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(Left to Right) Dass Ramadass, Kanani Kaopua, Kevin Hisaw, Bryan Liu, Kristi Hirota-Schmidt, Jeff Dickinson

2016 HAWAII RESIDENTIAL BUILDING OF THE YEAR & ARM® MEMBER OF THE YEAR

The Institute of Real Estate Management (IREM) awarded Bryan Liu, General Manager of Koʻolani, and Kevin Hisaw, General Manager of Inn on the Park, Building of the Year and Manager of the Year respectively in their unit size category. Hawaiian Properties has managed Koʻolani since July $2\overline{0}12$ and Inn on the Park since May 2016. Congratulations to these two extremely deserving and exemplary managers!

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Building Management Hawaii (BMH) invites all professional associations and foundations involved in the management of commercial, industrial, and residential properties in Hawaii to submit articles, news releases, photographs, and artwork for publication in a future issue of BMH. Please send submissions via e-mail to bmh@tradepublishing.com or mail to: Trade Publishing Company, 287 Mokauea Street, Honolulu, Hawaii 96819.



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ROOF MAINTENANCE

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EDITOR'S NOTE

Keep Your Building Dry

Property managers should schedule regular inspections and maintenance to keep their buildings leak-free, because leaks in the roof or in the walls can cause mold and mildew problems, and cracks in concrete can result in major rebar rust and damage. In this issue we talk to roofing and waterproofing professionals who offer their advice on what to look for and how to handle any problems that are found.

Traffic safety rules that govern the use of public roads also apply to private property that's open to the public, underlining the importance of having proper signage around your facilities, according to our experts. Good signage promotes safety and can help minimize insurance cost.

Controlling common areas can be a daunting task. A top building management leader tells us that "the keys to that success in all areas of property management, including enforcing the rules and controlling the activities

on the common areas, is research, adaptability and flexibility."

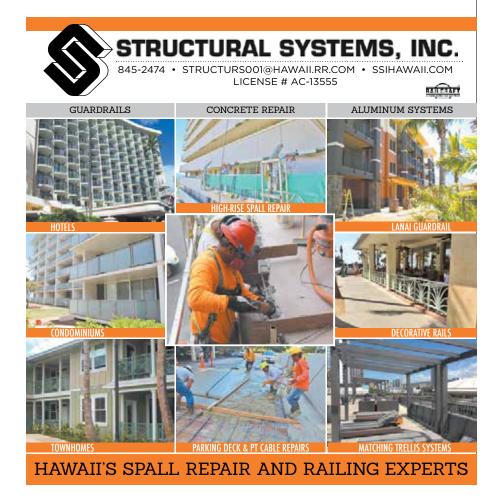
When it's time to update or change flooring, many choose new carpeting. But what is the right product to fit your needs? Understanding the four most popular fibers will help consumers make more informed carpet purchases.

Our columnist, Don Chapman, takes a look at what building managers need to do in the event of a fatality on their property. Two longtime security pros say the basic rule is to immediately call 911 and secure the death scene.

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

Aloha,

david@tradepublishing.com



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FACES



Michelle Wong, Kathy Best, Benjamin Oates Jr., Noriko and Bryan Liu

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IREM Installs 2017 Leaders

PHOTOS BY NATHALIE WALKER

More than 200 attended the Institute of Real Estate Management Hawaii Chapter's Installation and Awards event on Nov. 17 at Waialae Country Club. Along with presenting the 2016 award winners, IREM announced its 2017 Executive Committee.





David Heard, Gifford Chang, Jacob Roller, Lauren Kagimoto, Jeremy Long

Davie Felipe, Ron Komyne Jr., Phyllis Kacher, Duane Komine



Kanani Kaopua, Kevin Hisaw, Kristi Hirota, Robert Malandra



Amber Stone, Cynthia Minn, Leona Komine, Terra Garrigus



Gerald Nakashima, Stacey Agmata, Anina Carmack, Davie Felipe, Bill Richardson



Phyllis Kacher, Alex Bresslauer, Mary Jane Feldberg, Joylin Ho Shum



Natalie Kiehm, Kathy Best, Mike Goshi



Lourdes de Armas, Lorenia Levya, Lois Ekimoto





Ralph Ahles, Gary Botelho, Kathy Best, Margaret Rabasa, Beau Bustamante, Don Davis

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Hawaiiana-Managed Properties & Managers Take Top Honors at IREM Awards



Shown is the "Hawaiiana Winners Circle." Bottom, left to right are Irma Pante, Lorenia Leyva, Kathy Best, Deborah Balmilero and Davie Felipe. Back Row, left to right are Mike Hartley, Melody Pai, Lourdes de Armas, Lois Ekimoto, Craig Richter, Alex Bresslauer and Ralph Ahles.

Each year, the Hawaii Chapter of the Institute of Real Estate Management (IREM) honors Hawaii's top residential condominium buildings, community associations and general managers. For the 18th year in a row, Hawaiiana Management Company-managed properties and managers took top honors at the 2016 IREM Awards Event recently held at Waialae Country Club. Two Hawaiianamanaged properties and three managers were honored.

"Hawaiiana congratulates all of the award winners and thanks the Institute of Real Estate Management for its long history of dedication to the real estate management industry," said Hawaiiana Management Company President Mike Hartley.

Award-winning Hawaiiana-managed properties and managers include the following properties and managers:

The Palms Condominium won Building of the Year-High-rise 100 to 249 units. Melody Pai, ARM serves as Resident Manager and Lois Ekimoto, CPM and Irma Pante serve as Hawaiiana Management Executives.

One Ala Moana Condominium won Building of the Year-High-



One Ala Moana

rise 100 to 249 units. Davie Felipe, ARM serves as General Manager and Deborah Balmilero serves as Hawaiiana Management Executive.

Lorenia Leyva, ARM, Site Manager of Waikiki Marina Condominium won Member of the Year-High-rise 100 to 249 units. Lourdes de Armas serves as Hawaiiana Management Executive.

Kathy Best, ARM, General Manager of Waihonua Condominium won Member of the Year-High-rise 100 to 249 units. Ralph Ahles serves as Hawai-

iana Management Executive. Alex Bresslauer, ARM, Site Manager of Terrazza/CorteBella/Las Brisas/Tiburon won Member of the Year Low Rise 600+ units. Craig Richter serves as Hawaiiana Management Executive.

Lois Ekimoto, CPM, vice president of training for Hawaiiana Management Company, Ltd. was installed as presidentelect for IREM.





The Palms

Hawaiiana Management Company is Hawaii's largest community association management company serving more than 600 associations on six islands.

Handling fatalities, burglaries on site



Seeing the news about the alleged burglar at an Ala Wai-area condo falling more than 30 stories to his death from a rope ladder in the early hours of Oct. 27, the swirl of thoughts in my head included this:

Sure glad I'm not the building manager at that place.

Which raised several questions, including what should a building manager do when you have a fatality on the property?

I consulted two veteran security experts, former Honolulu Police Chief



Lee Donohue



Spike Denis

"If you have building security," says Spike, "you want to have them set up a perimeter, make sure nobody gets close to the decedent, to keep the crime scene as uncontaminated as possible."

That includes, gruesome as the scene may be, not covering the body with, say, a tarp.

Says the Chief, a Roosevelt High grad: "And when they arrive, the manager will have to stand by and assist police. They may want records....

Lee Donohue and Spike Denis of Securitas. (Securitas, by the way, is the state's eighth largest employer, with about 2,500 employees. Contracts include Hawaii's 15 airports—who knew we had that many?) Anyway, call this "The Chief and Spike Security Show."

The basic rule for building managers, they say, is to immediately call 911 and secure the death scene.



Rope ladder used in an attempted burglary of an Ala Wai-area condo PHOTO COURTESY HAWAIINEWSNOW

Sometimes people coming off a building are suicides. Not a lot of burglars go swinging from balcony to balcony, but that occurs, too."

Adds Spike, a Roosevelt High grad: "And then you have the media that is going to show up, and you have to know how to deal effectively with the media."

While high-rise "cat burglar" fatalities are rare, they do happen.

"This goes back to when I was a sergeant," says the Chief. "I was at the Ala Moana Hotel, at the loading docks at like 3:30 in the morning—we were there for some different case ... we saw all these canisters lined up, and all of a sudden we heard this loud bang. We looked around, couldn't find anything. A couple of hours later we get a call, because now the sun is up, people can see the body— it was a burglar swinging from one balcony to the next, and he slipped and went down. I actually heard him land."

They offer other advice for managers. Says the Chief: "I know of people who have climbed up three stories to get past the locked entryways and get into the corridors and go wherever they want. So it's incumbent upon the building manager to understand that and to try to make it as hard as possible for people to gain entry."

Adds Spike: "The first three to five floors are the most vulnerable." For those who would try entry through the front door, "the paradigm now is security in the lobby, like a hotel concierge, they can monitor foot traffic and see

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

who belongs."

The veteran cop—40 years with HPD, chief from 1998 to 2004—says police are more than happy to help building managers and associations: "Every HPD district has its own community policing team, and that's who building managers should go to. They'll work with them, providing assessments. HPD does a lot of work



Gary Farkas

in that area helping managers secure their building. And it helps us, the police."

They recommend I speak with psychologist Gary Farkas, who Spike describes as Hawaii's foremost "threat management and workplace violence prevention and response expert." Both men have his numbers in their cell phones. "First," Dr. Farkas says, "I want to be clear I am not commenting on the individual in this case." He says research into "the psychology of the average burglar" indicates two types, "an impulsive act or very planful. Obviously, some people are profes-

> sionals at this." Those who are planful "have to be concerned with ease of entry with minimal risk and to predict an escape route."

A cat burglar seeking entry from outside a building, he says, must be highly (so to say) planful. Researchers believe there is a sort of extreme-sport adrenalin rush for such criminals: "These people are much more attracted to risk and are less affected by anxiety." He also says there are many motivations for burglary other than acquiring goods to pay for a drug habit. "This is an area of study, whether there is a sexual component of going into a home at night, and there may be some kind of sexual arousal watching people sleep. It's in the literature. ... Then there are fetish burglars-they want to acquire items, say, a woman's bra or panties. These are 'trophies' to take home, touch and smell them, and relive their exploits."

He adds that as time goes by, this may not be

enough, and the burglar needs to up the thrill. "It may turn into rape and murder. And it's been observed that some serial killers started out as cat burglars—ever hear of Ted Bundy?"

While this next point applies directly to a street of singlefamily dwellings, it has application for buildings of all sorts.

"It's my observation," Dr. Farkas says, "that homes fronting the street have fewer burglaries" than homes obscured by walls or vegetation.

That may explain why the burglar who fell to his death chose a target hundreds of feet above the ground while perhaps wealthier tenants lived on lower floors—it was a crime of opportunity against an elderly neighbor, and it's darker 30 floors up with few eyes focusing that high.

Dr. Farkas also has quite practical advice for building managers: "You can't do psychological screening of your tenants, but you can of your employees. You don't want someone 'working inside' to help someone else gain access."

Finally, Spike—who got his start with his wife's family's Hayes Security, whose first job was guarding Jack Lord and "Hawaii Five-0"—says both building managers and tenants should be aware of this basic tenet:

"As far as the security of the tenant—the building is responsible for the security of the tenant in all common areas, but that stops at the front door (of the unit). You have to take care of yourself."

That starts with locking sliding lanai doors at night or when not at home, and they suggest looking at several types of low-cost motion sensors and cameras.



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The 'Cheap Now, Pay Later' Problem

How waterproofing by expert roofers, plumbers and sealant firms prevents major repair expense

BY DAVE DONDONEAU

here is a saying in the world of waterproofing that goes something like this: Cheap now, pay later. Managers can be left scrambling to extend the lives of their properties because of it.

"It's gotten better over the last 10 years, but it used to be that only 5 percent of a lot of the budgets went to waterproofing. Builders and construction companies did it to save money on supplies and materials," says Rick Samorano, owner of Roofwooks Hawaii. "Now, people realize that 90 percent of lawsuits stem from waterproofing problems. Many of them could have been avoided had the waterproofing been done right first time when the property was being built."

Property managers have little control over initial construction, but Samorano and other local experts recently gave some waterproofing tips to help managers extend the life of their properties and avoid costly major repairs in the future.

Inspecting properties regularly, scheduling regular maintenance, knowing what to look for and addressing situations as they arise are the simple keys to extending longevity.

Leaky roofs or walls can lead to mold and mildew problems in dwellings, and concrete left untreated or with broken sealants can wreak havoc if it reaches rebar in foundations or steel in general. Samorano says he's come across hotels and apartment complexes where the water damage and concrete spalling has led to hundreds of thousands worth of repairs that could have been avoided with proper upkeep.

Alvin Nishikawa, chief operating officer at American Coating Co., says corrosion in Hawaii is a when-not-if certainty.

"If there is ever a company that can eliminate corrosion in Hawaii invest in that company immediately," Nishikawa says. "Corrosion will happen here. All you can do is take steps to slow the process and extend the life of your property.

"Typical corrosion comes from a mix of water or moisture, chloride and salt air. When you have those three things



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LIC. #C-31220 | BONDED AND INSURED Fax 808-234-7663 you have the process starting for corrosion," he adds. "You want your concrete waterproofed to extend the life of your structure and minimize major cost repairs. We're always booked and busy. Now that it's the end of the year, people want something, and then they want it done now. The longer you wait to fix a problem the worse it will be."

The rainy season tends to remind property managers of the need to waterproof their properties, but Samorano says the majority, if not all waterproofing, must be done in dry weather or it



defeats the purpose. Richard Malmgren, president of RCM Construction which does concrete spall repair, epoxy and polyurethane injections, leak remediation around windows, concrete

Alvin Nishikawa

coatings and waterproofing, says 50 percent of his company's business in waterproofing and leak remediation.

"We have 10 permanent employees



but sometimes grow to 20," he says. "(To fix problems caused by water damage) be motivated to do it correct, not cheap. Too many times we are called most cost effective.... The sweetness of low price is soon forgotten." Peter Michelmore, owner of Oceanview Roofing, says Hawaii's climate is a

Now, people realize that 90 percent of lawsuits stem from waterproofing problems.

to jobs where the prior effort was done cheap. The toughest part is to convince the client that cheap is not usually the serious problem for roofing. "Heavy rain, high winds, volcanic acid rain, high UV from the sun,

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hurricanes, salt air, and violent thun-

derstorms take a big toll on roofs," he says. "Most roofing material that have a 50-year warranty cannot withstand Hawaii's weather. We see 50-year roofing systems that fail in 30 years. Roofing



damage can cause dangerous mold, wood rot, and termite damage from wet wood. Structural failure is most commonly caused from roof leaks. The roof is the most important structural facet of

Richard Malmgren

BC #11207

any building. Without a good roof, the whole structure fails."

Small roof leaks can cause thousands of dollars in damage in just a few hours, Michelmore says. Lawsuits and potential insurance issues can result from property damage to a unit that had a roof in disrepair.

"Most often we see damage caused by overhanging tree branches that scrape the roof and cause significant damage to the roof systems," he says. "Also, poor roofing practices, either by in-



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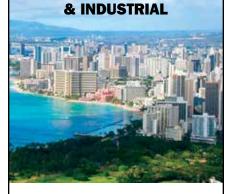
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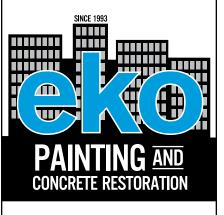
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-Courtesy Pete Michelmore, Oceanview Roofing

experienced roofers or homeowners attempting to repair the roof themselves. Asphalt shingle roofs can have as many as 5,000 nails that need to be properly placed, and even one nail not nailed properly can cause significant damage



to a home.

"Rust is another factor here in Hawaii's climate. Galvanized nails that are used on many of the thousands of roofs here in Hawaii have failed after only seven to 10 years. Many

Peter Michelmore

roofs we see are 30- to 50-year shingles have blown away from rusted nails that no longer hold the shingles after only a few years. Stainless steel ringshank nails are more expensive, but last a lifetime compared to galvanized nails."

Michelmore, like the other experts contacted, says contacting a licensed contractor and acting quickly on repairs are the best ways a property manager can be efficient. Estimates are typically free and they can suggest sealants needed and help identify areas of concern that need to be addressed.

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ROOF INSPECTIONS: What to Look For

Sloped or flat, regular monitoring can help avoid a costly total replacement

BY KIM BEATIE

When you need your new car serviced, do you service it yourself? When you need an annual physical examination, would you ask an acquaintance to, "Check you out?"

Chances are, you trust the professionals for both of these services.

Protecting your roof investment is equally important to leave to the professionals. Having a professional roofer perform regular roof inspections can lower your overall repair and replacement costs as well as extend the life of your roof. Most roofs should be inspected once or twice a year (before rainy season) and again after any significant weather event (high winds or extended heavy rains).

Flat Roofs

Flat roofs (no slope to minimal slope) are usually designed using built-up roofing (BUR) or single ply over insulation and cover board. The roof system may be either fully adhered, mechanically attached or a combination of both.

Flat roofs are more prone to leaks and surface degradation due to foot traffic, weathering and standing water. Many flat roofs are used for the building's mechanical equipment which means there are curbs, pipe penetrations and duct penetrations throughout the roof area. All of these components need to be checked periodically.

The surface of your flat roof needs to

Most roofs should be inspected once or twice a year.

be monitored for granular loss, water ponding, holes, punctures or blisters in the roof membrane. The drains should also be checked routinely for blockages and the flashings and membrane seams should be inspected for evidence of wear and tear and/or corrosion.

Sloped Roofs

Sloped roofs (generally 3/12 slope or greater) are typically constructed using asphalt shingles, wood shakes, concrete tiles, clay tiles or metal roofing panels.

It is important to check asphalt shingles for granular loss, curling, cupping and brittleness. These are all signs that the shingles are nearing the end of their useful life or may even need to be replaced.

Concrete tiles and clay tiles should be checked for chips, cracks and broken/missing tiles. These tile roofs should be inspected only by a professional. More harm than good can be done by an untrained "handyman" walking around on the tile. If the damage is caught early, only the damaged tiles will need to be replaced. But if the damage is left to worsen, a full roof replacement may be necessary.

Wood shakes and shingles should be inspected for signs of moss, mold, mil-

dew, cupping, curling and brittleness. If the roof does show signs of moss, mold or mildew, the roof will likely be slippery. Leave this inspection to the pros.

Metal roofs should be checked for damage, corrosion (rust) loose or bent panels. The seams and fasteners should also be checked for tightness. Again, these roofs can be slick, especially when they are wet. Leave this to the professionals.

Whether you have a flat roof or a



sloped roof, the key to making it last through the warranty period is routine inspection and maintenance by a professional roofing contractor.



Kim Beattie

Kim Beattie is the services manager at Beachside Roofing LLC. For a free quotation for annual inspection/ maintenance, contact kbeattie@ beachsideroofinghawaii.com.



Who's Running the Show?

Management Co.

These issues, he

Ltd. vice president.

notes, include, but

"certainly are not

Cigarette butts

disposed of in com-

mon area stairwells.

"Unless there are

limited to":

Common areas are shared by all occupants but remain the domain of the PM

BY DAVID PUTNAM

All owners and occupants or users of a residential building or community association share such common areas as grassy lots, sidewalks and hallways, the lobby and pool areas, parking lots, even the tennis court if one is on the premises. But who is in charge of controlling the common areas?

Members of a homeowner's association or similar community associationlikely the owner of a condo or buildinggenerally pay a fee for the maintenance of the common areas. But that doesn't mean everyone obeys the rules, or is considerate of their neighbors.

"By far, the most frequently reported problems are the little, irritating and almost impossible-to-resolve issues," says Charles "Chuck" Ray, Hawaiiana



Chuck Rav

security cameras in the fire escape landings, it is virtually impossible to identify the culprit," Ray says.

• Pet droppings left on the common area grounds. "Some pet owners-and apparently the pets as well—are very adept at allowing their dogs to relieve themselves on the common grounds while escaping detection," he says.

· Cigarette or marijuana smoke permeating hallways/walkways-a problem



that can become especially irritating in high-rises.

"Quite often, cigarette smoke will drift through or under unit entry doors into common hallways, eliciting anxious complaints from neighboring, and generally non-smoking, residents. In many, if not most cases, there is no way to identify where a large, slowly dissipating cloud of smoke is originating," Ray says. "Complicating matters is the fact that, with very few exceptions, even if the smoker is positively identified, most associations have little authority to prohibit an owner from smoking in their individual apartment.

"Some associations have attempted to amend their bylaws to prohibit smoking anywhere on the property, inclusive of the interior of apartments, but most such amendment attempts fail. Others have attempted to enforce the 'smoke in the common area' problem through the general nuisance rule in most associations' House Rules and Bylaws, with very limited success."

How far should PMs go to enfoce their authority to govern common areas?

"The enforcement of rules in a community association is an essential part in not only keeping peace among



residents, but also the overall aesthetic appeal of your neighborhood," says Kanani Kaopua, vice president and senior property manager at Hawaiian Properties. "While it's not one's favorite task,

Kanani Kaopua

rule enforcement is necessary.

"As a property manager, be sure to have the support of your board and remind them to be the example of a good neighbor, in terms of their unit or yard being in violation. Common misconceptions among residents is that the board gets special treatment; you want to prevent this way of thinking.

"As a board member, make certain your rules are enforced fairly and

What PMs Need to Know About Their Documents

Problems can arise from shared use of common areas involving excessive noise, parking violations, property damage, violation of pool rules, personal items left behind ... and the list goes on. Resolving common arearelated crises generally falls to the property manager.

Charles "Chuck" Ray of Hawaiiana Management Co. Ltd. offers basic guidelines on how association documents help property managers and owners better maintain control over the common areas on their properties:

"Although most association's Bylaws and Declarations are similar, there can be, and usually are significant differences in the documents from property to property," he says.

The Declaration will inform the property manager about the common building components and specifically what areas are the responsibility of the board/management vs. the individual unit owner.

"For example, in some buildings, lanai areas are the responsibility of the association to maintain and repair, whereas other buildings place some or all of the responsibility on the individual unit owner," Ray notes.

The Bylaws speak to the management and rules of the association and generally provide the guidelines and restrictions on the enforcement authority of the board and management.

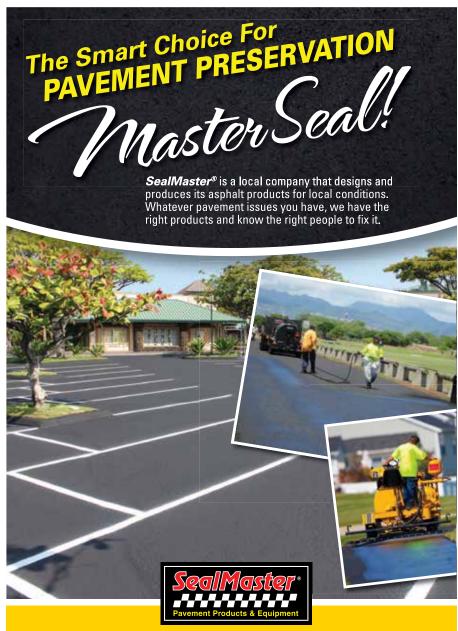
He adds that the Bylaws "can be silent in some areas—in which case, the property manager or board should seek advice from counsel as to how to address any areas for which the Bylaws are silent. But they will typically inform the property manager what activities are allowed or prohibited in the common areas, and what actions can and should be taken if the rules governing those activities are violated."

House Rules and operational policies/ resolutions are normally a refinement of the rules established in the Bylaws, he says, but which should never contradict the Bylaws. These can provide more specific information concerning the rules of the association, as well as the process, responsibility and authority of enforcement.

"The property manager should also check the property management contract, which should define the managing agent's specific duties and responsibilities to the association. For example, the contract may define the number of property inspections the manager is required to perform, as well as the frequency of inspections.

"Finally, and particularly if the property is a recent addition to the manager's portfolio, the property manager should review all recent manager reports, incident reports and citations and records of inspections to identify any trends or problem areas."

–David Putnam



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Exercising Spill Control

From toxic chemicals to cooking oils, take precautions to protect your properties

BY GEORGE PROCTOR

n most industries the words "spill control" don't really sink in as to what they actually mean. Any liquid that can cause harm to the environment or person is to be controlled and contained. With that said, even water that spills out on to the floor or cooking oil that spills from its container in an area where slips could occur is considered a risk and requires a method to control, contain and remove that risk.

Although water and cooking oil may not appear to be dangerous substances, in reality they can be. Cooking oil, though safe to use for our food, can be a danger if it reaches our storm drain system or drainage cleanout wastepipe and leach out into our oceans. This could harm marine life and vegetation.

Most consider spill control to refer only to chemicals, corrosives or products such as paint, solvents and hydrocarbons. To an extent, that is correct: It does. But it also means any liquid or substance that creates

an unsafe environment or can cause harm to the environment and persons it may come in contact with.

For example, if your workplace has a loading dock, is there a spill control plan in place, and is there spill control clean up along with containment products on hand for the various situations that may happen?

What about that car or truck with the leaky oil problem? Is this an environmental issue? Sure is. Does it require spill control action? Sure does.

In an emergency spill-response situation, it is important to have an appropriate plan of action and the supplies required to control and contain the spill. A simplified plan may follow these steps:

- · Have all personnel leave the immediate area of the spill.
- Determine what type of material has been spilled.
- Inform those in charge of spill response at your place of business.
- Block off the area of the spill.
- In the case of flammable liquids or chemicals, disconnect any source within the immediate area that may cause ignition and call the fire department and inform them of the situation and type of product believed to have been spilled.
- Utilize the appropriate PPE when dealing with spills.
- Contain and clean up the spill if this is within your area of expertise. For highly flammable or chemicaltype spills, stay away.
- Dispose of all cleaning materials properly per local codes and regulations.

Safety Products

Spill containment products come in various shapes, lengths and sizes for different types of cleanup. Be sure to understand and supply your area with the proper products required.

Within the "absorbents" category there are three types: universal, petroleum and general maintenance. There are also synthetic, polypropylene, inorganic and organic materials used to help control spills. Each type does a specific job. Know these as they would be the difference between controlling and cleaning a spill versus a possible crisis.

Another type of spill control product would be "booms," which are tube-shaped and come in varied lengths and widths. Like absorbents, booms are used to contain and control spills on water (or on land) and can be joined to enclose or encircle and contain larger areas.

Yet another type of spill control product is the "loose absorbents," also known as "kitty litter." Most people know these are products utilized to contain leaking oil from a vehicle or to help clean up a spill in their garage. At first glance they may look alike, but under closer inspection these have characteristics specially designed for spill control.

Take spill control seriously, inform your employees, inform your family members, be safe and responsible to others, yourself and our environment.

So, the next time you wash your vehicle and the soapy suds are heading down the driveway into the street gutter-think! The next time you take that pot of oil you used to fry your Thanksgiving turkey with and dump it in the corner of your back yard-think! It's not just the chemicals and obvious liquids that can be of danger.



George Proctor is sales manager at Safety Systems and Signs Hawaii. He can be reached at 847-4017 or gproctor@ssshinc.com. For more information, go to www.safetysystemshawaii.com.

George Proctor

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Read Signs Private property open to the public is not exempt from traffic safety regulations

BY BRADLEY TOM

Do traffic signs on private property have to comply with federal rules?

If the public is allowed to travel without access restrictions on private property, all traffic signs, pavement markings and other traffic control devices are required to conform to the Manual on Uniform Traffic Control Devices (MUTCD). These include roads on private property such as apartment and condo complexes, shopping centers and office buildings.

Good signage promotes safety, reflects positively on the property owner and is more inviting to the public.

Property managers need to be aware of these rules set out by the Federal Highway Administration on how to keep your tenants and visitors safe while traveling on your property.

In January 2007, the Federal Highway Administration amended the MUTCD to apply to any road open to public travel. This includes privately owned property. In December of 2009, changes to the code were adopted to exclude parking areas and driving aisles within parking areas.

While MUTCD general principles and standard traffic control designs should be utilized, there are some MUTCD provisions that do not work well in parking lots and parking garages. Though parking lots do not have to comply with the MUTCD regulations, the private roads that lead to them may.

The MUTCD manual will specify the shape, color, retroreflectivity and location of signage and traffic control devices that should be used on all roads in Hawaii. There are substantial safety benefits that result from providing drivers with consistent uniform messages no matter where they travel. If you don't comply with the law, you risk liability if someone is injured due to confusion on interpretation of noncompliant signs on your property.

More importantly, good signage promotes safety, reflects positively on the property owner and is more inviting to the public. It can help minimize insurance costs and maintain a safe environment.

Examples of traffic control devices that do not comply with the law are:

- Signs in the wrong color or shape. Stop signs are required to be red with white lettering and octagonal in shape.
- Signs mounted at the wrong height. MUTCD requires signs mounted at 7 feet above the ground in urban areas and 5 feet in rural areas.
- Signs made of the wrong material. Signs must be retroreflective (be able to return light to its source), and wooden signs are not able to do that.

For the complete MUTCD, go to mutcd.fhwa.dot.gov/pdfs/2009r1r2/ pdf_index.htm • Traffic delineation using white painted lines when MUTCD requires yellow lines.

Because the manual is so comprehensive and there are many environmental conditions that could affect compliance with the regulations on traffic devices, consulting a professional on your traffic safety concerns is the best policy.

Brad Tom is marketing coordinator for GP Roadway Solutions, GP Maintenance Solutions, Peterson Sign Co. and Unistrut Hawaii. He can be reached at 275-5277.

Continued from Page 24

consistently. If you are not certain of the before-mentioned, seek out the legal opinion of your association's legal counsel. The cost to do so is far less than the cost of potentially being sued for rules that are discriminatory or outdated."

Hawaiiana's Ray says that property managers' "rights and authority of enforcement are normally set forth in one or more association documents and are dependent upon a number of factors.

"First, as noted above, the property manager should review all association documents, paying particular attention to the House Rules and association operational policies which should define prohibited/allowed activities and conduct, as well as the process of enforcement."

That process, he adds, is getting the manager involved.

"There should be clear, written guidelines specifying the authority and responsibilities in the enforcement of the rules, whether it be in the House Rules, association resolutions or policy memorandums, or the bylaws," Ray says. "If there are none, the property manager should work with the board of directors in the development of such guidelines."



Steve Pherigo, Associa Hawaii's director of management services, offers guidelines that "property managers must know to adequately maintain and control what goes on in the common areas" of their

Steve Pherigo

buildings or associations. They include:

• Be well-informed on what the governing documents, most specifically the Declaration, define as common elements, as well as what is in the bylaws and the House Rules.

• What projects are scheduled in the Budget and Reserve Plan? If there are items missing, add them.

• Is there adequate funding to maintain, repair and replace components? If not, the funding issue needs to be addressed.

• Have a regular maintenance schedule.

• Regular interaction with the board, the resident manager and owners to be more informed.

• Personal inspection of the property and follow up with violation citations as needed by the resident manager, staff of the property and the property manager.

• Define the need for security measures like cameras, security personnel and patrols and implement.

"Association management is a moving target," Ray says. "I've been managing condominium and homeowner associations for almost 20 years and each of the many, many associations operate in an entirely different manner, one from the other. The cohesiveness of the association's House Rules, policies and other documents, the personality of the board and residents, the number and capabilities of any onsite association employees, whether the property is a townhouse complex, high-rise, walk-up, upscale, middle class or affordable housing will all have an impact on the manner in which the association manager will need to approach their managerial responsibilities.

"In my view, the keys to that success in all areas of property management, including enforcing the rules and controlling the activities on the common areas, is research, adaptability and flexibility."











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Here and the second sec

Retail podiums at Hawaii's new high-rises call for top-notch stewardship

> Symphony Honolulu's podium features a Velocity luxury auto showroom. PHOTO COURTESY ARCHITECTS HAWAII LTD.

BY BRETT ALEXANDER-ESTES

owadays, managing Hawaii's upscale condominiums requires more than faultless interpersonal skills and close supervision of units and grounds. Podiums-those two-to-six-story structures at the base of Hawaii's new residential towers-are introducing retail sales and services into the property mix.

Take Velocity, the new luxury auto dealership opening this month in the podium of the recently completed Symphony Honolulu condominium. Or the flagship Whole Foods that will anchor Aeo, a new Howard Hughes Corporation (HHC) condominium currently under construction in Kakaako. Or the thousands of square feet in retail space that flank Waiea, another HHC condo-

"Condo owners benefit from the commercial owner contributing toward the condo's operating budget expenses."

—Phyllis Kacher

minium, set to complete construction in Kakaako later this year.

Passers-by who might not otherwise enter a property will likely pause alongside the podiums to take in what's on display. If visits to podium stores and restaurants follow, those customersfor good or ill-are now part of your property operations.

Retail definitely increases your responsibilities, but "condo owners benefit from the commercial owner



ward the condo's operating budget expenses," says Phyllis Kacher, Hawaiiana Management Co. Ltd. senior executive vice president. Moreover, she

contributing to-

says, "residents benefit from the convenience of being able to shop, dine, have easy access to medical, beauty and other services and goods close to home." These benefits are powerful incentives for prospective buyers, and maintain an upscale property's luster going forward.

Retail Renaissance

Hawaii's condominium developers, well aware of market trends, are increasingly including retail complexes in their projects. City planners and architects likewise tout the benefits of tower retail operations in dense urban districts like Kakaako.

David Miller, Architects Hawaii Ltd. principal, CEO, board chairman and principal architect for Kakaako's Symphony tower, says its podium typifies

> contemporary Hawaii high-rise design, which seeks to enhance 21st century urban life. "Successful mixtures of many different

David Miller

a continuum of pedestrian

forms and spaces, energized pedestrian life, walking, biking,

combined aspects are in my

view improving the overall

quality of life for everyone who experiences them."

According to Howard Hughes' Ward Vil-

lage website, the

50,000-square-

foot Whole

driving, shopping, living, dining, energy conservation, green streets ... these

experience," Miller says. "Exciting

cities ... assemble buildings on urban blocks and individual parcels, creating

Foods Market that will debut when HHC's Aeo is completed as scheduled in 2018, "will not only serve this rapidly changing slice of the city, but also help support local farmers by stocking an array of Hawaii-grown organic produce ... (and) although it may sound simple, when you can walk to the grocery store, you're strengthening your neighborhood."

Quality Control

There's no denying, however, that managing a mixed-use property

requires top-notch skills. "Management of mixed-use properties requires careful budgeting and close attention to detail to assure equitable cost allocation," Kacher says.

Fortunately, says Kacher, mixed-use property managers and AOAOs don't have to go it alone.

"Hawaiiana is regarded as the gold standard in community association management," she says. "Hawaiiana maintains stringent standards internally through its professional policies and procedures, and goes above and beyond by holding two national designations requiring adherence to best-practice standards set by the Institute of Real Estate Management and the Community

Continued on Page 39

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Phyllis Kacher

OMOTION

Avoiding fear and pressure while starting AOAO re-piping projects

Kimo Pierce loves to surprise clients. Like when property managers review his work and say, "Wow, why didn't we do this before now?"

This happens a lot, says Pierce who manages Hawaii Plumbing Group LLC.

> He says his solutions to problems that AOAOs find overwhelming are usually more endurable and affordable than anticipated.

> > "It was actually a



property manage-Kimo Pierce ment company who suggested that I start a repipe company with a focus on smaller AOAOs," adds Pierce, a licensed general contractor born and raised in Hawaii. "That was only four years ago when plumbing pipe replacements began appearing on the radars of property management companies. The price tags were high and there was a limited number of pipe contractors."

Because Pierce currently serves on the board as president for a high-rise condominium, he understands challenges facing boards and property managers.

"Too often, piping problems leave homeowners afraid, directors feeling pressure and property management scrambling," notes Pierce. "Their challenge is finding a company with the knowledge and expertise to eliminate



concerns-while HPG's challenge has been to get management firms to recognize we're competitive, highly affordable and virtually unrivalled when it comes to expertise."

HPG's contribution to an AOAO can go beyond the quality of repair and installation. "For a small AOAO, a repiping project can be a huge undertaking," says Pierce. "It may involve loans, assessments and maintenance fee increases. We've helped boards of directors sort out the issues in order to take projects from the 'should we do it?' to the 'let's do it!' stage."

To ensure smooth and flawless projects, HPG remains committed to "stay on the re-pipe path." When a home-

owners association is struggling with multimillion dollar decisions, consulting and education can be vital in achieving quality and efficiency, he adds.

Among the advantages offered to AOAOs are turnkey projects. "Our status as both general contractor and plumbing contractor is a fortunate combination for clients," adds Pierce. "Our requirement for subcontractors is minimal-which translates to savingsand we take projects from concept to completion without interruptions and confusion otherwise."

Centrally located in Honolulu, the company can be contacted by calling (808) 842-9999 or accessing its website: hawaiiplumbinggroup.com

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GAVIN ISHIKAWA GENERAL CONTRACTOR, MONTAGE DÉCOR LLC

"HPG has the ability to work on complex plumbing issues and still finish on time and within budget."

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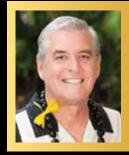
CONSTRUCTION ENGINEER, BUILDING EXPERT AND BEST SELLING AUTHOR "I've gotten calls from different Associations and Board Presidents that has to make these kinds of decisions... I tell them it's not as scary as it seems when you've got a good contractor and a good project manager."

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JAMES PARKER MANAGER OF 3003 KALAKAUA

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– Kimo Pierce, Managing Partner

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Comparing the Top 4 Carpet Fibers

Technical merits of the best floor covering should be the main concern

BY LEILANI OLINGER

ave you ever made a large purchase and later realized that you made the wrong selection? The technical merit behind any potential floor covering should be considered first, before design or cost.

When purchasing carpet, however, many consumers are unaware of the im-

portant role that the carpet fiber plays in carpet price, durability and overall consumer satisfaction.

According to the Carpet and Rug Institute, over 14 billion square feet of carpet are sold per year. In the carpet industry, a considerable amount of warranty claims are submitted by consumers who are unhappy with their carpet's performance. Many of these claims are filed by consumers that feel the carpet they selected did not meet their expectations.

Nearly half of the time, the cause of these perceived product failures can be attributed to the fact that the consumer did not have the right product to fit their needs. Understanding the attributes of the four most popular fibers will help consumers make more informed carpet purchases.

The four main fibers are:

NYLON: Of the four most commonly used fibers, nylon is considered one of the most durable because of its strong



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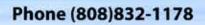


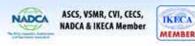
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FIRE PROTECTION







characteristics. In fact, nylon was used in WWII to make rope and parachutes. It wasn't until the 1960s that the flooring industry decided that it was suitable for making carpet because its durability.

Nylon carpets are known to handle heavy foot traffic. When compared to the other major types of carpet fiber (excluding Triexta), nylon outperforms the others in nearly every independent study testing for tensile strength, resiliency and durability. Although not completely stain-proof like some of the other fiber types, it can be treated with a topical stain protector that will help to aid in repelling some of the normal stains (food and beverage).

POLYESTER: One of the most common material used for making carpet. Better priced than nylon and Triexta, polyester carpet is not as resilient as nylon, but is extremely hard to stain as it is made from 100 percent recycled materials. Specifically, recycled soda bottles.

The flooring industry takes these soda bottles and melts them down to liquid form. This liquid material is pushed through extremely small holes and dried at the same time. The output is very fine string, which becomes yarn for carpet.

OLEFIN (POLYPROPYLENE): While not nearly as popular as carpets made from nylon and polyester, a third carpet fiber type used for production today is known as Olefin, or polypropylene.

Olefin as it is primarily called, is a low-cost fiber that is widely available, thus carpet made with this fiber type is one of the least expensive. Olefin is a solution dyed fiber—a fiber that is made with the color added while in liquid form, so the dye is continuous throughout the fiber and not just topically applied. Because of this, the carpet fiber itself is nearly impossible to stain and makes it impervious to bleach.

The main drawback to this fiber type is that it is not very resilient and strong.

TRIEXTA: DuPont (inventor of nylon) developed another fiber that has quickly become one of the more dominant carpet fibers in the industry. Like nylon, Triexta outperforms every other carpet fiber in nearly every independent study testing for tensile strength, resiliency and durability. Triexta has been found to be impossible to stain.

Triexta is an innovative carpet fiber that is unlike any other carpet fiber on the market. Additionally, Triexta carpets are treated with nanotechnology which repels all dirt and liquid making it the easiest carpet to clean.

And remember, if you purchase a carpet due to an impressive warranty, be sure to abide by the manufacturer's maintenance guidelines.

For example, most carpet manufacturers will require regular vacuuming and cleaning. Cleaning by hot water extraction (certified cleaner) is the preferred method for commercial and residential consumers. However, if you don't have a receipt for cleaning by a certified cleaner annually, your warranty could be void at the manufacturer's discretion.

Leilani Olinger, owner of Complete Custom Floors, was born and raised in Pearl City. She worked in the aerospace and telecom industries before entering the flooring field in 2000. A past president of the Hawaii Flooring Association, she is a licensed flooring contractor. Connect with her at lani@ccfhawaii.com.

Tower Rescue

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www.iremhawaii.org 536-4736 When complete, Waiea by the Howard Hughes Corporation will offer 8,000 square feet of retail space. RENDERING COURTESY THE HOWARD HUGHES CORPORATION

Continued from Page 33

Associations Institute—the country's leading condominium association management industry organizations."

Hawaiiana, says Kacher, has property management contracts in place for more than 600 buildings and communities, and "provides unmatched depth, resources, comparable information on cost allocation formulas, and budget comparables for all major luxury mixed-use condos and communities on Oahu and the Neighbor Islands." Other Hawaiiana mixed-use management tools, she says, include "policies, procedures, sample job descriptions for site staff and sample personnel manuals."

Hawaii's chapter of the Institute of Real Estate Management (IREM) also provides the training needed for diligent stewardship of the Islands' mixed-use towers through certifications and ongoing education.

And for Hawaii's luxury condominium managers and developers, there's no going back. According to Kacher, "given the prime location of many of the new luxury condos, there will likely be more wonderful opportunities for commercial business owners, their customers and employees."

-uture of rash

4 ways technology is improving recycling

BY LAUREN DRELL

The world is now inhabited by 7 billion individuals, and as you can imagine, we produce a lot of trash. In the U.S., each person produces 4.6 pounds of trash each day, and 132 million tons of municipal solid waste were discarded in landfills in 2009. Just over 35 percent of that was recycled.

For context, here are some stats: Greece recycles about 10 percent of its waste, the UK about 17 percent and Austria about 60 percent. Back in 2008, the European parliament passed a measure to achieve a recycling rate of 50

percent for household waste and 70 percent for construction waste.

There are several ways to go about improving recycling rates and reducing waste. On the island of Taiwan, the government has forgone curbside trash cans and established detailed and mandatory

trash collection schedules in a quest to minimize waste, since there's no room for landfills. In Germany, which leads the world in waste reduction, the Green Dot program's strict rules dictate how citizens dispose of 30 million tons of garbage each year, helping the country reduce its waste by one million tons each year.

Landfilling is the easy way out, costing about one-third as much as a waste energy facility, says Bryan Staley, vice president of the Environmental Research and Education Foundation, a private, grant-making institution that supports solid waste research and education initiatives. But governments and waste management companies are looking for innovative ways to recycle more products, to make waste more sustain-

> able and to incentivize people to pay attention to their waste output.

Waste management is a \$75 billion industry with 20,000 players. One tool they're using is technology.

"Sit in the front of a garbage truck, and it literally looks like a cockpit of a 737," says Staley. "It is amazing how complex the

driver's seat is for these garbage trucks."

And it's amazing what tech can do for our throwaways. Read on for four methods of high tech trash collection:

1. RFID Tracking

Staley says radio-frequency identification (RFID) technology allows for "nonhuman interaction of providing data related to solid waste pickup and collection activities"-the stats can't be monkeyed around with. RFID technology has been around for several years, but its implementation in the waste management sector has boomed in the past five.

With an RFID tag on one's trash cans and an RFID reader on the garbage truck, a city can verify where and when pickups are being done-there's an electronic record of the truck's route, along with a time stamp and geospatial stamp. If you use RFID on recycling bins, you can track participation rates and know who recycled, then at the end of a route, you can calculate how many recyclables are in the load and how many homes the items came from, thus yielding how many recyclables there are per household. This information can help analysts see what demographics are participating in recycling programs-you can easily compare a neighborhood with \$1 million homes to a Section 8 housing neighborhood. In areas where participation is low, the city can create incentive programs.

RFID Smart Bins are in use in 44 cit-





ies in the U.S., including Philadelphia, Cleveland, Los Angeles and Houston.

2. Pay As You Throw

Another system that can be implemented with RFID tags is Pay As You Throw—add a scale to the truck and you can figure out the weight of the garbage being tossed by each home. Charge by the pound (the customer's account is linked to the RFID tag), and you'll be incentivizing customers to minimize their waste.

This works in a perfect world, since "everybody starts perking up when you hit them in the wallet," says Staley. But PAYT fails in dense urban areas, like New York City, where apartment buildings can house dozens of residents whose trashed gets lumped together, making it impossible to know who tossed what or how much.

And the system is subject to abuses, where one could drop off a bag of trash at a nearby convenience store and evade the garbage fees. PAYT works best in middle- and upper-middle-income areas, where the cost per pound won't leave a notable dent in the wallet.

Pay As You Throw is currently in place in 2,000 U.S. communities.

3. Strategic Placement of Recycling Bins

If you're in the park, and you've just finished up your bottle of water, do you throw it in a garbage can, or do you hold onto it until you finding a recycling bin? It's certainly not convenient to hold on to it, but Staley says some people are socially and environmentally conscious enough to do just that, and an EREF grant is out to WeRecycle at the University of Georgia to analyze this very phenomenon—how human behavior influences recycling rates.

The research involves GPS-equipped readers on trash cans that send a signal conveying how many bottles have been thrown out in that can. All of the data from the study is wired up to a website, so you can click on a map and see where all the cans are and see the recycling rates at each one. The results will help determine where recycle bins should be placed in order to maximize recycling rates. WeRecycle also has an Android app that helps people find the nearest trash and recycling bins, which is especially useful at big events and parades.

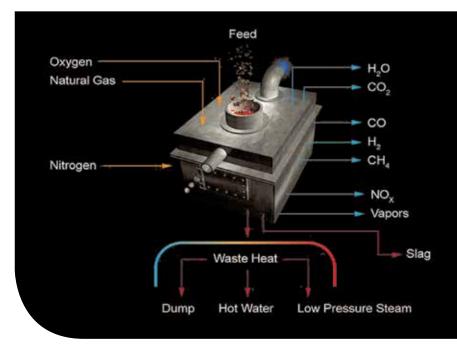
In dense urban areas, only 20 percent of recyclable bottles are actually recycled, says Staley, suggesting that a few strategically placed bins could go a long way. He adds that most people consume bottled water when they're on the go, and if there's no recycling bin on the street or in a park, then that bottle is likely not going to get recycled.

"Human behavior plays a large role in recycling," says Staley, adding that catering to human behavior could go a long way to increased recycling rates. cally recycle the carbon molecules from waste, creating products and transportation fuels, though each company has a slightly different pitch:

• Enerkem transforms the syngas into "cellulosic ethanol" and methanol, which can be used to create a clean-burning fuel. Gasoline with ethanol has more oxygen, which helps it combust more completely, thus reducing emissions.

• Ze-gen's gasification technology is used to convert ordinary waste into a reliable energy source. One ton of solid waste has the equivalent energy of 600kWh or a barrel of oil.

• Geoplasma uses electricity and high-pressure air to create a super hot



4. Gasification

What may be trash to you could be energy for someone else. A lot of energy, considering that only 2 percent of the energy potential in solid waste is used.

Companies like Enerkem in Canada, Geoplasma in Florida and Ze-Gen in Boston are converting waste into biofuels through gasification technology. The process generates clean, sustainable, low-cost synthesis gas—a "syngas" comprised of carbon monoxide and hydrogen gas. Syngas is 50 percent of the density of natural gas, and has multiple uses: a replacement for fossil fuels, a building block for liquid fuel production, a way to refine crude oil, a catalyst for thermal ethanol production, and it can be processed into green diesel fuel.

Basically, these companies chemi-

plasma that vaporizes waste and creates syngas, which is used to turn an electrical turbine. It currently processes 1,500 tons of garbage each day.

While gasification is a great conversion mechanism, it hasn't been able to scale as a widespread solution.

Even in a perfect world, one in which everything that could be recycled is recycled, Staley says the maximum rate of recycling would be around 60 percent or 70 percent—with a realistic recycling rate around 50 percent or 60 percent. "We're going to lose a certain amount into a landfill regardless," he says.

But technology has already made and will continue to make—great strides in improving recycling and waste management worldwide.

This article first appeared at mashable. com and is being reprinted with permission.

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Associa Hawaii raised more than \$75,000 for Shriners Hospitals for Children – Honolulu, with a portion donated to Associa Cares, the management firm's charitable organization. A \$20,000 check was recently presented to the leadership team at Associa Hawaii.

The money was raised at Associa Hawaii's 18th annual Charity Golf Tournament in July at Kapolei Golf Club. More than 200 people participated in the tournament and others contributed to the online and live auctions.

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Associa Hawaii raised more than \$75,000 through its annual Charity Golf Tournament to support Shriners Hospitals for Children.

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