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Irene Ramiro, CMCA, AMS an industry veteran with over 18 years of experience, joins the team as senior property manager. In addition to managing a multitude of properties, she was also responsible for executing maintenance planning and complex capital improvement projects for a 2,500-unit association. Utilizing her extensive background in accounting, Ramiro provides counsel to clients on financial statement analysis that result in streamlining costs and maximizing overall performance.



Valorie Lambert, CCAM has been managing associations for 16 years and has a wealth of experience in construction management. She joins the team as senior property manager skilled at working with contractors on reconstruction, maintenance, dry rot, asphalt, painting and roofing projects. Lambert is well-versed in the industry and supervised new construction projects, aging properties, luxury golf course estate homes and multi-sized associations.



Laurie Sugue-Tabisola joins the team as property manager with 11 years of experience managing multiple associations including townhome complexes, high rise condominiums and newly developed single family homes. Working closely with the board and association staff, her accomplishments include overseeing of daily operations and project enhancements, negotiating bids, supervising contractors and ensuring that large-scale assignments were successfully completed on time and within budget.

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Cleaning Up the Damage

Hawaii property managers know to expect the unexpected. From hurricane threats and tsunamis to earthquakes and fires, the Islands get them all, sooner or later. And after the disaster, who cleans up?

In this issue we talk to experts from BioOne Hawaii and ServPro Kailua North/Laie on what PMs and their staffs need to know about cleaning up.

Phyllis Okada Kacher of Hawaiiana Management discusses how important it is for property managers and owners to benchmark data.

Our contributing writers cover the bases on security and surveillance. They offer tips on monitoring and record-keeping as well as best practices when dealing with trespassers and how to contract with the best security firm for your property.

We all know (or can guess) what a task it can be to manage a renovation and remodeling project. Our expert provides a few pointers on being prepared, selecting

the right contractor and materials and keeping the project on schedule.

Wouldn't you like to lower the cost of insurance at your property? Our contributing writer offers suggestions on ways to reduce the problems and hazards that can cause insurance premium rates to rise.

Experts also tell us that by keeping the heating, ventilating and air-conditioning system (HVAC) cleaned and serviced regularly, a property can save money on energy while extending the unit's lifespan.

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

Aloha,



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Hawaiiiana Meet & Greet

PHOTOS BY HAWKINS BIGGINS

Hawaiiiana Management Co. Ltd. held its 2016 Meet & Greet at the Blaisdell Exhibition Hall on Sept. 7. The theme of this year's event was "Property Power: Professionals Who Can Save the Day."



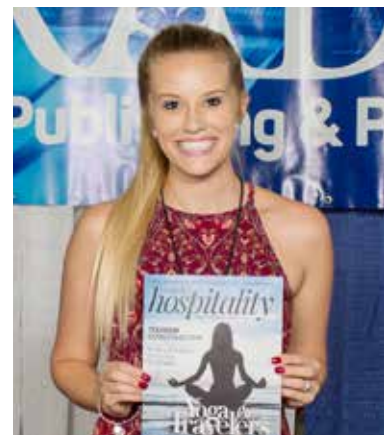
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Hawaiiana staff on stage



Darren Martinez

Getting Ready for 'Disaster Day'



I've never been a building manager, but did have a front-row seat on how a management company handles crisis while working the past six years at Waterfront Plaza in Kakaako—including driving past a raging car fire in the parking garage that led to an evacuation. All those fire drills instantly paid off.

The last year of my tenure was particularly instructive when my office was flooded three times—and it's on the top (fifth) floor. Each was hurricane/tropical storm related, the most recent being Darby. Not by choice I became a semi-expert on blowers and dehumidifiers and moisture meters, and the way building management responds.

(And, no, the last flood was not the last straw in precipitating, so to say, my retirement after 22 years as *MidWeek* editor.)

OK, flood is something of a variable term—all I know is that the carpet squished underfoot, and both wooden furniture and drywall absorbed water from the ground up.

"This was one of the few we couldn't resolve immediately and, unfortunately, it wasn't until after you left," says



Steven Sullivan

Steven Sullivan, VP of operations for Shidler Pacific Advisors, a management company. "We thought it was the roof, so we resealed it, but then the same thing happened with Darby. So we cut a bigger hole,

put some cameras in the ceiling, and went back when it was raining. It turned out to be a cracked storm drain in the ceiling. It's now been fixed, but with any building you have miles of piping. . . . This is a property of half a million square feet, and only 10,000 square feet were affected—you want zero, but (given the severity of the storms) that's

not that bad."

Steven, a marathon runner who also serves as president of the Kakaako Improvement Association, will be one of the speakers at the BOMA-sponsored "Disaster Day" (sounds like a Hollywood movie title) symposium on Oct. 11, 2-5 p.m., at Hawaii Prince Hotel.

"Preparedness may not solve every problem that occurs in a disaster," says **Melissa Pavlicek**, BOMA-Hawaii



Melissa Pavlicek

account executive. "But a lack of preparedness can exacerbate the consequences of disasters. BOMA-Hawaii understands the importance of education and preparation."

The full title of the event is "Disaster Day Preparedness: Day of Crisis—The Aftermath." Steven will talk specifically about a Bishop Street tower that experienced flooding when a fire main broke.

"Speakers with different experiences will discuss anything related to disasters, and how to train, prepare and respond," Steven says. He'll also distribute "various SOPs" for different kinds of disasters—from power interruption to earthquake, chemical spill to code black: active shooter.

"With any disaster," he says, "you're only as good as what you train for. We're always training for events that don't happen, and we hope they don't."

When I comment that this "sounds a lot like the Army," Steven replies: "I'm a Marine." In fact, he left the Corps more than 20 years ago as "a grunt, I was an infantry sergeant."

His rank is somewhat higher now, but he still has a prepared-for-anything mentality.

"From a property management point

of view, you can't predict the future," he says. But with that said, he adds, "We're having more powerful storms than in years past. . . . Our management team has noticed the increased severity of storms the past two years. We've done nothing but prepare for more and worse. As storms have gotten worse, we have to adapt. Our insurance company would not be happy if we didn't.

"And with Darby, we saw how quickly the city's infrastructure can be overwhelmed." In fact, on the day after Darby, his car was flooded on Kapiolani, with his daughter and her child aboard. "We managed to go two blocks and call Uber."

Darby also showed that even the best laid plans of management and tenants can go awry through no fault of their own. Riding up the elevator to work two days after Darby (which hit on a Sunday night), I spoke with a worker on the fourth floor who said his office was flooded despite sandbagging the outdoor-facing front door when closing up Friday evening—with Darby expected to hit before Monday—"but someone stole one of the sandbags."

What? Who steals a sandbag?

"It was a tenant who didn't know better," Steven says. "As it turns out, they didn't need it." Meanwhile, the office that had its sandbag lifted sustained flooding. "By the time security caught it, it was too late—that's how quickly things can happen."

I mention to him that my old building seemed such an impenetrable fortress, I stored some generations-old family photos in my office, thinking it more secure in a storm than a wood-frame home. I was wrong, but fortunately they were undamaged.

"No building" Steven says, "is impenetrable."

For more information on Disaster Day, go to bomahawaii.com.

Know a good story about a good person in building management? Please e-mail me at donchapmanwrite@hawaii.rr.com.



Why Benchmarking Data Works

Gathering and comparing information can make a positive impact when planning the budget

BY DAVID PUTNAM

Failing to benchmark data is among the biggest blunders that a property manager and owner will ever make.



Phyllis O. Kacher

Benchmarking data, which is defined as comparing business processes and performances to industry best practices, can only result in a better product or service. Key factors to compare include quality,

time and cost.

Phyllis Okada Kacher, senior executive vice president at Hawaiiana Management Co. Ltd. and a certified property manager, holds a bachelor's in marketing from the University of Puget Sound. Prior to joining Hawaiiana in 1997, she was vice president of marketing for the Oahu and Kauai real estate division of Amfac/JMB Hawaii.

Kacher spoke with *Building Management Hawaii* about how crucial it is for boards and PMs to benchmark data—to compile information, forecast and plan operational decision-making.

How can PMs use benchmarking data to forecast, plan and make key decisions?

KACHER: At Hawaiiana Management, we have been awarded contracts on 50 upcoming buildings and communities. One of the first tasks Hawaiiana Management is charged with on these new associations is preparing the maintenance fee budget. Hawaiiana's large client portfolio of more than 550 existing buildings and communities provides our property managers with the ability to benchmark or evaluate-by-comparison operating costs at other properties of similar size, type, location, demographics and price points.

This is such a valuable resource to Hawaiiana's property management clients. Hawaiiana's database is so vast that in some cases we are able to check archival records of the comparable properties at their groundbreaking stage to prepare the new property's budget and also to determine staffing levels, start-up costs and more.

What common mistakes do property managers make in executing these tasks?

KACHER: If the property manager does not have access to a large portfolio

of comparable information, the assumptions may not be as sound and the budget may not be as accurate which may affect maintenance fees in the future.

What strategies or resources are available to complete these tasks in a more efficient and accurate way?

KACHER: Developers and boards of directors should work with a management company with a large portfolio of comparable properties and/or make certain that the management executive assigned to their specific property has experience with and access to appropriate benchmarking data.

What else should BMH readers know about benchmarking data?

KACHER: Two industry organizations, the Institute of Real Estate Management (IREM) and the Community Associations Institute (CAI), have excellent benchmarking information available to members. Readers are encouraged to join and support these organizations, their Hawaii chapters and their local volunteers. These organizations and their volunteers provide a valuable resource to community association managers, board members, developers and other industry practitioners.



CALL THE CLEANERS

The pros offer tips on performing property remediation on problems ranging from floods and fires to unattended deaths

BY DAVE DONDONEAU

Hawaii will get torrential downpours, constant hurricane threats, tsunamis and earthquakes—pretty much every natural disaster under the sun. Every property manager across the Islands knows: Disasters will strike eventually.

Dealing with the unexpected disasters, however, is often their great unknown. Unattended deaths, flooding, fires—to steal a phrase from the movie “Ghost Busters,” who you gonna call?

“I’ve had police who don’t know who to call sometimes for crime scenes and unattended death cleanups, so it’s not something everyone knows,” says remediation expert Mark Abe, owner of BioOne Hawaii. BioOne specializes in



Mark Abe

crime scene, hoarding, biohazard and waste disposal cleanup, but also does flood and other cleanup.

Both Abe and Glenna Maras, co-owner of ServPro of Kailua North/Laie with her husband Andy Maras, say

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the biggest key to minimizing damage following any disaster is quick response.

“Acting quickly is key for limiting water damages,” Maras says. “A water damage that is treated immediately versus a water damage that is treated two or more days after the loss can differ in mitigation and rebuild cost by thousands, even tens of thousands, of dollars depending on the size of area affected.”

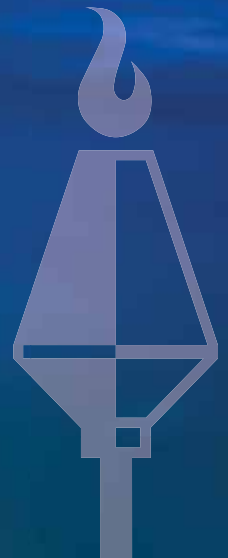


Glenna Maras

Abe says the same can be said for unattended deaths, but cautions property managers to never touch anything in the apartment until the police have cleared the potential crime scene.

“We won't go in until the police give the OK. Unattended deaths can get messy depending on how long the body has been there and usually it is discovered because a neighbor complains of a foul stench,” he says. “Sometimes the

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Five Steps to Take

Glenna Maras of ServPro of Kailua North/Laie offers five tips for property managers for when disaster strikes:

- Make sure the tenants are safe.
- If it's a pipe break, shut off the source of the water (know where the shut offs are at your properties and make sure you inform your tenants).
- Turn off circuit breakers to the wet areas of the building when access to the power distribution panel is safe from electrical shock.
- Contact insurance providers and inform them of damage, obtain a claim number and provide it to the cleanup company upon initial call.
- Helpful information to know when contacting a remediation crew is how many rooms are affected, what type of flooring is affected, what was the source of the loss and when the loss occurred.



blood and bodily fluid can seep across a room.

“Right now there’s the Hepatitis A scare around Hawaii, so if people plan on doing the cleanup themselves, make sure you cover all parts of your body and tape up. And be sure to wash your hands a lot. But you also have to know just getting a carpet out doesn’t do the job. You have to get the tiles and other porous areas because if you don’t, you’re going to get an awful smell that won’t go away.”

Maras says carpets are automatically pulled if water damage occurs unless a client signs a waiver asking them to leave it in. Like Abe,

Maras says cleanup needs to go deeper than the surface.

“Water will continue to migrate until it is no longer present in materials allowing the scope of damage to increase until all water is dried,” she says. “Also, as water sits it increases in contamination.

An example of this is when using a wash cloth in your kitchen you start with a clean rag, even if you only use the rag to soak up clean water. If left on your kitchen sink that rag will begin to stink. That odor is bacteria. Your once-clean rag, even though only used to soak up clean water, is now contaminated. This is what is happening to the water in the home as it sits untreated.

“Another major concern that accompanies a slow response is the ever-so common problem of mold,” Maras adds. “Mold can begin to grow in as little as 72 hours after a loss. If mold is present in a building it creates a whole new scope of work that is now required for proper mitigation. Not to mention that many insurance companies do not

offer coverage or very little coverage for mold issues in a home or building, leaving a hefty bill for the owners to pay out of pocket.”

Both Abe and Maras say property managers can help themselves by removing as much excess water as possible by mopping or blotting, wiping down the furniture, removing any rugs, books, magazines, and anything else that could bleed and stain the floor, and make certain that power cords are out of wet areas provided it is safe to remove them.

For unattended deaths and crime scenes, Abe says the first thing property managers should do is contact the police and not touch anything until the scene is cleared and the body is removed. Take photos of the area and call the insurance company.

Then, look for cleanup companies that are IICRC-certified.

“Those are the ones staffed and who have the proper equipment to handle your loss,” Maras says.



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10 Tips on Handling Chemical Spills



Chemical spills can have disastrous and dangerous consequences. It's important to take every imaginable step to prevent these kinds of accidents, but it's equally important to have a strong and actionable emergency response plan—especially if you deal with hazardous materials.

Preparedness is essential. Familiarize yourself and your employees with these simple steps from hazardous-wasteexperts.com:

- Make sure everyone is alerted to the spill.
- Determine the chemical nature of the spill, and check the Material Safety Data Sheet (MSDS). Remember that

sometimes determining whether or not a waste is a “hazardous waste” is difficult, and that the best policy is to assume all chemicals should be handled as hazardous waste.

- Make sure any electrical and spark-producing equipment is turned off.
- If there's a fire, use the fire extinguisher right away.
- If appropriate, outfit yourself and employees in protective equipment or HazMat gear, including respirator, safety goggles and gloves.
- If appropriate, evacuate yourself and your employees. If the chemical spilled is toxic or flammable, evacuation should be carried out immediately.
- If the chemical spilled is hazardous or highly toxic, alert all appropriate authorities and call 911.
- In the case of a small spill, create a barrier around the spill with absorbent materials such as paper towels, vermiculite or sand.
- Put up signs to prevent access to the contaminated area and warn of danger.
- After cleanup, all materials (even paper towels) will need to be treated as hazardous waste. Double bag and label the materials, and make arrangements for hazardous waste removal.

If your property or business has a policy or plan in place for these kinds of events, make sure you know it well. Provide training and training materials for all employees so that everyone else does, too. If you don't have a formal plan, it's time to put one in place. A good plan can minimize an otherwise ugly incident, and prevent against tragic results.





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3+ Rules for Simplifying Surveillance

Improve property security and safety by monitoring and recording activities

BY ANDREW LANNING

Rule No. 1 of surveillance is about watching and recording premises activities, not preventing vandalism or violent activities on premises.

Facility managers and building owners who have had “a problem” will call security firms seeking to “beef up security.” They typically will say something along the lines of “we want to add some cameras.” The first question I ask them is: “Why?”

Many will explain that they’ve had an incident in a parking area or a common area within their property. These incidences range from vandalism or theft to assault, rape and murder. We’re always

quick to point out that surveillance won’t prevent any of these activities from occurring, and we try to open the discussion up to perimeter access control and perimeter intrusion detection.

Combined with access control and intrusion detection, video surveillance provides a powerful vision of events as they are unfolding if you’re monitoring them live. If you’re doing post-event evidence-gathering, having the surveillance integrated to your other systems makes retrieval of all of the data surrounding the incident faster and more comprehensive.

If your surveillance system isn’t integrated (linked within the software) with your other security system components, then you’ll have to access multiple systems to piece together what

happened. This slows the investigation process, and if the time stamps of the systems aren’t in sync it can add doubt to findings or cause you to overlook important evidence.

Rule No. 2

The key to deploying effective surveillance technologies is to narrowly define the required field of view for each particular camera. Ask yourself what is the smallest item that you could be viewing (or reviewing) for each camera’s field of view.

For a cash-handling area, it may be the serial numbers on legal tender, or the serial numbers on a credit card. If your camera is viewing a doorway you may want to clearly see who came

through the entryway, or you may want to be able to further distinguish particular features on someone's face, like freckles or a mole.

Forensic detail requires approximately 40 pixels per foot for clear resolution of an item in an image, so make sure you've thought about what you really need to "see" in a given field of view, and let that guide your specification. As your field of view drops below 40 pixels per foot, your ability to clearly discern features in an image will degrade. So before you choose between a 5-megapixel or a 2-megapixel camera, based on pricing, understand that your decision may leave you with a useless field of view, so why buy anything at all?

Rule No. 3

The next important factor is how close you can mount a camera to achieve the desired field of view. If the object you are targeting with the surveillance is a human face in a 48-inch-wide hallway, and the only mount location for my camera is 20 feet away, a 1-megapixel camera can achieve the proper pixel density on the target with an extended focal length lens. But you might consider a 3-megapixel camera to achieve a broader field of view while still capturing a quality forensic facial image from this distance.

One of the problems with longer focal length lenses is they require more light to produce a quality image. Lighting is another important factor to consider with every surveillance requirement, so make sure you (or your integrator) has light-metered each field of view at its dimmest.

Mounting location can allow lower resolution cameras (i.e., cheaper) to achieve the desired field of view, but this must be weighed with the labor trade-off for running the cabling closer to the target location.

Again, never settle for an image that provides less information from the scene that you need. Use higher resolution cameras, or mount them closer to where the target will be in the scene to achieve forensic detail where it's needed.

The + Rule

If it's worth seeing, it's worth hearing. Audio is a powerful technology that can be married with video surveillance to



insert eyes and ears into an event as it is happening or after the fact. The next best thing to physically disabling a bad actor on your property is to make them aware that you can see and hear their activities. Asking them to stop and wait for assistance is a good way to get them started running away from your property. Make sure you've detailed as much about them (e.g., accent, stutter, foreign language) for your incident report

Surveillance makes a lot of sense where you have safety and liability concerns for employees or visitors. Surveillance analytics are useful for detecting the presence of motion in an area, people moving in a certain direction, or even numbers of people in a given area. Surveillance systems and surveillance analytics continue to improve, and with those improvements comes a greater value for the business owner or property manager.

Don't be afraid to ask your dealer for what you want, and work with them to understand the technical aspects

of what they're providing to ensure it meets your facility's requirements.



Andrew Lanning

Andrew Lanning co-founded Integrated Security Technologies (IST), a Honolulu-based electrical contracting firm specializing in physical security system design, implementation and maintenance since

1998. He has been in the computer and electronics field since 1982 and holds a bachelor's degree from the University of Hawaii and a master's from Hawaii Pacific University. He can be reached at 836-4094 or at istechs.net.

Secure Your Property Against Trespassers

Homeless pose safety, health risk for property managers

BY KEITH NAONE

One of the more challenging issues in society today is the plight of homelessness. This problem is everywhere, and has encroached onto public and private properties. Places that never previously felt its effects are now reporting an influx and security requests have risen exponentially.

Having a homeless person or an “undesirable” on a property can be problematic in many ways. It affects the flow of business and affects the bottom line in clean up, maintenance, repair and security costs. A property manager may notice a rise in electrical and water costs resulting from persons stealing utilities from unsecured access points on the property.

All these costs can be high, but the cost of doing nothing can be higher. Customer, tenant or resident complaints are problems and there is also the liability and risk factor. If you do not take measures to mitigate the potential problems, legal issues may start to compound your problem. Until we find the answer to the problem, we are left to find solutions to the symptoms of the problem. One of the keys to this is consistency: You must be very consistent and persistent in handling these issues.

Honolulu police and the sheriffs: In viewing the homeless issue as a social issue, law enforcement officers will make every effort to allow a homeless person to vacate the property without the issuance of a Trespass Warning Form. They have the discretion on whether to arrest a trespasser. But be persistent; the officers may tire of returning to the site and take action. Do not hesitate to call HPD back if the trespasser returns. If the person is repeatedly asked to vacate, eventually he or she may decide to find



a more peaceful place.

However, if the person seems dangerous or if you are not sure, always contact the police and do not approach them until the police arrive.

Barriers: There should be sufficient barriers in place to discourage trespassers from inhabiting your space. Common barriers are fencing and gates, locks, signage, security personnel, lighting and cameras and electronic surveillance.

Trespassing: A common question is, “How do we go about removing a trespasser from our property?” My answer tends to vary according to the property, and sometimes depends on what the person is doing. In a private property residential/condo setting, finding out what the person’s business is and if he has a legitimate purpose on property is important. If he does not have a legitimate reason to be on property, ask the person to leave. If he refuses to do so, contact HPD.

You would need to have a representa-

tive of management there to confirm to HPD that the person does not belong there and has been asked to vacate the property. If the person seems dangerous, call HPD first and approach the person with the police there. If you have a Trespass Warning Form, ask the police officer to witness you warning the person to not return. If the officer agrees to do so, the warning is valid for a year. If the person returns within a year’s time, he or she will be guilty of trespassing and can be arrested. You would call HPD and show the responding officer the original Trespass Warning Form and that will allow the officer to arrest the trespasser.

Though the law states that any reliable person can serve as the witness, the prosecutor’s office requires that HPD or sheriffs witness the warning.

A commercial setting might be more challenging. First, establish what constitutes a trespasser or undesirable on-site. To help determine if a person qualifies as an “undesirable” on commercial

property, determine:

- If the person has already been issued a trespass warning within a year's time.
- If the person is committing an illegal act on the property.
- If the person is interfering with commerce on the property.

When you determine the person is an undesirable, call HPD and ask that a warning be witnessed by the police officer. Hopefully, the authorities comply with your request to issue the warning. It should also be noted that if the person is a customer of a vendor on the property, care should be taken in making a determination.

Surveillance: Having surveillance equipment such as CCTV and/or cameras on-site can be a valuable asset. They can make the job of watching over the property easier and provide recorded evidence. I suggest utilizing systems that are recording the events of the day.

There are countless systems available and seeking expert advice from a reputable provider is invaluable. Many systems can be viewed via the internet over mobile devices. For high-risk areas I suggest that a monitoring company be utilized or that the system be paired with an alarm feature that notifies you to look at the device if the alarm is activated due to a breach of security on-site.

The problem of homelessness will not be solved soon, so dealing with the symptoms of the problem is what we are left with. Call the police for advice if you are not sure on how to handle a problem person. This predicament is sad and though we feel for these persons, we need to think about safety and the cleanliness of the property. If we persist in safe practices and be consistent in our efforts, hopefully we will keep our properties clean and safe.



Keith Naone

Keith Naone is operations manager of Phoenix Security Hawaii. Founded in 1994, Phoenix Security services condominiums, hotels, gated communities, commercial properties and other

clients. To contact the firm, visit phx-hawaii.com or call 777-6000.

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Selecting a Security Firm

Property managers can contract quality protection services—and stay within a budget

BY GENE STOUTD

In today's fast-paced and constantly challenging security industry, it is imperative that the selection of a security firm be done based on far more than cost. It is easy to get caught up in seeking a solution that is more cost-efficient than cost-effective.

The age-old adage of “penny wise and pound foolish” has never been more applicable. No one wants to spend more than necessary, but can you imagine the impact of saving a few dollars over the course of a year, as compared to the cost of what a poor security judgment could mean in loss or litigation, let alone your reputation and property's value?

Staying within a budget is always a consideration, but security should not be one of the areas to cut back. The firm you choose must be of solid, reliable character. No one can be perfect, but in those instances when a problem does arise, how does your vendor react?

Keep in mind that cheap security is rarely good, and good security is rarely cheap. Look for a company that can offer a fair market price, and above-market services.

The requirements of security personnel in today's market has evolved into the function of a concierge as much as that of a physical presence.

Finesse, open communication and full understanding of your property and its tenants are now the standard by which security firms need to operate.

While sharing many similar issues, each property is unique in its own needs, and you should look deeply into a company's ability to meet these standards. While it may not be necessary to always lean to the largest companies, keep in mind that larger companies have the internal resources not available to smaller operations.

Seek out companies with a solid and in-depth infrastructure. This is important: As your needs grow and evolve, you want a company that is able to offer more than one or two aspects of security. Do your research, and don't hesitate to ask questions. You want to partner with a company that has much to offer.

This may all seem academic, but you would be amazed at how many little things are overlooked.

When choosing a security vendor, be sure to use a thorough analysis, not just an economic outlook. **Remember:**

Your commercial tenants are placing their business in your hands, and your residential tenants are coming back to their homes, not just a building, at the end of the day. The company you select as a protective services provider must also share these values in their day-to-day duties.



Gene Stoudt

Gene Stoudt is business development manager at Securitas USA in Honolulu. He can be reached at Gene.stoudt@securitasinc.com or 539-5027.





Here are some questions to ask a prospective vendor (and yourself):

- *What type of infrastructure do they have?*
- *Do they have internal and ongoing training?*
- *How and what are they doing to staff their company?*
- *Are they fully bonded and insured, and will they meet your insurance standards?*
- *How easily can they be reached?*
- *Do they respond in a timely manner?*
- *Can they offer options (mobile, surveillance-monitoring, new technology)?*
- *Are they involved in community/industry matters?*
- *Do they utilize the latest equipment and procedures?*
- *What does your intuition tell you? Do you have that feeling of trust (go ahead and smile, but this can be very important to the partnership)?*

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3 STEPS TO AN 'Incredible' Renovation

How to select the best contractor and materials for a successful remodel

BY GREG LIU

Managing a renovation and remodeling project is a big task and can be overwhelming without the proper preparation. To help things go smoothly for you, here's a few pointers:

Picking the Right Contractor

There are many contractors and builders and it can be tough knowing exactly where to start. The first step is knowing the needs of the project. Does this job require a building permit or is it a larger-scale renovation? If so, you will need a BC licensed general contractor. For a smaller renovation you can use a C-licensed tradesman for the renovation.

Once you identify the professional requirements you can begin your search and collect estimates for the project. Referrals have been a classic approach to finding contractors, so make sure to add any to the bid list. Don't be afraid to call people from advertisements and get quotes for the project. Running an advertisement is a sign that the company is doing well and has the administration capabilities to coordinate business growth.





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As you meet with the professionals, listen to what they say and compare that with research you can do yourself. How well do you communicate with this individual and are they enjoyable to be around? You need to find someone you can trust and communicate with easily to help you through this process. These are all major factors in how smooth the project will go.

Staying on Schedule

Completing a high-quality project on schedule is among the biggest challenges we face in our industry. Unfortunately this is a problem-prone industry with hundreds of variables that could go wrong. This means we have to be extra diligent in doing everything we can to minimize delays. Here's a few tips:

- Make certain that your contractor provides a detailed construction schedule. If anything starts going amiss, question it immediately.
- If you're in a building, make sure all water shutdowns and elevator days are scheduled well in advance.
- Make sure you have material availability dates for all items (cabinets, counters, flooring, tile, etc.). Find out what are the

longest lead items and ensure that those are ordered first.

- Be sure to know what you are responsible for. Usually this includes such fixtures as faucets, shower valves, toilets, appliances, etc. Request a comprehensive list and have all these prepared well in advance.
- If the job needs approval or a building permit, make sure all of this is taken care of before you start the project.

The Right Products

Now that you've found the contractor, the next step is to determine what products to use. Listen to the contractor's advice since they have a lot of experience and feedback covering a wide range of products. But overall, in our industry there are new products trends and developments that we should point out for consideration.

Flooring: Laminate floors have been an affordable choice for years but always suffered from being susceptible to moisture. Certain brands of vinyl planks offer 100 percent waterproof capabilities, lifetime warranty, superior scratch resistance and a genuine wood look. The advantage here is they can be run seamlessly through a kitchen without moisture issues. This type of flooring is perfectly geared toward renters who may not be as careful as they should.

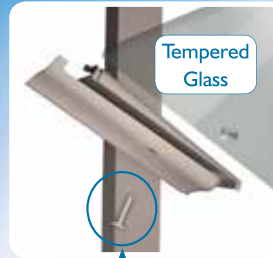
Counters: Engineered quartz has been a popular choice because it's an easy maintenance surface. You do not need to seal like you would with granite, and it offers extensive warranties against abuse. This is a "renter-friendly" surface and is more cost-prohibitive than granite, solid surface or laminate

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counters. Have this option priced out and see if it's in the budget.

Tile and Grout: Epoxy grout is a fairly new product on the market but offers benefits over standard grout. Epoxy grouts are stain-proof, mold- and mildew-resistant and much easier to keep looking new than regular sanded grouts. If you're doing tile work of any kind (shower, floorings, mosaics) consider using an epoxy product.

If you cover these three bases you should be well on your way to a successful renovation. Make sure to have fun and enjoy the process as much as possible, and keep the faith that it will be incredible when it's done.



Greg Liu, owner of Design Trends construction, has been a licensed general contractor in Hawaii for 15 years and has performed thousands of interior renovations and commercial projects.

Greg Liu

He can be reached at 455-5215.

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HAWAII'S SPALL REPAIR AND RAILING EXPERTS

Management Wisdom

Hawaiian Properties' Ramadass traces his career from racehorse trainer to company president

BY PRISCILLA PÉREZ BILLIG

The most important talent that a current or aspiring property manager must possess, says Dass Ramadass, president of Hawaiian Properties Ltd., involves “mastering the basics of excellent customer service. Property managers need a strong work ethic and interpersonal skills to succeed in our industry.”

Those qualities helped to propel Ramadass to the top of one of the Islands' top property management firms. Hawaiian Properties, formerly National Mortgage & Finance Co. Ltd., was founded in 1929 and, according to its website, has grown from an original staff of 10 to 90, managing more than 170 associations on Oahu.

The 58-year-old Ramadass took a curious journey toward reaching his present position. He studied pre-university law at the London School of Economics satellite college in Kuala Lumpur, but his interest soon wandered . . . over to the racetrack.

“At the time my dream was to become a barrister-at-law,” he says. “After completing my first year, I got interested in racehorse training. Although I completed my pre-university law studies, I didn't go to London as planned, but decided that I would follow the racehorses around the country.

“This, of course, wasn't a very popular idea with my parents. After a few years, I decided it was time to go back to school and this time I wanted to study business in the United States.”

Looking Ahead

What does Ramadass, with more

than 30 years of experience in property management, view as the biggest challenge for PMs in Hawaii?

“With so many aging buildings in Hawaii, property managers must educate board members about healthy reserve funds and being proactive with maintenance to ensure long term financial stability,” he says.

Another major challenge he says he expects to deal with as company president is “initiating new technology infrastructure into our operations to improve communication, customer care, reporting and efficiency and provide better overall services to our clients.”

By the time Ramadass earned his bachelor's degree and began the MBA program at Hawaii Pacific University, he was interning at National Mortgage & Finance as an administrative assistant in the property management division. National Mortgage &

Dass Ramadass
President, Hawaiian
Properties Ltd.



Tips for PMs

Hawaiian Properties' Dass Ramadass offers valuable direction for those who are new to property management:

- **People Skills:** Property management is a customer service business. If you can master the ability to work well with people with a friendly and positive attitude, while maintaining your composure under pressure, you will succeed.
- **Effective Communication:** It is imperative to know how to effectively communicate both verbally and in writing. Simple tasks such as returning a phone call within a business day or letting a client know you are working on their project and will get back to them with a resolution should always be done.
- **Self-Discipline:** This is critical to one's

success in property management. Resisting distractions, procrastination and laziness to follow through on commitments, meet deadlines and goals and maximize your work time will only contribute to your success.

- **Excellent Organizational Skills:** Work smarter, not harder. Find efficient ways to complete a task and do not make things unnecessarily harder for yourself or your team. When you procrastinate you now place undue stress on yourself and your team. Organize your calendar and tasks to increase the quality of your work.
- **Work Ethic:** Maintain a good work ethic, not only in the workplace, but also in your personal life. Your actions and words will tell others what kind of person you are. Go to sleep each night knowing you did your best; but more importantly, with integrity.

Finance later acquired three smaller management companies and took the Hawaiian Properties name from one of its acquisitions.

“I was contemplating if I should continue with my law studies in London or finish the MBA,” Ramadass says. “While continuing with my internship, I discovered I had a natural curiosity for commercial property management and I decided to stay.”

The eldest of five children born to a British Army veteran and a city councilwoman, Ramadass was born in Perak, Malaysia while it was still a British colony. “Due to military life, my parents felt more comfortable with the British ways,” he says.

Upon retiring from the military, his father’s work took him on the road, so young Ramadass lived with his grandparents in a predominately Chinese neighborhood. Spending time with the local children, he became immersed in their language and culture, mastering Cantonese.

“At times, I felt more Chinese than Indian,” he says. “I ate more Chinese food than Indian food, and even watched Chinese movies frequently.”

Achieving Goals

In 1983, Ramadass enrolled at HPU where he was elected president of the International Student Organization, named Outstanding Student for 1984-1985 and won a place in the HPU chapter of Alpha Chi National Honor Society as well as the Delta Mu Delta Honor Society. He graduated from

property manager who actually stimulated my mind in that field in my early internship career,” Ramadass adds. “It should be critical that anyone wanting to get into property management identify and seek an excellent mentor who can really assist in excelling the experience in the field.”

His goal for Hawaiian Properties? “To continue to be the best locally

“It should be critical that anyone wanting to get into property management identify and seek an excellent mentor who can really assist in excelling the experience in the field.”

HPU in three years, Magna Cum Laude in business administration, and won a full scholarship to the MBA program.

“I was fortunate to have had the opportunity to be mentored by a very senior and experienced commercial

owned management company,” he says. “We want to grow smart but most importantly, retain our wonderful, loyal clients. Our goal is not to become the largest management company but to remain the very best.”

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Home Smart Home

Take advantage of technologically advanced and structurally sound solutions to airflow and natural lighting

BY DAVE GORMAN

There are many great things about living in paradise, including Hawaii's temperate climate and abundance of natural resources like sunshine and natural breezes. This is the perfect place to utilize energy-efficient home improvement products daily. By harnessing the sun and promoting natural ventilation, a smart home uses less electricity, saving you money, and is healthier and more comfortable, too.

Top-Notch Cooling Systems

Massive ceiling fans that spin slowly but move astounding amounts of air keep large spaces that lack air conditioning, such as factories and warehouses, feeling cool and comfortable. For residential applications, there are sleek, modern designs with cutting edge technology and effortless energy conservation.

Haiku ceiling fans leverage the same proprietary technology as the larger, commercial fans the company that makes them (Big Ass Fans) is known for. Their ultra-efficient motors exceed Energy Star standards by 450 percent to 750 percent. Haiku ceiling fans have SenseMe technology, which allows the fan to control itself, turn on/off depending on motion in the room and adjust its speed to achieve the room temperature desired. Haiku ceiling fans can also achieve up to 30 percent savings on air conditioning expense by better circulating cool air and allowing the air conditioner to operate more efficiently.

Always look for best-in-class products. This means the most energy-efficient appliances manufactured and backed by warranties from trusted manufacturers. Then build the best home PV system possible to power those appliances.



For air conditioning, Mitsubishi split AC units are top-of-the-line in energy efficiency. They support zone cooling (which further reduces energy use) and are backed by Mitsubishi's 12-year parts and compressor warranty. Electricity generated by the PV system provides the power it needs during the day and the batteries work to ensure the power supplied is consistent and allows the system to operate during early morning and evening.

Whole house fans are designed to cool and ventilate the entire home by drawing fresh cool air through your home and exhaust hot attic air out through vents in your attic. Whole house fans cool the house in a much more energy-efficient way than air conditioning. They also exhaust and ventilate the air, keeping air fresh and ridding the home of irritants like pet dander, odors, germs, smoke and VOC gases. These exceptionally quiet fans can be installed in a single- or multiple-fan configuration. Installation is quick,

on average just two hours per fan.

Whole house fans are proven to save homeowners up to 90 percent on air conditioning bills. In many home designs, a whole house fan may even eliminate the need for an air conditioner. Savings also include a \$75 rebate from Hawaii Energy.

Natural Lighting

Factors like the original design of your home, its location or the amount of sun exposure your home receives may mean that areas of your home are consistently hotter or darker than others.

Modern, articulating skylights—skylights that open—provide the benefits of fresh air, the ability to automatically close when it rains and the option to close the shade when less light is desired, eliminating the drawbacks of old-school skylights that give you no control over the amount of light or heat. Additionally, Velux brand skylights incorporate argon gas between the insulated panels of glass and use low-e coatings

to minimize heat gain, so they won't cause your room to get hot. Most often installed in kitchens, skylights are also popular in bathrooms in Hawaii. Since our homes are so close together, people appreciate having ventilation with more privacy than an open window.

Skylights and sun tunnels are easy ways to bring natural light into parts of your home that are away from windows and walls. Sun tunnels are made to deliver natural light to dark areas of your home where skylights are impractical, like when there's not enough space or there are obstructions in the attic.

A perfect location for a sun tunnel is the hallway. Often in the middle of the house, most hallways tend to be naturally dark and unwelcoming. A sun tunnel can completely change the feel of it, making it bright and inviting and giving it a feeling of openness.

Installation & Product Quality

Skylights and sun tunnels can be retrofitted for existing skylights or configured for new installations. Velux provides a 10-year "no leak" warranty on installations when utilizing their custom flashing products. When upgrading existing skylights, it's wise to remove the roofing material around the skylight "curb" to ensure the curb is in sound condition and re-flash the curb before reinstalling the roofing material as part of the installation.

When my wife and I bought our home in Hawaii Kai a year and a half ago, it was hot and there were areas of the house that were very poorly lit. We had open beams and the sun radiated down through the roof and trapped heat inside. It was like living in an oven. We installed whole house fans, which expel that heat daily. The bedrooms also lacked access to natural breezes as the wind blows from the other side of the house. At night, we run the whole house fans and bring the cool night air into the bedrooms.

We also installed three PV-powered fresh air skylights over our kitchen island and three sun tunnels in a hallway that runs through the middle of the house. My kids love looking up at the sky while eating their breakfast in the morning and doing their homework under natural light in the evenings. We are also using a

lot less energy lighting that dark hallway. Before the sun tunnels, we kept the lights on in that hallway 24/7. Now, it's the brightest part of the house with beautiful sunlight shining through. We included an LED light kit with our sun tunnels so we can also use them at night.

The Big Picture

A typical home uses 20 percent to 30 percent of its energy heating water, and up to another 30 percent on lighting. For many homeowners, air conditioning can double your bill (or more).

Addressing these major energy needs

will improve your finances and the increased natural light and fresh air you receive from smart technology will surely increase your health and wellness.



Dave Gorman

Dave Gorman is RevoluSun Smart Home director of sales and business development. A graduate of Punahou School and the University of Hawaii, he can be reached at david.gorman@revolusun.com and 748-8888.

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Clean & Cool

Cosco Hawaii designed a custom coil to replace the Kaiser High School band room condenser coil.

Regular servicing keeps air conditioning systems operating at peak efficiency

BY DAVID PUTNAM

When it comes to air conditioning in Hawaii, there are two choices: Keep your system clean (and stay cool), or ignore it until it grinds to a stop (and squirm in the heat).

Experts tell us that by keeping the heating, ventilating and air-conditioning system (HVAC) cleaned and serviced, a property can save money on energy and extend the unit's lifespan. Regular maintenance can also mean spending fewer dollars on repairs and replacements. This applies to cooling systems in all kinds of structures—high-rises, low-rises, shopping centers, office buildings, industrial facilities, condominiums, single-family dwellings and schools.

“Failing to maintain your AC equipment will eventually lead to costly compressor failure, which is the heart

of the AC system,” says Lance Kurata, manager of the service department at Alakai Mechanical Corp. “We recommend that AC units in the workplace be maintained at least every other month. With Hawaii's humid climate, condensation may cause water leaks due to restricted drain lines, which could cause ceiling and equipment damage below.

“Once you have a maintenance contract in place,” Kurata adds, “your service technician should recommend coil cleanings on an as-needed basis.”

Jason Takaki of Pristine Air Hawaii agrees. “Maintenance is key for all AC systems,” he says. “Take care of it so it can take care of you.”

According to studies, failing to perform regular maintenance can cause an air conditioner to lose about 5 percent of its original efficiency for each year of operation. With regular tune-ups, however, an AC system can maintain up

to 95 percent of its original efficiency for many years.

“Failing to maintain the air conditioning is detrimental to the longevity of the unit,” says Noella Cosco,



Noella Cosco

executive vice president at Cosco Hawaii. “Whenever a mini-split system has a red light on the face of the unit, it means it needs to be serviced. Ignoring this icon could lead to costly and

time-consuming service work by the contractor. But most importantly you are not reaching full capacity of your AC unit's cool capability.

“More often than not, mold and mildew proliferate on the blower wheel and drain pan of the fan coil and blows right into your face, which is not only stinky but downright unhealthy,” she adds.

“Professional service is good to do every six to 12 months,” says Takaki. Hawaii, he adds, has “a wide variety of

systems here, so it will vary, but generally six to 12 months is a good idea. Cleaning should be done on an as-needed basis.”

Takaki says that cleaning of a ductless split system can involve the removal of the blower wheel and drain pan assembly. He also recommends cleaning of the coil, drain pan, blower wheel, drain line and other parts of indoor unit. “Rinsing of the outdoor unit is also necessary for some applications,” he notes.

“Failing to maintain a system can

lead to lack of efficiency, or even system failure altogether,” Takaki says. “It also can reduce the life-expectancy of the system.”

Kurata points out that “thorough coil cleaning involves wrapping indoor units with plastic to contain and pump out water, applying biodegradable cleaning solution to the coil and rinsing with water.” The procedure should be continued, he says, until the unit coil is clean.

Kurata also notes that when a new business takes over an existing building

or space, they need to do due diligence on their air condition system. “New businesses should have their AC equipment assessed for repairs or replacement before renovating the space.”

Cosco recommends “preventative maintenance” for all cooling systems.

“If possible, set up a cleaning service program with the AC contractor before there is a problem. Many times customers and contractors alike overlook this concept—service tends to be an afterthought.”

Keep it Clean

The ductless mini-split system has become a popular choice due to its practicality and efficiency, especially in the tropical climate of Hawaii. It has an outdoor condenser unit and an indoor evaporator/air handler unit, but the main difference is that the indoor unit is placed in the single room or zone that it serves; it doesn't rely on ductwork to deliver conditioned air.

But like all cooling systems it requires cleaning and servicing. Noella Cosco of Cosco Hawaii, which sells Nu-Calgon cleaning kits, offers these steps:

- Turn off all power supply to the unit(s). Remove face panels of the indoor fan unit and follow the directions outlined in the owner's manual.

As for the outdoor unit:

- Have a water hose close to the condenser unit for easy and quick use.
- Mix the coil cleaner in the pump sprayer per the manufacturer's instructions.
- Spray on the coil.
- Wait about 5 minutes for the cleaner to foam up.
- Wash off the cleaner and dirt with the water hose.

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How to Lower Insurance Costs

Properties can keep rates down by being proactive and having a strong safety plan

BY CHAD LINDSEY

Insurance coverage for residential buildings can end up being one of the biggest costs for property owners and managers. With the large number of people that live and visit your premises, there is a high potential for accidents that lead to injuries, or structural mishaps that can lead to major property damage or require extensive repairs.

Insurance companies determine premium rates for liability and workers'

compensation insurance by reviewing a property's long-term accident and liability record. By being proactive and maintaining a solid safety/maintenance plan and detailed records, you can keep your insurance premium rates reasonable.

It's important to note that not all accidents on residential properties fall under the liability of the property owner or management (under most agreements, unit owners are responsible for the maintenance and upkeep of their unit). Property managers should pay attention to things that they can control, which include the proper maintenance and upkeep of their properties.

Building inspections should be able to provide owners and managers with a checklist that can help you monitor hazards in regards to your general liability exposures, cut down on poten-

tial risks, and eventually decrease your insurance premium costs.

Here are some tips and hazards to be aware of as they relate to property insurance coverage.

Water Leaks

One of the most common repairs facing property owners is a water leak. When multiple water failures occur in quick succession, insurance companies may increase rates or, even worse, drop coverage.

Multiple-unit insurance claims are also the norm when one unit's water leak spreads quickly to involve neighbors on all sides. Then there is the aftermath dilemma of handling the cleanup, mold remediation and required repairs, along with replacement of personal



property of unit owners and tenants.

Regular inspections should be conducted to detect leaks early, so they don't become a major problem leading to high repair costs and liability insurance rates. Inspections of general area plumbing, particularly those located within walls between apartment units, are strongly recommended.

Also, make sure all plumbing inspections and repairs are done by licensed plumbers, not an acquaintance or friend who claims to save you money and charge you a lower price. Remember, the quality of work is what you pay for, including warranty on the work being done.

Slips, Trips, Falls

These types of accidents are the most frequent at apartment and condominium associations. With the flow of residents, tenants and guests that come onto your premises, you need to be vigilant with eliminating hazards that could

potentially cause injury.

- Check on general housekeeping for all common areas. Walkways should be kept clear of any debris.

- Consider highlighting all changes in elevation. Sidewalk edges, curbs, steps and staircases are examples of changes in elevations. Highlighting these hazards with signs will bring it to the attention of those walking in the area.

- Placards or signs should be erected in areas under construction or when a collection of water could cause a potential slip and fall.

- Potholes and cracks in parking lot and public walking areas should be taken care of immediately.

- Check lighting in staircases and in parking lots. It should be adequate enough for people to view where they are walking.

- All railings should be sturdy enough to support 200 pounds of pressure. A lot of injuries have occurred when railings fail and people fall because of it.

Fire & Contents

Condominiums are generally considered a medium hazard type of risk in the eyes of the insurance industry. The biggest exposure to fire for apartments and condominiums are the individual tenants, which in most cases, you have very little control over as property managers. However, you do have control over what takes place in common areas.

- General housekeeping is probably the easiest place to start when looking for fire hazards. Trash should be disposed of in the proper receptacles and all should have covers and be kept closed.

- Disposal of trash should be frequent. Accumulation of trash poses a potential for ignition and fire.

- Hazardous brush around the building should be kept in check.

- Fire extinguishers should be located throughout the building. Signs should be posted to point them out for quick use. A service contract should be established to inspect every extinguisher annually.

- If residents are allowed to have cookouts on the premises, require proper disposal of charcoal briquettes. If storage lockers are available for resident use, make sure that flammable liquids or highly combustible items are not allowed.

- Remind residents to check the batteries in smoke alarms to ensure that they will work properly.

Maintenance-related

Maintenance crews assigned to an apartment complex or condominium have a responsibility in reducing exposure to potential accidents.

- Work-related injuries related to manual labor are always a concern due to the amount of lifting and vigorous activity involved. Make sure crews are wearing and using the proper safety equipment during their work.

- Make sure that power tools and lawn maintenance equipment used by custodians are properly stored away after use to reduce the exposure to potential slip, trip and fall-type of injuries.

- Ladder usage and working at heights above four feet also poses severe hazard exposure. Falls from improper usage of equipment or poorly maintained equipment can be costly, and in a few cases, fatal.

Security

Security for residents is also a very big general liability issue for condominium associations. Poorly illuminated areas are perfect conditions for robberies and assaults to take place. Consider video monitoring for areas out of general view or areas that are highly traveled. The main objective is to deter any criminal activity and to provide video evidence should an accident happen. Promptly investigate, report and record any acts of vandalism and malicious mischief.

In the end, accident prevention and regular maintenance of your property is key in keeping your residents safe, and in eventually keeping your premium costs reasonable. There is no quick-fix solution in keeping insurance rates down—only by having a solid, long-term safety and maintenance record.



Chad Lindsey

Chad Lindsey is risk consulting manager at DTRIC Insurance. He has been consulting and assisting business and residential property managers on accident risk prevention for over 25 years.

Hesley Named New President at Associa Hawaii

Doug Hesley takes over as new president at property management company Associa Hawaii.

He succeeds **Jon McKenna**, who headed the firm's Hawaii branch since 2012. Hesley previously was at Hilton Worldwide, Four Seasons Hotels & Resorts, Harrah's Resorts, Turtle Bay Resort and Hilton Waikiki.



Doug Hesley

Most recently he was CEO of Suite-3Sixty, which he co-founded.

Joining Hesley on Associa's new leadership team are **James Giangarra**, senior vice president of operations, and **Lillian Rodolfich**, vice president of accounting.

"These three experienced leaders

were brought onboard in anticipation of Associa Hawaii's projected growth over the next few years. I feel they are perfectly suited for the challenges ahead," says **Garrett Else**, Associa senior vice president of the West region. "We're excited about the strong team we have assembled and I'm confident they will serve to enhance our reputation of providing unsurpassed management services."

Giangarra previously worked as the vice president of finance at Healthways after more than 16 years as the executive director of regional IT finance with Kaiser Permanente.

Rodolfich has more than 20 years of executive accounting experience in the real estate and airline industries. She was the controller for the Queen Liliuokalani Trust and held leadership roles at Aloha Air and Alexander & Baldwin.

BIA to Host 2nd Homeless Summit

The Building Industry Association of Hawaii (BIA-Hawaii) will hold its second annual "Houseless in Honolulu" summit on Nov. 15 to address concerns over the lack of housing in Honolulu and possible solutions to the crisis.



Gladys Marrone

The meeting will be held in the Pomaikai Ballroom at Dole Cannery from 8 a.m. to noon. This year's summit, "STILL Houseless in Honolulu," will include panel discussions on the economic benefits from increased housing production, and the need to increase the supply of housing at all price points.

"A severe lack of housing supply, at all price points, is a huge factor in our high median home prices. Our summit focuses on solutions so the next generation can afford to stay in Hawaii and invest in our communities," says **Gladys Marrone**, CEO at BIA-Hawaii.

Associa Hawaii Golfers Raise \$75K

Associa Hawaii raised more than \$75,000 for Shriners Hospitals for Children-Honolulu and Associa Cares, a national nonprofit organization, with its 18th annual Charity Golf Tournament at Kapolei Golf Club.

"We were overwhelmed with the participation from our vendors, clients and employees who made it possible to raise well beyond our \$65,000 goal," said former Associa Hawaii President **Jon McKenna**. "The event served for a great industry networking afternoon and to be able to give to such worthy charities made it special for everyone involved."

More than 200 people participated in the tournament in July and others contributed through online and live auctions.

Through donations raised from Associa employees and at fundrais-



Associa Hawaii volunteers helped raised more than \$75,000 at its annual golf tournament to benefit Shriners Hospitals for Children and Associa Cares.

ing events across the country, Associa Cares is able to assist families and

communities in crisis as a result of natural and man-made disasters.

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