

The House Special



Volume 31 Issue 5

Skyline House

May 2011



BOARD OF DIRECTORS

President, Maria Elena Schacknies

My sincere thanks to Norman Baker for his leadership over the past five years! I hope I will be able to fill his shoes!

As the new President/CEO of the Association, I will strive to provide the appropriate leadership so that our Association remains financially healthy, efficient and engaged with its residents. I look forward to working with every member of the Board, the Chairs of our Committees, and our Neighborhood Watch and Good Neighbor groups in a congenial and effective manner. I will be asking for assistance, advice and support from all concerned. This is a challenging job and this year in particular, is a very intense year for me. For the past four years, I have been working to bring the spotlight to our neighborhood in the form of a re-enactment to commemorate the Sesquicentennial of Lincoln's Grand Review of the Troops this coming November.

The Board and I have embarked on a challenge that will eventually make a difference. It will take time and lots of work, but when completed, will provide Skyline House with updated bylaws that will benefit our Association. As time goes by, I will be reporting on our progress.

The power washing of the garage was done in March and there were 81 cars that were not moved out of the garage. This is the second year in a row that residents have not moved their cars. In 2010, there were 80 cars left parked in the garage during the cleaning. We have a listing of those residents who didn't move their vehicles. I am asking the Chair of the PPOC to develop a strategy to address this problem. I would also suggest that we clean the garage in the month of May to protect our employees from working in very cold conditions.

During its April 27th meeting, the Board approved a Management, PPOC and FMC recommendation to procure and install 15 fans in the garage, replacing all of the 30 year old fans. Consequently, the garage will have better ventilation and while electricity costs will be lower since the new fans are far more energy efficient.

The Board also approved, on the recommendation of the PPOC and Management, to move three additional recycling bins, presently in the trash room, to the large outer area of the West loading dock. After one of its walk-arounds, the PPOC realized that while the recycling bins in the outer area were filled to capacity, the ones in the interior trash room were almost empty. Management

will also place a new sign on the entrance door of the trash room indicating the availability of the additional recycling bins in the interior room.

The Board also met in Executive Session to address a covenants issue and then acted on that matter when it reconvened in Open Session.

IMPORTANT INSURANCE INFORMATION FOR ALL OWNERS AND RENTERS

**(Information Provided by USI Insurance Services LLC, provider of the Association's
Master Insurance Policy)**

As residents of Skyline House Condominium you should be aware that the Association's Master Insurance Program does not satisfy all of your insurance needs. You should purchase personal insurance to fully protect your interest.

Master Policy Coverage & Personal Insurance Responsibilities:

Building coverage under the Master Policy is written on a single entity basis, which means coverage does extend within individual units to fixtures, appliances, wall and floor coverings and cabinetry according to the original plans and specifications. The Master Policy does not cover any individual unit improvements, betterments, additions or alterations made subsequent to conveyance from the developer. For example, if kitchen appliances or bathroom fixtures have been upgraded in your unit, the Master Policy does not cover these improvements or betterments. If wallpaper has been installed or a new wall constructed to divide a room, these additions and alterations are not covered by the Master Policy. In addition to improvements, betterments, additions and alterations, the Master Policy does not provide coverage for your personal property or additional living expenses.

Building coverage under the Master Policy is subject to a \$10,000 deductible per occurrence. Accordingly, the Master Policy will cover claims only when the damage to covered property caused by any one occurrence exceeds \$10,000.

Coverage is provided under the Master Policy to protect unit owners against liability claims arising out of membership in the association. For example, if somebody slips and falls on the common elements, the Master Policy will indemnify and defend all unit owners against a liability claim for bodily injury that might result. However, if anybody slips and falls or otherwise sustains bodily injury within an individual unit, the Master Policy liability coverage will not apply. Should you inadvertently leave the water running in your kitchen sink allowing water to overflow, the Master Policy will not protect you against the claim from the resident in the unit below for damage to their personal property or the expensive wallpaper they installed.

Resident Owners should purchase an individual homeowners policy (HO-6). The HO-6 policy can provide coverage for your personal property, unit improvements, betterments, additions and alterations, additional living expenses and personal liability. Coverage can be arranged under some HO-6 policies to pay for damages to your unit over your personal policy deductible, usually \$100 or \$250, up to the \$10,000 Master Policy deductible. Unit owners should check with your HO-6 policy agent or company to determine if your policy covers damage to your unit up to the Master Policy deductible.

Non Resident Owners may not need coverage for personal property or additional living expenses; however do have all of the other insurable exposures of a resident owner. Additionally, non-resident owners have an exposure for loss of rental income, which can be insured against.

Renters should purchase an HO-4 policy to provide coverage for personal property, additional living expenses and personal liability.

To Complete Your Insurance Coverage owners and renters need to purchase a personal insurance policy. A qualified insurance agent can specifically design your personal policy coverage to fit your individual needs and properly compliment the Master Policy coverage.



MANAGEMENT

General Manager, Gusbey Silva

Balcony Concrete Repairs and Rail Replacement Project

The demolition of the deteriorated concrete began on March 11th and was completed March 25th. The contractor continued with the sandblasting of the exposed rebar and the forming needed. The installation of the new concrete started on March 31st and it was completed on April 8th.

Currently the contractor is applying the coating to all balcony/patio walls and ceilings, after completion, the contractor will continue with the seal coating of the balcony floors, except the tiled balconies. All balcony floors were power washed prior to coating of ceilings and walls. Residents were notified a week in advance of the power washing.

Unit owners with tiled balconies are responsible to provide replacement tile and appropriate colored grout for the repaired area. The contractor is responsible to install the new tile in the area where the original tile was removed. If your balcony is tiled, you should have secured the material needed for these repairs by no later than April 30th.

Unit Windows and Balcony Door Replacement Project

The manufacturer delivered all the material needed for this project on April 18th. HiRise Windows is currently installing the new windows and doors at a pace of one/two units per day.

Replacement of the windows/doors in units located on the North Side of the East Building will be performed during the summer months, after the balcony project is completed on that side.

Balcony Power Washing

Management would like to inform residents that the Association will no longer hire a contractor to power wash balcony and patio surfaces. This measure is to avoid potential damage to the coating of the new railings when the crew is maneuvering to get inside the balconies. This is a concern as any damage to the new railings will void the rail-coating warranty.

Window Washing

This year the window washing will be performed after the balcony project currently taking place on the North Side of the East Building is completed, approximately by the end of June.



INFO FROM THE ENGINEER

Chief Engineer, Greg Grimm

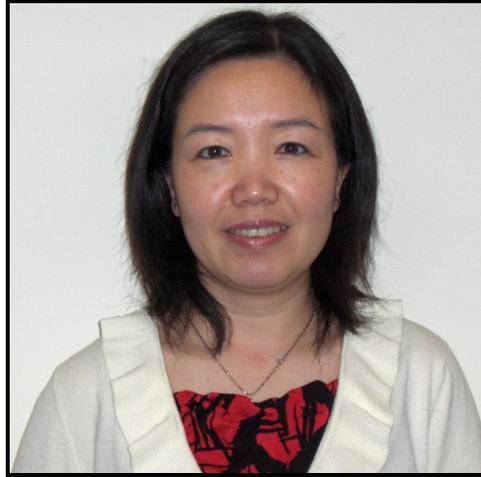
Air Conditioner Preventative Maintenance (PM)

Did you know that even though your air conditioner seems to be blowing plenty of cold air, it should still be serviced every year? The best time to do this is preferably the beginning of the cooling season. One of the most important things we do when we provide a Preventative Maintenance service on your system is to add an algacide packet to the drain pan which helps keep the drain pan and condensate drain lines clean and clear, preventing leaks. We also check the refrigerant level. Low refrigerant results in inadequate cooling which increases your electric bill. If your system has not been serviced this year, or for several years, this is a good time to have it done. Doing so will prevent additional electrical expense or, expenses resulting from damage to your unit and other units due to leaks. You can schedule a PM servicing in the office.

Unit Intercom Phones

Several residents have asked about their intercom phone and why they would need a 2-line phone when they have a cell phone and do not want or plan on having a land line. You must have intercom access and so you must have a phone other than your cell phone in your unit. However, in this case, you do not need a 2-line phone. We can connect the intercom to any regular phone, and locate it anywhere there is a phone jack (usually the jack will require a wire change that we can do in a couple of minutes.) You can schedule this work in the office. Also note you can have more than one intercom phone in your unit if you wish. Each phone would have to be located at one of your current phone jacks which again might require a wiring change.

Welcome To Our New Accountant Ms. Lucy Bei



We are pleased to announce our new Skyline House Accountant, Ms. Lucy Bei, joined the Skyline House Staff on March 23, 2011 in the Accounting office. Lucy previously worked in a head office Accounting Department in Shanghai, China for 7 years. In 1997, she relocated to Virginia and worked as an Accounting Manager for 10 years. She received her Associates Degree in Business Administration from the College of International Business Shanghai University. She also received QuickBooks certification from Interactive Computer Training Inc in Washington DC in 2010. Lucy wants to learn more about Property Management to enhance her long term career goals. She is very excited to be part of our Skyline House family!

Please drop by the Accounting Office and welcome Lucy to our "House".

MAY GOOD NEIGHBORS

Good Neighbors assist residents in need of temporary help due to illness or emergency. Services provided are typically short term and in the local area. For example, picking up mail or prescriptions or making small grocery purchases.

Anyone experiencing a medical emergency should call 911 immediately.

VIRGINIA FISSMER 703-379-2901

ELAYNE HAYMES 703-347-7918

Good Neighbors welcomes new members to assist those in need. If you are interested in serving your neighbors, call Coordinator Toska Prather or Virginia Fissmer. Their contact information is listed in the newsletter directory.

GOOD NEWS!

The Lions Club Volunteer found, on his April 6th pick up, that Skyline House residents had donated another 25 used eyeglasses.

The Bailey's Crossroads Lions Club asks Skyline House residents to donate their used **prescription eyeglasses**, **prescription and non-prescription sunglasses** and **used hearing aids** to the Lions Club **Recycle for Sight and Hearing** program. Donated items will be sent to a recycling center where they will be cleaned and refurbished for distribution during health care missions in developing countries where such items are often unaffordable and/or unavailable.

A Lions Club collection box is located at the front lobby desk. Thanks for your donations!



COVENANTS

Chair, Joseph Livingston

The Covenants Committee did not meet in March. It will next meet Monday, May 18, 2011.

REMINDERS FOR ALL OWNERS AND RESIDENTS

THE FOLLOWING ARE EXCERPTED FROM THE RULES AND REGULATIONS.

PLEASE BE SURE YOU ARE AWARE OF THEM AND ARE ABIDING BY THEM.

RULE 1 A. 2. The failure by any owner or any owner's family member, tenant, guest, invitee or licensee to comply with any rule and regulation shall entitle the Association to all remedies available to it at law, including, but not limited to, assessment of charges against the owner pursuant to the Virginia Condominium Act.

RULE 1 F. Smoking is prohibited in the common areas with the exception of:

1. Unit balconies [but do not throw cigarettes from your balcony – please see balcony etiquette item elsewhere in this issue.]
2. Outside areas (such as roof terraces and pool area sundeck)

RULE 1 G. No food or drink may be consumed in any of the following common areas of the Condominium, including but not limited to all corridors/hallways, stairways, lobbies, elevators and rest rooms.

RULE 1 H. Responsibility for Conduct of Children/Minors

1. Unit Owners/Residents are at all times responsible and accountable for the actions of their children, wards, minor guests or any other children under legal age whom they sponsor within the premises or, whom are on the premises, at their express or implied invitation. This stipulation includes financial and legal responsibility and accountability for the damages caused by, vandalism, misconduct or objectionable behavior within the premises by children or minors so sponsored.
2. Conduct of children and minor guests within the premises are governed by the same provisions in the By-Laws and Association rules as those pertaining to adult residents and guests.

RULE 13 C. Noise Disturbances

“In order to reduce noise and disturbances, owners/residents requiring work or services to be performed in their units shall require all contractors to perform such work or services between the hours of 8:00 a.m. and 7:00 p.m. Mondays through Fridays, and between 9:00 a.m. and 5:00 p.m. on Saturdays. The activities described above are not permitted on Sundays.

RULE 18 A. Parking or standing in posted fire lanes is prohibited. Vehicles in violation are subject to being towed without warning at the owner's risk and expense.

RULE 18 D. Parking is prohibited in loading docks and compactor access areas. Unauthorized vehicles are subject to being towed without warning at the owner's risk and expense.

Exceptions are:

1. Vehicles authorized by management to park for a specified period of time.
2. Vehicles bearing a current Skyline House registration decal which may park for a maximum of thirty (30) minutes.

[Vehicles parked longer than 30 minutes in the east/west loading dock and trash compactor access areas are at risk of being towed without warning at the owner's risk and expense.]

BALCONY ETIQUETTE GUIDELINES

USE A DUSTPAN. Never sweep dust, leaves, petals or other litter off of your balcony. It blows in windows of other units and onto other residents' balconies. USE A DUSTPAN.

When watering your plants remember, water running out of your pots rains down on all the balconies below. Not only does it stain and damage balconies and furniture, on occasion, it might even drench a neighbor. Please use saucers under all your plants.

Is your balcony a cluttered, unsightly storage area? Rule 15G states, "Balconies shall not be used for storage." Please be sure your balcony is not an eyesore. Clean it up. Remove empty pots, dead plants, trash containers, and other items not appropriate for a balcony.

Feeding birds on your balcony might seem a nice thing to do but is prohibited by House rules as it creates major problems for your neighbors and the Association. Do not feed birds and if you have a bird feeder please remove it.

MOST IMPORTANT OF ALL, NO MATTER IT'S SIZE, NEVER THROW ANYTHING FROM YOUR BALCONY (especially cigarettes)



PHYSICAL PLANT & OPERATIONS

Chair, Al Lambert

Greetings! It began on April 14th at 7:00 p.m. in the West Card Room when the Physical Plant and Operations Committee (PPOC) recommended concrete actions to reduce the Association's electric bill. Reasonable courses of action on energy conservation in our daily activities were proposed to reduce the \$350,000 annual electric bill. Here are the recommendations:

- In the East and West lobby level corridors the ceiling accent lights bordering the large windows will be turned-off each evening at 11:00 p.m.
- Reduce temperatures in all corridors to 65 degrees in the winter months between the 6:00 p.m. and 6:00 a.m. At all other times temperatures will be maintained at 72 degrees.
- Replace the rheostat timer in all trash rooms with one having a shorter time period of illumination (if commercially available).
- Close the Penthouse levels at 12:00 a.m. through 8:00 a.m. Sunday – Thursday and 1:00 a.m. through 8:00 a.m. on Friday and Saturday. The hours correspond to existing available hours for the Party Rooms and the Billiard Room. After shut-down, the heat and air conditioning temperature will be adjusted for energy conservation.
- Investigate implementation, on a 90 day trial basis, of turning-off ceiling corridor lighting in the West Building (except for emergency lights) each evening from 11:00 p.m. to 5:00 a.m. The first step is to obtain county and the fire department approval. This concept would allow the light above each doorway to remain lit along with those adjacent to the elevators. Throughout the 90 day test period resident feedback will be encouraged and a concluding survey conducted to assess resident issues. An update to this initiative will be discussed at the May meeting.
- Freight elevators, which consume a higher level of energy than passenger elevators, will be shut down in both buildings from 11:00 p.m. through 5:00 a.m. every evening.

At the May meeting the PPOC will review resident notification methodology to ensure everyone is made fully aware of these initiatives before sending proposals to the Board for approval. These small but significant energy conservation measures are the prelude to the impending Energy Audit for which Management is soliciting vendors to perform a comprehensive analysis of the

Association's energy usage. As we move forward on energy conservation initiatives, each of us will view some positively and others negatively. In the aggregate, those viewed negatively by some could be viewed positively or neutrally by others. No one can expect to be 100% happy.

Not only did the PPOC address interior lighting cost savings initiatives but it recommended the purchase and installation of new energy efficient ceiling ventilation fans in the D-Level of the garage. Approximately half of the fans have become inoperable and the remaining ones are showing evidence of failure. All were installed thirty years ago during building construction. The PPOC requested Management investigate the procurement of carbon dioxide sensors to activate the fans only when necessary as determined by the sensor. In addition to new energy efficient fans, a possibility exists to further curb energy utilization through the use of such sensors.

Additional cost savings are being realized through the activities of the Garden Club. Members supplement the landscaper responsibilities and purchase trees, plants, shrubs, and flowers at a substantially lower cost from local nurseries. This avoids a mark-up by a landscaper, not to mention the substantial monetary savings in labor charges. Our sub-committee chairperson, Howard Haymes, reported the club is already planting flowers, trees, and shrubs. Something that may be of interest or "tug on your heart strings" is the opportunity to have the club plant flowers or shrubs from memories of your childhood. We have a multi-culture and multi-generational population with residents from throughout the United States and various countries. Everyone can recall flowers or bushes from their childhood which could be planted on our property. There is a standing invitation to contact Howard (contact information is posted on the Bulletin Boards) and discuss your thoughts and ideas. Such plantings would add to our surroundings a touch of your memories or your place of origin and will be something family members and residents can enjoy.

For those interested in the Association's landscaping schedule an abbreviated listing follows:

- January/February: Prune crepe myrtles and cut ornamental grasses.
- March: Apply mulch.
- April: Mowing begins and application of fertilizer.
- May: Shrub trimming/pruning and planting flowers.
- June/July: Hand weeding of beds and shrub trimming/pruning.
- August: Insect/disease control spray.
- September: Tree pruning for large mature trees. Fertilization and planting fall flowers.
- October: Vegetation control to cracks/crevices.
- November: Leaf removal and final mowing.
- December: Final leaf removal.

Lastly, the PPOC addressed recycling bins located on the ground floor in the West Building. There has been an issue with the bins in the large open area being filled to capacity and overflowing thus causing odors and unsightliness. Apparently, many residents have not been aware of additional bins within the small interior room located in the same area. The Committee recommended, on a trial basis for ninety days, moving additional bins to the large open area with the existing bins and installing new prominent signage on the interior door of the availability of more bins. There is a concern that having too many recycling bins in the large area will impede the moving in/out of furniture or large appliances via the freight elevator.

The next PPOC walk-around will be on Thursday, May 5th at 7:00 p.m. when everyone will gather in the main lobby to visit the pool and mezzanine area which will be in final stages of preparation for Memorial Day opening. Participants will inspect it and the adjacent garden area.

As always, I welcome your feedback on any matter pertaining to the PPOC. This is your home! We welcome you to join us. The PPOC's next meeting will be at 7:00 p.m. Thursday, May 12th.

Water Conservation In Your Condo Unit

\$350,000 a year of our CONDO FEES is spent on water/sewage usage in Skyline House and usage/costs keep increasing. It is to everyone's monetary benefit to reduce water usage. To help keep condo fee increases as low as possible, read and follow our Engineer's advice.

Check for leaks. A small drip can waste 20 gallons per day. Larger leaks waste far more.

Don't use the toilet as a wastebasket or an ashtray. Each time you flush gallons are wasted.

Check your toilets for leaks. Put just a little food coloring in your toilet tank. If, within 30 minutes and without flushing, the color appears in the bowl you have a leak which should be repaired immediately. Most replacement parts are inexpensive and easy to install.

Install water-saving toilets, shower heads and low-flow faucet aerators (available in-house). An inexpensive water-saving low-flow (less than 2.5 gallons per minute) shower head is easy for unit owners to install. Long, hot showers can use five to ten gallons every unneeded minute.

Take shorter showers. Limit your showers to the time it takes to soap up, wash down and rinse off. A four-minute shower uses approximately 20 to 40 gallons of water.

Turn off the water while brushing. Just wet your brush and fill a glass for mouth rinsing.

Rinse your razor in the sink Partially fill sink with water to rinse as well as with running water.

Use your dishwasher and clothes washer only for full loads. Most makers of dishwasher soap recommend not pre-rinsing dishes. Avoid the permanent press cycle on your clothes washer. It uses an added 5 gallons (20 liters) for the extra rinse. Adjust water levels for partial loads.

Replace old clothes washers. New Energy Star rated washers use 35 - 50% less water and 50% less energy per load. If you're in the market for a new clothes washer, **consider buying a water-saving front loading washing machine** which are much more water-efficient than top-loaders.

Do You See Something In Need Of Correction In the Common Areas?

The Maintenance Log (the Log) kept at the Front Desk is always available for all residents to report items in need of correction in the common areas. The Log is a good tool for residents and Management. Every morning a work order is issued for each reported item. If you observe something in need of attention but you are unable to enter it in the Log, you can always send an email describing your observation to our Resident Services Coordinator, Noemi Najera at NOEMI@SHUOA.ORG. Your email will receive the same prompt attention as those entered in the Log. Your input it helps to maintain our buildings in the best possible condition at all times.

NEIGHBORHOOD NEWS

Farmers Market Returns to Mason District Park - The Farmer's Market returns every Thursday morning, beginning May 5, from 8 a.m. until 12 noon at Mason District Park, 6621 Columbia Pike in Annandale. The Farmer's Market offers locally grown, vine-ripe produce, fresh baked goods, herb plants, and much more for your spring and summer time enjoyment

Save the Date: May 21 for Lincolnia Senior Center Flea Market - Whether it's a donation, a purchase, or to volunteer, the Lincolnia Senior Center, 4710 North Chambliss Street in Alexandria, welcomes community participation! Bring your family and friends to the center on Saturday, May 21, 8 a.m. to 1 p.m. and enjoy great bargains and support this wonderful community resource. Donations will be accepted between 9 a.m. and 4 p.m. until May 13 and include: clothing, white elephants, jewelry, puzzles, craft items, and more! For more information about acceptable donations, call Karen Albers at the Lincolnia Senior Center at 703-914-0223, or send an e-mail to Karen.Albers@fairfaxcounty.gov.



FINANCIAL MANAGMENT

Chair, Wynfred Joshua

The Financial Management Committee (FMC) met April 25th. Total income in March was \$337,161 with expenditures of \$238,731. Total income less expenditures equaled \$98,430. The monthly Reserve Contribution was \$111,744, leaving a deficit before taxes of \$13,315.

Our Electricity bill has gone down as expected, and is within the monthly allotment. The water and sewer bill continues to run a deficit. Looking at the three main accounts which caused us to run over budget in 2010, their current year-to-date figures continue to give us cause for concern: the Electricity Account is still \$14,429 over budget; the Water and Sewage Account is \$6,411 more than projected; and, the attorney fees are \$1,412 higher than allocated. This is despite the fact that we significantly increased the budget allocations for all of these accounts.

FMC members discussed the study plan of staff salaries. The basic objectives of the study are to provide the Board with reasonable ranges of compensation, including benefits, for our staff and to identify appropriate caps for specific categories of employees. Mrs. June Baker has accepted to run the study. She will be calling on committee members for support.

There was no other old business to discuss. No new items were submitted for consideration. The FMC's next meeting will be on Monday May 16th.



SECURITY, SAFETY AND NEIGHBORHOOD WATCH

Chair, Robert J. "Bob" De Mayo

The Security, Safety and Neighborhood Watch Committee (SS&NWC) met on April 13, 2011 at 7 P.M. in the Skyline House West Card Room. Committee members present were Mr. De Mayo, Mr. Lambert, Mrs. Manrique, Mrs. Jones, and Mrs. Chilman. Management was represented by Mr. Greg Grimm. The Chairman recapped the past meeting for the members and the audience. He also recapped the on-going Neighborhood Watch (NW) recruitment efforts - 4 rallies to date in the mail lobbies - with a great reception from our neighbors; and they will continue in May.

Management's Report included a report of a resident speeding in the garage and another driving the wrong way with no lights. Both were called by the Management Office and the incidents were discussed. Four key NW reports were filed. Work orders were made for a door reported not locking; parking space/vehicle information of a vehicle which appeared to be without a Skyline House decal was reported for Security follow-up. A mirror on the 9th floor was reported as leaning against the wall and not properly secured. The Watcher kept an eye on it while the engineer on-call came to move it and store it until it could be re-installed.

In addition, Deputy General Manager Tycia Height met with General Manager Gusbey Silva and the Operations Manager of CES, our security company. They will be updating the post orders for this Skyline House within the next month or so. Officer Donnell Smith is no longer our Site supervisor. Instead, he is now a Skyline House employee who works the 7 a.m.-3 p.m. front desk shift as our morning receptionist. He started on Monday April 4, 2011 and is doing a wonderful job in his new position with us. Officer Tramaine Marshall who was working the night shift has been moved to the afternoon shift and is now our site supervisor who will be in charge of training and other duties previously performed by Officer Smith. We also have a new part time guard, Officer Colby Smith, who is currently working Saturdays and Sundays from 7am -3pm.

In our Open Forum, the Chairman described the most recent Citizen Advisory Committee (CAC) meeting at which Fairfax County Chief of Police Dave Rohr spoke to all NW Coordinators. Penny Gross, our Mason District Supervisor was also there and had great words to say about the Chief who is in his 30th year on the force. Summarizing his 45-minute talk to us, he said that he

has focused his officers on mitigating "fear of crime" in the county through lots of interaction with residents. He has also emphasized to his officers that they are not INS/ICE agents, and while supporting "Secure Neighborhoods", anyone who is arrested and then detected to be an illegal immigrant will be turned over to INS/ICE. However, if INS/ICE doesn't respond when called, officers must follow the law and discharge the immigrant after bail is posted or time served or charges mitigated. The Chief is a strong supporter of the nationwide CAC and Neighborhood Watch programs. He has instructed his District Captains to vigorously work on community issues surfaced through these groups.

The SS&NWC adjourned to walk the garage with Chief Engineer Greg Grimm and view traffic flow issues and signage and discuss potential solutions. Many of the residents attending the Committee meeting joined us and made good, concrete recommendations which resulted in a highly productive and informative event. SS&NWC recommendations will be made to the Board next month on garage signage and traffic flow. We urge residents to continue to attend our meetings and take an active role in our Skyline House neighborhood Watch!

The next meeting of the SS&NWC is scheduled for 7:00 p.m. Wednesday, May 11, 2011.

MORE 9-1-1 EMERGENCY PROCEDURES

Recently, guidance was issued to all residents to call 9-1-1 **directly, and FIRST** (*instead of calling the front desk*), in case of any personal emergency situation. The aim is to save precious life-saving time (i.e., no relays). Also, first responders need far more info on your emergency than Front Desk staff can possibly provide (e.g., "Is the victim still breathing?"). Bottom-line: Calling 9-1-1 in an emergency is **YOUR** responsibility. Here are additional tips from our Fairfax County Community Crime Prevention Police Officer **PFC. Brendan T. Murphy**:

Seven Tips When Calling 9-1-1

1. **Use 9-1-1 for emergencies only.** An emergency is any serious situation requiring the urgent help of police, fire or emergency medical personnel. When in doubt, go ahead and call 9-1-1. The call taker can determine if you need emergency assistance and get the appropriate help.
2. **If you call 9-1-1-even by mistake-do not hang up the phone.** If you call by mistake, stay on the line until you can tell the call taker there is no emergency. Then the call taker will not have to call back or send police with lights and sirens to check your address for an emergency.
3. **Stay calm and help the call taker help you.** Call takers can't help you if they can't understand you. Take a deep breath and think before you talk. Speak slowly and clearly. Call takers are trained to get the most important information first so they can get help on the way. Answer all of the call taker's questions, no matter how irrelevant they might seem to you.
4. **Determine the location of the emergency, if possible, before you call.** Providing an accurate location/address are vital for getting a quick police/fire/EMS response. Know the name of the city/county where you are located. For 9-1-1 calls made on a cell phone, the answering call center might not be the one which services the area from which you are calling and you will have to be transferred. Look for landmarks, cross street signs and distinctive buildings.
5. **Teach your children how to call 9-1-1.** Be sure your children know what 9-1-1 is, can dial from your home and cell phone, and trust the 9-1-1 call taker. Make sure they are physically able to reach at least one phone in your home. When calling 9-1-1, your children need to know their name, parent's name, telephone number and especially their address. Tell them to answer all the call taker's questions and stay on the phone until they are told to hang up.
6. **Prevent prank calls to 9-1-1.** Prank calls not only waste time and endanger public safety, they are illegal in most states. If 9-1-1 lines or call takers are busy with prank calls, someone with a real emergency may not be able to get the help they need. Be sure all members of your household are aware that prank 9-1-1 calls will be dealt with by local law enforcement agencies.
7. **Know your phones.** Educate everyone in your home about, and how to use, the phone system in your home as well as the location of and, how to use, cell phones to call 9-1-1..



SKYLINE HOUSE CALENDAR

MAY 2011

(WWW.SHUOA.ORG)



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 Library Open 7:00 – 8:00 p.m. East Penthouse	3	4	5 Physical Plant & Ops. Comm. Walk Around 7:00 p.m. Meet In Front Lobby	6	7
8	9 Library Open 7:00 – 8:00 p.m. East Penthouse	10	11 Security, Safety, and Neighborhood Watch Comm. 7:00 p.m. W. Card Room	12 Physical Plant & Operations Comm. 7:00 p.m. W. Card Room	13	14
15	16 Financial Mgmt. Comm. 7:00 p.m. W. Card Room Library Open 7:00 – 8:00 p.m. East Penthouse	17	18 Covenants Comm. 7:00 p.m. W. Card Room	19	20	21
22	23 Library Open 7:00 – 8:00 p.m. East Penthouse	24	25 BOARD MEETING 7:00 p.m. W. Card Room	26	27	28
29	30 Library Closed	31				
GOOD NEIGHBORS: ELAYNE HAYMES 703-347-7918 and VIRGINIA FISSMER 703-379-2901						

BOARD OF DIRECTORS

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