Fire Extinguisher Bulk Buy Is Open for All Residents
by George Gardner, General Manager

The two recent in-unit fires in Building 1 have highlighted the role of home fire extinguishers in a strategic plan to address such emergencies. With that in mind, the Association is making it possible for Montebello residents to purchase a versatile fire extinguisher at a reduced cost. The Kidde model FA110 contains 2½ lbs. of multipurpose dry chemical extinguishing agent and is designed for home use. Effective for small (e.g., stove top) fires, the FA110 is recommended for use on ABC fires; e.g., paper (A), grease (B), and electrical (C).

These extinguishers will be available to Montebello residents through a bulk purchase by the Association at roughly $20 each. The final price will depend on the number of extinguishers ordered by residents. Management will conduct a demonstration of this extinguisher and its proper use on Thursday, July 13 at 6 p.m. at a location in Montebello soon to be announced.

Residents who want to participate in the bulk purchase should indicate their interest by e-mailing the management office at sac.vacoxmail.com or by filling out an order form at the front desk in the Community Center. In either case, the notice should include the resident’s name, unit number, contact information, and number of extinguishers desired for purchase.

Orders must be placed by July 30. Purchasers will be notified when the extinguishers have arrived and are available for pick up at the front desk. Payment can be made by cash or check at that time.

The association strongly encourages residents to keep at least one fire extinguisher in their homes. Extinguishers can reduce the risk of personal injury and property damage, which increases safety and well-being, while reducing anxiety and – possibly – insurance premiums. Our goal is to make Montebello a safe community for all.

Everyone Loves a Parade!
by Lynn Rappa, Kids Club

Join us for the Montebello 4th of July Parade and Ice Cream Social on Independence Day, starting at 10 a.m. It has become a highlight of summers in our community.

This is a wonderfully heart-warming, patriotic, community event. We will have marchers from many Montebello clubs, decked out in red, white, and blue regalia. Joining them will be our local police and fire departments, military veterans, a Cub Scout Honor Guard, and our security staff. For the first time this year, we will have a small – but loud – marching band! In addition, there may even be a few surprise guests, who will add to the excitement.

Continued on p. 3
Letters to the Editor

A letter to the editor is your opportunity to share a comment, compliment, or concern with other residents. Letters must not exceed 225 words and must be received by the seventh of the month. Writers are responsible for the content and accuracy of their letters. Management or the Board of Directors may respond in no more than 225 words. Unsigned letters, letters promoting non-Montebello financial endeavors, and personal criticisms of individuals or groups will not be published. Submit letters, marked Attention: Times, to the front desk or to times@montebello.org. The Times publishes all Letters to the Editor that meet the criteria noted above. The letters are formatted but not edited and forwarded to the Board of Directors for their response.

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Styrofoam Should Go

To the Editor:

During the late summer of 2016 a Letter to the Editor was sent and published regarding the use of Styrofoam containers here at Montebello.

As stated in that letter, Styrofoam is a long lasting problem with our landfills and environment in general as it does not easily breakdown and may take a considerable amount of years to do so.

At this time the District of Columbia has banned the use of Styrofoam almost entirely in the food and beverage industry.

Why shouldn’t we?

We are approaching the summer season our water coolers here and there are ready to provide us with a cool drink at the courts, pool as well as perhaps other areas and functions. The container which we will hold to enjoy the liquid refreshment is once again Styrofoam. Styrofoam is also the choice of our cafe to contain a To Go order or to provide a container for our leftovers.

While this may seem insignificant to some but it actually is not. If we knew how much Styrofoam Montebello provides to the landfill in a year’s time. While we are one residential complex there are many others within the County.

Hopefully our environmental club will consider a solution.

--M. Luceri, Building 3

General Manager George Gardner responds: This issue continues to be of concern to many of our residents. Management is working with the Environmental Club to identify environmentally and economically responsible alternatives to Styrofoam. In the meantime, some residents are bringing their own recyclable tableware to community gatherings, such as the monthly Cup of Joe meetings and the potluck dinners, which is a benefit to Montebello.

Re: Waste on Parade

To the Editor:

The Times printed John Powers’ response to my letter about almost invariably seeing a lifeguard and an empty indoor pool. Mr. Powers’ letter deals with only the 6-8 a.m. time period whereas my letter dealt with the entire day. Mr. Powers says his Ad Hoc Cost Savings Committee determined that “…the total usage more than justified the hours the pool is open…”, but presents no data on cost and utilization to support that assertion.

Continued in next column

The Times of Montebello is published monthly by the MCUOA. The opinions expressed in this newsletter do not represent those of the Editor or the MCUOA.

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Residents may contact the Board of Directors at the email address above.

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Contracts Update  
by Peter Ng, Facilities Program Manager

Erosion control
Our contractor, ETC, has submitted an updated erosion control report. We are getting cost estimates for implementation.

Irrigation system
We are coordinating with the installation company, Tucor, in setting up the remote controls and training our staff.

Switchgear preventive maintenance
Preventive maintenance on Building 4 switchgear was completed on May 16. No deficiencies were found.

Outdoor pool
The outdoor pool was prepared and opened on May 26. Water aerobics classes continued to be held in the indoor pool until the outdoor pool warmed up.

Cox communication
Due to the high internet demands at Montebello, the current conversion node is overloaded and limits the amount of bandwidth available to residents. To remedy this problem, Cox is establishing a second conversion node in Building 4. In early May, Cox laid a new fiber optic line between Buildings 4 and 5, transitioning to the new line in June.

Spring planting
On May 24, our landscape contractor, McFall & Berry, completed the spring planting with a new design layout. They also released about 5,000 ladybugs and praying mantises as a part of an integrated pest management strategy to incorporate biological means to control insect pests.

Fallen tree
At 4:25 p.m. on May 30 a large red oak tree fell across Long Mt. Eagle Drive and blocked traffic in both directions. Management contacted our contractor, Woodlawn Tree Service, who responded within 30 minutes of the tree fall and cleared the roadway within 90 minutes. The workmen returned the following day to remove the debris. See pictures at the right.

Parade, continued from front page
Everyone is welcome to march in the parade (alone or as part of a group) or to line the parade route and watch the festivities. The parade kicks off at 10 a.m. sharp in front of Building 4, travels in front of Building 3, winds around the back and the front of Building 1, to end in the parking lot in front of Building 2.

An ice cream social will start immediately following the parade, on the Village Green. Join neighbors for a sweet treat and some patriotic music as we gather to celebrate our nation’s birthday!

For more information on the event or to get details on how to join the marching groups, please email Lynne Rappa at montebellokidsclub@gmail.com.

Coffee and Camaraderie Are Available to Residents
by Carole Appel, Times staff

Its name is M-Perk, but it might just as well be called Morning Coffee. It’s the Monday, Wednesday, and Friday coffee time from 9 to 11 a.m. at the Montebello community center lounge. Since March 31, three mornings a week a Keurig coffee machine is set up for anyone who wants to stop by for some beverage and conversation. Or just to grab a cup of coffee, hot chocolate, or tea and read the morning paper. Although the coffee is available at 9, and some people do drop by then, an influx comes at 9:30 when the first half of Stretchnastics ends, and folks who don’t stay for the mat exercises stop by to chat. Coffee is still available after the exercise class ends. A container on the table collects the dollar bill contributed for a cup of java.

If you’re usually home in the morning and want to stop by, do stroll over to say hello and perhaps meet some neighbors you have not met before. If you have usually headed for Starbucks to work on your laptop, indulge yourself by working in a corner of our own comfortable workspace, and pick up a far cheaper brew. And if the lure of some freshly made coffee is enough to interest you after our morning stretch class, check that out, too.
Director’s Corner

Board Develops Plans at the Landscape Retreat
by Greg Bender, President, Board of Directors

The future of Montebello’s grounds was the subject of a board retreat on Wednesday evening, May 24. Present were eight board members, General Manager George Gardner, and a dozen residents. The Community Association Institute’s co-founder, Linc Cummings, served as the retreat’s facilitator. The first half of the discussion addressed our vision for the futures of Montebello’s four green areas: (1) our lawns – areas of grass throughout the property; (2) our interior landscaped spaces – landscaped areas close to our buildings; (3) our transitional areas – natural areas, mostly wooded, lightly managed, between the interior landscaped spaces and the woodlands; and (4) our woodlands – deep wooded areas, left natural, lightly managed except for walking paths. We discussed and fine-tuned vision statements for each of those areas. The board agreed to continue these discussions, to formally adopt the vision statements at a future board meeting and to post them on the Association website.

The second part of the retreat dealt with the governance mechanism for implementing those vision statements for what facilitator Linc Cummings termed our 32-acre “precious urban forest.” There was consensus that caring for our grounds would be a long-term undertaking and that a new standing committee on grounds was the preferred approach. Membership on the committee will be open to all interested residents and will include the General Manager (GM) as a non-voting ex-officio member. The GM stated that the committee will have to be flexible and able to move from one area of focus to another, based on the recognition of different needs.

The board will seek interested volunteers, and board Vice President Lynn Tjeerdsma plans to kick off a grounds committee organizational meeting in July. As further details become available, we will announce them via MML and at future board meetings.

Residents Are Offered Two Additional Movie Night Events
by Nancy Vogt, Times staff

In case you have not heard, Art in Montebello, under the coordination of Joel Miller, hosts a movie night. This once-a-month event, which premiered Thursday, April 27 with the movie The Night of the Hunter, was well-attended. Each month the host of the event will choose and acquire a movie, provide an introduction, and lead a post-show discussion about the film. They tend to be classics or obscure, hard-to-obtain movies. The venue, Building 2 party room, provides an intimate atmosphere in which to view the cinema and discuss its aspects. A new sound system has been procured. The event is on the last Thursday of the month at 7:30 p.m.

A second movie night, initiated by Pamela Copley and currently sponsored by the Activities Committee, premiered Wednesday, June 7 at 7 p.m. in the Community Center (CC). Copley provided a brief introduction and back-story on the 1943 Cary Grant film, Mr. Lucky. This Classic Movie Night offers free popcorn, candy, and soft drinks. The next showing in this on-going series will be in early August.

These two new events are in addition to the Activities Committee’s program of showing more recent movies in the CC on select Sundays at 2 p.m. or Wednesdays at 2 and 8 p.m.

Thank you to the residents who take the time to produce these new initiatives and enhance life at Montebello.

Guinevere Jones: Volunteer of June
by Nancy Vogt, Times staff

When you see Guinevere Jones – she goes by Guin – involved in an event or just walking around, congratulate her for this much-deserved recognition, and thank her for what she brings to Montebello. She is busy on the Activities Committee, being the co-organizer for the Speakers Series and facilitator of the monthly blood pressure check. In addition, she is a key figure in the Women’s Club and for six years ran Daytime Discoveries, taking groups on tours to local museums and public buildings.

Guin is quick to say she could not accomplish what she does without the support and cooperation of numerous residents. Through networking, she has recruited others to volunteer and knows she can depend on them to help when asked. Nor does she hesitate to assist other event organizers when asked.

When you talk to Guin, it does not take long to see how naturally she shares her expertise and knowledge with others. It is evident she was a teacher and educator for 35 years, with most of her working years spent in Fairfax County public schools, although she worked a few years in the U.S. Virgin Islands. At the end of her career she was an adjunct professor at Howard University. She grew up on a university campus where her father was a professor. She passed along the education gene to her daughter, who is a special education school club.

When asked why she became involved in our community, she says, “It energizes me and offers platforms for me to utilize skills sets I have developed throughout my professional life.” She is thankful to have this community to live in, and we are just as thankful to have her in it.

Congratulations, Guin!
Survey on Noise Reveals Surprising Trends

by Guido R. Zanni, Board of Directors, Chair, Quality Improvement Committee

Noise is among the most common complaints received by management. In response to a resident request, the Quality Improvement Committee conducted a 30-second survey to better understand residents' perception of noise. With 274 responses, some of the results were surprising, especially the frequency and the nature of noise. Listed below is a summary of the survey questions and responses.

1. Since Memorial Day of 2016, have you experienced unnecessary noise while inside your unit?

| Yes | 51% |
| No  | 49% |

2. If you answered “Yes” to the previous question, please indicate the frequency.

| Daily  | 40% |
| Weekly | 16% |
| Occasionally | 44% |

3. What is the nature of the noise? Check all that apply.

| Renovation/Construction | 58% |
| Human                  | 39% |
| Animal                 | 14% |
| Other                  | 39% (57 residents reported noises that were not on the survey. See the e-edition of The Times.) |

4. If you know the source of the noise, please check all that apply.

| Housekeeping Machinery  | 9%  |
| Roadtop HVAC systems    | 6%  |
| Adjoining units         | 22% |
| Unit above you          | 51% |
| Unit below you          | 6%  |
| Hallway                 | 24% |
| Other                   | 45% (63 residents reported other categories that were not on the survey. See the e-edition of The Times.) |

5. Other than fire alarm testing, which noise is the most intrusive?

Many residents listed construction, slamming of doors, nighttime noise from other units, sounds of furniture being dragged across the floor, or something being dropped on the floor as the most intrusive noises. (172 residents reported intrusive noises that were not on the survey. See the e-edition of The Times.)

6. About that noise only, please rate its level of intrusiveness.

| Extremely intrusive | 34% |
| Somewhat intrusive  | 43% |
| Mildly intrusive    | 16% |
| Not intrusive at all| 7%  |

7. If you reported that noise to management, how did management respond?

| Always responded | 22% |
| Frequently responded | 14% |
| Rarely responded | 20% |
| Never responded  | 44% |

8. Were you satisfied with the response?

| Yes | 31% |
| No  | 69% |

9. What recommendation would you make to management to lessen noise?

Several themes emerged, including the need for management to investigate the noise, manage expectations of noise (e.g., "How to be a good neighbor"), and enforce our rules about construction and renovation. See the e-edition of The Times for a complete list of recommendations.

10. Other comments

Submitted comments were varied but two are particularly worth noting: people living in close quarters should expect periodic noise, and residents should be informed of nearby renovations and their expected durations.

Conclusion

The take-away message from the survey is that approximately 50% of residents experience noise, primarily from renovations and the units immediately above them.

When residents report noise, Safety and Access Control (SAC) responds immediately and attempts to identify the source of the noise and resolve the matter. Staff, however, is inconsistent in informing the resident of the outcome of the investigation. The General Manager acknowledges this gap in communication and has directed the Chief of SAC to review current procedures and make appropriate changes to improve both communication and customer service. Residents can expect a future article in The Times on revised and updated SAC procedures when responding to noise complaints.

Volunteer Opportunities

by Cerie Kimball, Times staff

The Times periodically publishes volunteer opportunities near our local community.

- **Garden Helper** — Volunteer to plant, water, and weed vegetable and perennial garden beds at the Hollin Hall Community Garden between three to five hours a week. The gardener must be able to distinguish weeds from plants. To volunteer your services, contact Fairfax County’s Volunteer Solutions by calling 703-324-5406, or go to VolunteerSolutions@FairfaxCounty.gov.

- **Greeters** — The Studio Fiber Arts at the Workhouse Arts Center in Lorton needs volunteers to meet and greet visitors. This is also an opportunity to meet the fiber artists and learn about their techniques. Training is provided. Flexible hours are available: 11 a.m. - 2:30 p.m. or 2:30 p.m. - 6 p.m., Wednesday through Sunday. Contact Gretchen Klmoski at glklimoskiverizon.net for more information.
General Manager’s Corner
We Are Updating Montebello’s Fire Incident Response Plan
by George Gardner, General Manager

My article this month will address the review conducted as a result of the two in-unit fire events (one significant and one minor) experienced last month at Montebello (See story at the right). While I thought staff response in both instances was very good, our post-incident review indicated that there is room for improvement in our procedures, both during and after a fire.

Following the first fire, board president Greg Bender and board member Guido Zanni met with senior management staff to review with us our handling of that fire event. That meeting resulted in a decision to update the Association’s fire incident response plan to clearly spell out specific staff roles and responsibilities in order to improve our handling of these serious situations.

The updated response plan prepared by Earl Roberts, our new Safety and Access Control Manager, is now under review. Once the plan is finalized, we will conduct staff training on assigned duties in a fire incident. The updated plan will improve management’s response, better support fire department efforts, and enhance resident care and communications throughout and after such an event.

When the plan is implemented, you will see staff in fluorescent vests, identifying that individual as an association employee who is authorized to provide directions to residents that are supplemental to fire department instructions and in accordance with the Association’s response plan. Our personnel will have prescribed duties and responsibilities ranging from identifying a Montebello Incident Manager to interface with the Fire Department to providing Fire Department officers entering the building with essential information about the building. Individual staff members will also have additional responsibilities for providing resident assistance outside the building, as needed.

A particularly difficult part of the problem is our response to emergencies after business hours and on weekends and holidays when most senior staff are not on the premises. We are working now on after-hours emergency fire response protocols to get essential personnel on the property as soon as possible during or after an event, as well as assigning interim staff responsibilities to ensure proper handling of the event.

While unit fires are not a frequent occurrence and are unpredictable, we must plan for the worst-case scenario. Montebello residents can rest assured that our management staff is doing its best to prepare for such events.

Residents also have an important role to play in protecting their own interests resulting from fires by attending to their condominium insurance. (See Management Notes on page 9.)

Fire! Fire! Pants on Fire!
by Karen Barnes, Building 1

Within the space of one week in late May, residents of Building 1 were visited twice by personnel from the Fairfax County Fire Department (FCFD). In both cases, a modern glass stove top was being used as a convenient countertop.

In one instance, a small appliance had been placed on the stove top and a burner inadverently turned on. In short order the appliance was literal toast, and the fire personnel were knocking on doors with axes in hand.

In the second instance, a refrigerator container was set on the stove top, and the burner beneath was inadvertently turned on. Again, the FCFD was quickly at the scene and verified that our in-house fire response had been implemented quickly and effectively.

If we are to be honest, most of us would have to admit that we or our spouses have been guilty of using our lovely new glass stove top as a convenient temporary parking space, if not a long-term storage spot. Most of us have been blessed by good fortune (and/or good spouses) so that we have been spared the excitement, danger, and embarrassment of a visit from our good neighbors at the FCFD.

These recent events should be a reminder to all of us that stove tops should not be used as countertops.

In addition, Earl Roberts, our Safety and Access Control manager, is exploring a bulk purchasing arrangement whereby Montebello residents could purchase small fire extinguishers to have on hand in resident units should they be needed in the future. See details on page 1.

And remember to keep your stove tops clear.

Please Do Not Put Plastic Bags in the Recycle Bins
by Carol Hora, Environmental Club

Did you know that many residents’ well-intended actions are counter-productive to our recycling efforts? A customer resource representative with Republic Recycling stated that plastic bags contaminate the entire batch of recycle. When plastic bags (e.g., kitchen trash bags, plastic grocery bags or the plastic bags in which frozen foods are packed) are intermingled with other recycle items, the entire container of recycle items is deposited in the landfill.

If you put your recyclables into a trash bag or plastic bag of any kind for collection and transport them to the B3 level, the contents should be emptied into the blue recycle bin and the plastic bag deposited in the trash – not the recycle bin. Alternatively, residents can take plastic grocery bags back to one of these stores for recycling: Giant, Harris Teeter, Safeway, Target, Walmart, Wegmans, or Whole Foods.

The most environmentally friendly solution is to utilize cloth bags for your groceries. Most stores sell reusable cloth bags at a nominal price. Please, do not put your plastic bags in the recycle bins; it is not helping the cause.
Have You Gone 20 Years Without Seeing This Montebello Neighbor?
by Sarah Newcomb, Building 3

High in the residential tower of Building 3, the lookout craned his neck. His brown eyes squinted as he pressed them to his powerful binoculars, sweeping the scene below. Suddenly he stood motionless. Yes, there it was. Quickly, he raised his cell phone, punching speed dial. The hunter answered his phone. “I’ve got one!” the lookout told him, “Get out there — now.” Out of sight, the hunter grabbed his equipment. “I’m on it,” he replied hastily and sped out his door, ready to capture the Montebello resident few others have ever seen: our little striped neighbor, the chipmunk. The hunter raised his long-lens camera and caught this shot.

Robert Feickert captured the photograph of this stealthy tiny creature. At least four residents saw this one. Other residents have lived in Montebello more than 20 years without ever meeting a chipmunk on our campus.

The most famous chipmunks are Disney characters called Chip ‘n’ Dale and the technically produced songsters, “Alvin and the Chipmunks.” The eastern chipmunk is a rodent with reddish-brown fur bordered by black and white stripes from four to seven inches long, and weighing about one to five ounces. It has four toes on the back feet and five on the front. Chipmunks eat vegetables, fruit, seeds, and nuts, as well as meat, including insects, bird’s eggs, and even frogs. Like prairie dogs, chipmunks shun trees. They live in highly organized tunnels, as deep as three feet underground, called burrows. Behind well-hidden entrances, they make themselves comfortable by lining their homes with leaves and grasses. They give birth to their young in one part of the burrow and sleep in another.

Chipmunks store food in yet another area of the tunnel, ready for a winter’s hibernation. They do not sleep all the way through. Chipmunks wake up every few days, raise their body temperature to normal, and feed on stored food rather than relying on fat reserves. A single chipmunk can store up to eight pounds of food — known as larder hoarding — for the winter respite. How do they do it? A chipmunk's amazing cheeks can expand to three times the size of its head. They have pouches in their cheeks to hold their food until they get it back home.

Chipmunks are excellent communicators. Scientists are studying how eastern chipmunks talk. For the first time, a team outfitted the little animals with the world's smallest digital recording device, according to Guinness World Records. The team recorded, analyzed, and decoded chipmunk chatter. These animals have a unique way of talking to each other. If you listen carefully, you can hear their bird-like noises. Like us, they use different gestures as a way to communicate with one another. Chirps, as well as body language, express messages of occupied territory, dominance, and danger.

New Wellness Club Holds First Meeting
by Virginia Nickich, Wellness Club

Did you see the flyer for the new Wellness Club? Were you intimidated by the new equipment in the Fitness Center (FC)? Did you go in the FC, admire the equipment, and then say to yourself, “Now what am I supposed to do?” Have you promised yourself that you would start exercising more when you found someone to join you? Look no further than the new Wellness Club for answers that can put you on the path to a healthier lifestyle with like-minded neighbors.

This club got started because new residents expressed concern about starting workouts in the FC with no assigned instructors or video tutorials to explain how to use the equipment.

The Wellness Club had its first meetings and found that the attendees have a common goal: We all want to improve/maintain our health and wellness, regardless of our age. Here are some of the reasons it makes sense to strive for lifestyle improvements:

- Build strength and stamina to get through your daily chores
- Build or maintain balance to prevent falls
- Be more agile for bending and reaching into hard-to-get-to places
- Maintain good posture to look good
- Improve mental well-being, alertness, memory, and focus on tasks
- Prevent disease with exercises proven to keep folks healthier and their weight under control
- Fend off aging

The Wellness Club’s mission is to help members and others to properly use the equipment in the FC and to develop and maintain a regular schedule for exercise with peer support. The club can also connect people with like health interests; i.e., diet with a buddy and share validated information.

Continued on p. 8
Management Notes

Condo Insurance

Unit owners are responsible for obtaining condominium unit insurance that covers liability, property damage, etc., within one’s own unit. Unit balconies are considered limited common elements, but balcony screens and windows are the responsibility of the unit owner since they were installed after construction. Residents should also insure such personal property as furniture, decorations, area rugs, and other belongings. Special additional coverage is usually needed for antiques, fine art, and jewelry.

Within a unit, the Montebello Association Master Policy covers only the replacement cost of original appliances and fixtures; e.g., if there is damage resulting from roof leaks and bursting water mains. For instance, if the developer originally put in a $500 refrigerator and its current replacement value is now $800, even though a unit owner subsequently installed a $1,000 model, the Master Policy will indemnify only $800 of the appliance’s value. Owners insure the difference. This is true for unit upgrades. Replacement costs are limited to the original construction. Unit owners must insure for upgrades. Copies of all association insurance policies are available for review at the front office.

All unit owners are strongly advised to obtain a unit owner's policy. Though the Master Policy covers many reconstruction costs after a flood, fire, or other casualty, damage to many fixtures and personal property, as well as possible relocation costs, would not be covered. (Note: Your own insurance agent can alert you to other uncovered items.)

Unit owners should also be aware that depending upon the nature, cause, and circumstances of damage within a unit, there could be a $10,000 deductible charge to the unit owner. This is the amount of deductible contained in the Association Master Policy. For more details on the deductible rules, please see Administrative Resolution #89-Amended.

This article is for information only; it does not increase, decrease or alter the policy coverage or wording. Coverage and payout of claims will be based on the master insurance policy and adjuster at time of loss.

Commercial Deliveries

Delivery hours are from 8 a.m. to 8 p.m., seven days a week, if it is not a residential move and does not take longer than an hour. To avoid possible conflicts, if the delivery involves use of the freight elevator, check with the office during the work week before the move to determine if there is a move scheduled for that day.

Fourth of July Safety

Lighting fireworks, including sparklers, is not permitted on the grounds of Montebello. The property outside the rear gate is also off-limits. According to the Fairfax County Fire Prevention Agency, anything that explodes, spins around or can go higher than 12 feet is prohibited anywhere in the county. If you elect to light fireworks at an off-site location, check with local authorities beforehand. Always select an open area away from residential structures, vehicles, businesses, or wooded areas. Keep a bucket of water or a fire extinguisher nearby. Most importantly, keep fireworks out of the hands of children. Practice fire safety and common sense to ensure that your 4th is safe and festive.

The Electronic Times

Check out The Times of Montebello in full color on the condominium website at Montebello.org. Click Montebello Living, scroll down to The Times of Montebello, scroll down to 2017 Montebello Times, and finally select July 2017. The electronic Times has added features, such as extra photos and full responses to the 30-second survey, plus electronic versions of earlier issues of The Times, dating back to 2011. Furthermore, you can enlarge the print, as you desire, to increase your reading pleasure.

On June 14 Thomas Pandolfi returned to Montebello and once again was well-received, demonstrating his artistry and passion over a range of composers from Liszt to Bernstein.

Wellness, Continued from p. 7

What benefits does wellness offer you?

• Motivation and discipline
• Self-gratification for improving your lifestyle
• Enjoyment of life to its fullest

The Wellness Club meets each first Tuesday of the month at 9:30 a.m. in PR 1, and first Thursday of the month at 7:30 p.m. in PR 1. But there is no need to wait for a meeting. If you want to get started now or have questions, simply contact Virginia Nickich at virgyoga@verizon.net or 516-459-8504. Don’t be shy; come join us!
Happy 4th of July from the Staff of the Times!!

Waiting out a rain at the beginning of the event, once it stopped it turned into a perfect evening and many residents turned out for this Memorial Day cookout.

“Last one in’s a rotten egg!” was heard at the Memorial Day opening of the outdoor pool.

On May 31, journalist and author, Claudia Kalb presented entertaining excerpts from her book, Andy Warhol Was a Hoarder: Inside the Minds of History’s Great Personalities as part of the Speaker Series.
Our Neighbors

Chuck McDermott Carves Out a New Niche

by Sue Allen, Times staff

A once-avid sailor, Chuck McDermott, of Building 2, has turned his tiller toward a more earthly pursuit: woodcarving.

Take only a few steps into his condo, and you realize this man has a deep attachment to wood. Pieces of partially carved and full reliefs adorn the walls and sit atop chairs. In the living room corner sits a drawing table where his work begins. However, it is out on the balcony with a northern exposure where he really digs in. “The light is perfect,” said Chuck.

A pen-and-ink and graphite artist who began drawing as a child, Chuck was lured into carving when he made a few wooden address signs for his neighbors while living in Springfield. “After that, I joined a woodworking class in Vienna and became interested in relief carving.” He uses only manual hand tools with the exception of a Dremel high-speed rotary cutting tool.

Using his drawing skills, he often copies Japanese prints. “My favorite part is carving the basic picture at the beginning. I don’t like the finishing part at all.” It’s a tedious process involving sanding six to eight times, using finer grades of paper on each application. “I’m very slow,” said Chuck. “What dictates that I’m done is when I’m sick of looking at a piece.”

He does not sell his work. “I carve strictly for my amusement.” Many pieces are gifts, such as a recently finished piece he gave his 13-year-old granddaughter for her Bat Mitzvah that featured a Star of David, a scene from Fiddler on the Roof, and Hebrew writing. Last winter a Buddhist temple near Lorton commissioned him to make a Dharma wheel of life, which represents the cosmic order of things according to Buddhism. They wanted to pay Chuck, but he would only accept an amount to cover the cost of the materials.

For wood, Chuck said, “I use castoffs of all kinds. Once I found a piece in the hobby room left by a contractor.” He also purchases wood from a mill in Springfield.

Bronx born-and-raised, Chuck lived in Greenwich Village in New York with his wife, Jill, and their first child. Their second daughter was born in 1962. He worked in commercial real estate doing office building leasing and management. He continued in the same work when the family moved to Northern Virginia in 1964.

Chuck moved to Montebello toward the end of 2000 from his home in Springfield. By then his two daughters had left the nest, and his wife had passed away in 1998. “I did an extensive search for something in the area, and Montebello just eclipsed everything else.” He began as a renter, but he bought his unit in Building 2 one year later.

Chuck fell in love with sailing in his 20’s and purchased a boat with a friend. It was moored at a yacht club at City Island in Long Island Sound. Until about 12 years ago, when health issues forced him to stop sailing, Chuck crewed in blue water races. He once raced from Plymouth, Massachusetts, to Plymouth, England. Another time he and a colleague sailed a 30-foot sloop from the Chesapeake Bay to the Arctic Circle. When he first moved to Virginia, he kept a Lightning sailboat at Daingerfield Island where he also was a sailing instructor. “I had a helluva good time and made some good friends,” he laughed. There is a twinkle in his blue eyes that suggests someone who has spent time on the big waters harnessing the wind.

A proud grandfather of five grandchildren ages 11 to 27, who live in New Jersey and rural Maryland, he looks forward to visits with them. “One daughter is a city girl, and you can’t get the other one off the farm.”

Chuck has carved out a pleasant niche for himself at Montebello. You can find him on the free weights in the fitness center every Monday, Wednesday, and Friday, and on Tuesday evenings he joins Montebello’s Meditation Group for deep meditation sessions.

He spends many hours with his significant other, Judy O’Brien, who is also an artist. She lives several floors above him. One of Judy’s large impressionist paintings of a spring scene in Alexandria hangs in his dining room. “She’s an incredible artist,” he said as he looked at the painting.

What about Chuck’s art? Check it out for yourself in the photo above.
Photo Supplement for July 1 Edition of *Times of Montebello*

Enjoy these pictures that did not get into the published edition.

Farmers Market

Photo by Diane Bastin

New Spring Foliage

Photos by Nancy Vogt

AiM

Photo by Nancy Vogt

Movie Night

Photo by Nancy Vogt
Montebello's Quality Improvement Survey #11 Noise-Q3

What is the nature of the noise? Check all that apply.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human</td>
<td>38.8%</td>
<td>57</td>
</tr>
<tr>
<td>Animal</td>
<td>13.6%</td>
<td>20</td>
</tr>
<tr>
<td>Renovation/Construction</td>
<td>57.8%</td>
<td>85</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>38.8%</td>
<td>57</td>
</tr>
</tbody>
</table>

| answered question               | 147              | 147            |
| skipped question                | 127              | 127            |

No. Other (specify)

1. sounds like some type of exercise machine being used
2. Noisy people at pool and picnic area, construction, car alarms
3. a noisy exhaust fan in B-2 level
4. Rooftop exhaust fans, elevator motors stopping/starting
5. Car alarms
6. I leave in unit XXX close to the garbage disposal. Hammering
7. Cleaning or maintenance in hallway
8. Screeching sound of dragging furniture almost daily.
9. Dropping of heavy and huge objects
10. banging noises
11. Slamming unit door(s)
12. Machines on roof
13. Thumping
14. Rhythmic, mechanical thumping; possible HVAC machine(s) on roof creating harmonic humming; humming and vibrations from upstairs neighbor’s washing machine. All noted sounds are rather annoying, and some cause issues with our ability to sleep or study.
15. don't really know, sounds like a drill sometimes
16. tv, stereo
17. Someone drilling &taping
18. Not applicable
19. Sounds like marbles and furniture moving on a hardwood floor.
20. Failing compressor noises
21. Occasional scraping of chairs in unit above.
22. Banging - could be renovation, no way to know
23. I'm not sure, but it sounds like renovation/construction
24. We can hear our neighbors above us whenever they walk.
25. Periodic bass from someone’s stereo
26. May be construction. I am listening to hammering every day for weeks
27. elevator
28. motorcycle
29. motorcycle and truck revving engines; dog barking outside and construction noise is occassion. However daily we are annoyed by the sound of running water
(for upward to 30 minutes) in each of our bathrooms. The sound is loud enough that we have to leave our bedroom and studio. Previous inquiries were handled in a most unsatisfactory manner and not resolved - thanks for asking.

30 Motors, alarms, workers
31 Intercom notices monthly for fire alarm tests are needed but they should definitely not be so loud & obtrusive to upset people & pets. Sentences DON'T need to be repeated 3 times at both the start & end of the test. Saying it twice before & after is sufficient for everyone. Also, turn down the volume a little. Has Management ever been in a unit when the monthly test happens? It's shocking!!

32 Mechanical
33 cars, machines
34 None.
35 Exhaust fans on roof, trash pickup, helicopters, and motorcycles
36 To clarify: I have indeed heard sporadic Housekeeping Machinery and Renovation/Construction-related noise but how could one characterize such noise as "unnecessary?"

37 Construction during the week is getting brutal. My wife works from home and is required be on the phone and web-conferencing and it's extremely difficult to do business when there's loud music & banging nonstop throughout the day! I understand we need to update our units, but can we try to keep it down? Please!

38 Chairs dragged on the floor.
39 fire trucks coming down Rt. 1
40 trash trucks
41 XXX Floor Elevator lobby (I live in E unit)
42 things being taken up and down the stairway next to my bedroom late at night
43 Someone has a new motorcycle with an extra loud exhaust and they sometimes rev the bike early (7am) or late in the evening.

44 Music
45 I often hear banging of some type but I can't pinpoint where it is coming from. It sounds like hammering and drilling
46 Some noise that sounds like a treadmill or washing machine belt. It has previously been reported by our neighbors across the hall, but the noise still continues for over a year.
47 Garbage chute, garbage truck
48 Because I have an extremely loud Maytag washer, I am occasionally awakened by this loud noise.
49 n/a
50 Television and/or radio
51 Dropping sounds that come through units XXXXXXX as these folks violated covenants and have hardwood floors with no subfloors so though the place is empty, the owner or someone else goes in and because no subfloors and still no carpeting, I heard all dropping and scraping noises. Fortunately, Montebello caught them and told them no renters or sales until carpets placed. So overall, it is not as bad as it was from early 2015 to early 2016. Montebello mgmt was slow to respond, until Rayleigh barkley stepped in and the situation was fairly resolved.
52 Hammering all day a few times a week like someone is doing a craft ...not construction type noise.
53 loud squealing noise at all times of day and night
54 Tap, tap, tapping
55 Unknown, sounds like drilling. Goes on for more than an hour at a time. So loud it is hard to talk on phone. Has been going on occasionally for several years.
56 Slamming of door when coming and going
57 Renovation at day but moving of furniture at night -- sometimes into the wee hours of the next morning!
What is the nature of the noise? Check all that apply.
Montebello's Quality Improvement Survey #11 Noise - Q4

If you know the source of the noise, please check all that apply.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housekeeping Machinery</td>
<td>8.6%</td>
<td>12</td>
</tr>
<tr>
<td>Rooftop HVAC systems</td>
<td>5.8%</td>
<td>8</td>
</tr>
<tr>
<td>Adjoining units</td>
<td>22.3%</td>
<td>31</td>
</tr>
<tr>
<td>Unit above you</td>
<td>51.1%</td>
<td>71</td>
</tr>
<tr>
<td>Unit below you</td>
<td>5.8%</td>
<td>8</td>
</tr>
<tr>
<td>Hallway</td>
<td>24.5%</td>
<td>34</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>45.3%</td>
<td>63</td>
</tr>
</tbody>
</table>

answered question 139 139
skipped question 135 135

No. Other (please specify)

1 Cannot tell where it is coming from
2 outside-before 8am construction, delivery trucks, recycling/garbage trucks, leaf blowing equip. & after 10pm car alarms
3 Unit XXX, Bldg X
4 exhaust fan that sounded like a car idling 24 hrs a day
5 exhaust fan noise and elevator noise coming into my unit
6 Construction noise in a unit can come from anywhere in the building, not simply above, below or adjoining. For example, noise from a 7th floor unit was felt and heard by many on floors that were three or more distant. The nature of a concrete building results in the sound traveling throughout the building. Fortunately it is not a constant occurrence. A recent noise situation from 3 floors away and down the hall lasted for approximately one week.
7 Parking lot -- car alarms
8 Don't know exactly from what unit/units the noise come from.
9 Sometimes people walking by, but none of this noise I've mentioned is annoying or disconcerting; it's all to be expected.
10 A unit nearby....not sure of location.
11 Trash chute
12 Cars in need of maintenance that give a loud metallic sound when operating (for months now), Motercycles, Glass being dumped into restaurant dumpster at night, fuel (?) delivery to the community center around 9pm, yelling in parking lot
13 AS nearly as I can tell, it is coming from above and appears to be constant hammering.
14 outdoor maintenance work
15 drilling/construction
16 cannot identify the unit(s)
17 We've submitted complaint forms for many years, especially about the rhythmic, mechanical thumping, but the engineers have been unable to pinpoint the source(s) even though they've heard and witnessed that particular noise, as well as the "possible harmonic" issue.
18 can't tell, when I'm in master bathroom I can hear it
19 Not applicable
20 Barking dog.
Construction noise source is unknown where it is coming from since noise travels somewhere above.

Not sure where the stereo bass noise comes from.

Source of noise unknown.

Renovation in some distant unit that reverberated throughout the building. A dog in a nearby unit.

Outside.

Mostly outside noise; the water noise seems to be above; but the way sound travels, I can't be sure.

Workers, machinery.

Dogs, near elevator units and in hallway, barking.

See explanation above.

Sounds like a loud washing machine somewhere above late at night.

In or monolithic concrete structure it's impossible to pinpoint the location of chip-chip-chipping as tile is removed; as hammer-drills are forced into concrete beams; as anchors for carpeting are installed, etc.

Outside, my unit faces the Community Center and there seems to have been almost daily noise, like wood chippers, pavement grinding, etc.

Outside.

It is very difficult to determine the origin of the noise.

None.

Trash pickup and motorcycles on our roads and in our parking areas and helicopters above Montebello.

Bird chirping late at night.

Dogs next door.

Loud talking next to elevator; also garbage truck horn very loud.

Stairway.

Unit next door.

Again I rarely hear anything from my neighbors because I have checked to try to pinpoint the sound with no luck.

2 floors up.

Unknown as it has never been fixed. It occurs intermittently and any hours.

After hours garbage chute dumping, regular dumpster dumping.

Outside.

No way to tell; other units somewhere.

It is possibly in units, but I really do not know where sounds come from.

Living on 1st floor to the back of building, the mechanical systems that are by the garbage rooms emit a constant "hum".

N/A.

Impossible to tell where noise is coming from.

My unit is being renovated. :-)

Units not on my floor but units above me but down 1-3 units & units on floors not directly above (multiple floors above me).

Dogs that are allowed to bark outside without the owner trying to control.

Someone above.

Drilling due to renovation/construction.

Unknown. Seems as if it's from somewhere above. Once the people from the unit below me came to my door to tell me to stop but it wasn't me.

Unit xxxx.

Various units—location not known.

There is often airplane noise from flights landing at DCA -- they're supposed to turn farther south but often don't.

Comes clearly fromxxxx because right above us ...
If you know the source of the noise, please check all that apply.
<table>
<thead>
<tr>
<th>No.</th>
<th>Response Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>dragging chairs on tile floors</td>
</tr>
<tr>
<td>2</td>
<td>Nothing unreasonable.</td>
</tr>
<tr>
<td>3</td>
<td>Drilling and hammering</td>
</tr>
<tr>
<td>4</td>
<td>car alarms</td>
</tr>
<tr>
<td>5</td>
<td>renovations</td>
</tr>
<tr>
<td>6</td>
<td>Construction/renovation</td>
</tr>
<tr>
<td>7</td>
<td>equally intrusive</td>
</tr>
<tr>
<td>8</td>
<td>the elevator noise. requires fan/radio to mask it.</td>
</tr>
<tr>
<td>9</td>
<td>Construction noise such as heavy vibration from drilling into concrete for replacement flooring installation.</td>
</tr>
<tr>
<td>10</td>
<td>Car alarms</td>
</tr>
<tr>
<td>11</td>
<td>Construction on weekend</td>
</tr>
<tr>
<td>12</td>
<td>neighbors</td>
</tr>
<tr>
<td>13</td>
<td>Small Children &gt;10 running and yelling up and down hallways</td>
</tr>
<tr>
<td>14</td>
<td>Garbage disposal. After 10 pm until 3 am, hammering mornings before 8 am</td>
</tr>
<tr>
<td>15</td>
<td>No intrusive noise.</td>
</tr>
<tr>
<td>16</td>
<td>That would be it.</td>
</tr>
<tr>
<td>17</td>
<td>construction</td>
</tr>
<tr>
<td>18</td>
<td>Besides fire alarm testing and construction noise, we don't experience any noise we consider intrusive.</td>
</tr>
<tr>
<td>19</td>
<td>Slamming of unit door in unit nearby. Did not report this or dragging of furniture nearby.</td>
</tr>
<tr>
<td>20</td>
<td>Scratching of furniture on the floor of the unit above</td>
</tr>
<tr>
<td>21</td>
<td>Overnight noises from adjoining units</td>
</tr>
<tr>
<td>22</td>
<td>Renovation, people talking loudly in the corridors, trash chute</td>
</tr>
<tr>
<td>23</td>
<td>construction</td>
</tr>
<tr>
<td>24</td>
<td>my upstairs neighbors who have no furniture sliders and move furniture frequently, need to lubricate their balcony</td>
</tr>
</tbody>
</table>
doors, slam the door between their living room and second bedroom frequently (apparently every entry/exit, and this is the optional doorway so above where most people’s couches would be), and drop objects on floors
25 Constant drilling, sawing banging, thuds, hammering all day long
26 banging noise from above. Sounds like resident has no rugs.
27 Loud low frequency neighboring sound system
28 hammering and drilling noises
29 outdoor maintenance work
30 Slamming unit door(s) only
31 lawn mowers
32 Revovation of apt 804 for over a month.
33 #1 is toilet lids slamming down (it’s a loud ka-ka-klonk sound followed by the sound of water running, so that’s what I presume the sound is).
   #2 is doors slamming
34 machines on roof
35 none
36 construction after hours
37 dogs barking
38 Thumping
39 Unit front doors being slammed
40 Construction pounding which carries through the cement ceilings and floors from several different directions.
41 Dogs barking and couple auguring in adjoining unit dragging of furniture from the unit above
42 scraping/squealing furniture; dropping objects on hard floors
43 Most Annoying Noises (1st listed is the worst):  1, Rhythmic mechanical thumping; 2, Harmonic-type humming from rooftop HVAC units; 3, humming and vibrations caused by upstairs neighbor’s washing machine; and 4, Groundskeepers’ extremely loud Leaf Blowing machines (raking leaves, mowed grass clumps, & displaced wood chips would be preferable to blowers for noise, pollution, & inhalant allergy purposes.
44 Children running above
45 Car horns and people speaking loudly while waiting for the shuttle.
46 drill?noise
47 construction noise
48 barking dogs
49 We haven’t found any noises particularly intrusive.
50 Sirens on US-1/Richmond Hwy
51 Pounding
52 N/A
53 yelling
54 people talking/running in halls
55 Have not experienced intrusive noise
56 drilling noise coming from upstairs neighbor
Just the fire alarm test....please cut the number of times to 2 for the announcement....it's loud enough to wake the Dead! Also, could we have an English-speaking voice??!!

Construction
We're above garage & had problems with noise from vent fans functioning improperly. The matter was addressed & fixed in a timely manner.
None
Banging/running/dropping items on the floor above
neighbor
Not applicable.
The leaf/debris blowers used by landscaper.
None
The dog, the marbles and the furniture moves.
Rooftop noises
Slamming doors
Construction and renovation of units.
None
car alarms
the voice announcing the fire tests is awful
garbage collection
construction first and elevator noise from being held by contractors or movers
Work on the grounds and from the parking lot
Neighbors walking above us
loud banging like hitting nails
Opening and closing balcony sliding doors and quite audible fast walking in the unit above.
Hammering
Renovation noises
children playing in the hall while waiting for elevator
Dogs barking
renovation
foot steps from unit above me
Trash pickup
people talking in hallway
Heavy hammering and drilling
water running
Dogs barking
Motors
Tapping, dogs
drilling sound in renovations
Children running down the hall.
Dumpsters being emptied into trash trucks
Construction noise
Interior home upgrades
music played loud, and late at night
Noise from above unit
Drilling
None
people above me hammering presumably remodeling
kids running down the hall
Hammer drilling
Construction and renovation noises
Renovation work
construction
bird chirping, neighbor door closing
Chairs dragging
construction noise. It's sometimes wildly ridiculous!
N/A because the noise in question is clearly neccessary.
other unit noise
Fire trucks racing down Rt. 1
This can't be helped, but any noise in front of bldgs 3 & 4 (parking lot) is amplified by the curved shape of the buildings. You can hear even voice conversations with the windows closed.
Dogs
Garbage trucks
banging against my wall from stairway
construction
Grass cutting & tree trimming, construction noise
remodeling in unit above us sine we moved in 2 years ago
banging, drilling
Fire trucks on route one.
People drilling or using other power tools in their units
none
construction
Dog barking
Never ending Construction
Renovation sounds (e.g. hammering)
That sound as mentioned above.
Drilling
The hum of the mechanical systems behind the building
In-Unit Construction/Remodeling
cnstruction noise between 8 and 9 am
dogs
Fire engines and emergency services
there are some plumbing/water noises I could hear
Noise from an adjacent bedroom
None
Construction
renovation - drilling
construction/renovation
Gardening
renovation noise
Construction, people walking on roof
Fire department sirens
renovations--jackhammering is unbearable and pls stop having renovations done on weekends and gives us a break!
hammering from re-modeling.
Construction noises.
renovation/construction
Construction
loud squealing noise
Vacuum cleaning outside the unit
That loud drilling noise
n/a
Very little. It is very quiet here
Construction
Slamming of this door.
Renovations in above unit
Neighbors in above unit.
Mostly scraping across the floor above me
Two from neighboring unit, both related to door slamming (front door and heavy sliding shower door)
renovations
Human and maintenance behind buildings. Owners that have units at the back of the buildings are harassed daily and denied a peaceful living environment.
hearing people walk above me
Renovation work
moving of furniture by unit above me at various hours of the night
renovation projects by Owners
work going on in other units somewhere in the bldg
Construction in nearby units
XXX apparently not having floor coverings and not caring
construction
What recommendation would you make to management to lessen noise?

<table>
<thead>
<tr>
<th>No.</th>
<th>Response Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Remind people to pad the tips of chair legs on tile. This was a serious problem in a unit above me once. I hear the noise only occasionally now.</td>
</tr>
<tr>
<td>2</td>
<td>Just respect others, either inquire or post it</td>
</tr>
<tr>
<td>3</td>
<td>Ensure speedy response to car alarms, noise of trucks and landscaping maintenance on property is between designated hours per bylaws.</td>
</tr>
<tr>
<td>4</td>
<td>Construction/renovation should not continue for six months. Management should be advised of anything over a month long.</td>
</tr>
<tr>
<td>5</td>
<td>Enforce the rule that 60% of wood floors must be covered, and specify that the bedrooms must be included.</td>
</tr>
<tr>
<td>6</td>
<td>This is a technical problem beyond my knowledge. Some barrier was breached in the new elevator installation, and I have lived with the result ever since. Mgmt responded only when I wrote letters, ultimately told me my case was &quot;closed.&quot;</td>
</tr>
<tr>
<td>7</td>
<td>Advise contractors to cushion their compressors with a foam mat or something underneath to minimize the travel of vibration through the building. If there is some sort of silencer that can be put on nail guns, make that a requirement when construction plans are approved.</td>
</tr>
<tr>
<td>8</td>
<td>I'm not sure what the current procedure is for dealing with people's car alarms. Presumably security staff lets the car owner know?</td>
</tr>
<tr>
<td>9</td>
<td>The response was construction is allowed on the weekends</td>
</tr>
<tr>
<td>10</td>
<td>Send flyers to every single unit to be considered about the people who leaves in units 10s. Garbage Disposal should be close after 10 pm until 7/8 am.</td>
</tr>
<tr>
<td>11</td>
<td>Only occasional construction noise, like hammering or jackhammers, has been intrusive. Thankfully, that hasn't happened lately. I'd recommend such activity only during 10am-6pm daily. Even then, I worked nights for years, so this and balcony work in past years was very disruptive for me.</td>
</tr>
<tr>
<td>12</td>
<td>Perhaps put a notice in the monthly Montebello paper to please not slam doors and drag furniture.</td>
</tr>
<tr>
<td>13</td>
<td>Somehow get resident to be more sensitive to their actions that cause the noise...</td>
</tr>
<tr>
<td>14</td>
<td>Keep reminding residents of the condo rules.</td>
</tr>
<tr>
<td>15</td>
<td>Listen to what owners and tenants have to say. Investigate cause of noise rather than just brush it off with a &quot;form letter&quot; response.</td>
</tr>
<tr>
<td>16</td>
<td>Clear/more accessible instructions for entering noise complaints. Include advice on chair pads/furniture sliders and maintenance of sliding doors in move-in packages (and newsletter). Re-think the gaps under front doors that let in too much hallway sound (and odor), especially by elevator areas.</td>
</tr>
<tr>
<td>17</td>
<td>Can't really be done now can it! We just have to put up with it But why on Saturday?????</td>
</tr>
<tr>
<td>18</td>
<td>Ask the offender to try to limit the timing so it is not constant?!</td>
</tr>
<tr>
<td>19</td>
<td>Possibly offering tips to residents via The Montebello Times on how to shut/lock unit doors without making undue noise. Some doors do not close easily.</td>
</tr>
<tr>
<td>20</td>
<td>#1: Remind residents--frequently--that if they don't have a slow close toilet seat, they should close their toilets seats carefully because the noise transmits to other units. #2: Require mandatory door closing training to all new residents. Just joking. But sort of not.</td>
</tr>
<tr>
<td>21</td>
<td>Hire a qualified acoustical engineer to figure out which fans are causing the problem on the roof.</td>
</tr>
<tr>
<td>22</td>
<td>none</td>
</tr>
<tr>
<td>23</td>
<td>Frequently remind residents of the hours during which remodeling noise can take place. Do not allow use of electric tools or hammering on Sundays.</td>
</tr>
<tr>
<td>24</td>
<td>I don't feel it is worth complaining because sometimes things happen that need to be repaired in a timely manner. It is very seldom that this is a problem. Life happens!</td>
</tr>
<tr>
<td>25</td>
<td>None</td>
</tr>
</tbody>
</table>
Encourage reporting noise outside of the work day hours and bar any construction / maintenance folks who do not comply.

27 added soundproofing of walls and floors between units that have dogs, children and smokers

28 1) require carpeting

29 Assign a Senior-level Engineer to pinpointing and solving the noise issues, even if it means weeks of testing. Our unit is our home. We've lived in our unit since 1997, and our home was extremely quiet, without any of the aforementioned noise intrusions (except for wasteful and unhealthy leaf blowers) for many years. If we lived in a regular house, we would have found the source of the noises by now and fixed them ourselves. Since residents are not allowed on the roof, we are unable to help troubleshoot the noise sources. Whenever we have finally been granted the opportunity for long-term troubleshooting and charting with XXXX of which rooftop machinery setting changes help and which do not, there has never been consistent follow through nor a satisfactory conclusion with the aforementioned non-neighbor-related noises.

30 Manage people's expectations. Some people have children and grandchildren. Except that fact. Bathrooms and kitchens that might make some noise over several days in a row for a number

31 I do not think that you can legislate consideration.

32 Tell them to be quiet!

33 See Question 5 above....

34 If neighbors are having a renovation just put a flyer under our door and let us know

35 Some of the garage vent fans are old and should be replaced with quiet fans or even bladeless ones.

36 Require carpeting in all units

37 have Security personnel patrol halls and initiate action themselves

38 I have not experienced any noise issues within the survey period nor during the previous seven (7) years I have lived in Building 4.

39 Adequate carpeting in unit.

40 Regular practice fire drills should be less intrusive

41 I am happy with the management response

42 Monitor construction projects and let unit owners know what construction will be taking place that might effect unit owners in above or below floor and how long the construction will last. I know unit owners have a right to do work in their units.

43 Have another person make the announcements with a good microphone/better training in use

44 not sure what can be done about garbage collection

45 Please consider shortening the hours for construction at least on the weekends to 10-5 and no construction work on holidays. Building two has had several contractors and move outs go past 6pm. Residents want to hear that these people are being fined.

46 Please keep construction to a minimum, and please keep it later in the morning.

47 Management needs to inspect their wood floors to see if a heavy pad was installed underneath. They also need to enforce the 80% carpet rule.

48 send reminders to residents that the hobby rooms should be used for hobbies and remind residents to be considerate of neighbors when slamming doors and talking loudly in hallways

49 I think that we have to live with the noise caused by sliding doors. Possibly a reminder to tenants that they need to have adequate carpeting on most of their floors to lessen noise that transmits through the floors. As for the stereo, again re your musical tastes.

50 Enforce the rule that renovations be conducted only within the allowable hours.

51 Notify all about children making excessive noise in hallway

52 If people can't control their pets barking noise they should be penalized once you place a fee on the problem I'm sure they will find a better way to control them either by keeping away from doorways or training

53 I have lived at Montebello for 29 years and find it to be amazingly quiet. I do hear some noise but I think it is unavoidable. I have no recommendations for lessening the noise.

54 enforce the bylaws that require rugs in units with bare floors and remind people of the permitted construction hours. Also remind residents that they live in communal housing so a little consideration is always appreciated.

55 Pick up trash later in the day.

56 Ask residents to warn contractors construction noise is transmitted through the building structure & plan to minimize disturbance as much as possible.

57 1. ask those with loud vehicles to cool it! listen to residents who report noise and response appropriately
Barking dogs should not be allowed in condos.
loud dogs should wear mussels
See comments in question #1.
Don't allow renovation noise on the weekends
Not sure what they would do about it. Seems like it's up to the parents to not let their children behave inappropriately.
More notification by e-mail if noisy work is expected.
Remind residents to be quiet, especially after 9:00 PM.
Recently on the bus we discussed hearing people walking in the unit above, their tvs, banging cabinets, etc. One person--new resident--did not know their was a carpet/covering rule. In addition, many people have opted to redo their floors with wood and assume its ok because this is a condo or our cement floors. this is not the case. Also, making sure when bathrooms or walls are replaced and they back to other units, the proper fire wall and distance for noise control are considered. Are these things considered when people submit their plans.
I thought the rules stated that a portion of the floors had to be rugged. That would solve the problem.
Limit further the hours of renovation work
No noise reported.
Fix the sound isolation for the roof fans. Other noises really can't be controlled.
None
My question was regarding the length of time a home improvement project can go on. The answer was indefinitely.
sound reducer on door frames or slower closing hinges
Hard floor chairs should have pads on them. We suggested that to the very nice man in XXXX, but he said there was no problem. We hear the scraping several times a day.
There is nothing wrong with renovating a unit. But I would suggest that construction workers are more mindful of their surroundings and the fact that there are people that work from home that need to carry out their business without the loud noises of saws and hammering. I think a notice to residents within 3 floors above/below a few days in advance would be helpful so we can plan those days out to where we're not on conference calls with the office while they're hammering and sawing away.
N/A
require units to have area rugs in units -- not wall to wall
too many repetitions of fire alarm tests. Once is loud enough. In fact 3 words are enough. "Fire Alarm Testing"
In this case, nothing can be done. Unless the loud exhaust from the motorcycle becomes more frequent at less reasonable hours (enough to bother more residents), then management may need to take some sort of action. The best solution for Bldg 3 & 4 residents located in the front of the buildings would be a costly replacement of all windows and glass doors to reduce the noise. It's normally not excessive at all though. Montebello is pretty quiet and most residents are aware of the "echo chamber".
prohibit dog sitting
Noise is unavoidable and we live in a multi-unit condo
Remodeling noise is annoying but not a major problem. Never reported to management. Trash chute is the worst, really, people need to respect those in the x10 series units.
Urge residents, maybe through an e-mail, to inform their neighbors of any inside condo construction.
Ensure that all residents know and respect the rules about the hours during which they are allowed to use power tools in their units during the week and during the weekend, by occasionally sending reminders via e-mail or in the Montebello Times.
Tell people to train their dogs NOT to bark every time someone walks by their unit.
Everyone is entitled to make a little noise - it's unfortunate that the person above me seems to be either remodeling, or building something on a hardwood floor; noises start up every few weeks, and last all day for a few days.
I have experienced similar noises and we were told how sounds travels through complex and difficult to trace.
Allowed construction time should be between 10 and 5.
Not certain if there is anything can be done between the unit walls to muffle sound.
contractors start at 8:30 instead of 8 or restrict type of work i.e. painting allowed at 8 but loud noise work would not be
On existing regular patrols in the building, security should note units that have barking dogs and notify owners just like they do for parking violations.
Ask emergency services not to use Sidon's when entering Montebello

Need more sound proofing between adjacent walls

Do Nothing....noise is not now nor ever has been an issue

I was always told that contractors were allowed to work from 9AM until 6PM. There was nothing that could be done about it. I understand people need to renovate. My only suggestion is that it would be helpful to get a "heads up" on when extensive work is scheduled and approximate amount of days that work in a unit will continue. Maybe as a courtesy to neighbors

Don't know how you could lessen renovation noise - but heads up would be nice - so I could plan to leave my unit and do errands then.

No need to repeat fire alarm broadcasts three times every time.

1. Notify neighboring homeowners in advance so "adjustments" can be made. 2. Restrict noisy construction to weekdays during the day. Not things like painting. 3. Construction approvals should be limited so not so many are happening at one time.

Cut back renovation hours. I can't believe renovation (and I mean major renovation not minor) is allowed on Sunday. I can see emergency work or small renovation but not major, taking down walls, saws, etc.

Was unsatisfied with XXXXXXXXXXXXX from 2015 to late 2015 and then my landlord went to XXX and forced her to respond. She shoved the onus on XXX and XXXXX solved the problem and finally the Board responded and saw they broke covenant rules with their renovation. XXXX and XXXXX sold the place and allowed them to get away with no subfloor in that they did not brief these folks on renovation rules.

reduce the hours that residents can remodel. 10:00 AM to 2:00 PM.

There's no recommendation, do to the nature of living within a condominium environment. Maintenance has to be performed and people will renovate their units. The SOP's, which are already in place are reasonable, limiting these types of work to day light hours only. If the noises occurr outside of these hours the the SAC staff should be notified to address it.

Articles about how noise travels and to be respectful of your neighbors.

The Unit owner and contractor need to be included on this one as they are the cause of the intrusive noise. Drilling through concrete can be heard

find the source of the noise and eliminate it

The fire alarm notice doesn't need to be repeated 3 times in a row with the attendant schreeching from the mic. Once at each end of the alarm test would be enough.

I approached XXXX the neighbor in the unit and thought it was resolved. My neighbors who have also complained said he's nearly deaf. Not sure where to go next. Never reported it. I have a wonderful canine kid and she ONLY barks when his door slams. It's annoying.

Make sure owners have proper amount of floor covering down.

I'm not sure how much you can do -- the nature of living with shared walls/floors/ceilings means some noise just comes with the territory. Maybe just reminding people to be more mindful, and that their neighbors can hear them. I noise I mentioned earlier, maybe making residents aware of how to file noise complaints with the FAA?

Our management is a joke. Our useless, disrespectful XXXXXXXXXXXX should be fired. He is rarely around to talk to in person and never seems to answer his phone. Messages are left unanswered. He never responds to letters or does anything but take our money. Every phone call and letter must receive a written response. The office staff telling owners that there is nothing that can be done is discouraging.

require rugs on hard-woods

Set clear policy through e-mail communication to residents immediately to remind them of it.

Have Holiday Seasonal, say December, moratoriums on personal renovation projects.

They have to confront owners with the problem; better way that us doing it!

None, construction noise is inevitable and no problem if it's during permitted hours.
# Montebello's Quality Improvement Survey #11 Noise - Q10

**Other Comments**

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<tr>
<th>Answer Options</th>
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</thead>
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<td>answered question</td>
<td>81</td>
</tr>
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<td>skipped question</td>
<td>193</td>
</tr>
</tbody>
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1. No complaints or comments realize this is a high rise building it is what it is, very enjoyable place to live. Need new more comfortable pool chairs.
2. Every day noises of our neighbors are not a problem as they don't interfere with our lives.
3. I could not complete Qs 7 & 8 because I just now reported it. That's on me.
4. In the 5yrs that I have lived at Montebello, I haven't been subjected to any noise caused me to complain. Sometimes the hallways get a little noisy, but that is what happens when you live in close proximity to other people.
5. I would prefer to answer Yes/No. They turned off the fan, so that's Yes. They talked to residents about the footsteps, but nothing much changed, so that's No.
6. New Mgmt seems much more responsive, but I don't intend to re-open the problem. Too stressful.
7. I find there's very little noise from unit to unit, the building is solid. The primary source of noise is construction, and fortunately that is generally for a short time.
8. Sorry for completing the survey twice, but the first time I forgot about car alarms. (My first response discussed airplane noise, if you want to combine them.) But then Sunday morning I was awakened by a car alarm blaring in the parking lot. This happens to be more frequently than it really should. Montebello is very secure -- do people really need arming their car alarms anyway?
9. The first question on this survey "necessary noise" rules out construction and rooftop construction noise.
10. Board members living on the 16 floor will do nothing to help me because they will never hear this noise. I hope this survey finally help to STOP this disturbing noise. If I knew about this I would never have purchased this apartment. I hope I can finally enjoy living in Montebello. I'm hoping that this survey make a difference because sometimes I believe all you care about is the number of responses you receive.
11. I rarely hear noise in my apartment. Occasional construction which is necessary, people talking while walking in the hall and most other noises are infrequent and not bothersome.
12. The noise level is what I would expect in any condo/apartment environment.
13. Generally Montebello is very quiet and peaceful.....very enjoyable living here.
14. Residents have a right to know who is renovating in the building, where they are renovating and for how long they will be renovating. A construction schedule should be shared with those who will be affected by the noise.
15. Please stop construction on Saturday also. Can't we just have 2 straight days of peace and Quiet. please please please!!!!
16. Construction noise IS to be expected. We have had no real problems with it BUT, it would be nice if units above, below, or on either side of contrition in units were notified as a courtesy to neighbors.
17. Ask if there is some way to lesson the sound as well as the frequency.
18. I rarely experience noise BUT my apt. and hallway smells awful when my neighbor cooks. Many times my clothes closet smells of curry.
19. I understand that noise generated by outdoor maintenance work is inevitable so I never reported it to management.
20. Since mid-2014, I've noticed an increase in the banging (toilet seats). I suspect, but don't know for sure because of the way sound carries, that it's the rental unit right above me.
21. Haven't noticed ANY noise outside unit except for little running feet catching school bus--very welcome noise!
22. All in all noise can be equated to multiple unit living in the same building.
23. My problem lately has not been noise but horrible cooking smells coming through the HVAC pipes to my floor at the top.
24. plan on moving out of unit XXX to a higher floor as I have spoken to persons living in building 1 who have not experienced noise issues on the higher floors.
25. Regarding the issue with our upstairs neighbor's washing machine, she has been unhelpful and rude to us, partly because she hasn't care about...
ask them for any help with her washing machine or in solving any noise issues, at all. Therefore, we will no longer communicate with her directly. Montebello would be much better if it had far less renters living here. Owners tend to be more proactive and our property more than owners. Anyway, hopefully, our new GM will be able to either encourage our Engineering Staff to respond to requests/complaints, right away, and always follow through on issues to completion, or else hire new engineers or contract specialists who will complete the jobs. Ten(10) or more years of complaint forms, requests, and non-results has been way too long. On a side note, Engineer Mone has been quite helpful & kind, but since he is not the Head Engineer, there has been only so much he has been allowed to do for us. We've been pleased with Mone, but more than displeased with the management of the engineers and the management of dealing with noise issues and such. Please note that we "gave up" on writing requests/complaints about the aforementioned noise issues when Liz Foltin was our GM. We've yet to try doing so, again, since the hiring of our new GM. We are not blaming George. Thank you.

Owners investing in Montebello should be encouraged and celebrated—NOT COMPLAINED ABOUT!!!

We live close to other people -- one reason why we bought here. Sometimes we hear a person walking in the hallway and talking, or a similar sound, but we find that cheerful, on the whole. We've never heard screaming, fighting, or parties at 2 a.m.

I am in bldg. 4 and have not experienced intrusive noise in the 3 years I have resided here.

I don't see noise as a problem, generally speaking.

Shorten contractor hours. Make sure they are not allowed to enter property in advance of the set hours. Enforce work violations. Make sure adjoining residents are notified of work lasting more than 1 day. COURTESY NOTIFICATION!

The noise from the construction is extremely disturbing. It's very loud and at the unscheduled hours.

These surveys could use a "N/A" option for some of the answers.

The construction and moves NEVER end. It is exhausting for the residents that live here.

This has been reported several times with no resolution so for for building two unit XXX. The noise is coming from building two unit XXX as for as we can tell.

I think many people don't realize that standing outside a unit door and talking loudly disturbs residents and their pets.

these surveys could use a "N/A" option for some of the answers.

The form of this survey may lead to an exaggerated view of the problem. In my case, this problem rarely occurs, but that was not an option.

I found the noise intrusive and disturbing.

Thanks for doing these surveys and trying to continually make improvements to make Montebello a great place to live.

There have been instances of construction noise outside the permitted times, but we have been unable to locate the sources.

My main complaint is the running water. Two years ago Peter was slow to respond and his engineers did little to find the source of the problem. Management at that time did not follow up.

Management has responded each time and the barking stops for a while, then it begins again. It is fairly incessant in the daytime above me.

We have found Montebello to be extremely quiet. Very rarely do we hear any noise and what we do hear is non-intrusive and transient.

Why complain? Remodeling & upgrading is good for the community. It maintains values & reflects caring ownership. Noisy trash pickup is part of condo living.

I wouldn't have thought about outside noise issues until you brought it up. I understand there's going to be noisy work going on and hope that it's temporary.

I get occasional construction noise, and trash chute noise.

Please note. The construction above represents another issue. It is not a concern.

The fire alarm testing is most annoying. The message does not have to be repeated 3 times. My dog is terrified.

I have reported the noise to the front desk. I've asked if there is a way to get the unit owners to keep it down or try to expedite the work being done. It's extremely difficult to work during the day. A response from the front office equivalent to, "it is what it is," is unsatisfactory.

None. I thank you.

running water noise in guest bathroom that took a couple of times to get action. originated in two other units where toilets or faucets were running constantly. staff did find them and got them fixed saving condo assoc money

Stop the garbage truck from blowing his horn. Have driver our trash dude (who opens the trash room door) on his cell phone instead.

Montebello isn't a noisy place to live, & residents do a good job of sticking to the strict remodel hours. Staff does a good job of limiting noise also. Fire alarms are jarring but necessary. You could possibly remind residents of the testing schedule, since some residents still think this happens randomly. Perhaps
It's possible to sound a tone (or song or voice) at low volume first and then gradually louder so it's less jarring, but the system may not have that capability.

I do not understand why the fire alarm testing comes through my unit when they are testing other floors and not mine. It is extremely loud and intrusive.

This place is quiet.

Publish a weekly notice to all to avoid some daily letters under the door, backed up by emails. Could cut some costs and labor.

New Mgmt is very good.

It is very annoying to have that dog next to us bark whenever we walk by. Though he doesn't do it every time so when he does, it gets my adrenaline going.

Over all I consider my neighbors to be very quiet and considerate. No issues!

There isn't much in the way of intrusive sounds around here. It's one of the selling points, I'd say.

I only hear doors. It is quiet.

Group purchase program for sliding doors and windows? Would dampen outside noises.

Bldg 4 gets a whole lot of business related to Montebello. There should be a balance among the buildings.

Are we grasping straws to find issues where issues do not exist?

Building X, XXX & XXXth floor units construction has been out of control for the last 8 months. Almost every day! With noise level, had to call back people, can't concentrate with constant noise, can't nap, and can't hear TV.

When dealing with a noise complaint, some of the newer security guards are not diplomatic.

I'm fine with the current noise levels. (other than my reno).

I turn up music on the radio or leave to go shopping, etc.

I turn up music on the radio or leave to go shopping, etc.

Our management is a joke. The office staff openly mocks and makes fun of owners, especially elderly owners. The front desk is left with no staff and owners are left to wait until someone gets bored enough to help. The staff follows the lead of XXX (worst ever). XX sets the bar low and the office staff just goes lower. Too many owners dread even going into the community center to use the facilities that we over pay for to not use.

I have been here 16 years and found the only disturbing noise was during the work on the balconies.

This noise PRECEDED renovation now underway, so that is not an excuse, and continues at night!