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## *Company tops 600 associations under management on six islands*

Hawaiiana Management Company, Hawaii's largest community association management company, reported strong 2016 results and is poised for even more success in the future. Twenty-seven homeowner associations and condominium buildings contracted Hawaiiana as managing agent during the first half of the year. Additionally, the award-winning kama'aina company has another 53 new



Manawa at Mehana is one of five Hawaiiana-managed DR Horton properties which recently welcomed their first homeowner families.

development contracts for residential, commercial and resort associations under construction.

New clients include Oahu's Makakilo Ridge (Kumulani), Maui's Kua Aina Ridge Homeowners Association, The Big Island's Estate Villas at Hualalai and Kauai's Kalihiwai Ridge. Hawaiiana also welcomed the first residents at Symphony Honolulu by OliverMcMillan, Kapiwai in Pauoa Valley by Pauoa Valley Preserve, LLC and DR Horton Hawaii's Manawa at Mehana, Kawena at Mehana, Kahiku at Mehana, Olinu at Mehana and Kahiwelo Condominiums.

For more information on Hawaiiana's award-winning services contact Phyllis Kacher at 808-593-6896 or [phyllisok@hmcmtg.com](mailto:phyllisok@hmcmtg.com).



Symphony Honolulu is a beautiful new high-rise building, home to 388 private condominium residences with sweeping mountain and ocean views.

## *Hawaiiana welcomed nine Management Executives in 2016:*



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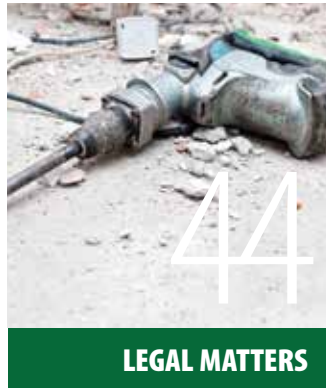
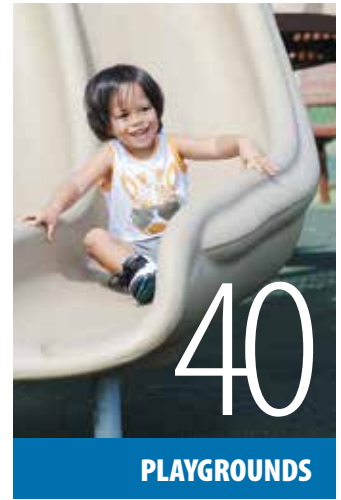
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Founded by Trade Publishing Company in April 1983, *Building Management Hawaii* is a statewide trade magazine serving Hawaii's commercial, industrial, and residential facility management industries.

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PUBLISHING & PRINTING

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EDITOR

**David Putnam**

ASSOCIATE EDITOR

**Priscilla Pérez Billig**

ASSISTANT EDITOR

**Brett Alexander-Estes**

CONSTRUCTION EDITOR

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# New App Lets You Monitor Your Property's Roof 24/7

Roofing experts guide us through the ins and outs of warranties, repairs and maintenance in this issue, along with the ways technology allows property managers and owners to record and monitor one of their building's most valuable assets.

And managers should be sure to read the legal tips offered by one of Hawaii's top lawyers on how to reduce their stress levels when condo owners charge ahead with unapproved remodels and resist enforcement of the association's rules.

When it comes to plumbing issues, common problems involve the need for a repipe and using a modern method to locate leak sources. Two experts provide steps to take when facing these kinds of dilemmas.

One of our contributing writers also takes us into the world of broadband

service, which has quickly become an important amenity to offer potential residents of multi-dwelling units.

If your property is looking to upgrade its awning and canopies, our expert takes us through the advantages of installing an attractive and economical tensile membrane structure for shade areas or parking coverings.

Also see our reports on preventing bed bug infestations (and what to do if the ugly critters do invade your property), and who visitors can reach out to for a helping hand in an emergency.

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

Aloha,

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Rachel Simmons, Carlie Woodward-Dela Cruz, John Lyles



Thomas Santos, Rachel Lii, Meagan Oppenheim

# BOMA Turns 45

PHOTOS BY HAWKINS BIGGINS

The Building Owners and Managers Association of Hawaii celebrated its 45th anniversary with a luncheon at the Hawaii Prince Hotel Waikiki on July 19.



Daniel Girlington, Bobbie Lau, Angie Hodge, Robert Sugiyama



Brenda Dunham, Barry Redmayne, Bob Peterson, Charlene Gray



Lester Lau, Garret Tanaka, Clayton Shimazu, Nicole Alameda





Dennis Gillum, Ted Gillum, Michael Koran



Ray Marquina, Joshua Figuera, Janice Taniyama, Derrick Sonoda



Sylvia Nanbara, Michelle Sasaki, Julie Miyashiro, Lynette Yi, Cynthia Garo, Michelle Harris



Nathan Lee, Carlie Woodward-Dela Cruz, Landon Wong, Lilly Ho



Nicole Katekaru, Jazmin Torres, Dricka Thobois



Clayton Shobu, Bernie Wonneberger, Cliff Poteet



Ken Richardson, Holly Murikami, Rachel Lii



Randall Lee, John Lyles, Rachel Simmons, Kalani Maika



Richelle Thomas, Debi Balmilero, Corinne Hiromoto, Cecily Ching, Dana Akasaki



# Fiber-Based Broadband Boosts Property Value

Faster TV, internet connections can help raise overall satisfaction among tenants

BY KEALI'I KANE

**F**ast, reliable broadband service has become the No. 1 amenity for residents of multi-dwelling units (MDU)—topping a pool, 24-hour security monitoring and covered parking. A study by Fiber to the Home (FTTH) Council Americas reports that fiber broadband increases rental value by 8 percent and property value by 2.8 percent.

The June 10 study, which included more than 2,000 randomly selected MDU residents in the U.S. and Canada, indicated that fiber access increased resident satisfaction with

*With fiber optics, a lot of data can flow very quickly over great distances without degrading.*

the property, appearing to reduce churn and helping building owners and operators maintain higher levels of occupancy and a quality living environment.



To view the FTTH study, visit [www.ftthcouncil.org](http://www.ftthcouncil.org)

This is great news for community associations, property owners and management companies. Using the same technology as Google Fiber that's being deployed on the Mainland, Hawaiian Telcom has extended fiber to hundreds of thousands of lo-



subscription, instant channel change with no lag time and MultiView that enables simultaneous viewing of three channels on one screen.

In light of the anticipated changes coming to the TV marketplace combined with fiber broadband boosting property and rental values, now is the perfect time to consider switching services for your property.



Keall'i Kane

*Keali'i Kane is an MDU account manager at Hawaiian Telcom, which provides integrated communications, broadband, data center and entertainment solutions for residential and business customers statewide. Reach her at 546-1739 or Kealii.kane@hawaiiantel.com or visit www.hawaiiantel.com.*

cations statewide, including numerous MDUs, such as new high-rises, townhouse complexes and single-family homes.

Extending next-generation fiber networks and systems is allowing residents to reap the benefits of the millions of dollars invested in the technology. State-of-the-art infrastructure is the backbone for advanced services like Hawaiian Telcom TV, Hawaii's only Internet Protocol Television (IPTV) service, and high-speed internet with speeds up to 1 gigabit per second, which is among the fastest in the nation.

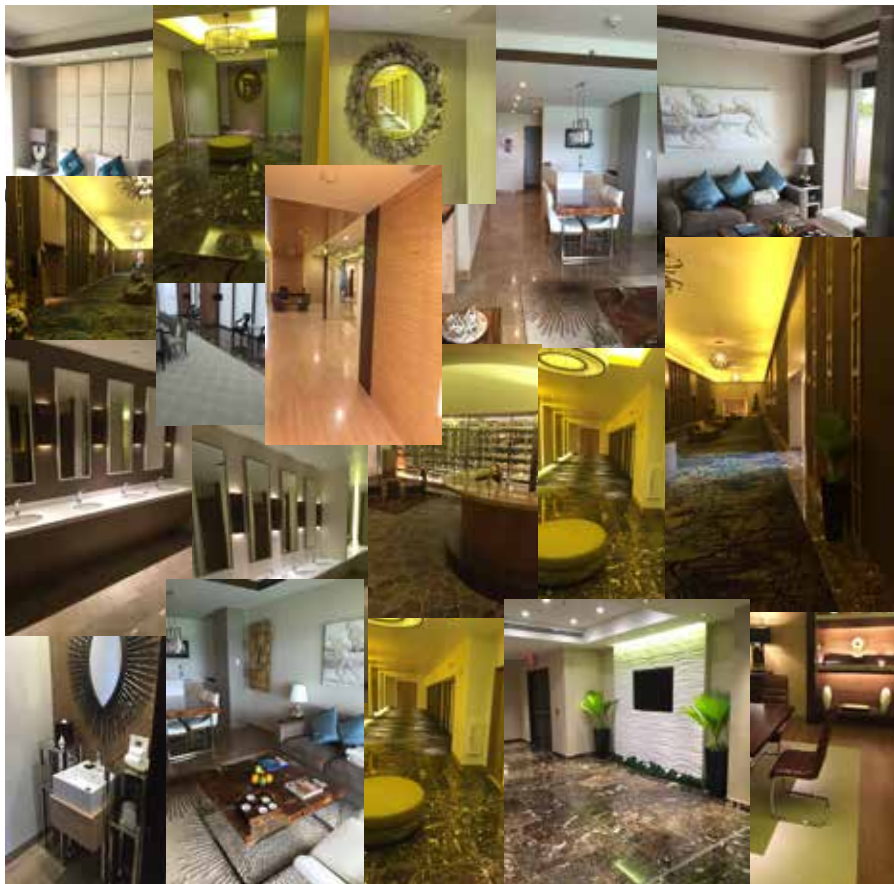
How does fiber-optic technology work?

Fiber-optics are hair-thin strands of glass that carry information between two locations using optical or light-based technology. One strand of fiber has enormous bandwidth capacity, which is why it can handle phone, high-speed internet and high-definition TV.

The bottom line: With fiber optics, a lot of data can flow very quickly over great distances without degrading.

A fiber connection all the way to the tenants at your property is the gold standard, enabling the fastest internet speeds available. This means that streaming high-definition movies or using multiple internet-connected devices simultaneously, as many households do, can be done without annoying interruptions.

Fiber-based TV service was launched on Oahu in July 2011 in a market previously dominated by a cable TV provider. Before that, there was virtually no competition for more than 45 years and consumers were hungry for a better choice. Hawaiian Telcom TV offers such features as Whole Home DVR (digital video recorder) that equips every TV in the home with the same enhanced features and channel lineup for one



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Clogged drain pipes cause a variety of problems in buildings in Hawaii, including leaks, odors, slow running drains and corrosion.

# Act Early and Ease Cost of a Repipe

Boards should build reserves to cover the inevitable aging problems in their property's plumbing

BY ERIC LECKY

**Y**our building is leaking. Your pipes are failing. Your insurance company might even be calling. You need a repipe. The problem is that it's going to cost millions of dollars, and your AOA doesn't have it in its reserves.

Do you take out a loan, issue a special assessment, or both to cover the costs? Or do you wait, hoping you can raise the funds over the next several years, and try to buy more time?

Unfortunately, for boards facing the prospect of a repipe in their community, making this choice is increasingly difficult, costly and litigious, with lawsuits pending against AOA boards on both sides of the equation.

With a typical cast-iron waste line replacement costing tens of thousands of dollars per unit, most properties and homeowners can't pay out of pocket for the work. Buildings that are in critical condition are declaring a "state of emergency," and taking out loans to get the pipes fixed. To pay off the loan, each owner's portion of the loan payment is added to the monthly condo fees. Sure, no one is happy about the increased fees, but the job gets done and the leaks stop.

*Failing to properly reserve for a repipe can be one of the costliest decisions a board can make.*

to sell their home because they can no longer make the payments (and the reason was entirely out of their control)? They sue the decision-maker—the boards—for negligence.

But what happens to those who live on a fixed income, can't afford the increase and are being forced

For a building that needs a pipe replacement, failing to properly reserve for a repipe can be one of the costliest decisions a board can make. Start reserving now on a smaller scale, and wait to get the pipes replaced at a time when the financial burden is not as great, right? Not so fast.

For boards not wanting to financially burden their residents and think they can limp along, the risks are equally as great.

"Hawaii construction costs are rising 7 percent to 12 percent per year, which is well above the national average," according to Dana Bergeman at Bergeman Project Group. Bergeman states that "holding off two to three years can easily cost an AOA an extra 20 percent to 30 percent or more on a repipe project." As a result, any potential financial gains of deferring a repipe are wiped away by the increased costs.

Likewise, knowingly waiting may violate a board's fiduciary responsibilities to maintain the building.

So what's a board to do? With increasing pressures and liability on whether to repipe, there is one answer: Act early.

"By the time your property starts leaking, you are already behind the curve," says Bergeman. "If you have a Hawaii condo built in the 1960s or 1970s with cast-iron piping, you need to start reserving now, even if you are not experiencing any leaks."

The volume of properties needing a pipe replacement in Hawaii has escalated exponentially in the last five to 10 years. If old pipes have not started leaking yet, they will, so be prepared. Communicate with your residents early and often, and prepare them for what is likely coming.

It may not be this year, or next year, but the sooner you can get ahead of the situation, the more options the AOA will have when faced with the challenging financial decisions that come with replacing your pipes. The tides are rising



New pipes can be installed without residents having to move out, minimizing the inconvenience for condo owners.



quickly around AOAOs that need a repipe, and acting early is the best option for boards to avoid being flooded out.



Eric Lecky

*Eric Lecky is the chief marketing officer at pipe replacement contractor SageWater, which operates throughout Hawaii and the Mainland, and has replaced more than 80,000 occupied residential and commercial properties. Connect with Lecky at [elecky@sagewater.com](mailto:elecky@sagewater.com).*

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# Questions to Ask About Pipes

This year, many landlords and tenants will experience problems with water and sewer lines. Even more will deal with in-home plumbing issues. Pipe clogs, leaks and breaks are surprisingly common, and the numbers are becoming more common as pipes age.

"As Hawaii's homes approach the age of 60-plus years, and buildings and community associations approach 40-plus years, it's common to experience frequent, costly emergency repairs," says Kimo Pierce, managing director of Hawaii Plumbing Group LLC (HPG). "Hawaii's problems with water infiltration, sewer waste leaks and back-up are exacerbated partly due to our geographical location and unique circumstances—like salt."

The results of a residential water pipe break can have a serious impact on homeowners' properties and their wallets. Yet, many homeowners are unaware of the most common causes of water problems outside and inside their homes. Here are a few questions to ask:

### *How old are your pipes?*

The vast majority of the nation's water pipes were installed after World War II and are in serious need of replacement or repair. Knowing the age of your pipes will help you to assess their need for repair.

### *Are mature trees near water service lines?*

Invasive tree roots often "follow" and disrupt service lines. Roots seek out pipes because they provide essential elements that trees need to grow—water, nutrients and oxygen.

### *Do you have clay soil?*

Poor soil conditions, such as low soil resistivity and high chloride content, can cause corrosion of pipes from the outside, and lead to leaks and contamination. Corrosive soil can start attacking your pipes almost immediately, with corrosion building over time.

### *Have you been ignoring warning signs?*

Many times, it's the deceptively small things homeowners overlook that may signify a water issue. Frequent cooking can lead to grease and food disposals building up over time in the kitchen drain lines. A stammering faucet can be an indication that a water line is leaking. And, a clogged toilet or slow drainage can signal to a homeowner that the sewer line is clogged.

### *Do temperatures vary significantly?*

Water lines are more susceptible to breaks at times of extreme temperature swings. Just a 10-degree change in temperature can increase stress on water mains and service lines, and increase their risk of damage.

—Courtesy of HPG and American Water Resources



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Equipment used in an ion chromatography analysis.

# Better Plumbing Through CHEMISTRY

Property managers can opt for an ion chromatography analysis to locate leak sources

BY MIKE GREER

**W**ater infiltration and leaks are often the biggest threat to buildings, especially in Hawaii.

When water gets into areas where it is not intended it can cause mold, corrosion and deterioration of finishes, appurtenances and structural members.

The source of these leaks, however, can sometimes be elusive, with no apparent sources.

There are many test methods available to attempt to locate leaks. One method that is accurate—and relatively cheap—is ion chromatography. The test is performed in a laboratory and compares the chemical composition of water samples.

While it may seem that all water has

the same chemistry, there are minute differences in the trace ions that are in water from different sources. To perform the test, water samples are collected from the site where an ongoing water leak is occurring. One sample is collected from the leak water and other samples are collected from water sources thought to be supplying the leak—pool, a hose, the ocean.

The samples are then sent to a laboratory and typically seven anions, or negatively charged ions, are measured. The anions measured are typically: fluoride, chloride, nitrate, sulfate, bromide, nitrite, and phosphate. The absolute and relative quantities of these seven anions are compared to determine the source, or sources (sometimes there are multiple) of the leak.

The anions all give specific infor-

mation about the water; some typical indicators are:

**Fluoride:** Frequently added in tap water in defined, low quantities. Not frequently detected in waters from natural sources.

**Chloride:** Present in tap water, present in pool and ocean water, and often a contaminant in locations where deicing salts are used.

**Nitrate:** Present in tap water at low concentrations, can be contamination from fertilizer, industrial waste or human and animal waste.

**Sulfate:** Present in some tap water, can be a contaminant from construction materials, including concrete, drywall and others.

**Bromide:** Present in ocean water, can be present in treated pool water.

**Nitrite:** Often present in tap water at low concentrations, can be increased



by microbial reduction of nitrate, can be contamination from food processing and human or animal waste.

**Phosphate:** Can be present in treated tap water (added as a corrosion inhibitor), can be contamination from fertilizer and human and animal waste.

These ion-specific indicators further help to locate the source of the leak water and always provide valuable information about the leak water sample.

The testing can be performed on sources that have similar chemical compositions. Take, for example, a condominium building in Waikiki where a leak was ongoing in a basement wall with the source unapparent. The basement shared common walls with the ocean and a saltwater pool, the basement walls contained many plumbing lines and the pool deck above the basement area did not have a waterproof membrane. Water samples were taken from the leak, the pool, the ocean and a hose bib in the pool area.

The results of the ion chromatography analysis found that the concentrations of the anions of the leak water and the water of the pool were almost an exact match. The determination: The leak source was the pool. Additional testing in the pool confirmed the ion chromatography results of the leak source.

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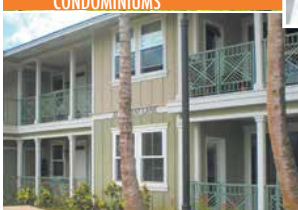


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Repairs could then be designed for the pool shell and waterproofing to mitigate the leak.

In the example of the basement leak in Waikiki, the ion chromatography was able to determine the single source of the water infiltration by finding a close match to one of the water sources tested. Sometimes, however, the results can work as a process of elimination instead. If the results of the testing for the basement leak did not produce a match of the water to one of the tested sources, these sources could then be eliminated. It would be likely that the basement leak



ing the source. For example, if there were high levels of fluoride in the leak sample, then the leak source is likely from a supply water line.

*There are many test methods available to attempt to locate leaks. One method that is accurate—and relatively cheap—is ion chromatography.*

would be from ground water sources; however, the leak sample could be evaluated using the ion-specific indicators outlined above to aid in locat-

It is also possible that a leak has multiple sources and ion chromatography can pinpoint this as well. Based on concentrations and how they would

combine into a solution, it could be determined if a leak was pool water mixed with irrigation water or pool water mixed with ocean water.

Ion chromatography can be used as a first test method, or after other tests have been conducted and found to be inconclusive. Reviewing the results from the leak water sample will provide information on the potential source due to the presence of certain anions and the implications they have on the source.

Ion chromatography is a great tool to have in your belt when the need arises.

*Mike Greer is a senior associate at the Honolulu office of Wiss, Janney, Elstner Associates Inc. He is a licensed structural engineer in Hawaii and*



Mike Greer

*Guam and a licensed professional engineer (civil) in California. He holds an M.S. degree from Stanford University and has worked in Hawaii, California and Chile.*

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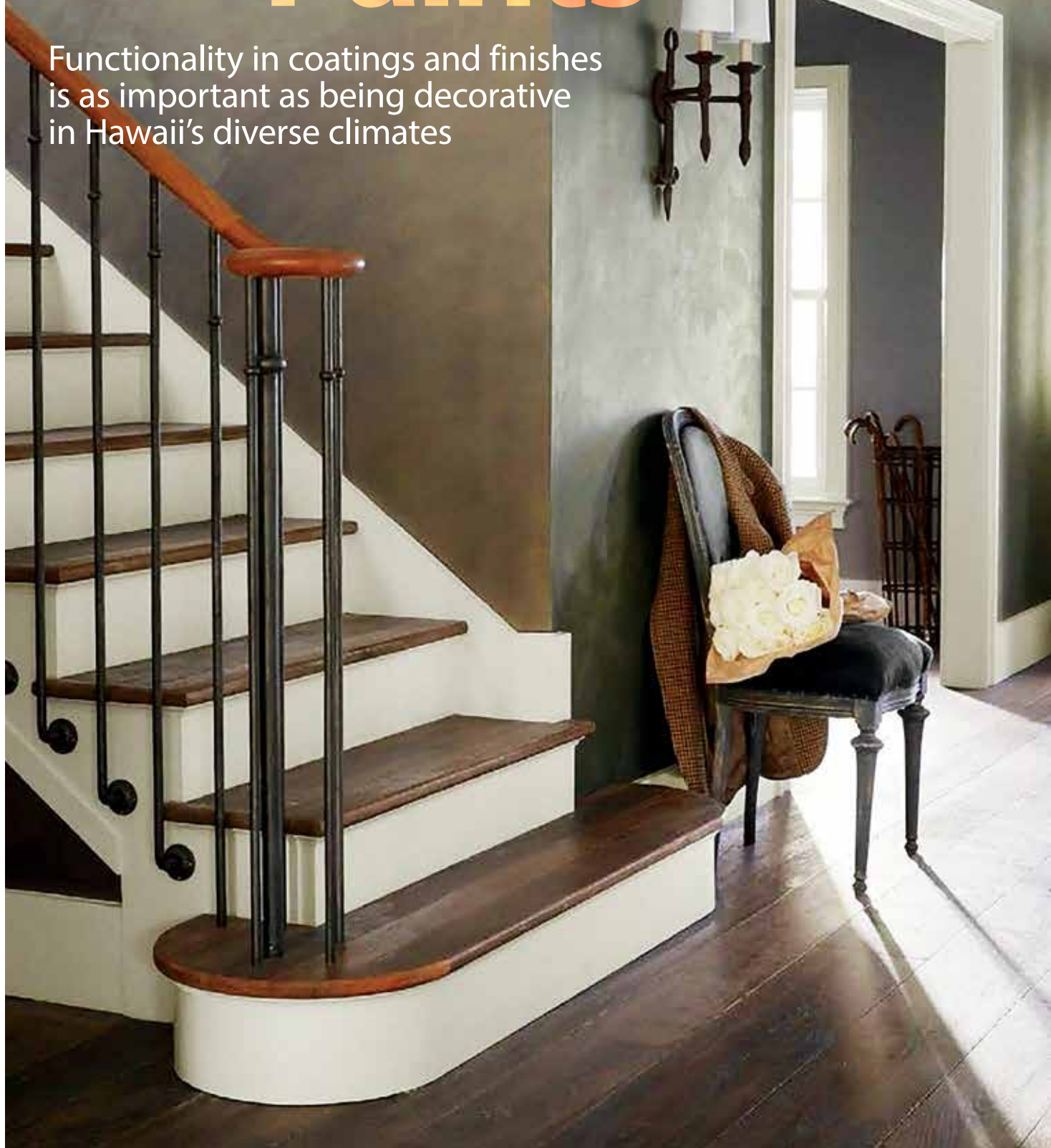
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# Getting More from Paints

Functionality in coatings and finishes is as important as being decorative in Hawaii's diverse climates



BY DAVID PUTNAM

In today's paints market, overall functionality—which includes everything from decorative to hiding and durability to health and safety—has emerged as the No. 1 selling point.

Sure, a fresh coat does wonders for a building, inside and out, and even its roof. But today much more is expected from paints and finishes.

"There are a number of conditions that need to be considered to get to this point," says Eric Yamashita, paint buyer for City Mill as he offers four qualities a top paint should possess:

"One: Ability to touch up, especially after repairing dings, holes, scratches and bullet holes. Joking about the bullet holes.

"Two: Quick drying for faster turnaround.

"Three: Durability, because it's easier to scrub a wall than it is to paint it.

And "Four: Low odor, again for faster turnaround."

Key selling factors, says David

Purington, director of merchandising at Hardware Hawaii, include paints



David Purington

that are "mildew- and stain-resistance, washable, scrubbable and longevity are some of the things we've found that customers want from their paints.

But the biggest thing that people want is service."

Many of the new developments in paints, coatings and finishes for walls and roofs work well in Hawaii's various "micro climates," says Brenden Clement of Cool Roof Hawaii.

"You can be in Waianae where it is super dry and arid and then drive across the mountains and be in Kaneohe where it is wet and moist. In the wet climate areas, coatings that are mildew resistant are very important. You have probably seen roofs that turn black after being coated white only a year or two before," he says.

"Proper roof maintenance is very important to prevent this issue but so

is knowing what product to use in a certain situation."

And, Clement says, don't scrimp. "You get what you pay for; sometimes cheaper is not better," he says.

"In the drier parts of the island, due to the high UV rays, it is important to use a product that has Kynar or an equivalent as a top coat to prevent wear-and-tear on the coating due to sun exposure. We have many coating manufacturers that offer such coatings and they are very good for the high UV areas."

Changes in the industry, from when the choices were either oil- or water-based (latex) paints, began in the late 1970s as government regulations stimulated the development of low-solvent and solventless paints and coatings that could reduce the emission of volatile organic compounds (VOCs). Energy conservation and rising solvent costs also were factors.



Brenden Clement



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Today, however, paints with low VOC are the norm. “We are seeing a shift to a product performance focus from low VOC,” Pat Gottschalk, former business president at The Dow Chemical Co., says in IHS Chemical Week magazine. “Low VOC was a breakthrough some time ago, but now it’s required for a seat at the table.”

New technologies include water-borne coatings, high-solids coatings, two-component systems, powder coatings and radiation-curable coatings.

Other examples of sought-after functionality include architectural paint-and-primer-in-one and paints that include antibacterial capabilities and coatings that can remove strong-smelling odors—such as formaldehyde, which is often used in furniture-making—out of the air.

For homeowners who shop at Hardware Hawaii, says Purington, “the two most popular choices are our Valspar Medallion and Valspar Pristine lines, both of which are paint-and-primer-in-one. Medallion is our workhorse line, a 100 percent acrylic paint that dries quickly, is washable and stain-resistant and is low-odor, low-VOC. Pristine is our high-end interior line, which goes on extra smooth and features Clean Science Technology, which is engineered to repel dirt and resist stains so it retains its smooth, clean finish over the years, even after repeated washing and scrubbing. This makes it ideal for cabinets, kitchens and baths.”

## Durability and Coverage

According to the Bureau of Labor Statistics, 45 percent of all painters are self-employed. More importantly, they stay in business by listening to their customers, particularly about color preferences inside the structure as well as its exterior.

“White is the most requested by property owners due to the high reflective properties. If a homeowner is looking for an off-color, they usually select gray or tan,” Cool Roof’s Clement says.

“We see a lot of neutrals: Kilim Beige, Alabaster, Accessible Beige and Sea Salt are especially popular,” says Elise Martin, sales rep for Sherwin-

## Stylish Finishes

When it comes to interior walls, an array of custom finishes are available. “A popular trend among homeowners right now are chalk paints, and Hardware Hawaii carries a full line from Rust-Oleum called Rust-Oleum Chalked,” says Hardware Hawaii’s David Purington. “Available in quart sizes, these paints are great for when you want a vintage or distressed look.”

### Other custom finishes include:

- **Venetian plaster.** The covering has a multidimensional look featuring a textured surface that mimics the look of the stucco.
- **Metallic paint or glaze.** The result is a wall that will sparkle when light hits it. Initially used for automobiles, these paints no longer require solvents to clean up.

- **Metallic plaster.** Metallic plaster is thicker than metallic paint and is applied with a trowel instead of a roller. It has a deep luster and a shimmering effect and offers various design options and colors.

- **Texture sand.** Tiny granules of silica sand gives the paint texture and reflects light, adding to the wall’s appearance of depth. The paint can be purchased with the sand already incorporated. Application is the same as rolling on a traditional paint, and it’s available in myriad colors.

- **Brushed suede.** An elegant finish. The Valspar version is applied by rolling on a base coat with a 1/2-inch-nap roller. Experts warn, however, that due to the nature of brushed suede, it’s advisable to avoid this finish in high-traffic areas because it can easily be scratched and touchups are difficult.

Williams in Hilo. “Neutrals are very popular as part of the overall design; homeowners will often bring in pops of color to emphasize certain aspects of a room.”



Elise Martin

this year also reflect a neutral hue, with names like Simply White, Off-White and Cappuccino White, respectively. Valspar likes shades of gray this year, offering Simply Perfect, Comfort Zone, You Do You and Good Company—with a white pairing for each set. And Kelly-Moore is offering Horizon Gray while Olympic opts for another hue with its Blue Cloud.

“Our high-performance coatings are very popular for both residential and commercial customers,” Martin says. “Duration, which provides superior hide and durability, continues to be a favorite among commercial contractors. On the residential side, Emerald is a popular choice with its exceptional coverage and washability.”

Says Purington, “the more popular colors tend to be off-white or pastel colors. However, we’ve also seen an uptick in bolder colors, especially for

the exterior of the home.”

As for the viscosity of a high-quality exterior paint—whether the structure is wood, stucco, concrete or metal—a thick flexible layer is generally preferred by clients. Experts say the best paints can provide resistance to peeling and blistering and today are self-priming and have mildew-resistant properties.

“The most popular choice for our contractors is Valspar’s Professional line of paint,” says Purington. Available in interior and exterior, this paint is easy to apply, offers high hiding and touch-up and is low odor, low VOC.”

Clement says silicone remains a popular choice for re-covering roofs in Hawaii. Now that they have been on the market for about five years, they are starting to be trusted by more and more contractors. Also, they are great for roofs that have continual ‘bird bathing’ ponds that will usually degrade an acrylic or modified bitumen roof,” he says.

“New urethane and urethane/silicone hybrids are starting to pick up more steam in the market. The urethane basecoat comes with more elongation, which allows for better expansion and contraction under the silicone topcoat which protects the silicone from a settling or moving substrate.”

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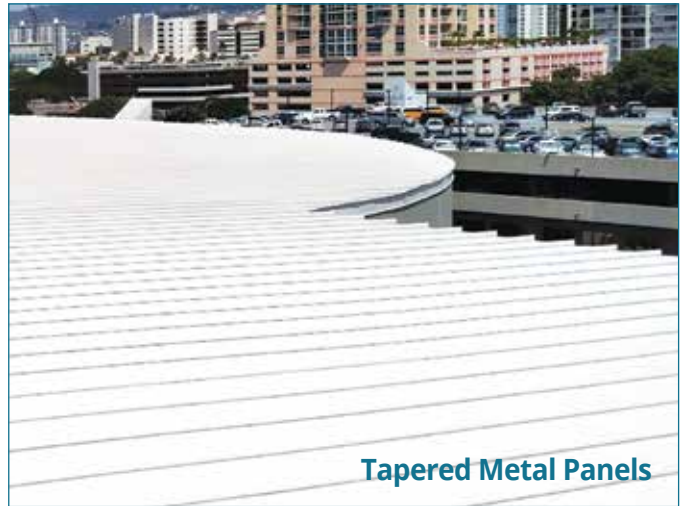
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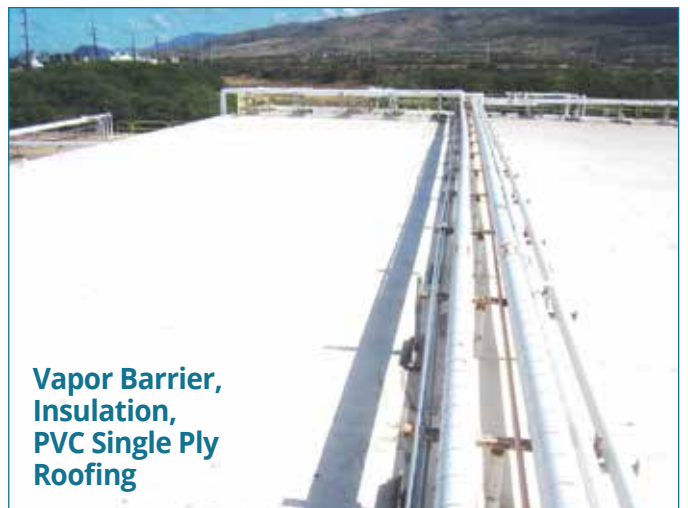
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**PREVENTATIVE MAINTENANCE**

Among the most common roof failure points are clogged gutters and downspouts, poor drainage, punctures and missing shingles.

# Have You Seen Your Roof Lately?

With new technology, managers can document and archive data on one of their property's most valuable features

BY GUY AKASAKI

**M**otion pictures such as “Eye in the Sky” are utilizing technology that can procure, identify and engage in relevant real-time information—like a fly on the wall—and applied to strategic initiatives from

thousands of miles away. The drones featured in the movie were not new technology, but the information procured in critical time allowed engaging the right activity at the right time.

The roofing industry, one of the oldest trades in the nation, is also migrating in technology. By utilizing cloud and software technologies, the

expert roof technician is equipped to be the “smart fly on the wall,” providing you “eyes on the roof.” Real-time relevant information delivered to clients provide them with a simplified method of effectively managing their roof asset by proactively addressing roof deficiencies and maximizing its performing life.

Awareness of the rooftop falls to the bottom of the totem pole with the least amount of daily interaction with the occupants on property. Engaging in proactive assessments that deliver prioritized recommended actions,



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The Board has received only positive responses from our tenants and owners about the roofing and CRW."

~ Eric Brown, President of AOAO Kuahelani Apartments

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budgeted reporting and trackable work orders allows the client to be more readily informed—with minimal effort. Identified roof deficiencies can be systematically addressed, documented and historically archived.

A collapsed roof due to water weight.

### Data Access

Insurance carriers are becoming more stringent, and many are requiring comprehensive roof condition reports before issuing policies and re-

*Early identification of minor issues can help to prevent premature roof failure, save money and extend the life of your roof.*



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## Did You Know?

Statistics, such as the following, are sourced and drawn on actual trended and archived historical data for use by national industry organizations. Having access to trended information on your property, without having to dig through piles of files, allows you to make informed decisions for both preventative maintenance as well as planning ahead for budget projections.

- Less than 1 percent of roof failure is due to defective roofing materials.
- 25 percent or more of roof leaks are caused by roofing membrane penetrations (vents, skylights, plumbing pipes, etc.).
- More than 80 percent of roofs are replaced prematurely due to poor installation, severe weather and lack of maintenance.

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## *Quality inspections with quality data can help proactively manage one of your building's largest liabilities: the roof.*

newals. Historical tracking on regular maintenance performed can be easily accessed and provided as documentation support.

Manufacturer warranties often require regular roof maintenance to keep from voiding the warranty. Just like a car, standard maintenance is required on a systematic basis to prevent premature failure and to extend the life of the vehicle. Regularly executed maintenance programs customized to meet the manufacturer warranty requirements can be easily documented and provided.

Planning and budgeting are simplified with a clear picture of prioritized roof deficiencies and recommended actions identified alongside a full roof replacement cost and timeline.

### **Timely Information**

Early identification of minor issues can help to prevent premature roof failure, save money and extend the life of your roof. Buildings continually expand and contract with the heat and UV exposure and roofing materials respond and react to the movement. Foot traffic from all types of contractors with roof-mounted equipment access and impact the roof. Catch the damages before the damages begin to cost more.

Programs that deliver comprehensive roof condition reports identify for clients, emergency and remedial recommendations as well as projected replacement costs and



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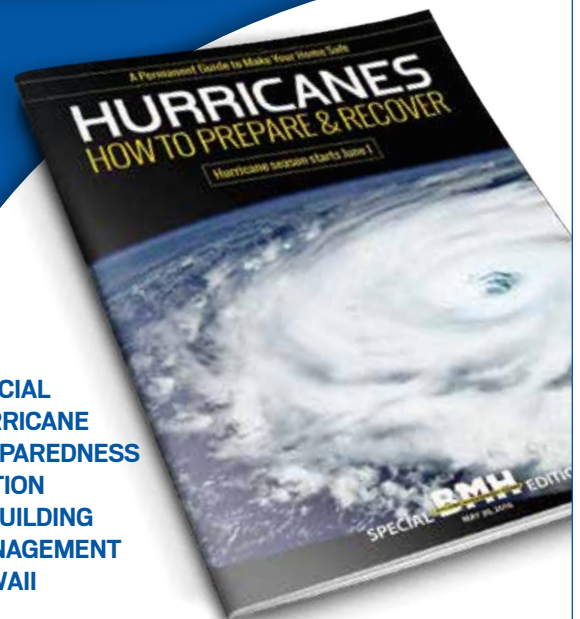
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Roof maintenance doesn't have to be difficult, and with today's advancement in technology, streamlining efficient ways of delivering relevant information in a cohesive format is possible. Engage in an effective regular roof maintenance program that collaborates a perfect match of industry expertise and technology.

Guy Akasaki is president and CEO of Commercial Roofing & Waterproofing Hawaii, which has launched CRW Di-

rect, a comprehensive roof management program that encompasses all aspects of maintenance, repairs and condition reporting packaged cohesively for the



Guy Akasaki

client. Joshua Akaka, director of maintenance and repairs at CRW, is spearheading the program. For more information on CRW Direct, email [service@commercialroofinginc.com](mailto:service@commercialroofinginc.com).

timeframes. Quality inspections with quality data can help proactively manage one of your building's largest liabilities: the roof.


## Buyer Beware

Differentiating between different programs available will be key to successful roof management for the client's benefit. That being said, for those customers looking to engage in these types of programs should be aware of the following:

- Roof technicians need to be qualified to assess field conditions.
- Timeliness of information.
- Access to historical data. (Harvest trending information, insurance, warranty and budgeting.)
- Consistency of the product.

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**BEFORE**

# Maintain Your Roof **WARRANTY**

Follow the guidelines carefully to avoid voiding your coverage



**AFTER**

Views of drains at a restaurant before and after being cleaned.

BY KIM BEATTIE

Many property owners, managers and building maintenance engineers do not realize how easily their roofing warranty can be put into jeopardy. Roof systems in today's economy can cost hundreds of thousands of dollars, even into the millions. It is amazing how frequently an owner or manager investigates a problem on their roof (usually a leak), only to discover that the roofing warranty that was designed to protect their expensive asset is no longer valid.

## Why? Here are a few reasons:

### 1. No routine roof maintenance.

Not performing regular maintenance, which is a requirement of all major roofing manufacturers, can void your roofing warranty. Not only will "documented" regular roof maintenance prolong the life of a roof, it is a manufacturer's requirement to maintain warranty.

Think of it like this: When you buy a new car, you need to have routine maintenance done to keep the warranty valid. Would you spend thousands of dollars on a new car and never change the oil?

Most roofing manufacturers require either annual or semi-annual roof inspections coupled with maintenance. First, check your roofing warranty to determine the requirement established by the roofing manufacturer. Second, check with the roofing manufacturer and get a list of their authorized installers. You can also ask the manufacturer who they would recommend. Do not hire an unauthorized installer.

Additional inspections should be performed immediately after extreme hail, heavy rain and fire.

### 2. Adding equipment or making alterations on the roof without notifying the roofing manufacturer.

When you or your tenants are planning to utilize the roof as a location to install HVAC, PV solar, satellite dish or ventilators, you must notify the roofing manufacturer prior to additions or modifications on the roof. Allowing these additions/modifications without the roofing manufacturer's involvement is a sure-fire way to void the roofing warranty.

Surprisingly, this happens often. This costly mistake can be avoided by notifying the roofing manufacturer.

They will offer step-by-step guidance to you and to the contractor who will be making the additions/alterations on the roof and also put you in contact with an authorized installer of their roof system.

### 3. Failure to maintain a roof access log.

Most roofs have rooftop equipment which requires periodic maintenance.



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Many times, the roof is also the access point/staging area for your window washers. Your equipment servicemen going on the roof should be warned to be careful with their tools and materials.

By keeping a “roof access log” and by performing your own routine inspections of the roof, you will have documentation in the event your roof has sustained damage. This alone can determine who pays for the roof damage, should it occur. If you have no record of who accessed the roof, guess who gets stuck paying for the damages: You.

#### 4. Not keeping your roof clean and free of debris.

Roof debris can be defined as anything that doesn't belong on the roof. This can be leaves, abandoned rooftop equipment or items being stored on the roof. Your roof should be cleared of leaves and debris as frequent as necessary.

If your building is a low-rise and you have trees on the property, this



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may require monthly cleaning by the maintenance staff. Leaves and dirt will collect around drain locations and can cause the drain lines to clog and back up. Plants can also begin to take root in areas where leaves and dirt are collecting. These roots can force their way through the roof membrane, creating a hole (especially when someone tries to pull it out).

*“Take the time to familiarize yourself with the roof warranty and with the roof.”*

Take note: If you have standing water that never seems to go away, you may have a clogged drain line. You may need to snake the drain line. Standing water puts pressure on the roof seams and can lead to premature failure of the roof system.



## 5. Applying a coating system on your warranted roof.

Although there is a time and place to apply roof maintenance coatings, doing so during the existing warranty period can be costly, and can lead to voiding the existing warranty.

Check with your roofing manufacturer before applying anything to the roof. This goes for roof repairs as well. Some products are not compatible with others. You can actually do more harm than good by applying the wrong materials.

Take the time to familiarize yourself with the roof warranty and with the roof. The roof is quite possibly the most valuable asset of the building. Even if the existing warranty has expired, get started on an annual or semi-annual roof maintenance program using a licensed, experienced and reputable roofing contractor.



Kim Beattie

*Kim Beattie is Beachside Roofing's commercial services manager and oversees all repair and maintenance projects for the company as well as reroofing residential*

*and community association properties. For more information, call 792-2920.*

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# When Disaster Strikes, are You Prepared?

Property managers must develop a comprehensive plan on how to deal with unforeseen disasters

With increased media attention on crisis events, which can be anything from natural disasters to shopping-mall snipers, the drive to finger someone responsible for the resulting chaos is growing stronger. And because many crises involve compromised property, it's the property manager that's becoming more vulnerable to blame.

During a past Property Management Forum, property managers spoke of situations that can invite scrutiny and offered tips for how to control the message during such high-stress times.

Chris Mellen, vice president of

property management for The Simon Companies in Boston, recalled a recent domestic violence incident in one of his properties that resulted in the victim's death. He also contended with Boston's most recent hellacious winter, which brought 106 inches of snow to the city over a six-week period and caused widespread property damage. Such instances can put property managers in a position to explain and defend actions they've taken to ensure the safety of their buildings.

"When an event happens, the media, the public, and our clients and tenants are looking for someone to

hang it on," Mellen said. "We're never going to be perfect. We're never going to be able to head everything off at the pass. But if we don't do the best we can, we're making ourselves a target for the blame."

Randy Woodbury, president of Woodbury Corporation in Salt Lake City, said the first thing people will want to know in the aftermath is if there was a crisis plan in place at a property to deal with emergencies. It's incumbent upon property managers, he said, to do a risk audit of their properties and know how to address potential danger. That way, when you're questioned about your properties' safety plan, you can outline measures you've taken.

"Do walkarounds at your properties and see where you're vulnerable," Woodbury said.





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Assess for things like fire hazards, elevator malfunctions, all possible places where attackers could gain access to the property, and vulnerabilities to weather conditions. Then develop a network of people you would need to call on in case of emergency, such as staffers, engineers, electricians, disaster cleanup professionals, and authorities and consult with them on devising crisis mitigation plans for your properties. Develop strong relationships with them so you stay top-of-mind.

*“Do walkarounds at your properties and see where you’re vulnerable.”*

“When it all hits the fan, who are they going to respond to first?” said Woodbury. “When you need somebody’s help, are you going to be the property they come to when five other properties are calling for help?”

Mellen said property managers should also develop a plan to communicate with tenants during emergencies. His company makes a point of collecting e-mail addresses and cell phone numbers from as many new tenants as possible so the company can send them alerts.

“If there’s been a mugging in the building, we’ll do an e-blast to all the tenants who have given us their contact info,” he says. “That kind of communication is becoming more and more effective as people go mobile. We also use social media so we can tweet and post alerts to Facebook.”

*The full version of this article, which was written by Graham Wood and first published by Realtor Magazine, is available at [speakingofrealestate.blogs.realtor.org](http://speakingofrealestate.blogs.realtor.org).*

# 10 Steps Toward Disaster Preparedness

Creating a comprehensive disaster preparedness plan for your property will ultimately help save money and lives if the unthinkable ever happened. Here, from polygongroup.com, are a few tips:

## 1. Create a disaster preparedness plan.

Include the types of disasters that are most likely to occur in your area. Determine what parts of a property post the most risk in the event of a disaster and take action to mitigate those risks. Then outline how your company will respond to each type of incident.

## 2. Plan for a disaster before construction begins.

Consider the disasters for which the area and building is most at risk.

## 3. Prepare your property.

Take steps to prepare a property before you learn about the threat of a disaster. For example, install storm shutters if the property is in an area that experiences strong winds.

## 4. Have the right types of insurance policies.

Review your insurance policies every year with your insurance agent to make sure the information on it is correct and up to date. Some insurance companies will reimburse clients if they have a preparedness plan in place.

## 5. Train the staff.

Make the employees aware of the company's disaster preparedness plan—including evacuation routes and a list of important phone numbers—and make copies readily available for them to review. Then provide workers with written duties to perform in response to different disasters and run drills.

## 6. Include a plan to recover.

Include business continuity steps in a disaster preparedness plan. Outline what to do if part of a building is unsafe for tenants, how to help tenants secure their property after a disaster and where to resume operations if staff cannot re-enter the office.

## 7. Know what contractors to call before a disaster.

List the construction and clean-up contractors the company intends to call in the disaster preparedness plan.

## 8. Make reciprocal agreements with other property management companies.

Talk with other property management companies to learn if you can provide each other with mutually agreeable services.

## 9. Keep tenants in the loop.

Make tenants aware of how the property man-

agement company plans to respond to different types of disasters. Give them a list of pertinent phone numbers.

## 10. Document the pre-disaster conditions.

Use a camera to document the property and the company's assets. Include the exterior and interior of the building, vehicles and equipment.

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The playground at Thomas H. Gentry Community Park has become a popular attraction for families in Ewa Beach.

PHOTOS COURTESY IPR HAWAII



# Build the Power of Play

Outdoor recreational equipment builds community value for your property or association

BY DANIELLE SAGUM

**A**s a child in the late 1980s and early '90s, I spent countless hours playing outside every day after school. My friends and I rode our bikes to each other's houses or to our favorite gathering places. We spent more of our time running around our neighborhood than we did inside our actual houses. Some neighbors would bring us ice pops on a hot day. Others would invite us over for dinner (with our parents' permission, of course).

If I fell and scraped my knee, I had

no problem knocking on the door of the closest house to ask for a Band-Aid. I grew up in a community where, even though I've long since moved away, I have a deep connection to the place and people.

Today, we are seeing a global shift in childhood experiences and relationships to their neighborhoods and communities. Environmental and social risks seem conducive to less walking and biking among school-aged children. Increased parental perception and fear of crime may be

discouraging the types of outdoor activities that we built our childhoods around. Play experiences have moved indoors, and play activities have become less social, imaginative, physical and meaningful.

A child's life and future are directly affected by the environment in which he or she is brought up. The relationship between physical inactivity and the rising rate of childhood obesity has been well-recognized. The disconnect between children and



their community may be credited for increased rates of vandalism and misdemeanor crime. To combat these issues, it's important to rebuild a sense of community in our neighborhoods, and bring kids and families back outside to enjoy the place and people where they live.

Whether you are an apartment manager, on the board of your homeowners' association or design and build neighborhoods, your job is to foster communities. You are serving hundreds of children who are developing, maturing and growing within the communities you are creating. You have a



chance—no, a responsibility—to support their wellness by providing high-quality playgrounds and outdoor fitness opportunities.

Here are several reasons why investing into this area can enhance your community and generate a return on your investment:

- Play and fitness opportunities can help increase tenant retention rates. Creating memories is what allows people to build roots.
- Communities increase in value when people care about the place they live. Residents will be more proactive about keeping it beautiful, which increases the desirability of your property.
- Play and fitness equipment enhances the aesthetics of your community. Play equipment can take an unused or underused outdoor space and help people re-imagine it as a communal space.

Adding play or recreational equipment is adding an amenity to your community's list of features. These amenities speak to distinct populations differently with the same end, to build community.

Children and families see friendships and playtime in a play structure. Adults see wellness in fitness equipment. People who enjoy entertaining see gathering spaces for parties with outdoor shelters.

## What to Consider ...

If your property is ready to add or enhance its play or recreational features, here are some best practices:

- Design a playground that is engaging and high in "play value." It should serve the widest variety of ages and abilities, and take into consideration both physical and developmental design strategies.
- Make sure your playground supports safety. It should be given enough space to allow for proper safety surfacing use zones. Also, consider proximity to other amenities (pools, BBQs) and roads.
- Integrate the living landscape with the playground equipment elements to encourage more diverse play and nature awareness.
- Keep it comfortable and family-friendly by providing shaded seating areas nearby so that parents may supervise. The more comfortable the parent, the longer the child gets to play.
- Make your playground the hub of your community by utilizing it for community programs and events.



Danielle Sagum

*Danielle Sagum is the business development manager for IPR Hawaii, which specializes in the design and installation of playgrounds, recreation areas and sports*

*facilities throughout Hawaii. Sagum, a 2003 graduate of Kamehameha Schools Kapalama, works with organizations to provide insight into the value of play and its effect on overall health, wellness and child development. She can be reached at Danielle@ipr-hawaii.com, www.ipr-hawaii.com or 845-7788.*





# Protecting the Disabled

Make sure your building and policies comply with current law

BY BRETT ALEXANDER-ESTES

**C**an a person in a wheelchair safely access your building's sales office?

If someone smokes marijuana next to your building's "No Smoking" sign, what are your options?

Hawaii has hundreds of buildings with public access, and most commercial and multi-unit residential structures with public areas (such as a condominium sales office) need to meet federal and state mandates to accommodate the needs of the disabled (including medical marijuana users).

Doing so can be tricky.

Three enactments—the Americans with Disabilities Act (ADA), the U.S. Fair Housing Act (FHA) and in Hawaii, Hawaii Revised Statutes (HRS) Chapter 515—govern disability compliance in Hawaii's buildings.

In Hawaii, three government agencies investigate and enforce compliance: the Hawaii Civil Rights Commission, the U.S. Department of Justice, and the U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Op-

portunity (HUD FHEO).

A particular agency's jurisdiction over your building depends on a number of factors. And a new consideration—the rights of medical marijuana users—was added in 2015 with the enactment of Hawaii Act 242.

The most common disabilities that were previously established and are covered by the ADA, as listed at [ritacodisabilitylaw.com](http://ritacodisabilitylaw.com), include:

**Back or spinal injuries:** This is the most common disability and accounts for almost 20 percent of all disabilities. It is an umbrella term which includes various back, spine and movement injuries.

**Mental or psychiatric impairments:** Mental illness accounts for just over 11 percent of all disabilities. This includes conditions such as depression, phobias, anxiety, post-traumatic stress syndrome (PTSD), bipolar disorders and others.

**Neurological impairments:** These also account for just over 11 percent of all disabilities. These impairments may include severe migraine headaches, epilepsy, Parkinson's disease,

multiple sclerosis and other nervous system disorders.

**Hand and leg impairments:** Also known as impairment of the extremities, this covers individuals who have long-term damage to one or more limbs, such as paralysis or limited movement as the result of an accident or serious illness.

**Cardiovascular impairments:** Individuals with any disease of the heart or cardiovascular system are covered by this term. About 4.4 percent of all disabilities are cardiovascular, and they are usually attributed to the individual having a weak heart.

**Substance abuse:** With about one in 10 Americans over the age of 12 suffering from an addiction, surprisingly only about 3.5 percent of all disability claims are related to an addiction to alcohol, drugs or other substance.

**Diabetes:** About 10 percent of the population suffers from diabetes, yet only 3.5 percent of disability claims are related to the disease.

**Hearing impairments:** Americans who are hard of hearing, deaf or who

cannot tolerate loud noises constitute about 3 percent of all disability claims.

**Vision impairments:** Vision impairments account for about 2.8 percent of all ADA claims and include individuals who are blind, can only see out of one eye, or who have limited vision.

**Blood disorder impairments:** About 2.6 percent of all ADA claims are related to long-term blood disorders, which include hepatitis, anemia, lymphoma, leukemia and others.

William Hoshijo, Hawaii Civil Rights Commission executive director, says Hawaii property managers and AAOs who have questions regarding federal fair housing law and enforcement can contact HUD FHEO Lead Fair Housing and Equal Opportunity Specialist Jelani Madaraka at the HUD Honolulu Field Office via [jelani\\_m\\_madaraka@hud.gov](mailto:jelani_m_madaraka@hud.gov).



William Hoshijo

## Pot on the Premises: Hawaii Act 242 and medical marijuana

“Enacted in 2015, Act 242 expressly allowed planned community associations, condominium property regimes and condominium associations to prohibit the smoking of medical marijuana where the smoking of tobacco is prohibited,” says William Hoshijo, Hawaii Civil Rights Commission executive director. “However, in Act 242 the legislature also expressly added that it did not diminish the obligation of housing providers to provide reasonable accommodations for persons with disabilities.”

Hoshijo says that under state (not federal) fair housing law, if a person with a disability (resident, owner or tenant) makes a request to be allowed the use of medical marijuana as a reasonable accommodation in housing, a housing provider (in non-federal subsidized housing) must engage in an interactive process with the requestor.

Hoshijo says a housing provider may:

Request information necessary to establish that the person has a disability (a physical or mental impairment which substantially limits one or more major life activities), if the disability is not apparent; and

Request information to establish the need for the use of the medical marijuana to afford the person equal use and enjoyment of the housing accommodation.

“The request can be denied if the requested accommodation would impose a direct threat to the health and safety of others that cannot be reduced or eliminated, would impose an undue burden on the housing provider, or would fundamentally alter the nature of the housing provider’s operation,” Hoshijo says.

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# Take Action to Reduce the Stress

Tips on how to deal with unapproved remodels in condominiums and on avoiding enforcement issues

BY CHRISTIAN P. PORTER

Owners buy into condominiums with the understanding that certain documents govern the general administration of their project. Generally speaking, no one pays attention to such documents—as they are quite long and seemingly complicated—until an owner tries to renovate their townhome or apartment in a condominium. Then, assuming that the owner does not come to the board for approval of the renovation project, the board for the condominium is faced with sending a cease and desist letter, possibly fining the owner, and if that does not work, pursuing arbitration or litigation.

Unfortunately, doing nothing is not an option. If prior boards have not



enforced the governing documents, including house rules and/or architectural guidelines with respect to modifications, or the condominium's

house rules and/or architectural guidelines are not clear, this may play a part in how the board approaches the issue. More importantly, clear

architectural guidelines and house rules can help the board in deciding the appropriate action to take as an owner cannot claim ignorance of the applicable rules for remodeling projects.

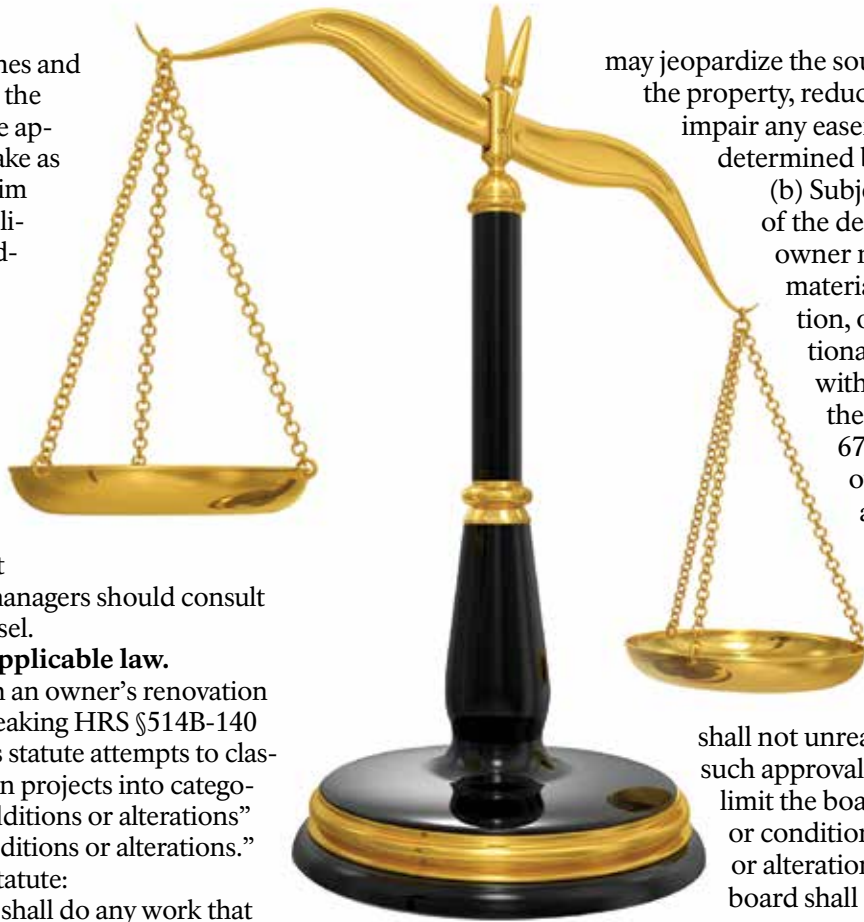
So, where does a board and management start when faced with an unauthorized renovation project? Here are general recommendations; boards, management and their property managers should consult with their own counsel.

**First, know the applicable law.**

When dealing with an owner’s renovation project, generally speaking HRS §514B-140 comes into play. This statute attempts to classify owner renovation projects into categories, i.e., “material additions or alterations” and “nonmaterial additions or alterations.”

According to the statute:

(a) No unit owner shall do any work that



may jeopardize the soundness or safety of the property, reduce the value thereof, or impair any easement, as reasonably determined by the board.

(b) Subject to the provisions of the declaration, no unit owner may make or allow any material addition or alteration, or excavate an additional basement or cellar, without first obtaining the written consent of 67 percent of the unit owners, the consent of all unit owners whose units or appurtenant limited common elements are directly affected, and the approval of the board, which

shall not unreasonably withhold such approval. The declaration may limit the board's ability to approve or condition a proposed addition or alteration; provided that the board shall always have the right



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to disapprove a proposed addition or alteration that the board reasonably determines could jeopardize the soundness or safety of the property, impair any easement, or interfere with or deprive any nonconsenting owner of the use or enjoyment of any part of the property.

(c) Subject to the provisions of the declaration, nonmaterial additions to or alterations of the common elements or units, including, without limitation, additions to or alterations of a unit made within the unit or within a lim-

## Clear architectural guidelines and house rules can help the board in deciding the appropriate action to take.

ited common element appurtenant to and for the exclusive use of the unit, shall require approval only by the board, which shall not unreasonably withhold the approval, and such percentage, number, or group of unit owners as may be required by the declaration or bylaws; provided that the installation of solar energy devices shall be allowed on single-family residential dwellings or townhouses pursuant to the provisions in Section 196-7.



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Simply put, if an owner's addition or alteration: (1) does not jeopardize the soundness or safety of the property, (2) reduce the value thereof, (3) impair any easement, (4) detract from the appearance of the project, (5) interfere with or deprive any nonconsenting owner of the use or enjoyment of any part of property, or, (6) directly affect any nonconsenting owner, then the addition or alteration is "nonmaterial" and will require a vote of the board, and possibly that percentage of the owners that may be required by the association's project documents.

On the other hand, if the alteration does trigger one of these criteria, then it will likely require, among other things, the written consent of 67 percent of the unit owners.

A board should review the aforementioned issues using an "objective" and not "subjective" standard. For example, in determining whether an owner's modification or renovation request "detracts from the appearance of the project" or reduces the value thereof, the board may want to consider the advice of independent realtors and/or design architects, and not rely on the opinion of the owner seeking the modification or their own consultants. The board needs to also consider the impact on the entire project as a whole and ask itself: If everyone made the same modification or alteration, what would it do to the project in terms of value and appearance?

### Second, know your governing documents.

Even if it is determined that a renovation project, addition or alteration request by an owner is "nonmaterial," the association's governing documents may have additional approval requirements. For example, some documents require the written consent of a majority of the owners for any additions or alterations to any exterior of the common elements, or such modifications that could "impact" the common elements.

### So, where do you go from here?

Owner renovation projects are understandably personal, and at times cause much distress for everyone. Therefore, to attempt to address such issues ahead of time and possibly avoid confusion, we would recommend that the association's management work with the property managers, some of the board members and counsel for the association to review the overall house rules, architectural guidelines, the declaration and bylaws, and the applicable law to determine if some renovation projects can be streamlined with pre-approved renovation package requests, indemnification forms and other pre-approval architectural guidelines.

By taking positive action now, and anticipating owners' renovation requests, it will hopefully reduce some of the stress that comes with these types of projects.



Christian P. Porter

*Christian P. Porter, a partner at Porter McGuire Kiakona & Chow LLP, provides legal guidance in all aspects of association law, including the review of governing documents and the enforcement of association rules and covenants, preventing client disputes from proceeding to court when feasible. For more information, visit [HawaiiLegal.com](http://HawaiiLegal.com).*

# Kapolei Lofts Lands Gold Nugget

## Forest City housing project covers 4 blocks

Kapolei Lofts, developed by Forest City Hawaii, won a Gold Nugget from *Builder Magazine* at the publication's 53rd annual awards ceremony in San Francisco in June.

The award recognizes those who improve their communities through exceptional concepts in design, planning and development. Kapolei Lofts won over other communities built with affordable homes at a density of 30 units to the acre or less.

"Forest City is proud to have created an exceptional place to live in Kapolei Lofts and implemented affordable housing programs that will continue to benefit the community," says Jon Walenstrom, Forest City's developer on the project.

Previously, Kapolei Lofts received two Awards of Excellence during NAIOP Hawaii's 19th annual Kukulu Hale Awards ceremony in May, winning the Green Building and the New Project awards for projects in the commercial/other over 40,000 square feet competition.



The Kapolei Lofts community, designed by KTG Architecture + Planning, is a four-block series of three-story walk-up apartment buildings and neighborhood gathering places.

## Ramiro Joins Hawaiiiana

Irene Ramiro has joined Hawaiiiana Management Co. Ltd. as a management executive. She will manage townhomes, high-rise condominiums and master-planned communities for the firm.

Previously, Ramiro was at Asosia Hawaii. She has more than 18 years in property management.



Irene Ramiro

## CRW Hires Kalani

Steven Kalani has joined Commercial Roofing and Waterproofing Hawaii Inc. (CRW) as safety officer. He will be responsible for implementing the company's site safety accident



Steven Kalani

prevention plan and overseeing the overall job site to ensure compliance with government safety and health regulations.

Previously, Kalani was with dck worldwide where he was the safety representative. His experience includes serving as risk control consultant at Lawson and Associates and as a safety representative at Swinerton Builders.





# The Beauty of Tensile Architectural Structures

## Six reasons to consider engineered membrane structures for your properties

BY JIABAO CHEN

A tensile membrane structure can be both attractive and economical while covering large spaces, such as parking structures or shade areas.

There are myriad advantages and functional benefits to tensile membrane structures. Here are the six top reasons to choose this material for your property:

**Aesthetics and Attracting:** Delight the eye and capture the imagination. Tensile membrane structures can

create distinctive, elegant features for any building.

**Energy Savings:** Fabric membrane translucency offers soft, diffused spaces with natural lighting, reducing interior lighting costs in daylight. With high reflectivity and low absorption of sunlight, tensile membrane structures contribute to reducing electrical energy costs.

**Low Maintenance:** The membrane's protective coating is highly dust-resistant and requires minimum

maintenance.

**Cost Effective:** You can extend your habitable space and provide protected areas from harmful UV rays and rain at a fraction of the cost of conventional construction.

**Excellent Durability:** With several different membranes on the market, such as PTFE fiberglass, ETFE film and PVC, the durability and longevity of tensile membrane structures have been proven and engineered to meet the code requirement for wind resistance and other design criteria.

**Speed of Construction:** Since tensile membrane structures are a pre-engineered product, it only takes four



Tensile membrane structures can cover large areas while providing an attractive appearance.

to six weeks for a typical installation. This may vary depending on project size and type of foundation.

## Design-Build Tips

Applications of tensile membrane structures for properties include an entrance canopy for the building or carport, covered walkways, parking structures and architectural umbrellas for swimming pool and recreation areas.

There are at least five things a property manager or owner needs to consider during the design-build process.

**Budget and Cost:** Tensile membrane structures are typically priced by surface area times cost per square foot. The price typically ranges from \$50 per square foot to \$200 per square foot, depending upon the project size, material and the complexity of the site.

**Material Choices:** The frame and cables are typically constructed with steel. Non-corroding aluminum arches/members are also recommended. The roofs are usually made of high-tensioned architectural fabrics such as PTFE, PVC or ETFE.

**Design and Engineering:** Professional designers and engineers should design tensile membrane structures to

conform with current building codes.

**Fabrication and Manufacturer Warranty:** A typical fabric manufacturer's warranty is for 15 years.

**Installation:** Once a contractor is chosen, the technical consultant should remain on-site during the build to monitor the project throughout construction to ensure quality.

By integrating tensile membranes' architectural and practical benefits during design/build, you can use these beautiful structures to enhance your property.



Jiabao Chen

*Jiabao Chen has been the project manager and senior structural engineer since 2004 for KAI Hawaii Inc. The full-service structural engineering firm is collaborating with Shenzhen*

*Wintop Environmental Tech. Co. Ltd. to assist owners, architects, engineers and contractors in designing and providing tensile membrane structures for commercial buildings, landscaping, environmental remediation enclosures and more. For more information, visit [kaihawaii.com](http://kaihawaii.com).*

## Alternative Roofing Materials

Popular choices of materials for tensile membrane roofs include:

- PTFE (polytetrafluoroethylene): Excellent weather, temperature and chemical resistance with longer life span.
- PVC (polyvinyl chloride): Most cost-effective membrane material and available in a variety of colors and textures.
- ETFE (ethylene tetrafluoroethylene): Transparent material used as an alternative to structural glass.

A common use for tensile membrane structures is for shaded parking lots.





# Wear the Right PPE for the Job

Safety concerns can be minimized by providing quality gear for your staff



BY ALBERT LANIER

Anything on the job site potentially hazardous poses a risk that, if not dealt with properly, can create health and safety issues, underlining the importance of protective personal equipment, or PPE.

George Proctor, sales manager for Safety System and Signs Hawaii, defines PPE specifically as “gloves, hard hats, goggles, safety glasses, footwear, jumpsuits.”

In short, he adds, PPE includes all specific clothing and gear that must be worn to deal with substances and waste of a hazardous nature.



George Proctor

PPE is among Safety Systems and Signs’ top-selling products. “Every business that we deal with requires protection,” says Proctor. “We try to drive our business to consumer needs.”

The PPE industry, he says, is not a “cut-and-dry” business and meeting the customers’ needs “depends on the safety program and what the employees face on a daily basis.”

Most condominium and apartment communities often require only groundskeeping and minimal maintenance work for their employees. Likely, only gloves and safety glasses would be all that an employee might need.

However, a hotel has numerous facets where protection would be needed, such as painting, electrical, housekeeping and grounds maintenance. So additional PPE—jumpsuits, boots, goggles, an air respirator and similar gear—would be a reasonable requirement for those employees involved in these tasks.

The cost for a property to provide PPE can vary depending on the

## Toxic Breakdown

Hazardous substances and waste have four characteristics, as classified by the EPA:

**Ignitability:** The substance could ignite or catch fire if near or by coming into contact with a source of heat.

**Corrosivity:** The substance’s PH level.

**Reactivity:** The substance’s reactive qualities.

**Toxicity:** The substance’s inherent chemical properties, which can include 39 types such as Chromium or Barium.

The EPA code for each characteristic must be noted on paperwork filed when waste is removed from properties or facilities by waste disposal firms and companies.

amount of work involved. “That’s why they tell us what they need, as opposed to us telling a company what they need,” says Proctor.

The key factor for a property manager is determining what PPE to provide its staff. Simple neoprene gloves won’t do if the task requires heat- and cut-resistant protection.

While all PPE products are tested to determine if they meet safety standards, the level of product quality chosen for the property’s workers should be carefully researched, Proctor says.

Governing Hawaii’s regulations, along with the Environmental Protection Agency (EPA) and the Department of Health (DOH), is the Hawaii Occupational Safety and Health

(HIOSH) office. Nationally, OSHA and the EPA have different mandates.

“OSHA is to protect the employee,” Proctor says. “EPA is to protect the environment.”

Major producers of waste, says Tom Brand, a hazardous waste inspector with the state Department of Health’s Solid and Hazardous Waste Branch, are industry “generators,” facilities or companies that produce waste; some are defined as large-quantity generators and others are known as small-quantity generators.

Hawaii has about 500 small-quantity generators, Brand says.

“We do pretty well based on the types of industries here,” he says, adding that in relation to hazardous waste in the Islands, “we don’t have big chemical industries. Our problem is small guys who don’t know the law.”

Another problem area, Brand says, are residents who become hoarders, and salvage yards that may contain such substances as fuel oil.

An advantage for Hawaii, says Dean Higuchi of the EPA, is that the state doesn’t have “hazardous waste disposal facilities.” Most, if not all, gets shipped off to disposal facilities on the Mainland.

Hawaii, however, has its share of waste generation and generators.

Underlining the difference between hazardous waste and hazardous substances is a good starting point.

Higuchi, of the EPA’s office in Hawaii, which is part of the agency’s Region 9 that includes California and Nevada, says the “EPA has regulatory authority on hazardous waste, as it was once a usable hazardous substance that now someone is wishing to dispose of. So a hazardous substance is an item, say, like paint thinner, that you have and are using, while hazardous waste is that very same paint thinner that you want to dispose of.”

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