



The

House Special

VOLUME XVI

OCTOBER 1996

NO. 8

PRESIDENT'S REPORT

Gordon Frank, President

Thank You!

A warm thanks to Jim Moyers for so graciously agreeing to become the Vice Chair of the Hearings Subcommittee, a function of the Covenants Committee. Jim's extensive background as a member of the Virginia Bar accompanied by a pleasant easy-going personality is a welcome addition to the Subcommittee which is chaired by Howie McClennan. I thank all of the members for the gift of their time and effort.

Good and Welfare

Although I was sorry to learn that Art Brill had to be hospitalized for a while, I was delighted to see him home and apparently recovering rapidly. Welcome home Art. Many of us are looking forward to hearing your voice raised in song once again with the Alexandria Singers. Also, Mimi and I met Dorothy Shannon during a Friday shopping trip to our local Giant. We share with Dorothy's sister, Mildred Anderson, feelings of relief that Dorothy has returned after a brief hospitalization.

I am pleased to report that Betty McLaurin, the supervisor of our housekeeping staff, is recovering nicely at home from her recent surgery. Betty's hospital room was filled with flowers and visitors. We all wish her a speedy

recovery and look forward to having her back with us very soon.

SKYLINE CLUBS

Those of us who are original owners may still remember the attractive offers from the Skyline Clubs to join the health club at a charter member rate. Although I am not a charter member, I did eventually join. Along with three other Board members, I have enjoyed the use of the health club and its associated facilities for several years. Recently I met with Mary Grace Murry, a marketing assistant, to explore how more Skyline House residents can benefit from the proximity and facilities of the Skyline Clubs. In addition to individual benefits, the Club does make the Skyline House location more attractive and enhances property values here.

I am going to ask the Board to authorize placing in the packet that each new resident receives information about the Skyline Clubs and the many programs they offer. Programs range from special aerobics classes for seniors, to nutrition and diet counseling for all, to summer tennis programs for children. Your comments regarding this plan are invited.

MAINTENANCE LOG

Ross McAskill, who monitors the Maintenance Log on behalf of the Physical Plant and Operations Committee, reports that he is seeing new names entering information into the Maintenance Log. I hope that more of us will use



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LETTERS TO THE EDITOR: *The House Special* welcomes brief comments from its readers. Please limit your letters to 250 words and include your name and Unit Number. The Association Board reserves the right to refuse incorrect or improper statements.

ADVERTISING: A rate card, showing the costs and sizes, is available from the Business Office. If there are services and/or tradespeople with whom you have dealt, let the Business Office, 578-4855, know so that we may pursue them as advertisers. The appearance of advertisements in *the House Special* does not constitute endorsement by the Association.

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the Log to inform management of needed repairs or maintenance that might otherwise be overlooked or delayed if not reported. For those of you who are using the Log, "Thank you!" For those who see something that needs attention and do not enter it into the Log, please consider walking the few steps to the front desk and making the problem known by entering it into the Log. All of us will benefit from your thoughtfulness. Thank you.

OWNERS

Recently I came across an article in the June 1996 issue of the *Managers Report* published by the Community Association Institute. It started me thinking (what again?). As I look back at my life here as one of the original owners of Skyline House (and there are not too many of us left!), I believe that I can categorize three types of owners. First (and those for whom I reserve my warmest smiles) are those owners who give unstintingly of their time and effort to participate in standing and ad-hoc committees, who willingly serve as committee chairs, and who, when called upon, serve on the Board of Directors. Thank you all for your generosity and patience.

Second are those who see condominium living as a "free ride". They do nothing, join nothing and just let their neighbors do it all. They are sort of a "zero." They don't add anything to the community nor do they subtract from it, other than increasing the load on those who are willing to work for the Association and for our common good. I greet these folks with a small, wistful smile, hoping they will begin to contribute their time and energy.

Finally, there is a category of abusive owners which author James K. Baughman, Sr., defines in his June article "Abusive Owners Can Cost Associations a Lot of Money". Mr. Baughman says an abusive owners in one who:

- "verbally, viciously, attacks management, directors, or other owners in board and annual meetings"

- "insults rental guests because he dislikes their use of the pool or the additional traffic"
- "endangers the condominium property by refusing to cooperate in the emergency key bank"
- "disagrees with condominium law, documents or board policy and vents anger by attacking management"
- "aggressively forces his personal interpretation of condominium law and documents onto board members is not only abusive, he burdens the association with enormous legal risk"
- "acts as self-appointed policeman, personally harassing guests over minor 'rule' infractions"
- "continually harangues to increase the load of "rules" on rental guests is abusive and is really trying to destroy the rental program"
- "personally interferes with management responsibility"
- "constantly criticizes and slanders every manager".

Abusive owners are NOT owners who are quietly

and politely suggesting - even "lobbying for" - changes and improvements. They are hostile and aggressive, loudly and rudely forcing their wishes on management, committees and the Board. For those who fit the description of an abusive owner, the foregoing may help you to understand why, although the Board, the committees, management and staff will continue to treat you most courteously despite your behavior, I shall reserve my smiles, wistful or otherwise, to those who, as Howie McLennan has taught me, "can disagree without being disagreeable!"

If you are a contributing owner, thank you again. May your numbers increase. If you are a "zero effect" owner, please consider how you can contribute to ease the load on those who are active, and perhaps, even soothe your conscience a bit. To those who are abusive, you might ask yourself whether your behavior is helping or hindering achieving a better living environment here at Skyline House for all of us.

THE DUCKS

Last time I reported that the duck family which was evicted from the pool was doing well in their new home. A more recent report indicates that all 11 baby ducks had survived up until now, a highly unusual success story. And the possibility exists that the ducks have been "imprinted" with our location and we, as the Boy Scouts advise, should "be prepared" for their return next year.



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General Manager's CornerFall Window Washing

It's that time again! You have one more chance in 1996 to get your exterior windows cleaned and shined.

All unit exterior windows (except balcony windows) will be washed on October 28th. Screen removal schedules are posted at the Front Desk. If you are not able to remove your screens, the Association will provide assistance. Due to the large number of screens around Skyline House, Management asks that healthy & able bodied persons remove & replace their own screens. Screen clips (at \$7.31 per pack of four) may be purchased at the Front Desk.

Our usual participation in window washing runs between 35-40%. If the screens aren't down we cannot wash the windows. Thanks for doing your part!

Staff Snippets

There are two new employees who have joined our team at Skyline House. We wish to welcome Joselito (Joel) Fernando as our In-Unit Mechanic. Joel who hails from the Phillipines began with us in early August. His background is in electrical engineering.

We also would like to welcome Jose Dominguez to our Housekeeping staff. Jose has been with us since early September. Please welcome these folks when you see them.

What Happens When A Rule Is Broken ???

Have you ever been the recipient of one of "those letters" sent to you by the Association stating that you have broken one of the "Golden Rules?" If you have, you are not alone. There has been a significant increase in the number of action/complaint forms being submitted to Management.

Still topping the list of offenses are tailgating, no headlights in the garage and noise. Several residents have asked Management to explain what happens if someone repeatedly violates the house rules. A possible scenario may go like this:

1. Management receives a completed complaint form from a resident describing what type of violation took place and identifying the alleged violator.

Management responds with an informational letter and/or a telephone call to the alleged violator reminding them of the pertinent rule or policy.

2. A second complaint of the same kind is submitted to Management.

Management responds in writing to the violator stating that this is a second offense, re-stating the rule or policy and advising the resident that a third offense will result in a hearing before the Covenants Hearing Sub-Committee.

3. A third complaint comes in to Management.

Management sends out a certified letter to the resident informing them that they have again broken the rules and must attend a mandatory hearing. In the case of a non owner resident, the unit owner must also appear.

4. The Hearing Sub-Committee meets, hears the case and renders a decision based on all of the facts presented. The penalty phase can range from the loss of facility privileges to the assessment of administrative fees.

5. All parties concerned are notified in writing of the committee's decision.

The above is a snap-shot of our process. It should be mentioned that in the case of non-owner residents, copies of all correspondence are sent to the attention of the unit owner. The unit owner is held ultimately responsible in all matters concerning his/her unit.

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Are you interested in automatic deductions from your checking account for monthly condo fee payments? For more information contact Kathleen Bailey in the Accounting Office at (703) 998-0718 Monday-Friday

Babies R Us, the Paramus, NJ retailer, has signed a lease to open a superstore in Bailey's Crossroads. It is among the first wave of sign-leases nationwide for this new concept which sells clothing, furniture and supplies for newborns and toddlers.

9411-A Lee Highway, Fairfax, Va. 22031

RECREATION COMMITTEE**Tony DiSalvo, Chair**

The committee met on September 11 in the East Card Room.

A Flea Market is planned for Thursday, November 21 from 7:00 to 8:30 pm in the East Party Room. This is a good time for you to rid yourself of those heirlooms which are taking up so much space. This is also a good time for buyers to purchase those heirlooms that you have looked and longed for.

SELLERS: A table is furnished for you to sell your items. **SELLING IS RESTRICTED** to Skyline House residents. Call Tony at 824-1958 to reserve a table or if you have any questions. Doors will open at 6:30 for set up. You are, of course, welcome to bring your own table as the number of tables is limited. Just let Tony know.

We continue to get one or two new faces at the monthly TGIF. We are pleased to have them. We still miss our regulars who have not attended for whatever reason. Please come back -- we miss you.

The next TGIF is scheduled for Friday, October 4 at 6:30 pm in the West Party Room. Please join us.

Magazines!! Please save your old magazines and turn them in at the Front Desk for further distribution to the local hospital.

TGIF	Fri	Oct 4	WPR	6:30 PM
TGIF	Fri	Nov 1	EPR	6:30 PM
Flea Market	Thurs	Nov 21	WPR	7:00PM
RecCom	Wed	Dec 11	WCR	7:30 PM
Annual Holiday Party & TGIF	Sat	Dec 14	WPR	7:00PM

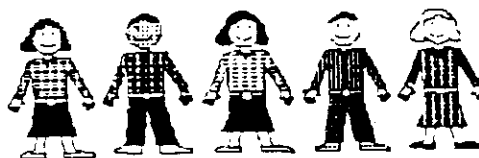
FINANCIAL MANAGEMENT COMMITTEE (FMC)**Bill Miller, Chair**

The revised FMC charter and association procurement policy have been forwarded to the Board of Directors for approval. The revised procurement policy was a coordinated effort between FMC, Physical Plant and Operations Committee (PPOC), and Management.

The review of Management's proposed budget for 1997 has been completed by FMC and is in the final state of preparation by management. Upon completion, the proposed budget will be forwarded to the Board for approval. The FMC and Management have both approved the final revision being forwarded for approval.

FMC and PPOC have jointly approved the management recommended elevator contract and the recommendation of management to replace the second expansion joint on the garage "A" level.

Included in the 1997 proposed budget is a recommended appropriation to have our Auditor, Goldkland, Cavanaugh and Associates, P.C., review the contributions to the replacement reserve to determine the amount that each unit owner may add to their Tax Basis at the time they sell their unit. This increases the amount that may be deducted from the gross sale price when the unit is sold. This process will be updated each year and a report provided listing the amount by year that may be deduced.



**Skyline House Good Neighbors
October 1996**

Charlie Roberts 998-6080
Marilyn Fenton 931-5116