# **KNOLLS NEWS**

# March 2024

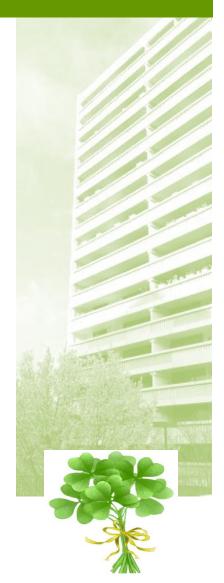
# President's Message

I'd like to thank everyone for your patience over the last couple of months as we've had a lot of noisy work done in the building. I know it has been loud and disruptive, but all for the improvement of our home. Over the next few weeks, we will provide more information about schedules for upcoming work.

I also want to take this opportunity to thank Wendy Shelley and Terri Hanson for all the work they've put in over the years to ensure the monthly publication of *Knolls News*. Volunteered time to AKW is very much appreciated and this is one of those time-consuming tasks that is accomplished only through the dedication of our resident volunteers. Many thanks to Wendy and Terri!

### Rick Treviño





#### **BOARD MEETING HIGHLIGHTS**

#### **Reported Financials**

Delinquent residential accounts totaled \$64,141 or 3.6%.

The Association is fully funded.

	December 23	January '24
Total Cash and Investments	\$1,770,582	\$1,630,794
Year-to-Date (YTD) Income	2,374,181	206,165
YTD Expenses	2,277,933	202,672
YTD Net Income	69,374	3,492
YTD Reserve Contributions	509,859	45,675
YTD Reserve Expenditures	(573.548)	(39,490)
Total Reserves	\$ 737,817	\$ 744,002

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#### **BOARD ACTIONS**

**APPROVED** the <u>recommendations of the Budget & Finance Committee</u> to: (1) \$200,000 be transferred from the SWEEP account to the Reserve Investment Account at Morgan Stanley; (2) purchase one or more one-month CDs with a total combined face value of \$200,000 a maturity date of 3/31/24 and a yield of not less than 4.5%; (3) purchase one or more three-month CDs with a total combined face value of \$300,000, a maturity date of 5/31/24, and a yield of not less than 4.5%; (4) purchase one or more six-month CDs with a combined face value of \$150,000, a maturity date of not less than 4.5%; (3) purchase one or more three-month CDs with a total combined face value of \$300,000, a maturity date of 5/31/24, and a yield of not less than 4.5%; (4) purchase one or more six-month CDs with a combined face value of \$150,000, a maturity date of no later than 8/31/24 and a yield of not less than 4.5%.

**ACCEPTED** the proposal of <u>Summit Fire & Security</u> to furnish and replace five Fci modules that were found bad during the annual inspection process, to include labor and materials, for a <u>total of \$2,464</u>.

**ACCEPTED** the proposal of <u>Bond Water Technologies</u> to supply and apply water treatment chemicals; repair equipment if possible; prepare analyses after service visit, and other items, <u>totaling \$3,961</u>, for one year, the contract renewing automatically.

**TABLED** the proposal of <u>Densel Company</u> for its annual Preventive Maintenance Agreement, for an annual <u>total of \$19,963</u> plus taxes, to see if there could be a discount applied for paying in full instead of monthly. Review at March Board meeting.

**ACCEPTED** the proposal of <u>Professional Abatement Services</u> for labor and material to remove the damaged and apply new pipe insulation located in the mechanical room of the first floor storage area, for a <u>total of \$1,600</u>.

**ACCEPTED** the proposal of <u>Densel Company</u> for labor and material to replace the ENVI Board on the Kelley Boiler #1, for a <u>total of \$2,811.57</u>.

# Board Meeting Actions



On May 2, 2023, the AKW Board of Directors provided Co-Owners a series of new proposed amendments to the AKW Master Deed and By-Laws. The proposed amendments were the result of several years hard and meticulous work by the Master Deed and By-Laws Committee members Terri Hanson, Laura Rodriguez, and Wendy Shelley, in partnership with our legal counsel. We are thrilled to report that the proposed amendments were approved by Co-Owners and will take effect when the final documents are registered with the City of Alexandria. To approve amendments, it takes two-thirds (2/3rds) of the <u>ownership percentage</u> (not units) voted by the Council of Co-Owners. The final vote counts, with an 80.47% participation rate is:

Amend	ment 1	Amend	ment 2	Amend	ment 3	Amend	ment 4	Amend	ment 5
Yes	No								
75.75%	4.72%	70.16%	10.31%	71.54%	8.93%	74.63%	5.84%	72.80%	7.67%

Most of the items in the proposed amendments are intended to bring our documents in conformance with the Virginia Condominium Act and judicial decisions. Ensuring our documents conform to the proper legal standards can save us from difficulties in the future. The remaining items are primarily aimed at safeguarding everyone's property interests and value, as well as to correct outdated property plans.

These amendments are the latest changes to the AKW Master Deed and By-Laws. Since the original governing documents for Alexandria Knolls West (AKW) were filed in the Land Records for the City of Alexandria in 1974, they have been amended by the Co-Owners six times. These amendments were made for a variety of reasons, including to ensure the documents conform to Virginia law and to reflect current realities that didn't exist in 1974, such as electronic communications. The most current changes to the AKW Master Deed and By-Laws were in 2016, when Financial and Administrative provisions were amended and updated.

The Master Deed is a title document used for joint properties like condominiums which creates both the owner units and the jointly owned interests that compose the property. By-laws are the rules for governing how a condominium association administers and governs the day-to-day operations of the property. The condominium By-Laws are used to outline procedures and rules for how the Council of Co-Owners operates. It is therefore essential that these documents remain current and relevant for the administration of the Association.

Once the amendments are registered with the City of Alexandria and documents are finalized, each Co-Owner will receive a copy of the final AKW Master Deed and By-Laws. There will also be further communications about the changes. In the meantime, anyone interested in refamiliarizing themselves with amendments may refer to <u>akwcondo.com/bylaws</u>.

#### And a bit more about that remarkable Master Deed & By-Laws Committee .....

The MD/BL Committee was comprised of many Volunteers over the years, but special attention should be accorded to those who persevered nearly from the beginning. As a member of the Board in 2013, Becky Martin captained the team that brought about the first two Amendments -- Administrative and Financial -- that took effect in 2016! Yes, really *three years*! Becky and the Committee resumed efforts in 2021. Eventually the Team became Laura Rodriguez (chair), Terri Hansen (a magician with all the computer components) and Wendy Shelley (editor) to continue working with our Association Attorney Ed O'Connell for many dozens of hours, to *finally* get the articles in order and the wording legally correct. *Another three –plus years*! President Rick Trevino and Finance Officer Larz Pearson stepped in to organize the final exertions that included the spectacular "Special Edition of *Knolls News*", the Town Halls, voting procedures, and capturing every last vote *in favor* of passage! It goes without saying that the Committee accepted the insights and guidance from many other Volunteers over these many years, and "we couldn't have done it without them!" *A gigantic Thank-you to every one of those Volunteers since 2013, and Congratulations to all of us for getting this done*!

#### A LETTER TO THE EDITOR

#### from Paul Rose

Two articles in an earlier edition of *The Washington Post* are worthy of attention. The first, "Look who moved in Nextdoor: Another paranoid snoop," comes via an email to you. It apparently began as a benign effort that has morphed into a monster, per the article. I believe our Residents should be informed on the true experience that might await them, indeed perhaps all of us, if they join this group. Do note, however, that this is not associated with our BuildingLink or any Alexandria community group. Nextdoor, an app for neighborhoods where you can get local tips, buy and sell items, and more mentions on their homepage.

The second, on dog waste, is timely but it is likely that dog owners here at AKW may not be aware of the potential results of their carelessness. (I'm not anti-dog, but those are the only pets who go outside!) The article, "Abandoned dog waste can unleash disease," is not lengthy but perhaps can inform owners and their pet-sitters. In the February 4, 2024 edition *The Post* provides, <u>Not cleaning up after your dog? You may be spreading disease.</u>

The dog–walk area is under-utilized but still results in messes left, with some owners not cleaning up (and our shoes know it!) This further results in some dogs finding relief practically anywhere and everywhere else — especially down the west-side hill which really looks pretty pathetic. When owners don't clean up, it's left to our Porters — and this is beyond their position assignments.

We collectively have a very nice and well-ordered community. It's a shame that some folks mess it up for the rest of us. The Board has issued pet rules to be followed. The Landscape Committee has worked hard to make a beautiful and inviting area for us to enjoy. *Knolls News* has many times printed pleas to Residents to "curb their dog" — so far, without results or consequence. Perhaps it's time for the Board to take action regarding the issue of dog waste. In the meantime, it would certainly be appropriate for our Residents to take their own action!

#### How We Invest Our Reserve Funds

by Larz Pearson, Finance Officer

This year \$548,100 of our annual operating budget will go to paying the bills for this year's major replacement and repair projects. In addition to that, we have built up an additional \$1.27+ million in our Reserve Investment funds at Morgan Stanley to cover any shortfall in the operating reserves. Recently the AKW Board reviewed a revised version of our 2020 Investment Policy, which establishes the parameters and requirements for investing our Reserve funds. The Board's role as caretaker for AKW's money requires a careful approach. For example, all purchases of new investment assets require Board approval. The Policy is founded on three principles: (1) conserve the principal; (2) maintain sufficient liquidity in case of shortfalls in the operating reserve funds; and (3) maximize returns insofar as consistent with #1 and #2.

Consistent with these principles, the Policy sets forth types of investment vehicles that are permitted or banned. For example, bank deposits, bank certificates of deposit, and US government securities are permitted vehicles; stocks and Bitcoins are not, due to the risks to AKW's principal. This is a very conservative investment approach, but one that nevertheless produced over \$27,000 in income last year – with most assets yielding 5% or more.

The Policy also commits future Boards to an annual review of the Policy itself and the administration of our Reserve funds by our financial advisors. This will ensure that the Policy continues to serve AKW's best financial interests.





#### GETTING YOU INVOLVED ...

We've said many times of the years that we are always looking for Residents (especially our Owner/Shareholders!) to participate in committee meetings. Committees address the affairs affecting the safety and wellbeing of our Residents, among other things.

We used to have lots of committees to do lots of things in and around the building – especially with *each other* to form more of a *Community*. <u>Building & Grounds</u> and <u>Safety & Security</u> are pretty much handled by our GM and Staff – but let Gabriel know if this is *your* skill and interest. The <u>Budget & Finance Committee</u> (Larz Pearson) is super-active with monthly meetings. Whether you have something to contribute or not, attending will give *you* a better idea of how our Association is run. The <u>Landscape</u> (Rick Trevino) and <u>Fitness Facilities</u> (Bill Munson) and <u>Pool</u> (Stephen and Traci Colodner) committees run pretty much by themselves but let them know *your* interest. Our <u>Social Committee</u> was active for myriad events over many years, including an International Lunch, New Year's Eve, potluck Thanksgiving dinner, and a Flea Market to benefit ourselves. How about this to plan a pot-luck dinner on the patio or perhaps a tennis tournament? Anything else? <u>Happy Hour</u> is a "Club" (not a Board Committee) but someone can be in charge and get that going again! [Stephen Colodner can give you tips and I'll bet could help with setting up.]

**Your participation** as an Owner/Shareholder in the affairs of our Community and Association assures that **your** views are being heard and considered, that it's not just a few folks making all the decisions. **Your participation** assures that complacency doesn't become a characteristic of the Association. **Your participation** assures that more of our Owner/Shareholders *volunteer*. **Your participation** has a direct effect on our monthly fees.

Form a committee yourself with a couple of other like-minded folks (share that with the Board during **Open Forum**), and off you go! (A Director will be available to give guidance!) Attend Board meetings to become knowledgeable about building issues (what's proposed and where your money is going!). Do **you** have skills to share? Can **you** volunteer to help with building events (plan the pool party, the tennis tournament)? Can **you** volunteer to help in the Office when our Staff might not be available? Could **you** take a Resident to a doctor's appointment? What else could **you** offer? When **you** volunteer, we **all** benefit!

We ask **you** to be a leader, look for opportunities to become involved ----<u>make your voice heard</u>. Make a concerted effort to participate in any full-condo Town Halls or Special Forums so you'll be involved as a <u>Homeowner</u> of our community as well as a <u>Shareholder</u> of our corporation. Your '<u>return</u> <u>on investment</u>' will be greater than you ever imagined!

Many hands do make light work and strengthen the Community!

### For You or Someone You Know .....



#### Free Tax Preparation – note new address

The City is offering free tax preparation through April 15th at the Community and Human Services. The new address is 4850 Mark Center Drive, 5th Floor. The hours are Saturdays – 9 am to Noon and Wednesdays, 6-8 pm.

For an appointment, call 703-831-2918. <u>Tax Time is Here! File for</u> <u>Free!</u>

#### HOME REHABILITATION LOAN PROGRAM

From the Office of Housing, this "HRLP" helps owners make repairs or improvements, which are required for the health or safety of the owners, or which are needed to preserve and extend the life of the property. A loan can be used to make home repairs and replacements.

Income limits are \$68,000 for one person; \$77,680 for two. The program provides both financial and technical assistance to eligible homeowners in the City of Alexandria. Maximum construction loan amount (for a condo) is \$75,000, with no interest, no monthly payments, and due when the property is sold/transferred.

To find out the "rules" for qualifying, call the HRLP office at 703-746-4990, Mon-Fri, 8am to 5pm. The Program Implementation Division of the Office of Housing is at 421 King Street, Suite 215. Their web site is <u>alexandriava.gov/Housing</u>. *If you need it, take advantage!* 



#### Alexandria's Senior Taxi

**Senior Taxi Yellow Card Program** is available to Alexandria residents age 60 and older who have a yearly household income of \$48,508 or less. This program allows eligible riders to schedule taxi rides directly with Yellow Cab 24 hours a day, 7 days a week with no restrictions as to destinations. Interested individuals must apply to the program to determine eligibility and then purchase fares in advance at a discounted cost. For more information, call the Division of Aging and Adult Services at **703.746.5999**. You can find the Senior Taxi Yellow Card Program flyer, the application form and the discount fares purchase form by clicking on the links below:

Senior Taxi Yellow Card Program Flyer

Senior Taxi Yellow Card Program Application

Senior Taxi Yellow Card Discount Fares Purchase Application

... Celebrating Seniors, cont.

#### **GROCERIES TO GO**

In partnership with Giant Foods and Safeway, <u>Senior Services of Alexandria</u> provides a grocery shopping and delivery program to seniors who are 60+ living in the City of Alexandria. Through the *Groceries to Go Program*, screened volunteers deliver groceries year-round, every other week. Groceries are ordered based off the grocery recipient's personal shopping list. There are no delivery fees, and no minimum order requirements.

Through this program, SSA Volunteers provide a vital link to the community and outside world for seniors who otherwise have limited mobility. This program is an important addition to SSA's larger Senior Nutrition Program, with the intent of increasing senior safety, health, and nutrition.

#### To say the least, Volunteers are always needed and welcome (phone number below).

#### <u>Eligibility</u>

To be eligible, you must be a resident of the City of Alexandria, be at least 60 years old, and have a debit, credit, or EBT card. If you or someone you know is interested in the *Groceries to Go* Program, call **(703) 836-4414, ext. 119** 

#### \*\*\*\*\*

ALIVE! is the oldest and largest private safety net in the City of Alexandria, VA dedicated to fighting poverty and hunger. An interfaith nonprofit organization founded in 1969, ALIVE! has 50 member congregations. It is also supported by the City of Alexandria, local organizations and businesses, and volunteers. To learn more click on <a href="https://www.alive-inc.org/">https://www.alive-inc.org/</a>.

If you get a new washing machine, AKW provides heavy-duty hoses to handle the water pressure. Check with the Office.

This is part of the In-Unit Services Program, so take advantage!!



# **FIRE SAFETY**

Building alarms are set off ONLY by pulling the Fire alarm, at each end of the hallways by the Stairwells.



#### THIS ALARM DOES NOT CALL THE FIRE DEPARTMENT !!

#### IF YOU ARE THE ONE PULLING THE ALARM, CALL 911 TO GIVE DETAILS OF WHERE THE FIRE IS, IF THERE'S SMOKE OR SMELL OF ELECTRICAL, ETC. IT WILL GREATLY ASSIST THE FIRE DEPARTMENT IN SENDING APPROPRIATE EQUIPMENT.

Before opening your door, check with your hand. If it's hot, *don't open it*. If not, check through the door peephole for smoke in the hallway before exiting your Unit.

If there's smoke in the hallway, put a damp towel against the bottom of the door to block, and go to your balcony.

If you stay in your Unit, call 911 to let them know you're "sheltering in place" or "need help." Your info will be relayed to the fire chief on site here.

If you stay in your Unit, *unlock the door*! If you leave your Unit, close the door but *keep unlocked*. The firemen may try to enter but may have to break down the door if it's locked. (Replacement doors cost in the \$1500 range, with fire-rated hardware at about \$500.)

Fire-rated doors and hardware are important. If hardware is not original to the door, it might have plastic parts that can melt and prevent the door from opening. Check on the lock's faceplate for the "UL" symbol that tells us it's fire-rated.

Recommendations re Fire Extinguishers:

Get a small one (5 lbs or less) with the "UL" marking Home Depot carries <u>Kidde</u> brand extinguishers Extinguishers should be checked monthly to ensure they are properly pressurized Read the instructions on Use and Activation Extinguishers should not be stored under the kitchen sink or near the stove Mount extinguisher on the wall where access is easy, in a safe location If fire takes more than this small extinguisher, *call 911 immediately* 



#### Make a note someplace, for when you wonder how to dispose of medications:

The City of Alexandria encourages residents to safely dispose of unneeded prescription and over-the-counter medications, including those prescribed by veterinarians. Residents have several options for disposal, permanent medication drop-off locations, a permanent needle disposal box and methods for disposing of medication safely at home (check with a pharmacist).

#### The following locations offer secure permanent medication drop boxes for year-round disposal:

- The Neighborhood Pharmacy of Del Ray (2204 Mt. Vernon Ave.), available Monday-Friday,
- 9 a.m.-7 p.m.; Saturday, 9 a.m.-2 p.m.; and Sunday, 10 a.m.-1 p.m.
- Inova Alexandria Hospital (4320 Seminary Road, inside the visitor entrance and next to the cashier window), available daily, 8 a.m. -11 p.m.
- Alexandria Police Department (3600 Wheeler Ave., inside the front entrance, ring bell for access; available 24 hours a day, 7 days a week.

**TIME TO REVIEW BASIC PARKING RULES** There's been a lot of car-towing going on recently, so perhaps it's time to review some rules (we haven't done this in a long time!):

\* Residents should park in their own private spaces as much as possible, except under special circumstances and including a Parking Pass issued by the Office to be displayed on the dashboard. Special: garage repairs; window installations, etc.

\* Residents may park in Visitor Parking from 7am to 6pm, Mon-Fri, excluding holidays. Residents are not to park in Visitor Parking during the weekends AND are prohibited overnight (without a Pass).

- Use of the spaces at the canopy is limited for Residents and to 30 minutes signing in required! These spaces are not to be used by Vendors (who will be towed).
- Vendor parking is limited to spaces marked "Visitor" and it is your responsibility to make sure of that or they can be towed! (No one will enjoy this experience!)
- Visitor spaces may NOT be used as an extra space for Residents.
- Please note: it is NOT the responsibility of the Office/Guard to call you before towing.
- The Parking Policy listed in the (outdated) Handbook was updated and may be found at BuildingLink -Library – Policies & Procedures.

Please do pay attention; A-1 Towing charges a LOT for their services (not to mention the excruciating inconvenience when it happens to you!).





#### Good heavens, it's here again - already!

Before you go to bed on Saturday night (the 9th), **re-set your clocks for one hour ahead.** That's the "spring forward" that we hear, for the beginning of the seasonal Spring. "Daylight savings time" (DST) is **NOT** observed in Arizona, Hawaii, or Puerto Rico and the U.S. Virgin Islands. DST lasts this year until Sunday, November 3rd, (one hour BACK on the 2nd!).

### **Financial Spring Cleaning Tips** (Abridged, but many thanks to Terri Hansen)

- 1. **Review your credit report**. By law, you're entitled to order one a year from the three credit bureaus, at no cost from <u>www.annualcreditreport.com</u>. Anything inaccurate? Be in touch with the 'store' and the credit bureau to make corrections.
- 2. **Organize and/or Shred old financial documents**. Sort through bank and pay statements, bills and other financial records and keep only those absolutely necessary, keeping anything related to the IRS for 6 years. Don't just toss in the trash; information on these documents will leave you open to identity theft!
- 3. **Record your financial passwords and store records in a safe place**. Make sure you're not using the same passwords and log-in information on all your accounts. Even if you're on a secure site, there's always the possibility of being hacked. Storing records should be encrypted and on a thumb-drive. Store in a safe-deposit box at your bank, especially for stock or bond certificates, for instance, or on an online secure vault.
- 4. **Review your Budget**. Is your budget up to date? Noted any increases or decreases in your income? Make sure you're reporting expenses accurately and make some room for savings account contributions. Use a Personal Budget Worksheet to help organize your finances.
- 5. **Set up Automatic Bill Pay**. "Spring cleaning" isn't only about de-cluttering, it's also about making things more efficient. Set up auto bill pay linked to your primary checking account. This will eliminate the chances of missing a payment and paying those pesky late fees!

6. Pay off Holiday Debt once and for all! What does your current debt load look like? Spring is a good

time to look at your total outstanding debts and see which loans or credit cards could be paid off quickly (and that means saving on the interest charges on those debts!). Cleaning up this debt can put you in a much better financial position for the rest of the year!



#### Courtesy in a Shared Community

One of the nice things (other than the Thank Goodness elevators!) about living in a hi-rise like ours in that we have lots of **grocery carts** available for toting everything from groceries to furniture to pets/children in carriers from the curb to "home." One of the lousy things about (all those things) is that some folks have difficulty returning them to the trash or storage room so others can use them! Courtesy is simply doing unto others what you would like them to do unto you. Unknown

We have only 15 of the carts labeled with our name, and a few of the larger carts left from previous iterations. This means we *don't* have enough that you can keep one in your unit. We need them to be returned to the Trash Room "asap."

Have you seen a cart all by itself next to the elevator? Or just left in the middle of the hallway? Some folks think this is okay. *It isn't!* If you use it, it's your responsibility to return it to the Trash Room. Same thing with the **hand truck** (dolly) or **luggage cart** – those are supposed to be *signed out in the Office* and then returned to the storage area.

These items are for everyone's use on a short-term basis. Please make sure you return them after use, not keeping them overnight. And let's give an Attaboy to those who do recover those abandoned carts and return them to their allotted spots!



# AS MEMBERS OF OUR BUILDING & GROUNDS COMMITTEE,

report anything you see when you're walking down the hall, doing the stairs, walking to your car: smudges on the wall, trash in the stairwell, any drippings or droppings on the carpet, something amiss in the Fitness, Mail, Community rooms.

Best always to report through BuildingLink, but at least report it to the Office or even one of the Staff (*do it so you won't forget!*).

Always better to keep our building in apple-pie-order and looking good!

# Since it may be possible to enjoy our balconies when it warms up enough ... PLEASE BE CONSIDERATE OF YOUR NEIGHBORS ...

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

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

*Being considerate will also include* **PLEASE DON'T FEED THE BIRDS VISITING YOUR BALCONY!** Feeding those lovely harbingers of Spring leads to too much poop on the balconies of your neighbors!

PLEASE PAY ATTENTION TO WHEN YOUR PACKAGES ARE DUE TO ARRIVE AND HELP THE OFFICE BY PICKING THEM UP AS SOON AS POSSIBLE. IF YOU'LL BE AWAY FOR MORE THAN A DAY, PLEASE USE ALTERNATIVE DELIVERIES SUCH AS "USPS HOLDMAIL" OR SIMILAR SER-VICE WITH FED-EX, UPS, AND EVEN AMAZON 'MAILBOXES'.

GIVE OUR STAFF A BREAK!!!

#### CAR WASHING REMINDERS ......

**Residents are reminded** that there are only two spots for this purpose: C-40 and C-41, the first two spaces on the right, under the tennis court. Residents may wash their cars during the months when the hose is hooked up and available – usually April thru October. Wash from 8am to 8pm; Visitor Parking from 8pm to 8am (and anything more than this may mean a tow!). There's other Visitor parking in that garage; remind your guests to sign in at the logbook in the lobby. Guests (and residents) who don't sign the register are at risk of being towed – and some of us already know how expensive and inconvenient it is!!





The problem with Anonymity ....

Every now and then we get complaints about something that relates to our building or Association or the Staff or the Board or our condo fees or noisy neighbors or construction or ... *whatever*. We don't mind getting comments and helpful hints. We also don't mind getting complaints *so long as they have a name attached*! If we don't know who you are, we can't be in touch for further information and consideration for solutions. If it's worth sending a

memo, it's worth knowing where it's coming from! And remember, just carping to someone in the elevator about (whatever your complaint is) doesn't get to the person (i.e., the Office) who can do something about it or give an explanation of 'why'. *Many thanks*!



#### A LETTER FROM THE EDITOR

#### It's with a heavy heart that I tell you this ...

#### So long, Farewell, Adios, Goodbye, Adieu, auf Wiedersehn, See ya', Ciao, Au Revoir ....

This issue will be my last hurrah for *Knolls News*. It's been a surprisingly passionate and wonderful editorship for almost-nine years. But I can't do it all; anything less than close-to-perfect is not acceptable. After announcing Terri's retirement as Publisher, no one offered to be "Publisher" — *I know! those shoes are pretty close to impossible to fill* — and I couldn't do it.

I'll take this opportunity to thank all those who have volunteered over the years for the betterment of our wonderful Community, that we acknowledged at the time (so many have left us and we are rightly diminished). For those who have been with me since the beginning, (Ron Jones was President, Mary McClelland was B&G chair) —thank you!! Board members (who are also Volunteers) over the years have contributed greatly to our success with timely and informative articles. It's been so satisfying to see the incredible improvements since August 2015.

To say the least, I'm going to miss this joy in my life! Thank you for having been a Reader!

[You can continue to contact me at w-shelley@comcast.net.]

# For You or Someone You Know ...



#### **HELPFUL ALEXANDRIA PHONE NUMBERS**

Senior Services of Alexandria	703-836-4414 x110
Meals on Wheels	703-836-4414 x112
Groceries To Go	703-836-4414 x119
AniMeals	703-836-4414 x113

Division on Aging and Adult Services	703-746-5999
Senior Taxi (MetroAccess)	703-746-5999
City Tax Preparation (free)	703-831-2918
SMART 911	703-746-4357
Dementia Support Programs	703-531-2144
Medicare Counselors (VICAP)	800-552-3402
Adult Day-Care Services	703-746-5676
DOT ParaTransit Program	703-836-4414 x116
Caregiver Support Group	703-746-5999
Legal Services of Northern Virginia	703-778-6800
Office of Voter Registration & Elections	703-746-4050
Inova Housecalls (primary care at home)	703-698-2431
Society for the Prevention of Blindness	703-683-2558
Capital Caring Health (hospice)	800-869-2136



#### Important Dates in March

- Building & Finance Committee
- Board of Directors \*

Tuesday, March 19th, 7pm (Community Room)

Tuesday, March 26th, 7 pm (virtual)

The Board Book with agenda is available in the Office the Friday before the meeting.

The links to ZOOM are sent by the Office prior to the meeting. See notices on the lobby video.

## **2024 Board Meeting Dates**

April 23 July 23 October 22

May 28 August 27 November 26 March 26 June 25 September 24 December 17

#### **Important Phone Numbers**

Guard Mobile	703-618-3235
AKW Office Phone	703-751-7541
AKW Office email	office@akwcondo.com
AKW Fax	703-751-2136
A-1 Towing	703-971-2600
CMC Emergency	301-446-2635
Police Non-Emergency	703-746-4444
Police Emergency	911
City of Alexandria Info	311 or 703-746-4311

When someone calls you from the Security Door downstairs and you need to buzz them in, **press 9** on your phone.



#### **Board of Directors**

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