



## Board Meeting Highlights

**Quade Whitmire** welcomed to the community **Stewart Davis** as **Maintenance Manager** and **Davon Datcher** as **Maintenance Technician**. Residents are pleased to see **Jose Castillo** has returned to AKW to assist in the absence of a porter ; he will stay on and train any new personnel. Recruiting for the **Office Manager** position is underway.

New BuildingLink features now online: Residents may add the name of a building neighbor who has a key to your unit. This could be helpful if access is needed but you are not at home and also in an emergency. And, speaking of emergencies, consider noting in your profile if you would need assistance leaving the building in such an event.

More use is being made of the community bulletin board for routine notices. Some residents were put off by the frequency of door delivered and email notices. Be sure to check there for news.

The **Security Fob Audit** was reported by **Secretary Wendy Shelley** to have surpassed expectations with nearly all Residents and some Absentee Co-Owners responses. The active Audit ended on Friday, April 28 with follow-up letters sent to non-responders. The audit will wrap up on May 20.

**Treasurer Sharon Grant** reported:

- Total cash and Investments \$1,375,059
- Year-to-date Income \$ 314,771
- Year-to-date Expenses \$ 264,439
- Year-to-date Net Income \$ 50,332

Delinquencies continue to trend downward, with the rate now 4.1%, below the 5% average considered acceptable by auditors. Total outstandings are \$74,406 and efforts continue to recover funds owed.

Clarity was provided on the efforts of **Sharon, Quade Whitmire** and **Kay Wilmoth**, along with Staff, to temporarily cover Office Manager responsibilities by reviewing, approving and managing invoices and timely payments. CMC continues to ensure final review and proper allocation of expenditures.

A compilation of condominium dues prepared by **Philip Ellis** was made available at the April 18 Super Committee meeting. The list



May is the month we've been dreaming about all winter



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shows AKW comparing favorably to adjacent communities such as Watergate, Olympus, Greenhouse, Place One and Sentinel.

As police liaison for the **Safety & Security Committee**, **Traci Templer** reminded us that “National Night Out” is in May and an opportunity to meet neighbors, local Police and learn about their work. Information will be made available when details are known.

**Kay Wilmoth** reported that **Freestate Electrical** will be on site to complete an approved project for the “D” parking deck lighting.

**Wendy Shelley** stated that she and **Becky Martin** had received a draft revision to the **Post Orders** from security firm **USSA** and await a draft formal contract.

Alarm Tech Solutions (ATS) was on site for AKW’s annual fire system inspection, reported **Building & Grounds chair Kay Wilmoth**. Several deficiencies were noted in the water pressure readings on the 17<sup>th</sup> and 18<sup>th</sup> floors and problems with the remote annunciator panel. The Board approved the ATS proposed solutions for \$1,460. Re-inspection is scheduled for June 12.

Trash compactor issues continue to plague staff with inappropriate items clogging the chute. **Kay** reported many staff hours over the last 3 weeks to clear wire hangers, cardboard boxes and loose video tapes, for example, which created havoc. Repeated damage to the compactor necessitates vendor repairs, and cost to owners.

In preparation for pool opening in May, the pool inspection was completed, the deck power washed; and restrooms cleaned and repainted with diaper-changing tables installed in both restrooms.

**Kay** expressed her appreciation for participant responses to the parking survey, which will become part of the BuildingLink unit records.

**Bill Munson** reported for the **Fitness Center committee** that new flooring has been installed in both rooms. Our legal counsel has confirmed that, to conform to federal laws, our gyms can combine to provide a co-ed facility. (**Becky Martin** confirmed this change will be documented in the next By-laws amendment effort.) Selection of a vendor to provide equipment is still in progress. Modifications to the doorways and to provide segregated shower areas was approved by the Board at a cost not to exceed \$4,000. In addition, the Board approved the installation of circuits required for new equipment for \$1,195.

**By-Laws Committee Chair Becky Martin** reported a meeting with attorney Ed O’Connell on April 10 to discuss the contemplated next phase of By-laws amendments. Those amendments will focus on Maintenance and Enforcement issues. Mr. O’Connell is preparing a first draft amendments needed for AKW to conform to the Virginia Condominium Act.

**Becky Martin** also reported as Chair of the **Pool Committee** that that baby-changing stations installed in the restrooms bring us into compliance with City code requirements. In addition, new marking will be added to indicate the water depth inside the pool and on the pool deck. Additionally **Kay Wilmoth** noted the need for grout removal and re-caulking in portions of the pool and spa deck. The Board approved a proposal from Winkler Pools for that work for \$1,945. The new depth marking and caulking must be completed prior to pool opening. Passes for Residents and Guests are on the list to process soon.

While the current pool rules remain in place, **Becky Martin** suggested the Board consider a ban on alcoholic beverages inside the pool enclosure. Concerns of liability and safety were discussed, and the Board and resident comments pointed to issues of influencing individual behavior. No decision was made on the point, while the majority of the Board were not persuaded of the ability to enforce a no-alcohol rule. An emphasis will be made on training lifeguards to identify and manage such situations. We will obtain input from our attorney on the issue of liability.

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A resident suggested that new staff photos be posted on the bulletin board. See photos of **Stewart Davis** and **Davon Datcher** below.

The Board approved these additional proposals:

- \$59,231 to renew the annual Master Insurance Policy
- \$21,872 to Densel for replacement of the lobby and office HVAC resolving the hot and cold issues in those areas
- \$3,000 to Dominion Paving to replace the deteriorating portion of the east-side walkway near the patio
- \$3,000 to Katchmark Roofing for a twice-a-year maintenance inspection
- \$3,273 to S. Albert Glass to replace the north side door
- The disposal of a power washer to be purchased by a contract employee for \$40
- TDL Consulting Engineers' project plan for management of the planned repairs to the "A" and "B" garages. Services included project design and will extend to contractor bid reviews and analysis.

The Board also approved revised procedural documents on spending authorizations and Association credit card procedures.

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**Dail Claridge**, speaking on behalf of the **Landscape Committee**, says, "Just stand back and watch us grow and bloom!" And from the rest of us, a huge thank you to the Committee for the greatly improved area around the canopy; *what a difference!* (Although the committee doesn't need extra volunteers right now, keep this in mind for later in the year; it's a fun group to be a part of if you have creativity, imagination, and decorating skills!)

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## ***Hello and Welcome!***

Meet our new staff:

- Davon Datcher, Maintenance Technician (left)
- Stewart Davis (right), Maintenance Manager



Mother's  
Day  
May 14



Memorial  
Day  
May 29



## Let's clear up confusion on the "Knox Box"

The **Knox Box** is that strange container on the wall to the right as you enter at the canopy. It is from the Fire Department and **only** the Fire Department can access keys in that container. The purpose originally was to deposit keys of people who would (or might) have trouble leaving the building in an emergency – those who couldn't walk the stairs to exit.

The keys in the Knox Box are to allow the Fire Department to enter your unit, if you are not at home (during a Unit emergency), or they can't get a response from you if a friend wonders about your safety, or you have called them for assistance. If they don't have a key they may have to knock the door down ... these are *steel* doors and replacements run north of \$1,300 (plus hardware that starts at \$400)!!!

The confusion comes from Residents thinking that the keys they presented for **BuildingLink** are available in case of emergency. **No, they are not.** These keys are for use by the building staff for inspection and repairs. VERY few people have access to that system, and if those folks aren't available, the Fire Department can't access those keys. Hence, the Knox Box. (Yes, if the Office is open, or the Board President or B&G Chair is available, in an emergency they have access and can accompany Fire or Police to your Unit and open the door.) Keep in mind, however, that BuildingLink keys **are not** to be considered "for emergencies."

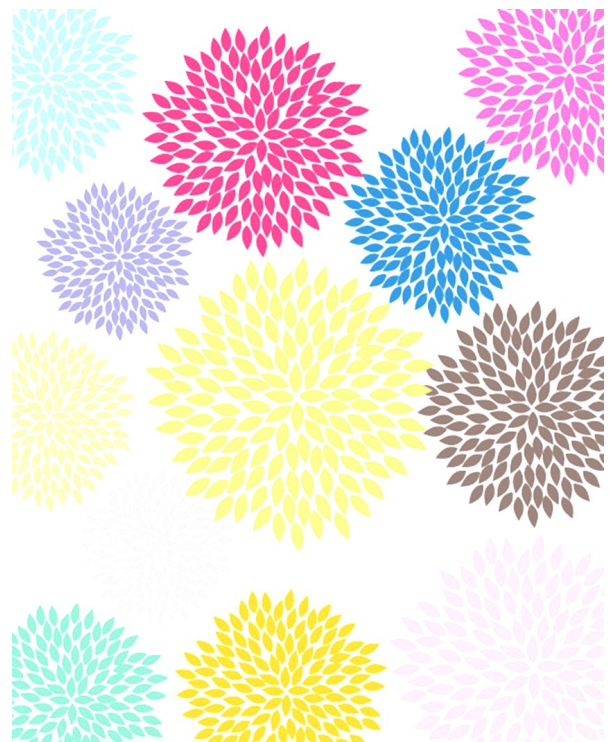
If you decide you want a key in the Knox Box (because you live alone, or you haven't given a key to others in the building), put it on a keyring that identifies which Unit, and give it to the Office. The Office will call the Fire Department and let them know that keys are to be added. We are going to ask for an inventory to make certain the correct keys are there. This is a great time to make the right decision!

## Security Fob Audit

Many, many thanks to everyone who participated in this Audit; we can report that nearly all took advantage of the many times Volunteers sat at the desk in the lobby over those two weeks. We will, of course, be following up with those who weren't able to get those fobs read by the deadline. And that means with the Absentee Owners, as well!

Those fobs not accounted for will be deactivated, as you know, but this won't happen until we can get all of them reconciled to the various accounts from which we got the original information. Many of you know that the numbers initially assigned to your Unit had nothing to do with the number(s) you have in your hand, so we have a big job ahead of us.

When we get closer to that deactivation date, we'll be back in touch – just to make sure that we haven't missed anyone. In the meantime, additions can be made through the Office Staff.



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## Worth 1,000 Words!

There is a compactor at the bottom of the trash chute. Ideally, as trash reaches the compactor, it is moved into a large black bag for that purpose. Any loose items tossed down the chute run the risk of getting caught in any potential nook or cranny. The photo here shows the outside edge of the jammed trash chute. Much more debris remains in the chute, which must be extracted. Not a fun job.

Make sure that all items disposed in the chute are contained securely in a bag. Wire, video cassettes, *wire hangers(!)*, any kind of cardboard box, wooden spoons, metal utensils, light bulbs, pottery, china, metal or hard plastic coffee cans, etc., jam it up and cause serious damage. **A service call means money paid by the Association each time we call the vendor. This is where your condo fees are spent.** Also make it clear to your housekeepers that nearly all trash should be carried to the Trash Room outside the canopy; they go this way to leave the building, generally, so it's not a terrible inconvenience! Stop and think before you throw something down the chute, and let's start reining in our costs!



### ITEMS PROHIBITED IN THE TRASH CHUTE

- LIQUIDS OF ANY TYPE
- NEWSPAPERS
- AEROSOL CONTAINERS
- METAL CANS
- ANY GLASS ITEMS
- ANY CERAMIC ITEMS
- CARDBOARD BOXES
- CAT LITTER
- NON-COMPACTABLE ITEMS
- ANY HARD PLASTIC ITEMS
- COAT HANGERS

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## Owner Donations

One day we had one wheel chair in the storage room, then there were two and then there were three. A vacuum cleaner was looking for a home. Walkers and canes seem to multiply when left alone.

Though well-intentioned, these donations are not needed by the community. Many charitable agencies would be happy to receive donations. Also, if you have these items to give away, consider a **BuildingLink** ad to the community. But please do not simply drop them off in the trash room or our common areas.



May - WATER SHUT-OFF				
Mon	Tue	Wed	Thu	Fri
	1	2	3	4
	Tier 1	Tier 2	Tier 3	5
8		10	11	12
	Tier 4	Tier 5	Tier 6	
15		17	18	19
	Tier 7	Tier 8	Tier 9	
22		24	25	26
	Tier 10	Tier 11	Tier 12	
29	30	31	1	

**SEE SOMETHING,  
SAY SOMETHING**

This security message applies to AKW as well as elsewhere! If you see someone attempting to gain access to the building without authorization, or trying to “tag onto” your entry into the building, notify the Office (or Security) immediately. If neither is available and you have reason for concern, consider calling the police.

We want to keep our building safe and secure! Often we don’t recognize new folks or others not seen regularly. **ASK** if they live here (*they should have their key fob out!!*) and then ask them to use the vestibule phone for entry. (Yes, we know that’s hard to do.)

**Did you know ....**

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

**Volunteers stepped up to the plate!**

I don’t know what we could have done without the many Volunteers who gave of their time on different and sometimes hectic shifts in order to accomplish the **Security Fobs Audit**, just past. Giving credit where credit is due, please give a *Standing Ovation* to: **Pat Quinn, Rick Trevino, Jules Kolberg, Traci Templer, Larz Pearson, Deborah Miller, Joan Culkin, Sally Elnasser** (who was “sick as a dog!” during her times!), **Dail Claridge, Patsy Feinberg, Bill Munson**, and the IT Expert who set it all up, **Philip Ellis**. *We couldn’t have done it without you, Volunteers, so many thank-yous.*



**A reminder ...**

Do you have a smoke alarm? If not, you are strongly advised to get one. The ceiling sensor in your unit (that thing close to your bedroom) is a horn only and is not a fire alarm or a smoke detector. This horn sounds ONLY when someone has pulled the switch in the hallway. Someone has to dial 911 for the fire department to come to the building. *The alarm continues until the fire department turns it off!!!*



This is what an originally blue HVAC filter looks like when it is not changed regularly. Not healthy air for you, your family, and not healthy for your HVAC unit.

Replacement filters are available in the Office at a nominal cost.

## **Resident Postings – A New Approach**

Over the past several weeks you've gotten emails from AKW's BuildingLink system that were created by fellow residents to request or offer help or services. Based upon some of the questions we received, we're defining what sorts of things will and won't be approved to be sent out this way.

Going forward we'll allow posts from residents selling their used items (furniture, etc.), seeking services ("anyone know of a good plumber," or babysitter, dog walker, housekeeper, or similar services), or residents seeking to get together ("I'd like to form an AKW chess club," or a book club, or other such activities). We will not approve posts from companies or people who are trying to generate new business or offering their services unsolicited.

If you do not wish to receive any of these sorts of neighbor-interest notices, you can opt out entirely and still receive important building notices—like water shut-offs, etc. To do that, follow these instructions:

1. Log into BuildingLink
2. From the home screen, click on "Edit Profile" at the top menu bar
3. From the Edit Profile screen, Click on "Notifications" at the top menu bar Under "Do you want to receive a notification when ...," click "NO" next to the Resident Posting question, the second item in the list

We know some of you will appreciate getting these Resident Notices, while others will find them a nuisance. Luckily you have the flexibility to get them or not, whichever is your preference. If you have feedback, please leave a note in the office or write to [office@akwcondo.com](mailto:office@akwcondo.com).

## **A Nip and A Tuck?**

Most of us can look around our units and seeing something we'd like to change. Move a wall; remove a wall; move a sink; remove a sink. AKW's Master Deed and Bylaws require us to seek approval from the Board of Directors for any alteration we make to our units. It sounds onerous but, when you make an alteration to your unit it may affect your neighbors and the Board has a responsibility to mitigate negative effects on them. The rules have been on-the-books since AKW was built though owners have not always followed those. In fact, the Association has spent thousands of dollars restoring services to the building that were cut because owners damaged them during unapproved renovations. To help make doing the right thing easier, the Board has passed a procedural document to guide you through the process. When it's time to consider renovations, ask at the office for the document, or check it out in the BuildingLink library or at [www.akwcondo.com](http://www.akwcondo.com).

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### **Getting you involved ....**

We are always looking for residents to participate in committee meetings. Committees address the affairs affecting the safety and wellbeing of everyone in our Community, ensuring the continuing stable financial position of our corporation, as well as maintaining the integrity of our infrastructure. Needless to say, they are an essential part of managing our Community. Each committee identifies a need/problem, discusses possible solutions/actions, and presents recommendations to the Board for discussion and decision. If you are interested in getting involved, contact the following folks by leaving a note for them in the Association Mailbox (or email to their addresses, on the last page):

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

Kay Wilmoth  
Sharon Grant  
Wendy Shelley (w/ others)  
Becky Martin  
Bill Munson  
Becky Martin  
Quade Whitmire  
Dail Claridge

*On the other hand, you don't have to sign up for a committee; just show up at one of their meetings (most always listed on our last page) and you'll be welcomed!!*

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### **Contractor? What Contractor?**

We all have things around our apartments that need doing. Upgrades and renovations, necessary upkeep and maintenance: from time to time the work just has to be done. When it comes time to do it, keep in mind that any contractor you hire must be licensed and bonded to do the work they are performing on your unit. Why? Well, if someone performs work in your unit and a problem arises from that work, you are responsible for any damage caused to your neighbors' units. This is especially important to remember if you have a friend or relative who is "helping you out." A licensed, bonded, and insured contractor is liable for any damage their work causes; your brother-in-law's or friend's work is ... well, it's your problem. So, when you're having work done, make sure your contractor is a professional and is licensed, bonded, and insured. The Board has passed a policy and guidance document on the subject and it's available to you in the office and in the BuildingLink library.





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## ***Parking policy in a nutshell ....***

We've been putting this nutshell in **Knolls News** since last October, when the policy was made permanent. The full instructions on parking take up several pages in the new **Handbook** and obviously are a part of [www.akwcondo.com](http://www.akwcondo.com). Recently we've had a whole lot of folks who have been furious when their cars have been towed. Well, it's because the rules weren't followed! We warned repeatedly that the stress and aggravation of not finding your car where you left it, *plus* the time spent in retrieval, *plus* the really aggravating cost of that tow, is considerable. *Please, people, pay attention so this doesn't happen to you!*

YOU:           -- Park in the "R" spaces at the canopy, for 30 minutes *maximum*

- Park in Visitor spot, M-F, 7am to 6pm **only**, excluding holidays
- **MUST SIGN IN** at the lobby desk
- You **MAY** get a violation alert *one-time-only* 5 mins before the tow is called

VISITORS:   -- Overnight parking permitted 10 days per calendar month

- **MUST SIGN IN** at the lobby desk
- Overnight parkers have until noon the following day to check out OR re-sign for the next day
- M-F, Residents may request hang-tags for a visitor to park for up to a *maximum* of 42 days annually (signing in is not required)

It's the Resident's responsibility to ensure that the Office has your correct license tag and phone (how you will be identified and notified). *Forewarned is forearmed: the towing company charges a very high fee and it's "cash only" to redeem your vehicle!!*

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## ***ALERT \*ALERT \* ALERT***

We published this for our Christmas edition because one of our residents was affected. Please pay attention now for when you're planning your summer vacations:

There is the possibility that LaserShip and Amazon (and perhaps other outside shippers) may be opening up avenues of mischief, as they are often unreliable and often, even in mid-day, leave packages in front of our doors or (remarkably) outside the building where they may be picked up by someone else. Our suggestion is to **make sure the carriers are those who deliver to the building and are reliable: US Postal Service, DHL, UPS, FedEx.**



An even better suggestion might be that you ask that any packages be held at those facilities for your pick-up using your own picture ID, or directing purchase *to your office* during this away-time or holidays. (And consider keeping your credit cards in an RFID (metal frame/ lined) holder instead of a wallet or purse.) *Remember:* packages that arrive after Office closing will NOT be accepted by the guard and WILL BE directed to leave at your Unit door. BTW, the Office can't accept packages unless you've signed that form for us!

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## IMPORTANT DATES IN MAY

- ◆ **Knolls Knitters** **Sun, 5/7 and Sun, 5/21, 2 PM**
- ◆ **Super Committee** **Tue, 5/16**  
(Building & Grounds, Budget & Finance,  
Safety & Security)
- ➡ ◆ **Board of Directors Meeting** **MONDAY, 5/22**
- ◆ **Fitness Center Committee** **TBD / will be posted**

The “Board Book” (containing what’s on the agenda) is available in the Office for Residents’ perusal on the Friday before the **MONDAY**, May Board meeting.



## IMPORTANT PHONE NUMBERS

<b>Guard Mobile</b>	<b>571-565-5591</b>
<b>AKW Office</b>	<b>703-751-7541</b>
<b>Email: <a href="mailto:office@akwcondo.com">office@akwcondo.com</a></b>	
<b>AKW Fax</b>	<b>703-751-2136</b>
<b>A-1 Towing</b>	<b>703-971-2600</b>
<b>CMC Emergency</b>	<b>301-446-2635</b>
<b>Police non-emergency</b>	<b>703-746-4444</b>
<b>Police emergency</b>	<b>911</b>

### Board of Directors

Quade Whitmire, President (Historian, Communications)	<a href="mailto:quade@akwcondo.com">quade@akwcondo.com</a>
Becky Martin, Vice President (By-Laws, Pool)	<a href="mailto:becky@akwcondo.com">becky@akwcondo.com</a>
Wendy Shelley, Secretary	<a href="mailto:wendy@akwcondo.com">wendy@akwcondo.com</a>
Sharon Grant, Treasurer (Budget & Finance)	<a href="mailto:sharon@akwcondo.com">sharon@akwcondo.com</a>
Kay Wilmoth (Building & Grounds)	<a href="mailto:kay@akwcondo.com">kay@akwcondo.com</a>
Bill Munson (Fitness Facilities)	<a href="mailto:bill@akwcondo.com">bill@akwcondo.com</a>
Deborah Miller	<a href="mailto:deborah@akwcondo.com">deborah@akwcondo.com</a>

See the Knolls News in color at [www.akwcondo.com](http://www.akwcondo.com)