

President's Message

Hello and welcome to May!

During the interesting and trying times we're living through, let's focus on a couple of positive points:

- Our fitness centers remain open within the strict guidelines and protocols that seem to be working. In essence, our fitness centers become private, belonging exclusively to one family for their appointed time. Effusive thanks to Michael and Carrie Sullivan for their management of the schedule and access to gym-goers.
- Our two most-recent regular Board meetings have been held successfully. Admittedly, in-person meetings are preferred, but we are at least able to meet to conduct Association business in a transparent and thorough manner.

Also under the "good news" topic, the roof project is proceeding and will kick-off Monday; see the details on the AKW web site [project page](#). Finally, thanks to all of you for observing physical distancing, including not sharing the elevator, and giving your neighbors a wide birth as you pass. Enjoy the warmer days, make liberal use of your balconies for fresh air, and keep in touch so we can support one another with a call, a text, or a video chat.

Board Meeting Highlights

Reported Financials

	<u>March</u>	<u>February</u>
Total Cash and Investments	\$1,996,416	\$2,077,031
Year-to-Date Income	\$523,764	\$350,923
Year-to-Date Expenses	\$500,666	\$310,903
Delinquencies \$	\$23,178	\$19,370
Delinquencies %	1.17%	.98%
YTD Reserve Expenditures	\$1,803	\$11,775

Board Actions

- Extended the timing for the required HVAC inspections to the end of June, with documentation provided to the Office by July 10, 2020
- \$500 to GAF for purchase of a new warranty post completion of the roof renovation
- Approved a 3-year renewal of CMC's management contract at a cost of \$4,615/month plus service fees through December 2022
- \$4,999 to Densel to upgrade the cooling tower controller
- \$8,410 to ProPave to apply a seal coat to the driveway and parking areas
- \$11,792 to LokTek to replace the West side lobby interior sliding door

More -->





Project Update: Roof Replacement

Update: You've hopefully seen the previous project update email and, if you have, you're pretty much up to date. In short, the project kicked-off some weeks ago with pre-planning meetings and site assessments. The real action begins on Monday, May 4, with the delivery of the crane and materials; construction begins Tuesday, the following day. During the project, the 30-minute Handicap and R spaces will be unavailable, being occupied by the crane. The driveway will also be blocked by the crane, meaning that the full horseshoe around the building won't be possible. A/C parkers must use the West entrance; all other parkers and deliveries must use the East entrance. The project is

expected to last about a month, all depending upon the weather. There is a project information box on the Residents page of akwcondo.com that has a full rundown of project information, including a Q&A. Also, follow the Association's newsfeed on the home page of akwcondo.com and/or through Twitter, twitter.com/akwcondo.

Project Update: C/D Garage Deck Reconstruction

Update: You'll recall the parking structure displacements from the week of the April 20. Those inspections were necessary to give us a look at the condition of all three of our parking structures. We do know that the C/D garage is the one most urgently in need and it will be the first up for work. The tentative schedule calls for an initial report-out on the inspection findings by mid-May, delivery of the design package mid-June, proposals available by mid-July, with repairs beginning in mid-August. It is too early to know yet what the displacement of vehicles is going to look like, but we will be working on a contingency plan as soon as we have the information necessary to formulate that plan. As with the roof project, we have set-up an information box on the Resident page of akwcondo.com and we will provide updates there and through our newsfeed as we get them.

Board Actions continued

- \$1,520.73 to Seeviv to replace 4 lobby cameras with an updated fisheye lens camera
- \$2,329.70 to Densel to replace the gas regulator on one boiler
- Approved engaging a utility audit firm to investigate the increase in gas costs since the January 2020 installation of a new meter. There will be no cost to AKW, but the audit firm will receive 50% of any overpayments identified and rebated to AKW.
- Michael Sullivan reported that owners have requested early hours in addition to the current schedule, but he cannot accommodate. If another resident is interested in taking on an early-in-the-day shift (perhaps 7 to 9 am, or earlier), contact the Office or Mike via the sign-up sheet in the lobby.
- The date for pool opening for this year, if any, is reliant on Governor Northam's orders. While AKW is an owner-occupied building, it is not considered a private place. Our contracted pool operator will prepare and maintain the pool beginning mid-May. However, until we receive other guidance, the pool and sauna will not be open to owners.

No-Hot-Water Postmortem

You'll no doubt recall the early April day when the hot water was off considerably longer than the intended few scheduled hours. Our contractor was performing routine maintenance and was not able to easily restore the hot water. Eventually a second technician was called in and hot water service was restored. We met with vendor's senior management to figure out what went wrong and how to avoid a repeat. We also met internally to see if there was anything AKW could have done differently. The vendor stated that the technician waited too long to call in back-up, so they are taking that away as a training issue. Internally, we realized we needed to earlier communicate that there was an issue and that the problem was being addressed. Luckily, the original technician had earlier restarted the boiler, so when water started flowing again it saved the hours of heating the water. It was a frustrating day for all of us and it's important to know what the problems were so we can learn and prevent future such occurrences.



CENSUS 2020 – *Shaping Your Future*

It’s time to count yourself in by taking the 2020 Census! The Census directly impacts the programs and community resources that homeowners – and all of us – depend on. Take advantage of this once-in-a-decade opportunity to have a say in how federal dollars are spent in our community. By counting yourself IN, you help determine how funding flows to support federal housing programs, first responders, highway construction, families in need, health care, transportation, education, and so much more!

If you received a paper copy in the mail earlier this year, fill it out and send it in. You can also do this, very easily, online at 2020census.gov. It takes 10 minutes or less to complete; safe and secure; *does not ask citizenship questions; does not ask for your Social Security number or bank account or credit card numbers*. Government agencies will initiate contact *by mail* – not by phone or email (another potential scam!).

Because of the pandemic the deadline for submitting the information has been extended to October 2020. By complying now, you have one less thing to “have to do” later on. **Thank you!**

Farmers Markets in Alexandria

To support farmers’ markets across the Commonwealth that are providing locally grown foods to our communities, Virginia Tourism Corporation (VTC) and the Virginia Department of Agriculture and Consumer Services (VDACS) have announced Virginia Farmers’ Market Week, April 27 through May 3.

Monday, May 3 is the opening of the [West End Farmers’ Market](#) at [Ben Brenman Park](#) in the Cameron Station neighborhood. VTC and VDACS are encouraging Virginians to shop local at farmers’ markets that are offering curbside pick-up, as well as no-contact delivery in order to continue providing fresh, local produce and other goods to their communities. In Alexandria, several dozen farmers and vendors are offering curbside pick-up at the Old Town, Del Ray, Old Town North, West End and Four Mile Run markets. Consumers are encouraged to go to VirginiaGrown.com to search for their closest farmers’ market and, as needed, call ahead to learn about the market’s current operation.

Welcome Marcel Sleigh

We extend a warm welcome to Marcel Sleigh, our new Porter. Marcel joined AKW on April 14. Prior to joining us, Marcel performed custodial duties in a learning institution and earlier at a local airport.



2020 Board Meeting Dates

May 19	June 23
July 28	August 25
September 22	October 27
November 17	December 15





During this time of the quarantine and stay-at-home because of the Covid-19 pandemic, they've changed the main requirement – that drivers' licenses had to be compliant by October 1. The federal government has extended the deadline for an entire year, to October 1, 2021. [Probably a good idea since our motor vehicle offices have been closed, and you *know* they're going to be jammed whenever they reopen!]

At the same time, Passport renewals can be done 'remotely' so do call the [National Passport Information Center](#), 877-487-2778 weekdays 8am to 5pm; Saturdays 10am to 3pm. Expedited service will take 2-3 weeks. First-time applicants have other rules and restrictions, so call the NPIC for all of that.

[TSA Pre-Check](#) applicants: there is no delay in receiving a Known Traveler Number if the applicant is approved. To locate a facility, use the Find an Enrollment Center tool on the agency's website. New folks must submit an online form before they can make an appointment for interview. Current members can renew online.

[Global Entry](#) has different requirements: Customs and Border Protection offices are supposed to reopen their Trusted Traveler Program (TTP) on May 1. CPB interviews are required, but the agency must have approved your online application and sent notification that you are eligible for an interview. Renewals can be done on the TTP System account up to one year before the expiration date, which may/may not require the interview.

The coronavirus pandemic has disrupted travel domestically and around the world. *The Washington Post* has regular coverage on the latest [transportation](#) issues.

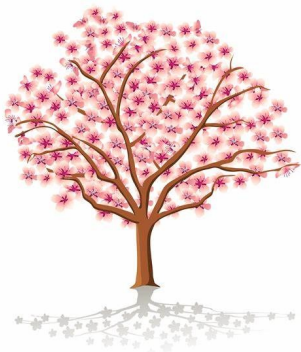
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REMINDERS . . . *a couple of updates...*

- ⇒ **First:** Absolutely do NOT try to flush those "flushable" wipes! It may seem "easy go," but they can jam up the sewer lines. We just don't need *that* problem at AKW!
- ⇒ **Second:** Management has provided a trash can especially for **glass**. If you're not taking your glass recyclables up to the Whiting St. drop-off, for safety, please make sure to separate from regular trash or metal/plastic recycling.
- ⇒ **Third:** The City has suspended its collection of electronic and hazardous waste on Colvin Ave. Instead of dumping it in our trash room (remember *cameras* can find who did it!), save it in your unit closet/shelf, or perhaps in your storage bin.



Because we're all home all the time, **trash tonnage has increased 38%**. Try to conserve! Think ahead about all of those throw-away plates, glasses, coffee cups, bags



And speaking of garbage, a recent blog by [HVAC & Plumbing Unlimited](#) lays out which items should NOT be put in your garbage disposal. Some we've learned from experience, but some may come as a surprise from these experts. (My lesson was potato peels and a backed up sink on Thanksgiving Day.)

And last, but not least, we all need to be mindful to ensure our garbage bags are tied properly to avoid attracting rodents. This [Washington Post](#) article sets forth why we are seeing more rodent activity these days and how to respond.



SSA Continues to Provide Nutrition and Transportation Services to Alexandria's Senior Population During the Current Health Crisis

Senior Services of Alexandria (SSA) is continuing uninterrupted its mission of providing nutrition to homebound seniors residing in the City of Alexandria, as well as coordinating reservations for the DOT Paratransit Program during the current health crisis. Meals are being delivered to homebound, isolated older adults with extra preventive measures instituted to keep both volunteers and seniors safe. The Groceries to Go program will be providing groceries to clients who must remain in their homes and rely on this service for nutrition. SSA staff continues to make taxi reservations for disabled individuals who participate in the DOT Paratransit program that allows them to keep critical appointments.

“Senior Services of Alexandria is committed to the health and well-being of Alexandria’s older adult population”, said Mary Lee Anderson, SSA’s Executive Director. “We will continue to administer our nutrition and transportation programs to Alexandria’s older adult population in a safe manner for our volunteers and clients.



We appreciate the community’s ongoing support of our programs, and if you would like to help, please let us know by calling 703-836-4414 or visiting [SSA’s website](#).”

Avoid the stress of mail and package deliveries!

We’ve told you before about the [Hold Mail](#) form you can use to ask that the Post Office not deliver your mail while you’re away. With the new mailboxes and reconfigured space in the Office, great gobs of mail and piles of boxes are not available on-site. Complete the form on your computer, using a START and STOP date, and all is taken care of! (One Resident recalled trying this out upon holiday travel as “E-Z, P-Z.”) Other choices now include: [Informed Delivery](#) (also apps on iOS and Android), which will tell you what’s being delivered so you can keep on top of all those catalog orders you made! [FedEx delivery](#) is also available on the same apps. You’re notified of anything matching your name/address, and you can place on a Vacation Hold for up to 14 days, or arrange a specific delivery time, or reroute (for a fee). [My Choice by UPS](#) (and the same apps) has been around since 2011 – *who knew?* Fill out your preferences and you can designate a “leave at” location. For an additional fee UPS can reroute to another state (and they have more choices).



REMEMBER that all of these folks can be considered “first responders” during this pandemic time, so show them due consideration and make their lives as easy as possible!



MARK YOUR CALENDARS	
June 23	Virginia State primary
July 15	New Tax Filing Deadline
November 3	General Election

Updates to Virginia Voting (Per [City Elections Office](#))



The Virginia General Primary is for **Republican voting only**, for US Senate. (Only one person qualified for the Democratic Primary in Alexandria so will be on the November ballot.) The **date for in-person voting is Tuesday, June 23**. Polls are scheduled to be **open until 8pm** (usually closed at 7pm). All registered voters will receive a mailing from the City Elections Office about which polling precinct they will be reassigned. Precincts will be combined, so we may not go to the Olympus condo, for instance (*or some other precinct will be combined with ours*), so be looking for that information later on.

In-person absentee voting will be open beginning May 8 (45 days prior to the primary date). You will be required to call 703-746-4050 for an appointment (they will be limiting 'crowd size'). The Alexandria Voter Registration Office is at 132 North Royal St. (in the middle of the block, just a few steps from Gadsby's Tavern and across the street from the City Government plaza). They're open 8am to 5pm. Call for information about weekend and evening hours. **The deadline for in-person absentee voting is 5pm on Saturday, June 20.**

Voters are encouraged to [request absentee ballots online](#). For questions about registering to vote, absentee voting or to request an appointment, email voters@alexandriava.gov or call the above number. Mail-in ballots will be available Friday, May 8, so get yours as soon as possible and mail in right away so there'll be no question of your ballot being counted! On the mail-in ballot (as with that for in-person absentee voting), your "excuse" (or reason) will be "2-a" which is the Covid-19 pandemic.

Don't have a photo ID? You may apply for a FREE photo ID at this office any time they are open, including Election Day. This ID is valid for voting purposes *only*. On Election Day the office is open from 6am to 7pm.

Military and Overseas Voters may learn more about their voter [registration and absentee voting options](#) here.

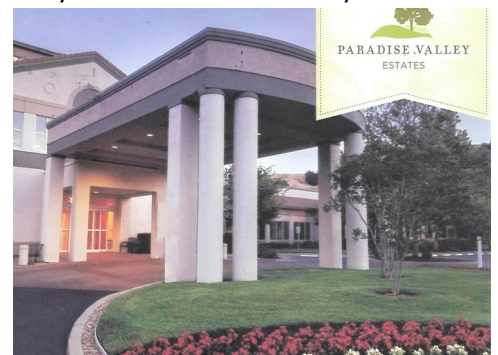
LANDMARK UPDATE

While not on our radar for some time, this [Alexandria Living](#) article details the current status and the possibility that redevelopment of the Landmark Shopping Mall will not occur any time soon.

Regards from Eleanor Wilkinson

April 15, 2020 (former owner of #608)

"This card shows the entrance to the main building at [Paradise Valley Estates](#). I am in a section called Laurel Creek Assisted Living. The scenery is lovely here. It is set in a valley surrounded by mountains. For those who have computers you can look this up. Please put [this post card] on the bulletin board for all to see. I miss you all. May God bless."





Working at AKW: Pay and Benefits

Owners' monthly condo dues go a long way at AKW. Those of us who write that check or initiate the bill pay each month are, of course, interested in where our dues go. One important component is salaries and benefits. Several owners expressed an interest in understanding our benefits and compensation packages. We cannot, for obvious reasons, disclose individual employee salaries, but we can discuss the benefits package all full-time employees at AKW are entitled to. AKW offers competitive pay and generous benefits with the aim of recruiting and retaining talented staff and offering them an environment of stability through a comprehensive benefits program. Here is a look at our employees' full compensation plans.

Pay: AKW employees earn an hourly wage. If they work on an AKW holiday they earn premium pay: they receive their normal pay rate for 8 hours plus their hourly wage for any time worked. If they work in excess of 40 hours in a week, they are paid an overtime rate of 1½ times their normal rate for the extra hours, the hours being subject to supervisory approval. Additionally, in situations where an employee must report to the property after hours, the employee is entitled to a minimum two hours of OT pay. Full and part-time employees are entitled to premium and overtime pay, as provided within the policy.

Benefits: Full-time AKW employees are entitled—after a 90-day probationary period—to participate in AKW's individual medical and dental insurance programs, with AKW paying 80% of the premiums. AKW pays all premiums for a \$10,000 life insurance policy. Of course, AKW pays Social Security and workers compensation, as required by law.

Paid Time Off: Full-time AKW employees receive two weeks of vacation leave annually through the end of their fourth year of employment. In years five through 14 that increases to three weeks, and at the 15th year it increases again, to four weeks of vacation annually.

Full-time AKW employees also receive sick leave. There is a graduated accrual schedule for a full-time employee's first year but beginning in the second year and beyond full-time employees receive two weeks of paid sick leave and they may carryover 160 hours year-to-year.

Full-time AKW employees receive ten holidays per year: New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Day, plus one floating holiday the employee may use within a months-long window.

Full-time AKW employees may occasionally be granted paid administrative leave for specific purposes, such as to vote in a general election and in cases of inclement weather or other emergency situations. Full-time employees will be granted paid leave for jury service. AKW also has a bereavement leave policy that allows for paid time off upon the death of a close family member and also allows up to four weeks of unpaid leave to care for a sick or impaired spouse, partner, or child.

AKW owners should be proud of the suite of benefits provided to our staff. These benefits afford a great deal of personal security by offering them time off when they are sick, to care for a loved one, to mourn a close family member, to enjoy time with family on holidays, and to escape away now and then using vacation leave.

The Personnel Policy will be available in the Policies section of the BuildingLink library by mid-May. Check for it then.





New HVAC Inspection Policy

A couple of weeks ago notification of the new HVAC Inspection Policy went out to owners. Please make sure you've read that and that you're aware of your obligation to get your HVAC inspected. Note that the deadline for 2020 has been extended: for this year, your HVAC inspections must be completed by June 30 — instead of May 31, and the inspection forms are due to the office by the July 10.

In the notice, inspection pricing for a couple of vendors was included for informational purposes. Apologies for any confusion about HVAC Unlimited's (HUI) pricing in the earlier notice. HUI quoted bi-annual maintenance contracts at \$88/per unit and the one-time inspection to comply with the Inspection Policy for \$66. If you are undecided on the best contractor, a [guide published](#) in a January article in *The Washington Post* is a good source of information on reliable and affordable HVAC companies.

Remember that this inspection is required and that the program is meant to protect against any owners who do not maintain their HVAC unit.

"I've fallen and I can't get up!"

. . . a look-back at your Handbook for "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, [See pg. 25] for them to have a way to get to a person who would (or might have) trouble leaving the building in an emergency, such as those who can't walk the stairs to exit.



The keys allow the Fire Department to enter your unit (1) if you are not at home during a unit emergency (water leak, e.g.), or (2) they can't get a response from you if you have called them for assistance (or a friend wonders about your safety). 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 fire-rated hardware starting at \$400)!

If you will need assistance, or have surgery coming up, or an injury that renders you temporarily handicapped or an ongoing medical condition, please contact the Office to fill out a form and provide a key for the Knox Box. ***This MAY save your life!***

An Off-the-Knoll Update

You'll recall in the [February Knolls News](#) we shared with you the redesign plans for the 395 interchanges with Edsall Road and Duke Street. Those changes are already partially implemented and will be fully operational within the next couple of weeks—and possibly by the time you are reading this! These are considerable changes in traffic patterns so you might want to have another read of that article. Of note, Duke Street will be closed effective May 5 at 9pm (subject to change by VDOT) while they complete the new ramp interchange. The duration of the closure is unknown, but you may want to think about a workaround now.



BuildingLink Tips

BuildingLink, the database and tracking system AKW uses to maintain resident and owner information and to track maintenance issues, is a robust asset for the Association. It's also a great tool for you and we want to start calling out some of the great features that can serve you. Have you noticed the "Who Has My Key" option.** The purpose of this is to cue staff as to who in the building—a trusted neighbor—has your key. That way, if there is a concern about your unit while you're away, the Office can reach out to your trusted neighbor or other contact with a heads-up for non-emergent issues. If you've trusted a neighbor with your key, let the office know or make a note of it yourself in BuildingLink! *Please contact the Office if you do not have your logon information and it'll be sent right out to you!*

**Click on "My Profile" then click "Unit Information" tab. Scroll to "Other Emergency Contact Info" and complete field "In an emergency, who else has a key?" Check your full profile information for accuracy while you're there!



The May Knolls News: COVID-Free (Mostly)

We've all had it with the COVID virus, and we're tired of it and sick of hearing about it. So, the editorial team and contributors have mostly kept clear of the subject, offering you a bit of a respite and a little escape to other topics. The Association's response remains on the [Alerts page](#) of the AKW website and it's there for you as a resource — but after you've finished with *Knolls News!* And, if you're bored and looking for something to do, don't forget about the list of activity suggestions from the April edition of *Knolls News*, now excerpted [here](#) and provided in the Message Archive on the AKW web site.

Auto Registration/Inspection

In response to the COVID-19 virus, the [Virginia Department of Motor Vehicles](#) is allowing an additional 90 days for drivers to renew vehicle registrations expiring in March and April, and an additional 60 days for those expiring in May.



If you are required to obtain an Air Check emission inspection to renew your registration in March or April, you also have an additional 90 days. You have an additional 60 days to obtain an Air Check emission inspection if your registration expires in May. Virginia also uses [Rapid Pass](#) monitors which measure emissions in real time. If your vehicle passes, you'll receive a mailed notice and how to provide payment; you may also sign-up for email notification on the Rapid Pass site. The inspection results are transmitted to VA DMV, fulfilling that requirement.



Important Dates in May

- ◆ Knolls Knitters Canceled, will reevaluate in June
- ◆ Board Meeting Tue, 5/19, 7 PM (see below)
- ◆ Happy Hour Club On hiatus until further notice

Information on accessing the electronic Board meeting will be provided on the Agenda.
The Agenda is the initial page of the Board Book, available the Friday before the meeting, or in the Office.



Notary Services are suspended due to Covid-19.

Questions: email Sharon@akwcondo.com

Important Phone Numbers

Guard Mobile	571-565-5591
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



Board of Directors

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