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DECEMBER 2017/JANUARY 2018

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Jason Blinkhorn calls  
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HOW TO HANDLE  
HOARDERS

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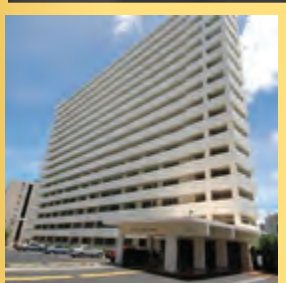
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### CONGRATULATIONS TO JOHN PAMPALONE AND ERIC GOETZ

The Institute of Real Estate Management (IREM) awarded John Pampalone, General Manager of The Villa on Eaton Square, and Eric Goetz, Association Manager of Waikiki Shore, Manager of the Year respectively in their unit size category.



(L-R back) Giovanni Wozniak, Kanani Kaopua, Eric Goetz, John Pampalone, Brian Fannin  
(L-R front) Jeff Dickinson, Connie Yu-Pampalone, Kristi Hirota-Schmidt, Dass Ramadass, Bob Warren

Hawaiian Properties has managed The Villa on Eaton Square since June 1997 and Waikiki Shore since January 2017.

*Congratulations to these two extremely deserving and exemplary managers!*

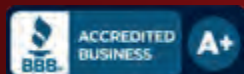
## HUGS TOY DRIVE



(L-R) Kanani Kaopua, Russell Doane, Timothy Rebola, April Padello, Glen Suzuki

Hawaiian Properties donated and wrapped approximately 200 gifts for HUGS (Help, Understanding & Group Support).

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Every issue in *Building Management Hawaii*, we strive to be a sort of continuing education source for building owners, boards and managers. I think this issue fits the bill, starting with the difficult problem of hoarding. Normally associated with single-family dwellings, more and more cases of hoarding are being found in condos — which presents health and safety concerns for everyone else in the building. In addition to detailing the problem, our story also suggests ways of dealing with a hoarder.

Brandon Bosworth continues his reporting on security — after taking a look at condo cyber security in the last issue, this time it's physical security. In particular, he introduces readers to something called Crime Prevention Through Environmental Design. Who knew brightly blooming bougainvillea could provide secure "access control"?

Our cover story subject is Jason Blinkhorn, fire protection operations manager with Maui-based Dorvin D. Leis. A fire engineer trained as a firefighter, Jason is an unabashed proponent of retrofitting older buildings with new sprinkler

systems, and comes to the discussion with plenty of data and facts. He also comes with good news for associations considering sprinklers.

Once again we turn to local experts to provide news, advice and tips on issues that owners, boards and managers deal with every day, including flooring, elevators, signage, roofing and waterproofing.

And as always, if there's a topic you'd like us to cover, please shoot me an e-mail.

[Don@tradepublishing.com](mailto:Don@tradepublishing.com)

Mahalo,

**Don Chapman**  
Editor  
*Building Management Hawaii*

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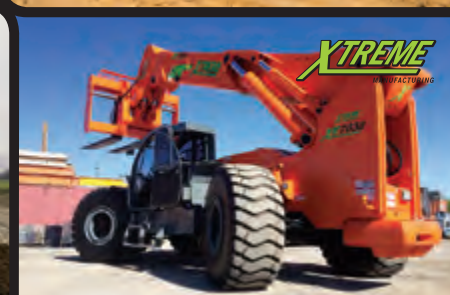
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# Hoarding, a Growing Problem for Hawaii Building Managers

Dealing with tenants who just can't get rid of things can prevent costly health, safety, and reparation issues

By Don Chapman

**I**f you are a condo dweller, board member or manager, you may have a hoarding problem, even if you've never felt the urge to save and stash every takeout beverage cup you ever drank from.

"Much of our business has been with single-family homes, but we're getting more calls from condo associations and managers," says Cynthia Arnold, vice president of De-Clutter Hawaii, the



Cynthia Arnold

state's only company certified by the 500-member National Association of Senior Move Managers to do such work. "We're getting calls from the association or the board that

has written a letter to someone saying (de-cluttering cleanup) has to be done or else. We've had to help someone who was evicted.

"Some people just can't get rid of things, even mail. You open your mailbox, you have five pieces of mail but only one is relevant to you, so why don't you throw away the other four pieces? But you put it on your table and it collects, and pretty soon your whole table is covered with junk mail."

And on it goes.

"Whatever space you can think of, they've thought of to put stuff," Arnold says.

"One woman had a whole room of



Hoarding is an issue boards and managers have to deal with. | Photo from Cynthia Arnold

stuff from Liberty House — Liberty House! — never worn, still tagged."

So why should condo owners, boards or managers care if they have a hoarder in their midst?

"Fire safety issues, life safety issues, construction-repair issues," says Lance Luke, owner of Construction Management Inspection, as well as a property manager and board member at his own condo.

Arnold agrees: "It's a big fire hazard. I see piles and piles of newspapers, and think what are you keeping that for? ... I've done presentations with the fire department, and they tell me some stories and I tell them some stories, and we go yeah, it's like that.

"It's more common than most people think."

Says Luke: "Often in condos, people don't know there's a hoarder in the building until I have to come in for some kind of inspection, and the person says, oh, sorry, I didn't have time to clean up — it would take them five years to clean all that up!"

Junk stored from floor to ceiling,



Lance Luke

with barely a foot-wide passageway, also presents firefighters and other first responders a problem when answering a medical emergency call.

"Someone had fallen and nobody knew ... but the neighbor suspected something and called," says Arnold, a St. Andrews Priory grad. "Medics go in, they have to break the door down, but there's no room for the gurney to go in. A firefighter said one time they were walking a foot off the ground, so much had accumulated. It's dangerous for them. I've had a hard time just walking around and I think, I'm in my 30s, my client is in their 80s, if I can't do this safely, how can they?"

Then there are sanitation concerns. Foul odors often are the first sign of hoarding.

"It gets sticky in a building because everyone owns their own unit, and people say my neighbor can't tell me how to live, but if it's affecting them, they can file a complaint," Arnold says.

"One of the units we did was so bad, you could smell the cockroaches. We noticed the unit next to it had roach traps outside their front door, so hopefully the roaches go there instead of inside the apartment."

Adds Luke: "I've seen some where it's so bad that you could see rodents.





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Walk in and what is this box doing here, and you try to move it out of the way, and you hear this rustling noise and see these rodents. Sometimes it gets so bad the neighbors are complaining, did somebody die in that unit?

"This one lady, I had to go in because she had a roof leak. She had a pet bird in a cage, and I looked at it, the bird was on the bottom of the cage, upside down, and it had mummified. I said, oh, you have this bird. She said, yes, it's my pet."

It gets worse, Arnold says:

"One really bad situation we had, the lady was taken out of her home and placed somewhere because she wasn't taking care of herself. Her apartment needed to be sold. She was incontinent, the toilet wasn't working, there was stuff in the shower so she couldn't take a shower. She didn't go in the bathroom to use the bathroom, she went where she was."

One neighbor across the hall said she had no idea this woman was living like that, but when she got home she stuffed towels under the door to keep critters out but also the smell. The smell was horrendous, and it went down the hall — there were 10 or 12 apartments on that floor, and the furthest one away could smell it. Three days we were there to get everything out. We bagged it all up, had to get it out of the apartment, down the hall, down the elevator, outside through the lobby, and out to the street, and it smelled so bad. The whole elevator shaft smelled. We apologized to the resident manager, we Febrezed like crazy, and when we left we just threw away our shirts. But how else will it get out?"

There are other practical reasons for owners, boards and managers to be concerned about hoarding in their building.

"I didn't realize the effect of hoarding on construction and repairs," says Luke, a Kamehameha Schools grad. "But I eventually realized it does affect what I do. For instance, we're working on a building right now, working on spalling, and you have to go inside each unit to inspect it. Finally we go into this one unit and there's just a tiny little walking path, and everything is stacked floor to ceiling — I told the resident manager, I can't even get in to inspect, you have to get rid of this stuff. It was an 88-year-old lady who didn't want to part with anything. We ended up moving things into the hallway just to make room for us to inspect. When I looked around, most



## How to Talk with a Hoarder

- Be respectful and show concern for the person's safety.
- Match the language of the person. If the person talks about his "collection" or her "things," use that language. Avoid derogatory terms such as junk, trash or hoarding.
- Focus on safety issues, such as fires, fall hazards and avalanche conditions. Note possible ignition sources or trip hazards, and try to build support for addressing these issues instead of insisting on an immediate and overwhelming cleanup.
- Show empathy by indicating that while you understand that your presence is upsetting for the person, some kind of change is necessary.

—Source: National Fire Protection Association

of the stuff had no value.

"Another one, we had to do cast iron piping replacement, and have to go into the units to do that. This lady had to move all this stuff so we could get to the wall to cut it and look inside at the pipes."

Both Arnold and Luke emphasize that there is nothing funny about hoarding.

"We went to a class for hoarding, and hoarding is often a reflection of when you lose somebody," Arnold says.

"It's always sad," says Luke. "You can say, let's sue this person so we can get access to the unit, but if they have men-

tal problems, you don't want to take that approach, you want to help them out. You don't want to kick their door in. It's a delicate situation."

Indeed, the American Psychiatric Association (APA) has a term for it, "hoarding disorder."

According to the APA website: "Hoarding disorder occurs in an estimated 2 to 6 percent of the population and often leads to substantial distress and problems functioning. Some research shows hoarding disorder is more common in males than females. It is also more common among older adults — three times as many adults 55 to 94 years are affected by hoarding disorder compared to adults 34 to 44 years old." It knows no social-economic bounds.

What can boards and managers do when a hoarder has been identified in the building?

One possibility is to form a hoarding task force. The National Fire Protection Association (NFPA) says "interventions are more likely to bring about positive outcomes than individual agencies working alone or in conflict. Teamwork is imperative and mental health intervention is vital to effectively change this often-dangerous behavior."

NFPA recommends that such a task force can include building managers and/or board representatives, mental health providers, faith-based organizations, family members, the fire department and public health representatives.

Whatever the approach, it's clear that hoarding is a serious — and possibly growing — problem for Hawaii's condominium residents, boards and managers, and must be dealt with, sooner or later.





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# Detering Crime Through Design

## How environmental strategies make properties safe

BY BRANDON BOSWORTH

Just as criminals are always trying to figure out creative ways to commit crimes, security experts are always trying to figure out creative ways to prevent crimes. One method of particular interest to those in the building management industry is Crime Prevention Through Environmental Design, commonly known as CPTED. The



Rick Osborne

International CPTED Association defines CPTED “as a multi-disciplinary approach to deterring criminal behaviour through environmental design. CPTED strategies rely

upon the ability to influence offender decisions that precede criminal acts by affecting the built, social and administrative environment. It is pronounced sep-ted and is known by various labels or names around the world, such as Designing Out Crime and other acronyms.”

“The conceptual basis of CPTED is that the physical environment can be modified to produce or induce behavioral effects that will reduce the fear and incidence of crime, and improve the quality of life,” says Rick Osborne, physical security professional and president of LTS Holdings Inc. “The conceptual foundation of the CPTED program is toward the exploitation of ‘natural’ forms of surveillance and access control. The term ‘natural,’ in reference to natural surveillance and natural access control refers to deriving



Bougainvillea can keep a property safer by providing natural access control.

surveillance and access control as a result of the routine use and enjoyment of the property.”

One example of natural access control is actually quite common in Hawaii: bougainvillea. As long as it is kept trimmed and maintained, Osborne says the plant can be quite effective as a physical barrier. “Around parking structures, bougainvillea prevents intruders or non-authorized people from entering from other than the designated entries and exits,” he says. “Using this practice also promotes coverage with cameras by corralling them through the designated entries and exits.”

Unfortunately, Osborne sees many mistakes when it comes to security.

“If you want to speak to worst practices, one can speak to the basics,” he

says, such as poor lighting or the lack of CCTV and access-control systems.

Osborne also says it is important to have signs spelling out the property’s rules and regulations. As with anything, communication is vital.

“The biggest issue we see is the lack of a working relationship between boards of directors and the staff,” he says. “Many times, there needs to be better care taken to trimming the foliage as to not block views or hide routes of intrusion. Too often I will get the statement, ‘The board will never let us trim that tree or those bushes they say are too pretty.’”

There are plenty of other simple, cost-effective ways to keep people and property safe.

“Along with making sure things are trimmed back for better visibility,



improved lighting, signage, simple daily walk-throughs of the property can be beneficial,” Osborne says. “Make sure all your tenants are aware of the house rules and they are enforced. Also, be proactive with your tenants as they are an integral part of property safety. The old saying ‘See something, say something’ goes a long way.”



## Design Strategies

According to Rick Osborne, physical security professional and president of LTS Holdings Inc. there are three overlapping CPTED design strategies:

### ▼ Natural Surveillance

“Natural Surveillance is a design strategy that is directed at keeping intruders under observation. Examples of Natural Surveillance include the strategic use and placement of park benches, windows, and building lobbies.”

### ▼ Natural Access Control

“Natural Access Control is a design strategy that is directed at decreasing crime opportunity. The primary concept of an access control strategy is to deny access to a crime target and to create a perception of risk in offenders. Examples of Natural Access Control include the strategic use of distance (e.g. lawns, flooring) and/or topographical features (e.g. creeks, sidewalks) to direct activity or to create a buffer between potentially conflicting activities.”

### ▼ Territorial Reinforcement

“Territorial Reinforcement is an ‘umbrella’ design strategy that realizes that physical design can create or extend a sphere of influence so that users of a property develop a sense of proprietorship over it. Territorial strategies will often embody natural surveillance and natural access control strategies.”

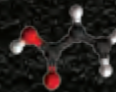


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# Looking to the Past to Unlock the Future of Community Management

Join us in celebrating the inaugural Associa Hawai`i Community Association Volunteer Appreciation Day on January 27, 2018.



## Why do an estimated 380,000 Hawai`i residents choose to live in community associations?

Rich amenities and meticulously maintained homes make any property desirable, but it's not just about higher property values; it's the sense of community that makes our high-rises and neighborhoods the place where they want to call home.

I'm Pauli Wong, the new president of Associa Hawai`i. I learned the value of communities – and volunteers – firsthand growing up in the Islands seeing my father, a community manager, work with board members to ensure communities were run successfully. Watching my father work with these volunteers, I realized that it's impossible to enjoy the benefits of living in a community association without acknowledging the hard work of volunteer board members, who are responsible for much more than meetings – they balance the budget, schedule maintenance, work with homeowners and plan community events that turn strangers into neighbors. For our state's estimated 13,000 board and committee volunteers, the evidence of their commitment is clear — in 2016, the value of their donated time was estimated at a whopping \$10.7 million dollars!

Long before we had data like this, the McKellars and the Emerys, who founded Certified Management and Hawai`i First years before they merged to become Associa Hawai`i, believed in the tremendous value volunteer board and committee members have

always provided. As an acknowledgement of this value that we still honor, we've decided to hold the first ever Associa Hawai`i Community Association Volunteer Appreciation Day. This newfound celebration isn't meant to only focus on the past, but also our future. Associa Hawai`i has gone through many changes to provide our communities with our best service going forward. As part of this special day, we also want to thank our clients who supported us through the years. We appreciate you for continuing to believe in us and the work we've dedicated to your communities.

On January 27, 2018, you're invited to join the Associa Hawai`i family in celebrating your community's board and committee member volunteers. Take a moment to thank them for all the hard work they put into creating a place that's more than a collection of living spaces, but a true community.

I am beyond excited about the promising future that is ahead of me as the newly appointed branch president of Associa Hawai`i. May I also seize this moment to extend my sincere thanks to all community association volunteers who help their residents `IMI OLA – Seek Their Best Life.

**Warmest Aloha,**

Pauli Wong, PCAM®, RS®  
President, Associa Hawai`i







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A full-page photograph of a man, Jason Blinkhorn, standing in an office. He is bald with a short beard, wearing a dark blue polo shirt with a small Under Armour logo on the chest and light-colored jeans with a brown belt. He is holding a large stack of rolled-up blueprints under his left arm. The background shows office cubicles with glass partitions and overhead fluorescent lighting.

# Advocating For Fire Safety

After a career of fighting fires in a variety of ways, Jason Blinkhorn of Dorvin Leis takes it personally when some people argue against improved safeguards

**By Don Chapman**

Photos by NATHALIE WALKER





**Y**ou can't blame Jason Blinkhorn for taking a bit of offense when he hears people arguing against retrofitting older Honolulu high-rises with fire sprinkler systems — as he did during recent City Council hearings on Bill 69, which as initially proposed would have mandated retrofits of all 358 buildings constructed before sprinkler systems were required in new high-rises beginning in 1975. After all, he's spent his entire professional career trying to protect people and property from fires. People always come first.

"I take it a little personally when someone is arguing against something that is there solely to protect people in the building," says Blinkhorn, manager of fire protection operations for Dorvin D. Leis Co. Inc., a Hawaii mechanical systems contractor. "They don't have

*"You hear about these big fires, but what you don't hear about is all the fires that were avoided by having a fire protection system in place."*

the facts and data behind it, so you get a lot of uninformed opinion. I believe in it, for sure, because of the science and data.

"The only reason to be against it is money, that's it."

He cites one particularly irksome myth.

"I've heard the argument that fire alarms are designed to save people and sprinklers are designed to save property," says Blinkhorn. "I heard that at the Council meeting, a community forum, and it's simply not true. Sprinklers are an early suppression method to allow people to get out of the building, to make sure it doesn't spread to the point you

either burn to death or die from smoke inhalation. It's really to allow egress."

Sprinklers also give firefighters a head start in putting out a fire. He mentions the Marco Polo inferno in particular: "There was a lack of water in the building, no sprinklers, and for a firefighter that's spooky. You want that early suppression. . . . You hear about these big fires, but what you don't hear about is all the fires that were avoided by having a fire protection system in place."

Blinkhorn knows of what he speaks, and don't be distracted for long by the opening phrase here:

"When I was playing junior hockey in Canada [yes, he played at the highest amateur level in hockey-centric Canada, as a goalie, and thus apparently was born to stop bad things], I started going to Seneca College in Toronto, a fire protection/engineering school. Part of the school was dedicated to training you to be a firefighter, but the other three years were dedicated to fire protection engineering. We trained in fire sprinkler design, fire alarm design, chemical suppression systems, as well as fire investigations, fire modeling, anything to do with fire science. Going into my fourth year, I was hired as a part-time firefighter. We were on call every week, worked fulltime every weekend. I decided to use my fire engineering and applied for a job in the U.S. — there were a ton of jobs for fire protection engineers in the U.S., there's not enough schools here to supply the demand."

He took a job in Phoenix with a union fire sprinkler company and spent almost a decade there, then turned to project management of large-scale construction projects, then got into business management and ran the inspection services division for a fire protection contractor. Two years ago, Dorvin D. Leis (rhymes with lease) came calling and recruited him to run the fire protection portion of the company.

Dorvin Leis sprinkler and alarm projects include Keahou Lane in Kakaako, phases one and two at the Ritz-Carlton in Waikiki, and Ke Kiliohana and Kapiolani Residence, both 32-story high-rises.

"We have a lot of work going on," says Blinkhorn. "Most of our work is in the hotel industry. We're very busy with retrofits — every single hotel here — probably half a dozen this year, every



Blinkhorn confers with design manager Dave Waddell (left) and purchasing agent Lew Phillips on quality control plans.

year. We're going in and ripping out ceilings and redoing sprinkler systems, adding heads or changing pipe locations. We do it daily."

Hotels, unlike condos and commercial buildings, are mandated by their insurance companies:

"The insurance company says we want you to do this because it's financially beneficial to maintain these (sprinkler systems) rather than have something corrode and something explodes, and you have water damage in 10 units so you displace people who are staying at \$200-, \$300-, \$500-a-night rooms, or more.

"The toughest aspect is design and coordination on a new construction job. It's a pretty big animal, especially as a mechanical contractor where we're providing your HVC, your plumbing, as well as your fire sprinklers. We do a lot of internal coordination so the engineered systems physically fit into the building. A lot more goes into it than people would assume. We have in-house sprinkler designers that we employ here, plus several contract workers. But we are a design-build company, so we do all the engineering in-house, and then submit to the city for approval, and then we do the installation, start to finish.

"The retrofit is a completely different animal."

Before getting into a retrofit argument

with Blinkhorn, ask him about how "there's a lot of physics to it, hydraulic calculations, how much water gets to a sprinkler head. A lot is based on historical data on how fire spreads in certain combustible environments, based on occupancy and the classification of what is stored there. So when you do hydraulic calculation, there are different co-efficients that support how much water, how much pressure, how many gallons you're going to need to extinguish that fire or contain it pretty quickly. That working pressure at the end heads is where you start your design, that produces the size of pipe you need, everything that goes into supplying pressure from the street to that end sprinkler head.

"I sat through a couple of meetings of the City Council with the Residential Fire Safety Committee. There was a lot of misinformation on what it actually takes to do this work and some of the obstacles they feel cannot be overcome. I just wanted to make the point that when you're getting into these buildings, the coring through some of the concrete walls, it's a 2- to 4-inch core, once or twice on a floor, it does not compromise the integrity of a 32-floor building that's made of concrete, or a wall that is hundreds of feet long. That is not accurate. I just want to give some facts."

(The latest on Bill 69 as *BMH* went

to press was that the proposed bill was much, well, watered down from what was originally proposed, and won't require all 358 non-sprinklered buildings to install systems immediately, and individual assessments will be made building by building. Meanwhile, the Council effectively called time out to seek more input.)

The facts to which Blinkhorn refers include studies that show how many lives sprinkler systems have saved, comparing buildings that had zero, moderate or full sprinkler systems. This is truly a case where you get what you pay for.

The facts also include some good news for building owners, managers and associations considering a sprinkler retrofit.

"These high-rise buildings that need to be retrofitted have what they call a dry standpipe, which is basically for the fire department to connect to and pull up their water supply by pumping water into the standpipe," Blinkhorn says. "There's a hose valve for firefighters on every floor. In a retrofit situation, we're going to take that standpipe and add a fire pump on the ground level and then connect to the city water supply, so that dry standpipe now becomes a pressurized wet standpipe. We can then cut in what we call a floor control assembly on each floor, and then add a sprinkler

See 'FIRE SAFETY' on page 46



# Are You Upside Down in Your Elevator?

## You may be overpaying to maintain aging elevators

By James B. Hutchinson

If your building is more than 30 years old and you still haven't modernized your elevators, you are most likely overpaying your elevator service company to maintain underperforming elevators. This is like paying a mortgage on a house that's worth less than what you owe on it, a predicament sometimes referred to as being "upside down."

Unfortunately for some building owners, they have gotten themselves upside down in their elevators. Deferring modernization beyond their elevators' intended lifespan has resulted in decreased elevator performance and reliability, and consequently, increased maintenance costs. Avoiding the inevitable, these owners have opted to put off needed modernization, even at the detriment of their building's image, and perhaps its property value.

Savvy building owners and managers who practice smart asset management recognize that there are real economic advantages to elevator modernization. Replacing old maintenance-intensive equipment with new state-of-the-art equipment that requires little or no routine adjustments will not only reduce ongoing maintenance costs, but will also reduce elevator energy consumption, resulting in additional cost savings. In many cases, total post-modernization elevator operating costs have been reduced by over 50 percent.

It's time to get right-side up! Begin the process by finding a company to modernize your elevators. Look for companies that focus on elevator modernization specifically, as this elevator specialty requires a higher level of expertise than other forms of elevator work. Your project is too important to trust to a company that tries to be everything to every customer.

Look for a company that will take the time with you upfront, while you are still a potential client, to sit down with you to discuss your project in detail. A good company, after surveying your elevators, will be able to inform you about the requirements and available options specific to your project. They will be eager to help educate you, so you are equipped to make intelligent decisions about your elevators. Taking the time to become knowledgeable on this subject matter is paramount to controlling costs and ensuring your modernization dollars are well spent. The company that best helps you do this is the company that should be handling your modernization project.

Even if you're not ready to modernize your elevators today, you should think about getting the process started. The timeframe from project inception to project commencement can be nearly a

year. Take the time now to get educated and start determining the needed scope of work. Once you're ready, you should have project specifications prepared and use the specs for soliciting competitive bids. Specifications will ensure you receive apples-to-apples bids, thereby making it easier when comparing the results. Specifications will also ensure that any required related work is included in the project scope.

Don't continue overpaying for underperforming elevators. Start planning now to make the investment to modernize your elevators. Make the decision now to get right-side up.

*James B. Hutchinson is president of Precision Elevator Inc., a company that specializes in elevator modernization. Contact him at 479-1825 or inquire@precisionmod.com*



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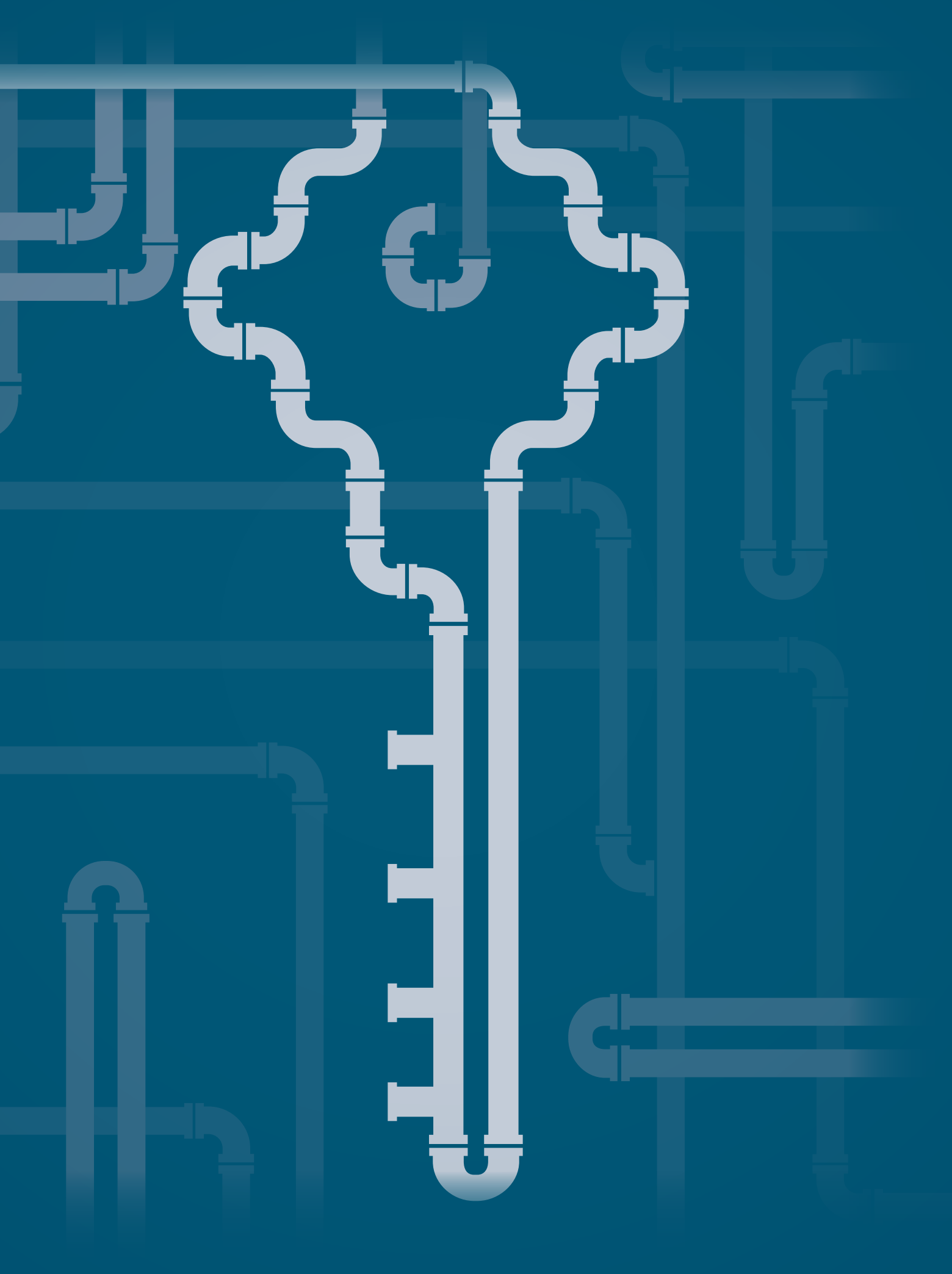
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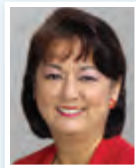
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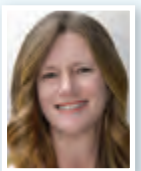
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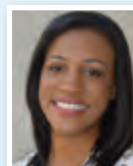
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# IoT Elevators: Turning Real-Time Data Into Results

Elevator technology is on the rise



Matthew VonKossovsky

If an elevator or escalator shuts down, it's a major problem, causing immediate inconvenience to the building's occupants while jeopardizing long-term bottom-line priorities like lease renewals and repeat customer business. But traditional methods of maintaining and repairing elevators and escalators, while effective, have limitations.

These methods can't take advantage of the real-time data that elevator and escalator systems can provide, data that can help to maximize reliability, equipment life and cost effectiveness. These traditional methods are time-consuming, limited to the knowledge of an onsite technician and do not allow for additional assistance from off-site experts who have access to rich data about the system.

Thankfully, developments in technology make it possible to overcome some of those shortcomings. Customers in Hawaii are already reaping the benefits of using online dashboards and apps to manage vertical transportation equipment. These tools deliver a new standard of communication and transparency, while providing real-time equipment information.

Today, the Building Internet of Things, often called the Building IoT, can streamline repairs and maintenance for vertical transportation systems, boost uptime, enhance safety and comfort, lower costs and, perhaps most importantly, provide transparency for building owners and facility managers.

## Reducing the Risk of Downtime

Each year in the United States alone, elevators make more than 18 billion passenger trips, and escalators carry



about 105 billion passengers, according to the National Elevator Industry trade association.

Elevators are critical to the functionality of skyscrapers and, by extension, the development of urban areas. Since 2000, the number of tall buildings shot up by 441 percent, to 1,168 in 2016, according to The Council on Tall Buildings and the Urban Habitat.

Escalators play a key role in airports, arenas, malls and similar facilities. They can move large numbers of people between floors more quickly than would be possible through stairwells or elevators alone.

Given the importance of reliable vertical transportation systems, it's increasingly important to move beyond the traditional approaches of managing and maintaining them. Newer approaches, like Schindler Ahead, are based on data provided by the Building IoT, can save

time, increase accuracy and reduce periods when systems are inoperable.

How are these gains possible? While today's elevator and escalator technicians are well trained and possess sophisticated tools to evaluate service issues, traditional methods depend on having a technician on-site when problems occur. That adds to the challenge of getting to the root cause of problems because often they happen when the technician is not there.

To a surprising extent, the problems with these traditional methods come down to one thing: a lack of timely, accurate data about the performance of elevators and escalators. For example, traditional preventive maintenance is based on schedules that are developed from experience with a large number of elevators and escalators. But those traditional methods can't take advantage of real-time, unit-specific data.



Getting timely, accurate data is complicated by the realities of staffing in facilities. The facilities staff often must cover multiple properties, limiting the time they can spend at any one building. That can make it difficult for outside repair technicians to get updated, firsthand information on system performance. And there's a deeper issue: Signs of developing problems may not be noticed until they become serious, perhaps causing the system to shut down.

## Technology Enables Connectivity and Data Analysis

Buildings today are collecting, analyzing and acting on data in ways that were not possible in the past. Building IoT refers to the use of software, sensors and connectivity systems — embedded in anything from buildings to vehicles to appliances — to allow objects to collect and exchange data. The number of connected IoT devices, sensors and actuators is estimated to top 46 billion

by 2021, up 200 percent from 2016, according to Juniper Research.

Three capabilities are required for IoT devices or assemblies, says Steve Surfaro, industry liaison with Axis Communications and chair of the Security Applied Sciences Council of ASIS International, an association for security management professionals. These are:

**1. Detect:** identify the IoT devices and components that are connected to a given network or system.

**2. Authenticate:** verify the provenance of IoT components, and prevent and detect spoofing.

**3. Update:** continuously update its security programs.

Building IoT provides a secure connection that enables devices like sensors to share data they collect with other devices, with building systems or with a Building IoT platform. These solutions allow for remote system monitoring, connected devices and data analytics.

For vertical transportation systems, a Building IoT platform allows tech-

nicians to streamline and focus their maintenance and repair efforts. That translates to several compelling benefits for building owners and facility managers. Both system uptime and equipment life increase, due to more effective and targeted maintenance. This boosts tenant satisfaction, which can translate to greater value for a property. Building IoT can also streamline the management of vertical transportation systems — boosting the productivity of the facilities staff — and lay the groundwork for the application of future technology.

---

*Matthew VonKossovsky is account representative with Schindler Elevator Corporation. A native of Florida, where he began his career in the vertical transportation industry, he is part of the service and repair team at Schindler Elevator in Hawaii. An avid hiker and outdoorsman, away from work he can be found in a tent exploring the jungles throughout all of the Hawaiian Islands. Reach him at [matthew.vonkossovsky@us.schindler.com](mailto:matthew.vonkossovsky@us.schindler.com).*

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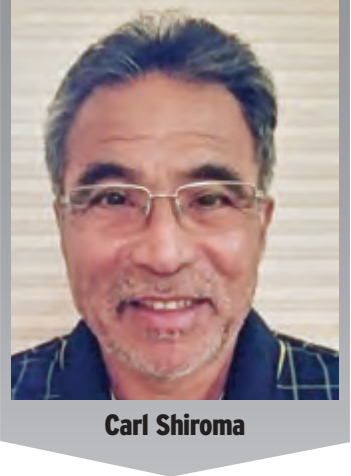
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# Is Your Elevator Equipment Protected?

Be aware of what elevator insurance doesn't cover



Carl Shiroma

**A**re you aware that your elevator maintenance contract does not cover rust and corrosion? Also excluded are hoistway doors, entrance door frames, elevator hoistway steel and cab shells. Some of the third-party elevator consulting companies have recognized this as a growing problem. As part of their maintenance service specifications, a corrosion abatement program is added, which includes the cleaning of surface rust and corrosion and painting the equipment on a regular basis to help

protect against rust and corrosion.

In the 1970s and '80s, many of the condominiums were designed with open corridors to take advantage of the trade winds. This created a "Venturi effect" — moisture and salt are deposited around the elevator hoistway doors and entrance door frames.

In some cases, the architect wanted to capture the view of Hawaii and its beauty, so elevators were designed with glass backs with open hoistways. But this exposed the elevator equipment to constant salt air contact, not to mention tropical rains, which contribute to the

corrosion of the elevator components within the elevator hoistway.

The elevator industry has committed to train its personnel to provide proper elevator or escalator maintenance, but they typically do not focus much of their time surveying and educating the owners or associations regarding the deterioration of the elevator equipment because of this type of exposure and corrosion. Due to restricted access to the hoistway, this creates an unknown for the owners or associations.

As a building manager or owner, you can take a proactive role with the

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structural integrity of your elevators. Examine the elevator entrance frames for paint blistering or orange stains on the metal. When entering the elevator, examine the backside of the car door and hoistway door for signs of corrosion. Look up at the door tracks and related equipment for signs of corrosion. Ask your elevator technician to take pictures of the car top, rails, rail brackets and door operator to review the condition of the hoistway equipment.

Once you have gathered the data, contact your elevator maintenance company and start working on a long-term rust and corrosion abatement program. Depending on the severity of the corrosion, your program may include the replacement of elevator hoistway entrances, hoistway doors, tracks and other elevator-related equipment. Also include the machine room doors, louvers, and metal stairs to the machine room. You may want to get an opinion from a third party to assure that the corrosion abatement program is being followed through. This program is not



without additional cost, but to keep your ROI on your elevators at a high level, it would behoove you to invest in such protective measures.

*Carl Shiroma is a senior consultant for HKA Elevator Consulting Group,*

*which provides specifications for service, modernization and new equipment. HKA also provides maintenance evaluations and "remaining useful life" studies of existing systems. He has a Qualified Elevator Inspector license (QEI #4356). For more information visit [hkaconsulting.com](http://hkaconsulting.com) or call 858-784-1494.*

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# Elevator Operation During A Fire

In a fire, elevators are for firefighters only



Robyn Matsumoto

**W**hat happens to an elevator in the event of a fire? That's the question many building managers and owners are asking themselves in the wake of the tragic Marco Polo fire. The short answer depends on the edition of the elevator code under which the equipment was installed or altered.

With Firefighters' Emergency Operation, there are two modes of operation commonly known as Phase I and Phase II. Phase I operation is the mode that

recalls the elevator to a designated floor in the building. Phase II operation permits the firefighters to operate the elevator from within the elevator car.

Phase I recall operation may be initiated by a fire alarm initiating device (smoke detector) located in an elevator lobby, machine room or hoistway, or when the Phase I keyed switch is manually turned to the "on" position. The 3-position keyed switch is labeled either "bypass," "off," "on" or "reset," "off" and "on" and is located at the building's designated level in sight

of the elevator(s) served.

Once activated, Phase I Operation overrides all hall and call buttons for that individual elevator car or elevators under group control. When in the "off" position, the elevator(s) will operate normally. When placed in the "on" position, Phase I elevator recall will activate. "Bypass" is a key position that restores the elevator to normal operation even if the building alarm system has not been reset. "Reset" position is to permit the cars to be returned to normal operation providing there are

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no active fire alarm initiating devices associated with elevator recall still in alarm mode.

Phase I operation will cease normal operation and return the elevators to a designated egress landing. If the fire is located at the designated landing, the elevators will automatically go to an alternate floor. The doors will open to allow any passengers out of the elevators and will no longer be operable by the public. When firefighters arrive, they access the firebox (see figure 1) located next to the elevators, which holds a special key to operate the elevators on Phase II operation. On the elevator car operating panel (figure 2) there is a three-position key switch that activates Phase II operation. The newer systems are labeled “off”, “hold,” and “on”. In elevators with older systems the labeling may be different.

Provided the hoistway is clear of smoke and the elevator has electricity, firefighters can operate the elevator by turning the Phase II keyed switch to the “on” position. In this position, the firefighter is able to operate the elevator

by pressing the desired floor button and holding the door “close” button. Once the doors are fully closed, the elevator will proceed to the floor with the registered call. When the elevator arrives at the landing, firefighters must hold the door “open” button for the elevator doors to open. If the door “open” button is released before the doors are fully open, the elevator doors will automatically close as a safety precaution. Once the doors are fully open, they will remain open until another floor call is registered or the keyed switch is turned to the “off” position. If the firemen wish to hold the car at that floor, they must turn the key switch to the “hold” position while the doors are open. To automatically return the elevator to the designated egress level, the firemen can turn the key switch to the “off” position.

If you ever encounter a fire in a building, do not enter the elevator. Proceed to the nearest exit via the stairwell.

Although fire service will work to bring the elevator down to the egress level, in the event the fire has affected the power to the building, the fire ser-

vice will no longer work and the elevator will cease to recall to the egress level.

Fire service was mandated in the United States in 1973 for new elevator/elevator modernizations rising 25 feet or more. In the 1980s, fire service was mandated for all new elevators and elevator modernizations.

The standards for fire service operation and elevator safety are found in the American Society of Mechanical Engineers (ASME) A17.1/CSA B44, Safety Code for Elevators and Escalators, Section 2.27.3. Additional information can also be found in ASME A17.2, Guide for Inspection of Elevators, Escalators, and Moving Walks, Part 6.

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*Robyn Matsumoto serves as project and business development manager for Elevator Consulting Services Inc. (ECS). Founded in 1991, ECS brings together expertise in consulting, engineering, project management and technology to provide customers with a superior level of vertical transportation efficiency, safety and satisfaction.*




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# Staying on Top of Roofing Issues

Most roofing problems are preventable, but it takes work

**L**eaks don't always happen overnight. Similar to heart-breaking news of health concerns that can rise so "suddenly" — all too often it is the little issues gone unaddressed that evolve into a larger problem. According to the Centers for Disease Control and Prevention (CDC), "heart disease, strokes, cancer, type 2 diabetes, obesity and arthritis — are among the most common, costly, and

preventable of all health problems." (<https://www.cdc.gov/chronicdisease/overview/index.htm>) More often than not, your doctor will advise you to be more proactive about maintaining your health. In the same regard, when it comes to securing and waterproofing your rooftops, certain proactive measures can help minimize sudden leaks and premature roof failures.

## 1. Hire a licensed roofing professional to assess your roof

Your doctor can easily identify a trend towards obesity, diabetes or

heart disease because of his or her technical training, knowledge and expertise. Similarly, a roofing professional recognizes the natural trend of roof degradation due to common and familiar behavior patterns of activity on the rooftop, and can prescribe proactive measures for it. Some activity may occur naturally, while some may be due to roof access by other specialty contractors utilizing the roof as a storage platform.

## 2. Document. Document. Document.

Every visit to the doctor includes a review of standard medical checklist. This process allows you to track immunizations that may be overdue and helps identify early warning signs of health risks. In both cases, access to historical data is key to assessing the health of an individual based on past records. The same approach should be taken with your roof. Common weak points of integration are assessed and potential compromise to the integrity of the roof can be identified early.

Life insurance premiums usually take into account the past medical history of an individual. Similarly, roof warranties and insurance policies will look for a history of due diligence to uphold maintenance requirements as required by the materials manufacturer. Well documented work history or maintenance protects the owner in the case of a roof warranty issue or during a sale of the property.

## 3. Set a proactive maintenance plan in place

Just like your annual doctor or dentist visits, an annual or semi-annual roof maintenance program allows



Dana Akasaki-Kenney

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for Steps 1 and 2 above to be accomplished systematically. Maximize your roof's expected life performance with a regular checkup to identify early any deficiencies (cuts or holes in the membranes, missing shingles, loose flashings, rusted tools left behind causing deterioration, ponding water, etc.) before they become a most costly issue.

A doctor might prescribe the implementation of a healthier diet or regular exercise to mitigate health risks and to promote healthier well-being. Similarly, the implementation of proactive behaviors like a regularly implemented roof maintenance program can help to mitigate unseen degradation and extend the health of your roof.

## Top 8 recommendations to keeping your buildings watertight:

1. Clear rooftop drainage and scuppers
2. Clear downspouts, header boxes and gutters
3. Check for crumpled downspouts at exit points
4. Check and clear internal gutters (warehouses)
5. Make sure intended water exit points are open
6. Weepholes cleared (skylights, window frames)
7. Check that PV penetrations are watertight
8. Replace/secure missing or loose roofing/flashing

Common, costly and preventable roof issues — these are the stories we see too often. The great news is that they can be eliminated through the implementation of a regular “check up” on your facility.

---

*Dana Akasaki-Kenney is corporate marketing director at Commercial Roofing & Waterproofing Hawaii Inc., the second largest roofing contractor in Hawaii. With over 20 years of service in the industry, CRW continues to integrate new technology to enhance and advance tested and proven industry best practices in order to continue its mission to “exceed client expectations.” For more information, contact 748-8423 or service@commercialroofinginc.com.*



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# Deciding Whether to Waterproof or Re-roof?

Things to look for, questions to ask



**Shon Gregory**

**T**he National Roofing Contractors Association (NRCA) defines waterproofing as “treatment of a surface or structure to prevent the passage of water under hydrostatic pressure” — “hydrostatic” being the scientific term for the pressure exerted by liquid at rest.

In the roofing industry, this is achieved with the application of a membrane to a pre-existing wood, concrete or cover board surface. This is, of course, a roofing procedure but could also be categorized as waterproofing, per definition.

Typically when we think of waterproofing, we envision the application of a fluid-applied coating. These are traditionally applied to a pre-existing roof and are used to “waterproof” the surface as it deteriorates over time.

Waterproof roof coatings can be applied to just about any flat roof surface, but there are criteria regarding an acceptable condition of the existing surface before a waterproofing/coating system should be considered.

## The first requisite is that your existing roof membrane be in decent condition

Upon inspection, the material must be soundly attached to the wood, concrete or cover board to which it was originally adhered or attached. Note minor blistering or lifting of the membrane that can be repaired, but there is a point where a coating system should not be recommended and a complete removal and installation of a new roof is necessary. Signs that your roof is not a good candidate for a roof coating include too many blisters or



bubbles, seams coming apart in the majority of the area and heavy loss of milage (thickness of the membrane). The aforementioned signs are red flags for a coating and are evidence to the board/owner that a complete removal and installation of a new roof may be in order.

## Requisite two is that there is no moisture in the existing roofing material

Sometimes this is easy to spot: Bubbles in the membrane usually arise from moisture being trapped somewhere in the roof; when the sun comes out the moisture turns to steam which creates a bubble. Often, however, it is not visible, and if a coating is applied it may fail prematurely.

A properly trained professional from a reputable firm should be able to detect whether or not there is pre-existing moisture, utilizing tools of the trade such as a moisture meter.

Given there are no red flags and your property meets the criteria, the application of a coating is an excellent way to enhance the integrity of the existing roof substrate. Staying on a proper

maintenance schedule is key to the preservation of your roof and will just about guarantee that you will be able to take advantage of a coating instead of a costly full roof system replacement.

## Additional benefits to a roof coating

White reflective coating products carry a variety of environmental benefits.

Due to our state’s dependence on imported oil, energy costs in Hawaii are among the highest in the nation. The need to reduce the price of cooling a building has led to innovations in the field of roofing. White coatings are proven to reflect up to 88 percent of the sun’s harmful rays as compared to roughly 17 percent reflectivity of traditional roofing. Reports of a drop in temperature of up to 15-20 degrees have been reported in the interior of homes, buildings and warehouses. This reduction of heat can save thousands of dollars in cooling cost over time. Additionally, because such coatings are applied to an existing roofing substrate, demolition from a full re-roofing process that sends unnecessary waste to a landfill is prevented.

Overall, a roof coating is a seamless application when installed correctly and can solve roof leaks on almost any type of existing flat roof surface. Roof coatings can extend the useful life of most roof substrates, keeping the surface cool while providing 25-plus years to the service life of a roof.

*Shon Gregory is president of Surface Shield Roofing Roofing Company. Reach him at [shon@surfaceshieldroofing.com](mailto:shon@surfaceshieldroofing.com) or 368-5740.*



# Extend Your Brand with Interior Décor

Signage can help tell the story you want told



Bradley Tom

**L**ogos, mission statements and company slogans are only a few of the elements that work into a cohesive brand strategy. All of these should be considered in the design of your workplace. Extending your brand into the interior commercial space helps your clients, customers and tenants understand a little about who you are and what makes your company or association unique. By having collaborative work spaces that reflect your brand's personality throughout your building, you can foster memorable experiences with your employees, visitors and customers.

## Branding with colors

Try to include branding colors or designs that are incorporated in your name and logos into the interior design. Keeping it simple with touches of color around the office can help enforce the company brand. Especially, uniquely colored everyday items bring about nice touches that remind visitors of the brand of the company. To make sure you don't go overboard on this, you can create a feature wall showing the company colors and accent decorative items around the room. We did a Bebe store that used the black color of their logo to blend in with the black ceiling and accent items on their counters. To bring warmth to the store they combined it with a wood grained showcase and white walls.

## Signs

Having a large noticeable sign on your exterior for branding is a given, but continuing that theme into the office continues to further that message. Including your logo, colors and fonts onto wayfinding signs or office nameplate are ways to keep the theme consistent. Citi Financial reproduced their large logo inside of the bank along with poster frames with their logos. This way they can change the messages on a fly but still keep consistent branding on their walls.

## Wall and window graphics

Graphics help convey emotion through storytelling. The colors, images and shapes help to give a glimpse into the personality of the store or company. We helped Caramia, which had a cute cherry blossom design, spread it across their retail windows and name plate to draw customers from around the corner into their store. By having the design on the windows, you could view it as you came around a corner allowing the customer to experience the sensation of a story unfolding before them. Pairing it with a cherry blossom room number

sign completed the exterior branding allowed by the tenant association.

## Brand storyboard

Motivational quotes and phrases across a glass wall, along with images portraying your brand, will help employees visualize the company's unique DNA. The brand storyboard also shows visitors what your company is all about. We were honored to apply wall graphics to the locker rooms for the University of Hawaii volleyball teams, both men's and women's. Having the University's logos and poster images applied to the walls and floor brings the flash that is out on the playing arena into the locker room. Hopefully, this keeps the energy

See 'SIGNS' on page 46

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# Floored by the Noise

## Keeping the sound down with flooring



Lance Luke

**A** Clip-clop, clip-clop, click-clack, click-clack . . . it sounds like a parade of horses, or maybe dancing show girls, in the condo unit above me. Now I hear kids running around, bouncing a basketball.

Oops, someone just dropped their keys.

Are these too-familiar sounds of your daily condo living?

Well, I hope not.

Are you getting peace and quiet enjoyment at home?

You should, but noise issues because of flooring materials are sometimes a problem in apartment buildings, condominium buildings and hotels.

Many buildings that were built in the 1960s and '70s may not have a specific flooring policy. In later years, the declaration of condo buildings stated that no flooring modifications were allowed without board approval. Many older condo buildings do not have any flooring design guidelines. In some cases, HOA condo declaration documents were not changed concerning flooring modifications, standards and design guidelines.

Thus, the Board approves flooring modifications without understanding the ramifications, or denies all flooring modifications other than that of the as-built conditions. The as-built conditions may have been vinyl and carpet. Therefore, hard flooring such as wood, laminate and/or hard tile flooring materials such as ceramic tile, porcelain tile, stone, marble etc., may not be approved.

The current building code requires specific sound rating for flooring. Keep in mind that the building code sets minimum standards only, and these minimum standards may not be sufficient for many older buildings.



Flooring codes and standards are rather technical in nature. When there are complaints, merely bouncing a ball on an upper floor unit while someone is listening in the unit below is not a proper test to determine sound transmission.

The 2006 Edition of the International Building Code published by the International Code Council requires sound transmission minimum requirements of an STC (sound transmission class) of not less than 50 (45 if field-tested), and an IIC (impact insulation class) rating of not less than 50 (45 if field-tested)

STC is defined as relating to airborne sound such as people talking or music playing.

IIC is defined as relating to impact

noise such as a bouncing ball or keys dropping on the floor. The IIC is derived from American Society of Testing and Materials method E989, which references a tapping machine test as referenced in ASTM E492.

Others include:

ASTM E989 Standard Classification for Determination of Impact Insulation Class (IIC).

ASTM E1007 Standard Test Method for Field Measurement of Tapping Machine Impact Sound Transmission Through Floor-Ceiling Assemblies and Associated Support Structures.

There is also another category defined as FSTC and FIIC which is field testing for sound transmission or impact insulation. These are tests at the





actual location of the installed flooring using a tapping machine. Refer to ASTM E492 and E1007. Field testing requires acoustic engineering firms to conduct sound tests on a building in accordance with the building code specific procedures.

Design guidelines for condo buildings should be higher than the required building code. It is easier to establish design guidelines for concrete constructed buildings. It is difficult to recommend design guidelines for townhouse buildings that have wood flooring as no lab or field test results are readily available.

Over the years, many different sound barrier products have been reviewed, and to date no product has been identified to meet the minimum standard for wood-framed constructed buildings. All laboratory test results for sound rating were based on either a 4- or 6-inch concrete slab, or a floor with a suspended ceiling below. Townhouses with wood sub-floors are problematic, and in order to verify if any of the flooring materials meet even the minimum standard, a field test must be completed by an acoustical sound engineer after the new flooring is installed. Such a field test runs from \$3,000 to \$5,000, depending upon number of locations tested, square footage of the unit, etc.

It is my opinion that until field tests are completed, or lab test results on wood sub-floors are available that prove the minimum standards can be met, condo boards should be cautious in approving any flooring modifications.

There are various floor insulation products on the market ranging from cork, foam boards, rigid foam to liquid applied gypsum and rubber.

Condo boards should approve a formal flooring/sound policy to limit liability. And always make sure that there is a provision that states even if the board approves, if the unit owner below complains, the subject offending owner is required to take measures to mitigate the problem.

The HOA board has a duty to address complaints due to flooring issues — and has a duty to amend the HOA governing documents as applicable. In this case, consultation with legal counsel is proper.

Now that we have discussed flooring issues, let me ask you if you have any noises coming through your walls?

*Lance Luke is a construction engineer and national building expert and heads construction Management Inspection, LLC. Visit [www.hawaiibuildingexpert.com](http://www.hawaiibuildingexpert.com) for more information.*

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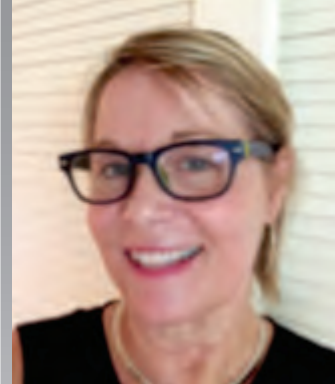
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Jean New

**O**n average we are spending around 70 percent of our time indoors and, astonishing though this may sound, this is estimated to only increase. No wonder there is a growing focus on the quality of our indoor environment, while the attention given to green architecture and healthy buildings also continues to increase in prominence.

Floor finishes play a significant role in the quality of the indoor environment, and should contribute in a positive way to the building's occupants.

When searching for commercial flooring, the choice of products can be separated into four basic categories:

- Hard surfaces, such as concrete, stone, ceramic, porcelain and laminates



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- Wood
- Soft surfaces such as carpet
- Resilient flooring such as linoleum, rubber and vinyl

Of these choices, the fastest growing category is “resilient.” Most building owners are moving away from carpet and instead selecting resilient finishes such as vinyl, rubber and linoleum, often for sanitary and maintenance concerns. Resilient flooring has become the top choice also by providing comfort underfoot, acoustic control, slip-and-fall protection and unlimited patterns and design.

Contributing to the increased demand for resilient flooring is the popularity of linoleum.

The word linoleum may bring to mind your grandmother's kitchen floor. But in reality, linoleum is a modern commercial finish, available in sheet and tiles, installed throughout Hawaii in public buildings, schools, universities, healthcare clinics, hospitals, military housing and retail venues.

With a focus on health and indoor air quality, and the goal of sustainability, linoleum meets these needs as a bio-based, plant-based floor — not petroleum-based. Linoleum is made from five natural ingredients in linseed oil, which is derived from flaxseed, pine rosin, limestone, wood flour and jute. It's USDA-certified. Linoleum has won more environmental awards than any other type of flooring.

First produced more than 150 years ago, linoleum today comes in hundreds of colors and award-winning contemporary designs. Customers include the Queen's Medical Center, Kamehameha Schools, Schofield Barracks, Wheeler Army Air Base, the University of Hawaii, the Hawaii De-





Children's healthcare lobby



Hospital patient room

partment of Education, Chaminade University and First Insurance.

Linoleum features include:

- Naturally antimicrobial, no added pesticides
- 100 percent bio-based, will not end up in a landfill
- Durability (30-year life cycle)
- Contributes to improved indoor air quality
- Contributes to reduced noise levels
- Stain resistant
- Indentation resistant to 1,500 psi
- Occupancy-ready finish — no wax or polish
- Design flexibility
- Underfoot comfort
- Sustainability
- Field repairable
- Naturally anti-static
- Price range \$2.50 SF to \$ 5 SF

*Jean New is the owner of New Flooring Inc., and the Hawaii representative for Forbo Flooring systems. New Flooring was launched in 2000 as the source for resilient floor finishes. Jean is a member of the Hawaii Flooring Association and IIDA Hawaii Pacific Chapter.*

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# A Hot Trend in Flooring

Possibilities abound for composite 'waterproof plank'



Leilani Olinger

I've seen my share of impressive new flooring products enter the market in the last 20 years, but none have had an impact on the market like waterproof plank, also referred to as WPC. Manufacturers across the board are realizing exponential growth.

Originally WPC was identified as wood plastic/ polymer composite. The "w" stands for wood, but the fact is the majority of WPC type products entering the market today do not contain wood. WPC is a composite material made of thermoplastics, calcium carbonate and wood flour. Since WPC, new technology — an extruded, closed-cell PVC structure core — has made huge gains, with more product developments on the horizon.

In an effort to differentiate their products, manufacturers have developed lines with different locking systems, no pad or attached pad, wear layers and a variety of plank design options. WPC is waterproof and can go over most subfloors without much preparation. WPC products have a distinct advantage because the rigid core hides subfloor imperfections. In addition, the rigid core allows for longer and wider formats. WPC products can be installed in large rooms without an expansion gap every 30 feet, which is a requirement for laminate floors. The vinyl wear layer of WPC provides cushion and comfort and also absorbs impact sound to make it a quiet floor. WPC is also suitable for large open areas because it doesn't need expansion moldings.

## What do the different lines of WPC have in common?

- Rigid waterproof core won't be affected by spill or pet urine left



on the surface for an extended period of time

- Solid vinyl wear layer
- Printed decorative film - wood or tile design
- Clear vinyl wear layer
- What makes them different and cost impacting?
- Attached pad type: Sound mitigating and antimicrobial treatments. Some underlayments can inhibit the growth of bacteria and fungi, and eliminate the odors associated with microbial growth, providing a clean and hygienic surface to live on.
- Thickness of wear layer: 8, 12, 20 and 28 mm Note: There are new

lines of waterproof plank that have a different layer instead of vinyl. They differ in wear layer from vinyl products that are fade-, scratch- and dent-resistant.

- Design: Distressed, hand-scraped, multi-width, wide, long, beveled

There are several different price points to fit your budget, and most products are backed by the manufacturer's residential warranty from 15 years to lifetime; light commercial warranties from five to 25 years, depending on the product purchased.

WPC products are designed as floating floor installations that can be above-, on-, and below-grade. And since walls, subfloors, and installed





floors in buildings move, a minimum 1/4" gap for expansion is recommended between the WPC and any adjacent perimeter wall or vertical structure. Undercutting door jambs are equally as important.

Most WPC wear layers are vinyl. Protect your floor with furniture casters to resist indentation of heavy and install tint or window treatments to reduce exposure to direct sunlight. Moisture will not damage the product, but it cannot be considered a moisture barrier to substrates with high moisture content. Nor does it protect the walls or structure of the home.

A licensed flooring contractor can provide you with the proper installation to protect your investment by assessing your specific jobsite. You can easily verify the individual's or company's license credentials by checking the State of Hawaii DCCA website at [www.ehawaii.gov](http://www.ehawaii.gov). This site is a valuable resource to verify anyone doing work on your home or business for construction projects. Ultimately, the risk is yours if anyone gets hurt on your site, or if they do subpar work.

*Leilani Olinger, owner of Complete Custom Floors, was born and raised in Pearl City. She is a licensed flooring contractor with a showroom in Waipahu. Call to schedule an appointment for one-on-one consultation at 479-2342 or email [lani@ccfhawaii.com](mailto:lani@ccfhawaii.com).*

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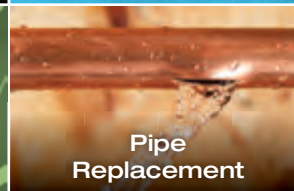
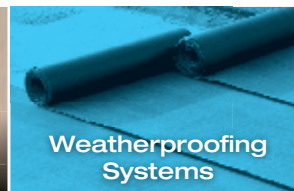


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From left, David Porteus, Charlie Ogden and Robert Egbert

# Premier Restoration Hawaii Purchases Can Clean Hawaii

**P**remier Restoration Hawaii has acquired Can Clean Hawaii, a 30-plus-year Oahu-based kamaaina business specializing in carpet cleaning and water mitigation. Through the partnership, Premier Restoration Hawaii expands its water mitigation relationships and the Can Clean clientele gain the value of Hawaii's most comprehensive mitigation and restoration company. Services now include state-of-the-art solutions for water extraction, structural drying, mold remediation, fire reconstruction, asbestos abatement, contents and personal property reclamation, and full reconstruction. Premier is also an accredited Critical Environment Con-

tractor and experienced with bio-hazard mitigation.

Can Clean co-owners Ken Montpas and Charlie Ogden's team brings an impeccable history of client service, loyalty and trust, with clients in several industries on Oahu.

"Being able to bring our clients the full scope of Premier services is simply the next best step," said Ogden, who will be staying on as part of the Premier ohana.

Premier started 16 years ago as Maui Fire and Flood, then in November 2016 rebranded as Premier Restoration and expanded to Oahu, serving four of the six major Hawaiian Islands. "It's been an amazing year of growth," Egbert says.

Chris Eldridge, acting president and CEO of Premier, says, "The Can Clean guys have run a professional organization and share similar values as Premier — we gain a great group of technicians to help with our significant growth on Oahu and their clients gain a much-expanded service line with Premier."

Adds Egbert: "Charlie has 34 years in this business, and has so many professional relationships, with a great reputation for service and integrity. It's great to bring Charlie and his staff on board. ... We want to honor his legacy."

Premier Restoration Hawaii today is a 100-plus-employee, locally owned and operated restoration and reconstruction company operating on Oahu and Maui County.



# Pauli Wong to Head Associa in Hawaii

**A**ssocia Hawaii has named Pauli Wong as the new branch president. Ms. Wong will oversee branch operations, business development projects and the association management teams throughout the Islands.

She has more than 15 years of community association management experience and has previously held several positions at Associa Hawaii, including senior vice president. Ms. Wong has volunteered for the Community Associations Institute (CAI) for more than 10 years and served as CAI Hawaii chapter president for two years.

"We are excited to bring in someone with such vast local industry experience and a track record of successful leadership and team building," said



Pauli Wong

John Ingenito, Associa senior vice president of international and acquisition operations. "Pauli's extensive expertise and reputation is unmatched, and her

ties to the community will allow her the ability to expand Associa's community reach. She will bring a new community spirit to the Hawaii team and the market."

Ms. Wong has been accredited the Professional Manager of Community Associations designation through CAI and has received numerous awards for her role with CAI seminars. She holds the record for the best membership retention rate during her CAI Hawaii presidential terms and is also one of a handful of certified Reserve Specialists in the state of Hawaii.

With more than 180 branch offices across North America, Associa and its 10,000-plus team members deliver management and lifestyle services to nearly five million residents worldwide. To learn more, visit [www.associaonline.com](http://www.associaonline.com).

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Jeff Dickinson, Connie Yu-Pampalone, John Pampalone, Dass Ramadass and Brian Fannin

# IREM Names Buildings, Managers of the Year

PHOTOS BY NATHALIE WALKER

Hawaii's top buildings, building managers, and green businesses were saluted at IREM's annual awards and installation event at Waialae Country Club on Nov. 1.



Cheryl Franklin, Dana Bergeman and Richelle Thomason



Steve Sofos, Davie Felipe, Ken Kanter and Gifford Chang



Harvey and Tanya Ahina, Lana Perez-Thompson and Cathy Korda



Mike Hartley, Maria Sabir, Mele Heresa, Debi Balmilero and Gene Peles





Ed Lee, Ken Watson, Alex Bresslauer, Carol Machado and Clifford Chun



Jonah Felipe, Krystina Nakamura and Bill Richardson



David Porteus, Kera Yong and Robert Egbert



Richard Ekimoto, Michelle Wong and Duane Komine



Kanani Kaopua, Bob Warren, Eric Goetz and Kristi Hirota-Schmidt



Gerald Nakashima, Marni Ramirez, Davie Felipe and Duane Komine





## FIRE SAFETY

Continued from page 20

system. So basically it's going to supply firefighters water to fight the fire, but it's also going to supply a new fire sprinkler system on each level. Some of the infrastructure is already there. But the biggest chore is tapping that into the city water supply, so you need a fire pump, which is expensive but absolutely necessary for that system to operate, especially on the higher floors of a building — you have to get way more pressure, defying gravity, to get pressurized water to the 32nd floor. Those are some of the biggest challenges.”

So what exactly does “expensive” mean?

“Cost varies from site to site, based on the footages of underground that you would have to add to the system to connect to the city supply, how many stories the building is, the location of the fire pump and whether you have space internally to put it or if you have to build a fire pump house, because it needs to be enclosed. Those are factors that go into it. I don’t want to quote a specific figure because it varies, but you’re looking at roughly \$100,000 for that part of it. Every single one of these buildings that needs a retrofit, you’re going to need some kind of fire pump. Smaller buildings, eight to 12 stories, you can get by with a smaller pump.

“Every building I’ve gone and looked at recently that doesn’t have sprinklers,

because they were asking about a retrofit, had a 6-inch standpipe, which is a big chunk of the infrastructure. It goes through the stairwell, and if we were doing new construction we would have the same exact standpipe in there, but it would be wet from the start.

“It’s complicated, but we handle it all the time.”

What about the impact on unit occupants?

“Once you get the infrastructure in place comes the intrusive part, which is running sprinkler pipe into the common areas, and then into the living suites,” he says. “It is intrusive, but you’re usually looking at small apartments, so five to 10 sprinkler heads per unit, which we can run pretty quickly, a couple of hours per sprinkler head would be a safe bet. The goal is to get in and out as quickly as possible so people can get back in there and live their lives.”

And it is human lives, always, that drive Blinkhorn to advocate for greater fire protection:

“It’s appalling to argue it shouldn’t be done because it’s a financial burden. . . . They have no problem updating sinks or cabinetry or flooring, which adds nothing to anyone’s well-being, when this is proven to save lives. It’s a little insulting to people who eat, sleep and breathe fire- and life-safety. We have people here who have dedicated 15, 20, 30 years to this, and it’s not just a job. It’s a little different culture in the fire- and life-safety community, they feel there’s something a little more honorable.”

Like saving lives.



## SIGNS

Continued from page 35

that the athlete feels when playing in front of the crowd, into this more personal space. This can be done in a corporate setting as well by creating a corner with wall graphics, company colors, motivational messages and images that resonate with the company story. Having a collaborative workspace with bright motivational messages that fosters an exchange of ideas would help team members achieve their goals easier.

### Wayfinding Signs

Wayfinding signs are an excellent way to keep your brand in front of customers and tenants while providing a valuable service. Knowing how your customers are trying to find you or giving them just the right information at the right time is key in effective wayfinding signs. We helped the *Star-Advertiser* with location signs in parking lots at Waterfront Plaza and along the way to their offices by branding the directories. Fitting into the scheme of the location is important if you are providing exterior signs where you may not have control of the theme.

*Bradley Tom is Marketing Coordinator with GP Roadway Solutions. Reach him at [BTom@gproadwaysolutions.com](mailto:BTom@gproadwaysolutions.com).*



# Hawaiiana-Managed Properties Take Top Honors at IREM Event



Shown is the “Hawaiiana Winners Circle.” Left to right are Debi Balmilero, EVP, Hawaiiana, Gene Peles, Director, Hawaiiana, Kathy Best, GM, Waihonua, Marnie Ramirez, GM, Capitol Place, Michael Baker, GM, The Watermark, Eric Ambrozich, Hawaiiana Management Executive, Fernando Bastos, GM, Keola Lai, Alex Bresslauer, GM, Hawaii Kai Peninsula, Mike Hartley, President, Hawaiiana, and Maria Sabir, Director, Hawaiiana.

Each year, the Hawaii Chapter of the Institute of Real Estate Management (IREM) honors Hawaii's top residential condominium buildings, community associations and general managers. For the 19th year in a row, Hawaiiana Management Company-managed properties and managers took top honors at the 2017 IREM Awards Event recently held at Waialae Country Club. In total, five Hawaiiana-managed properties were honored in “Building of the Year” or “Green Building Award” categories.

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

Award-winning Hawaiiana-managed properties include:

#### Waihonua at Kewalo:

- Building of the Year, High-rise 250 - 349 units
- Kathy Best, ARM, General Manager
- Hawaiiana Management Executive, Gene Peles



Waihonua at Kewalo

#### Capitol Place:

- Building of the Year, High-rise 350 - 449 units
- Marnie Ramirez, ARM, General Manager
- Hawaiiana Management Executive, Deborah Balmilero

#### Hawaii Kai Peninsula:

- Building of the Year, Low Rise, 600 units and over
- General Manager, Alex Bresslauer, ARM
- Hawaiiana Management Executive, Maria Sabir



Capitol Place

Green Business award-winning properties improved their “green footprint” and included the following:

#### The Watermark:

- Michael Baker, ARM, General Manager
- Hawaiiana Management Executive, Eric Ambrozich

#### Keola Lai:

- Fernando Bastos, ARM, General Manager
- Hawaiiana Management Executive, Mike Hartley

Hawaiiana also congratulates Lois Ekimoto, PCAM, CPM, Hawaiiana's Vice President of Training, who was installed as president of IREM for its 2018-2019 term.

Hawaiiana Management Company was recently named Hawaii's #1 Condo Association Manager for the 10th year in a row, by *Pacific Business News*.

For more information about Hawaiiana's services, contact Mele Heresa, CCIM, CPM, at 593-6827 or meleh@hmcmtg.com.



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