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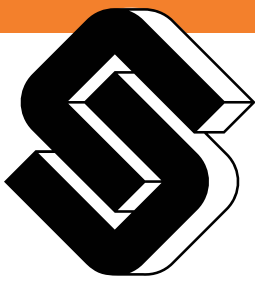
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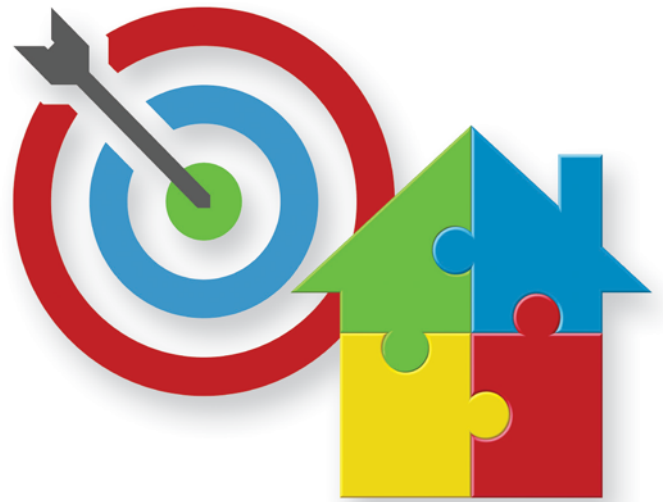
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& BOILERS

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Photo courtesy
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Founded by Trade Publishing Company in April 1983, *Building Management Hawaii* is a statewide trade magazine serving Hawaii's commercial, industrial, and residential facility management industries.

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Nothing strikes closer to home than the safety of our children. In this issue we report on what steps property

managers can take to maintain a safer living and playing environment for their youngest tenants.

We also take a look at what it takes to provide a place for our kupuna to live out their golden years in safety and comfort. Our report looks at the ways resident managers respond to the many challenges of operating a senior living facility, such as making sure generators remain in top condition for emergencies and keeping walkways and exits clear.

The importance of maintaining a professional appearance for your property and the staff can't be

overstressed, say property managers, who note in our report that a good first impression adds greatly to the overall value of a building or community association.

What kind of roof does your property need? Our contributing writers discuss the range of roofing materials, depending on location, size and style. You might need traditional shingle roofing or maybe it's time to consider a new silicone coating.

In this issue we also delve into plumbing, backflow systems and boilers, cooling systems and waterproofing products.

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

Aloha,

david@tradepublishing.com

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IREM Tees Off

PHOTOS BY BOB HAYES

The Institute of Real Estate Managers (IREM) Hawaii Chapters held its 20th annual Aaron M. Chaney Scholarship Golf Tournament at the Hawaii Prince Golf Club on June 12. Proceeds assist real estate managers with tuition fees as they work toward ARM certification or CPM designation.



Wynton Pascual, Chris Manuel, Kevin Manuel



Kiki Lo, Chentelle Brooks, Anina Carmack, Rachel Alsagoff, Terri Lo



Josh Kutaka, Josh Figueira, Alex Bresslauer, Carl Chang, Brandon Wong



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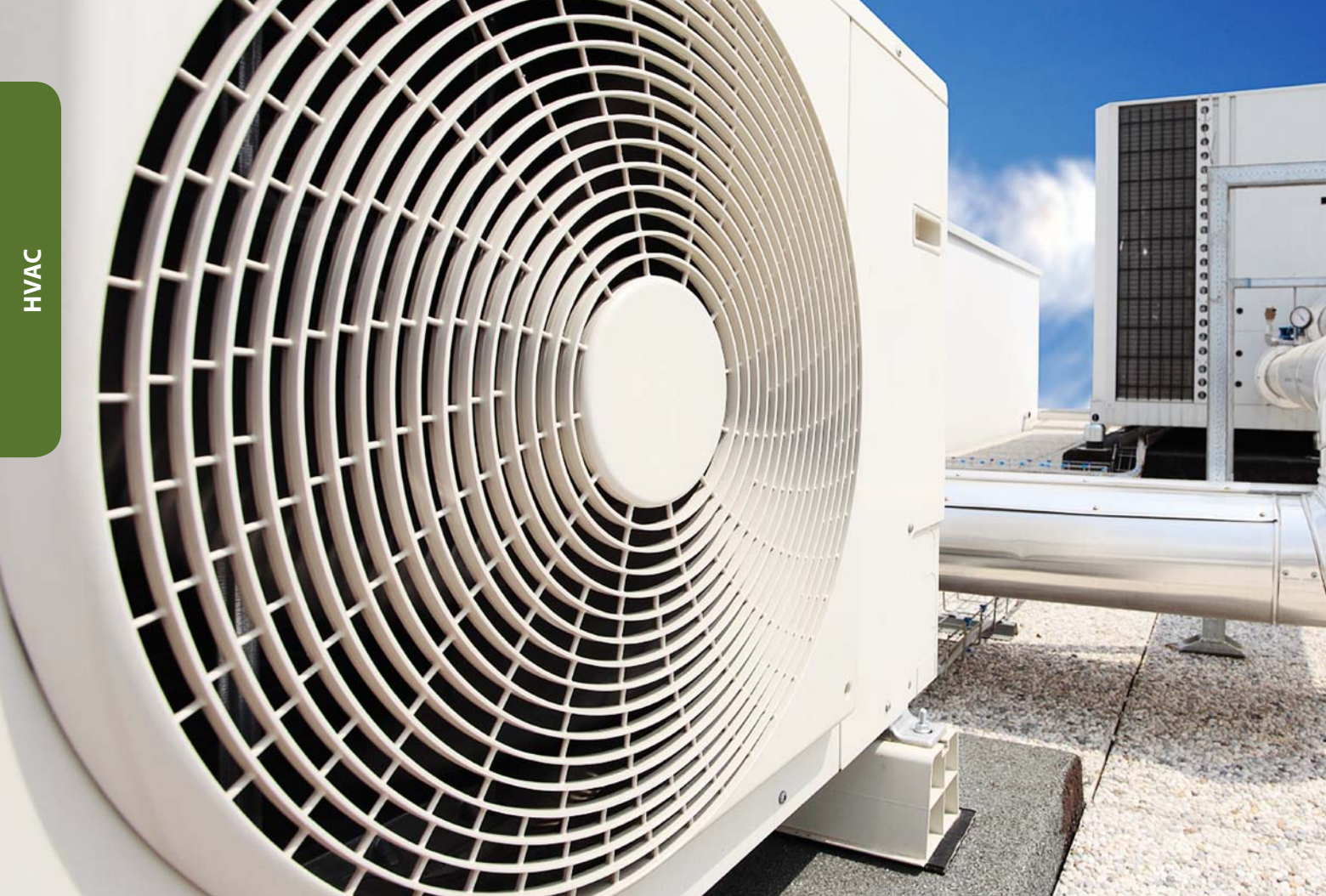
Sean Sonoda, Anthony Provenzano, Jay Elicker, Sean Dunham, Beth Dunham



Alex Kinzler, Kurt Boylan, Jeremy Schmalfeldt, Gene Peles



John Horvath, Lawrence Scott, Josh Tokars



Why Public Establishments Stay Cool

Adopting basic habits will maintain your building's comfort levels while reducing energy use

BY JOHN ARIZUMI

In most public establishments such as restaurants, movie theaters, hotel banquet meeting rooms, banks and airport lounges, the air conditioning is so cold it's like "they intend to hang meat." Often it's so cold, you anticipate taking a sweater just to be comfortable. Sweaters in Hawaii?

Let's take a look at how property owners and facilities managers can really address the problem for their sake, their customers and just plain common sense.

The design community today has a big push on sustainable and green designs with good intentions: Save the planet by reducing the energy usage through energy efficiency and good energy stewardship, and to reduce the

natural resources to build such a design.

Most new commercial buildings strive to achieve LEED (Leadership for Energy and Environmental Design) certification. In Hawaii, with the high cost to do business and the high cost of real estate, every effort to reduce operating cost should be top of the list. So why are space temperatures so cold? Keep in mind, the colder the temperature, the more energy is being consumed.

Ever waited in the boarding area at the Honolulu International Airport, freezing like you were in San Francisco at the wharf? Temperatures there have been 68 degrees, even 65 degrees in some places. This is uncomfortable as well as a case of total neglect and waste of energy. And we're all paying for this waste through our taxes.

The comfort temperature for people

sitting in a sedentary state is 74-78 degrees. For people walking through a lobby, the comfort temperature is 70-72 degrees. The only place requiring below 68 degrees are operating rooms of hospitals where the design temperature is 65-68 degrees.

One of the big mistakes about restaurants is they unknowingly keep the space at 68 degrees for the comfort of the workers running around the tables. They forget the air conditioning is for the comfort of customers to have a pleasant dining experience. Restaurants should set their dining room areas around 74 degrees, minimum; the kitchen area can be 70 degrees. Keep in mind: The colder, the more energy used.

For auditoriums and meeting rooms, a temperature reset feature is recommended for the thermostat, or it can be done manually. When guests are entering the meeting rooms, the space temperature should be kept



at 70-72 degrees. About 15 minutes after seating, the thermostat setpoint should be reset to 74-76 degrees to accommodate the seated occupants. If not, then the occupants will start to chill—and out come the sweaters.

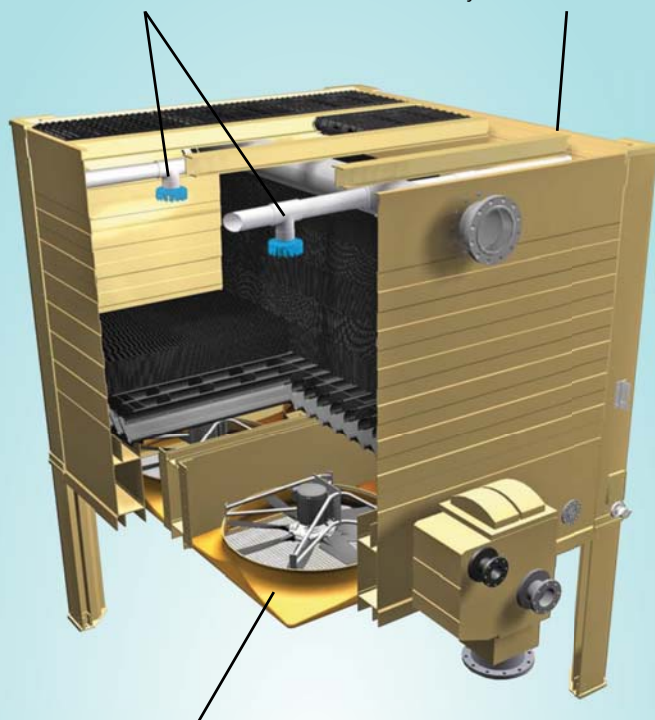
A well-designed HVAC system should be coupled with good temperature stewardship. Each facility should have a designated temperature warrior. This is the person whose responsibility is going around with a laser thermometer gun, policing temperatures around their facilities. And they should know how to adjust the thermostats accordingly. The energy savings would be enough to pay for their salary.

The paradox: Why spend big money on sophisticated DDC automation controls to achieve energy efficiency with temperature setback and temperature reset, optimal start/stop, time scheduling, data logging, holiday scheduling, maintenance schedules, etc., when just a few common sense approaches can achieve the same results at a far less first cost?

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everything is done without depending on people. But in most cases, it's so sophisticated that no one knows how to change the temperature setpoint if a room is too cold. They give the excuse, "It's computerized automatically."

Automatically doesn't mean comfortable. And, how often do they service the controls system to make sure the sensors are calibrated and all the digital stuff is operating correctly? This service should be done annually.

Today, most automation systems are Wi-Fi based. You can turn on/off and change temperature of your system from your smart phone. Watch the commercial with the guy driving in hot traffic and the wife turns on the home AC right from her phone sitting in the car, so it's cool when they finally get home.

A well-designed HVAC system should be coupled with good temperature stewardship.

The downside: Things are so automatic we also forget to turn things off, too. Ever see water sprinklers running during the day or during a rainstorm? Or air conditioning running on weekends or holidays?

Keep it simple. I don't have programmable thermostats in my home, or any Wi-Fi capabilities for my AC. I can manually turn on my AC—all I need to maintain the temperature setting at 78 degrees. (Try not having AC at all in Kona weather.) Let's be *akamai* and achieve great results with a few common sense habits. 🏡

John Arizumi is a registered mechanical engineer and has been associated with Carrier Corporation since 1975. He is the president and senior application engineer of Carrier Hawaii, the state distributor for Carrier Air Conditioning equipment and systems. He holds bachelor's and master's degrees in mechanical engineering and has lectured at the University of Hawaii at Manoa for 18 years on Air Conditioning Fundamentals.



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In addition to dealing with gusty Leeward tradewinds, our challenge was to remove and replace broken tiles without breaking more than we needed to repair. Tile roofs must be treated carefully. The pieces can easily crack when pushed against or stepped on, even by agile professional roof installers.

For this project, safety was a big issue since the elegantly tiered roof sloped at a 5:12 pitch—the signature design of this Resort—prominently showcased from a distance on the H-1 freeway. The substantial 20 oz. gutters were cleaned and inspected for pitting. Loose fasteners were replaced.

Crew selection and client coordination were also important factors since the Resort is open 365 days a year and guests expect privacy and quiet during their stay. Our 30-plus years of developing skilled installers, knowledgeable product managers and an extensive community of industry resources made it possible to provide good service to our friends at Beach Villas Ko Olina.



"The success of their work can be stated simply: The crew went unnoticed by our guests and repairs were sound. On behalf of the Beach Villas at Ko Olina staff, I want to say, Mahalo, Beachside Roofing for once again taking care of our roofing needs."

— Michael Ako, Resort Manager

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3 Factors to Consider When Selecting Your Roofing System

With all the materials and options available, it's crucial to know what best suits your property

BY DORA FONG

Finding the right solution for a building's roofing needs can be a challenge for property managers and owners.

However, there are three main areas to consider: environmental impact, suitability and aesthetics.

1. Environmental impact, reflectivity, R-value

If a cool roof is what you are looking for, consider a single-ply (TPO and PVC) roof system or an elastomeric roof coating for your project.

Single-ply (TPO and PVC) membranes in white typically have an

initial solar reflective index (SRI) value of 78, reflecting much of the solar energy from its surface back into the atmosphere.

Elastomeric roof coatings applied to an acceptable existing roof system can save your client expensive removal and disposal costs and construction waste generated or dumped at the landfill. There are products that have been time-tested in the Hawaiian climate that have great UV resistance, meet volatile organic compounds (VOCs) emissions regulations, can be applied while the facility is occupied and can combat against mildew growth.

There are many elastomeric roof coatings on the market, but they are not

all created equal. Consult your trusted roofing contractor on which products they recommend. Well-established manufacturers also have warranties that are “renewable”—with a proper maintenance program in place. Once your warranty nears the expiration date the manufacturer representative can inspect your roof and may approve that an additional top coat or two be applied and then extend your warranty another five or more years.

Roof insulation reduces heat transfer. The replacement or addition of roof insulation enhances the energy efficiency of the building envelope by decreasing the energy required by the HVAC system



Clockwise from upper left: A PVC roof with ribs that simulates a standing-seam metal roof, a concrete tile roof and a composite roofing system with a wood shake profile

to cool the interior of the building.

Photovoltaics (PV) systems are regularly installed in conjunction with a new or restored roof. Be sure that the roofing warranty has the same warranty duration as the PV system (usually 20 years).

2. Suitable materials for project location and exposure

Project location: In most areas, elastomeric roof coatings are regarded as an excellent choice to recover your existing roof and extend its life. Based on the location and weather conditions the installation process will vary. Projects in areas prone to rain and wet weather conditions (e.g., Hilo, Kaneohe, Manoa or Mililani) require special consideration and coordination to ensure that expected completion dates are fairly on par. Here are a few items to consider:

- Most coating manufacturers do not recommend coating if rain is expected within 24 hours of application.
- Should there be existing water-vapor content or latent moisture in the existing roofing system, it may

take extra time and possibly in turn additional cost to dry out the existing roofing components.

- Other issues may need to be looked at further, for example wet insulation may accelerate the deterioration of adjacent roofing components (metal and/or wood) and trapped vapor may cause blistering and/or bubbling.

Exposure (lower roofs): Lower roofs on high-rise and large commercial buildings are often subject to damage by burns from discarded cigarettes and

punctures from glass bottles, wares and other large or heavy items dropped from the higher floors onto the roof surface. If it is time for roof replacement or restoration, a modified bituminous membrane system (Mod Bit) or an elastomeric coating system would perform well.

Mod Bit systems may be a good fit as they consist of multiple plies (normally two or three plies, yet it is not uncommon for projects to have four or five plies). At a minimum the system would consist of



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two plies: one-ply base sheet and one-ply granular cap sheet. The majority of surface damage usually affects the cap sheet; the subject area would need to be cleaned, prepared and then patched over (and normally the base sheet or other plies would be intact).

Elastomeric roof coatings are also a great choice. Following normal cleaning and preparation, damages are repaired with another coat of the products used in the original installation (with or without fabric reinforcement, depending on the severity of the damage).

installations and on industrial buildings and they are also seen on hospitality and housing projects as well. In addition to the standard galvanized and aluminum metal roofing panels, there are also new systems available made of PVC or TPO single-ply roofing membranes which incorporate the use of heat-welded ribs that simulate the profile of a standing seam roof.

With the improvements and innovations of the roofing industry there are numerous options for a new roof system, especially if you have a sloped roof.

Metal roofing:

These roofs have a long lifespan and are often installed at military

Tile roofing: Concrete and clay tile roofs compliment and enhance a structure's exterior fronts. Also available are synthetic products of metal panels or polymer products that can provide your customer with the look they want, and there are also a number of choices produced from pre-consumer and post-consumer recycled materials.

Wood shake or wood shingle:

Traditional wood products are still widely used on the Islands, and there are new options on metal panels or products made from polymeric/composite materials which simulate the wood shake or wood shingle appearance without the concern for wood chemical upkeep maintenance.

Flat roofs: Modified bituminous membrane roofs, single-ply (TPO and PVC) and elastomeric coatings are the systems used on low-sloped roofs and

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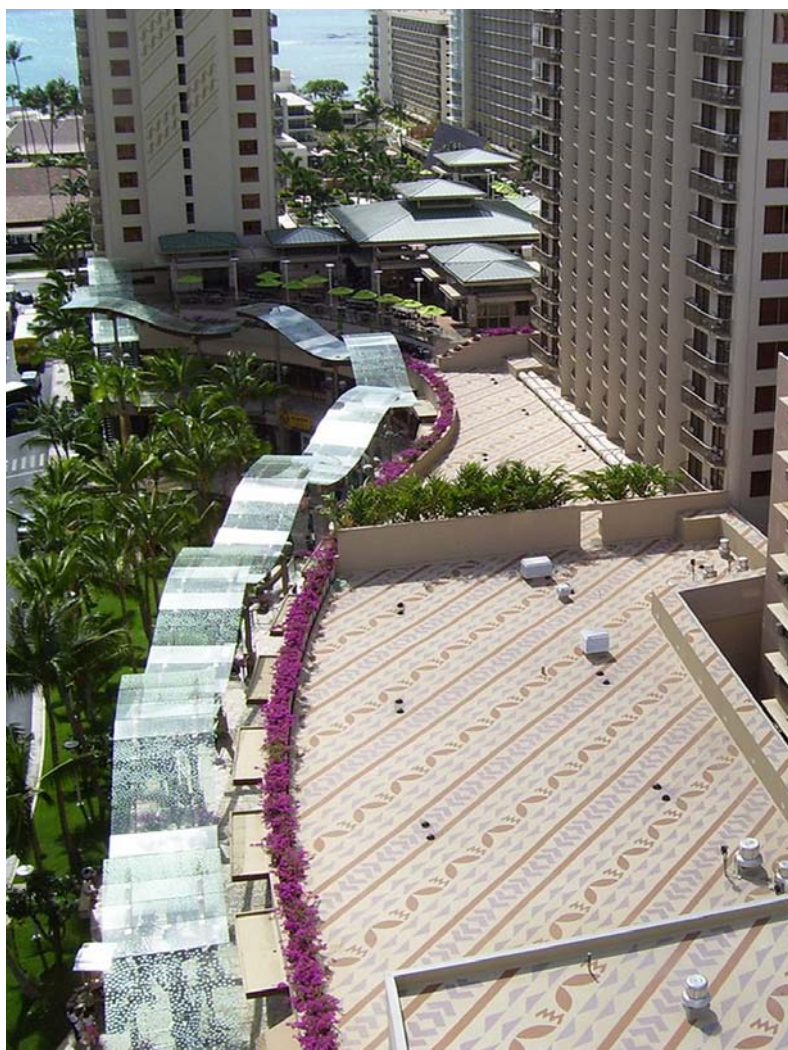
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From left: A galvanized standing-seam metal roof and a tapa design created with three colors of elastomeric roof coating

they typically come in three standard colors: white, tan or grey. Numerous other colors also are available. Although not viewable from the street, the company can make a statement on the roof which can be seen by surrounding buildings or an elevated rail system and the roofing contractor can incorporate patterns, logos and designs.

With all the options available, be sure to consult with your roofing contractor who can assist you in selecting a roof system suitable to the needs of your client. 🏠

Dora Fong, president of Honolulu Roofing Co., Inc., has been working in the construction industry for 20 years and had transitioned from general contracting work to the roofing/waterproofing field in 2005. She currently serves on the Roofers Union Local 221 Board of Trustees, is a board member for the Roofing Contractor Association of Hawaii (RCAH) and is secretary of the Hawaii Roofing Industry Improvement Program.

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Why Silicone Roofs Save Money, Last Longer

When combined with foam spray, silicone systems provide years of durability

BY BOB JOHNSON AND RED COLEMAN

Even treasured landmark buildings can lose their youthful beauty over time. There are things building and property managers can do, however, to restore buildings to their original glory.

Given the number of new buildings going up in Kakaako and the rest of Honolulu, those who care for established buildings may need to do some upgrading to look as good as their neighbors. For example, this spring, the historic Blaisdell Arena underwent a transformation by recoating the roof. It went from soiled, pockmarked and leaking to stunning,

smooth, leak-free white.

The 94,000-square-foot roof was pressure-washed, the 16 “leaves” of the dome were primed, temporarily turning it pink, roughly 4,000 square feet of blisters were removed and the roof was coated with a high-solids

silicone system.

Voila! The “spaceship” from 1964 looks like it just landed in Honolulu out of the latest science-fiction movie and it’s a vital gateway to the new buildings going up in Kakaako and around Ala Moana.

Gaco S-2000 White silicone coating was selected for the project. The previous coating was an acrylic system that was more than 10 years old. Silicone was chosen because it doesn’t break down under the sun’s UV rays (a big bonus in Hawaii), it’s impervious to ponding water and won’t wash off the roof if it rains right after applying it. As a result, silicone lasts an extremely long time and requires less maintenance.

Could a building manager apply the same strategy to a condo or hotel? Silicone is a popular choice among building managers because it’s competitively priced and lasts longer than many other roof systems.

It’s an especially great roof system for flat roofs used on condominiums and hotels when paired with polyurethane spray foam systems. The combination provides heat resistance, best-in-class wind resistance, leak resistance and a strong roof that will look good and last for decades with low-to-no maintenance. A spray foam roof with silicone also resists mold much better than acrylic and other roof systems.

Acrylic roof systems are easy to apply and sometimes are less costly than other systems. In Hawaii, though, they break down from UV rays quickly,

	Silicone	Acrylic
Labor	1 or 2 coats	3 to 5 coats
Rain	Won’t wash off	May wash off before curing
Standing Water	Doesn’t degrade	Degrades quickly
UV Rays	Doesn’t degrade	Degrades
Life	Decades	5-10 years



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3 to 5 mils per year. In most cases, they also can't withstand any kind of ponding water.

Silicone systems, on the other hand, aren't affected by UV rays or ponding water and last longer, so they prevent the hassle and cost of recoating.

With the push to save money on electricity and be more environmentally friendly, choosing the insulation value of spray foam and reflectivity of a white silicone roof system can decrease building energy use by 15 to 35 percent.

Managers of buildings with spray foam and silicone roof systems can cross the roof off the list of things to worry about. 🏠

Bob Johnson and Red Coleman of Pacific Industrial Coatings, LLC (PIC) have more than 30 years of experience in roofing and waterproofing systems. They've been working with Gigi Coleman at PIC to bring the best roofing, waterproofing and insulation systems to Hawaii since 2009.



Bob Johnson



Red Coleman

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The Right Roofing for Oahu

Aluminum, new systems among 5 things to consider for your next project

BY PETER B. MICHELMORE

1. Times change

New solar shingles are completely changing the way the world looks at roofs. Instead of simply adorning and protecting a building, durable protective shingles that can generate electricity from the sun's rays to power it are increasingly becoming a roofing alternative in Hawaii.

Designed to look like ordinary asphalt shingles, these solar shingles also protect a structure and are lightweight and easy to install. The newest systems from Dow Chemical Co. have been put through twice the usual amount of product testing—under simulations of hail, torrential rain, high winds and other harsh weather conditions. And you can walk on them.

Besides making electricity, withstanding the elements, and increasing your building's value, they're one of the smartest investments you can make. A typical cluster of 350 solar shingles on a roof can slash an electric bill by 40 to 60 percent. Though a typical

residential installation may cost \$20,000, federal, state and local incentives can lower the cost to half of that.

2. Some things never change

But even as prices begin to drop, solar shingles may not be right for every project. Aluminum remains the best material for tropical climates like ours because aluminum is very strong and will withstand rusting. Rolls-Royce body panels are made from aluminum, Boeing aircraft parts are made from aluminum, and at the turn of the century aluminum was used to cap the Washington Monument.

Aluminum is also the best choice for keeping a building cooler; tests have shown aluminum roofing can contribute to a reduction in cooling costs of 40 percent or more. Aluminum dissipates heat very quickly so areas below cool down quickly during those summer evenings following sweltering days.

3. Remember where you are

What many owners and landlords fail to consider is the cost of maintenance,

repairs and replacement when roofing products fade, rust, crack, curl, rot, split, discolor or collect mildew. Roofs that leak can lead to high costs for rot replacement or structural damage.

Among the most expensive mistakes made when choosing a roof in Hawaii: favoring material that will not withstand the extremes of our tropical climate. All facilities on Oahu are battered by strong winds, excessive rain, heat, UV exposure and salt air. Fortunately, the newest aluminum roofing systems are unrivalled for durability, and as a bonus many new ones are virtually noiseproof during heavy rain and hailstorms.

4. Just say no to termites

When you discover a leaky roof it may be too late, particularly if termites are devouring it. Two different species are particularly prevalent in Hawaii: drywood termites that leave behind sand-like pellets, and ground termites or Formosan termites that can be easily distinguished by their mud tubes.

Almost everyone in Hawaii has them,

or will get them when moisture collects inside a building—say, from faulty plumbing or broken roof tiles. A quality metal roof that is properly installed is the best defense, and should last the lifetime of the owner. Aluminum withstands many natural elements and is a preferred material to keep termites at bay.

5. Choose friends wisely

Before spending a lot of money on roofing, it is important to choose a roofer based on the qualities people look for in their best friends: reliability, honesty, commitment and savvy. Unless you have a friend with experience and a proper license, you should choose a professional so there can be no legal challenges when casual laborers or handymen are injured or leave you with a building that soon becomes leaky or damaged.

The best contractors pay attention to important things that will give your roof a longer life; for example, they will consistently use stainless steel nails that won't rust out, top quality underlayment rather than felt paper and custom folded flashings. Some contractors are not compliant with safety regulations; without appropriate insurance coverage owners and managers can be held personally liable when a roofer is injured. 🛑

Peter R. Micheltmore is president of Oceanview Roofing, which has been doing business in Hawaii for 22 years. The Kailua-based company ranked No. 10 in Building Industry Hawaii's survey of Top Roofers of 2015.



Peter Micheltmore

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before



after

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Don't Wait for a Mandate; Save Water Now

Property managers can be more proactive by lowering the amount of water being used

BY CLAYTON GOMI

Water, once considered an endless resource, is rapidly becoming an imperilled commodity. Due to the effects of climate change, some parts of the country are experiencing higher temperatures and less rainfall, preventing fresh water reservoirs and basins from keeping up with the demand of personal and agricultural use.

California is in its fourth year of a devastating drought with no immediate end in sight. For the first time in its history an executive order was issued mandating a 25 percent reduction in water use, which means implementation

of some of the most stringent water saving regulations any state has ever seen.

California's water shortage may be the most severe, but it certainly won't be the only state that will experience strained supply in the near future.

As an island state, Hawaii has limited access to natural fresh water. Limited supply, coupled with a growing population and the impact of climate change, means the state will need to become as efficient as possible in its water usage.

Property managers will one day be tasked with making

Continued on page 23

Continued from page 22

purchasing decisions that will lower water usage. While there is currently no state-mandated usage reduction, property managers can be proactive in updating their plumbing fixtures to save water, energy and dollars.

Why update now?

Just because the state has not yet issued mandatory water restrictions doesn't mean properties won't benefit from updating and retrofitting their water-using products now. Multifamily properties can often reduce their water and sewer bills from 20 percent to 50 percent by installing high-efficiency fixtures, and may see a payback in as little as 12 months.

- **Savings in water and sewer.** Utilities charge per gallon used in both water and sewer bills and reducing water usage will affect both.
- **Energy savings.** High-flow faucets and showerheads use energy when the water is heated. Reducing the amount of water flowing reduces the amount of energy used.
- **Inaccurate meter reads.** Older metering infrastructure may not be flagging leaks. Many property managers may be unaware of leaks because their aging meters are no longer working properly. When a utility replaces a property's meter, it often reveals much higher water consumption than it was originally detecting, resulting in astronomically higher water bills.

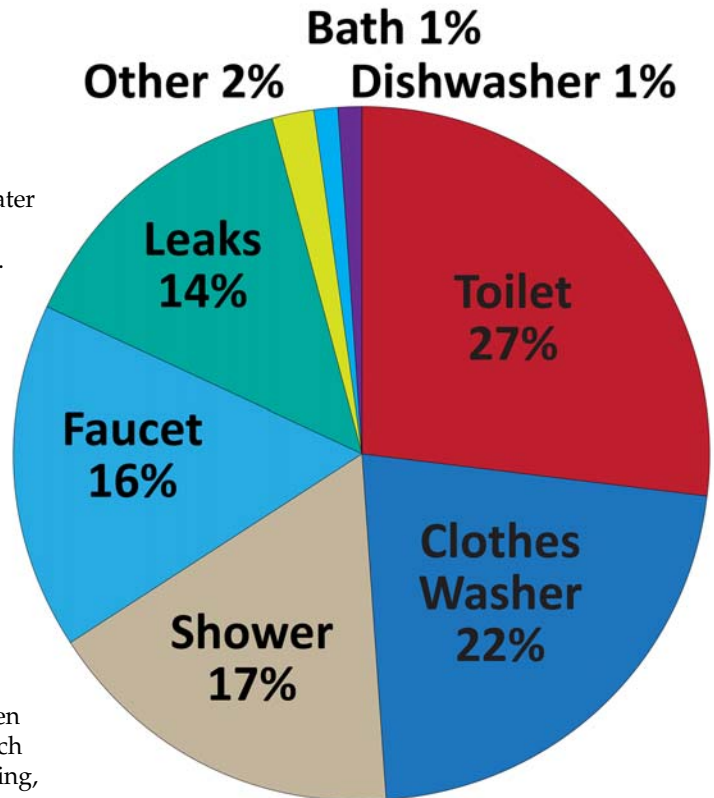
Understand water use

Performing a complete audit of a property's water usage and a cost/benefit analysis will help determine if and when you should begin retrofitting your units with new water-saving plumbing fixtures.

Limited supply, coupled with a growing population and the impact of climate change, means the state will need to become as efficient as possible in its water usage.

- **Billing audit.** Based on a property's water bill, the number of units on a property, and the actual number of people living in each of the units, a billing audit will determine if a property is using more than the average daily consumption (ADC) (approximately 70 gallons) per person. Oftentimes when a billing audit turns out more than the ADC, it indicates low efficiency and leaks.
- **Onsite audit.** A water audit traces water use from its entrance into the unit, through its exit into the sewer. It will identify each point of water use, the amount of water used and will identify leaks. Even if your property installed 1.6-gallon toilets, chances are they are no longer using only 1.6 gallons. As toilets are repaired and parts are replaced, they lose their efficiency and use more water.

Residential End Uses of Water



Source: American Water Works Association Research Foundation, "Residential End Uses of Water."

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Consider the options

If a water audit determines a property retrofit would be beneficial, there are several product replacement options that will allow a property to save water and dollars. WaterSense-labeled products are backed by independent, third-party testing and certification, and meet EPA's specifications for water efficiency and performance.

- **Toilets.** According to the EPA, toilets account for almost 27 percent of a home's indoor water consumption. Older toilets can use as much as six gallons per flush. By replacing toilets with 1.28 gallons per flush or less, the average family can reduce water used in toilets 20 to 60 percent. Toilets have a higher upfront replacement cost than other fixtures, but will offer the biggest return on investment in water savings.
- **Faucets.** The installation of a WaterSense-labeled faucet that uses a maximum of 1.5 gallons per minute, or the retrofit of an old faucet with a WaterSense-labeled aerator, can reduce a sink's water flow by 30 percent without sacrificing performance.
- **Showerheads.** According to the EPA, showering accounts for nearly 17 percent of residential indoor water use. A standard showerhead uses 2.5 gallons of water per minute (gpm). By retrofitting showerheads with WaterSense models that use no more than 2.0 gpm, a property can save a considerable amount of water.

Water-saving Resources

- Hawaii Water Service www.hawaiiwaterservice.com
- American Water Works Association (AWWA) Water Conservation www.awwa.org
- The Environmental Protection Agency WaterSense program www.epa.gov/watersense
- International Association of Plumbing and Mechanical Officials www.iapmo.org
- Maximum Performance www.map-testing.com

While much of the country may wait on state-mandated orders to reduce water, Hawaiian properties can reap the benefits now by making simple plumbing upgrades. If you're looking for a place to start, plumbing distributors are a great resource when determining the most cost-effective product replacements to help property managers reduce environmental impact and save money. 🌱

Clayton Gomi is the showroom manager for the five Ferguson Bath, Kitchen and Lighting locations in Hawaii. He has been with the company since 2011 and can be reached at clayton.gomi@ferguson.com.



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In 20 of the units, this project entailed the removal and resetting of entire kitchens to access the piping systems. In the remaining units, SageWater removed and reset the bathroom fixtures, vanities and washers/dryers. This project also required asbestos remediation in all units.



REPIPE REGRET

Why Waiting Doesn't Pay

Take advantage of today's construction costs and replace aging or faulty plumbing systems

BY ERIC LECKY

When plumbing systems start to fail, boards at AOAOs are faced with some difficult decisions. As pipe replacement is not typically considered (or budgeted for appropriately) as part of a reserve study, Hawaii's condominiums are often confronted with tough financial considerations when faced with the prospect of a repipe.

As leaks begin to mount, residents are inconvenienced, repair costs climb, insurance claims increase and AOAOs are often forced to ask for large special

assessments from their homeowners to cover the cost.

Another option is to go through the process of financing the repipe, which can be a difficult task.

As a result, boards often postpone the decision, saying they will continue to get the leaks fixed, and will address the problem at a future date. However, simply waiting might be the worst alternative, as mounting costs, insurance risks and even legal considerations could make delaying the project exponentially more expensive than finding a solution in the near term.

Financial Considerations

Much of the decision to repipe a condominium in Hawaii is cost-based, and it's simply a matter of fact that it's cheaper to repipe now than it will be in the future.

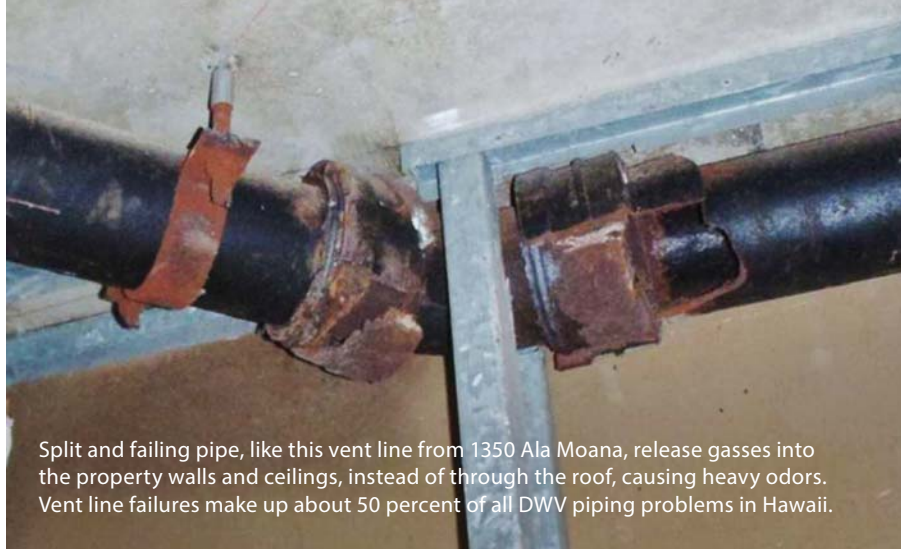
Construction costs are currently rising at a 7 percent annual rate across the Islands, according to Rider Levett Bucknall's "USA Report: Quarterly Construction Cost Report, Second Quarter 2015."

That means waiting just five years will increase the total job cost by more than 40 percent. Add the continued costs of leak and damage repair over the next five years, and total costs could double what it will cost to fix the problem immediately.

In addition, loan costs are at historic lows. According to one local bank, rates are typically running 3.85 to 5 percent on a construction renovation loan like



Proactively replacing pipes can save a lot of money while simultaneously improving property values and owner satisfaction.



Split and failing pipe, like this vent line from 1350 Ala Moana, release gasses into the property walls and ceilings, instead of through the roof, causing heavy odors. Vent line failures make up about 50 percent of all DWV piping problems in Hawaii.

you would need for a repipe.

Given market uncertainties, it's unlikely these rates will drop further, so waiting to finance the project in a few years, rather than today, could cost your AOA more in interest expense as well.

But these are the obvious, tangible costs.

There are also numerous intangible costs associated with continuing to have leaking pipes. Insurance rates are sure to rise as the volume of claims increases.

Owner Considerations

We all know that building reputation in Hawaii is paramount to driving desirability and increasing resale values. When plagued by plumbing leaks, building reputation is damaged, directly affecting resale values. This can frustrate homeowners who often feel like the board may not be acting in their best interests. As owner and board relationships become tense, things can quickly escalate from bad to worse.

For board members, AOA bylaws always imply fiduciary responsibility

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Clogged drain pipes can cost significantly more to replace by waiting just a couple of years, rather than dealing with the problem now.

to maintain the building. As previously mentioned, waiting too long to address chronic plumbing problems can result in loss of insurance coverage.

Unfortunately, in today's litigious environment, many disgruntled homeowners are waiting for this to happen so they can sue the board over their leak and the resulting damages. When pipe problems escalate to the political and legal realm, total costs can skyrocket as fees for


lawyers on both sides accumulate on top of plumbing and insurance costs.

Be Proactive

There is good news in all of this. While it may not seem easy, the best course of action is to address the issue right now, today. Due to low lending costs, experienced turnkey contractors ready to help and numerous financing options, pipe replacement can be

completed quickly and without a political headache.

In an informal survey of recent AOA board members who have completed a repipe project in the last three years, 100 percent reported that they were happy they went through the process and now live in a worry-free building.

"While there were numerous concerns from the board, our insurance company and the lender over completing our repipe project, in the end it was simply the right thing to do for our building," says Ron Komine, general manager at 1350 Ala Moana. "Regardless of the cost and inconvenience, the peace of mind that comes with knowing we will have a worry-free plumbing system for decades to come is simply priceless." 

Eric Lecky is the chief marketing officer at SageWater, a pipe replacement and restoration contractor that operates throughout Hawaii and the mainland. He can be reached at elecky@sagewater.com.



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Forta-Kote Offers 'All-in-One' System

Rudy Domogsac, a training coordinator for the Hawaii Masons' and Plasterers' Union, says he was expecting the usual class of 12-15 trainees for a workshop. This seminar, however, was on how to apply the cementitious-based coating system Forta-Kote, previously known under the Encap and Protec-Kote brands.

The workshop drew 70 people wanting to learn about the cement product popular for its diverse uses, such as its ability to be applied over lead and asbestos, and drying to the touch in four to eight hours.

"The biggest draw is it acts as a finishing product," says Domogsac. "Work with this product is a lot quicker—an all-in-one."

OK Hardware and Construction Supply, Inc. in Waipahu distributes Forta-Kote in Hawaii and makes the product available through Miyake Concrete on Maui. "This is far more sustainable than any other products," says Kimo Scott, president of OK Hardware.



Forta-Kote is EPA-approved as a cementitious encapsulation material for lead-based paint and some forms of transite asbestos, such as floor tiles and shingles in older homes. Forta-Kote LLC previously operated as Protec-Kote Technologies and sold products under the Encap brands. It can be applied to vertical interior and exterior substrates such as stucco, Styrofoam, exterior insulated



sheathing products, masonry, concrete, wood metal and tile.

The product also has the ability to embed a mesh into the material, allowing for one-time applications of thicker or deeper areas. This is especially useful where existing products would require multiple applications because curing at that depth or thickness without the mesh might cause cracking.

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Protecting Children on Your Premises

Hawaii incidents underscore legal obligations mandated for associations, property managers

BY BRETT ALEXANDER-ESTES

The death of a child is always a tragedy. And when a child is near water, it can happen in an instant.

"A typical incident occurs when a mother is distracted for a minute or two, and the toddler or 3-year-old falls into the water," says Neal Seamon, the editor of Hawaii jury verdicts publisher Advocates Research Co. and executive

adjustor at John Mullen & Co., Inc., Hawaii's largest adjusting firm which handles a wide variety of insurance claims for local, mainland and international insurance companies.

Seamon says "the number one source of injury to children aged newborn to about age 12 at Hawaii condominiums and apartments is water—in swimming pools, in water features like fountains and ponds, and in the ocean at beachfront properties."

Falls resulting from uneven surfaces are the second-most common injury suffered by Hawaii's keiki at condominiums, he says.

The majority of Hawaii condominiums and apartments feature pools, many are situated on a beach, and it's unlikely that any of them is completely level. Yet very few children suffer serious injuries on these properties.

"The number one source of injury to children aged newborn to about age 12 at Hawaii condominiums and apartments is water—in swimming pools, in water features like fountains and ponds, and in the ocean at beachfront properties."

"To my knowledge, incidents involving serious injuries are extremely rare," says Lance S. Fujisaki, an attorney and partner at Anderson Lahne Fujisaki.

"I suspect it is because projects are generally well managed and maintained, and children are supervised."

Seamon says "usually, condo

Falls resulting from uneven surfaces are the second-most common injury suffered by Hawaii's keiki at condominiums.



swimming pools are gated and locked. A parent is not supposed to leave a child unattended at a swimming pool, even if there is a lifeguard on duty. If there is no lifeguard on duty, there is usually a sign near the pool to that effect."

When minor injuries to young

children do occur, Seamon says, very few of the incidents at Hawaii condominiums that are reported to insurers result in a lawsuit.

But if a child is seriously injured or dies in an accident on a condominium property, he says, an attorney is almost guaranteed to be involved. However,



"the number of suits that go to trial and a judgment (in Hawaii) regarding children injured in condominiums from a statistical point of view is extremely small."

Fifty-eight drownings in swimming pools occurred in Hawaii in a 10-year period from 2005-2014, according to the Hawaii Department of Health EMS and Injury Prevention System Branch. Eight of the state's victims were under 5 years old and six of them drowned at their residence, either in pools in single-family homes, or in apartment complexes or condominiums.

"Swimming pool drownings of young children have a particularly insidious feature: These are silent deaths," says Bridgett Velasco, state Drowning Prevention Coordinator, EMS and Injury Prevention System Branch. "It is unlikely that splashing or screaming will occur to alert a parent or caregiver that a child is in trouble."

A recent incident involving a child found floating facedown in a Kapiolani Boulevard condo pool underscores the "duty of care" mandated for building owners, associations and managers, and their need for adequate insurance coverage as children traverse their properties.

The online *Business Dictionary* defines "duty of care" as "the responsibility or the legal obligation of a person or organization to avoid acts or omissions which can be reasonably foreseen to be likely to cause harm to others."

At pools and other water recreation sites, harmful conditions cited in accident reports, claims and lawsuits include: unfenced pools, unlocked pool gates, steep drop-offs to the deep end of a pool, no depth markings, pool steps without railings, absence of warning signs, slippery poolside tile and out-of-date pool and spa drain covers.

"Around a property's pool, there is usually a pool deck that prevents slipping and repels or absorbs water," Seamon says. "But often, the pool deck is narrow, and is bordered by a ceramic tile surface. Water tracked from the pool deck onto the ceramic tile surface makes it dangerously slippery, and a property's custodians should be vigilant about mopping the water up."

In 2007, the Virginia Graeme Baker Pool & Spa Safety Act (VGB or P&SS Act) that followed the death of a 7-year-old girl by spa drain entrapment was signed into law. All pool and spa drains and drain covers currently manufactured in the U.S. are "VGB-compliant." However, the useful life of

these products varies. For example, one popular model must be replaced every five years due to normal wear-and-tear and chlorine erosion.

Consult an Expert

In order to address the structural safety of pools or spas, associations should consult "a design professional (i.e. registered professional engineer and/or licensed architect) who does pool design work and is familiar with current code requirements, including the Pool and Spa Safety Act," says Christopher Shea Goodwin, a Hawaii attorney who

represents over 100 condominium and community associations.

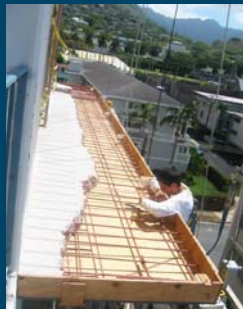
Goodwin also cautions that pool warning signs requiring a parent or caregiver to supervise swimming can run afoul of other regulations.

"Condominium and community associations may not adopt restrictions which discriminate based on familial status, as such restrictions are prohibited by the Federal Fair Housing Act," he says. "There have been recent federal cases holding a condominium association cannot

Continued on page 33

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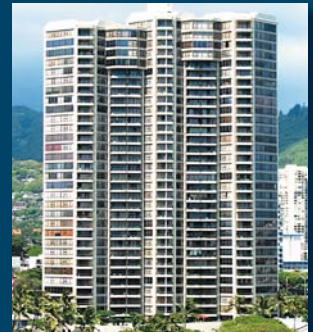


Punahou Vista (before)

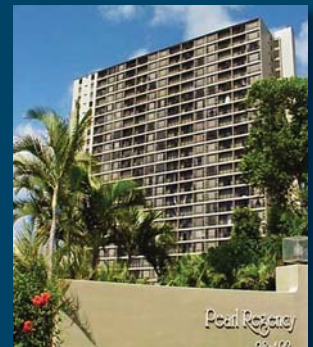


Punahou Vista (after)

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Sensitive Resident Managers Vital to Senior Living Facilities

Expert suggests bosses work in a wheelchair for a day

BY PRISCILLA PÉREZ BILLIG

Everybody wants to grow old gracefully. Seniors hope to enjoy their golden years with a decent quality of life and, for those who opt for a retirement community, a resident manager can be their best friend.

"Our kupuna want to age in place and the *akamai* building manager is one who looks for ways that enable them to do their daily activities comfortably, independently and safely," says Barbara Kim Stanton, state director for AARP Hawaii.

Curt Kiriū, a certified aging-in-place specialist and member of the BIA-Hawaii's board of directors, urges building managers to get familiar with the Americans with Disabilities Act Accessibility Guidelines.

"Walk your building and check emergency exits and entrances," he says. "A senior may not have the physical strength or energy to push that door open."

Accessibility may be the biggest challenge, warns Kiriū. Ramps may be too steep, railings may not be correctly positioned and should be positioned on both sides, door thresholds may be too high and present a trip or fall hazard as elderly or infirmed tend to shuffle when they walk. Exterior lighting may be inadequate and walkways may be obstructed.

And, what happens when an ambulance is called? Kiriū says there should be an emergency plan in place to get an ambulance as close as possible to unobstructed building and elevator entrances. An onsite generator should be tested once a month and a list of emergency contacts should be posted



Barbara Kim Stanton

"Our kupuna want to age in place and the *akamai* building manager is one who looks for ways that enable them to do their daily activities comfortably, independently and safely."

on every floor in the same location using colored paper to catch the eye with a large, readable font.

"A building manager should have a plan and actually practice that plan, maybe every six months," Kiriū says. "Just having one doesn't do much good in case of an emergency if people don't know what to do."

By 2050, 25 percent of the world's

population will be age 65 or older, according to the Organisation for Economic Cooperation and Development. One in three Americans is now 50 or older; by 2030 one out of every five people in the U.S. will be over 65.

Honolulu has the fastest aging population in the nation, with the highest percentage of seniors over the age of 85 and more than 140,000 seniors



Curt Kiriū

Tips on Emergency Management for the Building Manager

- Establish clear lines of authority among federal, local and state governments as well as with private sector entities, with regard to emergency management, especially evacuations of older persons.
- Provide public information on emergency preparedness to older persons and persons with disabilities that is appropriate to their needs and in accessible formats. As part of these focused education efforts, include information about the need to evacuate if an order to evacuate is given and what can happen if one does not do so.
- Explore the psychological as well as other barriers to heeding orders to evacuate, and ways to overcome them.
- Educate older persons and others to have emergency supplies ready to "shelter in place" for three to six days without power or being able to go out for food, water, or medicines, and to make a personal plan to meet their "special needs," such as temporary back-up power for home dialysis.
- Train personnel in emergency management procedures.
- Practice emergency drills and include older persons and persons with disabilities.
- Make better use of aging and disability experts in planning for and responding to disasters, including making better use of "aging network" resources and expertise.

SOURCE: AARP

Resources for the Building Manager

- Adult Protective Services: 832-5115
- Elderly Affairs Division: 768-7700
- C&C of Honolulu Senior Helpline: 768-7700
- Catholic Charities Senior Intake: 527-4777
- Senior Information and Assistance Handbook 2012-2014 (City and County of Honolulu)
- State Dept. of Health, Disability and Communication Access Board: <http://health.hawaii.gov/dcab>

over 65. One in four Oahu residents will be older than 60 by the year 2030. And so, senior living facilities flourish.

The challenge with a large facility is that not everyone working there is aware of the accessible challenges some of the senior residents face, Kiriu says. "The majority of seniors do not want to be a burden, therefore, will not say anything or 'grumble' if they have an issue and will adapt. Senior and assisted living facilities should adapt to their senior residents and not the other way around."

Another challenge is with the smaller facilities, which may not have the large number of employees who are aware or even know what to look for, Kiriu notes. "Employees in general go to work doing typically the same routine every day and after a while they do not notice things."

"Look for routines that are no longer

Our built environment—buildings, streets, open spaces, housing and infrastructure—

greatly influences our wellness and health. Outdoor spaces promote physical activity. Walkable streets, safe and convenient housing, transportation options, and social opportunities help older adults—and everyone else—maintain a healthy lifestyle.

SOURCE: National Prevention Council, Office of the Surgeon General, 2011



Horizontal pull-down grab bar

being kept, such as unusual rent paying patterns, failing to pick up mail, yelling at night, unusual odors, repetitive calls for lockouts and unusual visitors," says Diane Terada, division administrator for Catholic Charities Hawaii.

"Some of the incidents are outside the scope of what a resident manager can deal with," Terada says. "That's why we do case management in some buildings, contracted by housing management companies to provide services to help seniors age in place and take that burden off the resident manager."

AARP's Stanton advises that on a day-to-day basis, building managers can improve the living experience of their residents by understanding that the most salient issues of concern for seniors as they age are social isolation, lack of knowledge and access to resources and transportation. Active and concerned resident building managers provide information and connections to: food shopping, home health, home-delivered meals, visitations, pets, security and social interactions.

"My number one suggestion is to have all decision making management and personnel use a manual wheelchair (from the start and for their entire workday) to access their building entrance, emergency exits, garage, elevators, shared laundry room and public restrooms to get a better perspective and understanding of the physical barriers that someone who is wheelchair bound experiences every day of their life," Kiriu says. 📌

Continued from page 31

require children be accompanied by adults in order to use a swimming pool because this is discrimination based on familial status."

Goodwin, who also drafts recommendations for Pool and Spa Safety rules for associations, says "condominium attorneys can generally provide their clients' boards of directors with recommended pool and spa rules which balance the requirements of the Federal Fair Housing Act with the need to promote safety intended by the Pool and Spa Safety Act."

Regarding insurance coverage, Goodwin says "the condominium association's general liability policy should provide coverage for personal injury claims arising from swimming pool accidents."

Other Hazards

Away from the pool, surface conditions that cause most Hawaii child fall-related claims include "holes in parking lot asphalt that haven't been filled, irregularities in asphalt surfaces caused by the aggressive root systems of trees like banyan and paperbark, and old sidewalk sections that have settled below their original level, resulting in a difference of one-half inch or more between sections," says Seamon.

Other small changes in elevation—such as between an elevator cab and the landing surface or between stepping-stones on a walkway—have also caused injury to small children, he says.

On level surfaces, "hazards are caused by the (composition) of the floors in lobbies and common areas. For example, many lobbies are not carpeted, and are paved with linoleum, marble or ceramic tile (glazed or unglazed)," says Seamon. "These surfaces are rated as safe when dry, but when they are wet, they come in below the standard."

Owners, associations and managers need to exercise extreme vigilance at their pools, spas, beaches, grounds and common areas, and to implement every conceivable measure that will safeguard children on their property—as well as equally thorough provisions in their insurance coverage that will best protect them in the event of a lawsuit. 📌



An above-ground backflow system commonly used in Hawaii

Oh, My Ailing Backflow!

Yearly tests of BFPs help prevent water in the pipes from backflowing into the system

BY LANCE LUKE

Let's talk backflow that is not going to be helped by doing hot yoga or stretching exercises. This refers to building parts or a mechanical device that every building needs.

Thus, a more defined explanation of a backflow is the flow of non-potable water or other substances through a cross-connection and into the piping of your building's potable water system.

Backflow is stopped by a backflow prevention assembly which is a mechanical device installed on your

tested every year. A Certified Backflow Prevention Assembly Tester must examine the device. There is a special form that must be completed and sent into the Board of Water Cross-Connection Control section.

If repairs are needed, pursuant to state Contractors Licensing Rules, only licensed contractors/plumbers can do the repair. The device is a mechanical unit that has many moving parts, such as internal seals, springs and other parts that are subject to wear, corrosion, fatigue and aging. The yearly test assures that the device is working properly.

Depending on the age and wear of the device, repair costs may be in the several thousands of dollars. That is why it is important to list this building component in your reserve study if your property is required to have a reserve study.

So the next time you see funny-

It is important to list this building component in your reserve study if your property is required to have a reserve study.

A backflow is the reversal of the flow of water from its intended direction in any plumbing system. A backflow is a major problem because it can allow potable (drinking) water to become contaminated. Any pipe, valve or fixture in a potable water system that may allow contamination is considered a cross connection.

property after the Board of Water Supply water meter. A backflow preventer, or BFP, prevents water already in your pipes from backflowing into the city water system.

If you learn that your BFP is broken beyond repair, you can text your manager, "OMG BFP PAU."

BFPs should be inspected and

Types of Backflow Systems

There are several types of backflow preventers. A properly installed, tested and maintained backflow system at the service entrance to a building or property can reliably prevent the backflow of water from flowing back into the community system. The type of device your property requires depends on what kind of water backflow situation you need to prevent. Do you know exactly which type your property has?

Air Gap (AG): This device is the faucet in your home where there is a literal air gap between the faucet head and the sink itself. In cold-weather regions the movement of the water prevents it from freezing, expanding and bursting the pipes. It also relieves pressure by allowing the water a place to go if pressure builds in the pipes from partial freezing.

Reduced Pressure Backflow Assembly (RP): This device, RPZD, is effective in preventing contamination of water supplies. Unlike other devices, it is designed for high-level hazards such as when the water backflow could seriously harm individuals. In some cities, these valves must be tested once a year by a certified technician. The device has a chamber between two independent check valves where pressure is monitored. Excess pressure is relieved through an additional drain, while the monitor chamber remains at a lower pressure than the water supply pressure.

Double-check Backflow Prevention Assembly (DC): This type of valve is typically seen on lawn sprinkler systems or fire sprinkler systems. There is a ball valve or gate valve assembled on each end. This allows for isolation and testing. Normal and reverse flow is possible with this valve.

Pressure Vacuum Breaker (PVB): This is an elbow-shaped device bent at a 90-degree angle. There is a valve on the inside that prevents water backflow. The system is based on pressure and should be installed at least six inches from where the downstream will be. It can be placed on PVC pipes, but is not testable.

Spill-proof Pressure Vacuum Breaker (SVB): This has an inlet and outlet shut off, a check valve and an air inlet valve, a single test cock and a bleed screw. It performs similarly to the PVB except when the SVB is initially pressurized. The normal path of water for a PVB is for water to enter the body, then open the check valve, proceed past the check valve and seal the air inlet. In a SVB, water enters and instead of causing the check valve to open first as in a PVB, the air inlet closes before the check valve opens.



looking pipes with steering wheels sticking out of the ground that looks like you can hitch a horse to, it may be your backflow preventers.

So drink plenty of water, exercise and watch your backflow. 🍷

Lance Luke is principal consultant for Construction Management Inspection LLC, a full-service provider of inspection and construction management services for capital improvement projects such as concrete spalling repair, railing replacement, roofing, painting, waterproofing, wood repair, asphalt resurfacing and sealcoating, plumbing and electrical and more. Visit www.hawaiibuildingexpert.com.



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Upgrade Your Boilers and Boost Energy Savings

Property managers encouraged to consider newer and more efficient systems

Old and inefficient boilers and chillers are common culprits in buildings' energy waste. But boilers are not the lone energy villain: Fans, motors and pumps that run distribution systems are also guilty.

Property owners and managers need to consider the effect on the bottom line of saving a third of a building's utility costs. Most buildings, according to a report on the smartenergy.illinois.edu website, use 10 percent to 30 percent more energy than necessary. Energy savings of 30 percent are attainable, however, when property management prepares a comprehensive approach to operations, maintenance and repairs.

High-rise buildings typically serve a handful of purposes: Condominiums, hotels, offices, retail spaces, parking,



or a mix of these functions. With height comes energy intensive processes such as air conditioning the core of the building year round, elevating and pumping potable water up the building.

In addition, each functional type

has several unique energy challenges. Many typical energy cost-saving upgrades for low-rise buildings can be used on high-rises. High-rise specific techniques are also available.

Before an existing boiler system reaches the end of its useful life, take the time to assess a high-efficiency replacement. Incentives are available to help cover the incremental costs of high-efficiency systems—but they are only available if you are replacing a working boiler. Options will be more limited if you wait until the boilers fail.

Consider switching to a modular system if your building is currently heated by one or two large boilers. In a modular system, a series of smaller boilers is installed. A modular system more efficiently handles heating loads in non-peak load conditions, which make up most of the heating season. This technique can save 5 percent to 7.5 percent of the boiler's annual gas usage.

Upgraded boiler controls and accessories are another great way to save energy costs. Outdoor air reset controls (to reduce water temperatures); oxygen trim controls (to improve combustion efficiency); and stack economizers (to capture waste heat) are all effective at improving the impact of your energy dollars. Steam trap maintenance and regular boiler tune-ups are often ignored, but offer simple and effective cost savings. 🏠



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Why Looks Matter

Maintaining a professional appearance for your property and staff is necessary

BY ALBERT LANIER

You never get a second chance to make a first impression. When it comes to how the grounds, overall facility and the staff of residential properties look, first impressions are important.

Michael Turman, site manager for The Pinnacle, a 37-unit downtown condominium, says a professional appearance is crucial. "I'd have to say for all intents and purposes, it's the number one priority," he says.



Michael Turman

An important aspect of maintaining a professional appearance relates to employees, although the standards of dress required of staff may vary from property to property. Turman, who has managed properties for more than 20 years, says that one community association might budget thousands of dollars for specific attire that employees are required to wear. Another community association, he adds, might insist its staff adhere to a simple dress code that could include polo shirts, jeans and shoes.

For example, Allure, a property in Waikiki, says it has "etiquette guidelines" for employees. These guidelines require uniformity in dress—pants, belts, shoes and socks must be black in color, and uniforms must be "clean, in good condition and free of wrinkles."

The guidelines also contain basic requirements pertaining to hair styles, fingernails, make-up and even "beards,

mustaches, goatees and sideburns" and advises against "visible tattoos," though tattoos may be permitted "if not of an offensive nature."

However, despite some variation in standards, one constant remains the same for staff working in any property: Informal wear including T-shirts, shorts and slippers should not be worn on the job and is even considered inappropriate when interviewing for a staff position.

"I believe it's universally frowned upon by my peers in this industry," Turman says. "I think most of us would recognize that this is not a level of professionalism that we would convey."

The Allure's etiquette guidelines also emphasize appropriate dress by demanding that "only authorized uniform apparel may be worn" by staff.

Atrious Alexander, general manager of the 720-unit Moana Pacific condominium near Ala Moana Shopping Center, says that professional appearance is essential for a residential property because numerous people, whether potential condo buyers or passersby, are always looking at the condition of a facility.



Atrious Alexander

"They will judge you based on appearance, they will judge the building, they will judge management, they will judge employees," Alexander says.

He says that "professional appearance isn't just how you look, it's presentation." This would include both employees and a property manager's posture, tone of voice and

non-verbal communication.

Alexander says that how property managers look is vital to maintaining professionalism in dealing with employees and residents. "If you dress like you are their brother, they will treat you like their brother; if you dress like you are a manager, they will treat you like a manager," he says.

Turman agrees that a manager has to be the essence of professionalism. "I'm the face of the project," he says. "I'm the person that people see here. If I can't convey a professional appearance, why would I expect a professional response?"

Looking Successful

The make-or-break factor might lie with the state of the property itself. "People make their impression in 60 seconds," says Alexander. "The same thing with a property."

Lighting is often a key factor in influencing how people might view a property. Martin Miyashiro, a sales manager for FX Luminaire, which provides LED landscape lights to high-end homes and hotels in Hawaii, notes that landscape lighting aims to create both mood and tone. He notes that lighting devices can be adjusted to 30,000 different colors and variations of color to service up to 250 different fixtures within a property.

"We are trying to create an atmosphere that customers can enjoy in the daytime," Miyashiro says. "It gives us the ability to create a mood or scene to have an outdoor event."

Lighting for apartments and condominiums, however, generally emphasize simplicity over nuance. "Commercial properties are concerned about foot candles," says



Miyashiro, and "the brightness of lights."

He says residential properties strive to balance their lighting. Making sure that a building's interior lobby and exterior grounds are well-lit creates a "feeling of completeness" for residents. Poorly lit properties create an opposite effect. "Lack of balance is a lack of comfort," says Miyashiro.

A professional-looking property adds to the overall visual impression of a condo buyer, he says. "They may not be able to articulate it but they will definitely feel it," Miyashiro says.

To make residents feel comfortable and keep up a high level of professional spit-and-polish, cleaning is essential. Basic building maintenance is vital. No detail is too big or small, whether extracting bottles from shrubs or picking up cigarette butts. Nothing inside or outside must be left to chance.

Action Steps

Alexander notes that even the cheapest and simplest actions, from polishing the lobby floor to painting the door jams, can help maintain the overall look of a property. The staff of Moana Pacific, he says, does walk-throughs around the grounds 15 times a day to make sure that that property is well-maintained and nothing is out of place.

Turman also instructs his staff to make sure that floors are clean and clear at The Pinnacle. "You have to commit staff to the appearance, to the aesthetic, because the residents want the best for their dollar," he says.

In fact, Turman makes a direct correlation between the look of a property, such as a condo, and the financial outlay made by buyers and tenants.

"I think that the heart of it with condominiums," he says, "is that

nearly every owner pays a maintenance fee and every owner will question, 'Am I getting the best out of my money?'"

Associations and properties budget sizable sums to keep their facilities looking good and functioning effectively. Alexander noted that Moana Pacific is planning to allocate \$1.2 million for improving the two-tower condominium, one of the largest in the state. This will include renovating the lobby, retrofitting new LED lights and recarpeting the residential hallways. The improvement budget will be funded through an assessment paid for by every buyer over a six-month span.

The residents can pay their fee in a lump sum or in six smaller payments.

Turman says that The Pinnacle will be spending "several hundred thousand dollars" on landscaping improvements, repairing planters and working on an elevator cab and the roof. The money will come from an arbitration settlement awarded to The Pinnacle.

Turman says a professional appearance is essential to running a successful residential property and keeping buyers and residents happy. "It gives the homeowners a sense of pride in ownership," he says. 🏡



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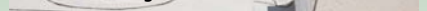
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Waterproofing: Add Life and Beauty to Your Property

High-tech coatings also can ease the burden of planning future budgets



BY SUZANNE ROIG

Hawaii's pricey real estate market is prompting property owners and managers to look at their rooftops as waterproofed gardens, spas and community open spaces.

While the concept is not new, it is more expensive for community associations and property managers who are always looking at the bottom line. But with the initial outlay for roofs and walls already a high expense, multiple-use roofs that are waterproofed with lasting materials can not only preserve the integrity of the concrete, but also allow the surface to take on varied uses.

Waterproofing companies have been taking advantage of new developments that allow them to apply waterproof coatings on older buildings that actually preserve the integrity of the structures and save money later on.

"We're always trying to maximize a building function and totally use all the space," says Daniel Moats, an associate at Architects Hawaii Ltd. "You end up transferring open space or recreation space to the deck levels or the top of the parking structures."

Developers and architects often

have a hard time trading off costs with aesthetics, Moats says. Zoning laws don't require rooftop areas, but the multiple use makes sense.

system: support of added weight to the building; integrity of the waterproofing membrane and system; and location and size of the roof drains.

"No one wants to look down at a parking lot. That's a hot surface. By making it 'green,' the rooftop gardens make the buildings more appealing and provide for recreational space which is not available at ground level."

"No one wants to look down at a parking lot," Moats says. "That's a hot surface."

"By making it 'green,' the rooftop gardens make the buildings more appealing and provide for recreational space which is not available at ground level. You don't want to design a concrete city."

Rooftop garden construction requires that a waterproofing membrane be applied at the bottom of the garden assembly. There are three waterproofing design elements that are essential to the success of the

Add to Value

The trend today is mixed-use. More building owners are waterproofing their rooftops to accommodate parking, which brings in revenue, and a recreation area, which adds to the cost.

One such new building is the Pacific on Kapiolani Boulevard, which has a split rooftop area of parking and recreational space, Moats says. Another is the Symphony building, also on Kapiolani Boulevard. It's a higher value building, he says, which will include a waterproofed roof surface that holds photovoltaic panels, a recreation area

and some parking.

"It's all about maximizing the footprint of the building," Moats says.

Waterproofing concrete in Hawaii—with salty rainwater posing a constant threat to the construction industry—is a must, says Joe Miller, Seal Masters of Hawaii owner and president.

Waterproofing materials of all kinds are applied to different use areas for all above-grade buildings, he says, adding that "the industry standards for horizontal waterproofing is still a polyurethane mixture and acrylic elastomeric for vertical waterproofing."

Miller notes that all elevated structures that have not been waterproofed face structural integrity issues as the steel reinforcement beams can rust from the inside out and cause the concrete to expand and flake off because of Hawaii's salty rain.

"It's important to waterproof all elevated structures because of the salty rain that gets into bare concrete and works its way into the concrete, getting into the pores and causing spalling," Miller says.

"It's very costly to fix because the rebar rusts. When the rebar rusts it expands and cracks the concrete."

In fact, several buildings around town are being retrofitted with waterproofing finishes, he says. The real problem occurs when that happens 20 stories up, Miller says. While there are no building code regulations that require buildings to waterproof their concrete structures, many owners are finding that doing so is cost-effective in the long run.

"It is like tooth decay," Miller says. "You can't leave the cavity alone and cover it up or else it will continue to rot. You have to dig it out and fill the hole. That is the same with spalling."

The Marco Polo building on Kapiolani Boulevard in the university area is among the buildings built in the 1970s, and was not coated with a long-lasting waterproofing material, if any at all, Miller says. The surfaces were not waterproofed for protection until 1996, he adds. The coating lasted about 17 years before needing a refreshing coat, and when workers came back the amount of spalling was dramatically reduced, Miller says.

On Kamehameha Highway, a twin tower in Pearl City is a graphic example of why waterproofing concrete saves money in the long run and preserves



The Marco Polo building

the building, Miller says. One of the towers was waterproofed in 1988, and the other left bare until 2011 when Seal Masters was called back to re-waterproof the building.

The tower that was waterproofed in '88 had minimal spalling, but the other

tower cost the management about \$1 million in spalled concrete before it could be waterproofed, he says.

Increased Appeal

A major innovation in waterproofing material has been in the low volatile organic compound (VOC) used. There is little odor now in high-performance coatings. It's a recent development, Miller says, and one that has allowed contractors to be more efficient as the drying time and odor has been reduced considerably over the past 10 years.

With the multiple uses down the road, these rooftop surfaces will need to be maintained, contractors say.

Bob Johnson, president and owner of Pacific Industrial Coatings LLC (PIC) in Hawaii, says that incorporating gardens and green space is a trend occurring across the country. And he says that using waterproofed rooftop spaces for multi-uses will most likely continue.

"We're working on a new clubhouse at a golf course in Kona that has a large portion of it below ground level with gardens, grass areas and outside event areas on top. This is huge," Johnson says.

At Beachside Roofing, the new construction is requiring different kinds of waterproofing, says Scott Ai, company vice president.

The new Howard Hughes building in Kakaakao is requiring an elaborate system of waterproofing, third-party inspections and warranties.

"There's a lot more detail required today than it used to be," Ai says. "At the same token you get a lot of good check points with the developer so you turn out a good product."

Beachside was launched on Kauai in 1984 after the devastating Hurricane Iwa struck the northern-most island in the Hawaiian chain.

"We have a history of what works and what doesn't work in Hawaii," says Scot Jimenez, company president. "There's more concerns today about having a strong waterproofing system, especially in areas where the environmental conditions warrant it."

Ai says waterproofing makes up about 40 percent of Beachside's business.

"Waterproofing on roofs used to be done in a limited way," Ai says. "Architects and owners want waterproofing because they want to use every bit of space they build, particularly in condo construction." 🏠

Popular Waterproofing Products in Hawaii

Seal Masters of Hawaii

Parking Decks

- Neogard Auto Gard FC
- Sikalastic Systems

Walls on buildings

- Major brands, such as Pratt and Lambert, Sherwin Williams and Sika Coatings, all carry an elastomeric coating line.

Beachside Roofing Hawaii

Roof decks and pedestrian and traffic decks

- Specialty PMMA and Polyurethane (Siplast, Kemper and Soprema)
- Urethane Deck Coatings (Neogard, Pacific Polymers and Sika)

Podium Decks, Green Roofs and under wood and tile pavers

- Rubberized Asphalt (American Hydrotech 6125FR)
- Fluid-Applied Composite (Grace Procor)

Foundations

- Sheet Waterproofing (Grace Preprufe and Bituthane)
- Vapor Barriers (Grace Florprufe)



Jonathan Billings

Billings Receives Hoku Award

The Hawaii Chapter of the Community Associations Institute (CAI) has presented **Jonathan Billings** with

the 2014 Hoku Award, marking the first time the award has been presented in more than 10 years.

Billings is community manager for Hawaii First, an Associa company. The award is in recognition of his outstanding leadership skills as seminar chair and interest in being a future leader with CAI.

Billings has been with Hawaii First for more than five years and has earned his Certified Manager of Community Associations, Association Management Specialist, Professional Community

Association Manager and Reserve Specialist designations from CAI.

"Jonathan is truly dedicated to the community management industry and goes above and beyond each day to prepare himself for a successful career ahead," says Hawaii First President Jon McKenna. "With the customer in mind, he always strives to deliver unsurpassed service to help communities realize their vision."

Wong Promoted at Associa Hawaii

Pauli Wong has been promoted to senior vice president at Associa Hawaii, where she will oversee the Oahu account executive division.

Wong, who resides in the Makiki area, joined Associa Hawaii in July 2012 as vice president of the Oahu reserves/account executive division.

She has more than 10 years of experience in the community management industry and has several certifications awarded by the Community Associations Institute (CAI), including the Professional Community Association Manager (PCAM) and Reserve Specialist (RS) designations.

She is a former secretary of the Hawaii chapter of CAI, and is currently serving as president.

She is a former secretary of the Hawaii chapter of CAI, and is currently serving as president.



Pauli Wong

Perreira Joins Cascade

Noel Perreira has joined Cascade Water Services, which provides water treatment design, new construction and consulting. He brings more than 10 years in sales and marketing and new business development and four years in energy efficiency and renewable solutions.



Noel Perreira

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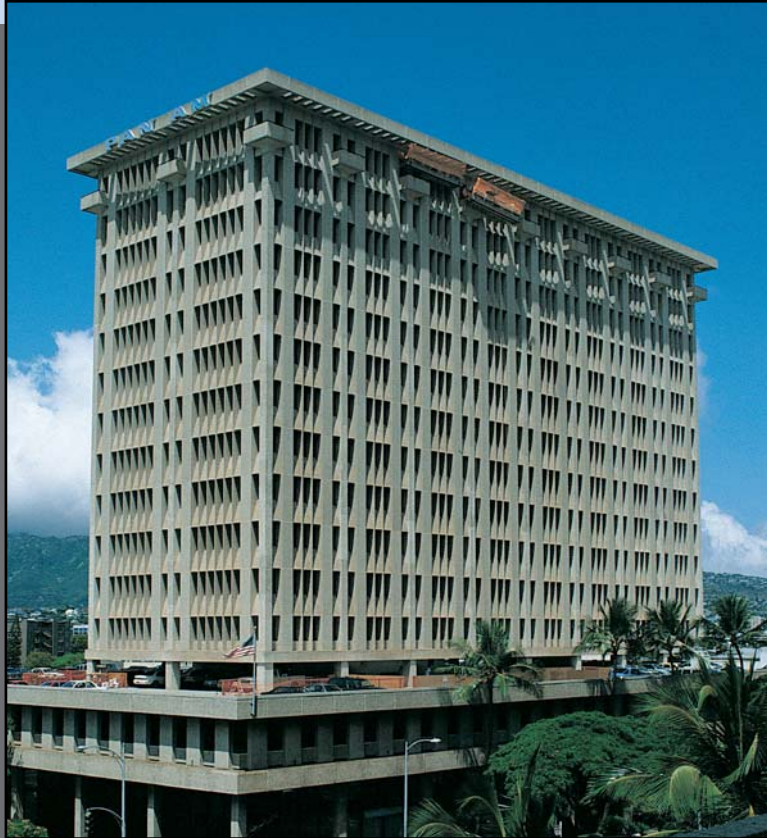
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