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Disaster Preparedness, Project Management & Reserve Studies “Made Simple” at Hawaiiana Management Board Training Event



Karen O'Neil, President of Waipuna high-rise condominium said “Waipuna is an award-winning building and a great place to live thanks to our dedicated general manager, wonderful board and Hawaiiana. Today’s Board Training is just one of the benefits of being a Hawaiiana client!”

after destruction and becoming familiar with building evacuation zones and exit stairwells are some of the top tips recommended by Hawaii Civil Defense. If permitted under the association’s design guidelines, installation of shutters or panels to cover glass doors and windows are recommended.

Reserve Studies - Dana Bergeman, President of Bergeman Project Group advised that the goal of a reserve study is to create stability and even predictable cash flow with

Hawaiiana recently hosted a training event for approximately 200 condo and community association board members covering some of today’s most important industry issues. Hawaii’s condominium and community association board members are unsung heroes. Most serve without pay yet are responsible for running not-for-profit corporations with assets valued in multi-millions of dollars. Thanks to the hard work and dedication of these volunteers, Hawaii’s property values in these communities thrive. Some of the lessons taught at Hawaiiana’s event were:

Disaster Preparedness - Preparation of a hurricane plan, reviewing governing documents for language addressing rebuilding



Amy Ching, President of Streamside at Launani Valley and Waikele Community Association Board Members Mel Morita and Dennis Makabe rated Hawaiiana’s training session “excellent.” All three are long-time Hawaiiana clients.

all projects and expenses forecast for future years. Too often Associations aim toward the lowest possible dues. The correct dues to ensure a financially healthy property should be the goal.

Contracting Project Management - Capital improvement and replacement of building components can easily run into hundreds of thousands of dollars. Elevator modernization, cast iron re-piping, cooling tower replacement, elastomeric coating of building exteriors are just a few of the big ticket projects which Hawaii’s high-rise condos are routinely facing today. Getting the job done on-time and within budget are important but, according to Bernie Wonneberger of WJE Associates equally important is minimizing risk for all entities—the Association, the design and construction teams.

Hawaiiana Management Company, a locally owned and operated management company, serves 600 Hawaii condominium buildings and community associations statewide and employs a local staff of 200. For more information on Hawaiiana’s award-winning services, contact Phyllis Kacher, Senior Executive Vice President at (808) 593-6896 or email phyllisok@hmcmtg.com.



Shown are Board Training Event chairpersons Lourdes de Armas (left) and Reyna Machida (right) with Hawaiiana president Mike Hartley (center). Nearly 200 Hawaiiana board members attended the event.



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Are you prepared in the event a guest decides to pull a wacky stunt and he leaps off the lanai toward a branch of a

nearby tree, misses and maybe busts a leg or his head?

Three words you need to know: premises liability insurance.

If you have it, you're probably protected and, as our report in this issue will attest, good insurance coverage can bring peace of mind.

As railings on your building age they will soon need retrofitting or replacing. Our experts offer important tips on what kinds of railings to look for and why.

One of the most valuable assets within a community association is its parking lot and driveway. Maintenance can become a big-dollar expense but keeping up with the repairs can increase the asphalt

paving's lifespan.

It's never too late to start using various technologies to cut back on your property's electric bills. Our contributing writers discuss it all, from whole house fans to sun tunnels to solar panels to power the hot water heater and even the AC system.

Having a reserve study can help a property manager and owner handle costs of repairs and upgrades. Read the advice from our experts to learn the right questions to ask of your property's reserve study provider.

Ready to paint? Check out some tips on choosing a paint with the color and sheen that offers the best protection and appearance for your property.

Got something you'd like to share with BMH and our readers? Let us know!

Aloha,

david@tradepublishing.com



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— **SHANNON NODA-CARROLL,**
Board President, 1717 Ala Wai

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Choose a railing system that's right for your property.

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Building Management Hawaii (BMH) invites all professional associations and foundations involved in the management of commercial, industrial, and residential properties in Hawaii to submit articles, news releases, photographs, and artwork for publication in a future issue of BMH. Please send submissions via e-mail to bmh@tradepublishing.com or mail to: Trade Publishing Company, 287 Mokauea Street, Honolulu, Hawaii 96819.



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BOMA Gets HECO Report

The Building Owners and Managers Association (BOMA) of Hawaii hosted a luncheon event for members and guests to hear Alan Oshima, president and CEO of Hawaiian Electric Co., Inc. (HECO), on the topic, "How Hawaiian Electric is Transforming?" The May 12 program was held at the Hawaii Prince Hotel.



Tiera Covington, Carlie Woodward Dela-Cruz, Michelle Harris, Alan Oshima, Candace Oyasato, Kalani Maika, Jarrett Walters



Nicole Lemas, David Heard, Rachel Lii



Joshua Tokars, Michelle Harris, Stephen Casuga, Ron Abregano



Kurt Lester, Brian Yano, Marc Higuchi



Mike Vidales, Nestor Longboy, Kathy Rehg, Melissa Catungal



Dana Akasaki, Erin Dayanan, Chris Williams, Steven Sullivan



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Build 'Smart' Homes for the Future

Innovative products range from PV hot water systems to sun tunnels and whole-house fans.

BY DAVID GORMAN

What makes a home “smart?” A holistic approach that includes energy-efficiency at the home’s foundation.

The first step in this holistic approach for community associations and property managers is working with local contractors, architects and designers to incorporate sustainable

home products into their design plans, such as PV hot water, natural lighting (skylights and sun tunnels) and whole-house fan, fresh air cooling systems. These innovations make the home more economical, healthy and comfortable.

Adoption of these products into construction projects is growing

because it just makes sense to include them in the initial build-out.

For example, PV hot water systems can reduce a home’s energy use by 20 percent or more. Since PV hot water systems are not bi-directionally connected to the home’s electrical system, they do not require HECO approval, so homeowners can start



saving money right away.

Unlike traditional solar “thermal” systems, PV hot water systems don’t require any additional plumbing and remove the maintenance related to leaks and pump and collector replacement in the future. PV hot water systems are eligible for federal (30 percent) and state (35 percent up to \$2,250) tax credits.

Another smart home improvement are skylights and sun tunnels, which can supply both natural light as well as fresh air, resulting in lower electricity bills and a brighter and cooler home.

PV-powered fresh air skylights not only open and close at the push of a button, they also have a rain sensor to close themselves automatically and come with a 20-year “no leak” warranty. These skylights are suitable for both new installations as well as retrofitting existing skylights and, being powered by the sun, are eligible for a 30 percent federal tax credit as well.

Sun tunnels capture daylight at the roof and carry it through a silver-infused tunnel to deliver light into the home where skylights won’t work. Sun tunnels provide an economical approach to bringing the benefits of natural light into any area of the home. It can take the darkest rooms and illuminate them with the beauty of natural light. They even have an electric light kit that makes them functional at night.

Whole house fans provide energy-efficient ventilation and cooling for the entire home. By pulling fresh, cooler air into the home and expelling the hot, stale air that builds up in the home and attic, homeowners can save up to 90 percent on air-conditioning bills while removing pet dander, odors, germs, smoke and harmful VOC gases. These redesigned

whole house fans are also much quieter (with a sound rating similar to a split duct air conditioner) and are backed with a 15-year warranty. Savings also include a \$75 rebate from Hawaii Energy.

Naturally, PV panels can be an integral part of any “smart” home—especially in sunny Hawaii. A fine pairing for PV panels on the roof is a Level 2 EV charger in the garage. For homeowners generating solar power on the roof, driving an electric vehicle is a sensible next step. Universal EV car chargers, compatible with any electric vehicle on the market, can reduce charge time by 60 percent or more and reduce the “range anxiety” that can prevent some from making the switch to an electric vehicle.

Homes of the future need to be built with self-sufficiency as a foundation. Energy-efficient water heating, natural lighting and cooling systems will make PV generation and storage systems more economical, and combined with water catchment and waste management products, homes

will be less dependent on public utilities.

It’s just a more practical and economical way to build and develop communities. By harnessing the natural resources that surround us, we can make our homes both sustainable and more comfortable than ever. 🌱


David Gorman is general manager of RevoluSun Smart Home, a one-stop-shop entity for sustainable home technology. Prior to joining RevoluSun in 2011, he spent more than a decade in financial services and business development in New York and San Francisco. A graduate of Punahou School and the University of Hawaii, Gorman is a member of the board of directors for Hui Malama Learning Center on Maui and is a member of the Hawaii PV Coalition. For more information call 808-748-8888 or go to www.revolusun.com.



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Reap Savings with LEDs, Sub-Metering

Alternative methods lower electric bills, benefit the property and the tenant.

BY LADD TSUDA

If you're a facilities manager, finding ways to save energy and reduce electric bills is always on your mind. Installing a photovoltaic system is one great option, but when it comes to a high-rise or a townhouse community, PV is not without challenges.

Aside from the high upfront costs, most buildings lack sufficient roof space to accommodate the large number of PV panels needed to power the entire building. The aesthetics of all those panels is another concern for many AOA's, who wish to preserve strict design standards within their setting.

Two great solutions every building should consider are energy sub-metering and LED (light emitting diode) lighting.

Let's take the example of a 160-unit condo I worked on recently. The building was constructed in the early 1970s. Energy bills were in the six figures, and the management company was paying the entire electric bill and then recouping the cost in the CAM fees. Residents were disgruntled knowing that they were indirectly paying for a neighbor's high energy use. No one was inspired to conserve energy because there was no individual benefit.

To bring this building into the 21st century, sub-meters were installed in each unit. The sub-meter manufacturer was able to monitor the meters remotely and bill each owner directly for the exact amount of power they used. Once sub-meters were installed in each unit, management was able to remove unit electrical usage from the CAM fees. Not surprisingly, overall usage went down as people were more inclined to conserve. And relations between neighbors improved, too.

Another major money-saving element of the job was retrofitting the common areas, hallways and stairwells with LEDs. These tiny bulbs have revolutionized energy-efficient lighting with the potential to fundamentally change the future of lighting in the United States. Residential LEDs—especially ENERGY STAR rated products—use at least 75 percent less energy than incandescent lighting.

LED is a type of solid-state lighting that uses a semiconductor to convert electricity into light. LED bulbs can have a useful life of 25,000 hours or more, lasting 25 times longer than traditional bulbs. Your maintenance crews will spend considerably less time up and down ladders replacing bulbs.

Unlike incandescent bulbs, which release 90 percent of their energy as heat, LEDs use energy far more efficiently with little wasted heat. In Hawaii, that can translate to real savings in air-conditioning use.

Electric lighting
burns up to
25 percent of
the average
residential energy
budget.

A significant feature of LEDs is that the light is directional, as opposed to incandescent bulbs which spread the light more spherically. This is an advantage with recessed lighting or under-cabinet lighting. However, indirect lighting is sometimes preferred, such as in a table lamp. New LED bulb designs use diffuser lenses and reflectors to disperse the light more like an incandescent bulb.

For residents who are concerned with toxins in older buildings, LEDs also provide a health and environmental benefit. LEDs contain no mercury, and a recent Energy Department study determined that LEDs have a much smaller environmental impact than incandescent bulbs. They also have an edge over compact fluorescent lights (CFLs)—an edge that's expected to grow over the next few years as LED technology continues its steady improvement.


At our 160-unit condo, installing

LEDs reduced energy used for lighting by 30 percent, and paid for itself within two years.

Is it time to bring your building into the 21st century?

If you're considering sub-meters, retrofitting with LEDs, installing PV or other energy-saving options like solar attic fans, solar water heating and electric vehicle charging stations, or just making overall electrical upgrades to your facility, be sure to find a licensed contractor who can prepare all the data with a detailed installation plan that will be acceptable to your board. Ideally, use one contractor who specializes in all of these energy-saving options, so that everything can be integrated smoothly via one knowledgeable source.

Other key tips: Ask if the contractor will be able to schedule installations directly with each owner. Look for a contractor who excels at customer service and employs his technicians rather than subcontracting jobs out—this will ensure accountability, pride in the work done and ease in warranty logistics. And find out how the contractor's team will interact with your owners: Will they be respectful and polite as they enter each private residence?

The ability to interact well with owners and establish trust and rapport is crucial and can mean the difference between a lot of complaints and headaches for the manager or a smooth transition to an energy-efficient building and happier residents. 

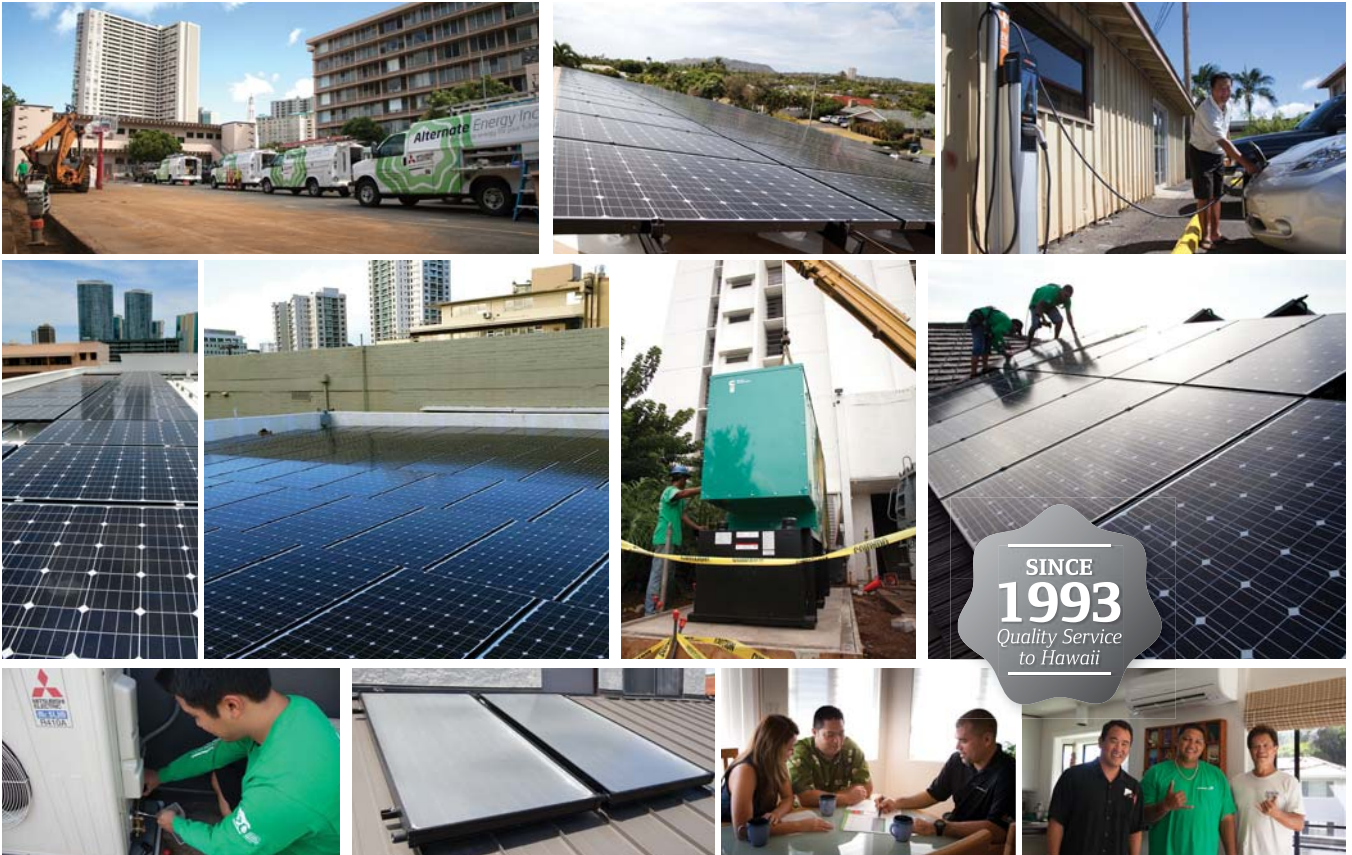
Ladd Tsuda is senior project manager and field operations manager at Alternate Energy Inc. A certified electrical contractor with more than 30 years of experience, he guides AEI's Electrical Division, which includes a crew of electrical journeyman certified by the state of Hawaii, apprentices and project engineers.



Ladd Tsuda

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BY GUY AKASAKI

Solar tubes were installed on the rooftops at Kapilina Beach Homes.

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We've all heard the radical changes looming on the horizon for Hawaii's utility and power future. While the final decisions and implications are yet to land here in the Islands, the Hawaii Clean Energy Initiative continues to stand firm. The goal being that, as a state, we need to shift from being 90 percent reliant on imported oil for energy to achieve 70 percent clean energy by 2030—and eventually 100 percent as recently passed through the legislature.

Within the 40 percent Renewable Energy Initiative, photovoltaic (PV) projects continue to slowly progress forward, but the timelines for project lifecycles are stretched out. As long as the contracting entity has a solid business model to sustain itself over the test of time, the customer is in good hands and should continue to pursue moving his property toward clean energy integration.

The sunset of PV tax credits and subsidies will likely extend the payback period for projects, but long-term savings and sustainability in harnessing Hawaii's abundant sunshine will still stand.

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bringing the reality of higher manufacturing production capabilities and a lower cost per watt, the cost basis will continue to make sense without tax credits and subsidies. Just as the thin film technology of cadmium telluride

reached a 21 percent efficiency rating with minimized production costs, the reliability of technology will mature and be integrated into life as we know it, increasing our current quality of sustainable life.

When looking for products and

solutions that can be integrated into your building(s) for energy savings and production, identify the points of integration, the installers holistic approach to long-term sustainability of the assembly and qualify the stability of the entity to support the warranties over the long haul.

Within the 30 percent sector, the realm of energy efficiency is an infinite space and the integration of up and coming hybrid innovations in clean energy technologies and storage solutions are coming online. It's a perspective shift to choose to lower our load demand and consumer mentality to lighten our overall carbon footprint in the spaces that we impact.

What can we do today to continue to save money for our buildings while integrating sustainable technologies? Start from the top down. The roof platform continues to be at the frontline being hit immediately by the elements.

Emissivity and solar reflectance are the two variables that should be considered when looking at roofing products as they directly impact the amount of heat a building will reflect or absorb.

Roofing products such as EnergyStar rated cool roof coatings and membranes or solar reflective shingles are ideal for the Hawaii market with the abundant year-round sunshine and rebates often available. Modbit materials are also available that work to neutralize the NOx particle in the air into harmless nitrates. Solar shingles are also available for hybrid roofing solutions.

Keep in mind, the more points of integration there are in the roofing assemblies, the higher the potential for possible failures.

A sustainable roof platform for your building is one that is best fit for your building's intended utility, longevity and maximizes the integration of ideal energy saving or producing technologies. With a solid roofing platform in place, the options for increasing the energy efficiency of the building are wide open.



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waterproofing industry and he currently serves on the Hawaii Contractors Licensing Board.



Guy Akasaki

His contributions to the industry include advocating for the advancement of roofing technology and roof-mounted PV energy systems in Hawaii.

AOAO duplexes, townhomes and single-family residences are perfect candidates that cannot get their PV approved anytime soon but have the roof space for incorporating solar hot water systems and hybrid AC's that are low-energy, zero-emission technologies.

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Guy Akasaki is president & CEO of Commercial Roofing & Waterproofing Hawaii, Inc., with nearly 40 years of roofing and construction experience in Hawaii. His knowledge covers the full spectrum of the roofing and



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CLIMA-TEK

Hybrid Solar AC: Will It Work for Your Building?

How well will a hybrid solar air conditioning system work for your building or community association?

“Energy-efficient products are advancing by leaps and bounds,” says Guy Akasaki, president



Guy Akasaki

of Clima-Teknologies LLC. The kaimaaina company’s product line includes a solar DC split air conditioning (AC) system—CLIMA-TEKNOLOGIES—that is powered directly from solar PV panels during daylight.

“The ever-rising electricity cost in Hawaii and the slowdown of HECO-approved PV systems makes an excellent case for customers to take advantage of solar AC,” Akasaki says, adding that property managers can take advantage of the hybrid system to reduce monthly AC electricity costs by up to 70 percent.

“No utility approval is required from HECO and there is no DC feedback into the main electrical grid,” he says. “Under normal sunny conditions, CLIMA-TEKNOLOGIES will use up to 90 percent of solar power to operate at full capacity. Its smart circuit technology only draws enough electricity from the grid to make up for any inefficiency due to

inadequate sunlight, and its auto-switch function can draw from the main electrical grid for power at night.”

Greenpath Technologies (GPT) has exclusive distributorship of the new hybrid solar air conditioning system in Hawaii and the Pacific Rim.

“At Greenpath Technologies, our mission is to exceed client expectations and to provide them with quality energy solutions that are highly efficient. CLIMA-TEKNOLOGIES has done that for us,” says Briand



Briand Achong

Achong, GPT president. “I am very pleased that our customers are happy, are cool and comfortable, and can benefit from the abundant savings for years to come.”

The system is available for all types of residential units, including low-rise townhomes and low-rise apartment buildings as well as single-family homes. It also can be installed on commercial properties such as office space, mixed-use properties, hotels and resorts, mobile and temporary trailers and off-site long-term storage lockers.



The hybrid CLIMA-TEKNOLOGIES solar air conditioning system on a shingle, steep-slope roof

What They’re Saying About Clima-Teknologies

“I am very impressed with how quiet and efficient the CLIMA-TEKNOLOGIES a/c system is. My electric bill was immediately reduced and I’ve received over 50 percent state and federal tax credits. I didn’t realize that when I committed to a solar CLIMA-TEK system, that it would be one of the best investments for my business. Because of the drastic lower operating costs that I now have, I have the ability to plan long-term rather than chase the money down just to pay the bills.”

—Kalani Wong, Mobile Fleet Hawaii president




Kalani Wong

“CLIMA-TEKNOLOGIES is a natural progression of innovative ways to save our customers money with solar. With the challenges of approving new PV systems from Hawaii’s utility company, this solar AC system allows customers to reap the savings immediately with no waiting. We’re happy to help bring new solar products to the market and provide energy solutions for our customers.”

—Rolf Christ, R&R Solar Supply president and CEO

“We have installed over 30 CLIMA-TEKNOLOGIES solar AC systems. Each and every customer is happy with the savings they have received and how well the system works. Everyone says the system keeps the house as cool as a regular AC. We are very satisfied with the relationship we have established and look forward to installing thousands more of these amazing units.”

—Jim Whitcomb, Haleakala Solar CEO



Guarding Against Premises Liability

Property insurance can help owners, managers avoid massive legal defense costs.

BY JACKIE M. YOUNG

People really do the craziest things.

"In one case, a guest on an insured property was attempting to leap from one balcony to another and fell," remembers Danielle Finn, vice president of commercial lines for DTRIC Insurance Co., Ltd. "The property was well-maintained with balcony railings secured. There were no damages awarded to the injured party, but the defense costs were astronomical.



Danielle Finn

"Having the general liability insurance in place resulted in peace of mind for the insured because they did not personally incur any of these expenses."

Amanda Frazier, property manager and chief operating officer for Cornerstone Properties, says: "You never know when something will happen, whether it's tenant-caused or caused by a neighboring unit,



Amanda Frazier

or caused by nature. In any event, you want to be covered for the cost of damages. In the event of a lawsuit, you also want insurance.

"In this day and age people are so sue-happy—you want to have adequate coverage."

Premises liability is both a legal and insurance concept, though the terminology has changed over the years. It refers to the duty of the property owner to keep the premises safe and free of defects.

"Premises liability is a component of general liability," explains Richard

Fukeda, vice president, Atlas Insurance Agency, Inc. "General liability is the generic term that encompasses several



Richard Fukeda

components (the current insurance term is commercial general liability, or CGL). Commercial general liability would normally provide coverage for bodily injury and property damage, personal and advertising injury liability and medical payments."

According to Neal Seamon, owner of jury-verdict publisher Advocates Research Co., and an accident investigator since the 1970s, 80 percent of personal injury cases in Hawaii are premises liability cases. "There are more premises liability cases in the U.S. than any other type of personal injury case," Seamon says. "The second-most would be motor vehicle accidents.

"These would include slip-and-falls, trip-and-falls, commercial locations, shopping centers, going to/from work, and sidewalks and curbs."

But property owners and managers should be careful that they list all locations or premises on their policy in order to be covered.

Fukeda says most insurance companies in Hawaii may cover an owner if they forget to list a location, but some may not. Those that will provide coverage may charge for the extra coverage once the discrepancy is found.

The question of location can get complicated. Steven L. Goto, a law partner at Ayabe,

Chong, Nishimoto, Sia & Nakamura, gives the example of an accident at a branch location that was the result of a decision made at the main office.

"For instance, what if the slip-and-fall accident was the result of a decision by the downtown main office to install low-resistance floor tiles at its Kaimuki property? A recent Hawaii Supreme Court case suggested that injury or damage arising out of the ownership, maintenance or use of a designated premises might include off-site damages flowing from decisions made at the company's insured corporate headquarters.



Steven Goto

"That case, however, involved a CGL policy which included a Designated Property Endorsement. Finding it ambiguous that the same policy provided the broad coverage of a CGL policy and the more limited coverage of a premises liability policy, the court liberally construed the policy in favor of broader CGL coverage."

The lesson here, Goto says, is to "be sure to read the policy carefully before you purchase it. No two CGL policies are necessarily the same."

Also, Fukeda warns, insurance terminology changes over time, so if the terminology doesn't exist anymore, an owner may not be covered for it. "Insurance coverage forms—including terminology—evolve over time to adapt to issues that either have a need for coverage, to clarify coverage, or to exclude coverage. If the owners or managers have questions on their insurance forms or coverages, they should always consult with their

insurance professional."

Associations might want to consider additional coverage. "Generally speaking, an association insurance should include directors and officers (D&O), commercial liability, general liability, to name a few," says Pauli Wong, Oahu senior vice president for Associa Hawaii. "The specific requirement levels are different from association to association based on many factors, including specifications from the governing documents. The best is to consult with an agent that specializes in insurance for associations."

As to recommended levels of coverage, Goto advises, "These are decisions based on a risk and a cost/benefit analysis. Determining the appropriate type and amount of coverage will vary based on the unique circumstances facing the purchaser that can drive the risk up or down.



SLIP, TRIP AND FALL

If a tenant, visitor or employee suffers an injury on your property or community association, there's a chance a lawsuit will be filed and damages awarded. Here are five common areas that could lead to "premises liability" claims:

- **Cracks and uneven or raised elevations in pavement**, such as sidewalks, parking lots and garages. They usually develop over time from age, soil conditions, tree roots and weather changes. They can also result from inferior materials used to build or repair the sidewalk.
- **No "Wet Floor" signs** during or after regular maintenance or repairs, ranging from sprinkler systems to mopping hallways, can result in a slip-and-fall and an expensive lawsuit.
- **Debris can create a minefield.** Trash cans, overflowing trash, fallen leaves and tree limbs, children's bicycles, wagons and other toys are just some of the materials that can cause a trip and fall.
- **Stairways** that might be deemed unsafe for any reason can lead to an array of liability claims for injuries such as cuts, abrasions and contusions (bruises), sprained tendons, ligaments and muscles, fractured bones, whiplash to the neck and back and head and shoulder injuries.
- **Potholes** normally develop when concrete or asphalt separates. The weight of consistent pooling of water is another factor. Potholes can develop when the roots of trees and shrubs force the concrete or asphalt to break apart.

Is the property located in an area with lots of rainfall? Does the property experience high foot traffic? Is there a prior history of accidents on the property and have the causes for those prior accidents been abated?"

Sue Savio, president of Insurance Associates, says: "Most building owners carry at least \$1 million of CGL protection per occurrence. If it is a larger building or if the building owner has other assets or more hazardous exposures such as a swimming pool, the building owner should also consider purchasing an umbrella or excess liability policy. This type of policy provides additional catastrophic liability protection of \$5 million, \$10 million or \$50 million or more in the event of a large loss.

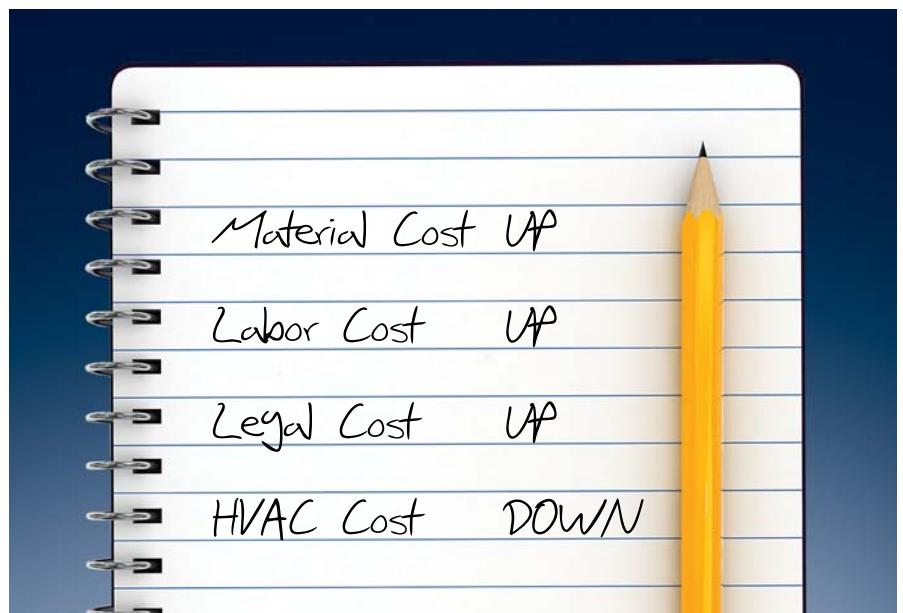
"Make sure the insurance company is rated 'A' or 'A+' by AM Best (a company that provides credit ratings for the insurance industry). The company should be 'admitted' to do business in the state of Hawaii. 'Admitted' companies file rates with the Insurance Commissioner and are subject to Hawaii's insurance statute. Beware of any insurance program that includes 'shared limits' coverage."

Finally, Fukeda recommends that all building owners should have their own general liability policy. "Sometimes, the building owner feels that they do not need their own general liability insurance policy because the tenant(s) has insurance and that the owner is named as an additional insured.

"A claim or lawsuit may be filed against both the tenant and the building owner. What happens if the tenant's policy has been canceled or non-renewed, has inadequate limits, or for whatever reason, has inadequate or no coverage? A claim or lawsuit may also be filed only against the building owner (and not the tenant) for negligence.

"There should be a lease contract in place with all of the tenants. The lease contract should contain a solid indemnification and hold-harmless provision. It should also include an insurance section that outlines the required types of insurance coverage, limits and any other specified terms."

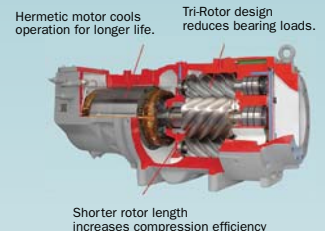
Says Fukeda: "Given the litigious age that we live in, the building owner should be prepared by having an insurance policy that would provide them with protection and defense, in the event that a premises-related claim or a lawsuit is filed against them." 📄



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More Than Just A Pretty Face

Regular surface upkeep boosts your bottom line.

BY BRETT ALEXANDER-ESTES

The Pearl Regency condo in Aiea was repainted in 2013 by Innovative Painting and Concrete Restoration. PHOTO COURTESY IPCR AND PEARL REGENCY

Like the flawless complexion of a model, a sleek, newly painted surface instantly conveys status. And since regular painting is a routine expense, your property's painted surfaces indicate the level of your reserves as well.

Can painting really affect your building's reputation? Just ask Rick Edds, accredited resident manager (ARM) of Pearl Regency, a 24-story Aiea condominium.

"Last year, the Pearl Regency was voted Building of the Year 2014," says Edds. The award follows the repainting of the Pearl Regency's exterior in 2013



Rick Edds

by Innovative Painting and Concrete Restoration (IPCR).

Recognizing superiority in the overall condition of a high-rise condominium and the professional expertise of its resident manager, the annual Institute of Real Estate Management (IREM) Hawaii award also boosts a property's industry standing and market value.

EXTERIOR PAINTING Maintenance Schedules

The 2013 Pearl Regency repainting, completed 10 years after its last exterior coat was applied by IPCR in 2003, follows a standard Hawaii exterior painting schedule.

"Typically, structures in our climate



Eric Gruver



Shari Tsukayama

will be repainted every 10 to 12 years," says Eric Gruver, Pratt & Lambert Paints Hawaii account manager and NACE certified inspector.

Other experts, like Shari Tsukayama, Sherwin Williams Hawaii district architectural technical service representative, and Pete Seymour, IPCR president, recommend more frequent upkeep. "Typically, repaint schedules are between seven to 10



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years," says Tsukayama.

The Islands' picture-perfect but corrosive climate drives Hawaii's surface maintenance schedules. "In my opinion, the two worst problems to the exterior surfaces of Hawaii's condominiums or buildings in general are the salt in the air and the tremendously high ultraviolet (U.V.) exposure from the Hawaiian sun," says Seymour, who has recently repainted other Hawaii condominiums, including Admiral Thomas, The Waipuna and Century Park Plaza.



Pete Seymour

Hawaii's mini ecosystems with their moisture, mildew and vog also inflict significant damage. "We have high humidity, salt air, red dirt, and many other variables that can play a factor," says Tsukayama.

Include Exterior Cleaning

Resident managers can't control the

weather, but they should make every effort to keep a property's exterior surface as clean as possible between paintings.

"Pressure washing the exterior periodically will keep the surfaces clean and help maintain the integrity of the paint coatings. Washing also removes dirt and pollen which can be a potential food source for mildew," says Tsukayama.

"Location to the mountains, ocean, busy highways all determine how fast dirt and grime will build up on your property," according to www.dahawaiianpressurewasher.com, a website offering commercial power washing services.

"Quarterly schedules are most common."

Include Exterior Inspections

"It wouldn't hurt to inspect the building at least once a year after five years (since the building was painted last)," says Seymour.

Frequent inspection can alert you

2015 Top Exterior Paints for Hawaii Condos

These paints are the top choices of Hawaii AOA's and painting contractors, according to Eric Gruver (Pratt & Lambert) and Shari Tsukayama (Sherwin Williams).

Pratt & Lambert

P1001 MULTI-PURPOSE PRIMER/SEALER

Provides early rain tolerance and long mildew resistance.

REDSEAL ULTRA-MOISTURE RESISTANT ACRYLIC TOPCOATS

Provides early rain tolerance and long mildew resistance.

ACCOLADE EXTERIOR

Provides superior hardness and dirt/VOG resistance.

REDSEAL Z3100 SERIES ULTRA MOISTURE RESISTANT EXTERIOR

Special formula in paint repels rain after 90 minutes.

Sherwin Williams

EMERALD EXTERIOR

Exclusive cross-linking 100% acrylic technology for durability and hide.

DURATION EXTERIOR COATING

Self-priming. PermaLast technology for durability and a thicker coat than comparable paints. Resists cracking, peeling and blistering. Flash rust resistant; minimizes nail head rusting.

SUPERPAINT EXTERIOR

Formulated with Advanced Resin technology for adhesion, hide and color retention. Resists mildew, peeling, blistering, fading and cracking.

A-100 EXTERIOR

Good quality and value. Provides hide, coverage, adhesion and color retention. Ideal for routine color changes.

to other problems, such as spalling in concrete structures.

IPCR's repainting of the Pearl Regency also included concrete restoration to treat spalling on the condo's exterior lanais, which had not been addressed since the condominium was first built in 1981. Along with correcting the spalling, IPCR sealed and waterproofed the building's concrete exterior.

"The concrete restoration and painting should be done simultaneously, if possible," says Seymour.

Quality Counts

To resist Hawaii's corrosive climate, lay down a strong, quality coat each time you paint.



BEFORE



AFTER

Kawaihae Crescent West in Hawaii Kai before and after Pratt & Lambert repaint.
PHOTO COURTESY PRATT & LAMBERT

Repainting a structure's exterior is very dependent on the "last time it was painted and how many mils (thousandths of an inch) of paint are left," says Gruver. Tsukayama agrees: "Quality paint products will determine how long between repaints. If the AOA wants to make the paint system last as long as possible, we would recommend a full prime coat and two top coats of premium quality paint."

The 2013 repainting of the Pearl Regency required one prime coat and two finish coats of semi-gloss acrylic latex paint in the property's signature colors of beige and blue. "Every time I come toward it, it always looks so beautiful and polished," says Lily Irizarry, Pearl

Regency secretary.

Tsukayama says Sherwin Williams exterior primer/sealers and topcoats, "can meet the needs of any property here in Hawaii." Exceptional durability, she says, is the hallmark of Sherwin Williams exterior painting products, which resist "mildew, peeling, blistering, fading and cracking."

Exterior Painting Basics

- After repainting your exterior, powerwash it on a quarterly basis.
- Five years after repainting, inspect surfaces at least once a year.
- If spalling is found, treat it immediately.
- Combine concrete restoration and sealing/waterproofing/repainting.
- Use a top-quality primer and two topcoats on your exteriors.
- When selecting a painting company, inspect its current projects.

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Punahou Vista (before)



Punahou Vista (after)

PAINTING



Admiral Thomas Building

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- Michele "Michi" Kirito, RA
Equity Properties, Inc



Pearl Regency



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Gruver says Pratt & Lambert's lines of exterior primer/sealers and topcoats offer "the most advanced, longest lasting, and cost competitive products in Hawaii for multi-family structures." Pratt & Lambert paints, says Gruver, provide exceptional resistance to rain, mildew, dirt and vog, and in the past two years were used to paint more than 10 large Hawaii buildings and commercial complexes, including the Chateau Waikiki, the Naniloa Hotel and the new Hokulei Village Safeway center on Kauai.

A quality product can reduce how much is allocated every year for exterior painting maintenance. "If you had a decent paint job the last time it was done, you could use that as a base and add about five percent per year after that for inflation," says Seymour.

INTERIOR PAINTING

Maintenance Schedules

"Interior repaints are generally scheduled for seven to 10 years, or when the (client) wants to change colors," says Tsukayama. "Having a strong understanding of what kind of use, exposure and cleaning schedule

the paint will go through is a critical part of recommending the appropriate (paint) system."

(Note: a paint system is any combination of sealers, stains, primers, fillers and topcoats, and their application sequence.)

With an eye to a property's idiosyncrasies, other experts recommend a more elastic schedule.

"A decent rule of thumb is three to five years," says Karl Van Zandt, CertaPro Painters of Hawaii business manager.

"The expectations of the residents, and the amount of traffic that a particular space gets will determine how often it should be repainted." Van Zandt notes that high-end properties and high-traffic areas usually require stepped-up schedules.

Interior Specs Vary

"Because interior paints are not subject to the harsh weather that exteriors are, in many cases cheaper paints can be used and will provide

better value," says Van Zandt.

"Usually, for common areas of high traffic, a mid-grade latex acrylic can be used for walls."

High-use trim and doors should be painted with higher quality acrylic enamel, Van Zandt says, and ceilings can be painted with low-grade flat latex paints with good coverage.

"Specialized high-use areas like maintenance/mechanical areas are usually best painted with an industrial coating specific to their environment," he says. "High-use handrails are often best served by a premium oil enamel that will resist chipping."

Roller vs. Sprayer

Van Zandt says that the size, texture and desired finish of an interior surface dictate the choice of roller or sprayer.

"In a very large area, spraying might provide a better value," he says. "A sprayer will also typically be used for popcorn/acoustical-textured ceilings for more even coverage and to avoid pulling texture down." And, he notes, for some high-end doors, trim or fixtures, a spray topcoat—which has less roller stipple, making for a smoother finish—is best.

Keeping to a regular painting schedule maintains your property's surface appeal, structural integrity, financials—notably the amount of your property's insurance payments—and your peace of mind.

"The insurance company likes to see maintenance issues such as painting ... handled as needed," says Sue Savio, Insurance Associates president. "If a painting ... schedule gets off track the insurance company will not know unless claims are made."

Savio says if deferred painting causes many claims, the insurance company may refuse to insure the property.

"Then the (property's) board needs to find another insurance company," she says. "This new company may charge more and write the coverage with a higher deductible until the problem is corrected."

Can painting maintenance truly provide peace of mind? Just ask Edds: "It has been two years since IPCR was here," he says. "The paint and concrete restoration has held up strong, with no leaks or complaints from the owners."



Karl Van Zandt

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Sue Savio

Tips on Choosing the Color, Sheen

Select paint that offers the best protection and appearance for your property, inside and out.

BY NICK SONADA

When most people think of paint, it conjures images of freshly painted walls, beautifully accented doors and trim and many other things. Painting is occasionally seen as a remedy for those who take the “out of sight, out of mind” approach to maintenance. Painting, however, can’t fix everything.

So, why do we paint?

The two main reasons are to improve the aesthetics of the substrate, and to protect it. These are two large tasks for a film that is usually quite thin. Most conventional water-based paint systems with a primer and two top coats measure somewhere around 5 mils (thousandths of an inch) when dry—roughly as thick as a sheet of typing paper.

Let’s take a look at what makes paint appear the way it does and the purpose it serves, the benefits of keeping your facility looking sharp and the pros and cons of sheens (gloss).

Colors and Sheens

Beauty is always in the eye of the beholder, but as far as paint is concerned, color and sheen are the variables that contribute to the desired result. Deciding on colors can be one of the most difficult tasks, especially when trying to imagine what a 20-story condominium will look like in a different color scheme.

Some paint manufacturers create digital renderings of buildings to give the owners a better idea of what the

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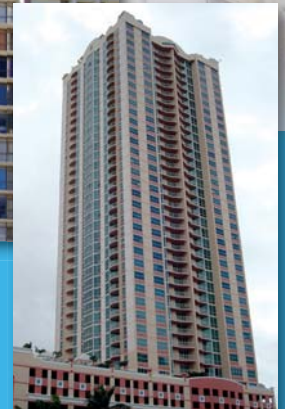
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building might look like with different colors. This can make the color decision process much easier.

After deciding on colors, the sheen of the paint needs to be determined. For interior applications, flat paints are most commonly used for ceilings and living area walls. In exterior applications, flats are typically used on textured masonry surfaces in geographies with arid climates, such as Kona.

Flat paints reflect the least amount of light off a surface and help hide imperfections in the substrate such as texture irregularities or poor finishing jobs with drywall. They typically exhibit the best touch-up characteristics, but often lack the ability to be cleaned well. Low sheen paints are often considered to be the most aesthetically pleasing to the eye.

Satin or Eggshell sheens are the most popular for interior use on nearly all living area walls, and occasionally for trim. They also are used on nearly all exterior substrates. The relatively low sheen

of these two colors helps hide minor imperfections in the substrate; this nicely accents surface texture, while cleaning up better than a flat. The only drawback is the fact that they are notoriously difficult to touch up. Applying additional coats can cause the sheen to appear greater. It often takes a skilled tradesman to achieve completely seamless touch-ups.

Semi-gloss is the most common sheen for exterior use in Hawaii and other high-humidity regions. It is used on all substrates, and is almost always the choice for doors and trim. This sheen is typically used for interior doors, trim and areas where frequent cleaning is expected, such as restrooms and kitchens. Semi-gloss is easy to clean, which usually makes it the best choice for many applications. One drawback is the way this sheen accents imperfections in the substrate. Just as it is easy to see a small dent in a shiny car, it is as easy to see small imperfections in this finish.

Surface Protection

Once the colors and sheens have been selected, we can turn our focus

to the equally important task of protecting your investment. This paper-thin film of paint now needs to protect the substrate from rain, UV exposure, mildew, chemicals, corrosion, abrasion, impact and anything else people and Mother Nature can throw at it.

One of the most prevalent conditions we try to prevent with painting is concrete spall. All concrete has some sort of steel within it to provide tensile strength. However, as buildings age the steel rebar begins to corrode and expand. As this occurs, the concrete's inherently low tensile strength gives way to the expanding rebar and cracks.

For corrosion to occur, an electrolyte must be present. In Hawaii, the electrolyte usually is salt and water. A sound coating system makes it difficult for the electrolyte to make its way to the rebar. This does not indefinitely prevent the spalling, but it certainly slows the process, thus lengthening the repair cycle for the facility.

Chemists have developed many new and innovative products over the years. The paints and coatings of today are a far cry from the smelly toxic products of yesteryear. With the vast variety of products in today's market, it's always a safe bet to consult with a professional paint representative. Look for paint stores that cater to the professional painting market. They can provide services such as repainting specifications, color renderings and technical advice.

There are several good manufacturers here that are willing to help anyone who is planning to undertake a painting project of any size. 📞

Nick Sonoda is regional sales manager in Hawaii for PPG Paints. He can be reached at nick.sonoda@ppg.com or 808-782-7154.



Nick Sonoda



Know How to Avoid Construction Defects

Identifying possible warranty issues can minimize costly litigation later.

BY BRYSON R. CHOW

Whether you are managing a well-established property or a new project, you will come across construction defect and warranty issues. Every property manager should consider the following four strategic tips before taking on these challenges.

1. How do I identify potential construction defects and warranty issues?

Some of the most common defect and warranty issues are right in front of us. Look for the following conditions at your project:

- Water or moisture intrusion, generally at the roof, windows and building facades
- Bubbling or discoloration of surfaces
- Cracking, settling, or tilting of walls, floors, tiles, slabs or foundations
- External cracking, flaking or staining of stucco
- Delamination of flooring
- Air conditioning failures
- Doors that become out of plumb or no longer fit into the frame
- Windows that do not operate properly
- Lights that flicker on and off
- Power breakers that frequently trip
- Railings that are loose, rusting or rotting

2. If I find a construction defect or warranty issue, what should I do?

First, identify the specific problem and try to isolate the cause. Consider hiring an expert who can make a proper evaluation of the extent of the defect and any damages. Then, contact the project developer, builder or contractor and give them an opportunity to offer to make repairs. If they make a legitimate offer and the repairs can be overseen by the project's expert, that is often the most efficient solution.

3. How can I prevent or anticipate defects and warranty issues?

For existing properties, it is important to stay current with building maintenance and upkeep. That way, any issues or defects can be quickly identified, leading to a smoother resolution for warranty claims or construction disputes. Also understand the types of warranties or guarantees involved on your project, including identifying and tracking expiration dates.

4. When should I consult an attorney?

In some cases, it is possible to manage disputes directly with the developer or contractor and mitigate any issues. In more complicated situations, like those requiring the evaluation of contracts, warranties and/or governing documents,

legal counsel should be sought. If a building is more than 10 years old or the problem has continued for over a year, you may also want to consult an attorney regarding statutory deadlines for legal claims. In Hawaii, construction defect claims must generally be brought within two years of discovering a defect (or when you should have discovered the defect) and not more than 10 years from completion of the improvement. If at all possible, an experienced attorney will attempt to implement strategies to resolve construction disputes without the expense of court.

These steps can help avoid unnecessary disputes and minimize costly litigation or repeated fixes. A quick fix isn't always possible, but understanding potential challenges and the options to resolve them can help bring about a timely resolution that gets everyone back on track. 📌

Bryson R. Chow is co-managing partner at Porter McGuire Kiakona & Chow, LLP. PMKC provides legal guidance and strategic solutions in the areas of condominium and community association law, and real estate, commercial and construction litigation. For more information, visit www.HawaiiLegal.com.



Bryson Chow

Advice from a Top Budget Planner

A reserve study allows associations to better handle costs of repairs, upgrades.

BY PHYLLIS KACHER



Hawaiiana's Gene Peles and Phyllis Kacher

Budget preparation and reserve planning are two of the most important responsibilities which board members and property managers must tackle each year.

An association's annual budget is like GPS for the subsequent year. A reserve study is a planning tool designed to help associations anticipate and prepare for a property's major repair and replacement projects, and fairly and equitably spread the cost of these items over several years among all owners.

Gene Peles, director of Hawaiiana Management Company, Ltd., is in charge of Hawaiiana's Budget and Reserve Study Program used by the company's 80 property managers to prepare some 600 budgets annually. Peles joined Hawaiiana in 2008 following a 24-year career in the U.S. Army, retiring as a master sergeant. He serves as management executive for eight luxury high-rise, low-rise, mixed-use and townhouse properties ranging from 48 to 331 units.

Peles answers some key questions about budget preparation and reserve planning.

What are some of the most common misconceptions about budgeting?

PELES: Some people are under the misconception that delaying capital improvement projects a couple of years is no big deal and some believe that price quotes for capital replacement items which are received today will be honored by vendors in the future. Both of these misconceptions can have significant consequences later on.

What are three tips that associations can implement to keep maintenance fees reasonable?

PELES: One, start a comprehensive preventive maintenance program to identify any issues arising before they become an emergency repair item, which can double the cost of a planned replacement item. Changing out old water pumps, air conditioning filters and switching to low-flush toilets are all good ways to reduce the high cost of utilities. Two, find green solutions to lower the cost of day-to-day operations (electricity, gas, water). Three, implement a high-risk component resolution to help reduce insurance claims from costly water intrusions.

How can boards prevent special assessments?

PELES: Maintenance fees are part of association living. Associations which implement modest increases of 1 percent to 3 percent annually set themselves up for success and actually add value to the property in the coming years by ensuring that there are adequate reserves and reducing the risk for large maintenance fee increases and special assessments.

Why do some associations have to get bank loans?

PELES: Usually for unforeseen issues, such as plumbing pipe and electrical component replacements. Also, sometimes associations delay painting their building thinking that they are saving money when, in fact, the delay often increases the risk of spalling concrete which can be very costly to repair.

How can two identical buildings have totally different maintenance fees?

PELES: Energy-saving measures are key. Example: If two identical buildings were built with the old 5-gallon flush toilets and one of the buildings changes its toilets to the new low-flush 1.5-gallon model, this building would have a significantly lower water and sewer bill and lower maintenance fees. It is difficult to compare two similar buildings because density, size of units and types of equipment such as chillers, cooling towers and even occupancies of owners/tenants can all affect the cost to run a building.

Which is better, cash flow or percent funded?

PELES: In my opinion, cash flow is best. 514B-148 (7 h) "cash flow plan" means a minimum 20-year projection of an association's future income and expense requirements to fully fund its replacement reserves requirements each year during that 20-year period, except in an emergency, provided that it does not include a projection of special assessments or loans during that 20-year period, except in an emergency. Under percentage funded, the association only needs to collect 50 percent of the replacement/repair cost in the year the component is due. This can lead to extremely erratic maintenance fee fluctuations and the board of directors can assess the other 50 percent or request the owners to acquire a loan for the remaining cost.

What big-ticket items do 30- to 40-year-old buildings need to watch out for and include in their reserve study?

PELES: Plumbing, pipes and electrical equipment need to be included. 📦

Phyllis Okada Kacher is senior executive vice president of marketing and business development at Hawaiiana Management Company, Ltd., and is past president of the Community Associations Institute. She joined Hawaiiana in 1997. Previously she was with Amfac/JMB Realty Corp. and Chaney, Brooks & Company. For more information on Hawaiiana, go to www.hmcmt.com.

How to Keep Your Reserve Study Current

Know the right questions to ask of your property's reserve study provider.

BY DALE ARMSTRONG

Professionally performed reserve studies provide a wealth of insight for both long- and short-term budgeting.

In 1992, Hawaii mandated reserve requirements for condominiums. More than 20 years later, we find not only condominiums but also a whole range of facilities. Reserve studies are being performed for commercial buildings, timeshares, vacation clubs, hotels, churches, country clubs, private clubs, nonprofit organizations and both private and public schools.

Early on, each reserve study providers had its own terminology, methodology, levels of service and mathematical formulas for producing funding plans. The Community Associations Institute (CAI) developed a set of Reserve Standards and a code of ethics, which are available on the Internet.

These standards were primarily set in place to promote quality in the industry.

There are no Hawaii state regulations for other ownerships except for associations of apartments owners. Hawaii state legislation for condominiums has been beneficial.

Whether you are a condominium, homeowners' association, timeshare, vacation club, country club or commercial entity, the questions you should ask when selecting a reserve study provider are the same:

• What experience does the reserve study provider have with our specific type of facility?

Take into consideration the type of facility and the level of service you want and the experience and credentials of the individual performing the study.

• What level of service will be provided?

A full comprehensive study CAI Standards Level One. An update with a site visit to CAI Level Two. Site visit to determine components' conditions. An update without a site visit CAI Level Three. And a cursory overview (similar to what a property manager may provide).

• Is the reserve study provider insured?

These include professional liability, workman's comp and errors and omissions (E&O).

• What is the reserve provider's policy concerning revisions or modifications?

Ask about the company's policy concerning revisions, correction of errors and the availability of updates. Also, ask for a sample of their work product. It takes time, experience and resources to compile a professional, quality reserve study. Beware of the unbelievably low-priced reserve studies.

Keep the client happy by making the budget work. And no matter what, don't raise maintenance fees.

It is easy to defer future expenditures to make a budget work without raising maintenance fees. However, this practice eventually will cost more in the long run and you may be unaware of this for several years—like an ostrich burying its head in the sand.

Most experienced property managers recommend having a professional reserve study performed at least once, and they are a great source of information while the study is conducted. However, few managers have the knowledge and time to conduct a quality reserve study. As one professional manager put it, "It would be like having your property manager perform your annual audit."

Update your reserve study each year as part of your budgeting process. A site visit to the property should be performed every three years or at any time of major renovations or changes to the property. 🏠

Dale Armstrong is president of Armstrong Consulting Inc., which has been providing consulting services in Hawaii since 1993 and in Florida since 2000. He can be reached at www.armstrongassoc.net and 808-394-6910.

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Coating or Slurry: Which is the Right Seal for the Job?

To enhance your asphalt's lifespan, you should also perform regular maintenance. **BY LESLIE LANG**

Community associations sometimes overlook one of their property's most valuable assets—the asphalt in their parking lots and driveways. It's a big-dollar investment that needs to be regularly maintained.

Elisabeth Wilson, president of Alakona Asphalt in Honolulu, explains why asphalt is such an expensive cost item. "It's an oil product, and when oil prices go up, it goes up. Now oil prices have held kind of steady, but that's kind of a touchy subject because asphalt prices haven't come down. You know how that is in Hawaii," she says, adding, "Once a price goes up ..."



Elisabeth Wilson

Wilson says it's common for building owners and managers to overlook the importance of maintaining asphalt. It should be maintained, she says, just like the exterior of a building.

"A parking lot is built to an engineering specification for the traffic and weight and whatever they're projecting will be on that piece of asphalt. And then it needs to be taken care of and needs to be kept waterproof because water intrusion is the biggest factor in the degradation of a parking lot," she says. "If you get cracks or a pothole, as soon as water gets in there it will destroy the asphalt, very quickly. So you need to pay attention and if you see cracking you need to get someone out to take care of that crack so water can't get in."

She describes the two types of maintenance products that seal asphalt cracks. "I describe it as putting frosting on the cake," she says. "Sealcoat is a thinner product, which has a little less aggregate or rock in it. If you're on a parking lot that's smooth, you can put a sealcoat on, and you don't need to put all that fine rock back in."

"Slurry seal is a little heavier product and it puts a fine material into the asphalt. As asphalt degrades, it gets kind of hard, and it'll break apart and the fine rock comes out. That's where you get parking lots and driveways with lots of loose

rock, and then you want to put that rock back in and you need to put it down with an asphaltic material. That's what slurry seal does. It's an emulsified asphalt that puts the rock back in the surface. It helps prevent potholes."

Poorly maintained asphalt is a liability, and one that insurance companies take seriously. Cars can be damaged by potholes, and more importantly, people can trip and sprain an ankle or break a leg.

"Insurance companies will often say, 'Hey, you need to fix this because we don't want the liability.' You have to pay attention to it because it can cause you some expense in terms of liability," says Wilson.

Cameo Fong, a senior portfolio manager for C4 Management in Milolii, works as a site manager for multiple sites on Oahu, mostly townhomes and condo associations. She says she's seen many associations handle their asphalt right, but she's also seen it handled wrong.



Cameo Fong

One of the most important things, she says, is for an association's board to stay on schedule with the timeline that its asphalt company provides.

"I've had a few associations say, 'We're not going to sealcoat. All they do is put black tar down. They're just painting it; they're not really doing anything.' But it's huge in maintaining and keeping the rock and the product held together, so it doesn't fall apart," Fong says.

"I had one property whose five years came up and they said, 'We can't really afford to do it, so we're going to push it out.' Before you know it they got to 10 years, and they were supposed to be doing it for the second time but they hadn't done it the first time. They had to repave their entire parking

lot because it was so damaged. They spent \$400,000 on repaving, instead of \$50,000 on sealcoat.

"Board members are volunteers and they're just on the board for three or four years. They don't always see the long-term effect of not doing maintenance," she says. "I encourage board members to listen to the experts. And keep their reserve funded!"

There are day-to-day tasks for a site manager, as well. Fong says it's important to try to keep vehicular fluids out of

own. That will help you for a year or so. It's different styles."

Chris Laird, co-owner of DC Asphalt in Kapolei, says they can prepare a maintenance schedule and budget so an association can plan ahead. "Most associations plan 20 years out," he says.

"One thing I always tell associations is the cleaner they can keep their asphalt, as far as keeping loose gravel off it, the longer it will last. Most have garbage trucks rolling through it to the dumpsters. If you can keep the large

Poorly maintained asphalt is a liability. Cars can be damaged by potholes, and people can trip and sprain an ankle or break a leg.

parking stalls as a form of preventative maintenance. During the day, when parking stalls are empty, check for leaked fluids and then "make people repair their cars or clean it up because that accelerates the degradation of the asphalt."

And if a paved area develops a pothole, that needs to be repaired, of course. "Once you get a pothole, it will just get bigger and bigger and bigger," Fong says. "I call the asphalt company to come and repair it instead of just trying to patch it. It lasts a lot longer. It's better to spend a little more and fix it properly, so it lasts. A lot of people try to do it on their

garbage trucks on the street, and get feeder trucks running it out, that helps a lot. Your biggest enemies on your asphalt are the large garbage trucks and the moving trucks doing pinpoint turns in there. Those will really shorten the asphalt's life."

Laird recommends an annual maintenance program to inspect asphalt and check for minor repairs.

"When you do that," he says, "you'll stretch out the life of your asphalt significantly. If it's new asphalt, you can more than double its life." 🏗️



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Quick Guidelines for Paving Maintenance

Understand which product works best for your property and schedule regular inspections.

BY CHRIS LAIRD

Owners, associations and owners' representatives always ask: "What needs to be done to our asphalt surface, and what can we do to maintain it?"

The following is an easy guide for the different types of asphalt work that is done and what situations they work for—and other important aspects impacting the life of asphalt.

What are the types of asphalt paving and/or maintenance work to be done and what do we need for our property?

- **Asphalt reconstruction.** This is the complete removal of the existing asphalt. The base course normally gets recompact, sometimes replaced with new material. New paving is done, normally at two inches or greater in thickness, then compacted to a finished surface.

When is an asphalt reconstruction needed? When your asphalt has aged beyond its life and/or has significant damage to it such as "alligatoring" on the surface. This type of cracking shows up as multiple fractured areas resembling the skin of an alligator. These areas can only be fixed by removal.

Asphalt reconstruction is the end-all solution to your asphalt problem—your asphalt is now brand new. As expected, this is also the most costly solution.

- **Asphalt overlay.** This is the placing of a new asphalt mat over the existing one, provided that the area only has small amounts of damaged areas. The thickness of the asphalt overlay should not be less than 1½-inches thick and as a property manager/owner you need to make sure your paving contractor not only cleans the area for the asphalt overlay, but also applies a uniform coat of SS-H1 tack coat to all surfaces for a proper bind of the old asphalt to the new asphalt material being paved.

When considering asphalt overlay vs. asphalt reconstruction, it is recommended to do a price comparison between the two options.

When do you need an asphalt overlay? When your asphalt is old and does not have more than 30 percent to 50

percent replacement areas than your existing condition. And if the surface aggregate has been removed, leaving a rough surface, but not much damaged areas.

If there are any damaged areas such as "alligatoring," these areas will need to be cut out and repaired prior to the asphalt overlay mat going down. If repairs are not made, the damaged areas will shortly "reflect" and show through the surface of the new material. This option of asphalt overlay costs about 40 percent to 50 percent less than an asphalt reconstruction.

- **Asphalt repairs.** The repair of smaller areas usually located throughout the property; these areas are cut out and replaced with new asphalt, usually down to the base course area.

Examples of these areas include "alligatored" areas, cracks larger than 1-inch in width, tree root damage, heavy accumulated oil drip areas normally found in parking stalls, etc. These repairs can be done in conjunction with a seal or slurry coat. They are also done along with an asphalt overlay if there are damaged areas.

- **Seal coat.** This entails the application of an oil-based product to the existing surface of an asphalt area. This process helps prolong the life of asphalt by protecting



and encapsulating it to make a new wearable surface to be driven and walked over. In addition, it helps beautify the area by making the asphalt "jet" black again and look new. Normally, there is additional aggregate such as silica sand added into it to help and enhance traction. A normal seal coat life is three to five years, depending upon traffic and use.

There are two types of seal coat. The first is asphalt emulsion, which is made with asphalt base and emulsified with base materials and fillers. This type of seal coat is commonly used as it is user friendly, has no harmful or noxious odors, and creates no health issues.

The second type is coal-tar based sealers, which are made with coal-tar pitch, a by-product of the coking process of coal. This material is rarely used in Hawaii as it is a known carcinogen and has an offensive odor that lingers long after the seal coat is done.

- **Slurry seal.** This is a resurfacing coat that contains larger aggregate than a seal coat and it recommended for areas with straight pass-through traffic such as roads and lanes rather than in a parking lot.

- **Crack filling/sealing.** The application of bituminous materials made up of rubber, oils, and fillers into existing cracks found in the asphalt surface, the purpose being to stop the intrusion of foreign debris such as dirt, rocks, sand and water.

It can be cold-applied and used in almost all conditions, and is considered to be used for crack filling. Usually best for cracks up to a half-inch in width. It also can be hot-applied, is considered to be crack sealing and usually works best for cracks up to three-quarters of an inch in width.

- **Curbing/speed bumps/wheel stops.** Concrete is the best for wheel stops and are pinned into the surface with rebar stakes. The weight of the concrete wheel stop helps it stay in place without being pushed or moved around when a car bumps into it. In addition, they are inexpensive and tend to have a long life.

Asphalt works best for speed bumps and curbs and generally costs less than concrete. Asphalt also serves well for wheel stops; however, it can cost more due to higher amount of labor involved and will require more maintenance.

Rubber and plastic are not recommended to go onto asphalt surfaces. These are lightweight and when pinned to the asphalt surface can get easily moved and pushed by vehicles, creating larger holes, which eventually allow water intrusion leading to damaged asphalt. Rubber and plastic speed bumps and wheel stops work well when placed on top of concrete.

Swales are always recommended when the property has a large lot that needs water diverted out and off of the property. Concrete is the best choice as it allows the water to collect, move and pond on a surface that is more impervious than asphalt. In addition, concrete swales handle weight load and deterioration much better than asphalt. It also costs more. Asphalt can serve well for a swale. Elevations are not as easily achieved as with concrete and ponding can be an issue in the future as asphalt will more readily deteriorate in a slow-moving

swale vs. a concrete one.

Sweeping is one of the best methods for making your asphalt last. A routine cleaning with sweeping and/or blowing is highly recommended. It is highly recommended that this be made part of your budget and performed at least every three months.

What can we as an association do to make these improvements last?

Schedule a yearly maintenance cycle for incidentals such as crack filling, asphalt repair due to unforeseen damage (garbage truck breaks a hydraulic line or blows up a section of the asphalt), tree root repair, etc. Get a licensed paving contractor to come give a budget for annual repairs.

Prepare a long-term outlook and plan. With research and help from a licensed paving contractor, create a 15- to 20-year plan for your property.

Equipped with this knowledge of options available within the asphalt maintenance world, realistic goals can easily be achieved by the use of a plotted course and budgeting. 🍷

Chris R. Laird is president and RME for DC Asphalt Service, which performs paving, seal coating, asphalt repair, striping and concrete work. For more information, contact Laird at 808-478-2443.



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LIQUID ROAD

Sealcoat Proving a Game-Changer in Pavement Maintenance

Property managers and owners seeking options for repaving and sealcoating their roads and parking lots can weigh the advantages being offered by a new product: Liquid Road.

Manufactured by SealMaster, it is a polymer modified, fiber-reinforced asphalt emulsion that is blended with specially graded aggregates to provide skid resistance and lasting protection to paved surfaces.

"I've seen Liquid Road steadily grow in popularity throughout the Mainland where a lot of the roads in cold climates take a beating,



John Moody

and its performance has been game-changing," says John Moody, plant operations manager and a project estimator of SealMaster/Hawaii, a division of Walker-Moody.

"But what's good for the Mainland isn't always good for Hawaii's unique climate, so we had to apply it and test it here to demonstrate its performance locally in our climate."

The Crosspointe Community Association recently spent \$180,000, which also included some repair work, vs. \$1.5 million it would have cost to repave, says Board President Barry Redmayne.

The roads, first built in 1987, look like they're newly paved, he says.

"Every five years I get out of this is saving me big bucks," Redmayne says. "I'm quite optimistic that in five years we're going to be able to come back and use Liquid Road again."

Liquid Road claims to be a thicker surface treatment and lasts about three times longer than a conventional sealcoat.

SealMaster says the product also holds up in parking areas, and its



SealMaster applied Liquid Road to the streets at Crosspointe.

dense formula covers crack-filling material.

"It's like putting nylon stockings over varicose veins," Redmayne notes. "Kudos to SealMaster for leading the way and having the best product out there for maintaining roads."

The product, which has become a key element

in many municipality pavement preservation programs, also has a deep black color. This can greatly enhance curb appeal and send the message to HOA members that their board is making cost-effective choices with regard to pavement maintenance and its impact on property values. 🏡

Liquid Road Data

SealMaster Liquid Road bituminous surface treatment is applied at three times the thickness of conventional sealcoats. Some fast facts:

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Choose Guardrails to Fit the Environment

Safety and longevity dictate design, fabrication and installation.

BY PRISCILLA PÉREZ BILLIG

Guardrail systems are installed for safety and longevity. They are part of the design of almost every private or public building and are located near open sides of elevated walking surfaces to minimize the possibility of falls.

In Hawaii the environment is key to choosing the right guardrails. Whether installing new railings or retrofitting outdated systems, wind, rain and salt air are elements necessarily factored into the engineering of outdoor railings.

There are no pre-packaged railing kits. Each system—using aluminum, iron, stainless steel, bronze, brass or glass—is custom manufactured. While picket and glass guardrails are among the most popular choices for new or existing commercial and residential building installations, guardrail systems using high-grade aluminum with an anodized finish help resist corrosion.

According to the Aluminum Anodizers Council, anodizing is an electrochemical process that converts a metal surface into a decorative, durable,

corrosion-resistant and anodic oxide finish. Aluminum is ideally suited to anodizing.

Railco Hawaii specializes in railing retrofit projects, but also installs new

“Use a contractor with the right credentials and use a system that will perform well in our environment.”

—Terry Sinclair

railing systems. Installations use high-grade aluminum with an anodized finish. “We designed our own system specific to the Hawaiian environment,” says Terry Sinclair, Railco Hawaii CEO.

Working in three phases over three



Terry Sinclair

years on occupied property, Railco Hawaii recently completed a Papakea railing project in Lahaina, Maui. The project called for the renovation of

more than 15,000 lineal feet of lanai, common way, stair and grab handrails.

“Use a contractor with the right credentials and use a system that will perform well in our environment,” Sinclair says. “Sometimes a system may be needed that can handle wider post spacings to go back into the existing post locations. You do not want to change the post footprint from the old railing, not knowing what is in the substrate.”

With construction of new buildings, “cantilevered styles are the most sought after types of guardrails,” says Marc Delay, president and owner of Jayco Hawaii, Inc., a third-generation, family-



Railco Hawaii's Hale Pau Hana renovation project in Kihei

owned business. Jayco projects include the Grand Wailea on Maui, Honolulu International Airport lobby and Microsoft's Seattle campus.



Marc Delay

Anodized aluminum picket styles are used for guardrails in building renovation, Delay says. He suggests a building manager should consider quality, service and the finish of a product.

In addition to designing and installing a guardrail system that provides a safe environment, architects and engineers must know myriad government regulations. These include the most recently updated International Building Code and State Building Code requirements, as well as those of the Occupational Safety and Health Administration (OSHA) and the Americans with Disabilities Act. 🏠

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Are Welded Railing Systems the Best?

Aluminum post and cap connections can provide greater safety, less corrosion.

BY DAMIEN ENRIGHT

Steel guardrails, once thought to be strong, durable and long-lasting when exposed to the elements, did not provide the serviceability and life expectancy their designers had hoped for.

Not only would they become an eyesore with their (all too familiar) rust-colored staining, the common repair strategy of cutting out corroded sections and welding new steel replacement components was extremely expensive. A lot of buildings got into what seemed to be an endless

cycle of continually painting their steel railings every couple of years, with a poor return on their investment as the rust would always seem to return.

There was a shift in the architectural community as designers and building managers looked for a guardrail system that could stand the test of time in the harshest of environments. Soon, aluminum guardrails started to take hold.



A welded aluminum railing system is a popular option.

Aluminum is light and easy to handle, which allows for easier installation, and is dramatically cheaper than steel when it comes to manufacturing and sourcing. More importantly, it is one of the slowest corroding metals, which is ideal for any chloride-rich, coastal environment like here in Hawaii.

In theory, it seemed like the perfect package, providing a perfect fit for a market that was in need of something new. Unfortunately, the designers overlooked a weak spot in aluminum guardrail systems: the structural connections.

Aluminum railings are manufactured in hundreds of different parts, pieces and components that must be assembled. Those connections need to be strong enough to keep building occupants safe from falling through the rail, if they were ever to push or lean on the system. A railing system is truly only as good as its structural connections.

So when the railing industry decided to go with steel screws for those connections, it made sense from a strength and convenience standpoint. But it again exposed the guardrails to corrosion problems. Aluminum is a very slow corroding metal, so the components themselves will hold up well for years and years. It is at the connection points where we are seeing failures.



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General Engineering

These failures are frequently where the pickets meet the bottom rail, and where the bottom rail meets the vertical posts. When the steel screws come into contact with the aluminum components, a small galvanic corrosion cell is created due to the difference in the electrical potential of these dissimilar metals. If the metals are not properly separated or isolated, you will see accelerated corrosion at those connection points.

Imagine the risk if railing pickets are not securely fastened to the top cap or bottom rails, or if the posts connecting your railing system to the concrete are loose or wobbly. These structural issues present a huge safety risk and accompanying liability exposure that building managers and condominium associations must constantly deal with.

Fortunately, the market has an aluminum railing system that many architects are specifying for their retrofit projects, and that many building managers and owners have

investigated and are requesting for their buildings.

This rather simple solution consists of a fully welded aluminum guardrail system. With these systems, every picket, top cap and post is welded together by the manufacturer, with aluminum welds, connecting aluminum components. Welded systems eliminate the dissimilar metals problem that destroy the integrity of non-welded aluminum railing systems. Since the entire system is custom-measured and built by the manufacturer, there is no field assembly and installation is much quicker and simpler. The most obvious benefit is a shorter construction schedule. Frequently, longer warranties are also available.

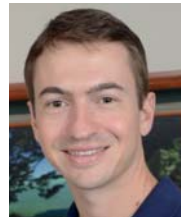


A corroded steel railing connection

The market does offer an alternative guardrail system that takes the time to protect the connections and use the best, most corrosion-resistant screws you can find, but most manufacturers don't go that extra mile. Additionally, the extra protection is accompanied by extra cost.

Property managers, and designers, should consider a welded railing system as the economical and smart option for their upcoming railing replacement project. 🏠

Damien Enright, president and RME of Structural Systems, an A-General Engineering Contractor, regularly sponsors technical presentations on cutting-edge technologies for various engineering, property management organizations and owners and owner associations. He can be reached at 808-845-2474 or visit ssihawaii.com.



Damien Enright

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3 Rs of Railing: Repair, Retrofit, Replace

New systems will keep your property up to code as well as being safer and looking great.

BY PATRICK KNAUFF

At what point do you know it is time to do something about those old railings on your building? Is it when you notice the neighbor's child trying to squeeze through the wide space between the pickets? Or when you find yourself hugging the building as you negotiate the walkway because the railing is rickety?

Perhaps your steel railings are rusted through and are barely hanging onto your lanai. There are myriad reasons for replacing your railings, including code compliance, aesthetics, safety and enhancement of property value.

The International Building Code (IBC) states that the minimum guardrail height shall be 42 inches and that a 4-inch sphere shall not pass through the rail system in the lower 34-inch zone. Above the 34-inch zone, an 8-inch sphere shall not pass through. Honolulu has added its own stipulations to the IBC language that address "cutouts or indentations" in the rail system that allow a "foothold for young children."

When considering options for guard rail replacement or retrofit, it is wise to make sure the installer is well-versed in the IBC language and in your local government's interpretation of the code. It is never worth it to "cheat" when it comes to the code.

Life, safety and avoidance of lawsuits are obvious reasons to install new guardrails. Other major benefits are modernizing your building and increasing its curb appeal and



Retrofitting the railings at a high-rise condo.



property value. Railings can be more than just a utilitarian necessity.

You can choose a variety of infill panels besides simple pickets: glass, colored panels or waterjet patterns. An ugly duckling building can be transformed into an elegant swan.

There are options to full replacement. You can repair and repaint steel railings. The challenge here is that you will have to do it all over again in a few years due to Hawaii's corrosive environment.

You can repair aluminum railings by replacing pickets or installing brackets. This is just a Band-Aid that will continually need to be reapplied. Also, no amount of repair will make your old railings code-compliant and safe as modern-day railings.

Perhaps your existing aluminum guardrail is a candidate for a cable retrofit to bring it into code compliance. If your railings are a minimum of 42 inches tall and are in decent shape, vertical strands of stainless steel cable can be placed between the pickets to meet the 4-inch

sphere rule. The cable connections can be made without disassembling the railing by using blind fasteners. Make sure your installer uses 316 marine grade, stainless cable and fittings.

All stainless parts should be isolated from aluminum by use of plastic washers and special isolating paste at threaded connections.

A 40-year-old railing system should be replaced with a new system if it is showing any signs of failure or does not meet the current code requirements. 📖

Patrick Knauff, project manager at Elite Railings and Windows, has an extensive background in fabricating, designing and installing railings and architectural metals for large-scale commercial projects. He can be reached at 808-260-3800 and ERW@ERWHawaii.com.



Patrick Knauff

Working Collectively Works Best

A staff with a team-oriented mindset will help achieve your property's goals.

One of the most gratifying aspects as a manager is working collectively with staff members in making your association, business or organization successful. It is a great experience and it is rewarding. "Collectively" is an important word and action, because it's what your organization and culture are all about, good or bad.

Are some workers doing the bare minimum just to get by? Is there workplace drama or rumors that are affecting everyone's attitude and performance? Are your senior people holding everyone down, especially the new talent, and falsely accusing other

problems, start documenting and find a way to change and move forward.

Share your vision and goals individually one-on-one with your staff; sit down with them and review the issues. Discuss why change is needed, and your expectations to meet those changes. Remind them they are on a team; you are here to work, we work collectively to accomplish the organization's mission and not to drag your co-worker or the team down.

As a manager, ask how you can help them succeed. Ask what they propose to make them improve and become better employees. Maybe they are not challenged enough or maybe they feel too comfortable with their work, and work itself has become stale. Sometimes a talk is all you need to get the blood flowing and get things moving.

If the issues still persist with an individual staff member, coach them and hold them accountable, and explain what you like about their talents and past positive experiences. Don't threaten or discipline them. Tell them that you want them to be part of the organization's success and you want them to grow individually and professionally. Be sure to always take notes and document.

A good way to motivate your employees is to get up and make your rounds. This is the discovery period. This gives you a visual and mental map of the work environment. This map will help guide you to identify problems, reconstitute your goals or initiatives and help develop a healthy rapport with your workers.

I suggest making daily if not weekly rounds; this shows that you are involved and evaluating. It also gives you the opportunity to witness your staff doing daily tasks or projects. It is the opportunity for you

to ask questions and to comment, and to determine how they can improve.

However, try not to micromanage. Know the balance. If you have personnel that need to be micromanaged, then something is wrong, either with you as a manager or with the staff member. In the words of Theodore Roosevelt: "The best executive is the one who has sense enough to pick good men to do what he wants done, and self-restraint enough to keep from meddling with them while they do it."

Every situation, organization, business or association is different. One thing is for certain: Your employees are what make it happen. Give them a sincere thank-you regularly, and always comment on their good work.

Attitude is contagious, and this is where managers can play a role in identifying and leading the way to a healthier and more positive work environment. It can be a tough road, but be patient.

Once you have the organization and staff in a good place, it can be a great feeling. It all starts with leadership and working collectively for that common goal or mission. 📌

On Site is dedicated to the many BMH readers who are residential and commercial building managers in Hawaii. This page is your forum to address common problems and share insights that might help you in your profession.

This issue's guest columnist is Jonathan Lee, site manager at Punahou Gardens. He has been in the property management industry for seven years and holds an ARM designation. He has a bachelor's degree in human resources and an associates in marketing.



Jonathan Lee

workers of doing this or that? If this is going on, you are collectively as an organization going down the wrong path, and it needs to be corrected immediately before it gets worse.

There are a few basic principles that I would like to share that may help you accomplish this. Great managers are leaders, and leaders have great vision and goals. Identify your

Top Tips for RMs

Phyllis Okada Kacher, senior executive vice president of marketing and business development at Hawaiiana Management Co., Ltd., recently presented a few tips for resident managers—and those who aspire to become RMs—at a meeting of the Moiliili Resident Managers Association (MRMA).

Kacher holds the Certified Property Manager designation from the Institute of Real Estate Management, a Hawaii real estate broker's license and a bachelor's degree from the University of Puget Sound.

RM's: Want Successful, Happier Lives?

1. Get your ARM designation even if you have to pay for it yourself.
2. Find ways to save your association money.
3. Enter Building of the Year or ARM of the Year.
4. Keep current with technology, but don't overdo it.
5. Become a Giver, not just a Taker.
6. Leave your ego at home.
7. Stay informed.
8. Be fair and honest.
9. Be grateful.
10. Seize opportunities to give back.

Résumé Guidelines

1. Keep it to one page, two pages at the max. Keep it simple.
2. List accomplishments (cost savings).
3. Bullets—not your life story! Proof and have someone look at it.
4. Tailor your resume to the job.
5. Remove irrelevant info (boards don't want to know that you worked at 7-11, especially if it was on the mainland. Don't date anything earlier than the 1970s).
6. If you are new to Hawaii, volunteer in the industry, build local references to boost your credibility, write for industry—BMH, CAI, etc.
7. Be factual and less boastful.
8. No dates on college and high school.
9. No photos of yourself; property photos are good though.

10. Get your own email – don't use association's email for your job search.

Interview Do's & Don'ts

1. Personal appearance: Appeal to your audience.
 - Lose the gold chains, tattoos and piercings.
 - Shower, shave and clip fingernails.
 - Go easy on the cologne.
 - No gum chewing.
 - Wear top quality clothing. Ladies: Pantsuit, closed toe pumps or wedges. Gentlemen: Aloha shirt, dark slacks, dark socks, belt, shoes. Absolutely no polyester!
2. Grammar: "I seen" = instant reduction in value.
3. No badmouthing past or current employer, managing agent, etc.
4. No using the association's fax and computer for your personal job search.
5. No local references or proof to back up grand claims of success.
6. No knowledge, no homework on the property.
7. TMI—too much talking, not enough listening.
8. Too much concern about self, pay/benefits from the onset.
9. Too many burned bridges. First and last two weeks on the job work your hardest!
10. Too much of a know-it-all. Need to be can-do, give 110 percent. 🙌

INDUSTRY NEWS

Associa Unifies Hawaii Branches

The community management firm Associa is unifying its two Hawaiian branches, Associa Hawaii and Hawaii First. The Hawaii First office in Kona was rebranded as Associa Hawaii in May, and the remaining Hawaii First office locations will also be renamed.

The Associa Hawaii Kona location will continue to offer local expertise and service while providing clients with access to corporate resources, services and products. Associa Hawaii serves more than 550 associations on five islands.

"Uniting both Associa branches and all of the office locations throughout the state of Hawaii helps to better reflect the Associa brand," says Associa Hawaii President **Jon McKenna**. "From a resident's standpoint, nothing will change except the name and the fact that their management company significantly increases in size with the capabilities of providing even greater resources."

The name change will not affect customers, associations, vendors or condominium communities managed by

Hawaii First. By the end of 2015 all Associa office locations in Hawaii will be branded as Associa Hawaii. For more information visit www.associahawaii.com.

Emery Honored

Richard Emery, regional vice president and former president and principal broker of Hawaii First, was recognized by Mental Health America of Hawaii as its Outstanding Business Leader.

He was honored at the 10th annual Mental Health MAHALO Awards Luncheon on May 12 at the Ala Moana Hotel.

For the past five years, Emery has provided hundreds of gourmet meals and gift certificates to all five Oahu Clubhouses (psychosocial rehabilitation programs for people with severe mental illness).



Richard Emery

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