

# Koger Management Group

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## MEMORANDUM

**DATE:** November 23, 2005  
**TO:** All Watergate of Alexandria Residents  
**FROM:** Kimberly Miller  
**REFERENCE:** Winterization Techniques

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We wish to remind you of the following important winterization items. Please act now, or make note of these items to save yourself and the community discomfort and expense this winter.

1. **Outside Water Faucets**

As the cold weather approaches, it becomes necessary for all residents to winterize their exterior water faucets located on their patios. To accomplish this, you must determine which type of faucet you have.

There are three types of faucets. Standard faucets are generally located in Phase I of the community and you will find the turn-off valve inside the unit in either the closet housing the water heater or under the kitchen sink. Once you have turned the faucet off inside, open the faucet on the outside. This will allow the remaining water to drain and prevent freezing and possible broken pipes. It is recommended that once drained, the outside faucet be left open throughout the winter.

In the Phase II units, the water faucets are a "frost proof" type. Although the name implies that draining is not necessary, it is very important that these faucets be serviced each winter. There are two metal rings that surround the water faucet. The top ring must be turned and pushed up. This will allow the water in the pipe to drain out. It is not necessary to run off the water inside; however, it is recommended that you do so as a safety precaution. Finally, the top ring, which is turned and pushed up, must remain in the up position.

There is a third type of faucet in Phase II, which is installed on the patio floor. This type is designed to automatically winterize itself when normally shut off. However, staff will be turning these off at the water elements. If you have this type of faucet, you need only to ensure that the water is turned off securely.

2. **Garage Door Electric Eyes**

Return of cold and wet weather may cause moisture to build up on the reflectors, which generate the electric-eye garage door openers. Occasionally, fog or moisture will cause a film on the reflector that interrupts the electric-eye beam. If the doors do not open or close, try wiping off the red reflector at the bottom of each door with a dry cloth before reporting a garage breakdown. If this does not resolve the problem, call Koger Management Group.

3. **Heat Pumps**

To ensure proper operation and to prevent damage to your heat pump, it is essential that you clear snow and ice away from the unit. Additionally, the filter in the attic should be cleaned monthly. Please note that maintenance of these units is the owner's responsibility.

4. **Commercial Logs**

Using the wrong type of commercial logs in unit fireplaces can be a hazard. Although it is safer to use natural logs, you may also burn logs that do not contain wax. (Most commercial logs contain wax that can build up, thus developing into a fire hazard in the type of metal chimneys we have at Watergate.)

5. **Snow and Ice Removal**

Your assistance will be greatly appreciated by Management and concerned members of your community. When a big storm strikes, there is no simple and quick way to "dig out". At these times, temporary relief is almost impossible to find. Your staff has spent many long hours at the most undesirable times keeping our walks cleared of ice and snow. Clearing the walk in front of your door periodically during a heavy snowstorm can save hours of work for a few minutes of your time. Additionally, it would be a wonderful gesture if you continued down the sidewalk to clear a path for that neighbor who is unable to do so himself. Above all, please be patient! All the walkways cannot be cleared at once. A supply of "ice melt" will be placed in each garage for your convenience. Please do not use salt, as it will damage the plantings and sidewalks.

6. **Shrubs and Trees**

Heavy snow can cause tremendous damage to the landscaping. Your assistance in keeping the shrubs and trees in your area free of accumulated snow can reduce damage considerably.

7. **Thermostat Settings**

Please remember that you must leave some heat on in your unit, even if you are going away for an extended period. If you turn the heat off completely, there is a great danger of frozen pipes in your unit. In past years the Association has experienced broken pipes. In one incident, the first indication was when water poured out from under the front door of the unit. At this point the first floor of the unit was already flooded. This was caused by the formation of ice on the pipe. Therefore, we request that you leave your thermostat turned to HEAT, and set no lower than 55 or 60 degrees.

It is also recommended that you make arrangements with a neighbor or friend to check your unit on a daily basis during very cold weather as a precaution. Since the Association does not have keys to the units at Watergate and may be unable to contact the owner of resident during an emergency, the cost of obtaining access will be charged to the unit owner.

The cooperation of all residents regarding these matters will be appreciated.