



## President's Message

The February Board of Directors meeting featured a packed agenda with a lot of votes taken and several important decisions taken. Association administration is neither sexy nor always exciting, but there are some important initiatives and projects underway that I would encourage you to keep abreast of. First, the Board voted to replace the rooftop cooling tower, which is central to keeping us cool in warmer months. The current tower is original to the building and is on its last leg. The project is a six-figure initiative and will require a lot of coordination and work, so keep an eye out for updates about it and for parking displacements when the crane arrives. Also at the meeting we narrowed the number of vendors under consideration for the lobby renovations from four to two; at the March meeting we expect to award the contract. Look for the updates on this project in this edition of **Knolls News** and periodically in the bulletin board. We also passed a policy update, also discussed in this edition, so be on the lookout. Remember, you are all encouraged to attend the monthly Board meetings, so please mark the dates on your calendar.

## Board Meeting Highlights

Davon Datcher is officially AKW's Maintenance Manager; recruiting for the Maintenance Technician position will ensue. The Assistant Office Manager position has been offered; more news to follow.

Reported financials for December 2017:

|                            |                    |
|----------------------------|--------------------|
| Total Cash and Investments | \$1,512,025        |
| Year-to-Date Income        | \$1,881,414        |
| Year-to-Date Expenses      | <u>\$1,764,714</u> |
| Year-to-Date Net Income    | \$ 116,699         |

Delinquencies are 2.9% at \$53,389. Total 2017 Reserve Expenditures were \$250,993.

Board actions follow:

- Accepted a proposal by Densel to replace the cooling tower for \$118,275
- Accepted a proposal to renew Densel's annual maintenance contract for the building's physical plant at \$14,233
- Accepted SeeView proposals to install a security camera in the storage area and another to upgrade a camera in the A Garage for total of \$4,319
- Canceled the existing Winkler pool contract and accepted a proposal for 2018 pool services from Smart Management for \$16,490



It was one of those  
March days when  
the sun shines hot  
and the wind blows  
cold: when it is  
summer in the light  
and winter in the  
shade.

*Charles Dickens*  
*Great Expectations*

- Accepted Smart Management’s proposals to replace the heaters in the spa and pool and to perform additional work on the pool area for \$10,490
- Accepted Freestate’s proposal to repair a conduit to address a pole light outage for \$3,174
- Agreed to test a possible solution to the address hallway ceiling cracks; VGS will repair cracked ceilings and walls on the 5th floor for \$9,860
- Accepted a pilot a program to allow new types of Community Building Events; and,
- Updated the policy for owners performing work—or having work performed—in their unit

The Board narrowed the contractor pool for the lobby renovations to two finalists., to be invited to the regular Board of Directors meeting, scheduled for Tuesday, 27th March.

### **Who’s Making That Noise?**

For a long time kind and considerate AKW owners have been thumbing through the Resident Handbook looking for guidance on the hours during which work in their unit is permitted. The Association has traditionally relied on the [City of Alexandria’s Noise Ordinance](#) as guidance on the matter. At its February Board Meeting, the Board voted to update the Association’s policy. Going forward, construction noise is not allowed in individual units outside of the hours of 8:00 AM to 5:00 PM, Monday through Saturday. The Association already adheres to this for construction on the common elements. Other parts of the policy remain unchanged, including the part that state that your contractors must be licensed contractors and bonded; this protects all of us as uninsured contractors are a liability to everyone. The updated policy is available in the Office for you to review. And, remember that the Association provides, as part of this policy, guidelines for you to hand directly to your contractors, in English and in Spanish.

### **Let’s Try Something Different**

At its February meeting, the AKW Board voted to pilot a policy that would allow residents to sponsor paid

instructors, presenters, and the like to use the ground floor common elements. What that means is that residents may sponsor a yoga instructor, guest lecturer, or other similar types of professionals to lead community events where the professional may charge for their services. The professional providing the service must provide a Certificate of Insurance and must sign a waiver, and participating owners and residents must also sign a waiver. And, only off-site-owners and residents may participate, so neither guests nor the public may participate. The pilot will be fully implemented once we get the finalized waivers from the attorney; the pilot will continue through the end of August. If you have questions please contact the Office. And, since this is a pilot in testing, we are very interested in your feedback, so please provide it.

### **Returned Your Signed Fitness Center Waiver?**

The Office has reached out to all residents with a Fitness Center waiver. If you haven’t returned to the Office, your fob will not be programmed to provide access to the Fitness Center. See the Office if you need a copy.



K.C. Snyder makes us hope for an early Spring

### **Future Board Meeting Dates**

|          |              |
|----------|--------------|
| March 27 | August 28    |
| April 24 | September 25 |
| May 22   | October 23   |
| June 26  | November 27  |
| July 24  | December 18  |

**NEIGHBORHOOD NEWS—**  
**Homeless shelter expected to open**  
**in shuttered Macy's by spring**

*Excerpted from 2/8/18 Washington Business Journal*

Shannon Steene, executive director of Alexandria's Carpenter's Shelter confirmed plans to relocate by spring into approximately 16,000 square feet of temporary space inside the former Macy's store at the Landmark Mall. Carpenter's Shelter serves more than 600 homeless and formerly homeless children and adults annually. According to public records, mall owner Howard Hughes Corp has applied for a permit to perform about \$1.1 million in alterations to the second floor of the Macy's store. Both the shelter's existing home and Landmark Mall, including the Macy's, are the subject of planned redevelopments.

The mall redevelopment, into an open-air residential and retail center, had to be re-planned once Howard Hughes bought the Macy's store and shut it down. Howard Hughes may also be in talks to acquire the to-be-closed Sears and is in negotiations with city leaders on an incentive package to kick start the overall project — all of which combined have managed to slow the redevelopment.

Macy's will serve as home to the shelter until a \$40 million renovation of the Shelter's existing space at 930 N. Henry St. in Old Town is complete. The shelter is partnering with the Alexandria Housing Development Corp. to rebuild, while AHDC adds roughly 100 units of affordable housing. Construction is expected to take two years.



**Just so our Office knows what's going on ....**

Reminder to Residents that we're each obligated to make arrangements with the Office for our vendor deliveries. Most often there's not a problem. But when a move-in or -out has been scheduled, your furniture or appliance may be turned away. **TIP:** when you're making your purchase, give the Office a buzz to reserve your space – and know you'll get the delivery when you want it! [*Another reminder: hours for deliveries are 9-12:30 and 1:30-4:30, Monday thru Saturday.*] [Handbook pg 17.] (And don't forget to tell your vendors they are NOT permitted to park in the 30-min spaces at the canopy; they will be towed!)

# Report

## SUSPICIOUS

## Activity

Sometimes it's just a matter of looking out your window. See something or someone that looks suspicious? In a place that looks different? Go ahead and call the non-emergency for the police (703-746-4444) and ask them to do a drive-around of the property. (If you see something that looks like an emergency, dial 911 and then report to the Office or Guard for their follow-up.)

The Safety & Security Committee reminds us again how important it is for each of us to BE AWARE so that our Community stays as safe as possible. And add our emergency numbers (from the back page) on your speed-dial (landline) or Contacts (mobile phone) – so you'll know where to find them when you need them!



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## The City of Alexandria says ...

**Residential market conditions improve ....** Real property assessments in the City continue to perform similarly to those in other NoVa markets. On a year-over-year basis, residential values posted an increase of 3.40%. . . . The total 2018 locally assessed real property tax base increased 2.35% from the previous year.

Improving housing market conditions in Alexandria are due to relatively low unemployment, low interest rates, a constrained supply in combination with pent-up demand, the significant number of high paying jobs, and prime location inside the Beltway with four operating Metro stations.

- In 2018, the average equalized value of existing residential property, including single family and condominium is \$547,626, an increase of 3.33% from the previous year.
- The average single-family house is assessed at \$752,585, an increase of 3.40%.
- The average residential condominium is assessed at \$324,024, an increase of 3.15%.
- For 2018, 77.37% of residential properties increased in value, 12.61% decreased, and 10.02% were unchanged.



## Have YOU been doing YOUR part to reduce expenses?

*(continued thanks to Terri Hansen)*

Running the Association is a business, where the Owner/Shareholders watch the ‘bottom line.’ The Board is responsible for a million-dollar budget, and works to adjust for fixed and variable costs. Fixed costs are determined annually and include insurance, taxes, annual management and other contracts, landscape, pool services. Variable costs are determined throughout the year and change depending on usage – utilities, for instance -- and fluctuating circumstances – repair and replacement of worn-out or broken equipment. Some ways to help with these variable costs would include:

- Replace filters in HVACs at least twice a year. The new HVACs require purchasing special filters. Installation for new or original-type filters is free.
- Use ceiling fans to circulate cool air.
- On south and west-facing windows, keep blinds/drapes drawn against the sun.
- Be mindful of leaky faucets. *One drip can waste up to 48 gallons a week!*
- Check for a toilet leak by putting a few drops of food coloring in the tank. If the color appears within 30 minutes, a leaking flapper should be repaired/replaced.
- Install a low-flow showerhead; it will save 50% of water usage.
- Run your dishwasher at night when energy costs are lower.
- Clean your dryer’s lint filter after every load to maintain dryer efficiency – which also means using less electricity, reducing our utility bill!
- Turn off lights in rooms that aren’t being used.
- Completely disconnect lights, TVs, computers from the wall or cords when you’re away for an extended period of time, like on vacation.



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## **Take this into consideration ...**

Co-Owners have now received their tax assessment for 2018. This includes notification of a new Stormwater Utility Fee effective January 2018. This fee funds the City's Stormwater Management Program, including Chesapeake Bay cleanup mandates. For each unit the assessment is \$19.60, or about \$3,724 for the entire building. When preparing the Budget each year, an amount is always estimated for taxes, as you know. BUT, when considering increased expenses during the year to create the next Budget, please remember *this* Utility Fee adds to our calculations.

## **Courtesy in a Shared Community**



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

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

These items are for everyone's use on a short-term basis. Please make sure you return them after use, not keeping them overnight. Thanks!

## **Contractors ... or Do-It-Yourself?**

We all have things in 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, bonded and insured* 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, 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. *This 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.*



And remind them that parking in the 30-min spaces at the canopy means *towing!*

## How the Association Addresses Delinquencies

**Worth  
Repeating**

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

- On the 16<sup>th</sup> of the month a late fee of 10% is assessed on the delinquent amount.
- At 30 days late, CMC send 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 an Executive Session meeting 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.

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



## Don't do it without signing in!

YOU: -- Park in the "R" spaces at the canopy, for 30 minutes *maximum*  
Park in Visitor spot, M-F, 7:00 am to 6:00 pm **only**, excluding holidays  
**MUST SIGN IN** at the lobby desk

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)



*Forewarned is forearmed: the towing company charges a very high fee and it's "cash only" to redeem your vehicle!!*

## Dryer Troubles?

Are your clothes taking too long to dry? Are the clothes hotter than normal at the end of the cycle? Does the outside of the dryer get very hot? It may be that you need a vendor to clean your dryer vents. Neglecting this maintenance runs the risk of damage to the dryer and possibly a fire due to build-up of lint particles in the duct. The [U.S. Fire Administration](#) reports that every year more than 2,900 home fires are started by clothes dryers, and the leading cause of these fires is a buildup of lint due to lack of simple maintenance.



Each load of laundry contains lint—mostly small particles of cloth and fiber that are loosened by the action of agitating water. The removable lint filter in your dryer catches only a portion; the lint that passes beyond the filter is trapped in crevices deep inside the lint filter trap and all along the dryer vent hose or duct as it makes its way to the outside vent opening.

AKW maintains the hallways vents and those on the roof. Owners are responsible for cleaning the ducts between the dryer and unit wall. This job requires special brushes; vacuum attachments alone do not work because they do not agitate the lint to remove it from the walls of the duct, and can't reach deep enough inside the dryer's lint filter housing.

Vendors used by AKW include **Heart National Corp (703-690-5046)** and **Atlantic Duct Cleaning (703-435-4485)**; there are certainly more options in the area. Consider joining with a neighbor and asking for a two-for-one discount from a local vendor.

## Updates from the “Library Committee”

*Barbara Righter*

There are some exciting new items in the AKW Library!! Prepare to be dazzled by the 100 or more new books, generously donated by a long time (now former) resident. These books are by current authors, mostly the mystery/thriller genre – both hardback and soft cover. We have also acquired a few DVDs and jigsaw puzzles, just to keep things exciting. Unfortunately, this means that we are pretty much out of shelf space. Everyone is encouraged to take books they like, then keep them or pass them on. We are a lending library and don't keep an inventory.

The committee routinely purges books to donate to the Salvation Army or a local library. We accept donations of most types of books, but are mainly looking for mainstream fiction. We don't accept textbooks. Please donate only books that are in good condition.



Also, when shelving fiction, please follow our pattern of placing books in alphabetical order by author, hardbacks first, then paperbacks. Feel free to set books next to the shelves if you do not wish to re-shelve them and this will be done by the librarians.

***Happy reading!!***

## IMPORTANT DATES IN MARCH

- ◆ **Knolls Kneedlers** **Sun, 3/5, 2 PM**
- ◆ **Board of Directors** **Tue, 3/27**

Unless indicated otherwise, meetings begin at 7:00 PM in the Community Room

The "Board Book" (containing what's on the agenda) is available in the Office for Residents' perusal on the Friday before the Board *meeting*.



**NEED A NOTARY?**

Sharon Grant is a Virginia Notary and offers services to AKW residents by appointment at no charge. Email [sharon@akwcondo.com](mailto:sharon@akwcondo.com).

### IMPORTANT PHONE NUMBERS

- Guard Mobile** **571-565-5591**
- AKW Office 703-751-7541  
Email: [office@akwcondo.com](mailto: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

| MARCH 2018 - WATER SHUT-OFF |         |         |         |     |
|-----------------------------|---------|---------|---------|-----|
| Mon                         | Tue     | Wed     | Thu     | Fri |
|                             |         |         | 1       | 2   |
|                             |         |         | Tier 1  |     |
| 5                           | 6       | 7       | 8       | 9   |
|                             | Tier 2  | Tier 3  | Tier 4  |     |
| 12                          | 13      | 14      | 15      | 16  |
|                             | Tier 5  | Tier 6  | Tier 7  |     |
| 19                          | 20      | 21      | 22      | 23  |
|                             | Tier 8  | Tier 9  | Tier 10 |     |
| 26                          | 27      | 28      | 29      | 30  |
|                             | Tier 11 | Tier 12 |         |     |

#### Board of Directors

- |   |                     |
|---|---------------------|
| Quade Whitmire, President (Historian, Communications) | quade@akwcondo.com  |
| Becky Martin, Vice President (By-Laws, Pool)          | becky@akwcondo.com  |
| Wendy Shelley, Secretary                              | wendy@akwcondo.com  |
| Sharon Grant, Treasurer (Budget & Finance)            | sharon@akwcondo.com |
| Kay Wilmoth (Building & Grounds)                      | kay@akwcondo.com    |
| Bill Munson (Fitness Facilities)                      | bill@akwcondo.com   |
| Pat Quinn (Landscaping)                               | pat@akwcondo.com    |

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