



Help! Help! (How to request maintenance)

There are two ways to submit a work request: by calling the office or by sending an e-mail to the office. You will need to supply some specific information.

Your name, unit number, and contact information

The specific nature of your request

Your availability or your permission to allow maintenance to enter your unit.

Once your request is submitted, you should get a confirmation that your request has been received. You will soon get further information as to the status of your work order. If you do not get either of these notices, please contact the Management Office. Please allow a reasonable time for your request to be honored. Our building engineers work hard to keep our property in good shape and are sometimes very busy with emergency work.

Meet the Office Staff

Trishia Williams– Maintenance Coordinator

Coordinates work orders with engineers to resolve problems.

Responds to residents' inquiries and concerns. Ensures timely and quality service provided to residents. Follows up with residents to ensure customer satisfaction.

Provides reports on open and closed work orders and checks status with the appropriate engineer. Submits and notifies residents of tier shut off's. Scans documents for back-up files and answers the phone.

Jisela Molina– Administrative Assistant

I am the Administrative Assistant who works directly with our General Manager. I am responsible for processing resident complaint forms and communicating with the Covenants Committee. I assign storage bins and program the enterguard system. I supervise Patrol Services and the Porters Departments. I work directly with insurance Claims that are caused by leaks or other issues related to the buildings. I work directly with all employees on any Human Resource questions.

Dixie Miro-Front Desk Receptionist

I answer the phones, log in all packages, and prepare the re-sale packages

I am the first person that everyone gets to talk to about everything. I help with all social events. I do whatever I can to help everybody.

Save the Dates! (check the display cases for updates)

Feb 16- Presidents' Day Office will be closed

Feb 24- Board of Directors Meeting

Feb 25- Finance Committee Meeting

Mar 2- Community Concerns Meeting

Mar 31- Board of Directors Meeting

You can help your Community

Somebody had an idea.

Everybody thought it was a good idea.

Anyone could volunteer to help.

Nobody did.

Everyone asked, “Why doesn’t anything get done?”

Folks, you are the “everybody” and the “nobody.”

There are so many ways that you can help your community:

1. Come to board meetings
2. Join a committee and share your ideas and talent
3. Read the bulletin board and the Accent
4. Stay informed. Become active

Everyone will thank you!

Windows/Doors information from Board of Directors Meeting

Work groups will be established to meet with vendors who submitted a proposal for replacement and for refurbishment of the windows and doors.

Meet the new Officers



Patrick Clark-President (wtclark@gmail.com)

Wafika Albani—Vice President (wmalbani@yahoo.com)

Bill Pomerance—Treasurer (billp@loiss.com)

Terrence Modglin—Secretary (Terry.modglin@gmail.com)

WOODLAKE TOWERS CONDOMINIUM
Owners and Residents Communications Survey
January, 2015 - RESPONSES (%s are of total 142 responses)

(142 responses) I am

- Resident Owner – 66.9% (95)**
- Resident Not Owner – 28.9% (41)**
- Non-Resident Owner – 4.2% (6)**

(138 responses) I live in

- Building 1 – 28.9% (41)**
- Building 2 – 35.9% (51)**
- Building 3 – 30.3% (43)**
- Non-Resident – 2.1% (3)**

(90 responses, many left blank, needs retabulation) I own Units in

- Building 1 – 23.9% (34)**
- Building 2 – 26.0% (37)**
- Building 3 – 20.4% (29)**

(142 responses) I am

- 65 or older – 33.8% (48)**
- 45-64 – 40.1% (57)**
- 25-44 – 19.7% (28)**
- 18-24 – 6.3% (9)**

(Respondents were asked to choose no more than 2, but some chose more.) The best ways that Woodlake Towers can communicate with me is/are

- Newsletter – 54.9% (78)**
- Website – 18.3% (26)**
- Telephone – 44.3% (63)**
- Email – 52.8% (75)**
- In Person – 12.0% (17)**
- Texting – 9.9% (17)**
- Social Media – 2.1% (3)**
- Other – 2.1% (3)**

(Respondents could choose as many as they wished) I would like to receive information from Woodlake Towers about

- Decisions of the Board of Directors – 76.8% (109)**
- Fees and Assessments – 75.4% (107)**
- Incidents in the Community – 71.8% (102)**
- Opportunities for Involvement – 31.0% (44)**
- Recreational Opportunities – 30.3% (43)**
- Educational Opportunities – 21.1% (30)**
- Local Business Information- 23.9% (34)**

I am interested in being a Floor Ambassador – 27 from 14 floors indicated interest.

**WOODLAKE TOWERS
CONDOMINIUM**

3100 South Manchester Street
Falls Church, Virginia 22044

Phone: 703-931-2900
Fax: 703-931-6849
E-mail: office@woodlakecondo.org

Reception Desk Hours
Mon thru Fri, 8:00 a.m. to 8 p.m.
Sat, 9 a.m. to 5 p.m.
Management Office Hours
Mon thru Fri, 8:00 a.m. to 4:30
p.m.



2011 Community Association
of the Year

Fix My Drips !

Dripping faucets and running toilets waste **LOTS of MONEY**, and they're annoying, too.

Call H2Options 703-242-2201
and they get 'em fixed! FREE !!!

ACH Debit Payment Option Unit Owners

Please be advised there will be a letter coming out next week detailing changes to the automatic withdrawal of the additional assessment currently scheduled for February 1, 2015. If you do not receive the letter by February 7, 2015, please pick up a copy of the letter at the reception desk in the Management Office.

The letter details two changes for payment of the additional assessment as follows:

1. The deduction dates will be March 1, 2015 and June 1, 2015 instead of February 1st and May 1st, 2015.
2. You will have an option to pay the additional assessment by paper check or credit card.

Thank you,

Bill Pomerance, Treasurer