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General Manager

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**Duane Komine, ARM®
REME Manager of the Year, 2015**

Hawaiiana Management Company congratulates Duane Komine, ARM®, for winning the Institute of Real Estate Management's 2015 REME Award! Duane represented Hawaii on the national stage by winning the first ever Real Estate Management Excellence Award in the category of Accredited Residential Manager of the Year, presented in Salt Lake City. Duane is the General Manager of the award-winning, mixed-use luxury condominium Hokua. He works closely with the Board of Directors led by President D. Scott MacKinnon; Hawaiiana Management Company, Ltd. (Hokua's managing agent – Mike Hartley, President), and the Kobayashi and MacNaughton Groups (Kathy Inouye, COO and Duncan MacNaughton, Chairman). Duane was the only nominee from the State of Hawaii.

"I am so very honored by this win," Duane shared. "While this award means much to me personally, I wanted more than anything to bring this inaugural award home to the State of Hawaii, to IREM® Hawaii Chapter 34, and to my hard-working Hokua staff."

Hawaiiana Management Company's Phyllis Kacher, who nominated Komine said, "When you consider that IREM® is worldwide, Duane actually was named #1 Manager on the Planet! Nobody has done more to raise the bar for Residential Managers than Duane. He has single-handedly transformed how managers are viewed by the public resulting in better pay and benefits, renewed pride in the industry and higher property values for homeowners." For more information about the REME Awards and Duane Komine, ARM®, visit www.irem.org.



**Duane Komine with
the staff of Hokua**





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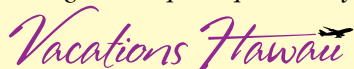
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Contents

December 2015-January 2016 | Volume 32 | Number 7



DEPARTMENTS

10 Aqueous Ozone Offers Safer Cleaning

Odorless, colorless and affordable sanitizing agent provides a natural solution against stains and germs. — *By Vincent Kimura*

12 Submetering Yields Water Bills for Actual Use

Individual meters prove effective in measuring consumption by each unit in your building. — *By Brian Stone*

22 Are Common Areas Driving Up Your Bills?

Choosing more energy-efficient lighting can save money and likely will last longer. — *By Keith Block*

24 Can't You Read the Sign?

Ensure a safer, healthier environment on your property for both the tenants and workers. — *By George Proctor*

28 Waterproof Coating Protects for Decades

Painting costs less initially but coating systems extend the time before needing to re-cover walls. — *By Joe Miller*

32 Waterproofing with Tile and Carpet

Install quality underlying materials and confirm the details of the warranty. — *By Sean Dunham*

IN THIS ISSUE

14 Are You Protected Against Construction Defects?

Property managers and boards must maintain control over the entire building process. — *By Charles "Dee" Hopper*

16 How to Avoid the Pitfalls of Legal Entanglements

Property managers are urged to consult an attorney for construction guidance. — *By David Putnam*

18 Rain, Rain, Go Away

Seamless and manufactured on site, rain gutters protect a building from top to bottom. — *By Priscilla Pérez Billig*

26 Cash In on Recyclable Metals

Redeeming valuable materials can reduce the overall cost of a construction project. — *By Alan Hornstein and Brian Piccolo*

FEATURES

7 Editor's Note

8 Faces: IREM Awards

36 Industry News

38 On Site: Tips for Successful Management

GETTING IT RIGHT – Rick Osborne Jr., who wrote "Caught on Video" in the October-November issue of BMH, is vice president of Aiea-based Pacific Security Integrations. He can be reached at RickOsborne@protection1.com or 808-484-4000.

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Putting down tile or carpet can make your floors look nice, at least until moisture seeps through and causes damage.

Waterproofers often recommend that clients not install these finishes. In this issue, our waterproofing experts discuss ways to protect your floors.

Another good tip involving water: submetering. Oahu has seen a big increase in water rates in recent years, according to our report, and to combat that it might be wise for properties with multiple units to install individual meters to measure water use.

We also take a look at using aqueous ozone as a cleaning agent. Although it looks like water and

is odorless, it's created by turning oxygen into ozone and infusing it into ordinary tap water. It's used against bacteria, viruses and odors.

Signs are everywhere. Our expert writes that smart property owners and managers must do all they can to protect tenants and workers from hazards.

And be sure to take inventory of your property's common areas to determine ways to reduce overhead costs. A quick fix is changing to more efficient outdoor lighting. We offer other tips, too. Got something you'd like to share with BMH and our readers? Let us know!

Aloha,

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Amber Stone and Duane, Leona, Ann and Ron Komine



Sue Savio, Nicole Lemas, Debi Balmilero



Jon McKenna, Kevin Hisaw, Pauli Wong, Kristi Hirota

2015 IREM Awards

PHOTOS BY BOB HAYES

The Institute of Real Estate Management Hawaii chapter presented its 2015 Manager and Building of the Year awards on Nov. 20 at Waialae Country Club. See the complete list of winners on page 36.



Joylin Ho Shum, Phyllis Kacher, Lois Ekimoto, Gifford Chang



Marc Udoff, Fernando Bastos, Elina Cazinha



Judy Felipe, Davie Felipe, JaDawn Perez



Ana Jay (seated), Terra Garrigus, Jim Hull, Cynthia Minn



Alex Bresslauer, Lauren Kagimoto, Raymond DeSmeet



Bill Richardson, Anina Carmack, Sil Mayate, Ryan Nagate, Todd Kalama Ta'a



Jacob Roller, Weylin Hokutan, Blair Cole



Laurie Gral, George Gral



Mike Nagao, Richard Ekimoto



Brenda Dunham, Ryan Lawton



(Seated) Randy Kinst, George Arglen, Sue Savio, (standing) Michael Mullaney, Francine Champeaux



Peter Page, Joe Brawley, Kathy Lau Best, Ron Komine

Aqueous Ozone Offers Safer Cleaning

Odorless, colorless and affordable sanitizing agent provides natural solution against stains and germs

BY VINCENT KIMURA

In the past, developing technologies that offer more safe, environmentally friendly and sustainable tools were only in reach of large companies with hefty budgets. That has changed. Today, the technology is feasible for smaller applications allowing responsible facility operations to use green building practices and maintenance.

One of those tools is aqueous (liquid) ozone, a cleaning agent that is more sustainable, affordable, safer and effective when compared with chemical cleaners. The technology has been around for 150 years and has become standard for many large companies around the world. Aqueous ozone has evolved over the years serving as an affordable solution for other industries to incorporate green and sustainable cleaning practices.

Aqueous Ozone 101

So what is this stuff? At first glance, one would assume that the cleaning agent is just water, because that's what it looks like. It has no strong odor and is colorless.

Aqueous ozone is created by taking oxygen from the air and safely turning it into ozone which is then infused into ordinary tap water. It's the most powerful chemical-free cleaning agent in the world, and can be used to eradicate bacteria, viruses and odors. It's deadly to germs, stains and contaminants, but harmless to people. This advanced technology is a stronger, safer and more cost-effective cleaning tool than chlorine bleach or quat ammonia.

Fifty percent stronger and 3,000 times faster-acting at killing viruses

and bacteria than chlorine bleach, aqueous ozone is the world's most natural and effective killer of germs, leaving no chemical residue and completely safe for people. The unique element of aqueous ozone is that it turns back into pure oxygen and water after cleaning and sanitizing are complete. So, after mopping, in a few hours the bucket of aqueous ozone reverts to water leaving only a

Aqueous ozone can destroy mold and fungi and can be used to clean counters, floors, utensils and food.

bucket of dirty water that can safely be poured down the drain. One local company in Hawaii, by using aqueous ozone, kept 3 million gallons of toxic cleaning chemicals from entering the ocean and landfills in one just year.

First patented in 1896 by Nikola Tesla, the EPA approved the use of aqueous ozone as an antimicrobial in 1976, and later the FDA approved its use in 2002 for food safety. It is even used in food processing, bottled water and city water treatment plants worldwide. Aqueous ozone also can destroy mold and fungi and can be used to clean counters, floors, utensils and food. Even more, compared to floor and carpet cleaners, ozone is almost 50 percent more slip resistant,

reducing slip and falls.

There are hundreds of aqueous ozone manufacturers so it's important for any facility manager to do their due diligence by choosing a company that has the regulatory approvals from organizations such as Occupational Safety and Health Administration (OSHA) and UL.

The Bottom Line

Using green products and practices can help facilities lower their impact on the environment while not greatly impacting their bottom line. Using a comprehensive green cleaning program and sustainable cleaning practices, facilities can see significant savings on water usage, chemicals, energy and cleaning products while increasing the safety of workers.

In fact, the University of Georgia's Physical Plant Division – Services Department implemented a green program in 2008 and documented quantifiable benefits of aqueous ozone as a cleaning agent. It noted a decrease in cleaning service worker injuries from 39 in 2006 to only 17 in 2009, an enormous decrease in its expenditure on chemical products from \$1.5 million to \$110,000 annually, and ultimately saving a total of \$850,000 during the 2008 and 2009 fiscal years.

Another example is the University of Michigan's Housing division, the first university in the country to adopt aqueous ozone. It has been implemented in nearly all of the student residence halls and in other student life facilities.

In Hawaii, hotels, resorts and condominiums statewide were quick to adopt this new technology. They

are using aqueous ozone to clean and sanitize all surfaces throughout their facility including common areas, food and beverage outlets, rooms, parking garages and more. Other early adopters of aqueous ozone in Hawaii also include restaurants, farmers, food processors, hospitals, supermarkets and schools.

Future of Aqueous Ozone

Aqueous ozone technology continues to evolve bringing new cleaning solutions for buildings. One of those innovations is using aqueous ozone in conjunction with laundry systems. Ozone is infused into cold tap water that washes clothes and linen, eliminating the need for hot water and reducing energy, water and sewer costs.

Facility managers are always looking for ways to help buildings function with greater operational and financial efficiency. Incorporating a comprehensive sustainable and effective cleaning program can be a critical element in achieving this.



Vincent Kimura

Vincent Kimura is co-founder and CEO of Inovi Green, a technology commercialization company that helps businesses and organizations implement environmental strategies and innovations through clean energy and sustainable technology solutions. He can be reached at vincent.kimura@inovigroup.com.

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Submetering Yields Water Bills for Actual Use

Individual meters prove effective in measuring consumption by each unit in your building

BY BRIAN STONE

The Honolulu Board of Water Supply just finished the last of five scheduled water rate increases to pay for upgrades to Oahu's aging water infrastructure in July 2015. Oahu has seen a 70 percent increase in water rates over the past five years, and these increases are certainly not the last.

According to the Board of Water Supply, almost half of Honolulu's pipelines are more than 40 years old and nearing the end of their expected service life. On top of our aging water system, the costs associated with providing water services also have risen due to the price of electricity, materials, fuel and labor costs.

As a result, building managers and developers are taking a closer look at their building's water usage and ways to reduce their water bills, some of which include increasing maintenance fees and promoting conservation with educational programs.

However, implementing a water submetering program can be an effective and equitable way to achieve immediate and sustained savings.

Submetering is the process of install-

while a family of four uses about 240 gallons of water per day. These two units would be billed the same amount even though the family uses about 4,800 more water than the single person per month. If their building were submetered, the two units would pay for the actual amount of water they used.

Submeters can be added to common areas and central systems such as chillers, pools, spas and landscape. Meter readings are taken daily and can be used to detect if there is a sudden increase in water usage, such as leaks.

Buildings will see an immediate reduction in water use by changing the behavior of its tenants, which will come naturally from installing meters. Billing for individual water usage provides positive motivation to reduce water use, because tenants see immediate financial savings from their conservation efforts.

Tenants now have control over the amount of their water bills and are encouraged to conserve in order to lower their bill. They will take shorter showers, check for leaks in plumbing and even install low-flow fixtures and other water saving devices for the shower and

For tips on water conservation, go online at multifamilyutility.com/water-conservation

ing a water meter for each unit of the building to measure the individual water consumption. With submeters installed at every unit, the building is able to bill each tenant based on actual water use rather than an allocated share of the total use of the building.

This takes the financial and administrative burden off of the building and holds tenants accountable for their own water usage. High users will pay more, while low users will pay less.

For example, an average single tenant uses about 80 gallons of water per day,

faucets as a result of metering. With the collective conservation efforts from the tenants, buildings will see a significant decrease in water and sewer usage.

Aquacraft Inc. and the East Bay Municipal Utility District in San Francisco conducted a national multifamily submetering study using a sample of approximately 700 buildings across 13 cities to measure the effectiveness of submetering on tenant water usage. The study found that submetering achieved water savings of 15.3 percent compared with in-rent properties and



An installed water meter system

an 11 percent to 26 percent decrease in usage per unit per year. Water savings from submetering were found in every single comparison and analysis conducted in the study, modeling the effect submetering has on tenant behavior.

A water meter installation is simple. The meters are installed after each water shut-off valve for a unit to measure the amount of water passing through. Not only are installations easy, but the system can pay for itself in the first six to 18 months of its 15- to 20-year lifespan. Water submetering makes economic sense from the perspective of both building managers and tenants.

The conservation efforts of the tenants and building management can continue to save money for the entire life of the building, while tenants have a more equitable way to pay their utilities. Remember, you can only manage what you can measure.

Brian Stone is president of Multifamily Utility Co., which handles system design, installation

and even monthly meter reading and billing. For more information contact Multifamily Utility Co. at 808-368-9350 or visit multifamilyutility.com.



Brian Stone



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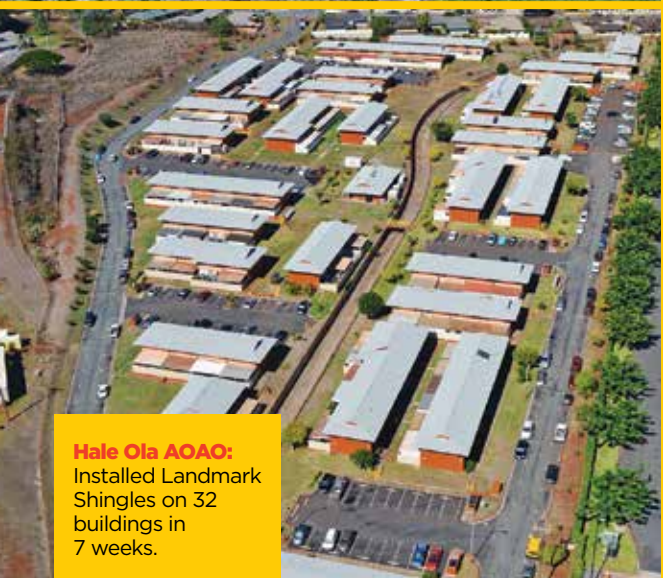
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Are You Protected Against Construction Defects?

Property managers and boards must maintain control over the entire building process

BY CHARLES "DEE" HOPPER

What can property managers or association boards do to protect themselves, as well as their buildings and assets, during the transition from developer or builder to complete home ownership?

Hawaii is in the midst of an unprecedented building expansion. Unfortunately, a building boom

also can bring with it construction challenges in the form of qualified labor shortages, use of inexpensive materials, overworked building inspectors and the constant requirement to finish the project ahead of schedule.

These challenges can lead to shortcuts, which can then lead to construction deficiencies. These deficiencies were evident and followed similar building booms in California, Florida and Nevada.

With this in mind, how can a property manager or association board protect themselves from future construction-related problems during the transition period?

The first thing property managers or association boards should do is to be proactive when it comes to construction-related issues. If you represent a new association board or are an association board that is going through the transition from developer or builder to complete home ownership, control is important in order to protect the homeowners from future construction problems.

Our home is our castle and the most important asset we will ever have, so it needs to be protected. The best way to protect our home is to make sure that everything is working and will work for its intended life span. Before the developer or

builder turns the responsibility of protecting the association over to the homeowners, a thorough inspection of all building systems should be performed. Ideally, this inspection will be done in conjunction with the developer or builder, but a thorough investigation needs to be conducted nonetheless.

In today's building environment, where the building process has become so complex and often done so fast, we recommend to clients that before the association is turned over to the homeowners, a construction investigative team be hired to conduct a thorough investigation. This will be money well-spent.

CONSTRUCTION ISSUES

The following construction problems are the ones most property managers or association boards confront after the developer or builder turns over the property:

- Water penetration, including roofing, windows and exterior installation
- Plumbing systems
- Heating and cooling systems
- Inferior structural design, including lack of hurricane straps and inadequately designed shear-walls or firewalls
- Soundproofing

The investigative team must be diverse and knowledgeable enough to recognize potential construction issues but equally important, the investigative team must be able to advise the association board as to what is the projected lifespan of a certain system. For instance, how long should the roofing system last, or how long should the plumbing components perform. The "lifespan analysis" is critical so that the association board can budget accordingly in its reserves.

When the investigative team begins its examination, it's important that a thorough analysis be performed. This

analysis will result in a report with multiple photographs of the construction issues in question. Upon completion, a meeting should be held by the property manager, the association board and the investigative team.

It is important that this process take place before the developer or builder turns over the association to the homeowners. If construction issues are found, the association board can then put the developer or builder on notice before the turnover.

Charles "Dee" Hopper is an attorney at Lynch, Hopper, Salzano & Smith LLP, which has offices in Kailua and Las Vegas. His practice focuses on construction defects for homeowners in both Hawaii and Nevada. He can be reached at cdhopper@lhsslaw.com or 808-757-9222.



By Charles "Dee" Hopper

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How to Avoid Pitfalls of Legal Entanglements

Property managers urged to consult an attorney for construction guidance

BY DAVID PUTNAM



When the phone rings in the office of an attorney who specializes in construction law, the caller might be a property manager needing a construction contract drafted or counsel on how to deal with a construction defect. The list of possible legal cases in building management seem endless: condominium documents, delays in construction, complaints of substandard work, scope of work questions and more.

A judicial solution to their legal problems doesn't come cheap in Honolulu, where the fee for a top lawyer ranges from \$325 an hour to \$500 an hour. But considering how large the stakes can be, retaining legal help can prove to be a wise investment.

Gerald Clay of Chapman Iwamura Pulice & Nervell says many cases regard "owners who do not pay contractors and contractors who do not pay subcontractors, and residential owners who complain about contractors who do substandard work—and who sometimes turn out to be unlicensed."

Clay says the "two biggest issues" that often lead to litigation "are simply a failure to pay, and deviation from plans and specifications."

Also frequently winding up in litigation or arbitration, says Judy Tanaka



Gerald Clay

FREE LEGAL ADVICE

A few insights from some of Hawaii's leading attorneys on construction law for both the property manager or owner and their contractors:

GERALD CLAY:

- Avoid signing a big contract, or drafting your own form of contract, especially with terms you have not used before, without having an attorney look at it. If you are preparing your own forms that you are going to be using over and over, it pays to have an attorney look them over for compliance with the law, and with suggestions for terms that provide better protection. If you are entering into a sizable contract on a form you are not familiar with, it also pays to have an attorney review it. A little money up front can avoid a big problem later.

- Not being fully familiar with licensing issues that can arise on a job. Contractors sometimes take on work without realizing that it is outside the scope of their license, or hire subcontractors without fully checking out their licensing. A contractor cannot get paid for unlicensed work in either situation.

- Not keeping good records of the job, to cover things like claims for extra work, or change orders or the impact of delay. All too often a contractor is charging ahead with the work, and when changes or extras come up, the contractor will agree that it can be sorted out at the end. Then when the job is done, the owner suddenly

develops amnesia. Regardless of the nature of the claim, it will be a lot less expensive, and lot easier to prevail, if there are good contemporaneous records of conversations, work done and expenses incurred.

KARIN HOLMA:

- Know who you are dealing with. Don't do a project with someone you don't know or trust if you can avoid it.

- Know and understand your contract, including payment provisions, scope of work provisions and legal provisions such as indemnity obligations, and make sure you can meet the obligations required.

- Get an attorney to review a contract up front, before the project starts. Yes, it does cost a little now, but it can save you from significant legal fees later.

JUDY TANAKA:

- Stay on top of amount, timing and manner of payment.

- Descriptions of scope of work—differences in what work is/is not included for the quoted price.

- Change orders especially for differing site conditions—know what work is and is not subject to a change order, and how change orders are to be presented and processed to ensure payment.

of Alston Hunt Floyd & Ing, are “issues dealing with construction defects, where experts are often required to determine the nature and cause of the defects.”



Judy Tanaka

There are several options for builders and clients to resolve legal disputes.

“Many parties are able to work out and negotiate disputes between

themselves,” says Karin Holma of Bays Lung Rose & Holma. “Even if the parties retain lawyers after a dispute has arisen, most disputes are settled through negotiation. The types

of cases that go through significant litigation sometimes involve parties who believe that the other party breached the parties’ contract with intent to damage or injure the other

party. There is usually some kind of ‘principle’ involved and the party does not want to settle, but wants his or her day in court.

“Another type of case that is sometimes difficult to settle is where the parties have incurred so much in attorneys’ fees in litigating that it is difficult to settle, almost a ‘point of no return.’ A third type of case that is litigated,” Holma adds, “includes payment disputes of significant dollar value, i.e., in excess of \$1 million.”

Tanaka adds that construction defects often lead to “litigation or arbitration, where experts are often required to determine the nature and cause of the defects.”

The alternatives to litigation are mediation and arbitration.

Mediation, says Clay, is “a process by which a third party tries to get the two sides to agree on a settlement or other resolution of their dispute. It can take a variety of forms, but it largely involves listening to both sides, pointing out to each side the reasons why a settlement would be better than proceeding to litigation or arbitra-

tion, and helping them reach a middle ground. It is entirely voluntary, in that both sides have to agree on the terms of the settlement, or there is no deal.”

Arbitration, he says, “is essentially a private form of litigation. A third party is chosen to listen to the evidence from both sides, and makes a binding decision. There can be a number of forms that the arbitration can take, and it can involve full-scale hearings with exhibits, testimony and cross-examination.

“It is normally quicker and less formal than litigation in court, although it can be almost as expensive as court. And once the arbitrator makes a decision, there are very few grounds for overturning the ruling.”

Holma notes that “in construction disputes, most parties try to informally or formally through mediation, settle their dispute.”

And “depending on the issues,” says Tanaka, “there may be mandatory statutory alternatives, such as those specified in the Contractor Repair Act.”



Karin Holma



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Rain, Rain, Go Away

Seamless and manufactured on-site, rain gutters protect a building from top to bottom

BY PRISCILLA PÉREZ BILLIG

Rain gutters may be one of the hardest working features of a building's outer frame. In a state where average rainfall can reach upwards of 126 inches a year—as it does in



Rain chains guide water down from the roof to the ground.

PHOTO COURTESY BIG ROCK MANUFACTURING

Hilo—rain gutters protect a home or commercial structure's roof and its foundation by redirecting water flow and controlling its direction.

Falling rain can puddle on a rooftop, causing rotting or interior leaking. Pouring off a roof, rain can carve a path into any natural surface surrounding a building. If left uncontrolled, it will seep into the earth and eventually cause erosion at the base of a structure's foundation.

A gutter system prevents water from running off a roof at the eaves. It channels the runoff into a basin where water flow is directed toward downspouts, and then away from the building's foundation.

Typically made of aluminum or copper for homes and metal for commercial structures, gutter systems are now seamless or continuous—made on-site to exact measurements. These gutters typically start off as a flat piece of coil stock metal, which is rolled into large rolls until ready to be custom made.

Aluminum and metal rain gutters may come in multiple colors using a fluoropolymer architectural coating such as Kynar, a finish with a fade ratio of 8 percent, according to Tropical Roofing and Raingutters.

An alternative to the closed gutter downspout is the rain chain.

“Guiding rainwater visibly down chains or cups from the roof to the ground, rain chains transform a plain gutter downspout into a pleasing water feature,” says Bonnie Cooper, owner of Big Rock Manufacturing Inc. “From the soft tinkling of individual droplets to the soothing rush of white water, they are a treat to listen to.”

Rain gutters redirect water flow and control its direction.



What Size Gutter?

Consider:

- Fascia board size
- Type of roof
- Roof pitch
- Number of downspouts
- Surface area of roof
- Trees or shrubbery in the area
- Total linear footage of gutter span
- Shingle overhang

SOURCE: Tropical Roofing and Raingutters



What to Ask Before You Hire:

Consider:

- Do you have a contractor's license? Call the Hawaii Consumer Resource Center at (808) 587-3295.
- Are you a member of the local Better Business Bureau? Check their rating and reviews.
- Do you have current worker's compensation and liability insurance? Ask to see a copy of their policy to ensure they are covered and that you are protected.

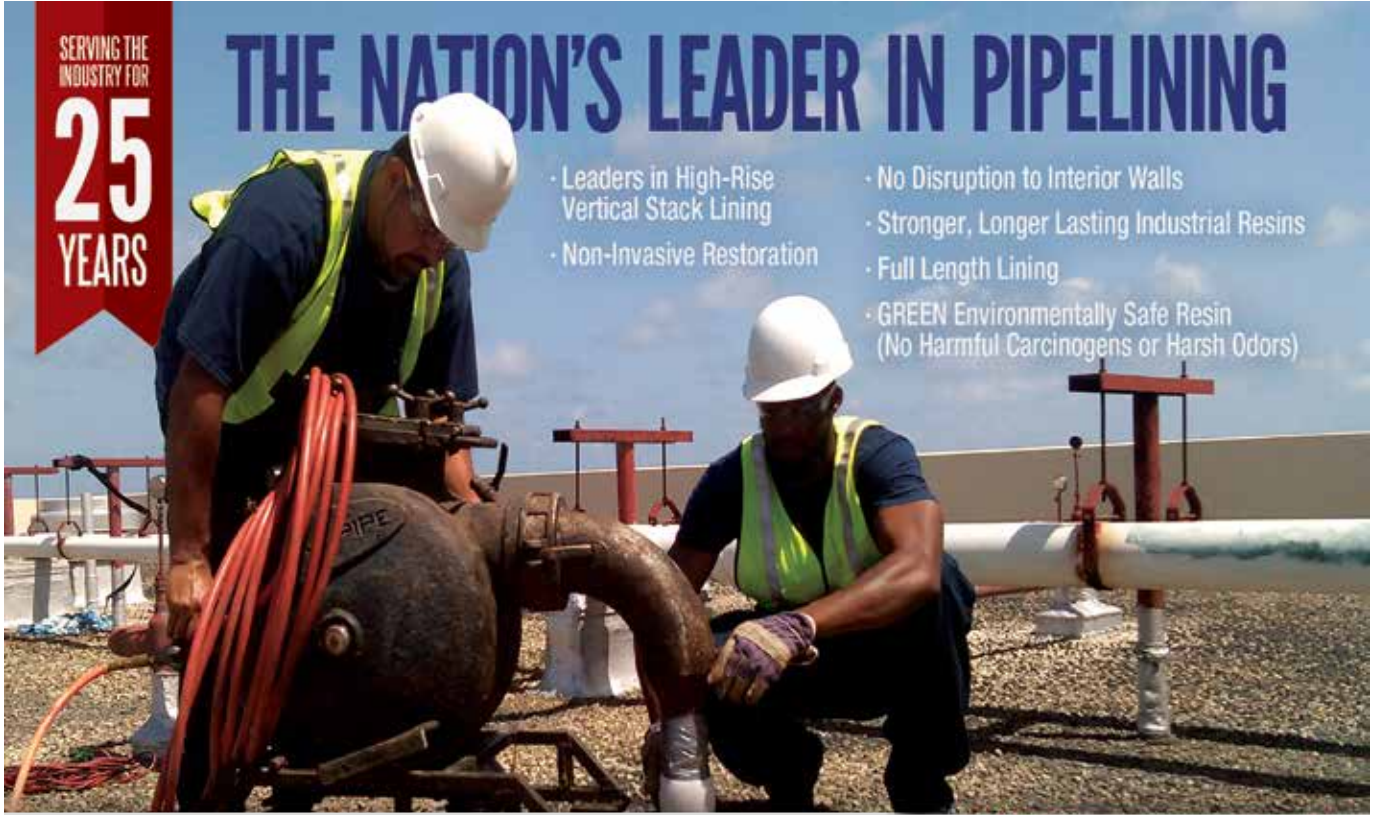
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Case Study

Hawaii Pacific University's newly renovated Aloha Tower Marketplace: HPU received a \$109,496 incentive check for its extensive energy-efficiency project. The project measures such features as the installation of CFL exterior lighting, LED interior and exterior lighting, submetering for the second-floor student dorms, window film, air conditioning water source packaged units, Variable Frequency Drives (VFD) for the pump and fan motors in the cooling towers, and Energy Star refrigerators in the student dorms.

HPU invested approximately \$3.8 million in its energy-efficiency efforts. The measures are estimated to save the university 546,359 kilowatt hours (kWh) annually. This is equal to \$125,663 in annual electricity cost savings, based on \$0.23 per kWh. Factoring in Hawaii Energy's incentive, payback is anticipated to be less than a year for the lighting and the cooling tower VFD installations.

Onsequam, conse nonescipsum volum haruntus doluptaepas nos quas sum etur, nos arum eosantum re, exeria eum fugiam aut.

Common Areas Driving Up Your Bills?

Choosing more energy-efficient lighting can save money and likely will last longer

BY KEITH BLOCK

You have been analyzing your working budget and it seems there's a surplus. What should you do? You could splash a bit of paint around and spruce up the place. There would be some immediate benefits of looking a bit nicer.

Or, you could do something that would grow and perpetuate the budget surplus. You can reduce your monthly expenses, now and into the future. But how? What's one of the biggest monthly expenses? Yes, the common area electric bill. But where to start?

The first thing when thinking about reducing the common area electric bill is to look at lighting. Lighting projects can be done relatively cheaply, and generally have the biggest bang for the buck. It's the best expense reduction per dollar invested. In fact, most lighting upgrades have about a two-year payback. But first consider what sort of lighting project to do.

The first thing in lighting is always look for incandescent lamps of any type, screw-in incandescents or halogens. These are little heaters that also produce some light. Let's

keep in mind that 90 percent of the energy put into an incandescent lamp is released in the form of heat. Only 10 percent of the energy actually contributes to the light coming out of the lamp. And what happens to that heat? It has to be removed from your common areas by the air conditioning system. Don't make your air conditioner work harder than it has to.

So, if you still have an incandescent lamp anywhere on your property, run to immediately replace it. Replacing incandescents has a payback period of months, not years.

But you say, "I replaced all my incandescents with compact fluorescent lamps (CFLs) years ago." Did you know that you can now replace those CFLs with light emitting diodes (LEDs) and still get that two-year payback?

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Here's how. The 26-watt CFLs in the recessed can fixtures, wall sconces or anywhere else can now be replaced by a 12- or 13-watt LEDs. This can save about half of the energy now being used. In most cases, LED lamps retail for around \$20 to \$30. There is a \$7.50 to \$10 per lamp incentive available from Hawaii Energy, depending on the shape and if it's dimmable or not. That's about a third the cost of the lamp. Plus, the 13-watt reduction in this example, if it's burning 12 hours per day, 365 days a year, is about \$10 a year in energy savings.

So, with one-third the cost in an incentive from Hawaii Energy, about a third the savings in energy in the first year and the same in the second year, LEDs are about a two-year payback. But if those lamps are in your common area and are on 24 hours per day, 365 days a year, then double your savings and half your payback period to one year.

And similar results can be found in other LED sizes and configurations.

The news gets even better. LEDs also have a longer life expectancy. Many LEDs have an expected life of 50,000 burn hours. If that lamp is in your common area and is on all the time, that's almost six years before you have to replace it.

Something to note: Life expectancies of LEDs are based on a certain percentage of lamps lasting for a certain period of time. Some lamps may fail, but by doing due diligence and making sure that the lamps are certified by either Energy Star, Design-Lights Consortium or Lighting Facts (requirement for the Hawaii Energy incentive), then you can be reasonably sure that the vast majority of the lamps will perform as advertised.

Key takeaway: Buy a reputable product from a reputable source.

Maybe some are thinking, "OK, I get it, I need to do an energy-efficient lighting project to reduce my monthly expenses and perpetuate my surplus." How do I make sure I get that incentive? There are two ways to get that incentive. Go to Hawaiienergy.com and download the application and worksheet. After completing the installation, turn those in with the invoice and specifi-

cation sheets for the lamps.

Or go to lighting distributors who are participating in the company's Lighting Distributor Instant Rebate Program and get the incentive at the time of the purchase directly from the distributor. Half as much material cost at the time of purchase means you can do more lamps for the same cost.

To find out which distributors are participating in the program, go to hawaiienergy.com/lighting.

Keith Block is the business program manager at Hawaii Energy and has more than 20 years of experience in the energy conservation and efficiency industry. Hawaii Energy is the ratepayer-funded conservation and efficiency program administered by Leidos Engineering LLC, under contract with the Hawaii Public Utilities Commission.




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Can't You Read the Sign?

Ensure a safer, healthier environment on your property for both the tenants and workers

BY GEORGE PROCTOR

Property owners and managers do all they can to protect tenants and workers from hazards. Is it ever enough?

Many say no, it can never be enough. Although it does seem like overkill at times, and many of us take it for granted, posted signs in a workplace play an important role in making us all aware and keeping us safe.

Remember the 1970 song by the Five Man Electric Band?

*Sign, sign, everywhere a sign,
Blockin' out the scenery,
breakin' my mind,
Do this, don't do that.
Can't you read the sign?*

expected to stop at a crosswalk? Where is the crosswalk, for that matter?

In the workplace environment it can be just as critical to know when, where, how and why.

Without these signs there would be chaos and people would be running around oblivious to dangers lurking around the

makes for a safe and healthy work environment where we can be a productive part of the company. They do it because they care.

So, what is it with all these signs? The primary purpose is to grab our attention. Yellow lettering for caution/exercise care; red usually warns of danger. Others are to inform you. Even the overall size of the sign and lettering serve a purpose—the larger the lettering, the more visible from a distance.

Posted signs in a workplace play an important role in making us all aware and keeping us safe.

It helps warn, it helps invite, it helps instruct, it helps direct. Most importantly, it helps greatly to get your message out.

As an employer, take the time to acknowledge the need for workplace signs and post them in the appropriate locations on your property. They are for everyone's benefit.

corner. We depend on the simplicity of a sign to do this work for us. It acts as the reminder note that we see at home to "take out the trash," or "don't forget the grocery list." Just to awaken every morning we need an audible and visual sign: alarm clocks.

Employers use these signs to protect and warn an individual. This

Everywhere you look today you see a sign. "Beware." "Do Not Enter." "Employees Only."

People often need a gentle reminder, without which we would leave ourselves open to danger and injury. When do we cross the road? When are we



George Proctor

George Proctor is sales manager at Safety Systems and Signs Hawaii. He can be reached at gproctor@ssshinc.com or 808-847-4017 ext. 1027. For more information on the company, go to safetyssystemshawaii.com.

Hawaiiana congratulates its 2015 IREM® Award Winners!



Shown above are (left to right) Duane Komine, ARM, Hoku; Fernando Bastos, ARM, Allure Waikiki; Heather Steele, ARM, Kaimana Lanais; Jayne Cloutier, Management Executive, Hawaiiana Management Company; William "Bill" Samaritano, ARM, Discovery Bay; Chris Herndon, ARM, Discovery Bay; Ralph Ahles, Management Executive, Hawaiiana Management Company.



FERNANDO BASTOS, ARM **Allure Waikiki**

IREM Chapter No. 34
Member of the Year
(Shown with Stella Bastos)



Davie Felipe, ARM (left) and Duane Komine, ARM (right), show mutual Certificates of Appreciation for their contributions to IREM Hawaii Chapter No. 34. Duane was also the recipient of IREM's first ever REME Manager of the Year award at IREM's International conference held in Salt Lake City, Utah earlier this year.

Each year, the Institute of Real Estate Management (IREM®), selects award-winners for its prestigious Building of the Year and Member of the Year awards. For 17 years straight, Hawaiiana Management Company has been honored to see Hawaiiana-managed properties and their managers' strong representation among the winners. Hawaiiana heartily congratulates its properties, their managers and their boards of directors!

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Discovery Bay
Member of the Year
High Rise over 600 Units

HEATHER STEELE, ARM

Resident Manager
Kaimana Lanais
Member of the Year
High rise between
100 & 249 units

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Allure Waikiki completed six lighting retrofit projects, resulting in a savings of over \$214,000!



Allure Waikiki

Cash In on Recyclable Metals

Redeeming valuable materials can reduce the overall cost of a construction project

BY ALAN HORNSTEIN AND BRIAN PICCOLO

For many building managers, the ultimate goals of any renovation project are to get it completed within scope, done on time and on budget.

But with that urgency to meet deadlines, potential recyclable materials from the renovation and demolition work sometimes get overlooked and thrown away. These items valued for recycling within the home or building can be a “gold mine” and can help cut down on costs for the project, and may even provide a rebate back to the project.

According to the Construction Materials Recycling Association, construction and demolition waste are the largest sources of trash in the United States. The association says 325

million tons of recoverable construction debris is generated in the United States each year. Landfill costs keep rising and some items may be prohibited from landfilling. This can lead to increased project costs.

By having a demolition expert or certified recycler survey the building before construction begins, you can locate building materials that can be redeemed for recycling and at the same time cut down on waste costs and trip and tipping fees at the landfill. The two-fold accomplish-

from a 500-pound engine, instead of paying trip and tipping fees to take that same engine to the landfill?

A property manager overseeing a construction project usually asks the person handling the demolition work whether the materials are being properly disposed, and rightfully so. But the recyclable materials that can be spotted by certified experts before work begins can also be profitable.

The building manager should also ask the contractor for a discount in the project costs if the construction

The building manager should ask the contractor for a discount in the project costs if the construction company plans to redeem the recycled materials.

ment in savings can mean reduced potential costs for the project and for the property owner.

For example, would you rather be compensated for recyclable metals

company plans to redeem the recycled materials. Including language in the renovation contract requiring recycling may help increase the diversion of materials from the landfill as well as provide a rebate against project costs.





Overlooked Materials

A pre-construction survey of recyclable materials, visible and unseen, can lead to the location and separation of recycled material. Previous construction materials such as metal roofing and siding, window frames, sheet metal, boilers, I-beams, angles and plates could all be potentially recyclable.

In the electrical category, there are wire and cables, transformers, switch boxes, valves, pumps, generators, chillers, air conditioning equipment, controls, motors and armatures. The National Electrical Code requires that all abandoned copper and fiber cable be removed. The value of recycling these items may be significant and may help subsidize project costs. Leaving abandoned cable runs in place may even represent fire and environmental hazards.

And on the plumbing side, potential recycled materials could include metal pipes, valves, sheet, fixtures, faucets, heaters, sprinklers and fittings. In large projects, segregating the materials into pre-established categories may help increase the rebate to the project.

Proper Disposal

Then there is the environmental side of recycling, and we're not just talking about being environmentally conscious. Working with a certified demolition expert or recycler can determine whether certain materials are tainted with or contain toxic materials such as asbestos, PCP, radiation and potential oils that need to be cleaned or disposed of properly.

Not taking this important extra step to check for these hazardous materials can lead to the illegal and improper disposal of these toxic items. The ramifications could have the building manager or property responsible for fines and other penalties.

Take, for example, an old boiler or chiller scheduled for disposal or recycling that is found to have acquired radiation from decades of use. A hazardous waste expert should be brought in to have the device vacuumed and cleaned before taken in for recycling. Failure to do this may result in unexpected additional costs.

A good building manager supervising a renovation or construction project not only makes sure the job is done correctly and promptly, but also keeps the project costs reasonable. Locating recyclable materials within the structure before construction begins is one way of keeping those costs down.

Alan Hornstein is president of the recycling company Lenox Metals LLC, located in Campbell Industrial Park. Brian Piccolo is vice president of Lenox Metals, which is celebrating its 26th year in business.



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Waterproofing with Tile and Carpet

Install quality underlying materials and confirm the details of the warranty

BY SEAN DUNHAM

Tile and carpet can cause significant damage to the substrates below if not properly protected, and it rarely is. They trap water and moisture under the surface on the concrete substrate. This can lead to spalls and leaks into occupied space. On wooden substrate it can lead to wood rot, mold and leaks.

Tile and carpet also hide the damage they are causing. For these reasons waterproofers often recommend to clients that they forgo installing these finishes.

Often owners really want tile or

carpet for a variety of reasons including aesthetics, ease of cleaning and long service life. There are a variety of types of materials to waterproof under these substrates that all come with varying substrate requirements and guarantees.

Simple to install and lower cost, tile or carpet usually require an ideal surface and original construction. They are susceptible to ponding water and movement, and require aggressive slope to drains and significant detailing of any moving joints with sealant and mesh. If the original decks don't have a good slope the cost to re-slope can be high, or is often ignored, which

can nullify the warranty and lead to failures. Sometimes to gain this positive slope requires building up at door thresholds, and this can cause the final tile surface to be higher than the door.

These simpler systems usually come with limited guarantees (in the 5- to 10-year range), warranting only the material, meaning if there is a failure to the underlying surface the warranty will not cover it. The warranty will only provide the replacement material; it will not cover the cost of repair or replacement to the underlying surface.

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On the other end of the spectrum, some high-end materials do not require sloping and are capable of handling ponding water or even submersion, allowing for the sloping process to be cut out. This savings in some cases can make up for the additional cost of the material.

The high-end materials also come with warranties in the 10- to 25-year range. The terms of the warranties can also be much more favorable in that the manufacture will cover labor, material and any damage caused by the leak and any repair cost to access the waterproofing and return the finish to its original condition. This usually requires the installer to be preapproved and trained by the manufacturer and the project be looked at by the manufacturer before starting.

Waterproofing under tile and carpet is no different than most other applications in that the majority of leaks don't come from the large area, but come down to the details. This often comes with expenses owners were not expecting.

On wooden structures this may include having to remove siding to lap over flashing to under the building paper and, in some cases, once the demo starts you discover that the original flashing was installed improperly or may not even exist.





When you are looking for a contractor to perform this work, here are a few tips to get a quality, long-lasting product:

- Make sure the person installing the waterproofing has the appropriate waterproofing license (C-55) and the person installing the tile or carpet is licensed in their trade (C-7, C-21, C-51).
- Ask for an Intent to Warrant from the manufacturer to make sure the contractor and manufacturer are in agreement on the proper product and the warranty terms before work starts.
- Do a lifecycle cost analysis on the proposed systems, including possible damage to spaces below the substrate and what a repair or premature failure might cost and weigh the risk reward. The most expensive option is not often the best especially if the space is unoccupied below and the tile is utilitarian vs. luxury.
- Ask for details and shop drawings on important transitions including horizontal to vertical and any common penetrations like railing posts or door thresholds.
- Ask about experience including past projects and training the company has completed.

Sean Dunham, an estimator with Kawika's Painting, is a certified Master Painters Institute maintenance coatings specialist. He joined Kawika's after graduating from the University of Denver in 2010.



Sean Dunham

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The exterior of a building is stripped to bare concrete after it was determined that the building could not receive any more coating until all of the existing paint was completely removed. The building then was given a new system of one coat of primer, one coat of elastomeric and two topcoats of 100 percent acrylic.

Waterproof Coating Protects for Decades

Painting costs less initially but coating systems extend the time before needing to re-cover walls

BY JOE MILLER

Once a building reaches a certain age and has been painted and coated over multiple times, it may be necessary to remove all of the existing paint and coatings that have been installed on the structure before it can be repainted or waterproofed again.

Nowadays, more and more buildings need to have the existing paint and coatings removed down to bare concrete prior to the installation of the new waterproofing system on the

walls and other structures.

The reason that paint is coming off of the ceiling so easily is because the paint is nearly 40 years old and rainwater has been allowed to land on and absorb into the bare concrete lanais. Over time, moisture has traveled through the skyward side of the lanai and has caused the paint to lose its adhesive qualities to the concrete on the underside of the lanais.

Many buildings built and painted and coated in the 1960s, '70s and '80s were parge coated with a trowel-grade gypsum-like product that

disintegrates and turns to powder when it gets wet. The gypsum product was used to smooth out imperfections in the concrete and cover bug holes after the concrete was poured during new construction. Initially, the gypsum did a great job of covering up the imperfections, and after the paint was applied over the gypsum, minimal failure was noticed. The adverse behavior of the gypsum became apparent many years later when water was allowed to get behind the existing paint.

Buildings that fall behind on their re-painting and waterproofing schedule—sometimes waiting 15 to 25 years between repainting and waterproofing project—are most prone for coating and paint failures on the ceilings and walls because moisture has gotten through microholes or cracks in the paint systems and made its way to the concrete surface where in many cases gypsum was applied. As the gypsum loosens up and turns to powder, the bond between the original paint system and the concrete substrate is destroyed. At this point it becomes nearly impossible to apply a new waterproofing system over the existing paints.

Buildings should be waterproofed and/or painted approximately every 10 years. However, there are waterproofing systems that can be applied to a building's substrate after it has been stripped to bare concrete that can last 20 years or more. These types of systems would include a coat of primer, two coats of elastomeric and a topcoat of 100 percent acrylic with a finish dry film with a thickness between 16 to 18 mils or two coats of silicone with a finish dry file thickness of 10 mils.

It is also wise to install a polyurethane nonskid waterproofing coating on all elevated membranes of the building and parking structure. This would include lanais, ledges and upper parking decks that are exposed to the exterior elements.

The purpose of waterproof coating is to prevent water and the salts in our Hawaiian environment from getting to the concrete and causing damage such as spalling. It is important to keep in mind that waterproof coatings protect concrete structures far

better than thinner mil paint systems.

Buildings that have been water-proofed in lieu of painted will experience far less spalled concrete over time. The installation of waterproof coatings on walls will cost approximately \$3.50 per square foot; the installation of a paint system will cost approximately \$2 per square foot. For example, it would cost approximately \$350,000 to waterproof the walls of a 100,000-square-foot building and \$200,000 to paint the walls of a 100,000-square-foot building.

You can see that it costs \$150,000 more to apply waterproof coatings in lieu of paints. However, buildings that are waterproofed properly can generally wait 15 to 20 years before they need to be waterproofed or painted again. Buildings that are only painted should be repainted approximately every eight to 10 years.

In the long run, money is saved and the residents of the buildings are inconvenienced less often. The installation of waterproof coatings on lanais and elevated decks costs between \$6 and \$12 per square foot,



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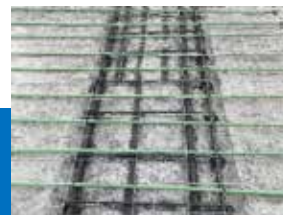
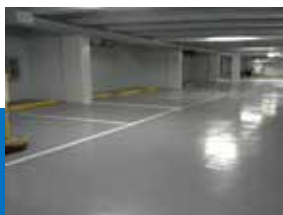
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Paint is removed from a 40-year-old lanai ceiling where rain has been absorbed into the bare concrete lanais.

and the installation of a traditional porch and deck paint cost approximately \$2 to \$4 dollars per square foot.

Joe Miller is the president and owner of Seal Masters of Hawaii and Elite Railings & Windows. Seal Masters of Hawaii is recognized as an industry leader in waterproofing, concrete spalling and the exterior renovation of concrete buildings and structures.

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Discovery Bay
in Background



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IREM Presents 2015 Awards

The Institute of Real Estate Management (IREM) Hawaii chapter presented its 2015 Managers and Building of the Year awards on Nov. 20 at Waialae Country Club.

The winners were nominated by their AOA board of directors or property manager and demonstrated excellence in staff, resident and tenant relations and in managing the operations of the building. Also, they must be an Accredited Residential Manager and a member of the IREM Hawaii Chapter. The winners included:



ARM Managers of the Year

- High-rise between 100 and 249 units: Heather Steele, Kaimana Lanais, Hawaiiana Management
- High-rise between 250 and 349 units: Fernando Bastos, Allure Waikiki, Hawaiiana Management
- High-rise between 350 and 449 Units: Richard Larson, Mott Smith Laniloa, Associa Hawaii
- High-rise 600 units and over: William I. Samaritano, Discovery Bay, Hawaiiana Management

Building of the Year

- High-rise between 100 and 249 units: Inn on the Park, Kevin Hisaw, resident manager, Associa Hawaii
- AOA Green Business Award: Allure Waikiki, Fernando Bastos, resident manager
- ARM Member of the Year: Fernando Bastos, Allure Waikiki
- CPM Member of the Year: Jeremy Long.



The Hokua condominium in Kakaako.

Hokua's Komine Earns National Award

Duane Komine, general manager of Hokua condominium in Kakaako, recently received the Real Estate Management Excellence Residential Manager of the Year award from the Institute of Real Estate Management (IREM).

"I am honored to bring the first-ever REME ARM of the Year award to Hawaii. The award belongs to all of us—our award-winning staff, AOA Hokua, developers Kobayashi and MacNaughton Groups and Hawaiiana Management Co., Hokua's managing agent," says Komine who received the award in Salt Lake City among finalists from Orlando, Chicago and Vancouver.



Duane Komine

Associa's Emery Tabbed VP of Government Affairs

Richard Emery, former president and principal broker of Hawaii First, an Associa company, has been named vice president of government affairs. Hawaii First and its sister company Associa Hawaii recently unified.



Richard Emery

"Richard knows just about everything there is to know about the community management industry in Hawaii. His wealth of knowledge and extensive experience are perfectly suited for this new role," says Associa Senior Vice President of External Affairs Andrew Fortin.

Emery has developed relationships with key legislators in Hawaii for almost 20 years.

Oliver Named GM at Green Home Solutions

Howard Oliver has been named general manager Green Home Solutions Hawaii where he will manage day-to-day operations.

His duties include establishing business infrastructure by overseeing safety standards, licensing and certifications; implementing social media campaigns and marketing strategies; and working closely with residential and commercial clients during each step of their mold or odor remediation service.

Oliver began his career with GHS Hawaii as a field manager in 2014. Previously he was a junior technical writer at AECOM in California.

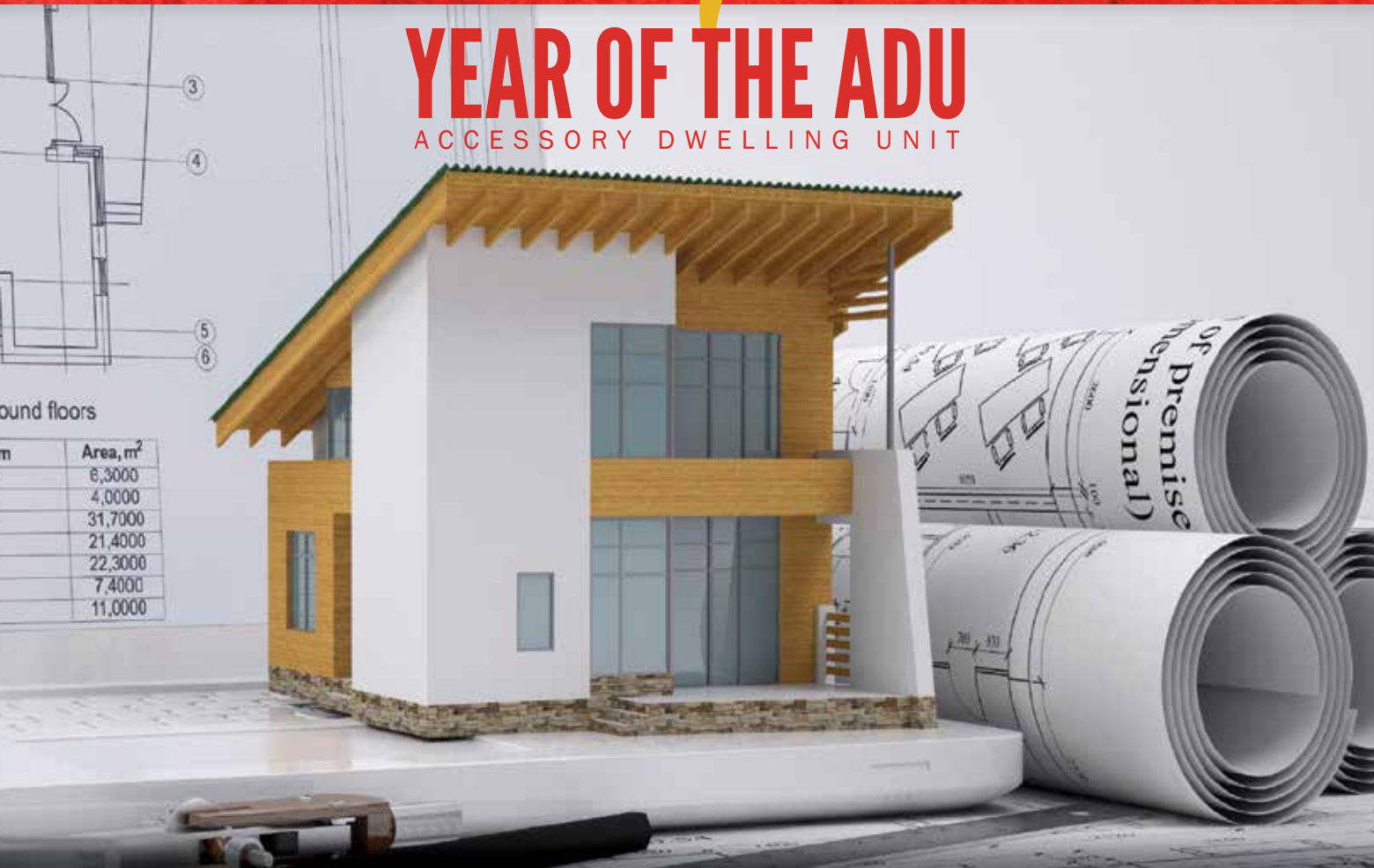


Howard Oliver

2016

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BIA-Hawaii's upcoming 2016 Home Building and Remodeling Show, the "Big Show," (January 22-24, 2016) and Remodel it Right Expo (August 12-14, 2016), which will be held at the Neal S. Blaisdell Exhibition Hall, will include a focus on Accessory Dwelling Units (ADUs) and what consumers and homeowners need to know to successfully add a unit to their home. BIA-Hawaii will offer seminars featuring representatives from the City who will provide information on the ADU application process, BIA-Hawaii member contractors specializing in the construction of ADUs, architects who design ADUs, financing experts, and other experts who will provide the information consumers need to add an ADU.

For more information or to reserve a booth, contact Clarice Watanabe at ckw@biahawaii.org or 808.629.7503.

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Tips for Successful Maintenance

As residential and site managers we are tasked with all types of maintenance responsibilities. Some of us are responsible for maintaining large landscapes while others clean buildings from wall to wall. Today, I'm lucky enough to have a well-motivated team to assist me in carrying out maintenance responsibilities.

As a newcomer to condominium management, I started out splitting my management duties and physically maintaining the property myself. This was no easy feat. Over time I learned to manage my time and understand my capabilities. As I moved on to other condos I had more property to maintain, but I was also issued a small staff. These employees valued my work ethic and willingness to listen to their ideas. Some of my best lessons came from my beginnings.

Not long ago I taught employees to carry a permanent ink marker whenever they replaced lightbulbs. I would remind them to write the dates on the base of CFL bulbs. With this data we were able to determine the lifespan of the bulb. Later, we did this with LED lighting, too. This data help us locate problems and conditions affecting lighting performance.

Communication is essential for success in maintenance. For example, let's say company X is responsible for the scheduled routine maintenance of a roll-up overhead garage door. With each routine visit technicians addressing the door find minor adjustments are needed. Technicians understand that these continuous adjustments are telltale signs for underlying problems. By communicating with vendors it may prove helpful to understand why equipment is failing and when replacement may be approaching. Such details can mean the difference between laying a bombshell on the board of directors at your next association meeting, or preparing a budget for imminent equipment failure.

Don't limit your communication to vendors. There isn't time for everyone, yet it's almost required to communicate with everyone. With more



Advice for Managers

Identify what you, your employees, vendors, contractors etc., are capable of accomplishing. Make sure deadlines and performance goals are realistic.

Take a moment to listen to ideas and suggestions. Sometimes another perspective or a second opinion is helpful.

Data is power. Accurate records of installation dates, rebuilds and routine maintenance ultimately help to better understand the performance of your equipment.

Communication is essential. Find innovative ways to regularly communicate with employees, supervisors and homeowners.

than 350 units and a staff of almost 20, I sought ways to speak to everyone. My schedule didn't always allow for routine meetings with my maintenance crew so communication boxes were implemented. Smaller tasks and directives are typed out at the end of my workday and delegated to employees as they clock in to start work.

Our association boasts a bi-monthly newsletter and a public website. These tools are also used to communicate maintenance schedules and accomplishments with our association. Most homeowners don't like to be kept in the dark. Communication equals comfort.

Being a successful residential or site manager does not, per se, make someone a maintenance wizard. There's no magic wand to fix it all or make your problems go away. As I continue with my career, the more tips and tricks I pick up along the way.

The reality of maintenance is that it's not always a pretty job, and caring for something that's already established doesn't always garner the glory. If you look up the word "mainte-

nance" in a dictionary I'm certain you'll find words such as "preservation" and "service." True success in maintenance comes from taking pride in the preservation of the properties we manage.

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.



Jacob Roller

This issue's guest columnist is Jacob Roller, the general manager of Aloha Lani AOAO. He serves on the Organizational Committee on the Board of Directors for the Institute of Real Estate Management (IREM), Hawaii Chapter 34. Roller holds the ARM designation from IREM and was honored as IREM's 2013 Accredited Resident Manager of the Year.

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Injecting cracks in the ceiling of this concrete slab located below a landscaped area and above a garage driveway stopped the drip of water onto vehicles and protected the rebar, thereby mitigating future spalling concrete.



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