigns. Requests can be submitted via BuildingLink and current pricing is available from the Office.

Pest Control

Spraying service is provided weekly free of charge. Arrangements for in-unit spraying can be made by submitted a ticket via BuildingLink or by reaching out to the General Manager. If you cannot be at home for the service, you may indicate permission for entry via the BuildingLink request.

Bathroom Mirrors

Originally installed bathroom mirrors in several Units have fallen due to failure of the adhesive used to affix them to the walls. Residents should be aware that failures have occurred. Some residents have suggested reinforcing the mirrors by placing metal or plastic clamps at the edge of the mirror, helping to prevent them from falling. This is the responsibility of the Unit owner. AKW staff are not authorized to perform this task.

In-Unit Service: Available Assistance

Management is authorized to have AKW maintenance staff perform some routine maintenance in individual Units during normal operating hours Monday through Friday, excluding holidays. The full Resident Services Program is available on BuildingLink.

Requests for these services, except for the filters and fungus control tablets for the original Trane HVACs, must be requested via BuildingLink or submitted in writing to the General Manager who will schedule the service, if possible, at the convenience of the resident. Residents can permit the work be performed if they are not present in the BuildingLink request. Scheduled maintenance may be deferred if AKW personnel are needed to work on common elements, which are the responsibility of the Association. Residents will be notified of such cancellations as early as possible.

In-Unit Modifications

Residents who choose to contract for repair work, or choose to perform repairs themselves, should be mindful that the building systems are interconnected and provide service to multiple Units. A mishap with a seemingly simple repair can escalate into an issue that impacts a significant number of residents. Owners are required to submit a Unit Modification Request and have approval from the Board of Directors for any intended modifications or repairs that could impact building systems. Additionally, once approved, work must be performed when building staff are on duty to assist in an emergency. Any issues resulting from this work will be the responsibility of the owner.

The Association's policy is intended to negate damage to the common element and adjoining Units, not to weigh in on the aesthetic choices of an owner. All modifications involving the removing or moving of walls, changes to the electrical systems, or changes to plumbing require prior approval from the Board of Directors. Owners contemplating modifications should remember that the Board meets once per month and plan accordingly. Included in a modification application must be a plan of the proposed work, the contractor's valid license and certificate of insurance, and any permits necessary to perform the work. Note that the owner (or owner's contractor) is responsible for understanding which permits and inspections may be necessary and for obtaining those. The full policy and application are on BuildingLink. Note that no approval is required for painting, new flooring, or new cabinetry that does not impact the plumbing or electrical.

Building Alarm System and Smoke Detectors

Each Unit has an installed emergency alarm to notify residents of the need to evacuate in a fire or other emergency. Alarms are typically installed on the ceiling near the bedroom(s). **The alarms are NOT smoke detectors.**

An Alexandria City ordinance, effective January 1, 1982, requires that each Unit have an installed and operational smoke detector. Generally, smoke detectors are recommended to be near bedrooms. It is recommended that residents change smoke detectors batteries semi-annually.

Balconies

For aesthetic purposes, respect for our neighbors, proper maintenance of our property and the integrity of the building, the following rules apply to the use of balconies.

1. No balcony shall be used as a storage area or in any other unsightly manner.
2. Neither lighted nor extinguished smoking materials, cans, spent flower blossoms, or any other items are permitted to be thrown or dropped from a balcony.

3. No rugs or other objects shall be dusted or shaken from the windows or over the balcony railings or cleaned by beating or sweeping in any hallway or stairways or exterior part of the building.
4. No garments, rugs or other inappropriate objects shall be hung from windows, balconies, or other facades of the building.
5. No entrance door, balcony doors or balcony shall be altered in any manner, including repainting or refinishing, which would destroy the architectural integrity of the building.
6. Hanging flowerpots will not be hung closer than three feet from the railing of the balcony. Planters, secured to ensure that they do not fall, may be placed on the ledge. The side of the planter facing the outside of the building will be the same color as the exterior of the building. Planters should include a system to contain the drainage of excess water unless planters are free from drainage perforations. Excessive watering of plants, or persistent overflow of water onto the balcony is prohibited with particular attention paid to water running onto balconies below.
7. Grilling on balconies is permitted, with restrictions. Residents should use caution when grilling and be respectful of their neighbors. When grilling, a lid is to be used to minimize smoke intrusion to other balconies. Charcoal briquettes, electric and liquid fire starters are prohibited. Propane tanks are not to exceed 2.7 pounds per the City of Alexandria.
8. All such use of balconies will be in accordance with Alexandria law and interpretations of that law by the Fire Department.
9. No washing of balcony debris and/or sweeping debris through the balcony pickets is allowed.

Water

Water provided to individual Units is controlled through the master building system. In cases requiring draining of the water system to make plumbing repairs, all such work must be scheduled in advance with the General Manager because it may affect other Units within the building tier. See BuildingLink for the Association's policy for Water Shut-offs noting these highlights:

- The General Manager must give 5 business days' notice to Tier Residents (except in cases of an emergency which requires water being shut off).
- The charge for a water shut off is \$50.
- Only one shut-off for a single Unit is permitted per day. AKW does not have the staff to perform shut-offs across multiple tiers and coordinating work in two separate Units in the same tier is not possible, given logistical concerns and the possible costs incurred to the owners from their individual plumbers.
- All shut-offs come after 8:30 AM and are routinely finished before 4:00 PM. Owners must remember that work cannot commence until the tier is totally drained.
- Shut-offs are generally not done on Mondays or Fridays. Emergency shut-offs will require the \$50 payment to AKW. Advanced planning is strongly encouraged.

12. Amenities

Use of Common Areas

Residents are responsible for their own conduct as well as the conduct of their children and all guests and for any damages resulting from misuse or abuse, whether accidental or intentional. Residents assume all liability in their use of any Common Area amenity. Co-Owners are responsible for the conduct of their families and guests and for any damages caused by the same, whether accidental or intentional.

1. Anyone found engaging in any dangerous or destructive activity in a common element area of the property may be barred from using the amenities.
2. Roughhousing, running, jumping, shouting, and throwing balls or other objects are prohibited in common areas, including the lobby, billiard room, community room, and hallways.
3. Residents and guests must be properly attired (shirts/blouses, slacks/shorts/dresses/skirts, shoes/sandals) in all common areas. Sleepwear and bathing suits are not considered proper attire.
4. Pets shall not be exercised or trained in the corridors.
5. Distribution of advertising material door-to-door and commercial solicitations are prohibited. Voter registration materials and residents' newspapers are permitted. The General Manager and the Board will decide on any questions regarding distribution of materials door-to-door.
6. The privilege to use certain amenities may be withdrawn for reason of delinquency in the payment of the condominium fees extending for a period of more than 60 days. The withdrawal of privileges shall be effective 5 days from the postmarked date of the letter of notification of withdrawal to the date upon which payment of all past due fees are received. This withdrawal of privileges shall apply to the Co-Owner, the Co-Owner's guests, and lessees who shall refrain from the use of the Alexandria Knolls West amenities. Such amenities shall include, but not necessarily be limited to, the swimming pool and sun deck, the party rooms, the billiard room, the exercise rooms. Privileges will be reinstated upon full payment of the past due amounts.
7. Eating and drinking are prohibited in the lobby.
8. Smoking is prohibited in the building common element areas, including the stairwells. No person may smoke within 25 feet of any public entryway to the building.
9. Packages are not to be placed on lobby furniture.
10. The service elevator is designed for use by movers and those delivering bulky items.
11. Articles left in common areas will be disposed of by the General Manager.

Car Wash

Car washing spaces (C-40 and C-41 under the tennis court) are for the exclusive use of residents only and typically available from April through October. Visitors/guests may not use this area during the day when the hose is installed for such use. The following rules pertain to the use of this space.

- Vehicles must be parked within the lines for each space.
- These spaces are for vehicle washing only. Automotive repairs are not permitted there.

- Car washing must be accomplished within a reasonable time, not to exceed 30 minutes.
- The washing of engines is not permitted.
- Residents are required to remove all trash generated because of car washing.
- Residents must use a nozzle or water control device to conserve water.
- The water hose must be neatly returned to the holder on completion of car wash.
- Water to the car wash area is cut off each winter to prevent frozen pipes. Water will be turned on when the likelihood of freezing has passed.

Use of the car wash area is strictly limited to residents and is restricted to 8:00 AM to 8:00 PM. Violators will be towed.

Swimming Pool (Amended June 2018)

POOL OPERATING HOURS:

- | | |
|---------------------------------------|----------------------------|
| • Monday – Friday | 11:00 AM to 8:00 PM |
| • Saturday – Sunday – Holidays | 10:00 AM to 8:00 PM |

The following rules are designed for your protection and enjoyment. Please adhere to them to assure a pleasant atmosphere in which to enjoy the facilities. A qualified Lifeguard will be on duty during pool hours and will be under the direct supervision of Management’s Pool Agent.

1. All persons using the pool or pool area do so at their own risk and responsibility. Co-Owners and their lessees agree to hold harmless the Management Agent, Board, other Co-owners and other persons using the swimming pool or pool area.
2. The Building Manager will issue pool passes. Individuals must present a pass and sign in when entering the pool area. Individuals may leave their pass in the pool file box and turn it up in the box each day upon entering and place back down each day when leaving the pool. Pool passes must be signed, are not transferable, and may be revoked for misuse or misconduct as determined by the Board.
3. In the interest of safety, the City of Alexandria Park Authority requires children 12 years of age or younger be accompanied by an adult 18 years of age or older, in appropriate swim gear. It also requires that children age 6 and younger must remain within arms’ length of an adult, 18 years or older, in proper swim wear when in the pool. No person may supervise more than five people who are under the age of 13 years when using the pool facility.
4. Residents must register guests by name with the Building Manager and receive a Guest Pass for each guest, which must be presented to the Lifeguard. Guest passes will be restricted to four guests at any time. Residents who find the office hours incompatible may arrange with the Building Manager, giving name and date, to pick up a pass after office hours. Residents are requested to bring their guests to the pool during

slow periods. The Lifeguard may register unexpected guests who arrive when the office is closed, including on weekends and holidays, provided those guests meet the above limitations.

5. Residents will be held responsible for their own conduct and that of their children and guests.
6. Any property damages will be charged to the responsible Co-owner. The Board will not be responsible for loss or damage to personal property of any kind.
7. Non-swimmers are permitted in the water up to their shoulders. The Lifeguard has authority to administer a swim test on any person using the pool area if the Lifeguard deems that person to be a non-swimmer and that person wishes to go into deeper water.
8. Pets are not allowed within the pool area; an exception will be made for service animals.
9. Wheeled vehicles, except baby strollers and wheelchairs, are not allowed in the pool area.
10. Radios, TVs, cassette/CD players, etc. must be used with earphones to prevent disturbing others in or around the pool area.
11. Tubes, water wings, inflated mattresses, and other play equipment designed for pools may be used provided they do not interfere with other swimmers.
12. Splashing, running, pushing, wrestling, ball and tag playing, or any undue disturbance in or about the pool will not be permitted.
13. Diving of any kind is prohibited.
14. Playing and/or jumping into the Jacuzzi pool is not permitted at any time. It is strongly recommended that persons with high blood pressure or heart disease refrain from using the Jacuzzi. In the interest of ensuring their safety, in accordance with the Alexandria Park Authority, persons under 16 years of age may not use the Jacuzzi. If you have any questions, please consult your physician.
15. Papers, smoking materials and refuse must be deposited in the proper receptacles.
16. Persons who are not toilet-trained or are incontinent must wear swim diapers or snug plastic pants under swim clothing. Diapers, both cloth and disposable, are prohibited. Swim diapers or rubber pants must be tight around the legs to prevent leakage.
17. Robes or other suitable garments and footwear must be worn going to and from the pool area. Persons using the pool area should be completely dried off before exiting the pool area. Dripping bathing suits and bare feet in the lobby, halls, and elevators are not permitted.
18. Shouting and yelling to and from balconies as well as within the pool area will not be permitted.
19. Profanity is not permitted.
20. On weekends and holidays, residents will not leave towels on chairs or lounges to reserve them for more than 30 minutes when all chairs and lounges are in use.
21. No food is permitted in the pool area. Drinks in non-breakable containers may be consumed up to the edge of, but not in, the swimming pool or Jacuzzi.
22. Residents and their guests are warned against engaging the Lifeguard in extended conversations, which might distract from his/her primary duty of ensuring safety in the pool area.

23. The Lifeguard has the authority and responsibility to enforce these rules. The Lifeguard is authorized to request that an offending individual leave the pool area. The Lifeguard will report in writing within 24 hours each incident of this nature. The report will be made through the Management Agent to the Board who will determine whether the individual should be readmitted to the pool.

The pool is closed for swimming each day for Lifeguard breaks between 1:00 to 1:30 PM and 4:30 to 5:00 PM; sunbathing is allowed. Only the Lifeguard is permitted to eat at the sign-in table.

Party Room

The party rooms are used for building meetings but also intended for resident-sponsored social events open to all residents, other activities attended by residents and their guests, as well as for parties sponsored by individual residents. The rooms may be reserved on a first come/first served basis, subject to state and City laws/ordinances and other criteria as may be established by the Board.

All parties will be confined to the small and large rooms exclusively and will not include other recreational areas, hallways or the lobby. The billiard room, exercise rooms and other recreational areas are always for the use of all residents and may not be used by party guests. The "Party Room Reserved" sign will be placed in the hallway between the party room and the billiard room to mark the entrance to the party area.

1. No individual resident may rent or lease to any outside organization or vendor any part of the party rooms or any other common element of the Association, thereby restricting remaining owners from access and use of the room(s).
 - a. Residents who wish to reserve the room for a function may do so by following these procedures.
 - b. Apply to the General Manager at least seven (7) days in advance of the desired reservation date.
 - c. Reservation for use must be made directly through BuildingLink or with the General Manager by an adult resident. The resident should be familiar with all rules governing party room use, visitor parking, and general rules. The party room will be reserved for only one event per day.
 - d. A security deposit of \$150.00 is to be given to the General Manager when making the reservation, payable via check or credit card.
 - e. Pick up the keys for the kitchen and bar of the party rooms from the General Manager during Office hours, Monday through Friday and on weekends, or make appropriate arrangements to get the keys from the security guard when the Office is closed. Return keys to the General Manager or security guard before noon on the following day.
2. **The service of private security guards may be arranged at the expense of the resident to assist in admitting guests to the building, controlling guest parking, registering guest vehicles, and assisting in the departure of guests at the end of the party.** These arrangements must be made and prepaid through the General Manager at the time the party room is reserved.

3. **Deposit:** In addition to the \$150.00 security deposit, a non-refundable Usage Fee of \$100 will be charged to defray costs associated with staff time to prepare, support, monitor and restore the area. The deposit is refundable to the extent that there is no damage to common areas. This security deposit will be held until the General Manager verifies that no damage or cleanup costs are required. If the cost of repair or cleanup exceeds the original deposit, the resident reserving the room shall be assessed the difference; such assessment is payable on demand. Committee chairpersons using the room for Association business and committee meetings are not required to make a security deposit. Members of such committees are, however, responsible for any damages and extra-cleanup required.
4. **Conduct at Parties and Other Activities:** Residents sponsoring events in the party room must observe the rules described below.

It is the responsibility of the host to provide someone to admit their guests to the building and assure that they are properly registered in the parking iPad in the lobby.

- a. Lock the kitchen after use.
- b. Supervise the use of cooking facilities to assure safety and sanitation. Ensure that the stove, oven, and other appliances are turned off at the conclusion of the event.
- c. Know whom to call in case of difficulty. The guard has the authority to enforce the rules.
- d. Do not leave the room for longer than fifteen minutes during the period of the party.
- e. Parties and other events are to be terminated no later than **12:00 Midnight on Sunday through Thursday** and no later than **1:00 AM on Friday and Saturday** and nights before holidays.
- f. Music must not be audible in the lobby area, swimming pool, or any Unit after 9:00 P.M. Amplified music or other entertainment, whether live or recorded shall not be played or presented which would disturb or otherwise interfere with the full enjoyment, or unreasonably interfere with the rights, comfort, or convenience of any other resident. Failure of any resident to turn down the music or other entertainment when requested to do so by the security guard upon reasonable complaint of a resident, provides sufficient cause for the termination of the party. Refusal to honor the guard's request provides a cause to request police assistance. See **Termination of the Event for Cause**, paragraph 6.
- g. Decorations may be used, if they are attached by non-marring tapes and carefully removed after the party. No holes may be made in the walls or ceilings. Damage to the walls by tape, tacks, or other adhesives will be repaired at the resident's expense. No items of a permanent nature will be affixed to the wall, ceiling, doors or furnishing. The cost to repair services and/or replace items damaged items will be charged to the resident. In instances where the cost of the damage exceeds the security deposit the resident will be billed.
- h. The party room must be cleaned prior to returning the keys. The staff will verify the condition of the room on the next business day following the party. If no damage occurs and the room is thoroughly cleaned, the security deposit will be returned in full.

- i. If alcoholic beverages are served, the sponsor assumes all liability and is responsible for ensuring that persons under the legal age for the consumption of such beverages do not consume such beverages on the premises and compliance with all state and local laws governing the service of alcoholic beverages. Cash bars are not permitted. Fees to attend the party are prohibited. Sponsors assume liability for the event and for attendee behavior.
 - j. Student, teenage, or pre-teenage parties may be conducted, provided that a responsible adult resident sponsors the event, assumes full responsibility *and liability* for the conduct of the party and is physically present during the entire event. The Board recommends that at least one adult, over the age of 21, is present for every ten (10) people who are under the age of 18.
 - k. City Fire Ordinance 2160 requires that the maximum number of occupants using the party room area, which includes the kitchen, bar, and hallway shall not exceed 100 persons. The provisions of this ordinance will be enforced.
5. All state and City laws and ordinances and all AKW rules and regulations must be adhered to.
 6. **Termination of the Event for Cause:** The security officer or the General Manager has the authority to terminate for cause a party or any event conducted in the party rooms with the concurrence of one member of the Board of Directors. Similarly, if neither the General Manager nor the security officer is available, two members of the Board may terminate the event in the party room for failure to abide by regulations.
 7. **Failure to Comply with Rules:** After providing the resident with written notice and an opportunity for a hearing, the Board of Directors may bar the resident from the use of the party rooms for a period of up to one year for failure to comply with rules.
 8. **Parking:** Guest parking shall be the responsibility solely of the resident sponsoring the party and shall be in accordance with parking rules. Details are available on the AKW website.
 9. **Guest Behavior:** A party sponsor shall notify guests that consuming beverages or food in the lobby is not permitted and that guests must not loiter outside the building. The security officer or General Manager will enforce this regulation. The party sponsor is responsible for advising attendees that smoking is not permitted anywhere inside the building common areas or within 25 feet of any entrance to the building.

Billiard Room

Residents are responsible for ensuring that all members of their households and guests are familiar with the proper use of billiard room equipment before attempting to use the facilities without assistance. If damage occurs, the resident will be responsible for costs incurred to repair.

1. Residents wishing to use the pool tables may obtain the billiard balls in the Office.
2. Players must use each piece of equipment according to the rules of the game.
3. Players must not attempt any shot that is likely to damage the equipment.
4. Guests of AKW residents may use the billiard room if accompanied by the resident.
5. Residents, including guests, may use only one table if other residents are waiting to play.
6. Care must be exercised when racking the balls to avoid dropping or throwing the balls on the table.
7. All equipment must be returned immediately to its proper storage place after it is used.
8. Eating, drinking and smoking are prohibited in the billiard room. Other non-billiard materials must not be placed on the pool tables.
9. Sitting on the pool tables is prohibited.
10. The billiard room is not part of the party room. When the party room is in use, the billiard room will remain open for the use of other residents as indicated earlier.

Library

Bookcases at the back of the Billiard Room hold books available to borrow and for the enjoyment of residents. There is no obligation to return borrowed items, but please return rather than discard, and consider donating material to share with others. Donated books should be placed on the designated shelf on the left-most bookcase.

Exercise Rooms

The exercise rooms, also referred to as Fitness Center rooms, are defined as the weight rooms, saunas, clothes changing cubicles, and shower areas. Rules for use of the sauna are posted in that location.

A Fitness Center Waiver is part of the Resident Registration Form. Reservations for Fitness Center use may be made via BuildingLink. The Waiver is incorporated in the reservation request. The owner's security fob provides access to the rooms.

1. All individuals who wish to use the Fitness Center must sign the Waiver form to gain access to the facilities.
2. Persons under 15 years of age are not permitted to use the exercise rooms. Children between the ages of 16-18 require Parent or Guardian authorization. See the Office for that form.

3. Guests may use the exercise rooms if:
 - a. Accompanied by a resident. If the resident cannot accompany the guest, then he/she will provide the General Manager [during office hours] or the security guard [evening and nighttime] with their name, the name of the host, and the Unit being visited before using the exercise room.
 - b. Residents will not bring guests on a regular basis.
 - c. In the event of crowded conditions, residents have priority in using the rooms.
4. The showers are for the exclusive use of residents and guests using the exercise rooms.
5. Smoking, eating, or drinking of alcoholic beverages is prohibited.
6. The Sauna in the small Fitness Center is reserved for females; the sauna in the larger Fitness Center is reserved for males. To ensure access and privacy for all, males may not use the Women's Sauna, and females may not use the Men's sauna.
7. For health reasons, bare feet are not permitted in the sauna or the Exercise Rooms.

Tennis Court

1. The Court is open for use from dawn to dusk.
2. Reservations: A resident will reserve the court by writing his/her name and Unit number on a schedule, posted on the gate of the tennis court. To allow broader availability, the court may be reserved for only one hour.
3. Restrictions: During high-usage months, it is necessary to restrict residents to one hour per day, unless the court remains vacant. Children under the age of 11 shall be supervised by an adult, legal guardian or child caregiver over the age of 14 and must wear tennis shoes to protect the court surface.
4. No Shows: Residents who have reserved the court but do not show within ten (10) minutes after the hour will be considered as having forfeited the use of the court for that designated period.
5. Attire: Regular tennis shoes shall be worn to protect the surface of the court. Any resident witnessing a violation of this may should immediately contact the General Manager or security guard.
6. Security: The tennis court is locked; the key is in the Office. The last player on any day is responsible for locking the gate. If there is a break on the chart for more than one hour, the last player before the break should lock the gate in the interim.

Other Building Activities/Conveniences

Happy Hour

A Happy Hour is held every Thursday evening from 6:30 to 8:30 PM in the Bar room. Happy Hour is not an Association-sponsored activity but is instead sponsored by your AKW neighbors and all are welcome to attend. Happy Hour is operated on a club model whereby interested residents and their guests can pay dues to participate in an open bar and snacks. Residents are also free to instead bring their own beverages and snacks and participate in the event. On the last Thursday of the month pizza is ordered for those who have paid the monthly dues or the dues for that evening. Contact the head of Happy Hour for more information; the General Manager has the current contact information.

Bulletin Board

The bulletin board adjacent to the elevators in the main lobby is maintained by the General Manager and contains items of general information and upcoming AKW meetings. Residents who wish to contribute items to the main bulletin board should see the General Manager.

13. Reasonable Accommodation Policy

Purpose

Alexandria Knolls West Condominium Homes has certain obligations under federal, state and local fair housing laws and ordinances. Such obligations are to make reasonable accommodations in rules, policies, practices or services when such accommodations may be necessary to afford a person with a disability equal opportunity to use and enjoy their respective Unit. This policy provides procedures for residents, prospective residents and other affected individuals who require such an accommodation to initiate a request and for the Board of Directors to evaluate, respond to and implement appropriate action on the request.

Definitions

Unless otherwise provided by applicable law, the following definitions are applicable to this policy:

1. With respect to a person, “**Disability**” means a physical or mental impairment which substantially limits one or more of such person’s major life activities; a record of having such impairment or being regarded as having such an impairment.
2. “**Reasonable Accommodation**” means changing a rule, policy, procedure or practice that is generally applicable to everyone to make its burden less onerous on the individual. It is impossible to determine in advance what, if any, reasonable accommodation is required for a specific situation, since an accommodation is determined “reasonable” by an examination of the facts of the circumstances.
3. “**Reasonable Modification**” means a structural change made to existing premises, occupied or to be occupied by a person with a Disability, to afford such person full enjoyment of the premises. Reasonable modifications can include structural changes to interiors and exteriors of dwellings and to common and public use areas and are subject to approval by the Board. Any associated costs are the responsibility of the Co-Owner and/or lessee, being performed by professional contractors, working within the building and construction codes, and in a workmanlike manner.

Requests for Reasonable Accommodation

All requests for accommodation must be made in writing and delivered to the Community Manager and General Manager (with a copy to include the Board President) at the following address:

Community Management Corporation
Attn: Portfolio Manager, Alexandria Knolls West Condominium Homes
127-1 Fair Lakes Circle, Suite 400
Chantilly, VA 20153
Phone: 703-631-7200
Fax: 703-631-9786
Email: gita@akwcondo.com (Gita Lainez)

And

President of the Board of Directors
Alexandria Knolls West Condominium Homes
General Manager's Office
6101 Edsall Road
Alexandria, VA 22304
Phone: 703-751-7541
Fax: 703-751-2136
Email: president@akwcondo.com
office@akwcondo.com

This will ensure all requests are properly logged and considered. Please do not make oral requests or requests to any other person (for example, individual Board members, etc.).

The Request for an Accommodation or Modification should include at least the following:

1. Name of requesting party.
2. Address and telephone number where the resident requesting the accommodation can be reached.
3. Does the resident requesting the accommodation or modification own or lease the Unit? If leased, please give the commencement and termination date of the lease.
4. Information that verifies that you meet the definition of a Disability as defined in the Fair Housing laws and regulations and whether the Disability is permanent or temporary.
5. Information that describes the needed modification and/or accommodation. Describe the problem that the Disability is causing with respect to a rule, policy, practice or service of the Association. Try to be specific as to the nature of the problem and the accommodation requested of the Association.
6. Information that shows the relationship between your Disability and the need for the requested modification and/or accommodation. If any further information is required regarding the Disability or the requested modification and/or accommodation, the resident requesting such will be contacted.

Because of the probable need for action by the Board of Directors, requesting parties should allow sufficient lead time for proper evaluation and approval of the request. The Board meets once per month.

Consideration of Requests

Upon receipt of a request, the General Manager will notify the requesting party that it has been received and that a response will be forthcoming as soon as possible.

If the requesting party is a Lessee, and the lessee is requesting a change to the interior of a Unit, the General Manager will direct the requesting party to make the request directly to their landlord/Co-Owner. If the request is something that does not require Association approval, the General Manager will so notify the requesting party and advise that party to obtain the landlord/Co-Owner's approval (in which case it is solely a matter between the lessee and the Co-Owner). If the request is for something that requires approval by the Association, the request will be processed as provided below.

1. The General Manager will (a) make a record of receipt of the request, (b) review the request to ensure that the request includes items described in Paragraph 3 above, and (c) provide a copy to the president of the Board. If there is an apparent legal issue about the Disability or the nature of the requested modification and/or accommodation or if otherwise directed by the president, the General Manager will send a copy of the request to the Association's counsel for legal advice.
2. If any required information is missing, or if any additional information or clarification is necessary, the General Manager will so notify the requesting party. If it is not clear to the Association that the requesting party is, in fact, disabled, the requesting party may be asked to submit additional documentation.
3. If any requested accommodation requires an expenditure of funds, the General Manager will ascertain what will be required and obtain prices for these requirements.
4. If any requested modification will require an expenditure of funds, the requesting resident may be responsible for the costs incurred if the modification is authorized.
5. The resident will be provided with advance notice of the date on which the Board intends to take up consideration of the request for an accommodation and/or modification and will be given the opportunity to address the Board regarding the need for the reasonable accommodation and/or modification.
6. The General Manager will notify the requesting party as to the Board's decision. If the request is granted, the General Manager will make all necessary arrangements for implementation of the request. If the request is denied due to the nature of the requested accommodation, the General Manager will offer the requesting party an opportunity for dialogue as to how the person's Disability might otherwise be accommodated.
7. All Co-Owners provided with a reasonable accommodation shall immediately notify the Association if the Co-Owner or lessee is no longer disabled or no longer needs the reasonable accommodation provided.
8. All Co-Owners provided with a reasonable accommodation may be required to provide a statement and/or other evidence (e.g., handicapped placard) every six months demonstrating that the Co-Owner or the lessee continues to need the reasonable accommodation provided due to a Disability. Failure to provide such statement or evidence when requested will result in a notice to the Co-Owner that the reasonable accommodation will cease to be provided if such statement or evidence is not provided within 30 days. If the Association is not otherwise able to confirm the continued Disability and need for reasonable accommodation at the conclusion of 30 days after the notice, the Association will cease to provide reasonable accommodation.

The Board encourages but does not require that the requesting party or designee meet with the Board of Directors or its designee to review the need, the request, and possible alternatives.

14. Condominium Assessment ("Condo Dues")

Items Covered by Condominium Assessment

All known and anticipated expenses needed for repair, maintenance and improvement of the lobby, elevators, party rooms, exercise rooms, sauna, storage area, trash rooms, swimming pool, tennis court, parking lots, parking garages, grounds, and all other common areas, door answering services; insurance for the building, security, staff members; a working capital fund and a reserve for replacement of capital items. A central antenna provides broadcast television services to each Unit.

Residents are solely responsible for individual service for telephone, internet, Wi-Fi or cable television.

Basis for the Annual Condo Fee

Based on the annual budget, recommended by the Council of Co-Owners and approved by the Board, each Unit is assessed a condominium fee which is the same proportionate share of the adjusted total budget as the Unit's percentage of common interest is to the total common interest.

For those Units with more than one parking space, owners are assessed an additional monthly fee to cover the space's maintenance.

Payment

The monthly condominium fee, payable to **Alexandria Knolls West** is due on the first day of each month. Payment may be made by check or electronic transfer to the financial institution designated by the AKW Board of Directors. The management company offers the possibility to pay via credit card, though with a convenience fee that is borne by the co-owner. The Association provides payment slips and envelopes with the appropriate address and can provide information on electronic payments. Late payments are subject to a penalty as noted below.

Late Payment

If a condominium fee is not paid by the **15th of the month in which it is due**, a late charge equal to ten percent (10%) of the monthly assessment shall be applied against the Unit. The Unit is subject to a late charge in each month that the payment is received on or after the 16th of the month. All such late charges shall constitute a charge against the Unit for which the Association shall have a lien.

- 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 their 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 wage/account garnishment, 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, and visitor parking. The Board may also direct legal counsel to pursue foreclosure on the Owner.

15. Insurance

Master Deed, Article XVI provides that the Council of Co-Owners maintain fire and extended coverage insurance written by a firm with a rating of “A” or better in an amount equal to the full replacement value of the project, public liability insurance, and Worker’s Compensation insurance. **Owners of individual Units shall obtain additional insurance (HO-6)** provided it does not decrease the amount that the Council of Co-Owners may realize from its policy. **Owners shall be required to provide proof of insurance upon request of the Council. Lessees shall have “renters’ insurance” during the time of their lease.** In the event of damage to a Unit, the owner is required to commence repairs within 30 days. Proceeds received by the Council of Co-Owners under its Master Insurance Policy because of the damage shall be paid to the owner as repairs proceed.

As set forth in paragraph “h” of Article VII of the Master Deed, “The Council shall pay all premiums for the Council’s insurance policies as a common expense. To obtain a policy at the most reasonable price for the Council, all factors considered, the Board may agree to a deductible clause(s), which causes the Council to absorb the first part of a covered loss. Accordingly, any insurance deductible under the master casualty insurance policy shall be paid by the Council as a Common Expense if the cause of the damage to or destruction of any portion of the Condominium Project originated in or through the Common Elements or an apparatus located within the Common Elements. However, a Co-Owner shall pay such deductible if the cause of any damage to or destruction of any portion of the Project originated in or through an apartment or any component thereof without regard to whether the Co-Owner was negligent.”

Should the Board change the Building’s Master policy coverage deductible upon annual renewal, Owners will be advised to adjust their individual deductible to cover any gaps created by the changed deductible. Owners are responsible for ensuring their policy provides the specific coverage for their needs. The Council will not be responsible for any losses incurred due to an Owner’s failure to obtain and have in place adequate insurance coverage.

16. Leases

Leases Must Conform to Condominium Rules

Leases and Lessees are subject to the same rules as Co-Owners. Therefore, leases should provide that tenant rights to occupy and use the Unit are subject to the Master Deed, By-laws, and House Rules of Alexandria Knolls West Condominium Homes. Leases should also specify if the owner transfers any other rights, such as voting rights, to the lessee. Co-Owner shall ensure that the Tenant is provided with a copy of the current Handbook. No Unit shall be rented for transient or hotel purposes (such as Airbnb), or in any event for a period of less than 12 months.

Upon leasing a Unit, the Co-Owner shall provide an executed copy of the lease to the General Manager.

Because off-site-owners sometimes use off-the-shelf, stock lease agreements, the Association provides a lease addendum that tenants sign to acknowledge that they understand they must abide by the rules and regulations of the community. Not signing this agreement does not excuse non-compliance with rules and regulations but the document is provided as a courtesy and the Association strongly suggests that off-site owners make use of it. A sample Addendum to Lease Agreement is provided on BuildingLink.

17. Miscellaneous

Residents shall not use or permit to be used for unlawful purposes or do or permit any unlawful act in or upon the premises in violation of Federal, state or local laws or By-laws. In determining whether a Unit is being used for business in violation of the By-laws, a Board decision will be made on a case-by-case basis, taking into consideration whether the (a) non-residential use is primary or incidental use to the Unit, and/or (b) what effect the non-residential use has on the common elements and services provided by the Association.

Complaint Procedures

If an owner, resident, or employee has a complaint about or against another owner, resident, or employee, s/he may file that complaint with the General Manager or with the Board. Only complaints that are signed can be responded to. Complaint procedures and a Complaint Form are available for review in the Office and on BuildingLink in the online library.

Updates and Changes to This Handbook

This document shall be updated as the Board passes resolutions and makes official decisions that change the information offered here. In such cases, a notation will be added immediately following the changed language with the date and source of the change (for example, "2/15/17, Bd action" or "3/29/18, By-laws amend"). The most current version of this Handbook will be available on the AKW website and changes of consequence shall be transmitted to residents and Owners.

Appendix A

Master Deed and By-Laws

The AKW Master Deed and supporting documents establishing the Alexandria Knolls West Condominium project were filed among the land records of Alexandria, Virginia, on February 14, 1974, in Deed Book 772 on page 585. AKW By-Laws also were recorded as part of the master deed on February 14, 1974. The documents were March 22, 1974, July 6, 1982, and December 16, 2016. Copies of the Master deed and By-laws may be ordered from the General Manager at a cost of \$10.00 each.

A reader-friendly and searchable version of the [Master Deed and By-laws](#) is available on the Residents page of the AKW web site. An index is provided below.

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