



**The Board and Building Staff  
Wish you and your families  
A happy, healthy, and prosperous 2019**

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**Davon Datcher  
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**Kim Lee  
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## **President's Message**

As we put 2018 into the record books, I hope the *Knolls News* editors will allow me a little extra space this month. The Association has accomplished a lot this year and this time of year is a good opportunity for a look back and to take stock of how far we've come.

This year we've seen smaller-ball things get accomplished—like the rental of excess visitor parking to residents, which helps those looking for parking as well as the Association's bottom line; the pilot that allows for-pay events in the party room; the yoga classes that have been held; and like the ability for residents to opt to receive this newsletter electronically if they want to, which is extra-handly for those of us on-the-go because we can now read *Knolls News* on our mobile devices.

Other things included the addition of new services to the Resident Services Program, like toilet repair—this isn't very sexy or exciting, but it helps make owners' lives easier. We've upgraded some

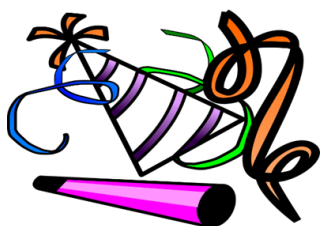
security cameras and added new ones. And, there have been upgrades and repairs to our garage and property lighting.

We've had several impactful initiatives and projects. We have a new cooling tower, a proactive replacement of the building original that saved us from the possibility of losing A/C for months in the middle of summer. And, we've seen delinquencies decrease over the past twelve months from over \$72,000 to under \$38,000—and we're working hard to reduce that amount further.

The change that almost everyone is most aware is the Ground Floor Project, which is wrapping up in mid-January. This facelift is the most impactful project, from an aesthetic perspective, in many years. Hopefully, once it's finished, you'll enjoy the look and feel of the ground floor spaces and we'll see greater usage of the bar, party room, and billiard room. Heading into the project we knew it'd be a heavy lift, and it certainly was. But, I'd offer a note of thanks to residents who have been almost universally understanding of the disruptions we've all had to endure. We're in the homestretch now, so hang in there as the final items are wrapped up.

As owners we deserve to see upgrades to our investment and the Association should be doing things to protect—and increase—the value of the community. Speaking personally, my condo fee is \$1,239 each month, so I know that the fee is a big-ticket item for all of us. Hopefully the upgrades we've seen this year—and in previous years—and the results of the hard work to get delinquencies under control salve the pain of our monthly assessments.

Heading into 2019, we'll be looking at some important projects and undertakings. I hope you'll join us at the January 2019 Board of Directors meeting on January 29th, to hear about some of those. Happy New Year!



## Board Meeting Highlights

### Reported Financials

	<u>November 2018</u>	<u>October 2018</u>
Total Cash and Investment	\$1,610,988	\$1,621,414
Year-to-Date Income	\$1,795,140	\$1,633,825
Year-to-Date Expenses	\$1,770,192	\$1,627,503
Year-to-Date Net Income	\$24,947	\$6,322
YTD Reserve Expenditures	\$295,079	\$249,225
Delinquencies \$	\$37,935	\$39,891
Delinquencies %	2.04%	2.14%

An engineer's report was provided by **Building Envelope Consulting**, indicating issues with the 2016 original installation of the roof. AKW's legal counsel has assumed all dialogue with the warranty provider and hopes to quickly resolve this dispute in mediation. Owners are asked to immediately contact the Office about ongoing leaks or if any new leaks discovered or observed.

A new account manager from AKW's investment firm, Morgan Stanley, met with the Board and provided an overview of his suggested approach to condominium investments: (1) a strong budget; (2) a forecast of future expenditures (reserve study); and (3) an investment policy statement, outlining what type of investments are acceptable to support the community's needs. He suggested continuing to invest in laddered CDs until the adoption of a formal policy statement, providing guidance for future investments.

Ground floor renovations are paused due to the holiday season. Some lobby furniture is in place with more arriving soon. The new Office and Guard desks will be delivered on January 2. Renovations should be nearing completion by the second week of January.

### **Board approvals:**

- Proposal to clean the travertine lobby walls not to exceed \$5,500.
- \$4,700 to VGA to install brackets, studs and metal straps to securely reconstruct and place the KeyLink box on the office wall.
- \$2,500 (plus tax) to purchase 15 standard grocery carts from firm **carts4u**. Carts will be customized with AKW label on the handle.

- Cleaning the existing elevator floor tiles. The cost and complexity of installing new tile in the elevators (minimum of \$10,000) precludes that option.
- The two restrooms on the ground floor will be designated “unisex,” for use by either male or female occupants.

An owner who voiced concerns about comfortably reaching their assigned mailbox was advised that an alternate could be assigned. Requests for mailbox reassignments will be based on individual needs.

The Office will investigate the Owner-suggested option of providing separately colored trashcans to more easily identify “regular” trash and “recycling” bins.

## **LIVE – TREE PICKUPS**

**TRASHAWAY WILL PICK UP TREES**

**ON**

**THURSDAY, JANUARY 10<sup>TH</sup> AND**

**THURSDAY, JANUARY 17<sup>TH</sup>**

**PICK-UP COULD BE AS EARLY AS 7AM,  
SO GETTING YOUR TREE DOWNSTAIRS  
THE NIGHT BEFORE WOULD BE A GOOD  
IDEA!**

***AND WE HOPE YOU REMEMBERED TO USE THE  
TREE BAG HANDED OUT BY THE OFFICE; SURE  
SAVES A LOT OF CLEANING UP THE MILLIONS  
OF NEEDLES!!***

**[https://holdmail.usps.com/  
holdmail](https://holdmail.usps.com/holdmail)**

*This is the address to use to have your mail held at the Post Office while you are on extended (more than 3 days) absence from the building. We had previously told you that the Office would be **unable to collect any of the mailbox overflow as of January first.** Now’s the time to remind that this procedure is now effective! Some of our Residents tried this out during a trip away at Thanksgiving, and says “It’s E-Z P-Z”!*

Complete the [form](#) on your computer or the USPS Authorization to Hold Mail form at the Post Office or AKW Office. Insert your ‘start’ and ‘stop’ dates, and indicate if you want the mail delivered or if you’ll pick it up at the PO. Delivery will be ON the “stop” date, if that’s what you choose. If you’ll be gone for quite a while, it would be reasonable for you to pick up (since even our new mailboxes can’t hold everything from a longer sojourn!). For hold times greater than 30 days, sign up for the [USPS Forward Mail Service](#).

*This is easy! Don’t be surprised!!*

## **Yoga Resumes in January**

A new session of Iyengar Yoga will begin on January 5 with instructor Leah DiQuollo. Cost is \$160 for 10 lessons. Classes are held in the small Fitness Room on the first floor. Reach out to Leah at [leah@iyengaryogawithleah.com](mailto:leah@iyengaryogawithleah.com) for more information.



## Recommended Maintenance



The “hard water” problem in Alexandria’s water system can make it difficult for us. The Virginia American Water (our supply company) acknowledges the ‘hardness’ of our water by measurement of calcium and magnesium. Hard

water levels cause soap to not foam as easily and can also cause a build-up of calcium and magnesium deposits (commonly called ‘lime scale’ or ‘scale’) on metal faucets and shower heads. Treating the build-up of scale every 6 to 12 months helps to improve the flow. Commercial products are available for removing scale. A safe, inexpensive and effective solution is household white vinegar. A quick Internet search for “how to clean shower head nozzle” provides some options.

Additionally, naturally occurring silica can cause the aerator screen on your faucet head to clog up as well. Those can be cleaned by removing the gasket and housing, and removing debris from the screen as shown in this [YouTube video](#).

## Water Shut-off Recovery

*And speaking of water....*

Here’s a tip to remove the air from the hot water lines, which is what causes the delay in returning the normal hot water temperature to your unit after a water shut off.

Turn on all hot water faucets: in bathrooms, kitchen, and turn your shower(s) to the hot water setting. Let the water run for 5-10 minutes and check the temperature in each location. If the water hasn’t returned to the normal hot water range, let the water run for another 5 minutes. In each case, check the temperature carefully. Water can quickly become hot and burn your skin.

It can take some minutes to return the hot water to normal. It feels understandably wasteful, but is the fastest way to restore water to the preferred temperature.



## *Have you been using our Community Library?*

We have to admit it’s been a bit tough for the past couple of months, because of the incredible Ground Floor Project renovations that included our Library area. If you’d been persistent, you’d have found it in the Party Room corner! **Barbara Righter and her Trusty Assistant Librarians** have been keeping the shelves full of books to pique our interests. It won’t be long before it’s all been re-set to its former location .... Do we call it the “Billiards Room” or the “New Mailbox Area?” Whatever it is, it will be there for our continued enjoyment. Any

of the items may be *borrowed, kept, given to a local library or charity, or just thrown away (no records are kept!)*. And, your donation of any recent fiction/non-fiction is welcome, but please no textbooks or cookbooks because of space limitations.

**ENJOY!**

## NEIGHBORHOOD NEWS



### Landmark Mall

12/12/18. [Alexandria Living Magazine](#) published a detailed article on the December 12 Alexandria City and developer open house on the Landmark Redevelopment Project. [Read](#) about questions posed and information provided by City and developer representatives. Meetings have been scheduled for January and February. The City's [Landmark page](#) is a good resource for following the project.

### Pickett Place

12/18/18, [Washington Business Journal](#). According to WBJ, the Alexandria City Council approved Greenhill Capital's redevelopment project — Pickett Place — to be located at South Van Dorn Street, Edsall Road and South Pickett Street..

Pickett Place could include up to 2.1 million square feet of hotel, residential, retail and office development and will also include a park, a site for a school or civic use, and affordable housing. The redevelopment will encompass the Van Dorn Station shopping center. A second phase — 9 acres and an additional 1 million square feet — will be presented to the Planning Commission and City Council in June.

Greenhill, a Bethesda company founded 1974, has held some of the land at Pickett Place since the 1980s and has existing leases in the Van Dorn shopping center that extend for another eight to 10 years. Pivotal to the development are concrete plans to build a vehicular and pedestrian bridge connecting Pickett Street with the Van Dorn Metro station. Even without the bridge, Greenhill could proceed with some development, although each individual building will need to receive prior approval.

The rendering below is Greenhill's vision for redeveloping the area. More information is available in this company [document](#).





## ... of the Resident Service Program (RSP)

... the aim of which is to save Residents the cost and aggravation of having an outside contractor come in to do small projects and odd-jobs. If we as Owners receive the service at a lower price than we would otherwise pay and that money goes to the Association as income, everybody wins! The Policy is now the “Resident Service

Program” (RSP). Please take a moment to review the program (at [akwcondo.com](http://akwcondo.com) as well as Appendix D in the Handbook) and consider if you have need of the services it offers.

### And please note some important guidelines –

- Any service request must be made directly to the office
- Requests directly to the Maintenance Staff are *strictly prohibited*
- Payment for the services **may be made by check, to the Office –OR– credit card charge via BuildingLink**, as outlined in the program’s rules
- Payment is NOT to be made to the Maintenance Staff.

It’s important to note what services are not offered by the program, including HVAC servicing or repairs (other than changing filters semi-annually and springtime anti-mold pellet that the original units get.) **Please also note that additional items can be found in [akwcondo.com](http://akwcondo.com).**

If you have feedback about the Resident Service Program, please share it with the Office or raise it during an Open Forum at a Board Meeting.



## Don’t forget to sign in!

### YOU:

In the “R” spaces at the canopy, for 30 minutes *maximum* (towing assured)

- ⇒ Park in Visitor spot, M-F, 7am to 6pm **only**, excluding holidays
- ⇒ **MUST SIGN IN** at the lobby desk
- ⇒ **NO** “courtesy phone call” prior to towing
- ⇒ Vendors are not permitted to park in this area and will be towed

### 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
- ⇒ **NO** “courtesy phone call” prior to towing
- ⇒ M-F, Residents may request hang-tags for a visitor to park, after the first ten days, 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 to redeem your vehicle!!**

# 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!

## You've heard this one before ....

Do you have a smoke alarm? 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 (as we normally think of it) or a smoke detector. This horn sounds ONLY when someone has pulled the switch in the hallway. The company that monitors our system is alerted and THEY call the fire department. *The alarm continues until the fire department turns it off!!!* The only way to get away from the awful noise is to leave the building!!



## Who would YOU recommend?

Every now and then each of us has had opportunity to use vendors for jobs like painting, electrical, plumbing, wall papering, upholstery, etc. If you have some favorites, please let us know! Email or jot a note to Kim in the Office, and it will be posted to our [akwcondo.com](http://akwcondo.com) Resident page so all of us can have this resource. Of course, the Association can't endorse these folks, but having a referral from another Resident is easier than trying to pick someone out of the Yellow Pages!

### Future Board Meeting Dates

January 29	February 26
March 26	April 23
May 21	June 25
July 23	August 27
September 24	October 22
November 26	December 17



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# IMPORTANT DATES IN JANUARY

- ◆ Iyengar Yoga (small fitness room) Sat, 1/5, 11:30 AM
- ◆ Knolls Kneedlers Sun, 1/6, 2 PM
- ◆ By-Laws Committee Mon, 1/7, 6:30 PM
- ◆ Board Meeting Tue, 1/29

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

<b>Guard Mobile</b>	<b>571-565-5591</b>
AKW Office	703-751-7541
Email:	<a href="mailto:office@akwcondo.com">office@akwcondo.com</a>
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

## Board of Directors

Quade Whitmire, President (Historian, Communications)	<a href="mailto:quade@akwcondo.com">quade@akwcondo.com</a>
Becky Martin, Vice President (By-Laws)	<a href="mailto:becky@akwcondo.com">becky@akwcondo.com</a>
Pat Quinn, Secretary (Pool)	<a href="mailto:pat@akwcondo.com">pat@akwcondo.com</a>
Sharon Grant, Treasurer (Budget & Finance)	<a href="mailto:sharon@akwcondo.com">sharon@akwcondo.com</a>
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Valmy Awasom	<a href="mailto:valmy@akwcondo.com">valmy@akwcondo.com</a>