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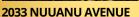
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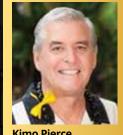


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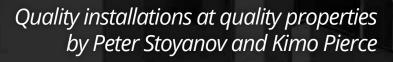
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workday. When SageWater representatives said they would "take care of it" or "get back to you," they did so in a timely manner.

The bottom line is that SageWater reached "substantial completion" of the scope of work of our drain waste pipe replacement two months ahead of schedule and below the initial budget."

- SHANNON NODA-CARROLL,





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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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Promoting Harmony

Compassion is good, as is providing bags to discard pet waste. Along with these bits of "best practices," property managers and animal experts share their best advice on how to promote harmonious living in pet-friendly neighborhoods, from residents in master-planned communities to highrise condo-dwellers.

We go "Inside IREM" in this issue to find out what the real estate organization is doing to support its members and its plans for the future.

Our contributing writers provide expert insights on various topics, ranging from elevators to cooling towers to concrete restoration. Richard Malmgren of RCM Construction offers tough-love advice to procrastinating property managers whose buildings require concrete repairs. "While seemingly justifiable at the time, postponement of appropriate maintenance most always comes

back to haunt," he writes, adding that allowing a small repair job to go unchecked means the cost to repair it will also grow larger.

Also inside you'll find a step-bystep look from RJ Ritter of Trane on how cooling tower systems function, and how to keep them in top form. And Greg Ernst of Elevator Consulting Services explains how the right elevator for your building can also reduce energy use and generate healthier air quality while using less space to operate.

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

Aloha,

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Chuck Borden, David Heard, Brian Wooley

BOMA Symposium

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The Building Owners and Managers Association of Hawaii held its 2016 Leadership Development Symposium on March 15 at the Hawaii Prince Hotel Waikiki.

Holly Morikama, Sandra Bollozos-Fraticelli, Corinne Hiromoto



Sean Tadaki, Caroline Campos-Maika, Kalani Maika





Robert White, Bob Filer, Linda Ko



Staci Castro, Lori Kadooka, Joy Funakoshi





Brenden Yonekura, Dano Vasquez, Mike Young



Willie Galam, Faye Hinochi, Tepora Tanielu



Dawn Eyman, Ivan Fujii, Jodi Okada, Janet Kwong



Marisa Del Rosario, Denise Sullivan, Julie Miyashiro



Bobbie Lau, Erika Enomoto-Tanuvasa, Nicole Nako



Tiera Covington, June Takekawa, Taylor Jessica, Clayton Shimazu



Jarrett Walters, Peter Merrett, Suzanne Waldron, Kalani Maika



Holly Morikama, Cecily Ching, Michelle Harris, Corinne Hiromoto



Charlene Gray, Piilani Kaalekahi

Exploring the Expo

PHOTOS BY HAWKINS BIGGINS

The 2016 Hawaii Buildings, Facilities & Property Management Expo, presented by Douglas Trade Shows on March 9-10, attracted hundreds of vendors displaying their products and services as well as thousands of visitors to the Neal S. Blaisdell Center. Story on booth winners, page 41.



Tisha Ramsey, Kristen Kulukulualani, Carolyn Moss



Jeffery Hung, Nicole Young, Bob Peterson





Jeff Gray, Angela Reagle, Mike Ulm



Kerry Nishimoto, Dwane Tsukiyama, Jeff Whiton



Dirk Hara, Bob Toguchi, John Teruya





Robin Kimura, Drew Crocker, Jon Chow



Peter Michelmore, Colin James



Ryan Shibano, Ward Ogata, Guy Nagai



Eric Carlson, Scott Wishart, Bob Fabian



David Kaahaaina, Tim Masamitsu





Kathy Schulte, Sacy Baqui

A 'Green' Building Strategy

The right ride can reduce energy use, free up space and generate healthier air quality

BY GREG ERNST

hether it's a residential, commercial or institutional building, sustainability is a big trend in today's building industry. Energy use, resource efficiency, selection of materials, health and safety and life-cycle management are all important considerations in making the transition to greener buildings.

Though all products of the future will likely be environmentally and socially responsible by default, today's sustainability and green building features have the potential to set your building apart. In the past, elevators have been overlooked in green building planning, yet including them is a useful way to improve overall building functionality, efficiency and reputation.

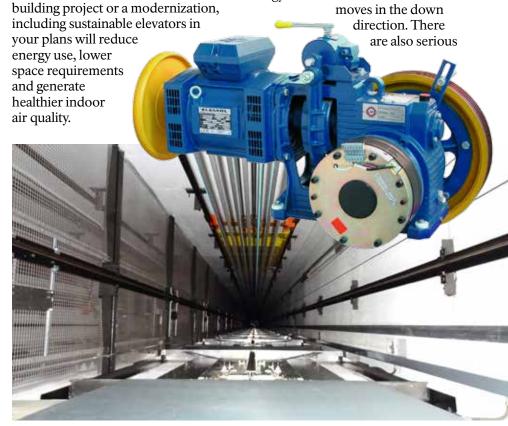
Elevators use a relatively small amount of energy compared to the overall energy consumption of a building. At the same time, elevators provide both daily carrier service for passengers and contribute to the user's experience with the building, and so they should be included in sustainability planning.

As such, many architects, building owners and managers are incorporating green elevator strategies such as traction elevators, regenerative drives, machine room-less elevators, destination dispatch and "green" retrofit options.

Whether you're engaged in a new

Traction Elevators

The biggest energy-saving innovation in elevator design is the traction elevator, which is up to 75 percent more energy-efficient than a traditional hydraulic elevator. Hydraulic elevators use a pumping system to work against gravity to push the elevator and occupants up. This energy is then lost when the elevator



environmental concerns about the possibility of oil and other chemicals leaking from the lifting cylinder and contaminating the ground beneath the building.

Traction elevators, on the other hand, use smaller electric motors, cables and counterweights to move the elevator in both the up and down direction. This results in a much more efficient system and does not require oil and other toxic pollutants.

The more recent development and implementation of the Permanent Magnet AC (PMAC) motor has dramatically increased both the efficiency and performance of traction elevators. PMAC motors are inherently more efficient due to elimination of rotor conductor losses, lower resistance winding and a "flatter" efficiency curve. Due to their synchronous operation, PMAC motors offer more precise speed control. PMAC motors provide higher power density due to the higher magnetic flux as compared with induction machines.

PMAC motors also operate cooler, resulting in longer bearing and insulation life as well as reduced needs for HVAC to keep the machine room within an acceptable temperature range.

Regenerative Drives

Many traction elevator designs also make use of regenerative drive systems for additional energy savings. These contribute to energy efficiency by capturing energy that would otherwise be lost as heat. The energy is then





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redirected back to other parts of the elevator system or even back into the building's main electrical grid.

Machine Room-Less Elevators

By choosing the right resources, or using the same resources more efficiently, sustainable elevator designs can reduce space requirements and materials consumption. That's the benefit of machine room-less (MRL) elevators, which use gearless ma-

chines located in the elevator hoistway. This creates the opportunity to avoid the need for an elevator machine room thereby increasing flexibility in design and reducing square footage requirements, materials and related costs.

Destination Dispatch

Destination dispatch software also adds to the efficient use of energy for elevator transport throughout a building. In taller buildings with multiple elevators in use, destination dispatch software allows passengers to select their floor destination and then the controller calculates the best use of available elevators to group passengers travelling to nearby floors and direct them to a specific elevator. By avoiding the need for each elevator to stop at every floor, less energy is wasted and the passenger experience is enhanced by reduced overall transport times. Better still, this system can increase handling capacity up to 30 percent.

'Green' Retrofit Options

A healthy, energy-efficient building is a more profitable one, making it imperative to consider green elevator designs. Additionally, modernizing your elevator can be a strategic investment—rather than an emergency response—by reducing health and safety risks and therefore limiting liability. Here are ways to improve overall building health and efficiency:

Low-VOC materials: Unhealthy indoor air quality can contribute to human health hazards such as allergies, headaches, dizziness and possibly longer-term problems. Not only does this detract from the occupant experience in the building, it can significantly reduce overall occupant productivity. Green elevators improve building health by avoiding toxic volatile organic compounds (VOC) that pollute indoor air. Low-VOC finishing materials can include components made of bamboo, recycled carpet and hard surface coverings with low-VOC sealants and adhesives.

Low-toxin lubricants: Another way to improve indoor air quality with green elevators is with MRL elevator

lifts that do not require toxic lubricant oils. Even in older hydraulic systems, a non-petroleum lubricant can be used as a temporary measure to avoid the possibility of ground and air pollution.

Energy-efficient lighting: Replacing incandescent lights with LED lamps can reduce lighting energy use by 96 percent. This has the secondary benefit of reducing heat gain from incandescent bulbs, thereby cutting energy required for cooling systems as well.

Energy-saving features: Other energy-efficiency upgrades to existing elevators include switching an older DC unit for a microprocessor-based AC unit or adding stand-by modes for lights and fans and in some cases even the elevators themselves.

Early Planning

Incorporating green elevator designs is complex and not every product or option is suited to every project, yet creating a sustainable building is very rewarding in terms of building reputation and user experience. To achieve the greatest benefits of a green elevator design, a whole systems analysis is advantageous in the earlier planning stages. By approaching a building design or redesign with all of the available sustainability elevator information at the start, you can evaluate options and potential problems, saving you from costly errors later.

Early planning is especially important for building retrofits, which are of particular necessity for elevator systems that are 20 years old or more. In some cases, older relay logic circuit system parts are being phased out, which makes it more difficult to complete effective maintenance and repairs and complicate upgrading to sustainable designs.



Greg Ernst

Greg Ernst is president of Elevator Consulting Services. Founded in 1991, ECS brings together expertise in consulting, engineering, project management and technology to

provide customers with the highest level of vertical transportation efficiency, safety and satisfaction.



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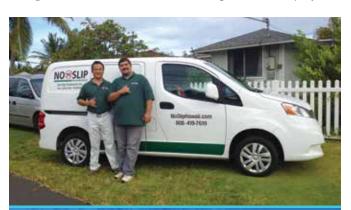
New slip-resistant technology helps residential and commercial properties prevent accidents

BY LEO WONG

The impact of premises liability cases on Hawaii businesses related to slip-and-fall accidents can be mitigated by taking advantage of effective treatment options that aren't cost-prohibitive and won't ruin the aesthetics of a beautiful floor.

Slips often occur due to low coefficient of friction (COF) on dry or wet surfaces. Common floor surfaces—most ceramic tile, smooth concrete, marble or granite floors and bathtubs as well as other materials—can become slippery due to wet conditions and the presence of oils, lubricants and other foreign substances.

Slips and falls are one of the leading causes of injury,



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second only to motor vehicle accidents, and cause millions of dollars in legal battles. Millions of people are admitted to hospital or taken care of in emergency rooms across the United States each year due to slip-and-fall related injuries. Consider:

- There are over 25,000 slip-and-fall injuries in the U.S. each day.
 - Over 35 percent of slips and falls are work-related.
- Over 65 percent of lost work days are directly related to slip-and-fall injuries in the U.S. alone, and the estimated annual cost to treat slip-and-fall injuries is over \$60 billion.

According to OSHA, "slips, trips and falls constitute the majority of general industry accidents and result in back injuries, strains and sprains, contusions and fractures. Additionally, they cause 15 percent of all accidental deaths and are second only to motor vehicle accidents as cause of fatalities."

There are preventative measures that can be taken, such as non-slip mats, no-skid waxes and non-slip floor safety treatments that increase the COF to help create safer environments for workers and patrons alike.

Every location has the potential for slips and falls: malls, restaurants, hotels, hospitals, nursing homes, community centers and more. Many studies have been conducted on slips and falls to combat this growing concern for workers' safety as well as the safety of patrons who visit retail and private establishments daily.

The main objective in these studies is to identify the impact and the various types of slips, trips and falls and come up with effective solutions and prevention methods. Studies have been going on for over 30 years. Yet injury statistics climb higher every year, and sometimes it seems like a losing battle.

Canada's Aviva Insurance published "Why slips, trips and falls are a growing problem for Canadian businesses," which states, "our legal environment is following U.S. trends to an ever-increasing degree. Members of public Canada are now much more likely to sue when they trip, slip or fall and injure themselves on your premises. And Canadian courts are proving more willing to make findings of negligence against businesses and award more compensation to injured parties."

All workplace locations are required by law to have floor surfaces meet OSHA requirements for floor safety. The minimum COF is 0.55 for flat surfaces and 0.08 for ramped areas to provide a maximum floor safety environment.



Leo Wong

Leo Wong is vice president of No Slip Hawaii, which offers safety solutions and utilizes new technology to make floors slip-resistant and safer. For more information on No Slip Hawaii,

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Getting the Best Price on Insurance

You want an agent who can deliver the highest quality coverage—not just the cheapest

BY RON TSUKAMAKI

As an insurance agent, I am sometimes frustrated by the very industry that I work in. For such a large industry that affects everyone it touches, you would think we would do a better job of being more user-friendly and allow a more transparent method of providing insurance.

Here are some answers to questions from those seeking the lowest-priced property insurance program.

Why is it so difficult to get a quote from different insurance agents?

The simple answer is an insurance company will only provide a quote for one agent. They will not quote for two different agents. Therefore, when there are only a few insurance carriers providing the type of coverage needed, one agent can contact the insurance carriers and "block" other agents from accessing those companies. Most insurance companies decide who to work with by accepting the first agent who provides a submission.

This might not sound important, but an agent can send submissions to all the carriers to prevent other agents from accessing the markets, thus restricting competition. In addition, it can prevent an agent who might have a close relationship with certain insurance companies to access those companies and develop the best possible program and pricing.

Choosing the right professional agent to represent you is important and involves skills, including:

- Preparing thorough applications.
- Having knowledge of the risk.
- Understanding how the insurance carrier underwrites their risk.
 - Having a reputation of integrity.
- Knowing how to differentiate your account from the many others that the underwriter will see to obtain the most favorable quotation.

You want an agent who can bring the above qualities to the insurance carriers rather than one who will just "shotgun" the markets and hope for the cheapest program.

Sometimes having only one agent represent you is important, especially when it involves risks with large values or is considered more risk-prone. Such a program might require a number of insurers strategically pieced together to offer the broadest and most competitive program. If you want to have different agents compete:

- 1. Only have two agents involved in the competition.
- 2. Interview potential agents and determine the two agents involved.
- 3. When you have determined which agents you would like to compete, ask them to give you a list of the potential insurance markets/carriers that they want to approach (by line of coverage).
- 4. Have each agent present their quotations to discuss the strengths and weakness in their quotes.

Note: This method takes much more time and effort. This also requires assigning your chosen agents to specific markets, and may involve conflicts.

What can I do to get the lowest and more competitive premiums?

Meet with your insurance agent very early. Begin the marketing process with a strategy outlining which insurance markets to approach and how to structure the insurance program. In cases where there are several insurance companies involved, the agent should know how to approach the various insurance carriers. Knowing where to use the available capacity of the market is key to providing a competitive program.

Prepare a thorough marketing submission which highlights features that differentiate your risk from all the others. Have you upgraded the roof covering? Have you installed hurricane clips? What fire protection is provided? What are the features of your risk that would make your risk deserving of the best possible premium? It is important that the marketing submissions be thorough. The

underwriters may increase the pricing for any uncertainties.

Review your insurable values and if possible get an appraisal to determine your replacement cost values. Insurance carriers are closely looking at values. They look to see if you have increased your values from previous years or are just using existing values. Insurance carriers want to be sure that the values are truly reflective of the risk. After Hurricane Katrina, many insurance companies found that the risks they insured were severely undervalued. Having a professional appraisal also demonstrates the extra level of quality that underwriters are seeking.

Expect that the insurance carriers will be carefully reviewing your loss history, so be prepared to thoroughly explain any losses. They will especially be looking at loss frequency and it will be important to explain what is being done to prevent future losses. The loss history should be for the past four years and should be issued within the past 60 days.

Start the marketing process early with the underwriters to give them plenty of time to ask questions and for negotiations with the agent. They are not going to be very receptive to last minute rushes or being pushed to provide a quote. We suggest that the submission be made 90 days prior to the renewal date.

Whenever possible, meet with the underwriters so that you have the opportunity to sell your account. Meeting face-to-face can make a difference in their opinion of your risk. It is harder to say no to someone they know than to a completely unknown account.

Ron Tsukamaki heads Atlas Insurance Agency's AOAO Group, which serves



on Tsukamaki

more than 250 community associations. Atlas Insurance Agency is the largest locally owned insurance agency in Hawaii, with offices on Oahu, Maui and Hawaii Island.

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Owners' and tenants' coverage reduces risks beyond personal belongings, such as medical and legal bills



BY TIM DAYTON

Finding the right insurance coverage can be overwhelming. When it comes to property insurance, there are many different policy types, limits, exclusions and perils to worry about. The two types of polices most relevant for property managers are renters insurance and condo insurance.

the structure itself.

Protecting personal property is easy to understand. If your possessions are stolen, damaged or destroyed in a covered loss, the personal property protection will pay to replace the damaged or stolen belongings. More complicated is the liability protection that the policy provides. Imagine that you invite your neighbors over for din-

People accumulate more property, not less, and the laptops, cell phones and iPads probably aren't accounted for if they purchased their policy 15 years ago.

Renters Insurance

Often called an HO4 policy, this policy is for when you live in a residence that you do not own. The purpose of a renter's policy is to protect

both the personal property and liability of the insured, but not

ner. They end up slipping and falling in your kitchen and suffer serious injuries. They would be able to sue for their medical bills and also for their pain and suffering. This type of loss would be covered by the liability coverage.

Additionally, there are limits or exclusions to certain types of losses, typically such as a \$500 limit on jewelry and watches. However, additional coverage can be purchased.

Many people do not think they need a renter's policy because they don't have a lot of personal belongings. The greater risk these days is the amount of loss that can occur due to medical and legal bills. Because renters insurance protects both personal property and liability, anyone that rents a home, condo, townhome or apartment should have an HO3 policy in place.

Condo Insurance

Also called an HO6 policy, this

policy covers both condominium and townhome owners. This type of ownership is a more complex situation because there isn't a single policy that covers the entire structure, its contents and liability.

The role of the property manager in this situation is to act as a bridge between the association and the individual owner to properly cover all aspects of the property. This type of policy will provide the same protection that the renter's policy does, while also adding coverage for the dwelling itself.

Once the HO6 is in place, a property manager will want to be listed as a Certificate Holder on the policy. This will ensure that the property manager will receive a copy of the HO6 insurance at each renewal in addition to any cancellation notice as well.

Having an updated copy of the HO6 insurance will also allow the property manager to notify the customer of any coverage changes they should make if the Association master policy is adjusted in terms of coverage or deductible.

Covered Perils

Regardless of which policy is relevant for your situation, both the HO4 and HO6 are "named perils policies." This means that only the listed perils are covered for a loss. If it isn't listed, it isn't covered. Both policies have the same 16 losses listed:

- Fire or lightning
- Windstorm or hail
- Explosion
- Riot or civil commotion



- Aircraft
- Vehicles
- Smoke
- · Vandalism or malicious mischief
- Theft
- · Volcanic eruption
- Falling objects
- · Weight of ice, snow or sleet
- · Accidental discharge or overflow of water or stream
- Sudden and accidental tearing apart, cracking, burning, or bulging
- Freezing
- Sudden and accidental damage from artificially generated electrical current

As property managers and owners, making sure that your residents and tenants have the right insurance policies in place will help reduce your exposure to potential losses and lawsuits. Encourage all of your residents and tenants to carry property insurance. If it has been a number of years since they first purchased their policy, encourage them to check and see if they have enough coverage for their current situation.

Generally speaking, people accumulate more property, not less, and the laptops, cell phones and iPads probably aren't accounted for if they purchased their policy 15 years ago.

The best way to navigate the complex and complicated property insurance market is to reach out to a professional, licensed agent. A licensed agent can quickly assess what policy is needed for the situation, find the right company that offers the needed and necessary coverage at the best price and provide professional advice and recommendations.



Tim Dayton

Tim Dayton is the branch manager of the GEICO Insurance Agency in Hawaii. He has been licensed to sell property and casualty insurance since his arrival in Hawaii in 1988. GEICO is one of the largest agencies for property insurance in the state. For a quote, call 1-800-841-3000, then option 2 for sales and option 3 for property insurance.





Managing Pets & Their Humans: 3 Best Practices

Promoting harmonious living at animal-friendly properties benefits all parties

BY CATHY CRUZ-GEORGE

Melissa Rosa, a housing specialist with Hawaiiana Management Co. Ltd., once inspected a unit at Keola Hoonanea apartments in downtown Honolulu, where she noticed a beautiful statue of a cat in the corner of the room. To her shock, the statue's eyes came alive. "I almost fell when I noticed the statue move its eyes side to side at me," Rosa recalls. Turns out, Booboo the "statue" was a housecat who feared strangers and froze in the corner until visitors left.

On another occasion, Rosa noticed a resident dog, Chewie, repeatedly put his paws on his owner's lap while waiting near the elevators. The owner kept saying, "In a little while!" Rosa thought the dog wanted a treat but later learned it was begging for a manicure, says Rosa, who estimates 10 pets live in the building.

Rosa is among the hundreds of housing specialists and resident managers who oversee pet-friendly communities in Hawaii. More than 60 percent of Oahu households have pets, while more than 300,000 animals are like regular members of human families, according to the Hawaiian Humane Society.

As long as Hawaii's home construction projects remain steady, the number of pets in homes is expected to swell over the next few years.

"Pets are family too," says Jacque Vaughn, community relations director of the Hawaiian Humane Society. "Pet ownership is a trend, and a demand for housing is likely to increase."

To stay on-trend and promote harmonious living in pet-friendly neighborhoods, industry leaders share their best practices:

1. Require and enforce a pet deposit

It's been three years since the Hawaii State Legislature passed Senate Bill 328, allowing a landlord to collect from tenants a pet deposit equal to one month's rent, plus a refundable pet-security deposit amounting to one month's rent.

The up-front fees cover potential wreckage by pets and their owners. "In the past, landlords simply charged higher rents to pet owners—that's a recurring expense that could never be recouped by the renter," Vaughn says. "With a pet deposit, tenants got their money back if no damage was incurred. It seemed a more fair system."

No study has been conducted to measure the bill's impact. Anecdotally however, the up-front fees have encouraged more landlords and resident managers in Hawaii to rent homes to responsible pet owners. The partnership only works if the landlord or manager screens tenants, meets animals in person and talks to the tenant about pet-related policies.

"The deposit rule seems to be working well," says Rosa. Keola Hoonanea requires a \$100 fee from pet owners.

2. Be clear about expectations

Rules are easier to enforce when they're written in a handbook, distributed to residents, sent in mass emails and visible in common areas such as the mailroom.

The rules are posted on the website of Moana Pacific condo—twin cylindrical high-rises in Kakaako. Renters must have their landlord's written approval of pets; a unit can have up to two small animals (dogs or cats), plus two birds and a fish tank no larger than 40 gallons; and dogs and cats must weigh less than 25 pounds and register with signed forms and a recent photograph at the manager's office.

Paws can't touch common-area interior floors, either. When walking through the towers, pet owners must carry or transport pets in strollers or



Continued on page 44

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Keys to Making Effective Concrete Spalling Repairs

One of the most serious problems a property manager must confront is concrete spalling. When it happens, it should be dealt with quickly before too much damage can occur to the building's walls and walkways.

Concrete spalling is a fragment or chip removed from the face of a stone or masonry surface by a blow or by actions of the elements. A spall is also known as a section of concrete that is separating or has been separated from the original structure.

Concrete's high level of alkalinity creates a thin, invisible protective oxide film to form on the steel. When sodium chloride or calcium chloride exists and combines with Hawaii's moisture and oxygen, carbonation occurs, breaking down the protective film, thus causing corrosion to begin. As corrosion increases or builds up inside the concrete, tremendous force is exerted on the concrete. Cracking is first observed and if not properly repaired in a timely manner, larger sections of concrete begin to break away, resulting in spalling.

- Repair all spalls in accordance with the International Concrete Repair Institute's repair methods.
- Use a 15-pound jack hammer to remove the spalled concrete within the saw cut until reinforcing steel is fully exposed and the concrete is removed from around the rebar a minimum of ³/₄-inch.
- Saw cut a ½-inch deep perimeter around each spalled area.
- Remove rust from reinforcing steel with a power wire wheel.
- Clean spall cavity thoroughly and saturate existing concrete dry.
- Treat rebar with Sika Armatec 110 Corrosion inhibiting epoxy.
- In the event that the exposed reinforcing steel has lost more than 20 percent of its cross section, the affected rebar will be removed and new rebar will be spliced in place by drilling a 3-inch deep hole into the concrete and installing the new rebar into the hole with epoxy and then tie-wire the new bar to the existing adjacent bar. The new bar must overlap the existing bar by

Concrete's high level of alkalinity creates a thin, invisible, protective oxide film to form on the steel.

The most common causes of spalled concrete in Honolulu include corrosion of reinforcing steel, impact, freezing and thawing of porous aggregate in a critically water-saturated condition and alkali-silica reaction.

How to make concrete spall repairs:

 Visually inspect and sound the concrete with a hammer to locate all spalled and cracked concrete. inches or half of its length.

- Install corrosion-inhibiting, polymer-modified 5000 PSI Portland cement ASTM C150, Type 1 convertible cement. Add Acryl 60 manufactured by Thoro Systems Products and water to cement at a ratio of 4 to 1 (4 parts water, 1 part Acryl 60). Add 16 ounces of corrosion-inhibiting Grace DCIS to each mix per 80-pound of cement.
- Install Thorite Rapid Vertical into all vertical and overhead spall cavities and trowel to match adjacent profile.



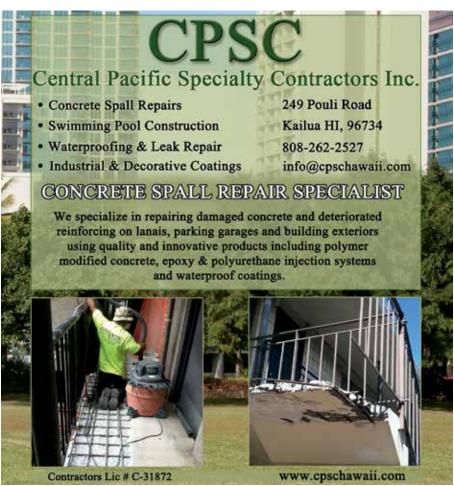


How to make Hawaii concrete crack repair:

- Saw cut cracks open ¼-inch wide by ¼-inch deep.
- Clean surface being sealed.
- Install primer.
- Install backer rod or bond breaker tape, as required.
- Install Sika self-leveling sealant.
- Repaint previously painted areas that are repaired.
- Install Sika self-leveling sealant for horizontal surfaces and Sika Flex 1a for vertical and overhead surfaces.

Source: Joe Miller, Seal Masters of Hawaii







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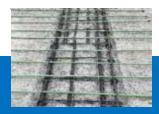
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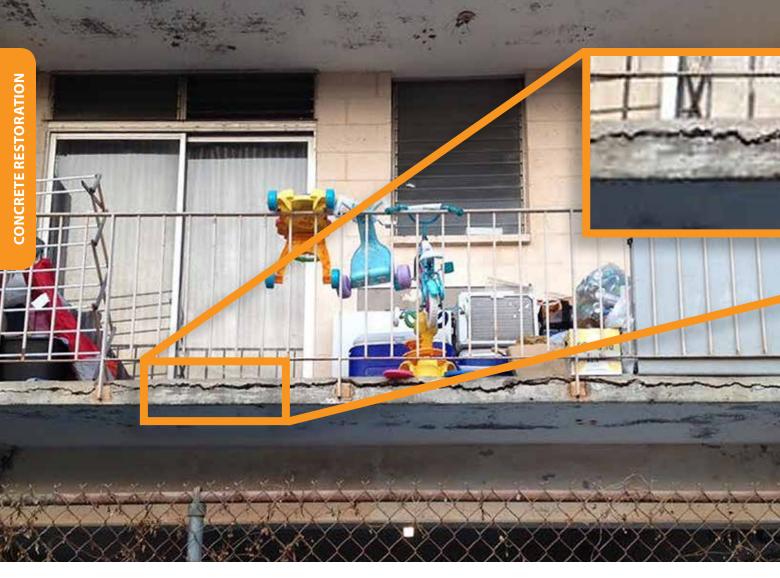








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Pay Me Now or Pay Me Later

Postponing appropriate maintenance will come back to haunt you

BY RICHARD MALMGREN

"You can pay me now or pay me later," is an old advertising phrase frequently associated with an automobile mechanic explaining that were you to spend a small sum of money on periodic maintenance now, you will save a far larger sum by not having to replace an entire engine later.

The same phrase can be applied with equal validity in the concrete remedial repair and leak mitigation industry. For example, addressing a small area of spalling concrete originating around a lanai railing post in a timely manner can avoid costly future replacement of a significant portion of

a lanai after the rusting rebar advances throughout the slab.

The final bill for the engine overhaul of this lanai promises to be large and painful.

Whether the building is a small three-story walkup or a large highrise condominium or hotel, owners naturally wish to reduce expenditures. This is hardly surprising as there are always multiple demands on available funds.

The rents from smaller apartments, many built in the 1960s and '70s after statehood, have supported families for decades and paid for the education of many a young person. And as our population ages, an increasing

proportion of condominium owners are on fixed income. And from them there is often resistance, sometimes increasing to hostility, because of increasing maintenance fees.

While seemingly justifiable at the time, postponement of appropriate maintenance most always comes back to haunt. For those of us in the remedial repair industry, it is a continuing surprise as to how much residents can put up with spalling concrete or with water infiltration that often leads to concrete problems. Many people will walk by an increasing problem of deterioration and it doesn't even register with them. And when it does, it is often time for an engine overhaul.

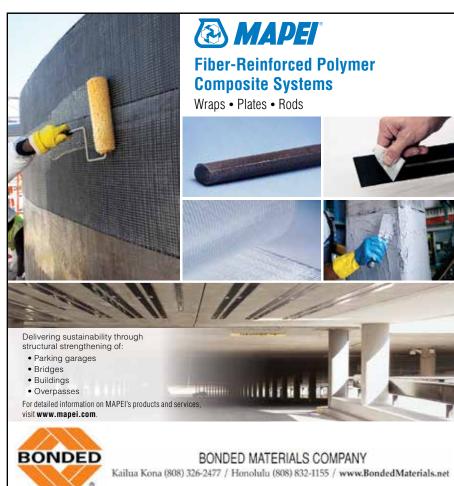
The demands upon building and property managers are many and unenviable. Explaining that maintenance repairs are best implemented "now" often goes unheeded. It is easy to say



that a lack of knowledge is the underlying contributor to the problem. Unfortunately, the difficulty of this exercise says more about our ability to reach important decisions than it does about the math exercise in actually reducing spending and future debt.

The bills for engine overhauls promise to be large and painful. So, pay me now or pay me a lot more later.

Richard Malmgren is president of RCM Construction Corp. He can be reached at 545-2177.





HOW MANY IN A CONCRETE FLOOR ARE 'ACCEPTABLE?'



Small surface cracks often are just an aesthetic issue, but structural flaws must be resolved as early as possible

hat is an acceptable quantity of cracks, and should pieces of the floor come out? Is there any way to halt the seemingly neverending growth of the cracks? What can be used to fill the cracks to minimize the dark moisture staining that is taking place along the surfaces adjacent to the cracks?

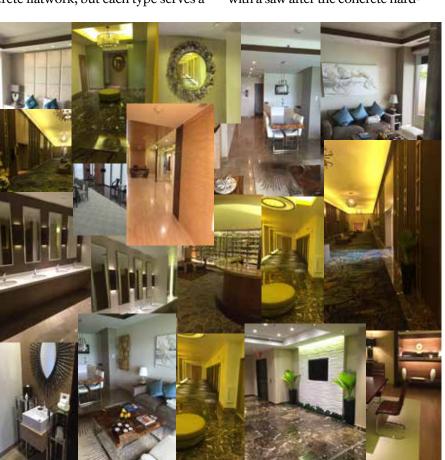


Chris Sullivan of Houston-based ChemSystems Inc. offered key insights to these questions in an article that was published at concretenetwork.com. Here is a version of that article:

All concrete cracks to some extent. While cracking is unavoidable, you can control where and how those cracks develop. This is where joints come into play. Both expansion joints and control joints are critical to concrete flatwork, but each type serves a

different purpose. Expansion joints are designed to allow an entire slab to expand and contract without coming into contact with an adjacent slab, wall or structure.

A good place for an expansion joint or expansion material might be around the electrical boxes and between slabs. Control joints are used to relieve the stress within a concrete slab. These joints, which may be formed with a jointer before the concrete sets or cut with a saw after the concrete hard-



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ens, are designed to "control" where the crack will occur by inducing the concrete to crack in the location of the joint. The placement and number of these joints are critical.

Regarding the question of what number of cracks is considered acceptable, there are no hard-and-fast standards. It comes down to floor size, perception and safety. On a floor comprised of thousands or tens of thousands of square feet of concrete flatwork, a few cracks are to be expected.

When the number becomes unacceptable is the gray area. Non-structural surface cracks are not as critical and pose only an aesthetic issue, so they are usually tolerated in larger numbers than structural cracks.

Methods for stopping the formation of additional cracks are limited. If the subbase is jeopardized or was not prepared properly, no number of control joints will limit the cracking. It will continue to occur until the slab has come into equilibrium with the base on which it rests and the stress causing the cracks has been alleviated. Sawing additional control joints in places where there may not be enough of them is about the only solution. Consider having a concrete engineer inspect the floor and determine if additional joints are warranted and where they should be placed.









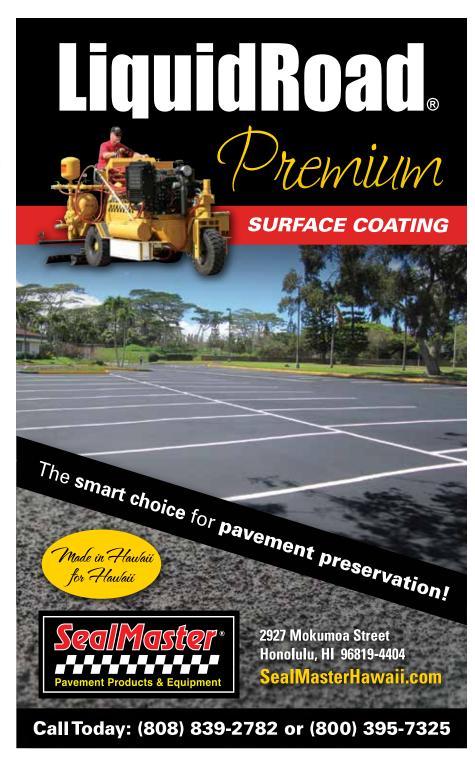
Fixing the Problem

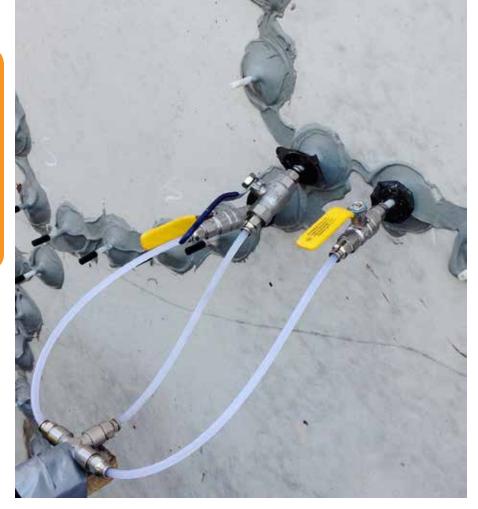
There are a number of remedies for repairing cracks in concrete floors. The technology has come a long way in terms of crack repair polymers and injection systems. Today, you can inject cracks with a resin (epoxy, polyurethane or polyurea) that will actually attain a strength greater than most typical concrete slabs. This means that the repaired crack will actually be stronger than the surrounding area. These repair systems are usually injected into the crack after cleaning and crack chasing (routing out the crack with a saw or angle grinder), and they cure in 12 to 24 hours. Some color choices are available, but aesthetics are usually not the most important factor.

All concrete cracks to some extent. While cracking is unavoidable, you can control where and how those cracks develop.

Another option is to fill the cracks with a concrete caulk, which is usually made of a softer resin material. These products are applied to the crack or joint with a caulk gun and are available in a wide range of colors. Because this type of repair is more visible than crack injection, aesthetics are very important.

Start monitoring some of the floor cracks to see if they continue to move or remain static. If they are





still moving or growing in length or width, crack injection may be the best solution. If they are static, a crack filler is best. The crumbling pieces of concrete may need to be removed, or they can be glued back into place with either system, depending on the size and depth of the pieces.

In the areas of the floor where you say "the cream is popping off," this is likely to be spalling or scaling. On interior concrete slabs, this is usually caused by overfinishing or excess water in the concrete, resulting in a weak surface. The cracking is probably causing an already weak surface to come off.

Take care that installation deficiencies are avoided, such as poor sub-base preparation or some major movement under the slab. If the proper amount of reinforcement is used, the concrete should hold together, despite the cracks, and not separate or heave.

Ask your builder to provide documents showing how the sub-base was prepared, the type of concrete poured, slab thickness and the amount and type of metal reinforcement.



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Hawaiiana Management Company named #1 Condo Association Manager for 9th Year



Hawaiiana Management Company was recently named Hawaii's number one condominium association manager by Pacific Business News. Year 2016 marks the ninth year in a row Hawaiiana has taken the top spot among Hawaii's condominium managing agents. The #1 ranking is based upon the total number of registered condominium units managed in Hawaii

With 48,339 registered condominium units under management, Hawaiiana's unit count is larger than the next three companies combined. The data is based upon the total number of units registered with the State of Hawaii Real Estate Branch of the Department of Commerce and Consumer Affairs.

Homeowner Associations, Co-operative Corporations, Rental Buildings and Condominiums under contract, but not yet registered, are not included in the statistics. Hawaiiana's unit count exceeds 100,000 units when these clients are added.

Particularly noteworthy is that Hawaiiana's successful new business growth has been one-client-at-a-time. This is extremely unusual. Locally and nationwide, most other large property management companies have grown by purchasing or merging with other small companies. In Hawaiiana's case, Boards of Directors, Building Owners and Managers, the top Real Estate Developers and Attorneys have all chosen Hawaiiana.

For the ninth year in a row, Hawaiiana was named Hawaii's #1 Condominium Association Management Company by business publication *Pacific Business News*

Hawaiiana, with offices on Oahu, Maui, The Big Island and Kauai, employs a staff of 200 and provides payroll administration for 1900 client site employees. All of Hawaiiana's employees are based in the State of Hawaii and contribute to Hawaii's community and Hawaii's economy in countless ways.

For more information on Hawaiiana's award-winning services, contact Phyllis Kacher, Senior Executive Vice President at (808) 593-6896 or email phyllisok@hmcmgt.com.



Hawaiiana is proud of its local roots, and the fact that all employees are located in Hawaii. Shown are Hawaiiana's officers (front, I. to r.) Phyllis Kacher, Kevin Hall, Debi Balmilero, Charla Trevenen, Ed Kaya (back row, I. to r.), Chuck Ray, Allen Wilson, John Bouchie, Mike Hartley, Lois Ekimoto, and Al Pattison.





Property managers opt for lighting's visual effects as well as energy efficiency and cost savings

BY CATHY CRUZ-GEORGE

Gone are the days when property owners and managers had basic ceiling lights installed and called it a day. An increasing number of owners and managers now hire lighting consultants to brighten up the home with a variety of energy-efficient fixtures.

Good lighting is a no-brainer. "But what's really important is what you light, instead of just putting enough light in a space to (be able to) see," says Robert Billingsley, energy consultant and senior lighting designer at Designing With Light. "Good lighting affects what you do, what you see and

how you feel."



Rick Benedict

Rick Benedict. owner of outdoorlighting specialist Beachside Lighting, agrees. "Today (in outdoor lights), it is less about seeing the fixture, while getting the best ef-

fect from the fixture," he says.

Billingsley, Benedict and other specialists in Hawaii identify the top three trends for residential lights.

TREND NO. 1

Use layers and ornaments to create visual effects and maintain eye health.

A well-lit condo, apartment unit or homes in a community association can choose multiple layers of brightness such as down lighting, recessed lights, art lighting and decorative

sconces, chandeliers and pendants.

Different rooms demand certain rules. Kids' rooms tend to have artwork and posters, so accentuating the walls with light is a good idea. In



Robert Billingsley

the living room, recessed lights should showcase artwork, special plant arrangements, and architectural columns, slopes and coffered ceilings. The kitchen—a

place for work and interaction should have adjustable, dimmable lights aimed at the cabinets and counter, creating a rhythm of lights that are 30 inches apart. "A fourinch downlight is now a trend, especially when it's adjustable,"

Billingsley says.

Light dimmers help eye health and create a nice visual effect. Adjustable, preprogrammed dinners are recommended in every room minus the garage and laundry area. "All lights should be dimmable—even in the closet," says Jenn Johnson, interior designer at new firm iD hawaii.

Another trend is to use ornamental fixtures. Chandeliers and pendants create visual effects in stairwells and entries. Even a basic bathroom can be dressed up by simply mounting pendants to both sides of a mirror. Another way to jazz up a bathroom is to mount sconces directly to the mirror, 3 1/2 inches apart.

At Honolulu retailer Lighting

Concepts and Design, glass-blown pendants from Italy and hand-forged chandeliers from Vermont are sought-after items. The family-owned store and 2,000-square-foot show-

LIGHTING BASICS

2700K – Old-fashioned incandescent lamp, also known as "warm white."

3000K – Brighter lamp the color of halogen, but still referred to as "warm white."

4000K – Cooler lamp akin to the color of most office fluorescent lamps, also known as "neutral white."

5000K – White light towards blue appearance, often known as "cool white."

- Rick Benedict, Beachside Lighting

room boasts light fixtures from all over the world.

Oversized ceiling fans with lights still are common in Hawaii. But Tom Ogawa of Lighting Concepts and Design warns the light-fan combination can create "strobing," a pulsating effect from the spinning blades' shadows on walls and floors.

For that reason, most designers are not fond of fan ceiling-light combos. "It's an unsettling vibe that doesn't give off a high-end look," Johnson says. Instead, she suggests using only the fan sans bulbs—and adding floor and table lamps to the room. "It's better to have

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that ambient, indirect light," Johnson says.

TREND NO. 2:

Switch to energy-efficient lighting to save money and the Earth.

Approximately 80 percent of a basic bulb uses heat and energy, but only 20 percent of that energy creates light. Not exactly Earth-friendly.

The good news? LED lights or "lightemitting diodes" are up to seven times more efficient and last 25 times longer than conventional bulbs. Better news? LED bulbs can replace most halogen and incandescent bulbs sold on the market.

Since LEDs went mainstream less than



Jenn Johnson

10 years ago, prices have dropped significantly—from three digits to as low as single digits per bulb. So much, that the U.S. Department of Energy predicts that by the year 2030, LED lights will comprise 75 percent of all lighting sales.

LED technology and options continue to improve. On the LED market today are color-changing lights, recessed lights for dramatic effects, rope lights for outdoor use, tapes and strips for even lighting and smart LED bulbs with Internet connectivity.

"Even within LED recessed lights, we have different colors, different beam spreads, and different intensity," says Ogawa about his store and showroom.

Lately, retrofitting a home with LED lights has been on almost every homeowner's hit list. But Billingsley advises buyers to choose LED bulbs with caution—especially when sleep is at risk. Here's why: The most efficient, basic color of LED is a cool, blue hue. "Blue light retards the natural release of the sleep hormone melatonin, and sleep rhythm is disrupted," he says. He suggests using warmer lamp color temperatures (3,000K instead of the cooler 4,000K) and "sacrifice a little energy for a better environment."

TREND NO. 3:

Consult a specialist to brighten up the home. Lighting experts and home designers—Tom Ogawa, Robert Billingsley, Jenn Johnson and Rick Benedict—have one thing in common. Over the past few years, they've been partnering with more developers than ever, to create well-lit spaces. It's a testament to the growing trend of hiring consultants.

Continued on page 45

OUTDOOR LIGHTING TIPS

Warm weather, ocean views and tropical plants provide the perfect canvas for outdoor lighting in Hawaii. But the trio can wreak havoc. Salt water corrodes lamp fixtures. Excessive sunlight melts parts. And overgrown foliage traps heat from bulbs.

Beachside Lighting, a Kailuabased outdoor lighting specialist since 1994, works with developers, designers and homeowners to extend the life of lights. In addition to producing lighting fixtures in Kapaa Quarry Industrial Park, the company supplies resorts and private homes in Hawaii, Florida and the Caribbean.

Rick Benedict offers outdoor lighting tips:

- Ground. When installing and maintaining outdoor lights in Hawaii, the biggest challenges stem from the soil and the rate of plant growth. Many fixtures typically are installed near the ocean where there is sandy soil; but much of the islands comprise clay and rocky-type soils that require a post-hole digger or a hammer drill to install the anchoring piece (ground spike). Because foliage in Hawaii grows quickly, the plants—not the fixtures—cause maintenance challenges. Plants grow over fixtures, trapping the light low and creating hot spots in the process. Keeping foliage trimmed will help curb the problem.
- Materials. We strongly discourage aluminum; it corrodes fixtures and turns to powder in this salt-air environment. Brass and copper are the best materials for landscape lighting fixtures. We don't recommend stainless steel because stainless can still stain—it just stains less than regular steel and can be an eyesore instead of a nice, dull, silver fin-

- ish. We do recommend stainlesssteel fasteners for the main fixture, because of their rigidity and strength. We nickel-plate our brass and copper, which gives us a very corrosion-resistant stainless appearance, without having to worry about rust.
- Hard water. After a year or so, the hardness of irrigation water in Hawaii creates "frosting" over (upright) glass. This frosting causes up to 30 percent light loss. We've designed a special glass on our upright fixtures to discourage dirt or debris within the bezel. It allows homeowners to scrape off calcification on the lens to make the glass clear again.
- Light effects. Lamps with higher color temperatures bring out the visual effects of greens in tropical foliage. While a 4,000K lamp (cool, neutral white) brings out the green, homeowners want the color temperature to match lights from the home or building. Often, color temperatures from exterior wall-mounted fixtures are in the 2,700K to 3,000K range (2,700 is warm white, like an oldfashioned incandescent lamp. And 3,000K is warm white, the color of halogen.) Because LED lamps replace old halogen lights, Beachside Lighting standardizes 3,000K as a color temperature. This creates an even appearance when adding landscape lighting to wall-mounted fixtures.
- Home security. Landscape lighting can have security benefits. Instead of simply putting a Par fixture on the corner of the house and blasting the yard with light, landscape lighting can include downlighting from trees or from the home using louvers and shields to reduce glare. The result is a well-lit yard from above, compared to a lateral fixture illuminating everything in sight. If homeowners use motion sensors with lights, we suggest they tie in to a direct 120V, or to the 12V landscape lighting line. Depending on the input voltage, two types of sensors can do this.



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The Basics of Operating a Cooling Tower

A step-by-step look at how the systems function and how to keep them in top form

BY RJ RITTER

ooling towers are an important part of most large air conditioning systems in Hawaii, with the most common application being part of a chilled water plant serving commercial office buildings, hospitals, universities and resorts. Knowing how cooling towers are built and are expected to perform can be important information for property managers.

The cooling tower's function is to cool the condenser water serving one or more chillers in a central chiller plant. The chillers in the central plant provide chilled water which is distributed throughout the building or buildings. Air handlers in the building use the chilled water to provide cooling to the user spaces.

Another common cooling tower application is providing primary cooling to multiple water source heat pumps found in many residential timeshare and condominium projects. The cooling towers cool and circulate condenser water through a heat exchanger to cool distribution water which is then circulated to the buildings to each individual water source heat pump. The heat pumps provide comfort cooling to the tenant units and reject the heat of their compressors into the condenser water distribution loop.

For for operation and maintenance purposes, all cooling tower applications have similar considerations. The capacity of a cooling tower is measured in "tons," and appropriately sized towers are generally matched with corresponding chillers in a plant. Most plants have at least two chiller/cooling tower systems to provide some measure of redundancy and scalability of system control.

The function of a typical cooling tower is to take 95 degree F incoming condenser water (approximately 750 gallons per minute for a 250-ton capacity tower) and cool the outgoing condenser water to an adjustable setpoint, usually in the range of 85 degrees F. Cooling is achieved through evaporation. Incoming water is sprayed through nozzles into the top of the tower and falls to the sump across a tower fill which is designed to maximize exposure of the water to air. Additionally, towers have single-, multiple- or variable-speed fans that increase or decrease the air flow across the falling water, resulting in control of the desired leaving temperature setpoint.

Configuration

Cooling towers are generally divided into two configuration types: induced draft and forced draft. Induced draft tower fans pull air into the sides of the tower, up and out of the top. They are negative pressure systems and generally consume about half the power of a forced draft tower of the same capacity. Forced draft towers are positive pressure systems and push the air from the bottom, up and out of the top. They are generally used when space is limited, in indoor locations or if the unit needs to be ducted.

Induced draft towers are most commonly used in outdoor applications where footprint is not a restraint because of the reduced energy usage. The evaporated water volume is constantly replenished with makeup water. A level indicator monitors the level of the water in the sump and opens a makeup valve, which fills the sump with fresh makeup water to keep it at the proper level.

Chemical Treatment

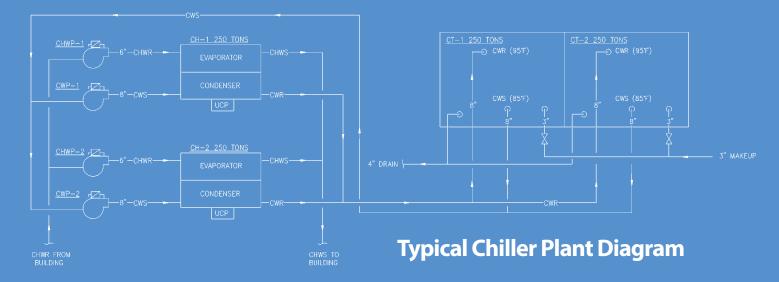
Cooling towers are open systems, and as such the water being circulated requires constant chemical treatment. As a result of evaporation mineral content and impurities build-up leading to scale, corrosion, accumulated sludge and biological fouling. Over time the impurities in the water become more concentrated than that of the makeup water.

The term "cycles of concentration" refers to the ratio of the level of solids in the recirculating cooling tower water to that of the makeup water. If the circulating water has three times the solids concentration of the makeup water the cycles are designated as 3. When the cycles of concentration reach a high enough level (4 to 4.5) the chemical treatment system opens a blow down valve to purge the sump water and reduce the overall concentration back down to that of the makeup water.

In addition to the power required to run the fans of a cooling tower, water management is important. Cooling towers have three components of makeup water: the evaporation rate, the bleed rate and the drift rate. For an Evapco 250-ton induced draft AT cooling tower, the evaporation rate is calculated as .008 x the flow x the delta T divided by 10. The evaporation rate would be 6 GPM or 8,600 gallons per day. Drift eliminators mitigate the water loss through the top of the tower discharge. The drift rate is .00001 x the flow or 10.8 gallons per day. The bleed rate is about 1/3 of the evaporation rate or 2,800 gallons per day. So a 250-ton cooling tower would consume about 11,500 gallons of water per day.

Temperature Control

Most cooling towers in today's projects are provided with variable speed drives (VFDs) for fan speed



control and are incorporated into direct digital control (DDC) systems. The DDC controller monitors the leaving condenser water temperature via an immersion temperature sensor, compares the temperature to an adjustable setpoint and modulates the speed of the fan VFD to maintain the condenser water temperature setpoint. The DDC controller can maintain the leaving condenser water temperature within 10ths of a degree of setpoint. It is important to note that the leaving condenser water can never be cooled to a temperature lower than the outside air wet bulb temperature.

If the leaving condenser water setpoint is either manually or automatically adjusted to a temperature lower than the outside air wet bulb temperature the fans will be ramped up to 100 percent speed with no additional cooling effect.

Maintenance

Most cooling towers are on the tops of buildings or located in out-of-the-way areas that are not easily accessible, not well-lit and could be relatively high up. It is a good idea to have fixed ladders and area lighting installed for maintenance personnel.

Given the importance of proper tower operation to the overall plant efficiency, tower maintenance should be done on a monthly basis. Maintenance concerns would include making sure the fill and the drift eliminators are not clogged up. Anything that restricts airflow will make the tower less efficient which in turn causes the plant to be less efficient.

Most fan motors are belt-driven and the belts must be tight and properly aligned for best fan performance. Chemical treatment is clearly important as it directly affects evaporative heat transfer via scaling and affects the cycles of concentration. The sump float valves must be checked for proper operation. If the float valve were to get stuck closed, the sump would eventually run dry and the chiller plant would fail. If the float valve were to get stuck open, the sump would overflow and, in addition to completely diluting the chemical treatment, the system would be literally dumping fresh water down the drain.

Lastly, confirming temperature setpoint is important. If it is manually set, confirm it is at the proper temperature for the chiller operation. If it is dynamically reset, confirm that it is reset between a reasonable minimum and maximum setpoint. If there is more than one cooling tower in parallel and operating, all of the VFDs must be controlled at the same speed against the same setpoint.



RJ Ritter

RJ Ritter has lived in Hawaii since 1986 and graduated from the University of Hawaii in 1991. He has been working for the Trane Company as the Hawaii controls and contracting manager since 1992, specializing in complex digital control system design and implementation.



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A Solution for Water, Cost Conservation

Modern maintenance techniques enhance the performance of the building's cooling towers

BY HARALD VON SYDOW

Technology is so last century. Now, as we are 16 years into the 21st century, we are without a doubt in the energy century. The focus has changed now to using technology to conserve energy and to generate new forms of energy, ultimately saving money. A good example of this is LED lighting.

However, the most valuable resource is water. Without water there will be no life. Water recently became a media topic once again, a result of the severe California drought which is affecting all of us in some way or another. Just take a look at the produce department in our local supermarkets and the scarcity of head lettuce as farmers in California are unable to grow huge amounts of crops.

In Hawaii, we depend solely on the rain for our water and, with climate change, water may soon become a precious commodity.

The biggest consumers of water in Hawaii are commercial buildings; more specifically, the buildings' HVAC systems. Exactly how much water is used by an HVAC system is primarily determined by the quality of the condenser's make-up water. Poor water treatment also can account for a much higher cost in energy and water usage by the building's cooling towers.

Getting Great Service

When a property manager or owner seeks a water treatment company, be careful not to pick a firm only interested in maintaining its clients—and not the clients' equity and cash flow. The proof: 95 percent of the mineral concentration in any property (measured as microsiemens) does not go over 1,200, which is only two times the mineral concentration from incoming water. In addition, the water used in the cooling towers evaporates throughout the process of cooling the HVAC system.

During the evaporation process, the natural minerals in the water are left behind in a concentrated form. These minerals then attach to all the HVAC equipment, ultimately causing substantial loss of energy and may even, if left unmonitored, cause fatal failure of very expensive equipment.

To avoid this recurring event, water treatment companies introduce their services as a way to balance how many minerals are in the water. Their process is to add chemicals to the water to balance the ratio of minerals to water, increasing the efficiency of the cooling equipment.

Unfortunately, there is little emphasis by these services to preserve water, yet there is plenty of greed for money. Most take the easy way: Just add water and low-tech chemicals to the cooling towers.

The result: A huge waste of water, contamination of good water with chemicals, and an even larger sewer bill.

Heed Health Issues

Through improvements in technology year after year, we can focus on conservation of water, energy and money. It is now possible to achieve a good balance in which our clients can operate at up to 3,400 microsiemens, reducing water usage at the condenser bleed by 65 to 85 percent,

generating an impressive reduction in a commercial building owner's water bill. In addition to saving water and preventing the mineral buildup on the equipment, the HVAC system performance can be considered as excellent without the constant downtime caused by equipment failure.

This process is so effective in saving water and costs, that even the most effective heat exchange between the cooling water and the saturated refrigerant will not develop any formation of scale or biofilm.

Contamination of water in HVAC systems is also a health safety issue. It is important to do frequent Legionella tests to avoid outbreaks such as the ones in New York City and Chicago in 2015. Legionella bacteria can be dispersed through the water in the ventilation system in a large building. Outbreaks have been linked to a range of sources, including cooling towers in air conditioning systems.

It is important that we all do something, no matter how small, to conserve water and keep our water safe. We won't run without water, and neither will our buildings.

Harald Von Sydow is the director



of Nano Tek-On, which offers environmentally friendly nano-technology surface and water treatments for commercial, industrial and residential properties.



2016 HAWAII BUILDINGS, FACILITIES & PROPERTY MANAGEMENT EXPO

PHOTOS BY KAREN BERRY

Safety Systems Takes Best Booth Honors

Safety Systems and Signs Hawaii took the Best In Show award among the vendors' booths at the 2016 Hawaii Buildings, Facilities & Property Management Expo that attracted 3,489 attendees at the Neal S. Blaisdell Center on March 9-10.

The two-day show included 241 companies occuping 330 exhibit booth spaces, making this year's Expo the largest in its nine-year history for exhibit space square footage, according to Ken Kanter of Douglas Trade Shows.

"Douglas Trade Shows was very pleased with the Expo this year," says Kanter. "There were 42 new exhibitors as well as a large number of repeat exhibitors who were offering new products and services not seen in previous years.

"In retrospect, the Expo was launched in 2008 with the objective to create a trade venue for an industry, the importance of which was not fully recognized or understood by our community at the time. However, the growth of the event over the past nine years has revealed the significant role the buildings, facilities and property management industry actually plays in the Hawaii marketplace and its

importance to Hawaii's economy."

Other booths capturing design awards include:

Single Booth Design: 1st place, Pacific Industrial Coatings; 2nd place, Coastal Windows; 3rd place, Honsador Building Products.

Multi-Booth Design: 1st place, Paradise Flooring; 2nd place, Hon-Blue/Jet Graphics; 3rd place, I-Clean US.





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BY PRISCILLA PÉREZ BILLIG

A property or resident manager may be the real estate developer's best friend. At its first general membership meeting of 2016, key members of the Institute of Real Estate Management Hawaii Chapter—whose more than 200 professionals manage incomeproducing properties in the multifamily and commercial sectors—offered their expertise about what it takes to make a property shine.

2016 IREM Hawaii Chapter Officers

Gifford Chang, President
Lois Ekimoto, President Elect
Fernando Bastos, Vice President
Alex Bresslauer, Vice President
Raymond De Smet, Vice President
Davie Felipe, Vice President
Kristi Hirota-Schmidt,
Vice President
Duane Komine, Vice President
Jacob Roller, Vice President
Joylin Shum, Vice President
Jeremy Long, Treasurer

"It is important to bridge the gap between property management and development as soon as possible," says Davie Felipe, IREM Hawaii Chapter vice president and general manager of One Ala Moana. "If you understand the processes and the players involved, then you can understand how you can be the bridge so it's done correctly."

Felipe stressed the importance of research, asking questions, access-

ing the many resources provided by IREM and laying out objectives that map out timelines and benchmarks from the opening of a project well into the following year. He also advises property managers to make improvements to existing buildings now rather than wait for a new development.

Above all, Felipe says, is communication with developers and the management team as well as the general contractor, subcontractors and architects. "Once they've turned over the property, build a bridge," Felipe says. "Show them you appreciate what they've done, that you value what they've built. It's important to let them know."

Bobbie Lau, general manager of Ward Centers at The Howard Hughes Corporation, also pointed to communication as a key asset. Addressing resident managers, Lau says, "You have the thickest skins. You are on 24/7 and you deal with people's homes, so it's way more emotional than the commercial side. Be transparent as possible. It goes so far."

Felipe discussed professional growth for IREM members and the importance of being growth oriented.

"We need to uphold what is being sold, and it is not easy," he says. "You have an opportunity to be a positive influence. Be a part of the growth and grow, too.

"We need great managers but we also need managers who can become great leaders. A leader takes risk; a manager minimizes it. Both are very important but we need to extend ourselves and be willing to take risks."

Phyllis Kacher, senior executive vice president at Hawaiiana Management Co., urges IREM members to get out of their comfort zone, take classes and other topics in the condo

IREM Hawaii Chapter 34 Education ARM Track

May 12: Ethics for the Real Estate Managers - ETH800*

May 16-19: Common Interest Developments/Managing Condominium Association Properties—CID201

May 20: ARM Certification Exam

*The Real Estate Management Ethics Online—ETH001 self-paced course also fulfills the ethics education requirement for the ARM Certification.

Mark Your Calendar!

June 17: 21st annual Aaron Chaney Scholarship Golf Tournament

July 20: Career Advancements/General Membership Meeting

August 17: Property Tour

September 21: Pau Hana Social

October 13: Vendor Night Market

November 17: Installations & Awards Dinner

management world and become an Accredited Residential Manager and Certified Property Manager.

"Take some calculated risks," Kacher says. "Going out on a limb and taking a little bit of risk is good because then you have an opportunity to shine and really take it up a notch. Leave your ego at home. We've got a lot of success stories here. Stay informed."

Kacher also emphasizes the importance of branding. "It affects the image and perception that the buyers have of that developer," she says.

"Find ways to save your clients money, increase property value and reinforce their property brand," Kacher says. "We need to increase curb appeal and save money by implementing energy savings."

She offers tips for resident managers:

- 1. Be respectful of what is at stake. See the big picture.
- 2. Keep up with the industry locally and globally.
 - 3. Pay attention to the details.
 - 4. Be responsive; get back to people.
- 5. Put yourself in other's shoe—the resident, vendor, owner and

developer; consider the situation from the viewpoint of the resident that bought in.

- 6. Provide a rationale for any recommendation so you can back up why you came up with that idea.
- 7. Be mindful of intentions, actions, words, emails, voicemail and body language.
- 8. Under-promise, over-deliver: give yourself a "fudge factor" when it comes to timing.
- 9. Be grateful for the opportunity to serve.
- 10. Give your all and then some to the success of the development.

Felipe acknowledges the tremendous growth in Hawaii real estate development.

"We should commend our developers for doing what it takes to improve the lifestyle of many while investing in the revitalization and improvements of our communities," he says. "We are looking forward and excited to work with the developers to fulfill their vision and raise the value of each property and the greater good of our communities."



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Managing Pets & Their Humans: 3 Best Practices

Continued from page 22

carriers. Outside, pets do not have to be carried but must be shortleashed. Service animals are exempt from policies but should be leashed in common areas at all times.

The leash-and-carry policy curbs dogfights, dog bites and toilet accidents, says interim general manager, Clay Hollandsworth, who estimates about two dozen pets live at Moana Pacific. "We do make exceptions," he says. "We're not going to have our elderly residents carry their pets. We have a service cart they can push their animals in."

3. Support the animals in your neighborhood

To run a successful pet-friendly community, leaders must do two things. First, be familiar with animal-related laws of the state and county. Second, show compassion for all animals in the neighborhood.

Are barking dogs fueling spats between neighbors? Don't use an anti-bark shock collar—considered inhumane. Instead, a citronella collar stops barks by emitting a scent that canines loathe. "Dogs bark for reasons including loneliness and boredom," Vaughn says.

Are the neighbors threatening



court action against a pet owner with a yappy Chihuahua? The City & County of Honolulu's Animal Nuisance Law states it is illegal for a dog to bark on and off for 30 minutes, unprovoked, or nonstop for at least 10 minutes.

Do free-roaming cats {lost, abandoned or escaped indoor pets) trample the landscaping? Resident managers can borrow cat traps from the Hawaiian Humane Society, which will scan the feline for a microchip linked to a registered owner. It is illegal for anyone—homeowners associations included—to trap and dump cats in an unknown area to survive on their own. At the Society, cat traps are available for everyone.

The law also allows for the care and feeding of cat colonies in neighborhoods. Al Schafer, management executive for Hawaiiana Management, once found a litter of newborn kittens on the property of a condo association he managed. While feeding the litter with bottles, he and his wife called various agencies until finding one that agreed to take in newborns. "While this certainly isn't a typical service provided by a management company, I was glad to help out," Schafer recalls.

Compassion comes in small gestures, too. At One Archer Lane condominium in downtown Honolulu, security guards in the lobby sometimes give treats to resident dogs returning from daily walks—a small but appreciated perk.

On the west side of Oahu, more than a dozen "doggy waste stations" are available at parks and community centers of the Ewa By Gentry Community Association, which manages 7,500 homes surrounded by golf courses, businesses and community pools on Oahu's west side.

The feedback is positive. Most pet owners in Ewa By Gentry bring their own bags to contain, tie and discard pet waste in the designated boxes, evident by clean sidewalks and parks. Once the master-planned community is completed, the association is expected to serve up to 10,000 homes.

And that, of course, means more waste stations and pet-related programs for the neighborhood.

Hawaiian Humane Society guidelines for pet-friendly communities:

- All pets should be companions and not be bred, sold or kept for commercial purposes.
- Disabled residents may have service animals in their units.
- By six months of age, all rabbits, cats, dogs and ferrets must be spayed or neutered, unless a veterinarian advises against the procedure.
- Pets must stay inside residential units, not left unattended on lanais, tied up in public spaces or roaming free.
- Unwanted pet behavior includes: intermittent or nonstop noise, relieving on walls or floors of public areas, dangerous or potentially dangerous acts, parasite infestation or perpetually filthy, out-of-control behavior on a leash no more than 6 feet in length.
- Animal waste must be bagged up and thrown away in designated areas, not disposed in trash chutes unless tightly double-bagged. Cat litter may not be discarded in toilets.
- In public laundry rooms, owners should use the "pet-only" dryer(s) and washer(s) for blankets, toys, clothes and other belongings. Mixing laundry machines could cause residents to develop allergies and other health issues
- "Guest pets" visiting units must follow the same rules as resident pets. Without permission from the resident manager, nonresident pets cannot stay in units for more than the allowed number of hours or days, depending on property policy.
- Owners must be responsible for petrelated damage, including damage by cleaning chemicals or other solutions meant to fix the original damage.
- When in public spaces, owners must carry, leash or place their pets in a carrier. Pets are allowed to exercise or roam free in specially designated areas of the community.

Bright Trends for Bright Spaces

Continued from page 36

The award-winning firm Designing With Light conducts global energy studies and has lit up hundreds of hotels, commercial areas and private homes both locally and internationally. Outdoor-lighting specialist Beachside Lighting supplies condos and resorts in the Caribbean, Florida and Hawaii; its roster lists Four Seasons, Hyatt, St. Regis, Prince Hotels and Turtle Bay Resort.

Johnson, of iD hawaii, is a founder of Pacific Home and Pacific Studio. Her projects comprise dozens of oceanfront homes, commercial spaces and condos in Hawaii. Even retailers such as Lighting Concepts and Design have been saturated with requests. The store has supplied ornamental fixtures for several homeowners in the Symphony and Waiea high-rises in Kakaako.

As long as there's a building boom in Hawaii, lighting specialists will be in demand. "While everyone doesn't understand the rules of basic lighting design, the attempts to use lights more creatively are creeping into the general psyche," Billingsley says.

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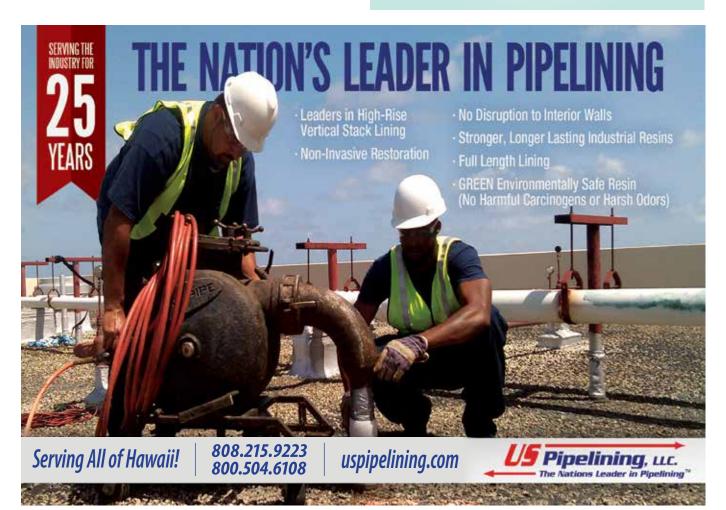
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Kim Returns to Locations

Dean Kim has returned to real estate firm Locations as a sales coach and sales manager. Kim, who was a sales coach at Locations six years ago, has been serving as vice president of sales for Century 21.

Kim will work with Locations agents to create strategies to grow business, increase efficiency and develop professionally.

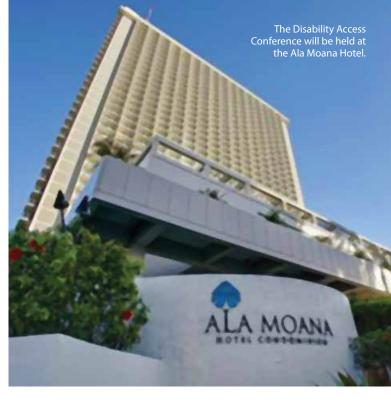


Dean Kim

Disability Access Confab Set May 3

The Disability Access Conference on May 3 at the Ala Moana Hotel offers building management and design professionals a chance to share ideas and promote exemplary designs that create social and physical environments which successfully integrate imaginative solutions and diverse user needs.

The conference, which will be from 8:30 a.m. to 4:30 p.m., is sponsored by the state of Hawaii's Disability and Communication Access Board and the Pacific ADA Center. This year's conference includes sessions on topics such as providing accessible guestrooms designed for those needing mobility access as well as guestrooms for those needing communication features. A session also is



planned on requirements for providing access to swimming pools and spas.

Space is limited to the first 250 who register. For more information on the conference, contact Mona Higa at mona.higa@doh.hawaii.gov or Laurie Palenske at laurie. palenske@doh.hawaii.gov or call 586-8121.



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