



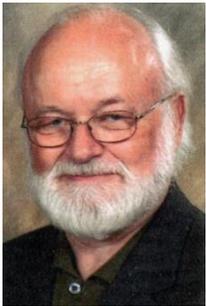
AROUND THE BEND



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President's Corner April, 2019

“April Showers!??” You’ve got to be kidding! Didn’t we just have January showers, February showers and March showers?

While we had “March Winds,” they weren’t that bad this year so maybe April showers will be light; that could help all the spring as well as summer flowers. We can hope!

At our recent Board meeting, I talked a bit about how important energy conservation is. It is amazing and distressing when we realize that in about 200 years, we will have used up almost all the fossil fuel that took millions of years to create. When you think about it, it seems totally irresponsible, and yet we still have people who think that the research and use of renewable sources of energy is not necessary and too expensive. A world wide attitude change is needed. We think we are the smart species. As such we should take seriously what we are leaving for generations to come. Our duty and privilege is to be earnest stewards of our earth. People like to debate global warming, but the above is indisputable and reason enough to take good care of our planet home.

Here at Riverbend, we are doing what we can. We are gradually replacing our current incandescent lighting with LED lighting. And, I believe making smart decisions with the purchase of our hot water heating system and our common area HVAC units on the roof. There is more we could do but we also have to be good stewards of our financial resources. It is a tricky balance, but that is our task and duty.

Following are some updates on the several projects before us:

Our Hot Water Heating and Distribution System

In February, both our Building Facilities Committee and our Budget & Finance Committee recommended moving forward with a new tankless hot water heating system as proposed by CroppMetcalf. At our February Board meeting, the Board approved the proposal using 12 Rinnai tankless water heaters. During the month of March, we sent the proposal and proposed contract to our attorney. After a couple of back and forth negotiations we all agreed to the contents of the proposal and the contract. I have signed the contract and a down payment has been made and the equipment is on order. CroppMetcalf, has told us that if all goes as planned, we should have the new system up and running by May 8.

For me this is very exciting! I have some experience with residential tankless heaters, and I really liked the experience. They are now doing commercial tankless hot water heaters. CroppMetcalf provided references for us to contact for both themselves and Rinnai. All were good and we are confident that this system will work well for us and save us significant energy dollars. CroppMetcalf and Rinnai have provided us with a chart that includes estimated energy savings. They estimate that if we replaced our current hot water system with new similar units, they would use about 17,303 Therms a year; while our new tankless system will use about 9,994 Therms. When translated into dollars it is \$13,808 versus \$7,975. That is an annual savings of about \$5,833. And, remember, we won’t need a crane to

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come in to lift the big hot water boilers to the roof. The old boilers will be cut apart so they can be removed using our freight elevator, and all the new parts and pieces can be brought up via our freight elevator as well. A crane could have cost us close to \$75,000.

Our Common Area HVAC Units on our Roof

We have been postponing the replacement of our roof top HVAC units so we could focus on our hot water system replacement. Now it is time to resume planning. In March, the Building Facilities and Budget & Finance Committees recommended that the Board accept and approve the recommendations from our engineering firm. As a reminder, TRC provided us with a report where they suggested two possible ways to replace our failing Corridor HVAC units on our roof. Currently we have three split system HVAC units on the roof. They are split because each unit is on two separate concrete pads; we have the furnace on one pad and the other pad has the air conditioner and the air handler. A single system on a single concrete pad is not a split system.

TRC offered two different systems: a heat pump split system and a heat pump all-in-one system. We chose the heat pump split system. The size of the single system on one concrete pad gave us a concern because it is both larger and heavier than what the pads were designed for. Also, while it appears to be a bit more efficient than the split system, its estimated cost is about \$100,000 more, plus a larger crane may be needed to lift it onto its concrete pad. And an engineering study on our current concrete slabs would be needed.

The committees and the Board also approved beginning the second phase of the proposal. This phase includes preparing construction and installation details and drawings which become part of the Bid Package which will go to a qualified selection of HVAC commercial contractors. Craig will ask them to proceed to the second phase and ask them to expedite the work so we can move forward. We would love to be able to work on this project this coming October or at the latest, November. Like the roof, we want the work done

when there is not a big demand for either air conditioning or heat, so either this coming fall or next spring.

The third phase of this project is when the engineering firm, TRC, helps us select the qualified contractors to bid the project. Then, help us select the contractor, help us supervise the project and finally inspect the installed project. They will also help us approve contractor submitted invoices.

Recently, Craig asked TRC to give us an energy use analysis and compare it to an installation of a system similar to what we currently have. What we have received is encouraging. We know that heat pump systems are more energy efficient than what we currently have, but what might that mean for us? They provided a fairly complete analysis. To summarize the report, they estimate that the energy savings will translate to be about \$13,500 per year. TRC had previously estimated that a basic replacement system would cost us about \$511,000. This new heat pump system is estimated to cost us about \$540,000. That will only take us a few years to make up the difference between the two types of systems. There is an add on piece to the heat pump system that is designed to increase the energy efficiency even more, but when we look at our current financial resources and the near future demands for these resources, it makes some sense to postpone that add-on for now.

Elevator Machinery and Controls

Our elevators continue to work well, and we believe that they will not demand major attention for the next couple of years.

Lobby, Party Room and Corridor Décor Renovation

This project is also on the back burner until we get past the repair or replacement of our very important mechanical systems that we depend on every day.

Some Final Thoughts

Most of you have seen the newly installed traffic peninsula between Riverbend and Blue Ridge. This is a safety feature affecting all of us

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who park in the garages at that end of the two buildings the two buildings' loading docks, the parking lot behind Riverbend and the front parking lot for Blue Ridge. It provides that all exiting and entering vehicles to those areas must come to Cypress Ridge Terrace at a 90 degree intersection. It also improves the line of sight for pedestrians at the Riverbend Circle crosswalk. The project is not yet complete. It will receive some landscaping which will include grass and plantings to make it more obvious to folks driving down to the peninsula from Blue Ridge. It will also receive a stop sign; a painted stop bar and the word stop on the asphalt. The Fire Department wants us to paint part of the curb yellow. The large concrete pad at the end of the peninsula with the roll type curb is designed to facilitate turning for large trucks when they have to make the turn at that intersection. This will include long straight trucks, moving van semis and fire department ladder trucks. This will add to the safety on our campus roads.

Please let me say again, do not walk through the center of the Riverbend traffic circle. You can not count on drivers seeing you as you make that crossing. The one really serious accident that occurred here at Lansdowne Woods happened when a couple walked through the circle and were hit by a pickup truck whose driver did not see them. They broke bones, had a concussion and never fully recovered from their injuries. They do not live here anymore. Pedestrians cannot compete with vehicles. Please don't take unnecessary chances. The short additional distance to walk the Circle's perimeter crosswalks will take only a few seconds more and provide a bit more exercise. And, you will be walking where most drivers expect to see pedestrians.

Finally, please attend our informative committee meetings. They are all open meetings. We like and need participation from everyone. And remember, firsthand knowledge and experience is always more reliable than a rumor.

*---Bert Schlabach, President
Riverbend Condominium Association*

Riverbend Board Briefs for March 2019 Meeting

- About 20 attending residents heard Riverbend related reports from committees, directors and staff.
- A new building-wide hot water system has been ordered at a cost of \$125,000 with installation currently estimated by 5/8/18.
- Construction documents (drawings, plans and specifications) to install a new corridor (aka hallway) HVAC system has been ordered at a cost of \$7,830. These documents are a prerequisite to sending out an RFP (Request for Proposals) to furnish and install a new corridor HVAC system, currently estimated to cost about \$534,750.
- Both of the above projects are 100% funded from Riverbend's Reserve Accounts.
- Action to replace the elevator machinery and redecorating the common areas are deferred until the above projects are further along to completion

*--- Craig Magargel,
Building Manager*



From the Engineer Bryan Crosley

Unscheduled Deliveries and Contractor work;

Don't forget to notify the office to schedule your delivery or "work to be done"

items because someone else may have already reserved the freight elevator for their delivery or job.

Enjoy Spring!

Thanks.

Earth Day 2019

Monday, April 22, 2019

Theme: Protect Our Species



Earth Day is an event observed annually on April 22. It is a day held to demonstrate and promote environmental awareness and calls for the protection of our planet. Today, **Earth Day** is celebrated in more than 193 countries each year.

Earth Day Network is asking people to join the Protect our Species campaign. Its goals are to:

- Educate and raise awareness about the accelerating rate of extinction of millions of species and the causes and consequences of this phenomenon.
- Achieve major policy victories that protect broad groups of species as well as individual species and their habitats.
- Build and activate a global movement that embraces nature and its values.
- Encourage individual actions such as adopting plant based diet and stopping pesticide and herbicide use.

For more information and how you can help go to www.earthday.org

Pet News

Hi Riverbenders.

This is Maggie, your roving Pet Reporter, with some Pet News. The new Pet Map is back from the printer and should be of interest to all residents. You can pick up the map at the Manager's Office or cut out and keep the map in this issue of *Around the The Bend*.

The big news is that three new Pet Stations are being added along the walking path, one at each pedestrian gate. This will be a great service to our owners and walkers. Now they won't have to carry our "loaded" pet waste bags with them as we stroll the grounds.

Which reminds me - as pets, both resident and visitor, we need to be sure that our owners are kept on the leash while we are out. We don't want them wandering off and getting lost, do we?

Oh, one last note to all. Please don't feed our feral friends. (I'm talking about those cats!) This causes them to hang out here and become objects for us to chase. So leaving food for them in the garage or on a rock just isn't a good idea. In fact it is against the campus - wide pet rules.

It's time for me to wrap this up. There are a few squirrels I need to get back into their trees. Until the next time!



COMMITTEE REPORTS

Activities

Those Sweet Sensations were more than just a pretty picture; they were delicious, to which many of you will attest! But that was February 28.



On March 14, the Activities Committee was honored to help the Board of Directors recognize the newest residents of

Riverbend. We love hearing from whence they hail and where life has taken them; and, of course, each committee vies for their talents and experience! Two of these residents are already on our committee, and we are so very pleased to have their skills.



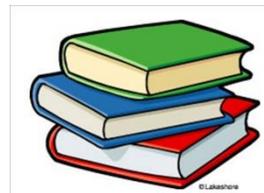
Elaine and Dolores



HOT BAKED POTATOES – and so many toppings to load onto them! This luncheon drew quite the hungry crowd on the 20th. Lots of socializing going on, and that’s why we do what we do!



Coming soon: our popular Asian dinner on April 11; a Cinco de Mayo dinner (a day early) on May 4; and we’re planning a pizza night for June 13. Remember to thank Paula Gomez, our committee member who single-handedly plan and executes our cinema arts and movie nights! And also thank the popcorn and soda providers! All other events are team efforts. (Just a little advertising thrown in!)



Riverbend Readers Group

We are meeting on April Fools Day so anything could happen! At 3:30 on April 1st, we'll be down in the party room to discuss "Cutting for Stone." Our next book is a genre change - "The Camel Club," by David Baldacci, a crime novel.

--- Barbara Leone



Riverbend Bridge Club

Tuesday evenings

6:30 p.m.

Party Room

To all residents, new and not so new, we encourage you to join us on Tuesday evenings in the party room. We play for fun and enjoyment. If you love the game and feel you don’t play well enough, don’t let that stop you. Come and learn. If you have any questions, call Nancy Johnson at 301-717-4819.

COMMUNITY SERVICES

Assistive Telephones for Hearing Impairment:

According to the National Institute on Deafness and Other Communication Disorders, “nearly 25% of people aged 65 to 74 and 50% of those who are 75 and older have disabling hearing loss.” For those whose hearing abilities prevent them from effectively using a standard telephone, there are many assistive devices available, ranging from amplified telephones to captioned telephones. An amplified telephone allows the hard of hearing person to turn up the volume as necessary to hear speech more clearly. A captioned telephone is a special telephone with a built-in screen which displays in printed words (captions) everything said by the other person on the call.



There are currently three captioned telephone service providers which market captioned phones in Virginia: CapTel, CaptionCall, and ClearCaptions. Differences between the captioned telephone alternatives include phone features, whether or not the captioned phone requires internet access and a home phone (landline), and options for captioned mobile phone apps.

There is no fee for the captioned telephone service. In order to qualify for the free service, hearing loss must be certified by an audiologist or other qualified healthcare professional.

For additional information about amplified telephones, captioned telephones, and other assistive devices and services for the hearing impaired, contact the Virginia Department for the Deaf and Hard of Hearing at www.vddhh.org or 800-552-7917; or contact the Northern Virginia Resource Center for Deaf and Hard of Hearing Persons, a regional organization serving Loudoun, Fairfax, and Arlington Counties, at www.nvrc.org or 703-352-9055.

Scam Call Trends for 2019:

Scam telephone calls are increasing, and nearly half of U.S. mobile phone calls will be scam calls this year, according to First Orion, a provider of

phone call and data transparency solutions. The company analyzed data from more than 50 billion calls over an 18 month period to get a snapshot of the scam-call “epidemic.” Current trends and predictions are the following:

1. There has been a drastic increase in scam calls to mobile phones and a decline in fraudulent landline calls.
2. Scam and nuisance calls doubled in the past year.
3. Mobile phone scam calls are projected to climb to over 80% of total scam calls by mid-2019.
4. “Neighbor spoofing,” a tactic in which scammers show a local number on your caller ID, is estimated to result in nine of ten scam calls coming from a familiar area code this year.

Skimming Devices Found at Ashburn Gas Station:

Skimming devices were found on two pumps at a gas station in Ashburn last month. These devices are designed to steal customers’ debit and credit card numbers.

To help protect yourself from debit and credit card fraud, the Loudoun County Sheriff’s Office recommends the following:

1. Regularly check your financial statement for any unusual or fraudulent charges and report them to your bank or card issuer immediately. (Federal law limits your liability, but your liability may depend on how quickly you report the theft or loss.)
2. Use credit cards to make purchases rather than debit cards, as it can be more difficult to have your bank funds reimbursed.
3. Inspect all card readers prior to sliding your card. You may not be able to see a skimming device, but you may notice pry marks, scratches, or other signs of tampering.
4. Report any suspicious activity to the Loudoun County Sheriff’s Office.

— Anita Zatz



The Adventurous Eater

By Judy Kory

Lost Rhino Brewing Company

We’ve all passed the sign on Route 7 pointing down Ashburn Village Blvd. to Lost Rhino. Curiosity forced a visit. What kind of food does a local brewery offer? Friday lunch had only a handful of patrons, although things seemed to be gearing up for a busy Friday night. The décor is Spartan; the picnic table benches are unstable. You order and pay at the bar, and help yourself to water, condiments, and utensils. The staff is friendly and helpful. The beer menu is extensive (nine currently on tap); the food menu is one page, limited but interesting.



We started with a custom flight of beers. We both wanted to try the Woody Stout. We also got the most popular Face Plant IPA, the Rhino Chasers pilsner, and a locally brewed hard cider. The Woody Stout was by far our favorite, followed by the pilsner. Face Plant is very good if you like IPAs (Indian Pale Ale). The cider is not made by Lost Rhino, and it tastes medicinal.

The menu includes Shareables, Flatbreads (pizzas), Sandwiches, one Salad, and one dessert. For Shareables, we enjoyed the Rhino sliders



– pulled chicken BBQ on potato buns with a side of New York style dill pickles and a bit of coleslaw, plenty for a light meal. Other Shareables include pretzels, nachos, pickles, and spiced nuts.

There are four Flatbreads (\$10-13): BBQ Chicken, Chicken Pesto, Meat trio, Buffalo Blue. For Sandwiches, the Chicken Pesto Panini is very good, but the Brie Sandwich with



apples, arugula, and balsamic on ciabatta is excellent! There is an all-beef hotdog, but no burgers. All sandwiches and wraps come with either fruit, Miss Vickie’s chips, or black bean salad. On our visit the fruit was honeydew, cantaloupe and pineapple.

The black bean salad includes corn, tomatoes, and green peppers, very lightly dressed. The Brewhouse Wedge is the only green salad, with onion, tomato, and bacon crumbles covered in blue cheese dressing.



The one dessert is a Root Beer Float made with Rhino’s home brewed root beer. We were too full to try it this visit but it looked delicious.

Lost Rhino can be found at 21730 Red Rum Dr. #142, Ashburn, 20147. Signage is good and it is further down Red Rum than expected. Open Tuesday 4-9 p.m., Wednesday and Thursday 11:30 a.m. - 9 p.m., Friday and Saturday 11:30am-10pm, Sunday 12-5 p.m.. Closed Monday. There’s live music on Saturday, Bring Your Own Vinyl on Tuesdays, Thursday trivia nights, and other special events.



Management Corner Craig Magargel

Do you know of a free piano that's looking for a good home? Riverbend is asking for a piano donation

and if everything lines up, we'll pay all costs to get it to Riverbend's Party Room. Riverbend's existing piano did not get a good report after its latest tuning attempt and the piano tuner suggested a new or newer piano is now needed after years of use at Riverbend. We would be happy to permanently add a metal plate or something to the piano with your words on it to memorize the gift. Please let the Manager or any Board member know if you would consider it.

A super and convenient amenity for Riverbend residents is free Public Notary from the Office—more specifically, from Debi the Assistant Manager. But there's a catch --- please don't walk in the Office unexpectedly and ask for something to be notarized --- this upsets the apple cart. Please call ahead or stop by for an appointment to have your documents notarized. The Office has too many daily deadlines and is too busy to interrupt what we're doing to notarize something, especially on meeting days or meeting-preparation days. And Debi is too customer service oriented to ask you to come back (I'm trying to coach her to say no) when we're flying around the office like our hair is on fire.

Have you noticed what has changed on the lobby level elevator landing TV? Most of the LWVA events are now listed in a slide-show format. Usually the event is listed using the paper flier you see on the Riverbend bulletin boards, but this may change. As the BuildingLink system is rolled out in the Clubhouse and other buildings on campus, the paper fliers may go away. So please get into the habit of checking out the events in the newsletters and on Riverbend's TV when you come home, check your mail or get a package.

The Manager's reports in the last two issues of Around the Bend broke out the details of the owner

mandatory-opt-in contracts providing in-unit HVAC maintenance and repairs and Comcast's Xfinity's television and Internet services (not phone). Each owner's share of the cost of these two contracts are built in to your monthly condo assessment at a rate of \$17.68/mo for HVAC and \$67.93/mo for TV and Internet. Let's spend the rest of this article to look under the hood of your monthly condo assessment and break in down:

Every owner's assessment is due on the first of every month with a grace period until the tenth of each month before a \$50 Late Fee is added to your account. Your 2019 monthly assessment amount is the sum of four or five mandatory parts:

\$ 17.68 HVAC maintenance and repair

\$ 20.53 Garage parking space (if you have one)

\$ 67.93 Comcast TV and Internet

\$180.00 (Clubhouse, Gatehouse, Grounds, etc.)

\$286.14 Flat rate subtotal that every unit pays monthly (subtract \$20.53 (if you do not have a garage space))

Plus:

\$303.46 – \$525.33 Building Operations and Common Areas (excluding RB's two combined units, there are 11 different rates that vary based on your unit's square footage.

\$589.60 - \$811.47 Ranges of monthly assessment rates depending on how big your unit is.

Please note these assessment amounts, details and the whole RB budget were presented to all RB owners in an open meeting in the fall by Riverbend's Budget & Finance savants Carole Meals and Shirley Aumack, both fellow owners and neighbors. The assessment breakdown and budget in hard copy form was provided to all owners and is always in the BuildingLink Library and available from the office.

Your homeowner assessments fund 94% of Riverbend's \$2 million per year budget and pay for virtually everything you see and experience while you live here. The other 6% of Riverbend's income comes from interest on savings, In Unit Services), Late Fees, etc. When an owner fails to pay assessments, the other owners make up the past due amounts.

Your assessment amount is usually the same for a calendar year. To calculate your assessment rate for the upcoming year, Management and the Budget & Finance Committee itemize and total all the expenses we can think of, including savings and reserves, and figure out how much in income is needed to cover the projected expenses. Before figuring out how much in assessment income is needed to cover all of the expenses, about 6% in projected Other Income is subtracted and then we calculate your new monthly assessment rate. The draft budget is presented to your five fellow owners and neighbors on the Board of Directors and they vote whether to accept the new assessment amount.

Usually the budget is designed to break even without any surplus or deficit. This means subtracting all the projected expenses from the projected income and you get a zero balance. But for 2019, the income is not covering all the expenses. Specifically, Riverbend is about \$50,000 short in income to cover its 2019 expenses. Why is this happening? It's happening because the Board of Directors approved the Budget & Finance Committee's recommendation to use about \$50K from RB's savings account and keep the 2019 assessment increase to near-zero. The savings account money exists because of surpluses in some of the previous years so it still comes from owner assessments.

Stop by the office or contact us if you're not sure how the dots get connected each month for your assessment payment. We're here to help and your assessments pay for staff being here to help you.

Next month, we'll look further into the \$35,5000/mo that is set aside from your 2019 assessments to add to RB's Replacement Reserves fund. This fund pays for the replacements of about 50 key components of the building such as the roof, hot water system, hallway HVAC, windows, etc.



**Assistant Manager
Debi Belote**

Spring Maintenance Schedule

Spring is here!

We have got a busy schedule ahead of us with Spring cleaning.

HVAC inspections and filter change by ME Flow will take place from April 15 through April 19.

Emails or letters have been delivered to your unit with your schedule.

Window Washing is scheduled to take place on April 25 and April 26, weather permitting. If you need screen removal or replacement, please complete the form that was delivered or emailed to you and drop the form and check at the Management Office by Friday, April 8.

Hydro-jetting

Coming up next month is Hydrojetting for May 14, 15 and 16. More information is to follow within the next few weeks.

Other Spring Maintenance Items by Planned Building Services

Our excellent team of Claudia, Teresa and Planned Building Service (PBS) will be doing extra within the building in the next few weeks also consisting of the following with dates to be determined:

Chandelier Cleaning

Tile Cleaning (G Level)

Trash Room Floor Cleaning

Party Room and Lobby Carpet Cleaning

Power Wash Garages & Loading Dock (done by PBS),

Wednesday May 29.

Reminder, if you have visitors or visitors with pets staying with you, please register visitor and or pet in the Management Office.

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