



# AROUND THE BEND



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## **President's Message January 2018**

Happy New Year!! Hope you all had a wonderful Holiday Season this year! So now we need to get used to writing 2017, ah, whoops! 2018! I am sometimes still tempted to write 2016. A new year always holds lots of promises, and of course real questions of what the new year will bring us. We do know there will be changes in all our lives because change is constant. I suppose the biggest concern most of us have is, will our health hold up? Regardless of the changes, good, bad or indifferent, we should all live each day with as much enthusiasm as we can muster. Although, some days the muster doesn't get out of bed with us. Let's gather our energy and if we are lucky we stay busy! There is much to do in this fabulous community. We still have several projects going on in 2018. Here are a few updates:

### **Our Roof Project**

I have been discussing most of the roof project details in my BuildingLink posts; but, there are a few other bits of news that you may find interesting.

If you look in your furnace closet, you will see a copper pipe that comes up through the floor and exits at the ceiling, and it has a smaller horizontal copper pipe leading out of the bigger vertical pipe. The horizontal pipe connects to a PVC (plastic) pipe that goes to your furnace. This line is called a condensate drain pipe. Your furnace, air conditioner and humidifier all work best when there is

moisture that condenses and goes down this drain.

Over the past years many of these drains have started to leak. The water condensate gets acidic as it forms on the various materials in your heating and cooling system. The acid in the water eats away at the horizontal copper pipe, and over time the pipe can start to leak. Also, the point where the small pipe enters the bigger pipe was never connected properly when the building was built. Recently, when many of us purchased a new furnace, the jostling of the pipe connections created leaks where the two pipes come together. We all know that leaks are the enemy in a building like ours. Cleaning up and repairing when these leaks occur can cost many dollars. It costs you the owner as well as the association. We also believe these leaks will continue, so let's find a way to fix this leaky trend.

Craig and Bryan have worked with ME Flow to come up with a fix that will stop the leaks and save us all money over the long run. At our last Board meeting the board decided that we, the Riverbend Association, will ask ME Flow to fix this frustrating leak issue.

ME Flow will remove all the copper pipes and replace them with PVC pipes that are not vulnerable to the acidic condensate. This project will cost the association \$3,750 per tier, for a total of \$78,750. There will be no direct cost to unit owners. The funds will come from our Repair & Replacement Reserve Fund. What we will need from every resident is permission to come into your unit to make the required repairs. ME Flow has told us that they would like to do this project in February. If you will be away in February, please come to the office and give us permission to enter your unit. We must

enter every unit to complete this project, no exception.

ME Flow will start on the 11<sup>th</sup> floor and work their way down each tier. The heat will be turned off in your unit on the day that work is being done. The heat will not be off overnight at any time. We will provide regular updates as we get more information and during the time of the actual work. By the way Blue Ridge is going through the same thing and they are also contracting with ME Flow to replace their condensate copper pipes.

**Our Comcast Internet Service**

Our Management office has sent one Comcast communication to all residents, either via BuildingLink or under the door. If you have misplaced your copy or could not download it properly, go to the office to receive a hard copy.

We pay our Comcast cable and internet bill a month in advance. So, this December we paid for January 2018. When the January bill arrives, it should include a credit because the December bill would have included the same as usual and not the new lower costs for having internet as a bulk service. This is going to be a little difficult to figure out for a couple of months until Comcast gets the new billing correct.

Those of you who have not had internet service in the past and want to get started with a computer, tablet or smart phone will need to contact Comcast and schedule them to come to your unit and bring an internet modem. If you happen to have Comcast phone service, you may already have the internet access modem because it is required to make the phone work. If you already have an internet connection, there is really nothing to do except make sure you have been billed properly.

When you look at your bill, you should have no charge for basic HDTV, and no charge for the voice activated TV modem and remote. There should be no charge for Performance Tier internet service, and no charge for the internet modem.

If you get other services, such as the next tier of cable channels or faster than Performance Tier internet service there should be a slight upcharge. We won't know much more until we get our next Comcast bill, which will be for February's service. .

**Our Annual Holiday Fund Drive for Staff**

You all are awesome! We slightly exceeded last year's gifts to our building, cleaning and security staff. I took a couple of pictures of our staff when we gave your gift to them. Thanks so very much for supporting our staff so generously!

**Some Closing Thoughts**

As I mentioned earlier, the new year will bring changes. Let us not change the kind and generous community we have become.

Come to our many wonderful events. Firsthand knowledge and experience is always more reliable than a rumor.

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



*Many thanks to all of our wonderful Staff!*





### **Manager's Corner January 2018**

There is a lot of Riverbend Management Office news for January, so let's get to it.

#### Christmas Tree Disposal:

Trees will be removed from the loading dock by our trash contractor on Tuesday, January 9, and Tuesday, January 16. Please come get your free plastic bag to wrap your tree from the Management Office. Once wrapped, you need to take it down to the loading dock and place the tree against the wall in the loading dock. For goodness sakes, please do not dispose of it in your trash room or take your tree out of your unit without wrapping it in the bag; otherwise, needles, sap and other tree debris will trash the hallway and elevator. If you can't manage this, you can place a chargeable In-Unit Service (IUS) call with the office and we will write a chargeable work order to do this for you.

#### Package Room Extended Hours:

Thanks to the Riverbend resident volunteers, packages are now also available between 6-7 p.m. every Tuesday and Thursday from the Package Room. This enhancement to the secure Package Room process is a great convenience to residents who cannot get to the Package Room before 5 p.m.

Access hours for the Package Room are now 3:30-5:00 Monday – Saturday and 6:00-7:00 Tuesdays and Thursdays. Thank you Riverbend Package Room volunteers! You are part of the cadre of 125+ Riverbend residents that volunteer your time, energy and expertise in keeping Riverbend buzzing with activity. You are a force-multiplier for staff and have a huge impact on the quality of life at Riverbend.

#### 2018 Assessment Coupon Books:

Management knows owners do not have their assessment coupon books yet because they are late. They have been ordered, should arrive shortly and may have arrived by the time you read this article. Owners should still have time to receive the 2018 coupon books and make the January payment before the grace period ends on January 10.

Owners will not be charged a Late Fee because the coupon books arrived late, but please do not consider this a free pass to make your payment late. If a Late Fee is applied, Management will review your specific circumstances and waive the Late Fee if appropriate. Management apologizes for this inconvenience.

Owners taking advantage of the free Direct Debit (aka ACH) payment process do not get a coupon book and are not affected by the delay in getting it. Please do not conf "Direct Debit" with using your bank's online banking application to make your assessment payments. These are two separate payment processes. Online banking payers will get a coupon book and if you've set yourself up to make recurring payments, you will need to update your payment amount to your 2018 rate.

The 2018 assessment amount is different than the 2017 amount. It is higher by about \$30/month because Comcast's "Performance Tier" level Internet service is now built into the monthly assessment rate, thus saving owners about \$20+ each month on Internet service compared to the retail rate.

#### Fire Alarm and the Two Recent Common Area Power Outages:

December was a lively month with respect to having three noteworthy events that negatively impacted all units. We had a fire alarm on the 11<sup>th</sup> and 10<sup>th</sup> floors and the alarm system told just these floors to evacuate. Other floors heard the alarm, especially floors close to the 10<sup>th</sup> floor and some residents thought the evacuation order applied to them. Because the alarm was activated, the fire fighters came onsite, all elevators automatically went to the ground floor, opened and were not usable. And the electric door locks were deactivated and fobs were not necessary. Man, quite the hubbub!

The good news is the fire alarm system worked as designed and guess what- while there was never flame or smoke inside the building, there was an event and the alarm system was correct to activate. Specifically, the roof contractors were using

propane-powered torches to make part of the new roofing material gooey and sticky to be applied correctly. The roofers were doing this near an intake vent and the heat and smoke reached the sensors near the intake vent, the sensors identified threat and set the alarm off.

The most important point for residents to understand is the fire alarm system does not activate building-wide. It only goes off on the floor where the event is and the floor above and the one below it. One way to identify if your floor is part of the alarm is to open your front door and see if the hallway strobe lights are blinking. If they are, your floor is under alarm and you should evacuate. If the hallway strobes are not blinking, please shelter in place inside your unit and wait for a status update.

Riverbend also suffered two common area power outages within a week, which meant that the hallway lighting dimmed because only the emergency lighting remained on; only one of three elevators operated; landline phone service for units went dead (including medical call alert service that rely on your landline); and, the garage gate arms and electronic door locks stopped working. Riverbend’s emergency power generator automatically went on to power the emergency lighting and one elevator. We still do not know the specific cause of the power outages and we continue to look for the cause.

That’s all for this month. Please don’t hesitate to contact Debi or Craig in the Management Office if we can do anything for you. Call us at 703-724-7800, email [manager.riverbend@gmail.com](mailto:manager.riverbend@gmail.com) or [assistant.riverbend@gmail.com](mailto:assistant.riverbend@gmail.com) or stop by. We’re here to help.

**Welcome 2018! This is the year Riverbend celebrates its 20<sup>th</sup> year!**



**From the Engineer  
Bryan Crosley**

**Prevent Kitchen Drain Clogs**

To help prevent drain clogs in your unit and throughout the building, don't put these items down the drain or through the garbage disposal: oil and grease, rice, banana peels, orange peels, apple peels, potato peels, celery, spaghetti or macaroni, just to name a few. When you use your disposal or sinks, always use plenty of water to wash it down with.

Communications Committee
Chairman/Editor: Virginia Laughlin Layout/Production: Virginia Laughlin & Beth Schlabach Editorial Staff: Maria Kelly, Bernie Nakamura, Beth Schlabach, Bonnie Wohlford and Anita Zatz Distribution: Jo Ann Bloomberg, Chairman Bobbie Brennan, Bea Childs, Lorraine Eiermann, Maria Kelly, Jackie Lev Dahl, Judy Martinowsky, Ann Robinson, Pat Scheffel, Betty Simmons & Peg Ware

Management Staff
Phone: 703-724-7800      FAX: 703-724-4345  I Building Manager: Craig Magargel <a href="mailto:manager.riverbend@gmail.com">manager.riverbend@gmail.com</a> Assistant Manager: Deborah Belote <a href="mailto:assistsnt.riverbend@gmail.com">assistsnt.riverbend@gmail.com</a> Building Engineer: Bryan Crosley Assistant Engineer: Ed Nelson

**TreePick-up:**

**January 9 and January 16:** Please get a plastic trash bag from the office for your tree. Trees should be taken to the loading dock at least a day ahead for pick-up.

*Around The Bend is a publication of the Communications Committee of Riverbend at Leisure World Unit Owners Association and is available on our web site at <http://riverbnd-lwva.org> . The appearance of advertising within this publication is neither a guarantee nor an endorsement by the Committee nor Association of the product, service or company or the claims made for the product in such advertising.*

# COMMITTEE REPORTS

## Activities

Did you notice our new pre-lit Christmas tree in the Party Room? The tree was donated to Riverbend by Irene and Ken Lindquist, our new neighbors on the 2<sup>nd</sup> floor. It was up and ready for decorating at our Trim-A-Tree celebration. We then enjoyed cookies and punch while waiting for



Santa Claus. Having our own Santa certainly has its advantages! Santa and Mrs. Claus were wonderful, and those elves certainly added to the festivity. Thanks so much Bert and Beth Schlabach and grandchildren. The children who came were enchanted and so well behaved! They loved their gifts that were so carefully chosen by Syma Myer and Marcia Smith and wrapped by Marie Gay and Joanne Larkin. The beautiful angel on the Lobby tree was loaned by Denise Shepard—so perfect! Many thanks to all who helped, particularly Judy Phillips for sharing her decorating expertise. Christmas certainly arrived at Riverbend!

A gifting party will be held Sunday, January 28, at 7 p.m. Our famous Carol Cutrona will be the auctioneer! She truly makes it a memorable evening of fun. We will have light refreshments. Just wrap your gift, come on down, and see what you take home! All the details will be on the poster.



On February 22 at 6 p.m. plan to attend another catered Asian buffet. Watch for the poster in the Lobby.

Our thanks go out to Co-chairs Cathy Black and Judy Phillips for their leadership of the Activities Committee the last 3 years. Their dedication and hard work is truly appreciated.

--- The Activities Committee

## *Holiday Time at Riverbend*



*The Ensemble brightened a Happy Hour.*



*Whitney and Sydney from PNC helped residents wrap gifts*

*The "Claus Family" visited*



*Lots and lots of Christmas goodies. . . decisions, decisions, decisions!*

## COMMUNITY SERVICES

### Loudoun County's Continuing Evolution:

Loudoun County's growth and development reflect an expanding suburban community contrasted with a rural ambiance. In the eastern part of the county, data centers are replacing former cornfields and the Silver Line Metrorail is being extended to Ashburn. In the western part of the county, wineries and farm breweries are replacing former dairy farms and orchards; 300 miles of roadways remain unpaved.

Loudoun's population at the start of the 20th century was about 20,000 residents. The decision to build Dulles Airport in the 1950's was the initial catalyst for the county's suburban growth. In the 1980's, development moved west to the Ashburn area. Since the 1990's, Loudoun County has consistently been ranked among the fastest growing counties in the nation, with an ever-increasing number of new communities in the county's seven incorporated towns and in the area east of Route 15.

Loudoun's current population is approximately 385,000. Its population is projected to increase by approximately 32,000 additional residents by 2020. Last year, the county's population grew by approximately 950 new residents each month.

To keep pace with its population growth, Loudoun has been adding more than 3,000 new residential units every year. Loudoun's commercial development has also continued to significantly grow, largely due to the ongoing expansion of Ashburn's Data Center Alley. Google recently announced its purchase of 148 acres on which it plans to build two data centers. Loudoun County's Director of Economic Development, Buddy Rizer, said that the number of data centers operating in Loudoun County, now about 75, could increase to more than 100 by the end of 2018.

### Scam Update — Scam Attempt Hits Close to Home:

One of our Riverbend residents recently was a potential victim of a scam known as the "Grandparent Scam." The resident received a call from a teenager claiming to be her grandson. He related the following story. He said he was in trouble and was calling her from jail. He had rented a car to go out drinking with his friends. On the way home, he hit another car,

injured a female passenger, and broke his nose. He needed money for bail to get out of jail and then needed to go to the hospital to get his nose treated. The "grandson" wanted to give the resident the telephone number of his lawyer to make arrangements to send money for bail.

The anxious resident said that she thought the situation reported to her was incredible, and she told the "grandson" several times that he should call his father for help. The "grandson" shouted that he was afraid to call his father because his father would be very angry, but he promised to call him right after his hospital treatment was finished. At that point, the resident told him she was going to call his father. As her "grandson" continued to scream, she hung up. She called her son who immediately reassured her that her grandson had just been left off at his high school. He also told her that she had obviously been the potential victim of a scammer. The resident said that the scammer subsequently called several times after she had hung up, but she did not answer the phone.

Law enforcement officials have been warning seniors throughout the country to beware of "grandparent scams" in which fraudsters impersonate a grandchild in distress and beg for cash. Such scams have become increasingly common. Since 2010, the Federal Trade Commission has recorded more than 40,000 of these scams. It has been estimated that tens of millions of dollars have been paid to these scammers.

It is recommended that a telephone call about a grandchild or other family member in danger should be handled in the following manner. Take time to pause, calm yourself, and say that you have to consult another family member first, and then hang up. Then check with another family member. If the emergency is real, you can still act appropriately. If the emergency is not real, and the odds are that it is not, congratulate yourself, as the Riverbend resident should now be doing, because you have just avoided being on this year's Federal Trade Commission list of people victimized by imposters. (Thank you to the Riverbend resident for sharing her "Grandparent Scam" experience.)

— Anita Zatz



**The Adventurous Eater**

*By Judy Kory*

**Baker's Crust**

In the Belmont Chase (Whole Foods) shopping center between Coopers Hawk and Iron Stone is a Virginia-based chain Baker's Crust. The decor is industrial modern and it can get very noisy. It tends to be busy at lunch, so plan to come early, arrive late, or stand in line. There is a lot to like here. Our server Amanda did a great job. The all day menu has a New York-ish feel, contains several interesting combinations, and is quite comprehensive. Appetizers, soups, salads, pizzas, sandwiches, burgers, and dinner entrees are listed on one side, while wines and beers (several on tap!), and specialty drinks are on the other. There is also a gluten-free menu, brunch menu on the weekend, and a rooftop patio with a fire pit.

We tried the BC Combo. Choose any two: soup, salad, or sandwich. Note: only three salads are available for the Combo, so watch the fine print. Soup samples are available on request and are a nice touch. The soup-of-the-day, kale with chorizo, was delicious. The Kickin' Corn and Crab chowder, also delicious, had a bit more spice. Combos included the Chicken Guacamole Panini with Caesar salad; and Soup with the Avocado, Mozzarella & Tomato salad. The Thai Chili Shrimp Street Tacos with cheese-covered corn-on-the-cob was spectacular and absolutely yummy. The pizzas have a nice char crust; we enjoyed our Pepperoni, Sausage & Portobello pizza. The house burger on brioche was juicy and delicious.

SAVE ROOM FOR DESSERT! We tried four different desserts and they were all fantastic. The Chocolate Skillet is a large chocolate chip cookie topped with salted caramel gelato. Crepe Noisette is filled with hazelnut chocolate, topped with toasted almonds and coconut. Both ice cream and whipped cream are served on the side! Crepe Diablotin is filled with chocolate mousse and fresh strawberries topped with chocolate drizzle. Even the Brioche Praline Bread Pudding is small but mighty.

Baker's Crust is open Monday - Thursday 11 a.m. to 10 p.m.; Friday 11 a.m. to 11 p.m.; Saturday 9 a.m. to 11 p.m.; and Sunday 9 a.m. to 9 p.m. Happy Hour is 4 to 6 p.m. Different days have different specials. Overall prices are moderate. Phone 703-443-4286.



*Thai Chili Shrimp Street Taco*



*Avacado, Mozzarella & Tomato Salad/Soup Combo*



*Chicken Guacamole Panini*

*House Burger*



*and...*



*Diablotin Crepe*



*Chocolate Skillet*

*Happy New Year and Happy Eating!*