



# IN THE KNOLLS NEWSLETTER

October 2011

**National Night Out** – The turnout for National Night Out 2011 was fantastic. Residents in attendance were afforded an opportunity to see firsthand a new high tech Prince Georges police vehicle that will alert police immediately when vehicles with violations or criminal records are near or approaching it. In addition, the Prince Georges County Fire Department had its Rescue Squad vehicle on hand for residents to tour. Be forever mindful that “neighbors knowing each other” is the first line of defense against crime. On behalf of the Potomac Knolls Homeowners Association we thank Harold Smith, Neighborhood Watch Committee Chairman, and the Neighborhood Watch Committee for ensuring that this year’s event was a tremendous success. In addition, we thank Maryland Senator Anthony Muse, Jay Walker of the House of Delegates, and the Prince Georges County Police and Fire Departments for their participation in National Night Out 2011 in Potomac Knolls.

**Amended ACC Guidelines** – Amended and adopted resolutions to the Architectural Control Guidelines have been approved by the Architectural Control Committee and ratified by the Board of Directors for the purpose of enacting said standards as policy for the Potomac Knolls Homeowners Association. Homeowners are asked to visit our website at [www.potomacknollshoa.com](http://www.potomacknollshoa.com) to review the resolutions. Familiarity with the By-Laws, Architectural Control Guidelines, Declaration of Covenants and Articles of Incorporation will ensure that Homeowners are knowledgeable on policies, procedures and standards applicable to your property.

**Potomac Knolls Website** – The Potomac Knolls internet website continues to successfully provide a platform for the immediate dissemination of information to Homeowners. The average number of hits or people visiting our website is 5,000 monthly. A special Thank You is extended to Tina Barham for her efforts in the coordination and maintenance of the website.

**Monthly HOA Meetings** – The Potomac Knolls Homeowners Association meets every third Thursday of the month at 7:00 pm in the Community Center. These meetings involve discussions on important matters directly affecting every member of the Potomac Knolls Community. Become involved by attending the meetings and let your voice be heard. Also, visit our website at [www.potomacknollshoa.com](http://www.potomacknollshoa.com).

## Inside This Issue:

National Night Out .....	1
ACC Guidelines .....	1
Website .....	1
HOA Meetings .....	1
Board of Directors.....	2
Annual Meeting .....	3
Nomination Form .....	4
Service Road .....	5
Nat'l Night Out .....	6-7
Community Pride .....	8
2012 Budget Ballot .....	9
2012 Budget .....	10-13
Important #s .....	14

## POTOMAC KNOLLS HOMEOWNERS ASSOCIATION

### Board of Directors

President – Donald Leak  
Vice President – Deanna Echols  
Secretary – Doug Ritchie  
Treasurer – Harold Smith  
Member-at-Large-Karen Franklin

Deborah Proctor, GM  
1101 Aragona Blvd  
Fort Washington, MD 20744  
Phone: (301) 203-0546

### **Office Hours**

Tuesday – Friday  
10:00 AM – 7:00 PM  
Saturday  
8:00 AM – 1:00 PM

### Newsletter Committee

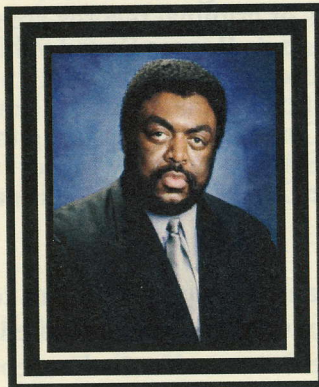
Donald Leak



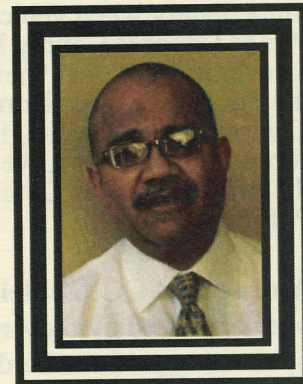
# 2011 Potomac Knolls Board of Directors



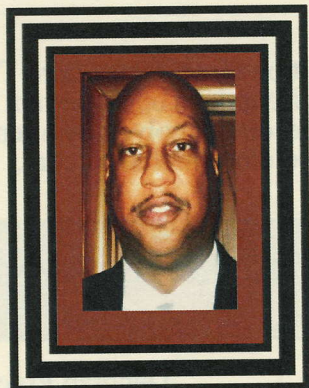
**Deanna Echols**  
Vice President



**Donald Leak**  
President



**Doug Ritchie**  
Secretary



**Harold Smith**  
Treasurer



**Karen Franklin**  
Member-at-Large

**This Board's primary goal is "Service" to the Potomac Knolls Community. We are committed to making decisions that are fair, equitable, and to the benefit of All Homeowners, while excluding decisions that adversely affect, or work to the detriment of a single Homeowner in the peaceful enjoyment of your Property.**



# POTOMAC *Knolls*

Dear Homeowner,

The Potomac Knolls Homeowners Association has scheduled the Annual Meeting for Thursday, December 1, 2011. The meeting will begin promptly at 7:00 pm in the Potomac Knolls Community Center.

During the Annual Meeting an election will be held to fill two (2) positions on the Board of Directors. Board member duties include making decisions for the Association, setting policy, establishing procedures, monitoring contracts, and participation in the administration of community affairs. A more detailed description of the duties of Board members, or elected officers, can be found in the By-Laws of the Association. Please note that candidates are running only for the Board, not for a particular office on the Board. It is the responsibility of the Board of Directors to elect Board officers.

Qualifications for serving on the Board include an interest in serving the community, and participation in community events or activities. Board members must be available to participate in monthly Homeowner Association meetings and vote with fairness and integrity on various issues or concerns affecting the Potomac Knolls Community.

Floor nominations will also be accepted at the Annual Meeting. Nominees may be asked to make a brief statement about themselves and their thoughts regarding the community.

Individuals interested in serving on the Board of Directors are encouraged to submit the attached nomination form to the Potomac Knolls Homeowners Association no later than October 29, 2011 at the address or fax listed below.

Thank you.

Donald Leak – President

*Potomac Knolls Homeowner's Association, Inc.*  
1101 Aragona Boulevard • Fort Washington, MD 20744  
(301) 203-0546 • Fax: (301) 203-0758



**2011 BOARD OF DIRECTORS NOMINATION FORM  
FOR THE  
POTOMAC KNOLLS HOMEOWNERS ASSOCIATION, INC.**

PLEASE PRINT CLEARLY

CANDIDATE'S NAME: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

BIOGRAPHICAL INFORMATION:

REASONS FOR WISHING TO SERVE ON THE BOARD:

ISSUES OF PARTICULAR INTEREST:

PRINT NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

PLEASE SUBMIT NOMINATION FORM NO LATER THAN SATURDAY, NOVEMBER 5, 2011  
TO THE ADDRESS OR FAX LISTED BELOW:

Potomac Knolls Homeowners Association, Inc.  
1101 Aragona Boulevard  
Fort Washington, MD 20744  
Fax: 301 203-0758



**Indian Head Service Road** – Thank You Larry Chin, Mike Owens, and Charles Bates (the Indian Head Service Road Improvement Committee) for initiating communication with the Potomac Knolls Board of Directors and Maryland State Highway Administration to eliminate safety hazards and flooding on Indian Head Service Road. As a result, ten beavers and a dam built by them, an illegal driveway, trash and debris were removed from the drainage ditch lines to alleviate the problem with flooding. Also, Potholes were repaired and tree branches extending into the street were cutback.

**HOA Fees** – As a reminder monthly HOA fees are due on the 1<sup>st</sup> of each month. If monthly HOA fees are not received by the 15<sup>th</sup> of the month your account will incur a late fee charge of fifteen dollars (\$15.00).

**Community Pride Day** – Community Pride Day in The Knolls is scheduled for Saturday, October 29, 2011. The entire Potomac Knolls Family is invited to assemble at the Community Center at 7:30 am to participate in this community beautification initiative. Students may earn Community Service Hours for their participation in this project. See details attached.

**Make the Call** – All Potomac Knolls Residents are asked to come together as one and call State Authorities and the Prince Georges County Police Department regarding issues affecting our Community (See telephone numbers attached). There is “strength in numbers” when seeking resolutions to problems. If you observe hazardous conditions, poorly maintained properties, or suspicious activity just “make the call” to the appropriate authorities. If the situation appears to warrant having to do so, make multiple calls to initiate a timelier response.

**Block Captains** – Potomac Knolls Community Block Captains are needed to serve on the Neighborhood Watch Committee. The role of the Block Captain is to assume responsibility for keeping 10-15 homes informed about criminal incidents in the Community, and to provide Homeowners with information about how to secure their homes. Block Captains are vital to the success of offsetting criminal activity in the Potomac Knolls because building community spirit and unity is the first line of defense against crime. Research shows that when neighbors know and look out for each other criminal incidents in the community decrease. Homeowners interested in becoming Block Captains for your street should contact General Manager Deborah Proctor at 301 203-0546.

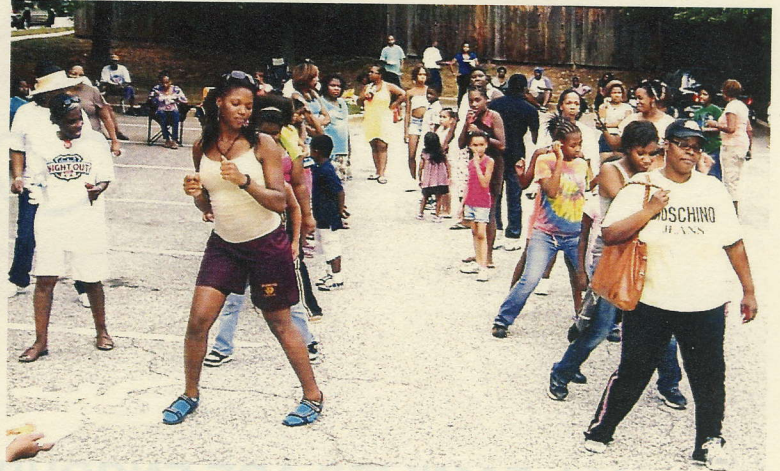


# NATIONAL NIGHT OUT 2011



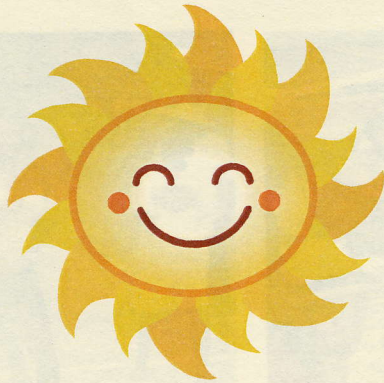


# NATIONAL NIGHT OUT 2011 CONTINUED





# Community Pride Day In The Knolls



**ALL FAMILIES ARE ENCOURAGED TO PARTICIPATE**

**Date: Saturday, October 29, 2011**

**Time: 7:30 AM - 10:30 AM**

**Place: The Potomac Knolls Community Center**

Refreshments will be served.

Volunteers will be supplied with Safety Vests, Gloves, Caps, and  
Trash Grabbers.

**Students can earn Community Service Hours for their participation.**

**Join us in our efforts to clean and beautify our community and together we will ensure that Potomac Knolls remain one of the most sought after communities in the state of Maryland.**

Two large dumpsters will be located in the Community Center's parking lot for disposal of household trash. **Dumpster Restrictions: Tires, paint, solvents, large appliances, and all explosive or flammable materials.**



# BALLOT

(Please Fold and Staple Ballot Upon Reply)

## Your Vote Is Needed For Approval Of The Proposed 2012 Budget For The Potomac Knolls HOA

### Please Vote As Follow:

\_\_\_\_\_ Yes, I Approve The 2012 Budget

\_\_\_\_\_ No, I Do Not Approve The 2012 Budget

### Authorized Homeowner (s)

Name (s): \_\_\_\_\_

Address: \_\_\_\_\_

Telephone #: \_\_\_\_\_

Signature (s): \_\_\_\_\_

### Delegation Proxy

I Delegate The Right To Cast My Proxy Vote On The  
2012 Budget To My Authorized Representative:

Representative's Name: \_\_\_\_\_

Date: \_\_\_\_\_

### You May Cast Your Vote In One Of The Three Ways:

1. Via U. S. Mail to the Potomac Knolls HOA at 1101 Aragona Blvd.,  
Fort Washington, MD 20744
2. Place Your Ballot In The Mailbox At The Potomac Knolls Community Center.  
The Community Center Is Located At 1101 Aragona Blvd. In Fort Washington,  
Maryland.
3. Submit Your Ballot In Person At The Annual Meeting On December 1, 2011 At  
7:00 pm.

**Please Note That All Ballots Must Be Received By The Board Of Directors  
By December 1, 2011 At 7:00 PM.**



**POTOMAC KNOLLS HOMEOWNERS ASSOCIATION  
2012 BUDGET LINE ITEM INFORMATION**

OPERATING INCOME		2012
<b>Homeowner Assessments</b>	Homeowner assessments (calculated @ 608 homes x \$39.60 per month x 12 months) are used to offset Association expenses each year.	\$288,922.00
<b>Late Fee Income</b>	A \$15.00 late fee is charged to Homeowners who are late in paying their monthly HOA dues. This fee is charged after the fifteenth (15th) of the month. This figure normally assumes 60 late payments per month, however impact of economy has resulted in a significant increase in the number of late payments per month.	\$35,496.00
<b>Legal / Delinquent Cost</b>	This annualized amount is the net income (legal collection + delinquent collection - legal cost + collection expenses) resulting from collection action against delinquent Homeowner Accounts.	\$24,344.00
<b>Interest Income Miscellaneous</b>	Interest income earned from reserve accounts (Merrill Lynch, M & T Bank). Return Check charges, etc.	\$15,979.00
<b>Daycare Center Rental Income</b>	Commercial space for the Daycare Center is calculated at a monthly rate of \$5,042.58 for ten (10) months, ranging from January through October 2011. On November 1, 2012 the Daycare Center's rental contract will increase by 3% to \$5,193.75 monthly.	\$60,812.00
<b>Community Center Rental Income</b>	Annualized income from Homeowners renting the Community Center. Average monthly collection is \$3377.33	\$34,425.00
<b>Security Deposits for Community Center Rentals</b>	Annualized deposits from Homeowners renting the Community Center.	\$17,588.00
<b>Total Income</b>		<b>\$477,566.00</b>
<b>EXPENSES</b>		
<b>UTILITIES</b>		
<b>Electricity</b>	Planned cost for electricity is based on a monthly average of \$1,250.	\$12,961.00
<b>Water &amp; Sewer</b>	Cost for water and sewage at the Community Center and pool is based on a quarterly average rate of \$2,000.00.	\$8,586.00
<b>Gas / Fuel</b>	Annual fuel cost for the Community Center.	\$2,509.00
<b>Telephone / Computer / Cable</b>	Annual cost for network, telephone, fax lines, cable and computers in Community Center.	\$6,576.00
<b>PAYROLL EXPENSE</b>		
<b>Workman's Compensation, FICA On-Site Management</b>	Salary of on-site full-time Manager and part-time Clerical. Administrative responsibilities include day to day operations of Community Center, pool and grounds, facility rentals, check processing and payment of invoices through Management Company, community inspections, issuance of violation notices, and interaction with Residents, the Association's General Counsel and Board of Directors.	\$77,941.00



**CONTRACTED SERVICES**

<b>Financial Management Contract</b>	Cost of Financial Management Services for collecting and processing Association fees, monitoring delinquencies, maintaining Community Center income and expenses, payment of invoices, issuance of checks, work with auditors, attending court hearings when necessary, and attendance at Board / Association meetings. The contracted amount is computed at \$3.83 (\$3.96 April 1, 2011) x 608 homes x 12 months. Includes a \$0.50 per unit increase per month for processing income and expenses for the Community.	\$29,665.00
<b>Property Management Contract</b>	Cost of Property Management Services for operating and maintaining Potomac Knolls according to the overall plan of the Association and highest standards possible. To facilitate efficient operation, a Property Manager and Assistant are assigned to work on-site to efficiently cause the grounds, facilities, equipment and contracts be maintained as the Association deems appropriate, in keeping with its Declaration of Covenants, By-Laws, and Architectural Control Guidelines. The contracted amount is computed at \$3.75 (\$3.88 April 1, 2011) per unit x 608 homes x 12 months.	\$29,077.00
<b>Legal Services</b>	Legal services provided by the Association's General Counsel with regards to all legal matters affecting the Potomac knolls Homeowners Association. Legal services include the collection of delinquent fees, resolution of architectural violations, contract review, dispute mediation when necessary, and on occasion the legal interpretation of documents.	\$31,749.00
<b>Audit Services</b>	Cost to perform certified Annual Financial Audit and prepare Potomac Knolls' Federal and State Tax Returns for 2009.	\$5,500.00
<b>Landscaping / Grounds Maintenance Contract</b>	Cost of full service maintenance to grounds include mowing common areas, edging, turf and shrub treatments, shrub trimming, fertilization, and mulching all islands, circles and the Community Center parking lot and pool areas. Landscaping maintenance cost include funds for replacement of shrubbery and plants.	\$52,550.00
<b>Swimming Pool Management Contract</b>	Projected cost for professional Pool Management firm to manage and operate the pool six (6) days a week from 11:00 am to 8:00 pm, including Memorial Day weekend and Labor Day.	\$25,700.00
<b>Community Center Cleaning</b>	Overall annual cleaning cost for the Community Center on a daily basis.	\$28,371.00
<b>HVAC Maintenance Contract/ Maintenance/Repairs</b>	Preventive Maintenance Program for the Community Center's heating, ventilation and air conditioning systems. Cost includes change of HVAC unit filters quarterly, performance of quarterly check to assure efficient systems operation, and projected cost of repairs to 17 year old systems, which are beyond scope of maintenance contract.	\$6,150.00
<b>Security / Fire System Monitoring</b>	Cost to monitor Security and Fire Systems in the Community Center and Pool areas. Cost includes One (1) annual inspection as required by Maryland law.	\$2,900.00
<b>Security For Events at Community Center</b>	Security expense to have security agents monitor Community Center for suspicious or criminal activity at Homeowner events. Planned dollars include cost of Security Services for Community Pride Day Events.	\$10,500.00
<b>Trash Removal Contract</b>	Cost to haul trash from the Community Center dumpster @ \$254.00 per month plus two (2) dumpsters for Community Pride Day twice per year.	\$4,450.00
<b>Snow Removal</b>	Cost to clear snow and ice from the Community Center parking areas and sidewalks. Note: All snow removal from the streets is the responsibility of Prince Georges County. Sidewalk snow removal is the responsibility of Potomac Knolls Homeowners. The County will assess a Fifty Dollar (\$50.00) fine to Homeowners who fail to clear the sidewalks in front of their property.	\$2,400.00
<b>Extermination Contract</b>	Monthly pest control service for the Community and Swimming Pool Bathhouse at \$70 per month.	\$803.00



**IMPROVEMENTS / REPAIRS / SUPPLIES**

<b>Community Center Maintenance</b>	Cost to paint interior walls of the Community Center, clean gutters, replace tables, chairs, and furnishings as needed, etc.	\$8,000.00
<b>Swimming Pool Repairs / Supplies</b>	Estimated cost of pool and bathhouse supplies not provided through pool management contract.	\$9,300.00
<b>Heating, A/C and Plumbing Maintenance</b>	Projected cost for plumbing maintenance repairs, cleaning, and irrigation of Community Center grounds. etc.	\$8,700.00
<b>Lighting / Janitorial Supplies</b>	Projected cost for supplies that are not provided for in the Community Center's cleaning contract (lighting fixtures, bulbs, electrical supplies, etc).	\$642.00
<b>Appliance Repair/Replacement</b>	Cost of repairing / replacing appliances in the Community Center.	\$2,750.00

**ADMINISTRATIVE EXPENSES**

<b>Administrative Expenses / Supplies</b>	Annual cost of supplies / expenses required to maintain on-site management office in the Community Center.	\$19,800.00
<b>Printing &amp; Copying</b>	Cost for photocopying newsletter, contracts, bills, general correspondence and all general business matters for the Association, including management reports, correspondences with Homeowners, contractors, governmental agencies, Committee members and professional agents for the HOA.	\$11,532.00
<b>Postage</b>	Postage cost associated with mailing contracts, letters, legal filings, bill payments, annual coupons for assessment payments by Homeowners, and general Association correspondence.	\$2,457.00
<b>Potomac Knolls Website</b>	Annual maintenance cost to maintain and update HOA website.	\$500.00
<b>Social Events</b>	Association sponsored Social Events for HOA members. Events planned for calendar year 2010 include the Annual Community Ball (\$5000.00), Community Pool Opening (\$2,300.00), National Night Out (\$2,300.00), and two (2) Pride Day Events (\$1,200.00).	\$10,800.00
<b>Security Deposit &amp; Rental Fee Refunds</b>	This line item represents the return of Security Deposits placed by Homeowners for rental of the Community Center and Cancellation Refunds to Homeowners.	\$18,908.00
<b>Membership Dues</b>	Cost of \$350.00 each for Annual Membership to CAI and \$1000.00 for on-site training seminar for Board of Directors, Committee Chairs and General Manager.	\$2,400.00
<b>Committee Expenses</b>	Funds to purchase materials for all Committees. Each Committee is allotted \$150 for meetings, supplies, and miscellaneous items each year.	\$400.00
<b>Property Insurance</b>	Cost of Casualty Coverage for the Pool and Community Center, and Liability Coverage for all Association property, in accordance with the Association's guidelines. Also included is liability coverage for Directors and Officers and fidelity bond coverage.	\$6,474.00
<b>Tax</b>	Federal and State tax to be paid on all non-function income (interest and Community Center rentals).	
<b>Permits &amp; Licenses</b>	Cost of pool and other permits and licenses required for Association operations and activities.	\$500.00
<b>Community Improvements,</b>	Estimated costs for community improvements, asphalt and concrete repairs.	\$6,000.00
<b>Transfer Reserves</b>	Based on Reserve Study conducted in 2000 and a Board of Directors directive, \$2,000.00 is added to the Association's Reserve Account each month. These funds are set aside to cover anticipated expenses and repairs to facilities and property belonging to the Potomac Knolls Homeowners Association.	\$24,000.00
<b>Total Expenses</b>		<b>\$477,566.00</b>



Reserve Funds

RESERVE ACCOUNTS

By proclamation in 2008 the Board of Directors resolved to maintain a minimum yearly Reserve Account balance of \$500,000 for unanticipated emergency Capital Expenditures that may be required in the Potomac Knolls Community.

\$580,000.00

Police Contingent 301 883-2000  
 Police (Non-Emergency) 301 325-1300  
 Genl Collection 301 400-8220  
 Fire Department 301 883-2300  
 Energy Utility Accounts 301 800-0300  
 Bulk Trash Pickup 301 825-1900  
 Utility Control Contingent 301 400-2300

EMERGENCY NUMBERS

Swan Fire/Rescue (911) - 301 883-2020  
 Property Maintenance Inspection (Housing Inspector) - 301 883-2000  
 Council Information - 301 883-1000

of the time allowed  
 referred within ten (10) days and following to re-submit the budget when the  
 notice of violation on the part of the Home Acquiring Owners that the violation  
 maintenance. An inspector will investigate within five (5) days of your call. Once a  
 the lot and encounter with the owner that neighboring properties are being  
 The following numbers are provided to Homeowners for you to report any violations

OFFICE OF PROBLEMS RESOLUTION

AND

DEPARTMENT OF PUBLIC WORKS



**DEPARTMENT OF PUBLIC WORKS  
AND  
OFFICE OF PROPERTY STANDARDS**

The following numbers are provided to Homeowners for you to report any problems that you may encounter with the manner that neighboring properties are being maintained. An inspector will investigate within five (5) days of your call, place a notice of violation on the door of the home advising Owners that the violation must be resolved within ten (10) days, and follow-up to re-inspect the property upon conclusion of the time allotted.

General Information – 301 883-1000  
Property Standards Inspection (Herman Hunter) – 301 883-6069  
Street Lighting (Paul Curley) – 301 883-5650

**IMPORTANT NUMBERS**

Abandoned Vehicles 301 952-1873

Animal Control Commission 301 499-8300

Bulk Trash Pickup 301 952-7600

Energy Utility Assistance 301 909-6300

Fire Department 301 883-5200

Leaf Collection 301 499-8576

Police (Non-Emergency) 301 352-1200

Police Complaints 301 883-5042