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Kaiaulu 'o Kaka'ako,

Kamehameha Schools' nine-block master planned community, will include seven residential towers, approximately 2,750 units including lofts, townhouses, condominiums and rentals and approximately 300,000 square feet of commercial space. The seven residential towers include The Collection, 400 Keawe and Keauhou Place. The master plan includes SALT which is comprised of 85,000 square-feet of retail, restaurant and mixed-use space.



801 South Street,

developed by Downtown Capital LLC, is made up of 2 towers: Building A (completed in June 2015) and Building B (completed in January 2017). Building A has 635 units and Building B has 410 units.



Wai Kai Hale Club

is an association-based amenity for Hoakalei residents. Haseko, developer, will be expanding the Club and constructing its permanent facilities along the east side of the lagoon. Members are able to launch a kayak, canoe or paddleboard in the sheltered waters of the spectacular new Wai Kai Lagoon.



Ililani, which is in the early stages of development, will be a 257-unit workforce housing condominium in the Kakaako area.



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Founded by Trade Publishing Company in April 1983, *Building Management Hawaii* is a statewide trade magazine serving Hawaii's commercial, industrial, and residential facility management industries. Materials within this publication are not to be construed as professional advice; Trade Publishing disclaims any and all responsibility/liability for health or financial damages arising from its content.

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"The scope of work presented to SageWater was daunting to say the least. SageWater staff held numerous town hall meetings with the intent to inform our owners about what to expect leading up to the project. Their workers were on time and

ready to get started every morning and their cleanup crew was on the job at the end of every workday. When a SageWater representative said they would "take care of it" or "get back to you," they did so in a timely manner.

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

— **SHANNON NODA-CARROLL**,
Board President, 1717 Ala Wai

Featured Projects

- 1350 Ala Moana
- 1717 Ala Wai
- The Consulate
- The Contessa
- Hokuia at 1288 Ala Moana
- Kahala Towers
- Ko'olani Condominiums
- 2055 Nu'Uanu
- One Waterfront
- Parkland Gardens
- Pii'koi Villas
- The Pleasanton
- 999 Wilder



Expo showcases a diverse industry community



Kudos to everyone associated with the recent Hawaii Buildings, Facilities and Property Management Expo. The Blaisdell Exhibition Hall was abuzz for two days with all sorts of exhibitors offering various products and services. (Hope you stopped by our booth just inside the entry.) But mostly it was the people who impressed me — roof people, paint people, pipe people, AC people and so many more, as well as condo board members and building managers. Everywhere I went there was a sense that we're all in this together. It's a good group to be a part of.

In many ways, Building Management Hawaii magazine offers a mini-expo in every issue. In this issue, Brandon Bosworth takes a meticulous look at the growing need for electric car charging stations in both residential and commercial buildings. In both cases, such charging stations increase the value of a building.

In his continuing series on building association presidents, David Putnam checks out how Koolani in Kakaako undertook an upgrade of its main entrance to make it ADA compliant.

We sat down with IREM leaders Gifford Chang and Michelle Wong about a tectonic shift in condominium management that has taken over just in the past five years — and it borrows from the hotel industry by emphasizing “hospitality management.”

And as usual, a remarkable group of experts offers advice on a variety of topics. With Hawaii's hurricane season almost upon us again (so soon?) we look at hurricane preparedness, including making sure your roof is secure, and building water-proofing.

And I had the pleasure of sitting down with Sue Savio, the queen of condo insurance, for the cover story. Asked the most important thing to know about insurance, Sue says it's what you don't know.

Mahalo,

Don Chapman

Editor

Building Management Hawaii

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Have a building management story you'd like to share.

Please contact me at don@tradepublishing.com.

Hawaiiana Management Company Reports Winning First Quarter Results

Hawaiiana Management Company, Ltd., Hawaii's largest condominium and HOA management company, had a stellar first quarter 2017.

Successful Client Retention and Growth

Hawaiiana Management Company serves over 650 condominium associations and HOAs on six Hawaiian Islands and employs a staff of more than 200.

Twenty-one contracts for professional management services were signed or commenced service during first quarter 2017. Another 65 contracts for management of new

planned developments under construction have been awarded to Hawaiiana by top real estate developers.

New client properties contracted include Ho'opili – a 11,750 unit Kapolei community association by DR Horton, America's top homebuilder; Puna-hou Royale – a 99 unit Makiki highrise condominium and Wailuna-a 329 unit condominium located in Aiea/Pearl City. Hawaiiana also enjoyed tremendous new business growth on Maui, Kauai and on the Big Island.

Multi-Million Dollar Energy Savings Deal by Hawaiiana Client Nauru Tower

Hawaiiana client Nauru Tower Condominium recently completed a \$4.6 Million guaranteed energy savings performance contract. According to its contractor Johnson Controls Inc., the contract is the largest private residential Guaranteed Energy Savings Performance Contract in Hawaii. Nauru Tower has already received rebate checks from Hawaii Energy totaling more

than \$56,000 for the current performance contract. These rebates focused on the central chiller plant upgrades and the booster pumps in the mechanical room with another rebate check to be issued for the LED lighting upgrades.

For more information on Hawaiiana's award-winning services visit hmcmgt.com.

Hawaiiana client Nauru Tower completed a \$4.6M Guaranteed Energy Savings Contract

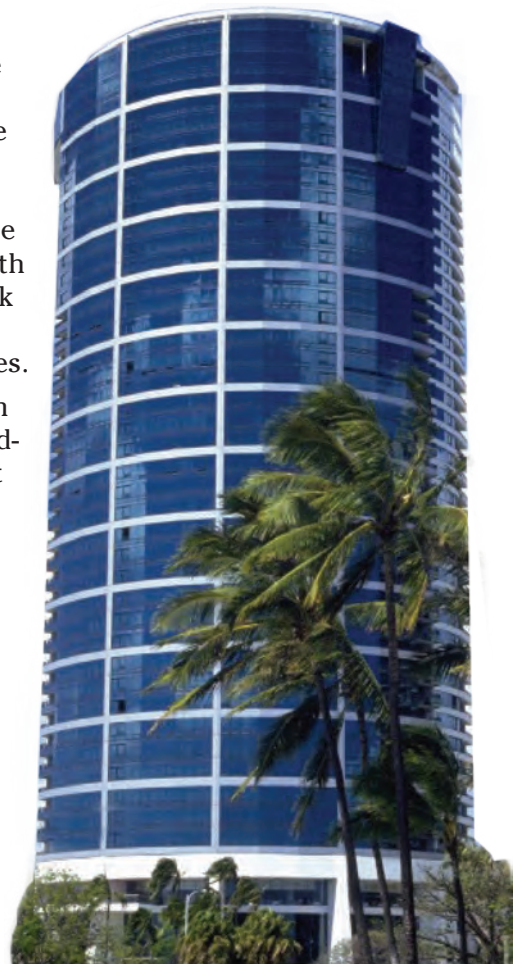
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Robert Bruhl
President
D.R. Horton Hawaii
Developer - Ho'opili





Sue Savio on **INSURANCE**

PHOTOS NATHALIE WALKER

'The most important things condo dwellers should know are things they don't know'

BY DON CHAPMAN

To look at Sue Savio and her brother Peter today is to see proof that parenting matters.

She is president of Insurance Associates, the undisputed queen of condo insurance, prone to flying under the radar. He is the high-flying developer whose projects always make news—such as his recent purchase of the Niu Valley Shopping Center.

Their real estate experience started with their parents, Rudolph and Mary, who set all five of their children on the path to financial independence—with solid lessons in the value of hard work along the way.

"I've been in it for a very long time," Sue says. "I've owned condos since the time I was a teenager. I sat on boards in my 20s."

And, no, when they were growing up in the Waialae-Kahala area, the family was not wealthy. In fact, Mary got into real estate only because, as Sue says, her parents "couldn't make it on one salary with five kids."

As Peter tells it, "We were always savers. My sisters would do babysitting, my brothers and I had paper routes, mowed lawns, painted houses, helped people move. So we eventually teamed up, formed *huis*, and bought condos. The first one was Helen and I, Waikiki Skyline. Our mother thought we were too young, but we said, 'Wait a minute, you're the one who's always talking about the value of real estate.'"

"The first condo I owned," Sue recalls, "was Fairway Manor on the Ala Wai, which today I insure and attend their board meetings."

The young siblings would add Ala Wai Palms to their portfolio.

"And because Mother worked full time in real estate and she had rental units," says Sue, "it was our job as teenagers to take care of them, clean



"In the old days—five years ago—when you bought a unit nobody asked if you carry a personal policy. Everybody just assumed the master policy would protect them."

them up, show the new tenant, get the lease signed, get the deposit—so that was our job besides enjoying life and being typical teenagers. But we had to be very responsible that way. . . . I learned to drive at 15 by taking her to look at properties, up Tanatalus and all over town. I remember when I took my driver's test, the cop said, 'Boy, you've really been practicing.' I said, 'Oh, I take my mother everywhere, driving is not a problem.' That was just expected."

But despite her early introduction to real estate, after graduating from Star of the Sea, Sue went in another direction when it came time for college at UH.

"I was debating what I was going to do in college," she says, "and my sister said, go into teaching, all the skills you need in life are in teaching. So I did."

She majored in education at Manoa and taught six years at Maunawili Elementary in Kailua.

"And I loved it," she says. "It was a great career."

But then in 1975, Rudolph changed everything.

"My youngest brother Eugene was graduating from college, and Dad brought him as well as myself into his insurance business because he thought we'd be good at it. So I said OK, I'll take a year's leave of absence, and if it works out, fine, and if not I can go back to the DOE. The last day (of the school year) for teachers was June 11, and Dad died of a heart attack on June 16, so we just said we better learn this job fast. I've been here ever since."

The irony is that when Mary decided

to go to work, she initially wanted to go into insurance, she being the daughter of an insurance man.

"But my father said no, it's really not a woman's business," Sue recalls. "He said she'd be much better off in real estate. . . . I asked him, 'Why are you asking me to go into the business when you told Mom not to because it was male-dominated?' And he said, 'Well, it's changed. You should have no problems. You can own the agency one day and have no problems, because women have come a long way since the 1950s.'"

It's been more than 40 years since Miss Savio gave up lesson plans and taking attendance, but in many ways she still is a teacher.

"Insurance is talking to people and teaching them about what they're buying," she says. "So when I get to go to a board meeting or speak in front of a group, I'm still teaching."

Today she insures "just over 1,000 condos—big ones, little ones—it keeps me busy. A lot of people, a lot of units, a lot of calls."

And a lot of straight shooting:

"I have no time to fool around, to not tell you exactly what it is. And if you don't like what I'm telling you, you better go find somebody else to tell you what you want to hear. You can't lie, you can't fudge things, because it will come back to haunt you. I know there are people who don't like what I have to say, I understand. I'm not trying to be rude or mean here, I'm just trying to say this is the reality of the situation and you have an option here—owner, board, whoever it is—take care of yourself."

Most listen because, as the saying goes, "If Sue says it, it's so."

Visiting her tastefully appointed Bethel Street office downtown, we asked her for the five most important things that people who reside in what she calls "Condoland" should know.

"The five most important things are the things they don't know," she says. "And what they don't know—basically, there is a master policy, we all know that—but they don't know how it works along with the policy they should have. Which is an HO 6.

"Most of them in the old days—five years ago—when you bought a unit, nobody asked if you carry a personal

policy. Everybody just assumed the master policy would protect them. And then when they had claims (fire, flood, mold, etc.), it doesn't protect you, it only can cover, per the by-laws, 'as originally built.' So you have to rely on your HO 6 to put you up elsewhere, to pay for your upgrade, to cover the association's deductible, the mortgage and maintenance fees, all these things that the master policy does not cover.

"The most important things for anyone who buys a condo, lives in a condo, is to make sure you have some sort of personal insurance policy, because the master policy does not take care of you 100 percent. They don't think about my contents, or what about my improvements? Those are yours. Or if my sink leaks and I get charged the association's

"Do not go into Condoland without personal insurance."

\$5,000 deductible. Those are the things they don't understand.

"If I had to say the most important things, along with that HO 6, there is liability, so that when you do cause a claim there's coverage—say your dog bites somebody in the common elements. The insurance industry estimates 40 percent of people do not carry it who live in Condoland. That's huge.

"And it's not a very expensive

policy—of course, the more stuff you have the more expensive it gets, but . . .

"There was nobody forcing it before. Now when you go for refinancing or do a mortgage, you have to have it, the mortgage companies are asking for it. But five years ago they weren't. And people who bought 20, 25 years ago and have been living there all this time, they don't think to have it."

She adds that in 2006 the Legislature passed HRS 514-B, which "has a provision that if the owners approve by 50.1 percent, the board can force owners to make sure they have it, but some boards think that's too dictatorial."

Her bottom-line advice: "Do not go into Condoland without personal insurance."

Back to good parenting. Eugene is retired from the insurance business, but this remains an entrepreneurial family. In addition to Sue and Peter, Helen runs Professional Image Inc., a print-copy company, and John operates two catamarans in Waikiki under Anela Kai Corp.

"And we all do business together," Sue says. "If I need a print job, I call Helen. If I have guests in town, I call John. If it's real estate, I call Peter."

And when it comes to insurance, they, like so many others, call Sue.

"She's a great insurance agent," Peter says. "And she's probably the most efficient person in the family."



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Replacing Koolani's Main Entrance Doors

AOAO board takes steps to make entrance ADA compliant

PRESIDENTS
& PROJECTS

Building Management Hawaii

launches a new feature in this issue with presidents of community and homeowners associations who discuss the scope of current or recently completed projects at their properties.

BY DAVID PUTNAM

The elegant porte cochere at Koolani on Queen Street reflects the luxury within the high-end condominium. Yet the turnaround entryway lacked something important: It needed to be ADA compliant, and that meant replacing the main entrance door.

Elite Railings & Windows LLC was the general contractor and Trinity|ERD served as the engineering consultant. Construction on the \$325,000 project began in April 2015 and took five months to complete.

Kim Pierce, president of the Koolani AOA board of directors, credits communication before and during construction for the job's success. "Communication between consultant, GC and management was crucial in minimizing the inconvenience to the residents and in meeting the budget," he says.

Pierce, who has resided at Koolani for 10 years and became board president in 2013, adds that "communication with the residents and owners allowed the project to continue without interruptions."

First, the board took steps to ensure funding for the project was available through the AOA's reserves. Some of the demands of the project, Pierce says, include:

- The replacement door needed to be structurally sound, which required rebuilding the door frame and adding a "structural" beam over the existing entry.
- The door frame needed to be widened.



Kim Pierce



Elite Railings & Windows replaced Koolani's doors.

- A temporary entrance needed to be provided while the entrance door was being installed, and the temporary entrance needed to be ADA compliant.

- To provide the temporary entrance, a 12-foot panel of glass needed to be removed, stored and later re-placed.

- A construction barrier was erected in the 20-foot ceiling lobby.

- The valet station was relocated during construction.

- The fire alarm system needed to be protected during demolition and construction of the new door.

- Electrical power needed to be “pulled” from the main electrical room two floors below.

- Maintaining notification and ongoing communication to the owners and residents.

Picking the right GC for the job was crucial, Pierce notes.

“The GC that was picked was not the lowest bidder,” he says, “but the final product was completed ahead of schedule with no call-backs or additional costs from change orders.”



Koolani's doors needed to be widened.

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Guy Akasaki

Re-roofing is no small capital expenditure. Projects can range from \$25,000 to \$250,000 and upwards. As with any new product purchase, you receive a warranty and maintenance guide to protect your investment purchase, which in many instances are tucked away and forgotten, “out of sight, out of mind.” Your roof is no different, and that very mentality that can lead to premature roof failures. Here are some tips to be aware of—not only for hurricane preparedness—but to maximize the life of your roof and prevent premature roof failure.

MAINTENANCE 101

Roof Maintenance Tips—prepare NOW

- Annual or bi-annual roof inspections are typically always required for manufacturer warranty support. Don't void your warranty prematurely.
- Keep a file of all inspection reports and repairs performed on your roof.
- Document all trips to the roof by service contractors, be wary of tools and heavy equipment utilized. Control rooftop access.
- Keep the roof areas free and clean of debris and foreign objects (the roof should not be used as a storage area).
- Inspections performed at the end of summer or winter are ideal, after your roof has gone through the greatest amount of stress. Inspections to ensure correct water flow from the top down prior to hurricane season is also advised for Hawaii buildings.

BE AWARE

Be aware of what wears your roof down

- Exposure to the elements—24/7 exposure to the sun, wind and water, as well as harmful chemicals and pollutants are inevitable.
- Structural Movement buildings



Inspections performed at the end of summer or winter are ideal, after your roof has gone through the greatest amount of stress.

will expand and contract with the heat/cold.

- Rooftop Access—various contractors utilize the rooftop for equipment storage or repairs. Damages caused during those visits often go unattended.
- Improper and Delayed Repairs—improper and cheap fixes can put stress on the larger roofing system causing premature roof failure. Leaks left unattended can bleed into the insulation below causing greater damages and hefty repair costs.
- Lack of Maintenance—a primary reason for premature roof failure. Every manufacturer has warranty requirements—maintenance is key for

sustained longevity and performance. Vegetation growth in drains or ponding water develop roots that can do major damage to roofing systems.

- Change of ownership—new ownership can bring drastic change in the intent and use of activity below. Make sure interior humidity is addressed and that the roofing system is appropriate for maximum efficiency and performance.

MITIGATE DAMAGES

If an emergency leak occurs, call your trusted contractor, but also be proactive by making temporary repairs until the

appropriate parties can inspect and perform permanent repairs.

- Take photos of damaged areas prior to making temporary repairs.
- DO what you can to prevent further damage. Example: covering up holes in the roof with temporary materials is typically required.
- DO NOT make permanent repairs to your damaged property.
- Gather two or three quotes with detailed estimates for permanent repairs from trusted and reliable contractors if your roof is no longer under warranty.

CONTRACTOR SELECTION

Considerations to help you in pre-qualifying roofing contractors.

(advice drawn from the National Roofing Contractors Association)

- A permanent place of business
- Knowledge of roof systems
- Affiliated with an industry organization
- Committed to education
- Insured and committed to safety
- Licensed and bonded
- Financial stability
- Application expertise
- Insist on a written proposal
- Warranties
- Completed projects
- References
- Provisions for on-site supervision
- A professional maintenance program

Guy Akasaki is president and CEO of Commercial Roofing & Waterproofing Hawaii Inc., bringing to the table nearly 40 years of roofing and construction experience to Hawaii. His knowledge covers the full spectrum of the roofing and waterproofing industry he has served three terms on the Hawaii Contractors Licensing Board. His contributions to the industry for the advancement of roofing technology in Hawaii are keeping him at the forefront of the roofing industry and continuing to spur him on towards advocating sound business practices. CRW has launched CRW Direct, a proactive roof maintenance program offering clients a streamlined and simplified way to best manage their roof assets. For more info on CRWDIRECT as a solution for your building, contact service@commercial-roofinginc.com.

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Is Your Roof Ready for a Hurricane?

By **SANDRA TORY**

Our beautiful Hawaii is famously known worldwide for blue skies, gently swaying palm trees, crashing waves and fruit drinks with little umbrellas. To the outside world, nothing goes wrong in Hawaii! After all, this is paradise! Well, speak to a local and you'll quickly realize that "paradise" has its rough days, too. A homeowner, business owner, property or resident manager might be able to share in depth, the realities of what we face in Hawaii. In a home or building, the main concern is overwhelmingly the welfare of family or business. Part of this includes being able to depend on your home or building to protect just that.

Here, when the weather starts to get bad by our standards, we remind each other to stock up on water bottles, batteries and canned goods. We remind each other to get gas and have emergency exits planned and everyone accounted for down to the animals. Sometimes, we feel so prepared and are so ready for the storm to hit that we actually sleep well that night. But are we sure that we've taken all the right precautions? The dogs may be inside, and the garage might be locked up tight, but how reliable is our home or business really?

These are just a few important things to keep in mind:

1. DON'T WAIT. Waiting until the rain has come is a risky time to try to fix that leak.

- Roofers are at the mercy of the elements. They can't complete the work in the rain or high winds.

- Nicer weather ensures easier scheduling with a roofer. Most people do wait until the rain is here to have their home or building repaired or replaced. That means a longer wait time to be scheduled. When the weather is nice, it's a great time to contact your local contractor to get quicker and more efficient service.

2. KNOW THE DIFFERENCE BETWEEN WIND DAMAGE AND A LEAK. This gets a bit tricky but you can get through it.



Waiting until the rain has come is a risky time to try to fix that leak.

- Wind damage means you should contact your insurance and open a claim. It's best to do this as your first plan of action.

- Leaking means checking if your roof is still within the seven-year warranty is an out-of-pocket expense.

- If you do have wind damage it doesn't always mean you have a leak. But if you have a leak, there is a chance you have wind damage.

- **BOTH MEAN YOU NEED TO GET AN ESTIMATE.**

- Wind damage signs to look out for:

1. Missing shingles or gaps in your roofing material. Check in your yard and driveway. Weak spots are usually detached carports and lanais.
2. Flat roofs with coating can also have wind damage. The easiest places to see the lifting are near eaves or around skylights.

- Leak signs to be aware of:

1. Water travels, so just because you see staining on one part of your ceiling, doesn't mean the leak is limited to where the stain is coming in from.
2. Leaks can damage more than just your ceilings (uh oh)! Look around your walls and windows to see if any water damage stemmed from your roof. It's better to have an estimator come out and determine that it's not roof causing the leak than to wait too long and have a roof repair turn into a home renovation.
3. Be prepared to foot the bill for leaking. If your roof is past the seven-year watertight guarantee, your leak repair will be coming out of your pocket. It doesn't have to be pricey but

when you wait, be prepared to spend more because emergencies are expensive to fix.

3. SEVERE DAMAGE. If your leak or wind damage is really bad, to the point that you can't wait for an estimate ask about an emergency repair. These tend to be much pricier and often are not warrantable, but most contractors can offer this to help you as soon as possible.

4. CHECK CREDENTIALS.

- Roofing contractors must be licensed!
- A licensed roofer can be insured.
- If you allow an unlicensed roofer onto your roof you become liable for any and all injuries or damages that may happen to them and your roof!

This is a very important tip. Many people neglect to check on the credentials of their contractor. While you might find it is less expensive than going with someone who's licensed and insured, it could end up costing you much more. Any accidents that happen to the roofers or any damages to your roof

would not be at your expense. Also, any warranties or guarantees that you may be offered by an unlicensed roofer become void as there is nothing keeping them bound to that promise.

Another insider tip to keep an eye and ear out for is reputation. Is the roofing company reliable? What do others have to say about it? How long have they been in business? What kind of work do they complete? Read up on reviews, ask your neighbors and always get more than one estimate.

5. DO YOUR RESEARCH.

- Think about the area you live in and how the climate changes.
- Ask questions such as, what is the most popular roofing material in my neighborhood? And, how does high wind and heavy rain affect this material? Will this roof be a good fit for the area I live in?

A roof is often the last thing we think about. It's not the first thing on our minds until it needs a repair. Typically roof life spans in Hawaii are much

shorter than those of roofs on the Mainland. The common life span for most roofs are between 12 and 15 years. By law, roofing companies in Hawaii can only offer a seven-year watertight guarantee. It's always good to be prepared for the things life throws at us, and when it comes down to it, usually we are over prepared for whatever may come our way. Don't let yourself get caught unprepared when something happens to your roof. Don't wait until something is wrong and needs to be fixed to call for help. Your roof is a staple in your home or business; don't wait to make sure it's in good health.

Sandra Tory of Tory's Roofing & Waterproofing was born into Tory's Roofing and surrounded by the business, so "talking roofing" has become her second nature. She works alongside her three older brothers Mike (VP), Bryan (residential consultant) and Brandon (projects superintendent). Together, their desire is to continue the legacy their founding father Louis Tory Jr. created.



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Taking Advantage of Construction Technology Gains



Sue Conner

Construction technology has made steady progress in developing new building materials and applications to meet changing environmental conditions, high-velocity winds and heavy rains. Hurricanes are survivable and more manageable in terms of limiting property damage and duration of recovery when priority is given to prevent rather than react to emergencies. In recent years, we've learned to minimize loss by designing sturdier, safer and more integrated roofing materials that can be installed post-construction. The application of polyurethane foam on attic ceilings adds cohesion to the roof. Installing metal straps in rafters and hurricane ties to walls and trusses, caulk to edge flashings, use of ring shank nails on shingles can all be done after a building is erected. Of course the amount of devastation from Category-Five Hurricanes such as Matthew, Katrina and Andrew can never be predicted. We can only anticipate and prepare ourselves as best as possible.

One form of defense is to design and construct the right type of roof. Hip roofs withstand higher winds better than gable roofs because the weight of wind velocity is disbursed across the entire roof. Using a self-adhering membrane over a plywood substrate provides excellent protection against strong winds. These roof plans and materials are pricey, and unless you live in a hurricane area such as South Florida where your insurance premiums can be offset by incorporating stronger means and methods on new construction, the average homeowner or condo association director may be reluctant to allocate funds for such a rare occurrence. There are, however, practical or necessary measures that can be taken to re-



duce roof damage and potential injuries should such a catastrophic event occur. It is recommended that these actions become a part of your management team's ongoing discussion about facility safety and work environment.

Why so much focus on the roof? The answer is your roof is the structure that holds your house together, literally. When a roof is torn off, walls and windows almost immediately collapse, and like a line of dominos, adjacent areas come down in linear fashion.

Metal roofs hold up better than shingles but can also be flying swords if panels and their binding accessories are rusted through or insecurely fastened. Whether you live in a single-family house, townhouse complex or multi-story condominium, consider following some basic guidelines before the start of hurricane season.

1. Develop an Emergency Disaster Plan—Write down specific tasks family

See 'ROOF' on page 25

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Tropical Storm Preparedness Tips

Be ready to put your plan into action with proper preparation when the next natural disaster strikes



Frank Suster

The key to successfully weathering a tropical storm—or worse—a hurricane, is being prepared.

Have a plan and enough supplies to address the effects of flooding, wind damage and short-to-long term power failure.

You will need fuel—either kerosene, propane or charcoal—for portable lamps, stoves and barbecue grills. Also fresh batteries for flashlights and radios.

Store perishable foods and drinking water with ice in coolers and water jugs.

Heavy duty trash bags not only serve for cleaning up, but can also be used as a waterproof “container” for irreplaceable items such as family photo albums and financial records. Or consider putting these items in plastic storage bins with snap-down lids.

Protect furniture, appliances and other large valuables with polysheeting. Tarps can be used temporarily where roofing has been damaged.

If high winds or a hurricane is expected, use rope to tie down loose outdoor items such as patio furniture.

In case of an injury, the first-aid kit will be your first line of defense to prevent swelling, infection and/or excessive blood loss.

If not secured, high wind gusts will turn loose objects into hazardous projectiles.

Board up windows with plywood at least half-inch thick. Apply masking tape to exposed windows for reinforcement and to prevent injury from shattered glass in case of breakage.

Reinforce roof rafters and posts with hurricane ties. This is also a good time to reinforce other key structural frame

points of your home with steel construction ties.

First aid kits include bandages, gauze, scissors, tweezers, cold packs, antiseptic wipes, burn and antibiotic ointments. In case of an injury, the first-aid kit will be your first line of defense to prevent swelling, infection and/or excessive blood loss.

Telephone land lines should only be used in the event of an emergency. If you have a cellular phone, make sure its battery is fully charged. A car charger is handy to have.

Store enough non-perishable food and bottled water for your household to last at least 3 days.

Be sure your vehicle has enough fuel—preferably a full tank.

Know where the nearest shelter is located and have a plan ready in the event you are asked or ordered to evacuate.



Frank Suster, who has worked at City Mill for over 48 years in various positions, is currently the company's facilities manager. Suster is also a DIY and safety expert, and many of his tips have been featured in a weekly newspaper column and various television spots.

EMERGENCY PREPAREDNESS CHECKLIST

- Batteries
- BBQ Grills
- Bottled Water
- Buckets
- Butane Stove & Cartridges
- Charcoal
- Coolers
- Duct Tape
- First-Aid Kit
- Flashlights
- Floor Squeegee
- Hurricane Ties
- Kerosene
- Masking Tape
- Poncho
- Plastic Storage Bins
- Plywood
- Poly Sheeting
- Propane
- Rope
- Rubber Boots
- Sand Bags
- Tarps
- Trash Bags
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- Wet/Dry Vac
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Are Your Windows Ready for the Next Hurricane?



Eric Petersen

Bergeman Project Group is a Hawaii-based construction management company that is a “solutions-driven, performance-proven provider of construction intelligence.” At Bergeman Project Group, we have helped hundreds of homeowners with a wide range of projects ranging from lobby remodels, pipe replacement, re-roofing, structural improvements and window replacement projects.

Many older buildings in Hawaii are starting to experience window failures with leaks, fogging or hazy glass, corrosion and more. In our harsh coastal environment, it is not uncommon for windows to fail prematurely, even in as little as 15 years. The building codes that governed construction standards in the 1960s, '70s and '80s have evolved significantly, including codes that apply to windows.

Building codes are in place to help protect the health and safety of building occupants.

Today's building codes set all kinds of performance standards, including air quality standards inside buildings, lighting levels, stair riser and tread heights, and window performance requirements. The 2006 International Building Code (IBC) has been adopted in Hawaii, and specifically Section 1714.5 addresses wind pressure loads that an entire window must meet — meaning not just the frame, but the glass as well. Further in the section, the code also requires that the window glass and frame be able to withstand wind-driven object impacts during hurricane conditions. So what does IBC Section 1714 have to do with hurricane preparedness? Simple — its one way the building code helps to keep your family safe from harm.

Whether the windows are in a



high-rise condominium project or a single-family home, any window being replaced must meet the requirements of the current building code. During a hurricane or storm, high winds are capable of breaking off tree branches, and picking up debris, turning objects into flying objects, often referred to as “missiles.” If your home has windows that do not meet the current code and a wind-driven object (missile) crashes into them, a non-code-compliant window has a far greater chance of shattering, sending glass and water into the home as well as allowing the missile to enter, potentially presenting a hazard to occupants.

There are many quality window

manufacturers who sell windows that are compliant with the building codes, but there are similarly many readily available windows on the market that do not meet Hawaii's new missile-impact requirements. Code-compliant and non-code-compliant windows vary in cost with other factors impacting the cost of a window: glass performance, insulation ability, noise-reducing qualities, and so on.

So how does a homeowner or AOA know what kind of windows are needed? We always recommend that a homeowner or AOA engage the services of a professional, such as an architect or construction manager to help wade through the possibilities and guide them to a solution that fits the specific need that is not only cost-effective, code-complaint and appropriate for their project, but also one that helps reduce liability and keeps families safe should a hurricane visit Hawaii in the future.

Eric Petersen is a senior project manager with the Bergeman Project Group based in Honolulu, Hawaii. He has a dual background in both architecture and construction management, and is a United State Green Building Council (USGBC) Nationally Certified Sustainable Building Advisor. His career began in commercial architecture and interior design in the early '90s, and has over time evolved into a career in commercial construction management and development. He has worked internationally, on both coasts in the United States and here in Hawaii, and has built or renovated a wide range of project types including commercial office buildings, healthcare facilities, technical renovations in top-secret facilities, and complex ground-up multi-family projects.

ROOF

Continued from page 20

members or employees need to take on. Make a chart of each individual's role so everyone can jump into action without hesitation. Questions like who will be responsible for securing lounge chairs and tables on the roof or pool deck, cover the roof with tarp, or cover equipment with Visqueen, should be understood by all involved well before a storm arrives.

2. Develop and practice an evacuation plan for high-rise condominium residents.

3. Make a checklist of all activities and supplies to have on hand.

4. Take before and after photos or videos of the entire roof. Insurance companies will want verification of any damages.

5. Check all roof equipment, A/C condenser units, and edge flashings—

make sure they are secured in place.

6. Remove skylight lenses, cover and tightly fasten openings with a metal cap or there-quarter-inch plywood.

7. Check and clear all gutters and downspouts of any obstruction and debris.

8. Make sure the outside landscaping, roof garden, and recreation decks are thoroughly checked and clear all moveable objects, broken branches, and debris.

With the aging townhomes in Hawaii, it's vital to practice preventative measures—checking your roof for holes, as an example. A well-maintained roof is better able to resist high winds. Similar to product manufacturers' warranty requirements, your condo association insurance company may deny a claim if you haven't maintained your property with current updates. More importantly, you may be exposing your condo unit owners to unwanted water or wind intrusion by neglect. Bottom line is the age and condition of your roof directly proportional to the amount of wind and water intrusion. Having a professional

assessment of your roof's condition once or twice a year and implementing a simple roof maintenance plan, will save in repair or replacement costs as well as increase the roof's longevity.

Knowledge is value. Arm your condo residents with current news on weather forecasts, how to assemble hurricane kits, where the nearest shelters are located, etc. Post notices, or include an example of a checklist in your monthly newsletter to offer residents tools and ideas for dealing with storms during this hurricane season. You can find examples of kit items on websites. You can even find checklist examples for pets. Most importantly, your condo residents will appreciate that you take their safety and security are your highest priorities!

For more information, go to:
www.nhc.noaa.gov/prepare/ready.php

Sue Conner is an administrator in the Services Division of Beachside Roofing, LLC. She handles commercial and residential repair and maintenance.



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Demand Grows for EV Stations

28% increase in electric vehicles in Hawaii drives up need for more charging stations

BY BRANDON BOSWORTH

More than 5,000 electric vehicles (EVs) are registered in Hawaii, making it second in the nation after California in per capita electric vehicle registrations.

In fact, according to the Hawaii State Energy Office, 2.94 of every 1,000 registered light cars and trucks in Hawaii are EVs.

“The number of plug-in passenger vehicles registered in the state has increased dramatically since becoming available in Hawaii, with an increase of 28 percent over the past year,” says Katherine McKenzie of the University of Hawaii at Manoa’s Hawaii Natural Energy Institute. “By contrast, the number of all other passenger vehicles (virtually all gasoline-powered) rose by 0.3 percent over the same period.”

The Hawaii Automobile Dealers Association reports that more than half of Hawaii’s 70 dealerships are selling electric cars, and a study by the HNEI estimates there will be 140,000 EVs on the road in Hawaii by 2040.

The increasing popularity of EVs means there will be a greater demand and need for EV charging stations. As of November 2016, there were 522 EV charging stations in Hawaii, according to the Hawaii State Energy Office. A growing number of new commercial properties and residential developments feature EV charging stations, and older buildings are having them installed.

“More and more managers say residents are asking for EV stations,” says Jim Burness, CEO and general manager

of Aloha Charge, a subsidiary of National Car Charging, one of the country’s largest EV charging equipment distributors. “There’s more pressure to make charging stations available.”

He estimates that 12 percent of vehicles in Hawaii will be EVs by 2020.

The cost and difficulty of installing charging stations varies widely, depending on factors such as the available electrical connection and service at the structure.

“The parking lot may also require other safety elements as well, including protective bollards to make sure that the electrical equipment is not damaged by the parking cars,” says Ross M. Kutsunai, sales director at Alternate Energy Inc. “A recent project we completed in Kapolei required extensive safety elements, and the cost exceeded \$15,000 per charging station. A residential charging station is usually \$2,500 or less, depending again on the complexity of the installation,



Ross M. Kutsunai

usually \$2,500 or less, depending again on the complexity of the installation,



Katherine McKenzie



The demand for EV charging stations in Hawaii continues to grow.



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including the availability of the electrical connection and any safety elements required."

"The biggest unknown for charging stations is the installation and make-ready cost," says Amber Stone, Aloha Charge's director of business development. "This truly varies per location, but we have developed a fairly comprehensive menu of potential charges that helps us give a more approximate estimate to our clients."

Weighing the Expense

The price of EV charging stations depends on what type is selected. At the recent Hawaii Buildings, Facilities & Property Management Expo, Aloha Charge had two models on display. One was intended for personal use and cost about \$700. The other, designed for parking common areas, cost about \$1,500 and included more features, such as metering and being equipped to receive credit card payments.

Fast charge stations with maximum charge rates of 200 RPH (miles of range per hour) can cost upward of \$30,000. Depending on the vehicle model and type of charging station, it can take less than 30 minutes to several hours to charge an EV battery. An EV charging station can be installed for under \$7,000 as a property is being built. Costs for installing a EV charging station at an existing property vary depending on the structure.

Arden Penton of Volta Charging, founded in Honolulu in 2010, says placement is the biggest challenge when installing EV chargers in existing facilities.



Arden Penton

"The installation process is seamless once we find the best location that fits our model," she says. Volta is the largest free-to-use EV charging network in the U.S., owning and operating stations primarily at premium retail centers.

Josh Lucero of electrical contracting firm Hui Kupa'a has been installing EV charging stations for many years. He says the biggest problem when working in existing parking structures is automotive and pedestrian traffic.

"Running the conduits can be a little bit tricky," he says. "We try to take care of stuff like trenching as quickly as possible in off-hours."

Still, the benefits may outweigh the cost, especially for commercial properties.

Steven Sullivan, vice president of operations for Shidler Pacific Advisors, says several of his company's Class A commercial properties have EV charging stations.



Steven Sullivan

"We value sustainability and this is one of the many measures we've introduced at our properties," he says. "As plug-in cars have become more visible on the nation's highways and local streets, there has also been a corresponding need for electric vehicle charging stations. This emerging need is creating a marketplace demand. Many building owners have installed EV charging stations and have successfully

used it as a profit center as well as an amenity to attract new business and/or new tenants."

"EV charging stations are the new must-have amenity for



A customer uses a ChargePoint EV charging station.

all buildings and businesses,” Stone says. “For condos and apartments they are a huge draw. In general, 80 percent of charging happens at home. By supplying a charging station in a common area, condos and apartments appeal to a whole new market of residents.”

She adds that it is easy for community associations to set up automated billing and reimbursements for common electricity used, and that reporting and analytics are available to track energy usage, environmental impact and revenue. For retailers, Stone says EV charging stations can serve to “reward loyal customers who visit more and spend more” and “increase customer dwell time by up to 50 percent.”

McKenzie also sees the commercial benefits of EV charging stations. “From a business perspective, EV charging stations have been shown to attract customers and clients from favorable demographics,” she says. “For apartment

and condominium managers, offering the service as an amenity can attract tenants and serve as a market differentiator. Property owners and managers may be able to benefit by including charging stations in their green initiatives, as a part of a sustainable strategy for commercial buildings.”

“More charging stations are planned for Hawaii, and the utilities are rolling out DC Fast Charging stations in key locations to facilitate EV adoption,” McKenzie says.

Stone says the demand for EV charging stations will continue to grow. “The longer I am in this business the more need I see for charging stations,” she says.

“Every EV driver I talk to feels the need for a larger EV charging network, not only on Oahu but on all of the islands. And we truly believe in the ‘If you build it, they will come’ mentality. The more accessible charging is, the more likely people are to feel confident buying an electrical car.”

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The Sounds of Concrete

So you own a building or you manage a building, and you've seen cracks or crevices develop in concrete walkways, walls, lanais or CMU block walls. "Looks like I need to get some spall repairs done, better call someone and get an estimate," you say to yourself (or your board or owner). You make the call, set up an inspection and on the appointed day someone shows up at your property carrying what look like lethal weapons.

No fear, it's the estimator and he's got his tools of the trade: a hammer and chain. Of course, he also has a tape measure and note pad, but he's not fully prepared to inspect concrete without the hammer and chain.

Why? Because of a common term we use every day: "sound." Or more to the point, "Is it sound?" The word "sound" has a variety of definitions but the one we are most interested in is taken from the Old Saxon "gisund" and Old Frisian "sund," which means "healthy, un-

harmful or fresh."

How can you tell if concrete is healthy, unharmed or fresh? Hit it with a hammer and it will let you know. Bad, unsound concrete makes a distinct noise separate from good, sound concrete. Sound is a crucial part of the estimating/inspection process. The estimator hits your concrete with a hammer or drags a chain over it and interprets the sounds being reflected back. When solid, sound concrete is struck with a hammer, or a chain is dragged over it, the noise created is that of metal on concrete, a dull and unremarkable sound—and that's good. But when a hammer or chain touches bad concrete, the sound is shrill, hollow, vacant and thin sounding—not good whether you're at a condo or a concert.

Now this is generally speaking with the concrete on grade (the ground) and not covered by a coating (stone or decorative/protective overlay). When



Scott Barnes

concrete is on the ground, these sounds are easy to recognize. It's when the concrete is coated or elevated that experience really starts to count because sounds can be deceiving. Elevated concrete sometimes has a unique, almost musical note to it, similar to a tuning fork being struck. In this case, "sound" concrete is emitting a remarkable tone, and it should be noted by the estimator to continue a more comprehensive inspection that may require a hands-and-knees approach, running the hammer head around the area to see if a difference in tone is detected. This is often the case with elevated walkways and

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lanais of two- and three-story walk-ups.

We've identified two critical pieces that the experienced estimator will have in his arsenal, but when to use the hammer and when to use the chain? The hammer is typically used for inspecting concrete within arm's reach, such as the edges of lanais, CMU block walls, solid walls, steps, and ceilings of walkways or lanais. The chain is used over large expanses of horizontal slabs where the chain length can be swung back and forth as the estimator walks over the areas. When there is a definite sound difference coming from the chain over a given area (such as a pool deck), it will be necessary to follow up with the hammer to narrow down the area for the hollow thin sound of a spall.

In my experience, the most challenging inspection for spall are horizontal slabs that have a coating/topping. Stone, tile, stamped overlays, thin micro-toppings, elastomeric coatings on parking decks and architectural topping slabs have their own unique quirks, and often the chain and the hammer both will be telling you that a spall is right at your feet, but in reality it's a delamination of the topping from the concrete substrate.

So why does an estimator who comes prepared with the right stuff make a difference to you, the client? Well, the devil is in the details, or in this case the repair measurements, repair types and repair locations that are being recorded to produce a proposal for the repairs.

Errors on measurements lead to errors on the estimate. If the repair estimate is going to be a fixed cost (lump sum) there is no remedy for a shortage of measured repairs, and the contractor will absorb the additional cost. Conversely, if the cost of repairs is actually less than estimated, the client will absorb the cost. But if the repair estimate is based on a Base Cost Plus Unit Cost, there is a remedy for both a shortage and an over-estimate of repairs.

Fixed cost/lump sum repair proposals are usually prepared for work that is small, easy and reachable to inspect and completely measure. Base Cost Plus Unit Cost repair proposals are usually reserved for larger projects where the inspection is time-prohibitive, the project has been prepared for bidding purposes by an engineer or architectural firm, or the work area is unreachable or even un-observable (think high-rises and parking decks). In this case the

proposal will cover the base costs for mobilizations, scaffolding if necessary, disposal and many other things—including a menu of costs associated with the types and quantities of the spall either observed, expected or both.

Sometimes there is a hybrid of the two types of proposals, usually for repairs that are confined to a specific area that the estimator was able to inspect.

In closing, spall repair, professionally done, is performed by concrete experts and specialists using the tools of the

trade combined with their experience to formulate a repair proposal based on "sound" evidence.

So don't panic when your estimator arrives carrying six feet of chain and a hammer.

Scott Barnes is a concrete specialist-estimator with Central Pacific Specialty Contractors. He has 10 years of experience in the field. Reach him at scott.b@cpschawaii.com or 255-1794.

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Why Should You Have a Preconstruction Meeting for Spall Repairs?



Joe Miller

What is a preconstruction meeting?

A preconstruction meeting helps assure a smooth transition from design and proposal to construction. The meeting will generally last up to one hour for small projects and up to two hours for larger projects, and will include the stakeholders involved in the project and should take place approximately two weeks prior to the commencement of work.

The meeting agenda should include the following:

- a review of the scope of work
- establish the main point of contact for the owner and for the contractor
- review owner/condo house rules
- start date and start location of the project

- hours of operation
- locations of bathrooms, electricity and water
- safety concerns
- owner and contractor's expectations
- on-site parking
- other items as needed

Done well, a preconstruction meeting eliminates uncertainty and puts everyone on the same page.

Should there be a preconstruction meeting for every project?

This is a good question to think about prior to every project. We have found that it is best practice to have a preconstruction meeting for all projects, small or large. Small projects like large projects have challenges and logistical issues that should be discussed prior to the first day of work.

Who should attend a preconstruction meeting and what does it accomplish?

As stated above, the stakeholders should attend the preconstruction meeting. The stakeholders will generally include the building's resident manager or general manager, the property manager (if necessary), the consultant or design professional if hired by the owner, the project manager or sales executive who prepared the proposal or bid for the work, the on-site supervisor from the vendor or construction company who will be responsible for the work on-site on a daily basis.

After a preconstruction meeting is finished and all of the logistics of the project are agreed upon, the vendor or contractor should prepare a project notice and schedule that contains the scope of work being performed, days and times that the work will be performed and any other pertinent information about the work. This notice and schedule should be sent to the property manager, resident manager, consultant and other stakeholders for their review and comment approximately two weeks before the work begins. The notice and schedule should then be posted at the building in a designated location, determined by property management, so that it can be viewed by the residents or tenants.

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Joe Miller is president of Seal Masters of Hawaii, Hawaii's leading exterior restoration company.

Deferred Maintenance? Not a Good Idea

Many of the high-rise apartment and condominium towers constructed during the boom of the 1980s have undergone at least one round of structural repairs, and sometimes two or three. Building owners and associations are wrestling with ever-increasing costs for both the maintenance and the repair of these aging structures. Construction costs can be estimated as a function of inflation and increases in wages attributable to collective bargaining agreements.

The real problem is estimating the extent of deterioration of the structure. Spalls and cracks in concrete are hidden beneath a coat of paint or waterproofing membrane. Corroded rebars and post-tensioned cables are encased in concrete. Cracks and rust stains from corroded reinforcing are visible at the surface in only the most severe cases.

One AOA with which I'm familiar decided to put off their repair project for a little over a decade. The scope of work grew from the original estimate by a factor of 10. And the cost of the repairs increased five-fold to almost a quarter of a million dollars!

Thirty years of experience in the concrete repair industry has taught us, and our clients, that periodic or annual condition surveys are a must. These surveys provide managers with the best information to make informed decisions regarding the maintenance of their buildings.

The chemistry behind the deterioration of reinforced concrete structures has not changed. Steel is susceptible to corrosion/rust. Rust results from the oxidation of the iron molecules in steel. Water and chlorides/salt accelerate the process. Left unprotected, steel will corrode or rust and expand to 10 times its original size.

The concrete surrounding the reinforcing is rigid, and cracks when the reinforcing expands. Cracks let in more water and oxygen, and the cycle continues.

For many of the projects completed by our crews, we recommend and install corrosion mitigation measures. These measures will mitigate but not stop corrosion. Installation of a quality

corrosion mitigation system on either or both reinforcing bars or post-tensioning cables will measurably extend the life of the repairs.

Damien Enright is the president and RME of Structural Systems, a class A General Engineering Contractor. He is on the board of directors of the Structural Engineers Assoc. of Hawaii, along with a member of International Concrete Repair Institute and the AIA. He can be reached at 808-845-2474 or visit ssihawaii.com.

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The New, Natural Face of Masonry

As Building Information Modeling (BIM) continues to revolutionize the building industry at an escalating rate, the full impact of its potential is only beginning to be realized. Building and facility managers are finding that BIM—which takes 3-D modeling software to the next level by examining a building and its operations over time to create long-range projections (some experts call it “designing in 4-D,” with the fourth dimension being time)—offers powerful insights for managing and maintaining buildings throughout their operational life cycles. Lifecycle BIM takes into account not only initial costs such as planning, design and construction, but also future costs including energy, maintenance, repairs, renovations and

salvage. This cradle-to-grave perspective is becoming increasingly relevant as it aligns perfectly with the sustainability movement and its future-focused outlook.

Architects, engineers, developers and building managers adopting this lifecycle cost perspective will inevitably seek responsibly made materials and responsibly managed resources. They may find a comprehensive—and surprisingly cost effective—solution in natural finish masonry. The term natural finish masonry refers to the use of integral color with natural aggregate and ground face concrete masonry units (CMU) without the application of additional finishes that alter the look of the unit itself. As the term suggests, natural finish

CMU are manufactured to be used as a finished product that does not require paint, drywall, plaster or veneers. When utilizing in its natural finish, concrete masonry addresses the concerns of the entire scope of the building lifecycle, including aesthetics, sustainability and low maintainability.

According to Michael Schley of FM: Systems, “Ninety percent of the costs of a building occur after construction.” An iceberg metaphor may be used to illustrate this point. Nine percent of an iceberg’s mass is visible above the surface of the water, while the other 91 percent is submerged and hidden from view. The protruding tip of the iceberg



Dennis Sakamoto



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represents the initial cost of a building and is but a small percentage of the future costs, which are represented by the large mass underwater. Utilizing natural finish masonry units may distribute this cost ratio more evenly and even lessen the total amount. This means that while the initial investment of the building may be higher in comparison to painted CMU, concrete or other building materials, the life cycle cost of the building is lower. Spread over 50 years, the savings in labor, repair, energy cost and maintenance are substantial.

In the past, concrete masonry was primarily touted for its performance rather than aesthetics, but has undergone a transformation. Today's integral color and ground-face concrete masonry units are the result of over 20 years of technological and chemical advances combined with streamlined manufacturing to produce a product that is superior to its predecessors in both appearance and durability.

The development of precision aggregate blending and computerized color batching make it possible to offer CMU in a variety of colors. Each unit contains integral color pigments, a blend of locally-sourced aggregate, color-preserving admixture and water repellent additives. A breakthrough in diamond blades provides capabilities to finely grind the CMU face, exposing the matrix of natural aggregate within. The result is a ground face unit with a velvety-smooth finish that mimics the appearance of natural stone or granite. The inclusion of integral water-repellent admixtures in CMU not only provides lasting protection from moisture damage, but also increases strength and aesthetic quality including enhanced color intensity, uniformity and reduction of potential for efflorescence.

When natural finish masonry is used in conjunction with clear penetrating sealers, the need for painting is eliminated. Penetrating sealers permeate the capillaries of the concrete, forming a permanent chemical bond that will not wear away until the substrate that they soak into wears away. These sealers are sometimes called densifiers, because they fill the pores of concrete, creating an increased density that blocks out moisture and other damaging agents. Integral water-repellent additive added

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BOMA Brainstorming

BOMA leaders gather at a 'Lunch and Learn' event on March 13 to discuss how proposed pedestrian and bicycle safety improvements could affect buildings in the Downtown and Chinatown areas. Pictured from left are

Daniel Gillum, Holly Morikami, Nicole Nakano, Cathrina Cadiente, David Leandro, Sandra Bollozos-Fraticelli, Carlie Woodward-Dela Cruz, Emil DeJesus, and Robert Crozier.

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GatorBar Debuts in Hawaii

New rebar looks to take a bite of local market

BY BRANDON BOSWORTH

Hawaii recently became the second state in the U.S. to stock GatorBar, an alternative to steel rebar constructed from basalt fiber reinforced polymer developed by Neuvokas Corp. In the Islands, Honolulu Wood Treating LLC is the exclusive stocking distributor.

“As a wholesale distributor, Honolulu Wood Treating provides stocking service to the entire state at all levels in the distribution chain,” says Erik Kiilunen, Neuvokas chief executive officer. “With their truckload commitment, Honolulu Wood Treating will make GatorBar available to everyone in Hawaii. With the corrosion and transportation challenges Hawaii faces, we are confident they will be successful.”

“Much of the first container was sold before it even landed on Oahu,” says Gary Okimoto of Honolulu Wood Treating. “I knew I had to make sure we’d be able to service our customers after the first truckload was distributed.”

Four hundred and fifty thousand feet of GatorBar arrived in the Islands in mid-January. Paul Kane, Aloha Marketing and the manufacturer’s local representative, says he is “very excited for what we can do with GatorBar in 2017. My hope is the freight, labor and handling savings will win over Honolulu Wood Treating dealers and Hawaiian contractors alike.”

Neuvokas makes GatorBar by a process that involves wetting basalt fibers with epoxy resin and then shaping them into bars. The resulting product is seven times lighter than steel rebar and has higher tensile strength, but costs

approximately the same, according to the company. It is both corrosion resistant and rust-free. GatorBar is thermally and electrically non-conductive.

“There’s definitely been a buzz around the Islands about GatorBar,” Kane says. “Hawaii is a great niche market for it. Corrosion is a big issue on the Islands and transportation costs are

high. GatorBar is lightweight and will not corrode, addressing both of these areas.”

He adds that GatorBar is made from basalt, a volcanic rock formed from rapidly cooling basaltic lava similar to the lava that flows from Kilauea. “We’re taking something like Pele’s hair and making it into rebar,” Kane says.

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Waterproof Your Investment

Industry experts urge property managers to protect high-rises

BY DAVE DONDONEAU

Back in the 1970s and early '80s, there was a national TV commercial for Fram oil filters featuring a wise old mechanic who, while wiping the grease from his hands after looking at a blown engine, would stare directly into the camera and matter-of-factly shrug, "You can pay me now or you can pay me later."

Brent Cullinan can relate, but in a much different and more expensive field.

The vice president and co-owner of Color Dynamics Inc., Cullinan is often tasked with explaining to clients why waterproofing a high-rise building saves more money than simply applying a coat of paint as a sealant.

"It may cost a million dollars to paint the entire building or \$1.5 million to



Brent Cullinan

waterproof it, so if you just look at the initial cost it's tempting to cut corners," Cullinan says. "You have to justify the cost. You use more material, for one. It isn't done every year, typically every 10,

but waterproofing is the one thing you have to be 100 percent complete on when you do it. If you miss a corner or crack the whole project is a failure in the client's mind.

"It just rained out here and it came from a different direction than it typically does. The manager of a building we just did called and says, 'You're not



"Poor attempts to waterproof the building can result in substantially higher cost for remediation and lead to long and expensive litigation."

going to believe this, but now it's the other wall.' You can get 90 percent the first time but it seems like there's always a little to go back for. That is typical."

Cullinan likens it to the Golden Gate Bridge syndrome: By the time the painting crew finishes painting one side of the bridge, they must start painting it again because other parts of the bridge have already become rusty. Painting the iconic bridge is an ongoing task, much like waterproofing high-rises.

Industry experts say scheduled waterproofing and regular inspections help, but building managers have to be proactive in finding the leaks and then making sure the cause of the problem is properly fixed.

"You've got to be a good leak finder," says Garry Belen, general manager of Honolulu Park Place in rain-prone Nuuanu, built in 1989.

"In my 22 years here, we've only

spent \$4,200 on spalling. Color Dynamics did our first waterproofing in 1999 and we've had it done again since then. One way you can tell if a building will cut corners (on waterproofing and upkeep) is maybe to look at the GM or manager. If they're only stopping through and padding their resume, do you think they'll take the less costly route to show the board they can save money? Maybe. But you can't just patch over leaks.

"You have to fix it right and find the source, and that may cost more initially, but it saves a lot of money in the long run," Belen says.

Weigh the Costs

Waterproofing is a necessity in Hawaii because of the propensity for spalling in the ocean air environment.

Railings, ceiling, floors, walls, win-

dow, parking structures . . . nothing is safe, but all can be protected, says Guy Akasaki, president of Commercial Roofing & Waterproofing (CRW) Hawaii Inc.

"Anything can be engineered, but it will boil down to two things: time and money," he says. "The professional contractor and/or with consultant will come up with an effective approach and performing approach and system application."

Spalling occurs when a material such as concrete is exposed to moisture, bringing with it high levels of chlorides that penetrate the concrete and contacts the reinforcing steel inside. Carbonation will also occur at the reinforcement levels. Chlorides cause steel to expand, forcing the concrete to crack and cause structural damage where leaks and mold then appear. Older railings on lanais made out of steel, and even new aluminum ones with steel anchors, have been known to break at the joints. Areas where windows meet concrete often lose their sealant or caulking, and parking garages are also a concern.

The key, Belen, Cullinan and other industry experts say, is to delay major repairs as long as possible.

"A good way of looking at waterproofing is protecting your 401(k) or investment," Cullinan says. "Buildings are meant to last 125 years on the average. Let's say you've been in the building 30 years; what will your equity be in 50 years? Every building, including the new ones and the ones just going up, will have spalling at some point. The key is to delay it as long as possible. If you put \$600,000 into your condo and the building cost \$300 million, you want to protect that investment as long as possible."

One challenge of knowing when to waterproof is accessibility. In a 40-floor condominium it's impossible to do daily checks for spalling and water damage on the outside walls and windows and in individual condos, so outside sources such as tenants and window washers are often relied on to file reports. Renters, perhaps fearing a rent increase or having to leave, may not report cracks or water leaks until it is too late.

Duane Lee, a structural engineer and principal at Wiss, Janney, Elstner Associates Inc., says recent research has made improvements to materials used in waterproofing.

"One material that comes to mind is the use of more silicone-based materials," he says. "However, all materials have limitations. Materials considered should be effective and durable. Materials that perform well are usually reflected by the cost."

Lee firmly believes that water intrusion needs to be properly addressed.

"Intrusion, if not abated, can promote building deterioration and mold growth," he says. "Poor attempts to waterproof the building can result in substantially higher cost for remediation and lead to long and expensive litigation."

Overlooked Areas

Akasaki says one area that is often forgotten in waterproofing is railings.

Last October, one person died and another was injured at Ala Moana Center when a railing gave way to corrosion. As buildings get older, railings can eventually give way at their base.

"A lot of these rails are hollow, and anchor onto or into the concrete deck," Akasaki says. "Many are aluminum and tend to hold out to weather better, but some are installed with several vertical sections connected with vertical posts that are hollow. Water can get into it and sit on concrete and eventually get to the rebar, resulting in the rust blowing out the concrete, exposing the vertical posts."

The water exposure can lead to structural damage. When it happens, the only thing holding railings in place are the anchors.

"If the railing is galvanized and not properly coated, rusting can occur resulting in structurally unsafe conditions," Akasaki says.

Parking garages are another vulnerable point.

Cullinan says post-tension cables often used in parking garages are eventually get compromised in Hawaii's weather. His company recently waterproofed a building with apartments on top of the garage that had to replace 45 cables at \$7,000 to \$12,000 apiece.

"They spent a half-million dollars fixing it, and we nearly had to tear down the building because of the damage," he says. "We were lucky that we had an architectural design team that came up with a solution. It would have been horrible for those condo owners."

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Purchasing A Master Insurance Policy?

Four key factors a property manager needs to consider when weighing the best coverage



Joshua German

Insurance agents who deal with condominium associations on a daily basis understand that boards have to make decisions on all types of things:

“Who should we hire to paint our building? Who do we want to do our landscaping? What security company should we use? What waste disposal company should we use?”

Often, boards don’t have much experience in these areas so they come to the conclusion that they are doing their fiduciary duty by selecting services from the lowest bidder. Some decisions are not that simple, and making insurance decisions are certainly not that simple.

Here are important items when considering a master insurance policy:

1. Select an experienced agent.

Consider your agent’s experience with similar associations. Besides facilitating claims handling, your agent will need to issue certificates to lenders in a timely manner and possibly track the owners’ HO6 policies (among other things). You’ll want an agent that understands your needs and can advise you properly when you encounter unique situations. Like a doctor or an attorney, a property manager gains a lot of knowledge in the industry through experience.

2. Make sure you have the proper property coverages from a reputable insurance company.

Your policy should have a Blanket Limit and Agreed Value endorsement. It should also have Building Ordinance coverage and Sewer Backup coverage. The amount of coverage you should



have depends on the value and age of your building.

And in Hawaii, we are subject to the catastrophic peril of hurricanes. Your insurance company should have experience with handling hurricane claims, as they are much more complicated than typical water damage claims.

3. Ensure your directors’ and officers’ liability coverages are adequate.

Make sure your policy has “prior acts” coverage and covers your property manager. Assuming you’re with a company that specializes in community associations, it’s probably not a good idea to change companies over a few dollars in premium and give up the continuity of coverage you had with the first company.

4. Consider crime coverages for computer

fraud and funds transfer fraud.

The “employee dishonesty” insuring agreement of the crime policy (aka fidelity bond) protects the association’s assets from embezzlement by anyone authorized to handle association funds (board members, property manager, employees, etc.). This coverage is required by law, lenders and most governing documents.

Unfortunately, crooks are finding new ways to use computers to commit nefarious acts against associations, and the crooks often aren’t volunteers, agents or employees of the associations they steal from. Although not required, computer fraud and funds transfer fraud are highly recommended coverages.

Joshua German is an account executive with Insurance Associates. He can be reached at joshua@insuringhawaii.com or 526-9258.

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Aon's Grossi Revels in High-risk Insurance and Bonding Projects

BY DON CHAPMAN

Mike Grossi is pretty sure that even if you work in the construction industry, you're rather unsure what surety is.

One thing it's not is insurance.

"If you say surety, most people have no clue what that is," he says with a laugh. "But if you say bonding, then some people know it's kind of interchangeable. But insurance is different. Surety is more like banking."

In short, surety guarantees that a construction project will be finished to the owner's specifications—whether it's a condo association's elevator replacement or construction of a high-rise tower—in the event the contractor goes bankrupt or is otherwise incapable of completing the job.

Mike is the managing director of Aon's Hawaii office. Aon—the formal name is Aon Risk Solutions—is a worldwide company that employs more than 66,000 people, offering more than 100 services to clients in 120 countries.



Mike Grossi

To put the size and scope into perspective, just before welcoming me into Aon's downtown offices recently, he'd ended a conference call with colleagues in Texas, New York and Korea. And last year, Mike structured a \$2 billion surety line for client Samsung CNT of Korea.

"The project is in Canada, B.C. Hydro, a huge plan," says this son of a California cement truck driver. "The government of Canada is spending something like \$100 billion—it's a massive power plant, a 10-year project, and they're literally moving rivers."

"Locally, we do a lot of construction insurance and bonding, both con-



Mike Grossi with wife Shirley at Pebble Beach, Calif.

tractors and developers, mostly large ones—Hawaiian Dredging, Nan Inc. And subcontractors such as Alakai Mechanical, Beachside Roofing. Developers, we work with Alexander & Baldwin, Stanford Carr, Howard Hughes on all their high-rises."

And business is brisk, says Mike, a past board member of the Honolulu chapter of the Construction Financial Management Association.

"On the bonding side what we're seeing a lot more of these days, typically in a lot of (residential) associations, the older buildings are being refitted—fire sprinklers, spalling repair or just maintenance. And usually in their bylaws, any project that's over X-dollars they have to require a bond from the contractor to make sure the job gets done correctly—in case the contractor goes out of business or something. And in a lot of cases condos have been underfunded for maintenance, so they have to do these big upgrades, and they'll go out and get a loan from a bank. And when a bank gets involved, they want to make

sure whoever is coming in to do the work is bonded, so they're protected.

"Bonding in Hawaii is pretty unique. Any time the banks are involved, any time they're loaning money on a construction project, whether it's a million dollars or 200 million dollars, the bank requires the owner bond the contractor, and name the bank on the bond as well."

When he moved to Hawaii from San Francisco in 1995, Mike, a Fresno State business grad, encountered an only-in-Hawaii bonding practice:

"The material house bond, it's nowhere else in the world that I've ever found. It goes back to the plantation days. The material houses—like Honsador, HPM—a contractor goes to them, and let's say he's building a house. The client gets a loan from the bank, the bank wants a bond, but typically if you're a custom builder . . . the surety companies don't really want to do just a one-off deal like that. So what happens, the material house guarantees it, they provide the bond to the owner and to the bank. . . . Oh, and the material house cannot charge for (the bond) because they're not a licensed insurance company. But you have to buy the materials through them—lumber, windows, steel."

Away from the office, Mike enjoys golf and traveling with his wife, the former Shirley Furukawa, who grew up on the pineapple plantation at Kapalua, Maui.

"She helps run the YWCA's Dress for Success program," he says proudly. "Women are referred in—women in an abusive relationship or getting out of prison—and they have nothing. The program offers them support and a nice outfit to go to a job interview. If they get a job, they can come back and get three more outfits. We were at Home Depot and this woman comes running up and gives Shirley a hug—it was one of the women who went through the program and is now an assistant manager at Home Depot. You see people's lives being changed."

Of that, you can be assured.

Your building just burned, do you have enough Insurance?



Tad Nottage

In the event of a physical loss — fire, hurricane or some other covered loss — are you comfortable with the amount of insurance you have on your building?

Many times building owners don't think about whether they are insured to value, until there is a loss and the adjuster comes back and lets them know that they are underinsured and will be assessed a coinsurance penalty.

Example: A building is insured at \$10,000,000 replacement cost and has a coinsurance of 90 percent and a \$10,000. A fire broke out and 75 percent (\$7,500,000) of the building was destroyed.

Upon adjusting the claim, it was found the building was underinsured by \$3,000,000. This means that in the eyes of the adjuster, the building should have been insured for \$13,000,000.

In the event your property is determined to be under insured, the insurance company would pay the loss, less the percentage under insured by and less the deductible.

Here is the formula:

Coinurance formula: $10,000,000 / (13,000,000 \times 90\% = 11,700,000) 85.47$ percent $\times 9,750,000 - 10,000 = 8,323,325$.

The coinsurance penalty would cost \$1,426,675.

$([C / R] \div * L) - D$

Equation variables

A = Amount Payable

C = Amount of Coverage Purchased

R = Property Value * Coinsurance percentage

L = Loss

D = Deductible

I have seen this happen on older buildings where the original replacement cost estimate used years ago when the policy was first written has never been changed to accommodate the increased cost of construction.

What are the remedies?

There is usually an "arbitration clause" in the policy, which allows the owner to challenge the findings of the insurance company's adjuster. If the owner wanted to institute this clause, he/she would merely hire their own adjuster to come up with a replacement cost figure, and the negotiation would begin between the owner and the insurance carrier, and hopefully they would come to an agreement that would satisfy both the building owner and the insurance carrier.

The best way to combat this situation is to take a look at the replacement cost of your building on an annual basis.

There are several ways to get this done.

1. Hire an appraiser to estimate the current replacement cost.
2. Ask your insurance agent if they can run a Marshall Swift Replacement cost estimator and give you their opinion as to whether you are insured to value.
3. Speak to a contractor who is in the business of building similar buildings and

See 'INSURANCE' on page 44

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Making Management More Hospitable

By Don Chapman

It was 4 o'clock on a Wednesday afternoon when the message from the condominium manager to tenants was received: The building was changing keys—both entry keys and garage keys—and it would happen that Wednesday and Thursday between 6 and 8 p.m.

Gifford Chang of Ideal Properties winces as he tells the story. His company manages the building, one of about 300 properties it oversees.

His colleague Michelle Wong called the manager to confirm, and she “asks



Michelle Wong

nicely, are there any other dates or times? And the manager gruffly tells her no.”

Welcome to the dictator-wannabe school of building management.

“They are in charge of the building,” Chang says. “They’ll dictate things the way they want, and that’s the way it is . . . like I’m your school teacher and you have to obey me.”

This is not the style advocated by Chang and Wong, both past presidents of the Institute of Real Estate Management (IREM) in Hawaii and still active as volunteers. It is also not the way to advance your career as a building manager, they say.

What buildings—whether commercial or residential—are looking for these days are “hospitality managers.”

“A hospitality manager is someone who treats occupants or tenants and guests like guests,” Chang says.

Some of the new luxury towers rising around Honolulu have even looked to Hawaii’s hospitality industry to find condo managers. But it doesn’t stop with five-star properties.

“They are moving toward hospitality, and there are reasons for that,” Chang says. “If you’re going to market a higher class building and charge maintenance fees of that type, then the people who live there expect a different style of operation.”

“They expect to be treated as royalty,” Wong says.

“But today,” Chang adds, “an older building, 40-50 years old, their maintenance fee is about \$500, whereas it was \$250 years ago. That level of people are

also paying a high amount. But some of those managers have not seen to elevate themselves to this level. But when he or she wants to get a higher level of pay, his owners or the people in the building don’t like that style—if you don’t elevate your style, you’re not going to elevate your income. It’s your attitude, your approach, how do you treat your guests?”

“It’s just how things have evolved,” says Wong, who merged her company with Ideal about seven years ago. “You travel, you notice how people treat you, from five-star to the roadside inn. And how does it make you feel? How can you improve relationships with tenants?”

This is a new phenomenon that has arisen in the past four years or so, and Wong has become a leader in promoting hospitality management. In February, IREM-Hawaii hosted a Pacific Rim Forum, inviting IREM members from California and Japan for three days on Oahu and two on Maui. “They were blown away,” says Chang. Wong has also traveled to Japan to lecture on the subject.

At its core, she says, hospitality management comes down to this: “A good manager has to be a good communicator who is sensitive to other people’s needs.”

INSURANCE

Continued from page 43

find out what their average price per square foot is on projects similar to yours.

Although no one will guarantee that their estimate is true replacement cost, it will at least get you in the ballpark and, in the case of loss, chances are they will not impose a coinsurance penalty.

There is another way to avoid the coinsurance penalty in the time of a loss

and that is by insuring your building on an “agreed value form” (if available).

This form in effect deletes the coinsurance clause. It is usually used in older buildings where, if the coverage was written on a replacement cost basis, the value would be too high to afford insurance. The owner and the insurance company agree to insure the building for a lesser amount. This will work fine in the event of partial loss, as the full value is always available. But in the event of a total loss, the agreed value would be less than the cost of reconstruction. The additional cost

of construction would be born by the owner.

In summary, the best defense is always a good offense. Make sure that your replacement cost is up to date, and that you know what your policy will actually cover. Talk candidly to your agent about your concerns.

Tad Nottage, president of Aloha Insurance Services, Inc., has been in the insurance business since 1990. Aloha Insurance writes insurance on all of the Hawaiian Islands. You can contact Tad at Tad@alohainsurance.com.

But a good manager also needs a good board. As Chang puts it, "If the board says (aggressive tone), 'This is the way you're going to do it if you want to keep your job, that's the way it is,' what happens is, if you want to be a good or great manager, and you stay with that building because you don't want to lose your job, you're going get branded for that style. ... And what happens sometimes is the board of directors damage their own building."

"The message is, one, select a good manager, and two, select a great board of directors that is reasonable."

"You've probably heard of buildings that seem to change managers frequently, and you wonder why," Wong says.

"It's probably because the board is very dysfunctional," answers Chang. "Sometimes a good manager cannot be a great manager if they're stuck in that position. We try to tell these managers to find a building that will help you grow at every opportunity. You have to get yourself out of that situation."

Wong says staying in such a negative situation can "compromise your integrity."

Yes, a manager's reputation will follow them from one building to another. People talk. And there's social media.

"We know a manager who, sad to say, tried to do what was right and the board fired him, then did not write a great review about him. This person was unemployed for a year and a half, and finally got a job, and is now running a wonderful project on the water. But that stigma can follow you ... Then we found out that three years later the board changed the manager again. So what does that tell you?"

IREM, they say, is the place for aspiring managers to grow.

"Our organization works to elevate each manager who wants to do well, that's our job," Wong says. "IREM is here to help you get the best pay."

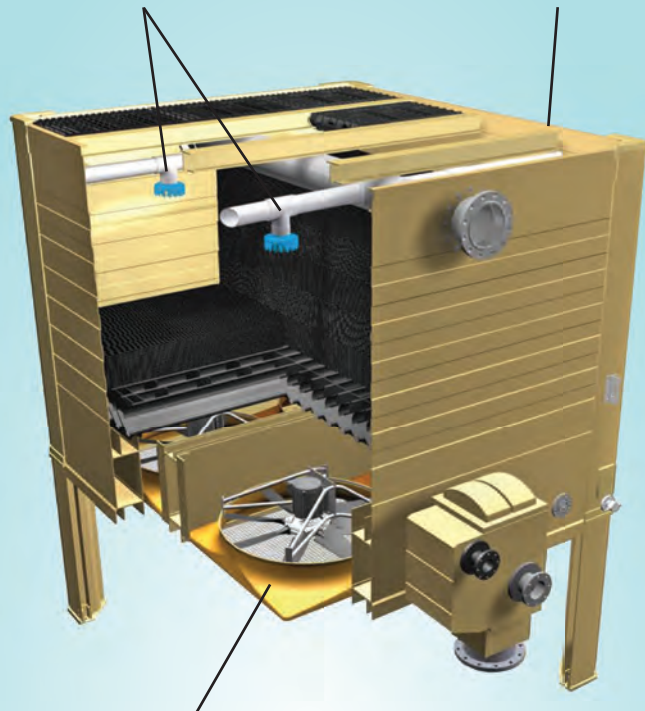
The association offers multiple classes for improvement, "and great camaraderie among members. You should be able to pick up the phone and call another manager and say hey, I have this situation, can you help me out, and they will."

Why should any of this matter to owners, associations and boards?

"A good manager," says Chang, "can enhance the value of your building."

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Hoopili's Plan: An Overall Snapshot

- Commercial activity; up to 3 million square feet.
- Community and recreation centers; seven total throughout the community.
- Parks and gathering places; more than 70 acres total.
- Places of learning; five DOE

- schools including three elementary, one middle and one high school.
- Connection to rail; three rail stops: – East Kapolei (Kroc Center), UH West Oahu and Hoopili stations.
- Connection to agriculture; more than 200 acres of commercial farms and community gardens.

Hawaiiana to Manage Hoopili

Hawaiiana Management Co. Ltd. has been selected as association managing agent for D.R. Horton Inc.-Schuler Homes LLC's 11,750-home Hoopili master-planned community in West Oahu.

"There are very few businesses we have chosen as exclusive partners. Hawaiiana is one of them, and we have been the better for it for nearly 20 years," says Robert Bruhl, president of D. R. Horton Hawaii.

Designed to be self-sustaining, Hoopili aims to encompass everything residents might need, – from jobs, to services and goods, to recreation, – all within walking or biking

distance from their homes.

The first phase of Hoopili will consist of a neighborhood park and a commercial center that will include a Waianae Coast Comprehensive Health Center medical clinic and two residential neighborhoods which will also be managed by Hawaiiana.

Haakea at Hoopili is planned for approximately 151 single-family homes. Haloa at Hoopili is planned for approximately 140 multi-family homes, including townhomes, duplexes, FLEX Homes and stacked flats. Approximately 84 of the townhomes will be sold as affordable homes.

MASONRY

Continued from page 35

to CMU during manufacturing provides the first layer of protection from physical damage, salt damage, cracking, spalling and efflorescence. Penetrating sealers provide a second layer of breathable protection that can last up to 25 years without maintenance. These sealers can be applied quickly and easily for a fraction of the cost of painting.

Unlike penetrating sealers, paint is applied topically, forming a thin layer on the surface that is susceptible to the effects of ultraviolet exposure, moisture and age, which include degradation, peeling and embrittlement. Long-term maintenance costs associated with the upkeep of painted structures include material and labor for cleaning, priming and painting exterior facing walls every 10 years.

One often-overlooked advantage of color and ground face natural finish masonry is the ability to use both interior and exterior block faces as finished wall assemblies. Hawaii's tropical climate makes it possible to design buildings with single-wythe walls. Utilization of natural finish masonry in single-wythe walls can minimize material and labor costs associated with exterior finishes as aforementioned, as well as interior finishes such as drywall, plaster and paint. Use of natural finish masonry continues to garner nods of approval from designers and homeowners throughout the Mainland and Hawaii. As we gaze upon the new face of natural finish masonry, it becomes evident that the inherent natural beauty of CMU is something to be showcased rather than hidden by plaster and paint. Natural finish masonry celebrates both the beauty of nature and the progress of technological advancement in a way that is cost-effective, maintainable, elegant and even more resilient than before.

Dennis Sakamoto is the president and CEO of Hawaii's premier block manufacturing company, Tileco Inc. Tileco sells and manufactures a full range of products including concrete masonry units, segmental retaining wall systems, landscaping units, aggregates and agricultural lime.



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