

DISCUSSION ITEM

3546 Martha Custis Drive  
Locksmith Reimbursement Request

Thank you for contacting us regarding this matter. I need some additional information, so would you be available to talk either this afternoon or tomorrow morning?

Dana Cross  
Assistant General Manager – Parkfairfax Condominium  
[dcross@parkfairfax.org](mailto:dcross@parkfairfax.org) | P: 703-998-6315  
3360 Gunston Rd, Alexandria, VA 22302  
  
[www.parkfairfax.org](http://www.parkfairfax.org)

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**From:** Kate Harrell <[katherinemharrell@googlemail.com](mailto:katherinemharrell@googlemail.com)>  
**Sent:** Tuesday, July 30, 2024 3:03 PM  
**To:** Dana Cross <[dcross@parkfairfax.org](mailto:dcross@parkfairfax.org)>; Alonzo Alexander <[aalexander@parkfairfax.org](mailto:aalexander@parkfairfax.org)>  
**Subject:** Locksmith bill due to maintenance man locking my door lock

Hi Dana, Alonso,

I live in 3546 Martha Custis Dr and arrived home at lunch today to discover that my door handle lock was locked, which I never lock when I leave the house (I don't carry the key on me). I had to call a locksmith who unlocked it for me. Meanwhile, the painting crew were painting my neighbor's unit and saw me panicking at being locked out, call the locksmith, meet the locksmith, and saw the locksmith open my unit.

About 5 minutes after the locksmith left, the Parkfairfax maintenance person came to ask me about painting the door trim and he informed me that he had used a key in my door lock, but couldn't access the deadbolt so he just locked the lower lock. I have no idea why he would leave my home locked when I myself had left the lower lock unlocked. Moreover, no one came to assist me when it was evident I was locked out. I even told the nearby painter "no key, no llave", wondering if he had a spare key since he was painting the open door of my neighbor's place.

Because I was locked out by the actions of Parkfairfax, I am forwarding you all the bill for the locksmith. It was \$275.

If you'd like further information on this matter pls call me at ~~(804) 338-XXXX~~. You can also talk to the maintenance crew about this as I told them I would be sending you all the bill.

Thanks and best wishes,  
Kate Harrell

Best wishes

After further discussion with the staff member responsible for overseeing the keys during the painting project, management has decided not to provide reimbursement for the locksmith. Since the incident occurred during the Association's office hours, the office should have been contacted before hiring a locksmith.

If you disagree with this decision, you may request a review by the Board. To do this, I can place your request on the Board meeting agenda. Please let me know if you want to pursue this option.

Thank you,

Dana Cross  
Assistant General Manager – Parkfairfax Condominium  
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**From:** Kate Harrell <[katherinemharrell@googlemail.com](mailto:katherinemharrell@googlemail.com)>  
**Sent:** Wednesday, July 31, 2024 6:10 PM  
**To:** Dana Cross <[dcross@parkfairfax.org](mailto:dcross@parkfairfax.org)>  
**Cc:** Alonzo Alexander <[aalexander@parkfairfax.org](mailto:aalexander@parkfairfax.org)>  
**Subject:** RE: Locksmith bill due to maintenance man locking my door lock

Hi Dana,

Thanks for reaching out. Yes, I can speak tomorrow morning between 8-10 am. My cell is:  
~~386 338 1949~~

Best,  
Kate

On Jul 31, 2024 at 9:51 AM -0400, Dana Cross <[dcross@parkfairfax.org](mailto:dcross@parkfairfax.org)>, wrote:

Good morning Kate,

**From:** [Kate Harrell](#)  
**To:** [Dana Cross](#)  
**Cc:** [Alonzo Alexander](#)  
**Subject:** Re: Locksmith bill due to maintenance man locking my door lock  
**Date:** Wednesday, August 7, 2024 2:22:18 PM

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Yes, I do disagree with this decision and am requesting a review by the Board. I want to reiterate that I went to the HOA office back in May, when signing up for door painting was ongoing, to ask about door painting and the person I spoke with gave zero indication that my front door would be painted even if I chose not to submit the form, which I did not do. Therefore, when my door was locked, I had no idea how that could have happened, since I never signed up to get my door painted. Again, I asked HOA staff to explain the door painting policy to me and never received the message that my front door would need to be opened and would be painted, whether I completed the form or not.

Your decision to not reimburse me the locksmith cost based on the fact that I did not know to go to the HOA office for a spare key underscores the point that the Parkfairfax maintenance employee locked my door against my own desires and yet the burden, and now the cost, to get my door unlocked still falls to me. This policy is nonsensical and could directly lead to abuse by maintenance staff, particularly because there was no note on my door or left at the mailbox that the maintenance staff had tried to enter my home, as a landlord is obligated to provide.

I am deeply concerned at how the HOA administration office just presumes that every resident knows how door painting works and never bothered to include specific, key pieces of information about the process in the email newsletter. I doubt I am the first person to not understand the process.

Best,  
Kate

On Wed, Aug 7, 2024 at 12:28 PM Dana Cross <[dcross@parkfairfax.org](mailto:dcross@parkfairfax.org)> wrote:

Hello Kate,

**From:** [Kate Harrell](#)  
**To:** [Dana Cross](#); [Alonzo Alexander](#)  
**Subject:** Fwd: Receipt for Locksmith Services on 30 July  
**Date:** Tuesday, July 30, 2024 3:05:21 PM

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See below for my locksmith service for today, July 30, for my door handle lock that was locked by the Parkfairfax maintenance crew (even though I leave it unlocked and don't carry the key on me).

My address: 3546 Martha Custis Dr

Best,  
Kate Harrell

----- Forwarded message -----

**From:** Locksmith Services <noreply@viewinvoice.com>  
**Date:** Jul 30, 2024 at 13:37 -0400  
**To:** katherinemharrell@googlemail.com  
**Subject:** Receipt for Locksmith Services on 30 July

**Locksmith Services**

571-946-8291

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**Total Payment**

\$ 275.<sup>00</sup>

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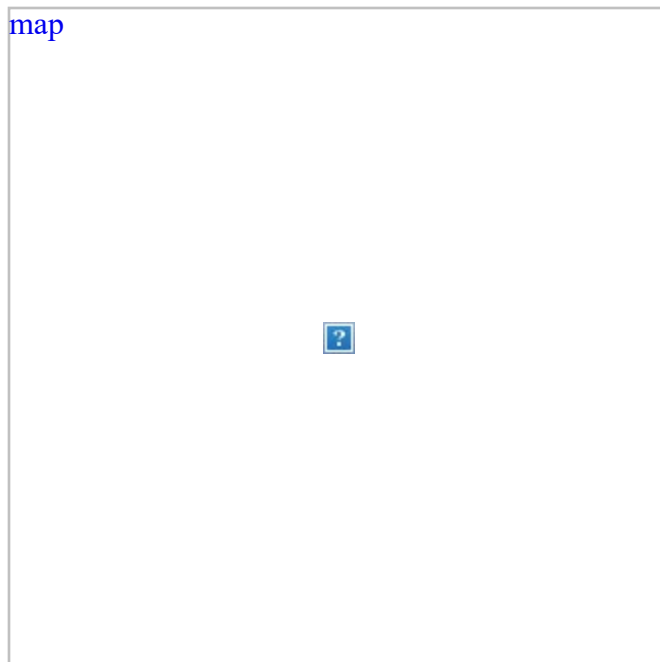
Job Total	\$275.00
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**Service Location**

3546 Martha Custis Dr, Alexandria, VA 22302,  
USA

map



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### Scope of Work

- Unlock door • door Locks need adjustment



ending in 5669

\$275.00

### Signature



I approve paying the above amount with my visa ending in 5669 for job reference #55REO that was done to my full satisfaction.

Thank you for your business.

### HOW WAS YOUR SERVICE?



Select your rating

Payment processed by Jobox

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