

THE HOUSE SPECIAL

Volume XX, No. 5

www.shuoa.org

June 2000



WORDS FROM OUR PRESIDENT GARY L. AKIN

I thought this would be a good time to share some insights on coping with change. These notions are taken from a manager's portfolio of memos. As we go about any process of change, we experience at least five stages:

Honeymoon Stage

Initially, there is a period of calm after a major change. This is called the "honeymoon stage". Since most people have not yet felt any real effects of change, management and staff (M&S) seem to think, oh, this isn't so bad." This period rarely lasts very long, however.

Resistance Stage

The "honeymoon stage" quickly gives way to resistance to change. Once M&S members realize that change is indeed going to occur and, worse yet, that they may have to change what they've done in the past, they begin to resist change. People generally feel things were much better "in the old days" or "the way they used to be" during this stage. Resistance is a natural part of ultimately accepting the change. It allows staff to grieve the perceived loss of the old before they can begin to accept the new.

Acceptance Stage

Once people have had a chance to grieve the old, they gradually move into the acceptance stage. They become aware that change is imminent and perhaps it won't be as bad as they had

previously thought. The acceptance stage appears as M&S members become more comfortable with change and develop coping skills to deal with it.

Practice Stage

In the practice stage, people begin to practice the change actively. If there's been a change in procedure, they practice the new procedure. If there's been a policy change, they actively begin enforcing the new policy. If there's been a reorganization, employees begin to interact more frequently with their new boss and/or their new peers. This is the stage where M&S gain comfort with the change through the application of new skills.

Discovery Stage

Once M&S members have acquired a level of comfort with the change as well as the skills necessary to operate successfully in the changed environment, they discover that the change has actually occurred and that they have been part of making the change successful. They discover that the new isn't so bad after all.

Hopefully, this discussion of the change process will help us all as we go about adapting to new circumstances and situations. Each part of the process is key too moving on to the next stage. In most cases, change will ultimately occur, if we can be patient with the process itself.

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Greg Grimm, House Maintenance @ Management Office

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THE HOUSE SPECIAL

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Copy Due Date: by the 20th of each Month
Published Monthly.

LETTERS TO THE EDITOR

THE HOUSE SPECIAL welcomes brief comments from its readers. Limit your letters to 250 words or less and include your name and unit number. The Association Board reserves the right to refuse incorrect or improper statements.

Information for **THE HOUSE SPECIAL** may be dropped off at the management office, the reception desk or by Email to www.shuoa.org.

Published by: Skyline House Unit Owners' Association, Inc., 3711 South George Mason Drive, Falls Church, VA 22041-3711

Printed by: Curry Printing and Copy Center
Alexandria, Virginia



From The Editor
Mike Moore

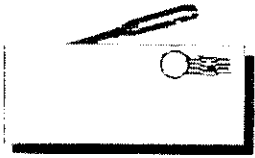
Well, here I am. It took me a long time to agree to be the Editor of the **HOUSE SPECIAL** because there are other things in life to do; especially when you start getting old. Anyway, I am delighted to take part in this very important activity. I hope you enjoy what I am (and will be) doing with this publication. My desire and focus is to have this document out for distribution during the first week of every month. That will require timely contributions from our Committee Chair Persons, the Board of Directors and those who want to send letters to the Editor. My deadline is the 20th of the month prior to publication.

My intention is not to make any changes to the text contributions that I receive. So, if there is a misspelled word that my "MS Word 2000" software does not identify, it will be misspelled in the final document. As you probably know, the spell checker will accept words like "mind" when the author really meant "mine", etc.

I will need a Co-Editor for the 6 week period this summer when I will be out of the country. It will not be difficult to do that issue because I have all of the Icons and Committee headings in place so that all you would have to do is add the text. I will be happy to have a training session for anyone who would like to volunteer. Please let me know of your intentions.

I hope you know about the many many years that Tony DiSalvo and Law Henderson were the editors of this publication. In those days we had advertising which made the job quite difficult to manage for a volunteer. Now, we do not have advertising and, as I said above, one needs only to add the text and send it out to the printer. Also, our thanks go to Nadyne McKelvey who volunteered to do the Special at home when there was no one else to do it. Thanks Nadyne.

Your comments are welcomed.



Letters To The Editor

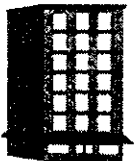
Prices for Skyline House condominium units increased by 6.4 percent in 1999, reversing a steady decline that began in 1992. The size of the increase was particularly remarkable since it occurred during a year in which a special assessment was levied. The assessment constrained the amount of the increase since some sellers probably reduced their prices by at least part of the amount of the assessment. Despite the 6.4 percent increase, the 1999 price level was essentially the same as it was in 1987, as shown in the table below.

The numbers in the table are weighted average price indexes that take into account virtually all sales from 1981 through 1999. They are constructed in basically the same way as the Bureau of Labor Statistics calculates its Consumer and Producer price indexes. The indexes are based on prices that have been adjusted for differences in floor levels and unit size.

| | | |
|--------------|--------------|---------------|
| 1981 = 100.0 | 1988 = 116.7 | 1995 = 115.0 |
| 1982 = 104.7 | 1989 = 125.9 | 1996 = 105.9 |
| 1983 = 103.5 | 1990 = 128.9 | 1997 = 103.3 |
| 1984 = 100.7 | 1991 = 129.8 | 1998 = 100.9 |
| 1985 = 103.9 | 1992 = 123.3 | 1999 = 107.4* |
| 1986 = 105.8 | 1993 = 119.0 | |
| 1987 = 107.3 | 1994 = 119.0 | |

* = Preliminary

Jerry Lagace 806E



Physical Plant And Operations Committee George Beams And Kurt Edenbaugh

Excerpts from minutes of May 11, 2000

The Terrace level work for both the east and west plazas are progressing. The colors of the new pavers were chosen by the ad hoc

committee and approved by the Board. The design was chosen by the contractor, Cecil Williams, and Randy Lyons in order to have the work done in time for the opening of the pool. The simplest of designs was chosen to try to reduce controversy. The landscaping consultants, Panoramic Landscape Service Inc. recommended removing seven trees from the east terrace because they had shown signs of stress and disease. The tree stumps are in the process of being dug out.

Cecil Williams noted that the board is now considering to re-decorate and re-finish the entire first floor. To avoid the possibility of conflicts of interest by any resident committee or board members by placing the responsibility on management or an outside consultant. This procedure has served us well in past years and it should continue.

Kurt Bedenbaugh expressed his surprise and disappointment that the painter of the garage whose work splattered several cars refused to produce a certified payroll to back up his claim on the Association of \$8,000, for work done. Kurt felt the charge was too high by \$1,000 to \$1,200. Although the Board had signed the contract, Kurt recommended that the \$8,000 be paid.

Management Report:

- Randy Lyon reported that a resident (or residents) is responsible for letters sent to the County that have now resulted in the County's informing us that inspections will be carefully done of our fire system, elevators, and balconies. Management is currently researching records to provide fire certificates proving the Association was in compliance with the code.
- Fairfax County has made notations of the fact that common area hallway air handlers are unbalanced. Balancing the handlers will result in energy savings for the Association and better air in the hallways. Air balancing might help eliminate or reduce cooking odors in the hallways. PPOC passed a motion to

recommend awarding the lowest bidder in the amount of \$11,000 to the Board to balance the 12 handlers.

- c. The PPOC passed a motion to award a contract for irrigation installation to Nature Unlimited in the amount of \$44,950 to install a drip tube system completely around the perimeter of the entire terrace at 2 inches below the surface mulch. The system will have 16 zone control. Six inches of top soil, representing 20 years has been removed. Work would begin in July.
- d. Randy estimated the West terrace and in the pool area will be finished in about one week's time. The irrigation system and new plantings will continue after the pool is open and it might take another month to complete. It was necessary to replace 25 out of 32 drains on the terrace level.
- e. PPOC has receive a cost proposal from Dr. Poston's company in the amount of \$33,800.00 to perform a beam load test on the post-tension concrete beams in the condo's garage. The work will be performed on three beams under static loading and would take about four work days. If approved, the work will be done in July and would remove any uncertainly about the condition of the beams.
- f. Cecil Williams has submitted a list of items that requires attention by the Association. The items that were addressed are; (1) The repair of a heavy steel angle plate has broken loose from the support above the expansion joint on upper "A" level of the garage, (2) Repairing an exposed steel reinforcing bar at the concrete vertical column on the lower "A" level; (3) Exposed "Post-Tension Cable Anchors and repair of a crack in the concrete deck resulting from below grade ground water to flow into the east garage, and elevator equipment area; (4) A 15-foot long crack in the brickwork at the southeast corner of the garage; (5) Painting of the vertical concrete columns of the garage; (6) Remove and replace dead trees.



Finance Committee
Betty G. Weber

Meeting Of May 16, 2000

The FMC met on Tuesday, May 16. Nine FMC members were present along with the BOD representative, Mr. Tilson, management representative, Ms. Silva, and two guests. A review of the financial statements is summarized below showing actual expenses through the month ending April 30, 2000. Actual expenses are compared with the year-to-date budget.

| Expense Category | Expenses Through April | Budget Through April |
|------------------|------------------------|----------------------|
| Payroll | \$ 238,310 | \$ 254,662 |
| Administration | 104,982 | 99,373* |
| Utilities | 133,408 | 136,167 |
| Maintenance | 38,045 | 26,783 |
| Supplies | 55,033 | 20,000 |
| Contracts | 90,723 | 103,911 |
| Total | \$ 660,501 | \$ 640,896* |

*Does not include anticipated interest expense of \$30,000 to be paid NCB. Since the line of credit was paid off, interest expense did not occur.

Of major concern to the Financial Management Committee is the major expenditures we have incurred that are not in the budget for this year. This topic consumed the major portion of the FMC meeting.

Much thought and planning goes into the preparation of the budget each year. If management, the PPOC, or the FMC fails to identify a funding requirement during the development of the budget, the project should be postponed, barring an emergency, until it has been included in the budget for the following year. It is unwise to use current reserve funds for unbudgeted projects if it can possibly be avoided.

The reserves are established for the payment of large expenditures the PPOC anticipates we will

incur within the next 3-5 years. If reserves are spent on short-term, immediate projects, sufficient reserve funds will not be available when major expenditures are needed.

- In light of our limited budget and many needs, the new Board of Directors must make spending decisions that clearly discriminate between "necessary" improvements and "wanted" improvements. Toward that end, the BOD has called a special meeting with the FMC and the PPOC early in June to discuss the emerging requirements and establish priority spending for the rest of this year and in the near-to-mid term.



Covenants Committee David Kafka

At the regular meeting of the Covenants Committee held May 17, 2000, the committee approved the changes to Rule 24 of the Rules & Regulations concerning the swimming pool. The committee approved the final draft of the regulation and sent it to the Board of Directors for their final approval.

- There were 9 incidents of violations of our Rules & Regulations reported during March & April 2000. These included:

- Speeding in the garage
- Driving in the garage with no lights on
- Illegal parking at the West loading dock
- Throwing objects from the balcony

All were satisfactorily brought to a close by management. Also 1 car was towed during the period.



Security, Fire And Safety Committee Robert Busby

The Security Fire & Safety Committee (SF&SC) met on Wednesday May 10, 2000 in the West Card room.

- We had a full agenda and managed to move through most of the areas with ease. As always

the SF&SC would like to hear from all residents on any SF&S issue.

The SF&SC would like for management to provide information to the committee on all serious incidents that take place in the Association.

Parking problems

Management will be looking at enforcement of the parking rules in Guest parking and in the loading dock areas on a daily 24-hour basis. Currently some residents have been taking advantage of the fact that parking rules have not been enforced (due to limited management resources) from about 9AM to 3 PM during the week

Management will be posting information in the lobbies and elevators to let residents know that the current parking regulations are, and to inform residents that parking regulations will be enforced on a daily 24-hour basis.

The SF&SC is aware that the Association is not required to notify guest and residents that they are in violation of parking regulations before the residents vehicles are towed. However, the SF&SC feels guest and residents who can be reached should be given the opportunity (15 minutes after notification) to move their vehicle's. Residents and Guest who can not be reached or who do not remove their illegally parked vehicles within the 15-minute time limit after being contacted will have their vehicles towed.

Speed Limits

Many Residents have reported seeing vehicles speeding in the garage and parking lot areas. However the Residents have not filled out an incident report at the Association front desk with a description of the vehicle. Any violation of the Association rules should be reported to the front desk by filling out an incident report. This way management can look into the matter and take the appropriate action to resolve the situation.

Some Guest and Residents are exceeding the posted speed limits in the parking lots and

garage areas. Management will remind residents (notices in the hallways and elevators) that speeding in the parking lots and garage can endanger the safety of the drivers and pedestrians. Residents will also be reminded that it is our responsibility along with management to report incidents of speeding to the front desk in the form of an incident report.

The slow signs painted on the floor of the garage have almost disappeared. A suggestion would be that the slow signs be repainted on the ceiling beams above where they are painted on the floor now. This may make the slow signs more visible to Residents and Guest and remind all of us that we need to slow down while in the garage and parking lot areas.

Use of Headlights in the Garage

Many residents have been observed entering the garage and not turning on their headlights. Residents and Guest must turn on their vehicle Headlights when entering the garage and keep them on while driving in the garage. Some Residents have mentioned there vehicles have automatic switches that turn on/off their head lights, and that is why their head lights do not come on and stay on while in the garage. The Association rules indicate Headlights will be on while in the garage. Vehicles in the garage must have Headlights on or the Resident or Guest is violating an Association rule. Let's all be safe and make sure our vehicle Headlights are on and stay on while we are driving in the garage.

Management will post information in the hallways and elevators reminding Residents to turn on their Headlights and keep their Headlights on while driving in the garage.

Pedestrians/Drivers in the parking lots and garage

Several Residents have reported (not by way of an incident report) speeding vehicles and vehicles backing up in the parking lots and garage have not given them the right of way and have almost run over them.

Residents who are walking from their vehicles in the parking lots and in the garage must be observant and watch out for the vehicles driving through and backing up in the garage and in the parking lots. Residents who are driving through and backing up in the parking lots and in the garage must also watch out for our pedestrians.

We should all take driving safety in the parking lots and garage seriously. Any unsafe act observed in the parking lots and garage should be reported to the front desk (provide as much information on the violator as possible) by way of an incident report.

Garage Door Entrance – Tail Gating

Numerous Residents have reported (but have not always filled out an incident report) vehicles entering the garage by following another vehicle in and not using their assigned key card or garage door opener to gain entrance.

All Residents are reminded that tailgating is a safety issue and no Resident or Guest should ever tail gate into the garage. We have had several instances where vehicles have had the garage door close on them while entering the garage. We all want to avoid any injury to our Residents and Guest and should never tail gate into the garage. Residents should report any tailgating by way of an incident report to the front desk.

Keeping the Entrance Garage Door open during peak entrance times

The SF&SCC suggest that the Board of Directors approve management keeping the entrance to the garage open from 4 PM to 7PM weekdays to avoid the back up of vehicles during these peak traffic times. It is further suggested that the Board of Directors approve management keeping a security officer or management member at the garage entrance during these peak traffic times to ensure only Residents and authorized Guest are able to gain entrance to the garage.

Registration of Vehicles

The SF&SC suggests the Board of Directors authorize/approve management's checking

of vehicles on Association property for registration decals. Residents are required to have a registration decal on their vehicle by the Association. If management finds any vehicles, which are not registered, management should be allowed to take the appropriate action to get the Resident to register the vehicle.

The SF&SC suggests to the Board of Directors that all vehicles parked on Association property should be registered. The Association requires that guests register in guest parking but does not require that guest vehicles be registered with the Association when parked in resident owned parking areas. The requirement to register a guest vehicle when parked in resident parking spaces is a safety issue. Management will provide the Board with more information on how this can be accomplished and why it should be accomplished. This would be a change to the rules.

Lighting Survey

The SF&SC will be conducting an exterior lighting survey of the Association with the assistance of management. The Board of Directors is invited to participate. Management will set up the time and date and notify the SF&SC and the Board.

Cameras

The SF&SC suggest to the Board of Directors that the current Association security cameras need to be updated and more security cameras added to various areas/locations of the Association property. Management will be providing the Board with further information on the cost (budgeted or not budgeted) amount of security cameras required, and the locations of those cameras.

Emergency Call Boxes

The SF&SC suggest to the Board of Directors that emergency call boxes are needed at various locations in the Association parking lots and garage. These emergency call boxes are needed in case our Residents and Guests need to request Association security, fire and safety assistance. Currently Residents and Guests have no quick way of calling for immediate assistance

from remote areas of our parking lots and garage. Management will be providing specifics on the cost (budgeted or not budgeted), number, and proposed location of these emergency call boxes.

Traffic Mirrors

The SF&SC has suggested to management that one or two traffic mirrors be placed at the rear of the West loading dock. These mirrors are needed in order to allow traffic driving past the loading dock and backing up the loading dock to see each other. Currently traffic has no way of seeing who is driving past or who is backing up. Management has indicated this is a low cost fix and can do it now. Suggest the Board of Directors authorize management to purchase and install these safety traffic mirrors immediately.

Bus Stop

It has been brought to the attention of the SF&SC that private school buses and private vehicles (not resident vehicles) are currently loading and unloading passengers on Association property. No school buses are private vehicles (Exception would be handicapped buses) should be allowed to load and unload passengers on Association property. This is a safety issue. Since there is a Bus stop adjacent to the Association property, all buses should load and unload at that location. Private vehicles of non-residents with passengers for buses should not be loading and unloading on Association property. Management will be getting with the Board to explain how this can be enforced.

Unsupervised Children

Several residents have expressed concern about unsupervised children in the Association lobby and elevators while waiting on the school bus and when returning from school. This is a safety issue since the unsupervised children is a safety issue when in the elevators, hall ways, lobby, and walk way to the Bus stop. The SF&SC suggests the Board along with management look at this issue of unsupervised children and determine what can be done to resolve this possibly dangerous situation.

Swimming Pool Safety

This issue was not discussed but is an issue that needs to be looked at. The Association must make sure the Association swimming pool rules are in effect, lifeguards are aware of the Association pool rules and enforce the rules. Management must ensure all pool rules and regulations are enforced during the pool season. The pool is always a safety issue and management must always make sure our pool is a safe place for our residents.

The SF&SC provides the above meeting information for the SHUOA Board and Management.



Recreation Committee
Tony DiSalvo
Patricia (Tish) Linsinbigler

The Committee did not meet in April or May

The highlight of the month of April was the TGIF on Friday, April 7, where the residents again honored Adua Stranere for her 20 years service in Skyline House. Of course, she was accompanied by her husband Ed. We had about 80 residents and friends who attended and all who were present had a great evening. Many of those who attended have never been to a TGIF and I am afraid to say how many many years that they have resided in Skyline House. We were very happy that they came and hope they will return. The residents outdid themselves in the hors d'oeuvres that were prepared. Again Adua – thank you.

If you are a resident and have not attended the monthly TGIF make this your first and meet your neighbors and, to make it easier, you are requested NOT to bring a plate of hors d'oeuvres; just your own liquid refreshment.

The next committee meeting will be July 12, 7:00 p.m. West Card Room.

The next TGIF will be on Friday, June 2, West Party Room at 6:30 p.m. Join Us.

COMING EVENTS

TGIF Fri Jun 2, 6:30 p.m., West Party Room

TGIF Fri Jul 7, 6:30 p.m., East Party Room

Recreation Committee Meeting
Wed July 12, 7:00 p.m., West Card Room



The Chief Engineer
Greg Grimm

Suds Floods on Lower Floors

Attention owners for top loading washing machines.

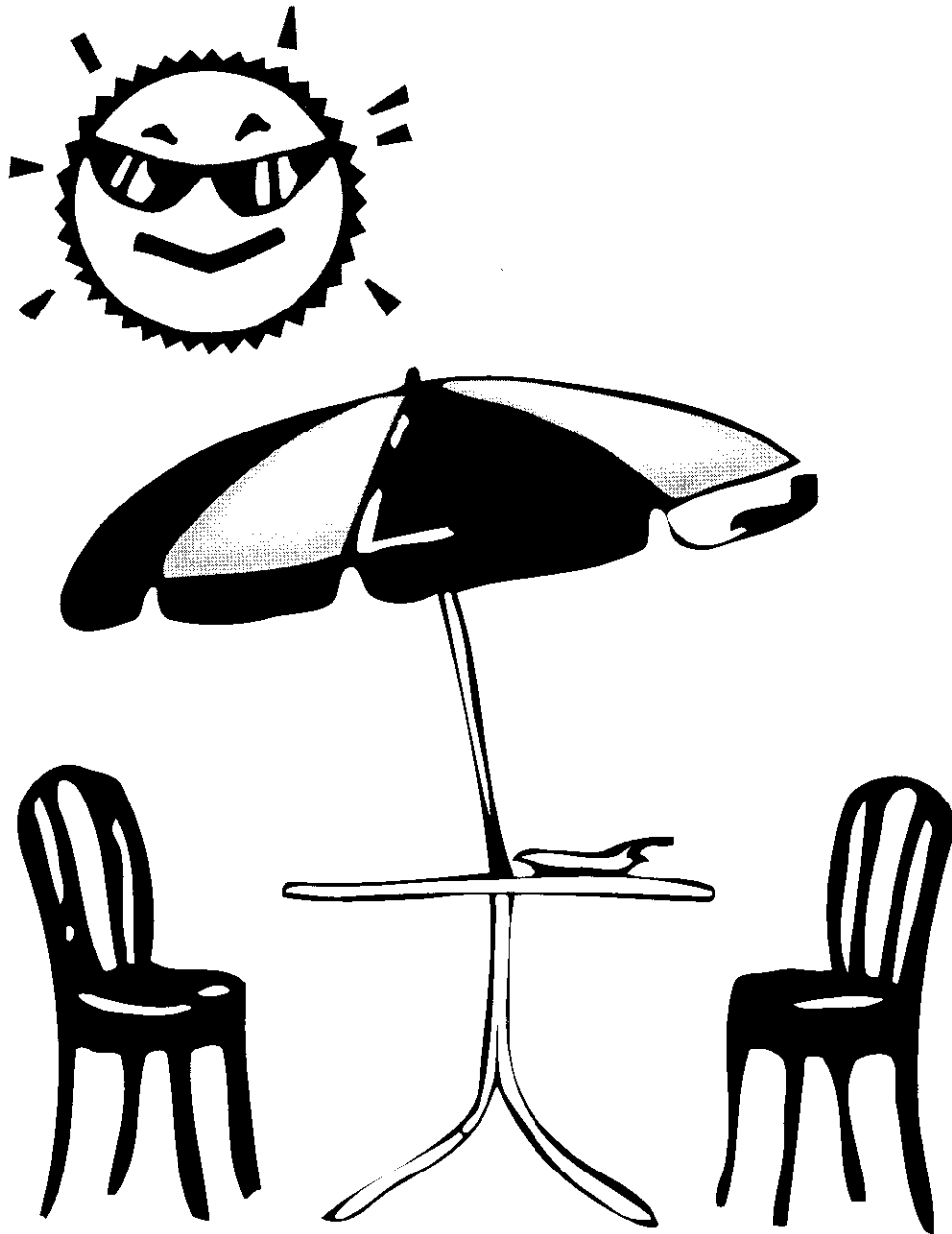
Some lower floor units are experiencing suds floods caused by too much detergent use. If you are not using a low suds detergent, please do so. If you prefer to use a liquid detergent, please use much less than that recommended on the bottle, in most cases you can cut the amount recommended by one half. This small contribution could save someone on a lower floor from getting a sink or toilet full of suds.

A Repeat About Your Water Heaters

As I mentioned before, we have recently had several hot water heaters rupture, causing flooding and property damage. These water heaters were all installed when the building was built and were about 20 years old. The life of these water heaters is rated at 10 years.

If you have a water heater made by "State" it most likely is an original and needs to be replaced; before it forces you to replace it.

There is nothing like the experience of having your unit flooded. To avoid this, replace your old water heater NOW. If you want In-Unit Services to replace your water heater, call Tania at the Management Office for pricing and scheduling information. If you prefer an outside contractor, call one and arrange for a new water heater today. In either case, do not hesitate. You could be awakened by a flood.



SUMMER BEGINS THIS MONTH - ENJOY

Whether or not you use the swimming pool, you should visit our SUN DECK (west of the pool) and have fun with your friends and neighbors.