



The

House Special

VOLUME XVIII

JANUARY 1998

NO. 1

FROM THE PRESIDENT

Michael L. Moore

Welcome to the New Year. I hope that all of you had a very wonderful and warm Christmas and that you behaved on New Year's Eve. Now is the time to take a deep breath before you open your credit card statement. Be sure to check the bulletin boards for the proper method of disposing of your Christmas tree.

There are several things that we have to think about as 1998 begins. One is the election of new members to the Board of directors which occurs near the end of March. There will be one one-year term and two three-year terms to fill. Last year we had 14 candidates for three positions. During my presentation at the last election, I urged those candidates who were not elected to acquire more visibility by participating in committee activities. Several of those candidates have done so and have contributed much to our community. We must keep in mind that the value and attractiveness of our property depends on all of us. Your participation on the Board, or on a committee, provides such a benefit. Please get involved this year.

For those who may not be aware of the available committees, here is a list:

1. Physical Plant and Operations Committee (PPOC)
2. Financial Management Committee (FMC)

3. Covenants Committee
4. Security, Fire & Safety Committee
5. Community Relations Committee
6. Recreation Committee

These committees report to the Board of Directors and make very important and useful recommendations most of which are approved by the Board and become effective. In addition, we have the very popular "Good Neighbors" group which has volunteers to help those residents in temporary need of assistance, including shopping and transportation to a doctor's office. At least one time in our lives we have had to rely on assistance from such humane and helpful people. When in need....the "Good Neighbors" are there to help.

For the past six years, this *Skyline House Special* publication has been edited by our very dedicated Mr. Law Henderson. At the end of March, following the annual election of Board members, Law will cease to be our editor. We are very grateful for his long and excellent service as our editor and wish him a well-deserved and comfortable respite. Please take a look at the full-page ad that appears in this issue and seriously consider becoming the editor and/or being a part of our publication team. You need only contact our Management Office and give them your name, unit and phone numbers. Or, you can contact our editor, Law Henderson, in Unit T2W. **Do it now** so that we can all rest assured (in advance) that our "Special" publication will continue without interruption.



The

House Special

Editor: Law Henderson

Advertising: Skyline House
Business Office
(703) 578-4855
Fax (703) 998-5827

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preceding issue date

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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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BOARD OF DIRECTORS

President	Michael L. Moore
Vice President	Helen Henderson
Treasurer	Kevin Fahey
Secretary	Charles Roberts
Director	Barbara Michelman
Director	Wayne Krumwiede
Director	Virginia Poindexter

LETTERS

Dear Skyline Friends,

Giant and Safeway Receipts

Last year, my son's school (J.E.B. Stuart High School) saved enough receipts from Giant to purchase two computers, a graphing calculator and a CD player, and enough receipts from Safeway for an Acculab electronic balance, light box and optical set, senior hockey set, music stand and an Oslo sport timer. We thank you all for your help in helping us to obtain these items for our local high school.

Could you please again save your receipts for J.E.B. Stuart? The drive ends in April 1998. There is a box at the front desk where you may place Giant and Safeway receipts. Your help is always appreciated. J.E.B. Stuart High School has around 1200 students; it's a very diverse school where the students get along well and try hard at school work and sports. The high school is old and is in need of quite a lot of repairs; the newer Fairfax County schools are located in the western part of the county and they have better school facilities.

Any questions, feel free to call me on 671-2267. (I help out as a volunteer in the medical clinic at the school and can attest to the hard work and conscientiousness of the teaching and administrative staff there, as well as the intelligence, joyfulness and curiosity of the students.

Sincerely,
Judith York #514W

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RECREATION COMMITTEE

Tony DiSalvo, Chair

The Committee met in December to formalize arrangements for the Holiday Party.

I would like to report that the Holiday Party was a great success. We are still getting complimentary comments from Skyline House residents. It was a good crowd with a number of new residents attending for the first time.

Further thanks to Carroll Thomson who is responsible for decorating the party room. As usual he did an outstanding job and I think he outdid himself. It looked lovely. He had a number of assistants including Louise Alexander, Helen McAskill, Margaret Jaffee, Maria Boyington, Elsa Paez and Sophie Anderson, and for them — thank you. But most importantly, **thank you** to all the residents of Skyline House who attended; without them there would be no party. Thanks to the clean-up crew headed by my wife Nancy, Joan and Bud Coutts, Maria, Elsa, Carroll and Sophie. We had a number of additional volunteers to clean up but with the folks mentioned we had plenty of help.

Thanks also to Betty McLaurin and her little elves who decorated the Christmas tree in the Party Room.

We are thinking seriously of an Italian Night in February but no date has been set as yet.

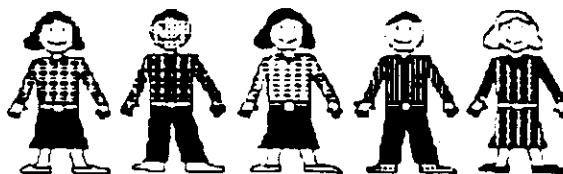
There will be no committee meeting in January, the next meeting being February 11 in the West Card Room at 7:30 p.m.

COMING EVENTS

TGIF	Fri	Jan 9	WPR 6:30 pm
TGIF	Fri	Feb 6	WCR 6:30 pm
RecCom Mtg	Fri	Feb 11	WPR 7:30 pm

THE GOOD NEIGHBOR GROUP

Co-chairs: Joan Collins 998-0788
Toska Prather 379-7849



**Skyline House Good Neighbors
January 1998**

Mary Walsh 379-8796
Lou Burkot 845-7724
Betty Weber 820-3582

Please note a change in the Co-chairs of the Good Neighbors (see above). On January 1, Joan Collins and Toska Prather became the new leaders, replacing Geraldine Naveau and Irene Wolgamot, both of whom are leaving Skyline House during the year.

The Good Neighbors and their spouses are celebrating the beginning of their sixth year with a Potluck Dinner at 6:00 p.m. in the West Party Room on Friday, January 23.

Skyline House Board members, the General Manager and the *House Special* editor have also been invited. In addition, a special guest is David Tilson who initiated the Good Neighbor Program here at Skyline House.



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A MANAGEMENT MOMENT

Happy New Year from the Management and staff of Skyline House. We truly hope that 1998 is a healthy and happy time for all of you.

Management is busy with end of the year administrative issues, such as year end inventories, file conversion, annual audit preparations and much more.

From January 2nd - 9th, with the exception of emergencies, in-unit service will not be available.

This is to allow the performance of our annual in-unit audit and inventory. Your cooperation is appreciated.

1998 ANNUAL MEETING & ELECTION

With the new year comes the preparations and events associated with the annual meeting and election.

Nominations for the Board open Friday, January 2nd. Nomination forms may be picked up at the Front Desk. Please complete the Nomination Form carefully and be sure to include a brief biography and a recent size black & white passport size photograph.

We very much need your participation as we have **3** Board positions to fill this year. If you are thinking about running for the Board of Directors, please call the Administrative Office at 578-4855 for additional information.

The following shows the current Board members and their respective terms:

<u>Name</u>	<u>Elected</u>	<u>Expires</u>
Fahey, K.	March 1997	1998*
Henderson, H.	March 1995	1998*
Krumwiede, W.	March 1997	2000

Michelman, B. March 1997 2000

Moore, M. March 1996 1999

Poindexter, V. October 1997 1998*
(appointed to resignation of Dolores Littles)

Roberts, C. March 1997 2000

(* vacancy needs to filled due to term expiration or resignation)

At the 1998 Annual Election, the membership must elect 3 individuals to fill:

- 1 - 1 year term
- 2 - 3 year terms

For a listing of the election related dates, please see the calendar insert in this issue. We will be needing some volunteers to assist with the election process. If you are willing to help with the mailing and/or on election night please let us know here in the office and you will be contacted by a Skyline House election official.

Thank you in advance for your support and assistance!!

**LONG AWAITED GARAGE DECK
REPAIRS TO BEGIN**

Beginning on January 8, 1998, Structural Preservation Systems will begin work on the upper three decks of the East and West garage buildings. It is estimated that all work should be complete by early Spring.

At this time, work will occur from the bottom to the top. The primary focus of this phase will be to isolate and repair any major cracks, spalls (ruptures in the concrete slab) exposed conduit sleeves as well as identify and repair any post tension cable issues.

There is no way to say this nicely. **This work is noisy and dusty.** No work will begin before 8AM Monday through Friday and will end by 5PM. In cooperation with the contractor and the consulting engineer, management will contact residents regarding relocating their vehicles at least 48 hours prior to any work being done in an

area. Residents affected in the initial startup area will be notified within the last week of 1997.

As with the limited demolition and testing which occurred in 1996, the association must have your full cooperation in removing your vehicles as scheduled. If vehicles have not been moved following notification, they will be towed at the owners' expense.

Next Summer (1998) with the onset of warmer temperatures, a final coat of sealant will be applied to the upper three levels of the garage. In addition, the expansion joints between the two garage buildings shall also be replaced.

The Board and Management have every confidence that this project will proceed smoothly and on schedule. Stay tuned for more upcoming progress reports on this project.

EMPLOYEES RECOGNIZED FOR EXCELLENT SERVICE FOR 1997

Perhaps I am a bit biased when it comes to the staff here at Skyline House. They are a terrific group of folks who are committed to providing great service to the residents of this association.

Each year, management has the pleasure of identifying and recognizing a few individuals who have displayed a level of service above and beyond the expected.

For 1997 the following employees received awards for **Employee of the Quarter**:

Schubert Magno - First Quarter

Tania Saib - Second Quarter

Greg Grimm - Third Quarter

Mary Ann Magno - Fourth Quarter

An unusual circumstance arose in selecting the Employee of the Year, i.e., we could not decide

on one individual so we opted for a split decision. The recipients for Employee of the Year for 1997 are:

Edna de Jesus

and

Betty McLaurin

Congratulations to all of these persons for their extra special efforts over the year!



FINANCIAL MANAGEMENT COMMITTEE (FMC)

Bill Miller, Chair

The FMC did not meet during the month of December. The only financial business transacted during the month was the financial document review.

The next meeting of the committee will be held on Monday, January 19, 1998 at 7:00 p.m. in the West Card room.

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1998 Election Calendar of Events

01/02/98 Friday	Nominations Formally Opened
02/13/98 Friday	Nominations Close (midnight)
03/06/98 Friday	Unit Owner Election Mailing (9:30 am WPR)
03/16/98 Monday	Meet the Candidates Night (7:30 pm WPR)
03/17/98 Tuesday	Pre-Election Meeting (7:30 pm WPR)
03/24/98 Tuesday	Election (7:15 pm Main Lobby)

WANTED



AFTER SEVERAL DEDICATED YEARS

LAW HENDERSON

will step down as the Editor of our Skyline House Special when his wife, Helen, retires from the Board of Directors in March of 1998.

A VOLUNTEER (OR VOLUNTEERS) IS NEEDED TO RECEIVE TRAINING AND TAKE OVER THIS VERY IMPORTANT CONTRIBUTION TO OUR COMMUNITY

**IF INTERESTED, PLEASE CONTACT
OUR MANAGEMENT OFFICE**

Bridging the Cultural Gap: Accept and Respect

by Donald Perper, CMCA (Reprinted with permission)

The clock alarm buzzes at 6AM and another day in your life begins. You rise, look in the mirror, and see the face you saw the night before. You grab your favorite red cup, pour the coffee and jump into your Honda Accord. As you drive around the Beltway you begin to notice that all of the other cars are also Honda Accords. As you look closer, you see that each driver is wearing an outfit similar to the one you are wearing and sporting a haircut that is uncannily like yours. In horror, you observe that each driver is sipping coffee from a red mug. This Stephen King-like scenario offers us glimpse into a society glorifying sameness. Many people complain about the non-homogenous society we live in today. However, the alternative would be unchallenging, unproductive and even frightening.

One of the remarkable facets of our society is its cultural diversity and the impact it has on our personal and professional lives. Perhaps one of the most difficult lessons we face is in the art of communicating with one another within this framework of many different cultures. Books, seminars, and audio cassettes have all attempted to deal with this critical part of our daily lives. The challenge of communication is compounded when we must interact with cultures other than our own in which customs vary, language barriers exist and lifestyles are dramatically different. The words "flexibility," "tolerance" and "acceptance" take on new meanings as we integrate the new and different within the status quo.

The homogenous neighborhoods and lifestyles that were once depicted in such television shows as "Leave It to Beaver" and "Ozzie and Harriet" are

virtually nonexistent in today's society. Instead of a "melting pot" where people of varying backgrounds and beliefs are fused into one culture, we are actually given the opportunity to learn about and respect different ethnic backgrounds. Ideally in America, people may choose how and where they wish to live. The saying, "when in Rome do as the Romans do," is no longer applicable by today's standards. We have an obligation to reach out and include all members of all backgrounds into our communities. In community association living, managers and board members have become challenged to inform and integrate the increasing population of international newcomers to communities, while simultaneously respecting different cultures.

We have learned through experience that the lack of proper and timely communication quickly leads to apathy and intolerance. The lack of board candidates and committee participants which plagues so many of our communities may be evidence of this. During a board or committee meeting, as one looks around the room, one sees the same faces month after month. As an annual meeting draws closer, concerns grow about who is going to run for the board. Why is it then, in a large community, one sees only three to five percent of the membership active in the governance of the association? Surely this is more than a lack of interest on the part of the inactive residents.

Some owners and renters made some startling comments and observations when interviewed. One Middle Eastern resident said, "I am afraid to attend functions in the condo for fear that I am unwelcome. Often when I ride the elevators, the Americans ignore my hellos or good mornings. It is as if

they would rather be riding in another car." A resident from Japan stated, "I have been living in the States for 10 year. I am highly regarded in my profession. In the three years living in this building, I have yet to feel welcome. After attending several committee meetings, I was turned off by the lack of process and argumentative behavior that prevailed. There was no progress and new members were not made to feel welcome." An American resident responded, "Yes, we need more people involved in our association. But I'm not too convinced that these foreign folks really know what's going on...or really care."

These comments suggest an atmosphere of exclusivity, rudeness and intolerance. Often, instead of proactively seeking ways to bridge the cultural gap, and finding the common ground among neighbors that is required to unify and promote a healthy thriving community association, many people choose intolerance.

Experience shows that some people have a tendency to react defensively to behaviors and customs that are foreign and not understood. In these times, managers often find themselves in the middle of "cultural warfare." Instead of being able to carry out their responsibilities of managing the affairs of the association, managers are acting as referees between residents who chose to be part of the problem instead of the solution, and the residents of different backgrounds.

Imagine the following scenario. As the manager of a large community association, you have been inundated for the past week with complaints from homeowners about a particular residence from which foul cooking

odors have been permeating the corridors. Frequent swimming pool users are clamoring the "those people" are going into the swimming pool in full clothing and not showering. An owner has come to you horrified because his renters have set up a tent in the living room area and are cooking strange things over an open flame. Do any of these things sound familiar or resemble some of your own experiences? Although somewhat extreme, similar cases are increasingly commonplace, particularly in high-rise condominiums where residents live in such close proximity to each other.

How should an association respond in such situations? In discussing this topic with other managers, including some who were not raised in this country, some interesting observations were made. "The tone of your association is going to be largely determined by the attitude of the board. Being a female and from a different country, I had my doubts regarding my ability as a community association manager, but I was a little apprehensive as to how well I would be received by the residents. Things have gone very well for me and I have had no problems. If you have a supportive and pro-active board and include social programs, your residents will want to join in and participate. You have to deal with each situation as it arises as there are no prepared solutions."

Another manager said, "When issues surrounding cultural differences end up at my desk, I attempt to resolve them. However, I do not hesitate to get the Board involved in these matters. They (the Board) must be aware of what's going on in their association. It is the Board that must decide how best to mediate problems of this nature. It is not an easy job." Yet another manager commented, "This association has been around for over twenty years. When owners bought here in the 70's, there

was very little ethnic diversity in this area. Most of these owners are now into their late sixties, seventies and even eighties. They just aren't interested in doing a whole lot of socializing and community outreach.

The above comments reflect the attitudes of several very different associations. The first two properties appear to be healthy in their approach to cultural conflict-resolution. However, opinions expressed about the third property indicate apathy and an apparent lack of concern for bridging cultural gaps. The filing of covenant violations has its place in the enforcement of association rules and regulations. However, this is not the long-term answer to these issues, particularly since the probability is high that those involved may not understand the rules and other governing documents. Perhaps a better approach to alleviating these problems is for an association to identify more effective methods of communicating its rules and policies.

There are Boards of Directors that have taken an active role in extending the hand of friendship to their culturally diverse members. Some of the outreach programs being offered include: International nights in which translated invitations are sent out to the community promoting an evening of food and fellowship, special town meetings which attempt to focus on topics that would be of interest to multinational populations; new resident questionnaires are sent out and newcomers are asked to describe their interests and hobbies. With these types of communications, some associations have identified board candidates and committee members as well as key individuals who have been able to serve as cultural liaisons assisting the Board and management in communicating to the membership the important issues that come before the

association.

There are several other programs that provide outreach benefits. One program is the "good neighbors" who volunteer their time and offer assistance to others who may need temporary help with grocery shopping, doctors appointments, etc. Another example is a community relations committee whose members provide tours of the building to new residents. Effective leadership relies in part on the ability of the governing body to listen and respond to the concerns of the people. If a significant group of the membership is silent on major issues, it is probable that there may be a lack of understanding of the issues. Through creative initiatives it is possible to reach out, educate, and increase the level of involvement of member in our communities.

It has been suggested by census data projections that over the next twenty to thirty years, as we receive more and more immigrants to the United States, the American majority may be reduced to the American minority. With the 21st century quickly approaching, we as community managers and leaders must continue to equip our associations with the proper tools and skills required to manage effectively, and govern growing multinational memberships. If we are to be equal partners in success, there is neither room for intolerance nor indifference.

"Whoever kindles the flames of intolerance in America is lighting a fire underneath his own home." Harold E. Stassen

SKYLINE HOUSE ZIP CODES 22041-XXXX

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1507-1709	3750
1710-1716	3751
T1-T16	-3751

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