



# The Reflection Homes Association Community Newsletter

February 2022



## RHA Board & Committee News:

### Upcoming Meetings:

Board	Feb 14
	(tentative) Feb 28
ACC	Feb 7
Recreation	Feb 9
	Mar 9
Parking	Feb 16
SA	Feb 3

Until further notice, all meetings will be online at 7pm & are subject to change.

The RHA website has instructions on attending online meetings.

[www.rha-homes.org](http://www.rha-homes.org)

### Important Dates:

Feb 1	Chinese New Year
Feb 2	Groundhog Day
Feb 12	Lincoln's Birthday
Feb 13	Super Bowl LVI
Feb 14	Valentine's Day
Feb 21	President's Day 
Feb 22	Washington's Birthday 
March 1	Mardi Gras
Mar 2	Ash Wednesday
Mar 13	Daylight Saving Time

### RHA Board

#### President:

Don Nuss

#### Vice President:

Charlie Marts

#### Treasurer:

John Hanchulak

#### Secretary:

Colleen Ward

#### At Large:

Mike Olson

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FirstService Residential:  
800-927-4599

### Board:

by Don Nuss, RHA Board President

The major focus of the Board of Directors is the transition to a new management company, FirstService Residential (FSR). FSR will be assuming the management duties on February 1. The Board is aware that some residents have not received their coupon books for 2022 assessments. As a result, late fees will not be assessed for the first 60 days. FSR is regularly and enthusiastically interacting with the Board to make this transition as smooth as possible. Please see the newsletter article by Colleen Ward on page 3 for an update on the transition.

There are two projects being looked at in the townhomes: the townhome lighting project and the townhome drainage and erosion project. Information such as feasibility, regulations, and bids continue to be gathered on both of these projects before a decision is made. The Board is looking forward to having FSR assist with both projects.

On January 19, Fairfax County held an informational meeting on the design of the pathways from Apgar Place and Farougi Court to the Innovation Station Metro. They spoke about the design of the bridges, lights, and railings and the planned timing of the pathway opening, mid 2025. The pathways will not open at the same time as the Innovation Metro Station. They also entertained

### New Management Company/New Property Manager

Please welcome **Swati Krishnamoorthy** ([swati.krishnamoorthy@fsresidential.com](mailto:swati.krishnamoorthy@fsresidential.com)), our new **FirstService Residential** property manager. (Direct Line: 703-995-7038)

Swati brings several years of community management experience. Prior to joining First Service Residential, she served as a Portfolio manager in another nation-wide leading management company for 3 years. She has managed several HOAs and Condominiums in her portfolio and has worked closely with the Board of Directors and the owners within those associations.

Swati has earned her Certified Manager of Community Association (CMCA) and



questions from residents. A pdf copy of the slides presented at the meeting is available at: [rha-homes.org/MetroPath](http://rha-homes.org/MetroPath). The last page of the presentation provides contact information and requests that residents who have comments or questions provide them by February 4, 2022.

On January 25, the Fairfax County Board of Supervisors unanimously approved RHA's petition for an RPPD (Residential Permit Parking District). The RPPD will restrict parking to residents only on streets that are within 2,000 feet of the planned pedestrian path entrance on Farougi Court. This should ensure that no commuters, or other non-permitted cars, park on the restricted streets during the hours of 7 a.m. to 3 p.m. Monday through Friday. All addresses in the RPPD will soon receive information from the county regarding the effective date of the RPPD as well as how to obtain parking permits for their vehicles and visitor passes for guests. The county will also install signs within the RPPD indicating the hours and days when parking restrictions are in effect.

### Architectural Control Committee:

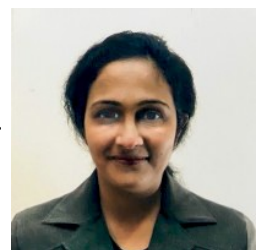
by Georgette Nuss, ACC Chair

At the last regularly scheduled meeting of the ACC, the Committee approved one application for new windows. The Committee meets once a month on the first Monday of the month. If you wish to submit an application for change, please do so two-to-three weeks prior to the meeting so that any questions can be answered before the meeting.

*(continued on page 2)*

Association Management Specialist (AMS) professional designations. She is currently working towards earning the Professional Community Association Manager (PCAM) designation. She is a member of the Community Association Institute (CAI) as well as a member of the Public Outreach Committee.

Prior to beginning her career in Community management, Ms. Krishnamoorthy led the operations in a private school in Vienna, VA. Swati is looking forward to working with Reflection Homes and all its owners and residents.



**ACC** (continued from page 1)

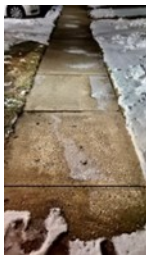
**DID YOU KNOW...**The Committee has seen a number of homes with projects currently in progress for which an application has not been submitted. This is considered a violation. Applications for any exterior changes or additions to Lots within Reflection Homes Association (RHA) must be submitted in writing to the Association in care of the management agent. Any changes you make to your lot, excluding normal landscaping but including your house, must be approved by the ACC. Please get ACC approval BEFORE you schedule any work to be done.

**DID YOU KNOW...**Holiday decorations, including, but not limited to, lights, flags and banners, should have been removed by the end of January. If you still have them up, please remove them ASAP.

**DID YOU KNOW...**In case you hadn't noticed, we are in the middle of winter, and along with winter comes **SNOW** If we



have a snowstorm, please remember that snow must be removed from sidewalks within 24 hours from the end of the snowfall. Please clear the entire width of the sidewalk when shoveling—not just the width of the shovel. When you only clear a shovel's width and the



snow starts to melt, it refreezes at night and completely covers the width of the sidewalk with a sheet of ice. Make it safe for the students going to school. They need clear sidewalks so they don't have to walk in the street. We saw that happening during the aftermath of the first snowfall. Also, please help those who are elderly and may need help shoveling. It will make someone's day—theirs **AND YOURS**.

**DID YOU KNOW...**Although things have gotten a little better, we still have a problem with littering around the mailboxes in the townhomes. They have become the dumping ground for junk mail—specifically the "Marketplace" mailings. These blow all over the neighborhood. This is a form of littering which is against Fairfax County law and our community guidelines. Please take

any unwanted mail home and dispose of it properly, or contact the sender and ask to be removed from their mailing. The contact information to stop the Marketplace mailings is (202) 334-6100 or [homedelivery@washpost.com](mailto:homedelivery@washpost.com).

**DID YOU KNOW...**It is against the law to park in any fire lane **YELLOW** curbs. To do so, blocks the line of sight for drivers and makes it unsafe for a fire engine to maneuver through the community. Remember, it could be YOUR house they are racing to. We know that parking is at a premium in this community, but parking in fire lanes is not the answer. Recently, every home received a parking sticker from RCI allowing a car to park in the pool parking lot (check on the rules for pool parking that accompanied your sticker). Parking in the pool lot would be a better, and legal, choice. If you see a vehicle that is parked on the yellow curbs, please call the Fairfax County Police and Fire non-emergency number, (703) 691-2131.

**DID YOU KNOW...**The next ACC meeting is scheduled for **MONDAY**, February 7, at 7:00 PM, via Zoom. If you are using a computer, use this link, <https://rha-homes.org/>, and scroll down to the paragraph **Architectural Control Committee (ACC) Meeting** to join the meeting with one click. No ID or passcode needed. Just click on the word **HERE**. To join the meeting by phone, please call (301) 715-8592. The Meeting ID is 880 5015 0929, and the Passcode is 491674.

**Recreation Committee, Inc. (RCI):**

by Gene Harper, RCI Treasurer

All eight RCI members met virtually on Jan. 12. The following were among topics covered during this session:

- The committee heard issues from homeowners ranging from more RCI funding for afterschool kids' activities to better snow removal from sidewalks and areas that access sidewalks in RCI-controlled areas.
- The final 2021 budget was reviewed, noting that the budget was exceeded by \$21,000. Committee members expressed the need for more careful spending in 2022. Further reducing mailing

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RHA -- Snowed In!!



**RCI** (continued from page 2)

costs was one area for further consideration, maybe by shifting postcard mailings to email notifications. However, it was noted that not everyone has email access and that governing documents may stipulate postal mailing to announce meetings.

- A proposal for 2022 pool season operations and management contract was voted upon, with a note of clarification needed from the contractor on the correct dates for the season.
- The committee reviewed security camera proposals for the RCI area. However, several concerns raised concluded that more work was needed to seek more proposals.
- A committee member reported on attending a virtual county meeting about flood plains, such as the one bordering the creek area that runs through RCI. He raised the issue of flooding as it relates to global warming, increasing creek levels too close to adjacent residences during heavy rains. The county and RCI will follow up this and other related areas of concern.
- Several 2021 Audit Report actions were pointed out, discussed and agreed upon for follow up. They included the need to continue to pursue collection actions to reduce assessments not collected, and periodically reviewing investments, insured



amounts and random invoices.

- Committee members were encouraged to attend an upcoming Jan. 19 county meeting on the proposed walk path from the new Innovation Metrorail station that cuts through RCI property.
- The community manager reported receiving requests for several lost or not received pool parking lot stickers, with about three stickers being replaced. About 30 cars park overnight. Initially, about 10 vehicles had to be towed because of violations of parking regulations, and there was some confusion between the RHA and RCI parking stickers.
- The new email address for the Recreation Committee, Inc. is [RCI@SequoiaMgmt.info](mailto:RCI@SequoiaMgmt.info).
- The next two RCI meetings will be at 7pm on Feb 9 and March 9.

**Parking and Street Ambassador Committees**

by Brenda Brown, Street Ambassador

**RESPECT:** With the snow months present now, let us all practice a little courtesy and respect. Numbered reserved spots in our TH parking lots are assigned to a specific home. Parking there, if you are not the homeowner, may get you towed at your expense. By the same token, look around you: If you did not shovel the parking spot that's RESERVED but without a number, please find an alternative space to park until the snow melts. Also advise your friend & visitors of our parking regulations. **ONCE AGAIN;** Oram and Berger Place requires parking decals 24 hours a day. Let's all be good neighbors in 2022.

## FirstService Residential (FSR) Customer Service by Colleen Ward, RHA Secretary

February 1st is the official day for FirstService Residential (FSR) to begin managing RHA, but they hit the ground running, fielding lots of calls and emails from residents in advance of their official start date. Owners have expressed positive feedback on their calls with most thankful they were able to speak directly with a friendly person that was able to solve their problem, and not just leave a voicemail. A few owners requested/received a call back from a representative that speaks Spanish; however, Spanish is not the only language available. If you prefer to speak to a customer service representative in a different language, please ask.

Below are some common questions received from residents:

**My balance shows \$0.00. How much do I owe? Will credits on my L&N account transfer over?**

Everyone's account initially shows \$0.00. L&N will transfer over accounts as of January 31. FSR will then reconcile and update the accounts on their systems. The transfer/reconciliation process takes a bit of time, so don't expect the account balance to reflect the L&N information right away. Owners should expect account balances to be updated by March 1.

**I paid my assessments to L&N. Will FSR charge late fees?**

Late fees are waived during the transition period. Assessments paid to L&N will transfer over; however, the process takes a bit of time. If your account balance still does not look correct by March 1, follow up with FSR to investigate.

**What is the difference between ClickPay and Connect?**

ClickPay is the electronic bill payment service. Connect is the portal into your RHA account. From the Connect portal you will be able to check your account balance, view important documents, submit architectural change requests, update your ac-

count/communication preferences, and much more. All owners are encouraged to create an account on **Connect**. Those owners that wish to pay assessments electronically may choose to create an account on ClickPay; however, there are other ways owners can submit payments such as mailing checks.

**There are lights out on my street.**

Please try to gather as much information as you can about the light before calling. What is the closest home address to the light? Is there any ID on the light pole (numbers or letters)? Does it flicker on/off or is it completely out (either answer generates a service request, but this information is apparently helpful for the repair folks to know)?

**I didn't receive or lost the welcome packet.**

The contents of the welcome letter, with the exception of the coupons, has been posted on the webpage [RHA-Homes.org/FSR](http://RHA-Homes.org/FSR). If you need coupons or your account number you can contact FSR - see next question for ways to contact FSR!

**How can I contact property management?**

There are several ways: You can send an email to [PM@RHA-Homes.org](mailto:PM@RHA-Homes.org). This email will always go to the current property manager. You can contact FSR Customer Care Center at 703.385.1133 to speak with one of the FSR associates. The local Fairfax office hours are 9:00 a.m. until 5:30 p.m., Monday through Friday. You may also email our Community Manager, Swati Krishnamoorthy, at [swati.krishnamoorthy@fsresidential.com](mailto:swati.krishnamoorthy@fsresidential.com).



