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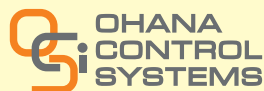
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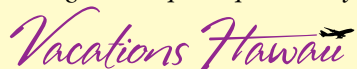
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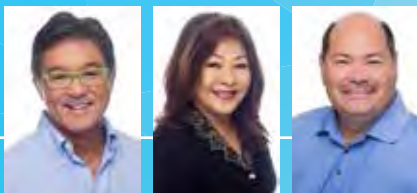
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- **Howard Wiig**, Energy Analyst, Hawaii State Dept. of Energy Efficiency

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There's More to Windows Than Meets the Eye

Airtight. Waterproof. Energy efficient. Aesthetically pleasing.

Windows today serve many purposes and it literally pays for property managers to know which kind of pane—whether new glass and frames or installing replacements—would be the best choice for their facility and

tenants. In this issue our experts lay out all the factors to help them make the best decision.

Bring up the topic of codes and regulations and most facility managers might think

first about building specifications such as electrical to plumbing. They also need to be aware of laws pertaining to their tenants' service and assistance animals. And according to our report, there is a huge difference in whether an animal is designated "service" or "assistance."

The Building Owners and Managers Association of Hawaii has an array of events and activities planned for its members and the community throughout this year. In our "Inside BOMA Hawaii" report, we talk with 2016 President Kalani Maika of Bank of Hawaii.

Our contributing writers for this issue also discuss ways to ensure your property has a reliable energy source, even during storms and outages, and how to save money by submetering. And we take a look at how to bolster your property's security and safety.

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

Aloha,

David Putnam

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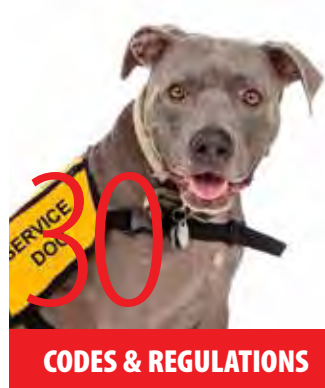
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Founded by Trade Publishing Company in April 1983, *Building Management Hawaii* is a statewide trade magazine serving Hawaii's commercial, industrial, and residential facility management industries.

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FORECAST 2016

PHOTOS BY BOB HAYES

The Hawaii CCIM chapter (Certified Commercial Investment Member) and the Institute of Real Estate Management (IREM) of Hawaii hosted FORECAST 2016, featuring several leading economists, property management firms and hospitality experts, on Jan. 26 at the Hawaii Convention Center.



Davilyn Sato, Hazel Unciano, Dancetta Feary, Megan Malloy, Nannette Vinton



Kimo Greenwell, Mike Pietsch, Todd Hedrick



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Richard Larson, Phyllis Kacher



Berton Hamamoto, Joan Kashimoto, Julie Tumbaga, David Heard



Steve Hayamoto, Kaione Crabb, Danny Loo

3 Ways the Right Windows Make a Difference

Maintain a greener view during both new construction and project upgrades

BY HAROLD COOKE

Nothing pulls tenants to space in a building like a beautiful view, but a bigger selling point for prospective tenants these days is how a building's green features help maintain that beautiful view.

Owners increasingly understand this, which is why many intend to invest significantly to green their existing built infrastructure. Some of those improvements will not only help achieve the owners' goals, but will also help streamline managers' workloads and improve overall operating efficiencies.

According to the U.S. Green Building Council, the major priority areas among commercial building owners for greening their existing building stock include HVAC systems, windows, lighting, plumbing and other key technologies. While each area is critical to a building's performance, windows do the heavy lifting as an aesthetic feature as well as a structural element—façade, noise barrier, privacy screen and more.

The right windows for both new construction and upgrade projects can serve as the tipping point to achieve your building's green goals.

Choosing more efficient windows doesn't just mean getting the most efficient glass inserts or top insulating value. It's important to consider the entire window unit's features to appreciate how effectively it will support your building's greener goals. Some criteria to consider include:

- **Insulating value of the entire window unit:** While the glass is a critical gatekeeper in terms of maintaining consistent indoor air temperatures, the frame materials are just as important. An example is the eco-

friendly 100 Series which are comprised of reclaimed wood fiber. The material draws additional insulating value from the wood fiber that vinyl can't replicate.

- **The right efficiency for the building:** The highest efficiency-rated window is not necessarily the best window for each project, especially

with existing building stock. Rather than default to the most efficient windows you can specify for your budget, take a whole-building view of your energy efficiency goals and choose the window glass that will help you meet that goal within the budget you set.

- **Long-term maintenance requirements:** What do you know about the window's durability? How often will the frames need to be repainted, or hardware replaced? The 100 Series window frames that Andersen offers, for example, are



External view of the 100 Series windows



stronger and more rigid than vinyl and never needs painting.

There are far-reaching benefits for building managers who invest the time and thought into every aspect of



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their green upgrades, including their window specification. In its “2012 World Green Buildings Study,” McGraw-Hill reported that among green building projects worldwide:

- Operating costs decreased by 13.6 percent for new construction and 8.5 percent for existing building projects.
- Building value increased by 10.9 percent for new construction and 6.8 percent for existing building projects.
- Increased asset valuation: New green building projects 5 percent; green building retrofits 4 percent.

Other benefits can include improved lease rates (green buildings are more attractive to prospective tenants) and increased tenant satisfaction reports.

Planning a project that not only meets the building owners’ goals but also makes the managers’ day-to-day jobs easier may sound too good to be true, but every day we learn of one more property that’s done just that. Not to say there won’t be another to-do to replace what the greener upgrade just removed from your punchlist, but there will be room in your day to do it.

With the right green technologies installed, building

managers and owners can rest assured the beautiful view their tenants prize will not change for the worse. With the right windows installed, the view may actually improve significantly.



Harold Cooke

Harold Cooke is a territory sales representative for Andersen Windows & Doors. For more information visit www.andersenwindows.com



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BY SHAWN MOSELEY

Security in your home or condo is a long-standing and continual concern, especially if you have old-style jalousies or failing awning, sliding windows and doors. Keeping the house cool and safe in extreme weather is also a concern during summer—and the hurricane season which is quickly approaching.

Add to that the tropical climate of Hawaii, the mosquitoes and other bugs trying to invade the home or condo and you have more than a few things to consider on how to remedy the issues cost effectively and within budget.

One all-around option would be a security screen that also is hurricane-rated and mosquito- and bug-tested, but unlike traditional fiberglass mesh screens they are stronger and more durable. Typically these screens are marine grade, suitable for Hawaii with a fine 316 stainless steel-woven mesh screen installed in an aluminum frame.

The best type of aluminum frame would be fully welded together first, and then the frame is finished with

high-strength powder-coat paint that is certified and sea-spray tested to Hawaii standards. Some may ask: “Why a fully welded frame?” The answer is simple: Good, non-corrosive design. In the process of manufacturing—without welding—your frame pieces are painted, then these raw materials are cut to size and screwed together where the corner joints meet.

When doing this you are exposing unfinished raw edges from the cuts that are not protected from the salty air and will corrode faster at the joining seams leading to failure, especially near the ocean. You also run the risk of having dissimilar metals in the frame, mesh and screw types to assemble the frame which will lead to accelerated corrosion due to electrolysis and galvanic reaction. This leads to earlier replacement of the system than desired.

There are a variety of these types available in Hawaii that offer different features to retrofit over all window types and doors, both exterior and interior. When mounting these types of screens is important for overall function, it’s advisable to meet with various local manufacturers and

dealers who offer these products because the cost of a security mesh screen made of stainless steel is typically higher than traditional fiberglass mesh screens. You do have options to choose from, so explore them.

It also is best to have the sales meeting at your building site so the representative can fully understand the installation requirements to better offer options for your property.

One last critical tip is to inquire if the product has been tested and if you can have a copy or access to those test reports to make sure the product meets the new building code requirements in your city or county issued by your local building department.

Shawn Moseley is the territory manager for Breezway North America, which locally manufactures its products at its factory in Halawa.



Shawn Moseley

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Is Your Building in Need of Window Replacements?

Include clear AOA bylaws to determine who is responsible for the cost of replacements

BY JOE MILLER

Is it time to replace the windows on your condo with energy-efficient windows or jalousie windows that operate easily? There are many different types of windows, makes and models to choose from these days.

The amount of energy needed to produce air conditioning can be substantially reduced with up to 50 percent savings with dual pane energy efficient glass. Dual pane, along with low-E coating on the glass, will

prevent damaging ultraviolet rays and heat from the sun from transferring into the interior of a home. Dual pane windows will also greatly reduce noise pollution.



Dual pane energy-efficient sliding glass windows on top of Breezway jalousies

For those who prefer jalousie windows, there is a jalousie window on the market and available in Hawaii called Breezway. Breezway offers hurricane-rated windows, tested up to 145 mph wind velocity. The glass blades can be tempered and secured to the window system with stronghold clips that keep the blades fully engaged, eliminating glass fall hazards. These windows are easy to operate and a huge improvement over any other jalousie window on the market that is intended for mid- and high-rise buildings.

Jalousie windows are still popular in existing buildings that do not have central air conditioning because they offer nearly 100 percent air flow for natural cooling.



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Aluminum window systems (anodized or Kynar coated) are recommended for mid- and high-rise buildings. Aluminum is stronger than other materials being advertised and sold today. Anodized and Kynar finishes are the longest-lasting finishes on the market and do not become brittle and weak over time. Look around at all of the new high-rises going up in Honolulu and you will see that only aluminum and dual pane windows are being installed.

Keep in mind that it is important to hire a licensed glazing contractor who understands the latest wind loads and hurricane requirements for new window installations.

Paying for New Windows

Many buildings in Honolulu are

approximately 40 years old and their windows are at the end of their life cycle. So how does an owner or an AOA pay for new windows? There are several ways to cover the cost of window replacement for AOAs: reserves, special assessment, owner payments, bank loan or combination thereof.

We have seen in many cases that it is very difficult for an AOA to convince the unit-owners to pay for new windows, sometimes costing thousands of dollars per unit in a typical building.

Each AOA has its own bylaws that it must adhere to. Many AOA bylaws list the window maintenance, repair or replacement as an owner expense, thereby leaving the owner of each unit responsible for the cost of the window replacement. Some AOAs list certain windows as common expenses and other windows as owner expenses. Prior to a window replacement project, the AOA should determine who is responsible for the replacement cost.

There are many instances where

the homeowner is responsible for the window replacement costs and the AOA has had a difficult time gaining interest from the individual owners to engage in a building-wide window replacement project, primarily because people are not willing to or are unable to afford the expense.

Often, the windows are in such bad shape that pieces of glass have fallen from the building or sections of windows have blown off in high winds, creating a hazardous environment around the building. In these types of instances, the AOA may need to change the bylaws by having the AOA vote on a bylaw amendment moving the windows from an owner expense to a common element expense. The bylaws will determine the percentage of owners that must agree to a bylaw change in order to move an item from an owner expense to a common element expense.

Many AOAs have voted to move the windows from an owner expense to a common elements expense,

thereby allowing the AOA to take control of the windows and have them replaced as a common expense.

Sometimes it makes sense for AOAs to get a bank loan to ease the financial burden on residents for large window replacement projects. With interest rates at historic lows, it is a good time to take out a loan. Bank loans can eliminate the need for an AOA to abruptly special-assess unit-owners' large amounts of money, to be paid back in a short period of time. Bank loans may also allow AOAs the ability to fund projects while maintaining modest maintenance fee increases. It is best to discuss this subject with your property manager.



Joe Miller

Joe B. Miller is president and owner of Elite Railings & Windows, which specializes in window and railing replacement on condos, hotels and commercial buildings.



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Concrete spall due to window water leakage. The window may require repair or replacement to avoid reoccurrence of spalling.

THE ENGINEER'S ROLE: Complex & Crucial

Being a strong team leader key to a successful repair or renovation project

BY BERNIE WONNEBERGER

Building repair and renovation projects can be complicated and overwhelming. Teams of people are involved that include building owners, designers and contractors.

The designer is a licensed architect or licensed engineer and can serve a major role in developing the project performance requirements, providing design services, outlining project logistics and verifying the performance of the completed product.

In general, engineers guide building owners and managers through the phases of a building repair or

renovation project that include scope development, design, bidding and construction. The engineer can lead the team through all four phases in providing a successful project.

Scope Development

Depending on the complexity of issues to be addressed in the project, it is important to obtain an unbiased review of the condition of the existing structure. This step is critical in determining the cause(s) of the problems and understanding what needs, and does not need, to be repaired.

The engineer will perform a survey of the structure and provide

a report of the findings. The review typically includes a visual examination, water leakage testing, inspection openings, and evaluation for hazardous materials such as asbestos or lead-based paint.

We recommend the engineer provide a written report of the findings with repair recommendations and probable cost estimates. The report can be reviewed by the stakeholders and discussed with the engineer to develop a practical scope of repairs that addresses the needs of the building and will be within the available construction budget.

Design

Once the scope of repairs or restoration has been determined and agreed upon by all parties, the construction documents can be prepared by the engineer that



include drawings and specifications. The drawings will indicate the limits of the construction work, and also include details for the new construction and how it is to be integrated with the existing structure. The drawings will also include details that are required for the building permit.

The specifications will not only provide technical information regarding the intended materials for the project, but also include information regarding the contract agreement, insurance requirements, site restrictions, warranties, and other logistical requirements. Having these documents prepared by the engineer typically provides a holistic approach to the repair and development of interface detailing between individual building systems. These interface details between different systems (and different trades) can often make or break the repair/renovation project.

The documents also provide the basis for obtaining more accurate and consistent bids from contractors since they are bidding on the same scope of work and project requirements.

Bidding

The engineer will conduct a pre-bid meeting with the bidding contractors to describe the project scope and answer questions. The contractors may have additional questions afterward that can be provided as a formal Request for Information (RFI).

The engineer will review the RFI and provide a written response that may include an addendum which modifies the bid documents. This process assures all bidders are equally aware of the responses and modifications. The engineer will evaluate the bids received and may discuss the project scope and any questions with bidders to verify that they had a complete understanding of the intended project scope requirements.

Based on the evaluation, the engineer will recommend award of the contract to one of the bidders.

Construction

Prior to the construction, it is important to verify the contractor has



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an understanding of (and will use) the specified procedures and materials for the project. The contractor will formally provide submittals that include product data, samples and shop drawings for review by the engineer. Color and texture samples may also be provided for review by the owner. Mockups of the intended construction may be initially constructed for additional reviews and testing.

Once construction is started, the engineer will visit the site as needed to assess whether the work is in general conformance with the construction documents, review unforeseen conditions and determine the extent of completed work for review and approval of interim payment requests and partial lien waivers submitted by the contractor.

Site visits by the engineer should not be considered quality control for the construction which is solely the responsibility of the contractor. The engineer will prepare a “punch

list” describing various corrective or outstanding work to be completed. The engineer might review or perform testing of the work at various stages to verify that the actual construction meets the performance requirements. This can be invaluable to locate problems before final project acceptance. Problems that are found afterward can be costly and logistical nightmares.

Unforeseen conditions are common in repair/renovation of existing buildings. It is difficult, and often impractical, to determine all hidden as-built conditions prior to the design. The contractor will immediately inform the engineer of the unforeseen conditions that they discover. The engineer will review the conditions and determine a course of action that might require additional time and cost to the contractor. If the contractor issues a change order, it should be reviewed and signed by the owner, engineer and contractor prior to undertaking additional work.

Once all construction is completed, the contractor will submit the specified close-out documents for review by the engineer. The documents can include warranties as well as maintenance and cleaning instructions.

Once all specified close-out documents have been provided, the engineer reviews and, if appropriate, approves the contractor’s final payment request and lien waiver. This also releases retainage that is typically held by the owner from each payment. This retainage gives the owner some additional protection that the contractor will complete the work per the construction documents.

Bernie Wonneberger is a licensed architect and principal and unit manager at the Honolulu office of Wiss, Janney, Elstner Associates Inc. (WJE), a firm that specializes in solving structural, architectural and materials science issues in all types of new and existing buildings and structures.



Removing spalled concrete revealed problems in electrical conduits in the slab, requiring the added expense of hiring an electrical contractor to make the needed repairs.



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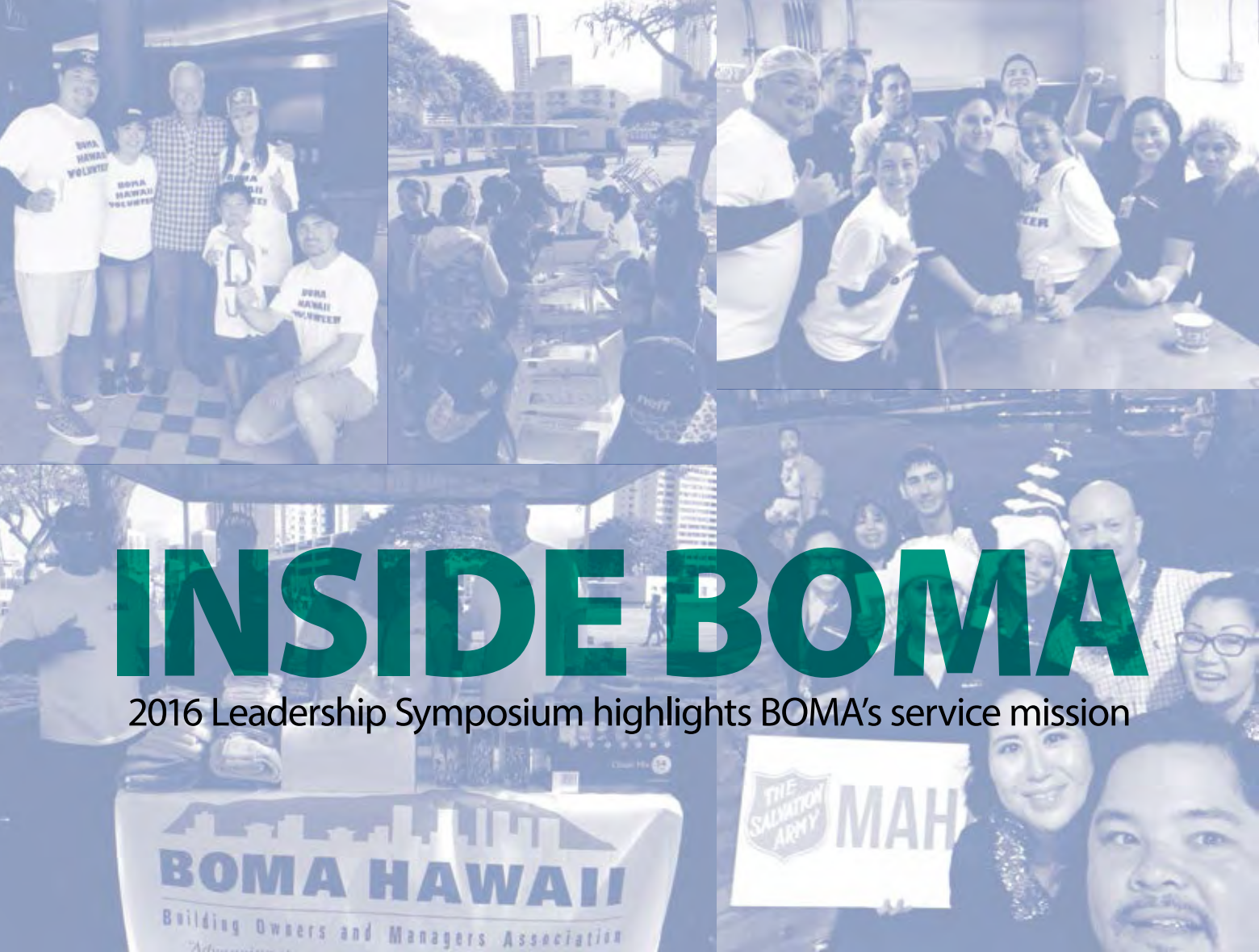
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INSIDE BOMA

2016 Leadership Symposium highlights BOMA's service mission

BY BRETT ALEXANDER-ESTES

The Building Owners and Managers Association of Hawaii has an ambitious slate of 2016 community initiatives as it continues what 2015 President Michelle Harris calls BOMA Hawaii's "get-involved-and-make-it-happen" spirit.

The drive to carry out, and even accelerate, those efforts will be led by Kalani Maika, who succeeds Harris as the organization's 2016 president.

"BOMA Hawaii has always been dedicated to being a pacesetter in the commercial real estate industry," says Maika, Bank of Hawaii's real estate asset manager whose oversight of a complex mix of commercial properties gives him a keen insight into Hawaii's current building management issues.

Other 2016 BOMA officers bring similarly robust resumes to Hawaii's leading building management trade



Michelle Harris



Kalani Maika

organization— BOMA President-elect Sandra Bollozos-Fraticelli, for example, is PM Realty Group's director of business development and, like Maika, Secretary/Treasurer Carlie Woodward-Dela Cruz is a Bank of Hawaii real estate asset manager.

Woodward-DelaCruz is also in charge of BOMA Hawaii's most important 2016

event, the Leadership Development Symposium on March 15.

"The Symposium is designed for anyone interested in learning how to develop the necessary leadership skills in becoming an effective

communicator in a professional environment, whether it be with employees, clients or customers,"



Carlie Woodward-Dela Cruz

says Woodward-Dela Cruz. Nearly 300 people are expected to attend the Hawaii Prince Waikiki Hotel event, Woodward-Dela Cruz says, which will explore the ways in which today's demanding

lifestyles diminish the human factor in working relationships. "As an organization," she says, "we strive to promote growth opportunities for our membership and the community."

Stepping Up the Pace

Reflecting on her year of service, Harris notes that while BOMA Ha-

Hawaiiana Management Company Celebrates a Successful 2015

Hawaiiana Management Company, Ltd., Hawaii's largest condominium and homeowner association (HOA) managing agent reported a winning 2015.

Nearly 100 new clients, representing over 15,000 units, contracted management with the firm or are pending completion. New Clients include One Waterfront Towers, Hampton Court, Ocean Villas at Turtle Bay, Park Lane Ala Moana, Kapiolani Residence, Symphony Honolulu, The Collection and Ward Village.

Meanwhile, Hawaiiana's retention rate with existing clients remained well over 99 per cent. Existing Clients include Trump International Hotel and Tower at Waikiki Beach (Oahu), Kukui'ula (Kauai), Mauna Lani Resort (Big Island), Opukea at Lahaina (Maui), Molokai Shores (Molokai) and Terraces at Manele (Lanai).

Hawaiiana also congratulated award-winning Hawaiiana-managed properties and their managers in 2015. For 17 years in a row, Hawaiiana has taken top honors at the prestigious Building and Manager of the Year awards hosted by the Hawaii Chapter of the Institute of Real Estate Management (IREM). Accredited Residential Managers from three Hawaiiana-managed properties won awards.

Fernando Bastos, ARM, won "Member of the Year" in the category of high rise between 250 and 349 units. In addition, Bastos won the chapter's overall Member of the Year Award. Bastos is the general manager of Allure Waikiki.

William "Bill" Samaritano, ARM, operations manager at Discovery Bay won Member of the Year in the category of high rise over 600 units.

Heather Steele, ARM, Resident Manager of Kaimana Lanais won Member of the Year in the category of high rise between 100 and 249 units.

Hawaiiana Client Retention & New Business Growth Statistics:

- 600 associations, representing more than 100,000 units, remain under contract
- 26 completed association developments, representing more than 3,000 residential, commercial and resort units moved to Hawaiiana from other companies in 2015
- 9 completed association developments are already contracted to start with Hawaiiana between January and March of 2016
- 62 planned associations under construction representing 12,311 residential, commercial and resort units are under contract with Hawaiiana



Shown above are (left to right) Duane Komine, ARM, Hokua; 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.

In addition, Hawaiiana-managed Allure Waikiki was winner of the AOA Green Business Award. The Green Business Award recognizes associations which have exhibited leadership and innovation in their sustainability initiatives. Every year one aspect of energy efficiency and sustainability is chosen by IREM's board of directors. As 2015 was designated by UNESCO to be the "Year of the Light," the chapter chose "energy-efficient lighting" as this year's emphasis. Award winner Allure Waikiki completed six lighting retrofit projects, resulting in a total savings of over \$214,000!

Also honored was Duane Komine, ARM, general manager of Hokua, who won the organization's highest international honor.



Allure Waikiki

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waii joins parent organization BOMA International in celebrating a series of national legislative victories for the building management industry as well as positive developments for Honolulu's homeless population, "there is so much to do."

In response, BOMA Hawaii is stepping up the pace and the scale of its 2016 community initiatives.

The three untidy blocks that were swept and freshened in the 2015 Kakaako Clean Up will be expanded in this year's April effort, says Joshua Tokars, BOMA Hawaii Community Service chair. The area will encompass Mother Waldron Park and the Waterfront



Joshua Tokars

Plaza neighborhood, and like last year's effort, will likely include cleaning the Park's "interior and exterior, painting light posts, removing graffiti and stickers, picking up abandoned trash left by the challenged homeless population and cleaning out gutters and curbs." Tokars says last year's

BOMA Hawaii 2016 Event Schedule

March – 2016 Leadership Development Symposium

April – Kakaako Clean Up

May – IHS Pots & Pans Drive

June – BOMA Golf Tournament

July – IHS Meal Prep

August – Big Brothers Big Sisters "Bowling Event"

August – BOMA Summer Social U.S. Vets /Waianae Civic Center

September – U.S. Vets/Waianae Civic Center Paiolu Kaiaulu Painting Project

November – Special Olympics "Over the Edge"

November/December – Salvation Army "Angel Tree" Program



BOMA Hawaii and the Salvation Army provide Christmas presents for Honolulu keiki.



BOMA Hawaii and the Salvation Army at the 2015 'Deck the Streets' event.

successful cleanup was lauded by area stakeholders, including Kamehameha Schools Bishop Estate and the City & County of Honolulu.

Three other BOMA 2016 initiatives tackle homeless issues head-on: the May Institute of Human Services (IHS) Pots & Pans Drive, the July IHS Meal Prep and the September U.S. Vets Waianae Civic Center Paiolu Kaiaulu Painting Project.

BOMA underwrote the cost of last year's IHS Prep meal, Tokars says. And as for serving the meal to IHS residents, he says, BOMA's 20 volunteers "loved it! At BOMA Hawaii, we're really fortunate to have so many members in the building management industry who want to give back to the community. When BOMA did the IHS Prep, we saw a growing opportunity to give back even more!"

In September, BOMA volunteers will "paint the interior and the exterior of transitional housing serving the homeless West Side community," says Tokars of the U.S. Vets Waianae Civic Center project. The shelter serves 100 families, and consists of one building for families with chil-

BOMA Hawaii 2016 Officers & Directors

Officers:

President: Brennan C. Kalani
Maika, Bank of Hawaii

President Elect: Sandra Bollozos-
Fratlicelli, PM Realty Group

Secretary/Treasurer: Carlie
Woodward-Dela Cruz,
Bank of Hawaii

Director – 2-Year Term:

- **Corinne Hiromoto**, James
Campbell Company
- **Holly Morikami**, Heide & Cook
- **Joshua Tokars**, Armstrong
Building Maintenance

Director – 1-Year Term:

- **Bobbie Lau**, The Howard
Hughes Corporation
- **Dricka Thobois**, Chelsea
Group, Ltd.
- **Jarrett Waters**, Hawaiian
Building Maintenance



Installation of 2016 BOMA Hawaii officers and directors.



dren, and one divided into a singles' and a couples' sections.

Other West Side BOMA beneficiaries include the Waianae Coast Comprehensive Health Center. "Last year, approximately \$3000 was donated through the BOMA 2015 Golf Tournament to the Center," Tokars says. "In 2016, our Golf Tournament will again donate proceeds to Center."

BOMA Hawaii's fundraising efforts can be hair-raising, too. In November, BOMA will mark the sixth year of

its participation in "Over the Edge," an annual fundraising event for Special Olympics Hawaii.

"There were 92 people who rappelled 40 stories down the side of the Hyatt Regency



Tracey Bender

Waikiki Beach Resort and Spa in the 2015 'Over the Edge' event," says Tracey Bender, Special Olympics Hawaii development manager. "Three members of BOMA Hawaii's

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Team Drop 808 kicked the event off at eight a.m. by being our first rappellers of the day. The remaining 13 members of the team kept the excitement going as they rappelled throughout the morning.” Bender says that Special Olympics Hawaii, which provides sports training and competition for both children and adults with intellectual disabilities, invited nine member volunteers to ‘Over the Edge.’

“They escorted the rappellers to the roof, congratulated them when they were done with the rappel and took photos with the rappellers afterwards,” says Bender, who adds that in the six years of BOMA’s participation, BOMA Hawaii has raised almost \$140,000 for Special Olympics Hawaii.

In December, BOMA Hawaii’s outreach will embrace the children “whose parents have no way to provide Christmas presents to them,” says Tokars. In concert with the Salvation Army Kauluwela Corps Community Center’s “Angel Tree” Program, BOMA donates Christmas presents to children in Honolulu. “In 2015, 300 parents signed up for their children,” Tokars says. “The 2015 gift count was approximately 140 gifts to 140 children.”

This year, BOMA Hawaii may also present additional symposiums like 2015’s “Day of Crisis,” a disaster-preparedness forum tailored to Hawaii’s building managers.

“In 2016 we are excited to have an energetic board consisting of top industry professionals and upcoming leaders,” says Maika. “I am definitely looking forward to a successful year.”

BOMA HAWAII 2016 Leadership Development Symposium

March 15, 2016, 7:45 a.m. - 1:30 p.m.

Hawaii Prince Hotel Waikiki – Mauna Kea Ballroom

BOMA Hawaii presents Susan Waldron and Peter Merrett, renowned motivational speakers, whose communication programs are designed to produce strong workplace alliances and heightened client satisfaction.

The Impact of Genuine

Susan Waldron, human behavioral specialist, shows how honest engagement raises your workplace standing and refines your management skills.

Whatever Happened to Wonderful?

Peter Merrett, JLL Australia’s head of customer experience, is an internationally acclaimed keynote speaker. His signature presentation, “Whatever Happened to Wonderful?” focuses on creating exceptional teamwork and client satisfaction, and reportedly inspires tears, laughter and standing ovations.

For registration and information, contact BOMA Hawaii, www.bomahawaii.com or 847-0143



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What are the main principles of air barriers and their importance? How does retro-commissioning save energy? These two topics are among the myriad seminars available for free at the two-day Hawaii Buildings, Facilities & Property Management Expo.

Scheduled for March 9 and 10 at the Neal Blaisdell Center, the Expo showcases products, services and equipment for operations, maintenance, renovations and sustainability. The exhibits will be open from 9 a.m. to 4 p.m. both days.

The industry seminars will get underway each day at 8 a.m. and more than 330 exhibitor booths and door prizes.

Gerson Bers of the engineering consulting firm Allana Buick and Bers will be presenting the air barriers forum on March 10 at 1:30 p.m. Joe Higgins, also of Allana Buick and Bers, will present the retro-commissioning seminar at 3 p.m. on March 10.

For a full schedule of seminars and other events, and to pre-register online, go to douglastradeshows.com. Entrants will also receive a free "Express Entry" personalized admission badge and six Las Vegas trips for two contest entry coupons by mail.



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'Service' or 'Assistance' Animal: Do You Know the Difference?

Property managers must be aware of the rights of tenants with disabilities

BY CAROL A.L. ROSENBERG

The terms “service animal” and “assistance animal” are often used interchangeably when referring to animals used by people with disabilities. Federal and state laws, however, define them and treat them differently in housing situations. It is important for housing providers and property managers to understand these differences, and to know their rights and obligations with regard to these animals, so they address situations appropriately.

The Americans with Disabilities Act (ADA), defines a service animal as a

dog that has been individually trained to perform tasks or do work for a person with a disability. This means that the dog must be trained to perform a specific action, which is directly related to the person’s disability. For example, a seeing-eye dog is trained to lead blind and visually impaired people around obstacles while walking with its handler.

Service animals do not include emotional support animals, comfort, therapy or companion animals that are used to provide comfort or support to a disabled person just by being with the person, and have not been trained to perform a specific job or task.

The ADA generally applies to entities that provide goods and services to the public; however, it also applies to certain housing providers, such as public housing agencies, rental offices and some types of multifamily housing. The ADA requires those entities to make reasonable modifications in their policies, practices and procedures for persons with disabilities when necessary. This includes a modification to a “no pets” or “no animals” policy to allow service animals on their premises.

An assistance animal is an animal that works, provides assistance, performs tasks or provides emotional support for the benefit of a person with a disability. Assistance animals can be service animals, but they can also be emotional support, comfort, therapy or companion animals. They do not have to be trained to perform a task, nor do they have to be certified.

Also, unlike service animals, assistance animals do not have to be dogs. Other animals such as cats, birds and rabbits have been recognized as assistance animals.

The Fair Housing Act (FHA) and the corresponding Hawaii law, which is codified in Hawaii Revised Statutes (HRS) Chapter 515, prohibit discrimination in real estate transactions based on disability, among other things. Real estate transactions include the sale, exchange, rental or lease of real property such as a single-family house, town house or apartment.

According to the FHA and HRS, a qualifying housing provider must make a reasonable accommodation in its rules, policies, practices or services to allow a person with a disability to use and enjoy a housing accommodation. This includes an accommodation to a “no pets” or “no animals” policy to allow assistance animals on the premises and in the



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disabled person's housing unit.

The FHA and HRS apply to nearly all forms of residential housing, regardless of whether it is owned or rented. However, there are some exceptions provided in both the FHA and HRS, and some housing accommodations also qualify as entities subject to the ADA. If you are not sure if your housing accommodation is subject to the ADA, FHA or HRS, you should check the acts and statute or consult with your attorney to make that determination. Such a determination is important, because a person's use of an animal, and a housing provider's handling of a request to keep an animal in the dwelling differs if the housing accommodation is subject to both the ADA and FHA/HRS, or only the FHA/HRS.

If the housing accommodation is subject to both the ADA and FHA/HRS, the housing provider should apply the ADA service animal test first, since it is more restrictive in what the housing provider is allowed to ask. In that situation, a housing provider may only ask two questions:

- 1) Is this a service animal that is required because of a disability?
- 2) What work or task has the animal been trained to perform?

If it is obvious that the animal is trained to do work or perform a task for a person with a disability, for example if the dog is used to pull the disabled person's wheelchair, then the housing provider may not

ask these questions because the answer is readily apparent. If the answers to the two questions establish that the dog is a service animal, it must be allowed on the premises with few exceptions.

If the housing accommodation is subject only to the FHA/HRS, the housing provider is allowed to request more information from the resident. When a request is received, the housing provider must consider the following:

1) Does the person requesting the reasonable accommodation to keep an assistance animal in the dwelling have a disability as defined by the FHA (i.e., does the person have a physical or mental impairment that substantially limits one or more major life activity)?

2) Does the assistance animal alleviate one or more of the identified symptoms or effects of that person's disability?

If the person's disability and the need for the assistance animal is obvious, the housing provider cannot ask for more information and must allow the accommodation. If the disability is not readily apparent or known to the housing provider, such as an emotional disability, the housing provider may ask the person to submit reliable documentation of the disability and the disability-related need for the animal.

The housing provider may not ask for access to medical records or extensive information of the disability. If after review of the information provided, the answer to either of the above questions is no, then the housing provider does not have to allow the assistance animal on the premises. If the answers to both of those questions are yes, then the housing provider must allow the assistance animal on the premises and in the dwelling with few exceptions.

Knowing how to address situations with service and assistance animals can help keep housing providers from violating the law and being sued.

Carol A.L. Rosenberg is a partner in the firm of Motooka & Rosenberg where she focuses on representing condominium and community associations. Her practice involves helping association clients with all issues related to their operations, including general matters, collections and litigation for covenant enforcement and disputes with owners and vendors. She was recently elected to the board of directors of the Community Association Institute - Hawaii Chapter. She is a graduate of the William S. Richardson School of Law.



Carol A.L. Rosenberg



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12 Steps to Ensure Safety at the Workplace

Property managers and owners face an obligation to protect their employees.

BY TRACY L. LAWSON

There are several critical requirements that every employer doing business in the state of Hawaii must understand in order to be successful. The first is that you need to start with the General Safety and Health Requirements and understand what they truly mean.

The Hawaii Occupational Safety and Health Division (HIOSH) General Industry Standards, Chapter 60 provide us with the state's General Safety and Health Requirements. Last updated in the '80s, this document is grounded in sound safety and health principle and theory that still hold true today.

Employers should understand the obligation they have to their employees and their families. The safety standard starts off by requiring that every employer in Hawaii comply with the safety laws and rules regarding safe place of employment and safe practices and "shall do everything reasonable and necessary to protect the life, safety and health of the employees."

This is the standard; therefore, this is the expectation of the law and the standard by which your program and actions will be judged. In layman

terms, this means it is mandatory that employers do all things reasonable and necessary to protect their employees' life, safety and health. This concept lays the foundation for our policy and should be the underlying check and balance when an employer is making a business decision which could impact employees.

The standard discusses written safety and health programs requirements for employers with more than 25 employees. Hawaii is one of only a handful of states which requires a written safety and health program. If you have 25 or fewer employees, you are not entirely off the hook. There are still regulatory programs, such as the Hazard Communication Standard, which require written programs specific to that subject. Be sure you know which regulations apply to your work.

There are 12 requirements for the written safety and health program which should be looked at closely. The standard begins by establishing that it is employers' responsibility to institute and maintain an effective safety and health program to identify, evaluate and control workplace hazards. Many employers believe this is a transferable

obligation that belongs solely in the hands of the employee. A wise employer will realize that it is his or her responsibility to establish the culture (the way the company operates) and policy (the procedures), and will ensure that employees are provided firm, fair and consistent leadership. It is also important to point out that supervisory personnel carry out this duty on behalf of their employer and that it is not a personal decision or optional accessory they can use or not use as they determine necessary.

This obligation is mandatory, and if not looked at with an ethical perspective will get employers and employees in a position that can compromise business and lives.

Let's look at the 12 requirements the written program should address:

- 1.** Set forth policies, procedures and practices that recognize and protect employees from occupational safety and health hazards. This part is simple; it is telling us to establish the way we do our business in such a way that we protect our workers. This not only means knowing what the other provisions of the safety standards

require, but knowing the manufacturer requirements for safe use for our equipment and tools as well as looking at industry best practices.

2. Establish and communicate a clear goal for the safety and health program and the mechanisms which will be utilized in meeting this goal. If you don't have a goal, where are you headed?

This is a fundamental principle for every organization and must include your goal for your safety program. I see companies saying "zero accidents" or "injury and incident-free workplace." These are great, but how will you get there? What are the activities, processes and beliefs that will put you on the track to achieving that goal?

3. Provide for visible top management leadership in implementing the program and ensure that all workers at the site, including contract workers, are provided equally high quality safety and health protection, so that all will understand that management's commitment is serious. This is such an important and often overlooked element. Safety starts at the top. It

A wise employer will realize that it is his or her responsibility to establish the culture and policy, and will ensure that employees are provided firm, fair and consistent leadership.

also has to have deep meaning and authenticity. Once a leader establishes a proactive approach with seeking to show employees that they are serious about safety, then the communication chain will naturally flow back and forth. Without management's leadership and commitment, the program will be hard-pressed to be effective.

4. Provide for and encourage employee involvement in the structure and operation of the program and in decisions that affect their safety and health, so that they will commit their insight and energy to achieving the safety and health program's goal and objectives. The second most important key to success after management's leadership and commitment is employee involvement.

5. Assign and communicate respon-

sibilities for all aspects of the safety and loss prevention program to managers, supervisors and employees so that they all know and understand what is expected of them in the implementation of the program. There should be no mistake in the order of who is listed as responsible: managers, supervisors and then employees; not the opposite.

6. Provide a system to hold managers, supervisors and employees accountable for their responsibilities under the safety and health program. If you have employees who are not in conformance with requirements, start looking up the chain of command to see who is not carrying out their responsibility for safety.

7. Provide a reliable system for employees to notify management personnel or safety and health committee members of conditions that appear hazardous or of noncompliance with the terms of the safety and health program without fear of reprisal. Provide a mechanism to ensure timely and appropriate responses to correct these conditions.

8. Provide a mechanism to investigate accidents and "near-miss" incidents, so that the root cause and means for preventing a recurrence are identified. For the purposes of this rule, the term "accident" means any unexpected happening that interrupts the work sequence or process and that may result in injury, illness or property damage. Many organizations are merely doing accident reporting, not investigation. It is critical to get to the root of the problem or the problem will not go away.

9. Provide a means to review injury and illness trends over time, so that patterns with common causes can be identified and eliminated.

10. Establish a mechanism for the employer to conduct ongoing, periodic in-house safety and health inspections so that new or previously missed haz-

ards or failures in controls are identified. Inspections shall be conducted with a frequency necessary to be effective. Conduct observations and audits. The old saying "what gets measured gets done" is so true.

11. Address the impact of emergency situations and develop written plans and procedures to ensure employee safety during emergencies. For the purpose of this standard, the term "emergency situation" means an unforeseen single event or combination of events that calls for immediate action to prevent, control or contain injury or illness to persons or damage to property. Many organizations do a good job of this. Actually running through drills to ensure your plan and procedure will work is critical.

12. Establish procedures for transmitting and enforcing safe work practices in the workplace through training, positive reinforcement, as a reward system, public recognition, etc., correction of unsafe performance and, if necessary, reinforcement of work practices through a clearly defined and communicated disciplinary system.

Effective communication is the key. Only talking about safety in your newsletter or company meetings is not enough. Management and supervision should be talking safety every day to their employees when they are handing out work assignments, checking on progress, observing and giving feedback and talking to customers. When safety is a regular part of your vocabulary, you know you are on the right track.

Safety is about ethics and putting people first.

Tracy Lawson is the owner of Lawson & Associates, which specializes in safety and health consulting. Her 25 years of experience includes serving as a U.S.

Army Military Police Corps traffic accident investigator as well as a construction business safety director. Since 2010, her firm has served as the safety and security support services consultant to the Honolulu Authority for Rapid Transportation on its rail project.



Tracy Lawson

PIPING BEHIND PROBLEMS

Fire prevention systems that use CPVC could pose safety risks

BY KIMO PIERCE

A serious safety issue for any property manager includes fire and flooding, yet many who are responsible for building management remain unaware of the dangers that may lurk in piping overhead, particularly in fire suppression systems where CPVC piping exists.

Plastic water pipes have been a material of choice for plumbers and builders for more than a half century. Affordable and easy to install, they are commonly made from polyvinyl chloride, chlorinated polyvinyl

chloride and polybutylene. A myriad of safety concerns over the years have led to the development of alternative materials--but debates and lawsuits involving safety and health continue.

Now, a nationwide class action plumbing case has begun in Florida that may directly affect your property or HOA. The fire sprinkler suppression systems located in many condominiums, in Hawaii, could be compromised.

If your condominium contains the orange colored fire suppression system, then it is possible that the integrity of the pipe or fittings may be failing due to 1) the piping itself; 2) other materials located within the building structure that can break down the composition of the piping; or 3) cumulative stress exerted on the piping. Any or all of these factors can cause cracking, leaking, or performance problems at critical times.

Because a class action already exists on the mainland, it's important--and time may be of the essence--for Hawaii HOAs to investigate and assess their systems, especially if the building has an orange colored fire suppression system installed.

Fortunately in Hawaii there exist strong consumer protection statutes. These allow for recovery of the costs to fix problems. In cases of negli-

gence, triple damages may be levied against manufacturers for violations.

Because a class action has already begun on the mainland, however, any result achieved there may not provide the same benefit to Hawaii condominium associations. In other words, if your building contains the fire suppression systems involved in the class action lawsuit then your association may be subject to less favorable laws in Florida or somewhere else on the mainland.

At any given time there are countless plumbing-related actions involving failed systems that were designed, manufactured and marketed to last and to protect for many decades. The main thing, as we like to say is, know your plumbing system and materials.

Kimo Pierce, managing director of Hawaii Plumbing Group, LLC., a locally owned and operated Hawaii DWV & water supply replacement contractor.



Kimo Pierce

Kimo Pierce is managing director of Hawaii Plumbing Group LLC. He can be reached at 842-9999. For more information, visit HawaiiPlumbingGroup.com.

WHAT IS CPVC?

Chlorinated polyvinyl chloride (CPVC) is a thermoplastic produced by chlorination of polyvinyl chloride (PVC) resin. Uses include hot and cold water pipes and industrial liquid handling. The principal difference between CPVC and PVC is that CPVC allows greater flexure and crush resistance. Due to its chlorine content, the incineration of CPVC, either in a fire or in an industrial disposal process, can result in the creation of chlorinated dioxins.

5 Qualities to Look for in Your Mechanical Services Firm

Choose a company dedicated to putting your property and tenants first

Your job as a property manager is to provide worry-free living for your tenants. Leaking pipes? Under-performing air conditioner? Broken thermostat? Your problem—not theirs.

And most seasoned property managers have plenty of stories to tell. Lower levels flooded by busted pipes, spaces that run too hot or too cold (in the same building, no less!) and midnight emergencies that can often make them wish they'd chosen a different line of work.

As a property manager, you understand the value of choosing the right mechanical services firm. For the comfort of your tenants and your own peace-of-mind, it's critical that you choose a company that puts you and your property first. You want a team of experts on your side that will pro-actively support problem-free installation, maintenance and replacement of HVAC and plumbing equipment.

Unfortunately, too many mechanical services firms are not dedicated to providing this type of service. So how can you make sure you find one that does?

This will help guide you through the process of choosing the right mechanical services firm for you. For starters, here's what you're looking for:

1. Excellent Communicators

One of the first things you'll want to find out about a prospective firm is how they communicate with their clients.

A top-notch mechanical services company will have a system in place for communicating with you in the



manner you want to be communicated to. Your service provider should stay in contact with you—from the time you make a call to the moment you receive a bill—to keep you apprised of equipment performance, the status of service calls and any upcoming maintenance required.

A mechanical services firm often deals directly with the building's maintenance staff and may assume that as long as the maintenance engineer is informed, the job is done. Not so. A smart company will keep the property manager in the loop so that the person who is ultimately responsible for keeping the site running smoothly (that's you!) can rest easy, knowing that problems are being handled.

A good mechanical services firm is aware that property managers are accountable to owners, tenants and other constituents. The firm should provide frequent timely updates

that are accurate, well-written and complete so that you can forward them directly to all of the relevant stakeholders.

2. Saving You Money

Is the firm you are considering willing to devise creative solutions to help you save money?

In theory, the firm you choose will know more than you do about plumbing and HVAC systems. You need to count on them to help you make decisions about your systems that yield the best outcomes. A reputable firm will help you do a cost analysis on new solutions and help you decide what needs to be done now—and what can wait.

Only a service firm that is investing in a long-term relationship with you will be willing to forego self-interest to serve yours.

3. Quick Response Times

When you put out a call for help due to a mechanical failure in your building, wouldn't you agree that your tenants expect (and deserve) a quick response?

Pay close attention to a prospective company's stated emergency response times. A solid plumbing and HVAC maintenance agreement

should guarantee response times that meet or exceed the industry average. You can expect a high-quality service firm to send out an experienced technician the same day or the next morning (for late day calls). The firm should then deliver a quick diagnosis and a detailed proposal within 24 hours. Emergency call response times should hover between two to four hours, as opposed to the industry standard of four.

PLANNING TIP

A great mechanical services firm can proactively help you with strategic planning. For example, it would be cost prohibitive for an apartment complex with CPVC piping to replace all of the building's plumbing infrastructure at once. But knowing the frailty of CPVC and that leaks over time are inevitable, the facilities engineer and property manager could work with a mechanical services firm to identify the areas of the property more sensitive to potential water damage or prone to broken CPVC pipes they can create a plan to replace the mission critical pipes over time.

4. Proactive About Equipment Maintenance

Low-cost maintenance service contracts may look like a good deal, but they might not save you money in the long run. A "low-cost" firm will (in theory) inspect your equipment and keep it running while helping you reduce ongoing maintenance contract fees. The problem is that many of these low-cost firms only do a visual inspection of your equipment, which is seldom a viable way to detect all of the potential problems.

And that's not the worst of it. Sometimes, property managers may think they have paid for a comprehensive maintenance service, only to find out later that there are multiple (and costly) exclusions.

For some property managers, it can be challenging to determine how thorough an inspection is and how much actual maintenance work the service contractor is performing. It's a sad fact that there are unscrupulous firms that have been known to charge customers for work that was never done.

How can you protect yourself from getting "ripped off?" This is where your upfront research pays off. Ask

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each company for references—and be sure to check them! And of course, a legal review of the contract is a good idea, too.

Additionally, set the expectation that cutting-edge technology will be employed to keep your systems running at optimal performance. Demand that your service firm inspects vital equipment with cameras, combustion tests and other techniques that provide a more accurate assessment of how the machinery is performing.

Deploying sophisticated monitoring tools is the only way a service technician can inspect areas that require serious maneuvering to reach. Ask your mechanical services firm to take and provide before and after photos of the equipment that is serviced—clean filters, clean coils, new belts, new contactors, etc.

Make sure your mechanical services firm is willing (and able) to perform proactive maintenance and thorough inspections of equipment that other firms might ignore. A superior mechanical services firm is also careful to thoroughly inspect heat exchangers for cracks or damage to prevent carbon dioxide leaks into the system. Another often-overlooked inspection item is the consistent clearing of condensation lines.

5. It's All About You

If you get the sense that a mechanical services firm is more interested in their own business than yours, don't engage them. You will want to hire a company that listens to you, works hard to meet your needs and ultimately helps you look good to your supervisors and tenants.

In essence, you want a company that will help you minimize property maintenance hassles, keep your owners satisfied and provide a safe, comfortable place for tenants to reside. All of which yields a nice income for the property and peace for you.

This article first appeared at trimark-mechanical.com, the online site for Tri-mark Mechanical Services, a northern Virginia-based HVAC and plumbing contractor.



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Why Should My Building Get Battery Storage?

Provide your facility with reliable renewable energy—even during power outages

BY TINA SPRAGUE

Hawaii is blessed with abundant sunlight. We have many buildings that are perfect for roof-mounted or shade structure photovoltaic (PV) renewable energy systems integrated with battery storage.

Imagine replacing your fossil fuel emergency generator with clean, renewable battery storage: renewable energy with no need to fuel a tank, which in a general outage can be challenging.

External Influences

The window for photovoltaic without storage is shrinking due to the amount of PV already on the grid. In certain areas circuits are approaching utility-defined limits, and in any case the utility is increasing the technical requirements for PV. Grid interconnection agreements have changed; net energy metering (NEM) interconnection is no longer an op-

remaining credit in excess of your billed amount will be forfeited. Therefore, it is important that customers do not oversize their system.

- Self supply, which enables customers to install PV systems that do not export power to the utility grid. These systems can incorporate the use of energy storage devices, like batteries. All power produced by the customer's system will need to be used or stored to be used by the customer at a later time.

Is Your Building a Candidate?

Deciding to deploy energy storage with renewable generation like PV has some complexity to it, much more than a simple NEM PV system. Do you need back-up energy just for emergency backup or just to help

many commercially available storage technologies in the marketplace today. Not all storage technologies are equal. Even the popular Lithium-Ion batteries have at least five commercially available chemistries of lithium batteries with different strengths and weaknesses, and they are not the only battery storage solution out there.

What's Involved?

Commercial building owners, property managers and board members of Associations of Apartment Owners (AOAO) need to understand their building electricity needs in a new way when considering backup storage, energy load, proposed project costs and utility requirements. When it comes to making a decision it helps to have a point person as the primary project lead which will simplify the process, or look to a project developer who understands battery technology and can assist in choosing the right solution.

Not only are there different technologies to consider, there are different financial models—power purchase agreements (PPA) or lease back—so make sure to work with a project developer that can assist and ensure there is no out-of-pocket costs to the customer, with the best total cost of ownership over the life of the system, combined with the capabilities fitted to your needs.

What Is a PPA?

A PPA is a financing vehicle to take advantage of the benefits of renewable energy and battery storage. With a PPA, the financier/investor owns the PV and energy storage system and the customer pays the financier for the solar energy produced, usually

With a PV and energy storage system clients will add resiliency for backup energy in replace of fossil fuel generators.

tion. As of Oct 12, 2015 a new set of tariffs were introduced. These are:

- Grid supply, which provides rooftop PV customers on Oahu and Hawaii Island with credits on their electric bills for excess electricity sent to the grid at a fixed rate of approximately 15 cents per kilowatt-hour. Customers on Maui would be credited at approximately 17 cents per kilowatt-hour, Molokai at approximately 24 cents per kilowatt-hour and Lanai at approximately 28 cents per kilowatt-hour. As ordered by the PUC, at the end of your monthly billing cycle, any

curb your peak demand or both? Do you have an opportunity to overproduce, and use that energy at night, or during future Time-Of-Use peak pricing? What electrical load should be on the battery in case of a power outage? Backup power generation for my elevators? Backup energy for my common area lighting? Emergency staircase lighting? All of the listed loads? Do you have the space for PV and battery? How old is your current electrical infrastructure?

To answer these questions, it is important to consider that there are



Case Study: Century West

The Century West Condominium, a 353-unit, 22-story structure on Oahu, recently completed the installation of a 432-kilowatt (kW) parking shade structure PV system and hybrid battery system over its parking garage.

In the event of a power outage, the energy produced by the system can power the common area lighting, pumps and elevator banks on a 24-hour basis. During normal operation when the grid is operating, the energy storage system will store energy to displaced grid energy at night, and be managed to reduce demand charges. As the utility advances and puts in place Demand Response contracts with their customers to help meet grid needs in avoiding brownouts, the energy storage system can create revenue for the association and owner by making energy available to the grid on demand.

This project consists of Suniva solar panels, EnSync Agile Flow and Lithium Ion batteries, all tied to an innovative Matrix Energy Management platform which provides patented system controls for the entire system.

Century West Condominium is the first PPA signed in the state featuring a combined PV and energy storage system. The financier owns the PPA, the equipment and maintains the system. This agreement is projected to save the customer more than \$2.4 million while providing shade for their parking lot, elevator back-up as a service and resiliency in case of an emergency.

at a price that reduces cost over the life of the system and strengthens the capabilities behind the meter. The financier takes the tax benefits, and the customer gains electricity, potential infrastructure upgrades from a shade structure and electrical upgrades, and the capabilities and services that an energy storage system can provide—all at an immediate savings without a drain on reserves.

A PPA is a long-term energy contract with defined pricing for every kilowatt-hour produced from the PV system, stabilizing energy rates. There is minimal risk and hassle to the client since the integrator and PPA financier optimize, maintain and warrant the PV system for the life of the PPA; the client pays only for the power generated and the services the system provides.

Weigh the Benefits

The list is impressive: No out-of-pocket costs. Customer reserves remain available for other pressing infrastructure needs. The PPA financier provides the capital to develop and construct the PV and energy storage system.

Through the PPA and a managed energy storage system, additional savings

can be generated through demand charge reduction and ability to participate in future demand response and time of use with the utility. Future cost savings will occur by taking excess PV energy from the solar day, storing in the battery system and using the stored energy at night.

With a PV and energy storage system, clients will add resiliency for backup energy in replace of fossil fuel generators. Customers are now able to purchase elevator backup as a service instead of via a capital expense.

Tina Sprague is a project developer at Holu Energy, a Hawaii energy and finance company that specializes in financing commercial energy and energy storage projects. Sprague received

a bachelor of science degree from the University of Hawaii and specializes in renewable energy, IT and engineering. She can be reached at 808-754-2929, tina.sprague@holuenergy.com and on Twitter @solarwahine @EnergyInHawaii @Tinabobina808



Tina Sprague

Build Energy Efficiency into Your Next Project

Using the right equipment and technology helps properties reap savings of 80 percent

BY KEITH BLOCK

Common renovations involving aesthetic upgrades may be high on your list, but something to also consider are improvements to lower operating costs. And why not start with the two most utilized areas of a building: common areas and the garage.

How old is the existing lighting?

A lighting upgrade can make an old space seem brand new. Plus, using energy-efficient equipment can significantly reduce your monthly electricity bill. Lighting projects can be inexpensive with financial incentives, and generally have the biggest ROI. Most lighting upgrades have about a two-year payback.

The first thing is to look for incandescent lamps of any type, screw-in incandescents or halogens. Did you know that only 10 percent of the energy actually contributes to the light coming out of the lamp? The rest is heat. And the heat from the lamps needs to be removed from your common areas by your air conditioning system. A harder-working air conditioner usually means a higher electric bill.

What if you already replaced all your incandescents with compact fluorescents lamps (CFLs)? Good news: Now you can replace those CFLs with light-emitting diodes (LEDs) and still get that two-year payback. The 26-watt CFLs in your recessed can fixtures, wall sconces or anywhere else can be replaced by a 12- or 13-watt LED. This can save you

about half of the energy you are now using. In most cases, these LED lamps retail for around \$20 to \$30 (a \$7.50 to \$10 per lamp incentive might be available from Hawaii Energy).

LEDs also have a longer life expectancy. Most LEDs have an expected life of 50,000 burn hours. If your lights are on all the time, that's almost six years before you need to replace them. Imagine not having to replace light bulbs for six years! I bet you've heard of LED lamps that failed within a month of installation. By making sure that the lamps are certified by Energy Star®, DesignLights Consortium™ or Lighting Facts, you can be confident that the majority of the lamps will perform.

Garage Ventilation

We all know that fans and mechanical ventilation are necessary in parking garages. However, when was the last time you thought of a safe breathing environment for staff and tenants? Carbon monoxide, in particular, presents a threat because it is poisonous, lighter than air and odorless.

With this in mind, carbon monoxide monitoring systems can determine the concentration of carbon monoxide levels and activate exhaust fans only when they are needed to keep the air safe to breathe. Also, monitoring systems can dramatically minimize the amount of time exhaust fans run. On average, the run-times of exhaust fans can be reduced by 83 percent or more.

For those who manage a property

with a garage, installing a carbon monoxide monitoring system can result in the following benefits:

- **Minimized utility bills:** The electricity required to run the exhaust fans 24 hours a day is exceptionally high, causing large utility bills.
- **Lower fan usage:** Fans run continuously, causing significant wear, frequent equipment replacement and shortening fan motor life.
- **Reduced maintenance:** Without a carbon monoxide system, the frequency of maintenance is higher for fan belt and lubrication services.

Among the properties that achieved energy savings of 80 percent or higher with a payback period with incentives in three to six months (with approximate annual savings) were the Nauru Tower AOA (\$284,000), Hawaii Prince Hotel (\$183,000), Queen Emma Gardens (\$135,000), Ward Entertainment Parking Garage (\$72,000) and Wailana AOA (\$26,000).

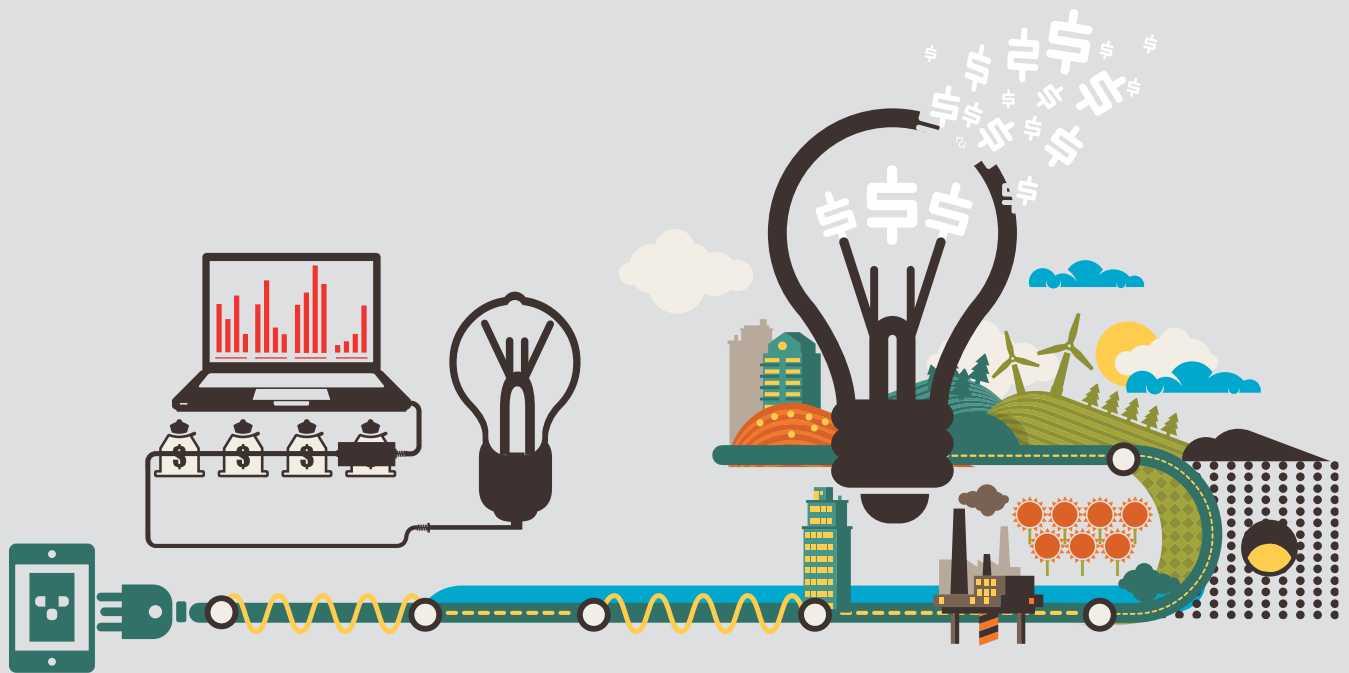
Keith Block is the business program manager at Hawaii Energy, which is the ratepayer-funded conservation and efficiency program for Hawaii, Honolulu and

Maui counties administered by Leidos Engineering LLC, under contract with the Hawaii Public Utilities Commission. For more about Hawaii Energy's Instant Lighting Rebate Program visit hawaiienergy.com/incentives.



Keith Block

The garage ventilation system at Nauru Tower



Enhancing Energy Efficiency

Submetering electricity provides opportunities for energy conservation and cost savings with hassle-free billing

BY PHIL LANCASTER

With a new year comes new motivation and the chance to improve and enhance the way we do business. Many savvy building owners in Hawaii have already taken steps to reduce energy usage at their communities, and have realized cost savings and other efficiencies as a result.

Whether you're looking for ways to increase conservation, or upgrade an existing system to effectively measure and correctly bill tenants for electricity consumption, we all have to do our part to help the state of Hawaii meet its commendable goal of reducing electric energy usage by 30 percent (4.3 billion kWh) by 2030.

Although there are several ways to encourage individual energy conservation, it often comes down to saving another precious resource—money. One of the great things about reducing energy use through submetering technology is that the benefits are shared among many. Not only can the property owner/manager achieve cost savings and easier business processes,

but the resident/tenant typically reduces their energy usage and costs, and we all benefit cumulatively when fewer of our natural resources are

One of the great things about reducing energy use through submetering technology is that the benefits are shared among many.

utilized on a daily basis.

Hawaii Energy estimates that installing a submetering system can result in reduced electricity consumption of 10 to 25 percent per unit, dependent on occupants' willingness to change their behavior. When a

clear tracking of energy consumption and associated cost is presented to residents on their monthly billing statement, motivation to reduce usage from the month prior is often the result.

It's amazing what people will eliminate when faced with paying more money, like turning off lights when you leave a room, adjusting the thermostat, and even thinking about the potentially cheaper off-peak time of day to do laundry and dishes. Considering that energy rates in Hawaii are close to double the national average, these reductions will make a huge impact on the bottom line, whether it's a personal budget or corporate balance sheet.

To encourage property owners to install submetering systems and encourage smart energy use, Hawaii Energy continues to offer an attractive incentive—a \$150 per unit stipend, capped at 50 percent of the project cost—for installing a submetered billing system. Terms and conditions

apply. And for builders looking at LEED certification, submetering is useful for a variety of functions.

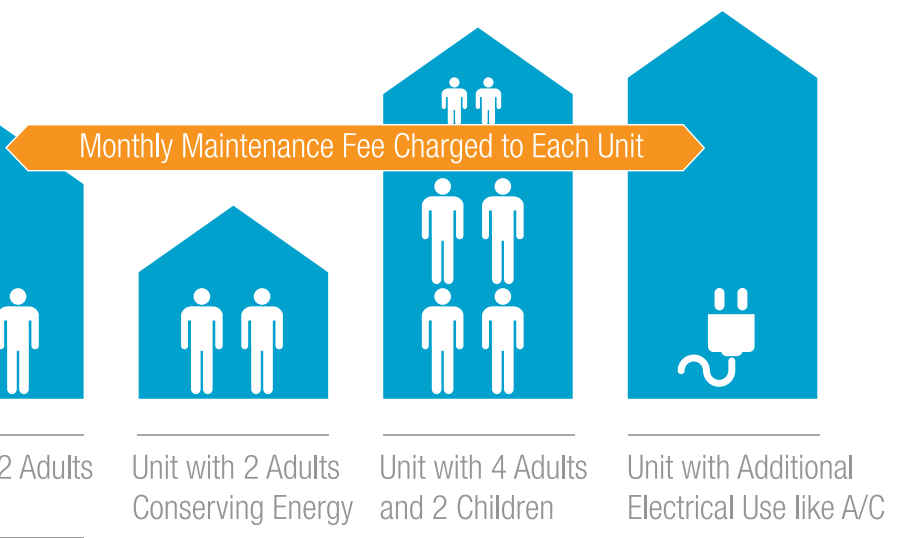
Additional benefits of improving building energy management via submetering include:

- **Controlling maintenance fees:** Submetering is the smartest way to manage and recapture energy costs at master metered buildings (buildings with one meter from Hawaii Energy that measures electricity used by the entire building as a whole). Instead of evenly dividing the entire energy cost across each unit as a monthly maintenance fee, submetering individual units results in a specific cost for the energy used, leaving only the common area usage to be shared among residents. This enhances property values, reduces operating costs and passes the conservation cost savings along to the residents.

Owners and investors appreciate knowing that residents are paying for their appropriate share of energy consumed and can realize savings when use is reduced. It also prevents fluctuations and fee hikes to cover ever-changing electricity charges; the maintenance fee will be more stable when it includes flat rate charges that don't fluctuate as much as electricity charges.

- **Conservation and awareness:** Without submetering, a virtual "blank check" for energy consumption is issued. Property owners have shared stories of hidden portable air conditioner units or non-disclosed residents in a unit that drove energy costs up. If a resident can't see how their behavior correlates with higher electricity costs, they won't be encouraged to save.

- **Fair distribution of costs:** For part-time residents, vacation units, senior citizens and the environmentally



Submetering individual units for their electricity consumption is more fair and equitable than charging an equally distributed cost as part of the monthly maintenance fee.

aware, it is far more equitable to use a system that records exactly how much electricity is used in an individual unit. Tenants appreciate this consideration of their lifestyle and real-time energy consumption—along with reduced electricity charges.

- **Meter maintenance and billing:** Submetering systems should include a one-stop-shop experience that provides billing and submeter maintenance, reducing work for the on-site property management team. Residents can be billed directly and all fees are included, similar to the utility company. Submetering companies should provide direct customer support for residents, rather than bringing concerns to the property manager that eat up valuable staff time. Alternately, companies can choose to bill residents directly and include the usage on a monthly maintenance statement. Billing fees are still absorbed by the resident.

- **Automated meter reading technology:** Modern non-proprietary smart meter technology eliminates the need for manual collection of meter data and streamlines the billing process. Monthly energy usage levels are automatically recorded, assigned to the resident/customer and billing

statements are generated.

- **Integrated energy, accounting and property management systems:** Modern utility meters should be part of your property management software platform, which provides a single database for billing, payments, customer data, usage history, communications, resident portal and more.

Companies evaluating this year's financials and planning for the future should think about how submetering can help the environment and their bottom line. Equitably measuring and billing for individual unit electricity consumption helps control maintenance fees and encourages your residents to reduce consumption in order to reduce their charges.

Phil Lancaster is a field technician with Yes Energy Management, a subsidiary of Yardi Systems. His experience in submetering includes in-depth technician training, with a focus on multifamily, commercial and military real estate in Hawaii for the past 13 years.



Phil Lancaster

Deadline Nears for NAIOP's Kukulu Hale Awards

The Hawaii Chapter of NAIOP, the Commercial Real Estate Development Association, presents the 2016 Kukulu Hale Awards on May 6 at the Royal Hawaiian Hotel. The deadline to submit portfolios is March 1.

There are seven categories in the Kukulu Hale Awards:

- Nonprofit Category (New Projects & Renovations);
- Public/Government Category (New Projects & Renovations);
- New Project, Commercial/Other in Excess of 40,000 Square Feet;
- New Project, Commercial/Other 40,000 Square Feet or Less;
- Renovation, Commercial/Other in Excess of 40,000 Square Feet;
- Renovation, Commercial/Other 40,000 Square Feet or Less;
- Green Building Award.

Completed entries can be sent to Barbie Rosario, NAIOP Hawaii, P.O. Box 1601, Honolulu, HI 96806. Entrants were required to submit a letter of intent and entry fees by Feb. 1.

Nakagawa Promoted at HPM

Honolulu Property Management LLC (HPM) has promoted **Chad Nakagawa** to senior property manager. With more than 13 years of experience, Nakagawa has managed properties for an independent owner and The Property Managers Ltd., now known as Honolulu Property Management.

He has been a licensed Realtor-Associate in Hawaii since 2006.



Chad Nakagawa

Milgard Honored by Houzz

For the second year in a row, Milgard Windows & Doors has been recognized as Best of Design on Houzz, the leading platform for home remodeling and design. Milgard was chosen by the users that comprise the Houzz community.

Milgard products are available at such Hawaii suppliers as Honsador Lumber, HPM Building Supply and Busekrus Cabinets, Doors and Windows. Milgard, based in Tacoma, Wash., offers vinyl, wood, fiberglass and aluminum windows and patio doors.

The Best Of Houzz is awarded annually in three categories: Design, Customer Service and Photography. Milgard will be featured in the Houzz 2016 homeowner guide for top companies in home renovation and design.

"Being included in the Best of Houzz guide shows homeowners that Milgard Windows & Doors is a great resource to help people create the home they've always wanted," says **Jeremiah Noneman**, Milgard marketing director.

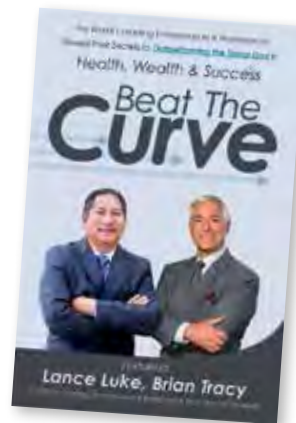
New Book Includes Luke's 'Word'

In the recently released book, "Beat The Curve," **Lance Luke**, a leading construction management expert in Hawaii, writes on the value of having a construction manager as part of the project team.

"A professional construction manager helps level the playing field. Construction managers keep the contractor honest, and assure that some-

one is on your side. Consider the construction manager as the 'eyes and ears' of the owner," Luke writes in "The Word According to Luke."

Luke's company, Construction



Management Inspection LLC, specializes in inspection and construction management for condo association buildings and commercial properties. Recent types of projects worked on include concrete spalling repair, painting, roofing, waterproofing, asphalt resurfacing, plumbing re-piping, electrical retrofit and structural wood repair.

"Beat The Curve" is touted as a compilation of authors "who have outperformed the status quo." Its writers include professionals from lawyers to website designers.

Published by Florida-based Celebrity Press, "Beat The Curve" is available online at Amazon.com.

Honolulu PMs Rank High on Pay Scale

The property manager is responsible for the maintenance of a portfolio of properties, and directs the buying, selling and leasing of properties in the portfolio. The PM might manage commercial, industrial or residential properties and is tasked with overseeing all that takes place there.

So, what's a property manager worth?

According to research by salary.com, the median residential property manager salary in Honolulu is \$54,818, ranging from \$47,748 to \$61,868. This figure ranks slightly above many major U.S. Mainland cities.

A quick look around the Internet offers a peek into how the Islands stack up against PM salaries in other cities.

The website payscale.com lists the average pay for a PM in San Francisco at \$61,910 per year, \$52,000 in Dallas, \$51,676 in Seattle, \$52,340 in Chicago and \$49,590 in Atlanta.

Another online site, glassdoor.com, reports the average salary is \$53,603.

According to salary.com, however, the median annual salary for a property manager is \$88,064, with a range between \$77,292 and \$105,153. The site points out that the salary depends on such factors as experience, industry, company size, location and level of education.



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Not known to many, several of downtown Honolulu's low-rise buildings built in the late 1890's and early 1900's have a full, below grade basement. Whether occupied or used simply for storage, leaks and rusting reinforcing steel are not an uncommon occurrence at the basement levels given the nearness of many of the structures to the harbor and our slowly rising tide level.

RCM Construction used a combination of procedures, including epoxy injection and polyurethane group injection in conjunction with concrete spall repair, to help remediate this 75 year old basement.

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