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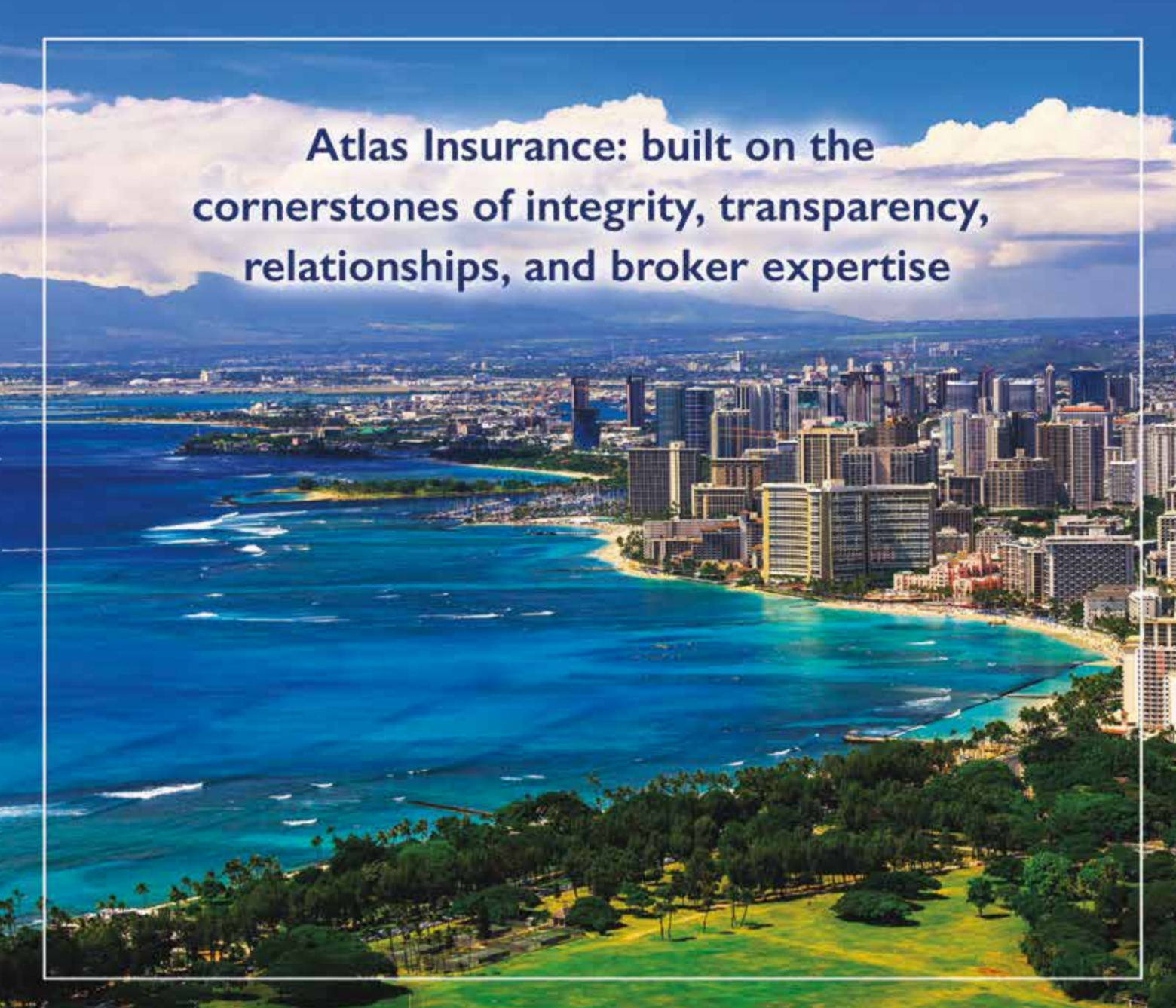
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Threats and opportunities

What are the issues at your building? Because buildings, being buildings, all have issues—or at least potential issues in the making, like a leaky pipe nobody notices. Our goal for every *BMH* is to offer sound advice to building owners, managers and residents to deal with the many and varied issues that can arise, and hopefully prevent them from happening.

Speaking of leaky pipes, check out Brett Alexander-Estes' feature on plumbing disasters. As she writes, "Unfortunately, leaks are on the rise: Most Hawaii condominium and office towers built before the 1980s have cast-iron piping systems, which corrode from the inside out and have a 30- to 50-year life span."

Roofs are another common issue, and our story on Charlie Beeck of Tropical Roofing and Rain gutters reports on a new code for roofs that is coming soon from the City & County of Honolulu building codes department—with the goal of saving energy costs on cooling. His company, by the way, was one of the winners at the Roofing Contractors Association of Hawaii's sixth annual Top Roofing Awards, which we feature in Faces.

Security is always an issue, and Brandon Bosworth continues his reporting on the topic with a look at the latest in electronic security systems. As he writes, "Different types of properties have different security needs."

We also offer advice on air conditioning issues.

And we introduce you to two young women who are making a dynamic impact on building management in Hawaii. First, meet our cover subject, Pauli Wong, the new president of Associa, which is remaking itself and shaking up the building management business. And meet Carlie Woodward- Dela Cruz, the new president of BOMA. I interviewed both, and the two words I'd use to describe each of them are smart and enthusiastic. Good combination.

Finally, it's time again for the amazing Hawaii Buildings, Facilities and Property Management Expo, happening March 7-8 at the Blaisdell Center Exhibition Hall. It will feature a whopping 330 exhibit booths and 27 free seminars, and lots of networking opportunities. Please look for the Trade Publishing booth and say hi to our team.

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

Mahalo,

Don Chapman
Editor
Building Management Hawaii

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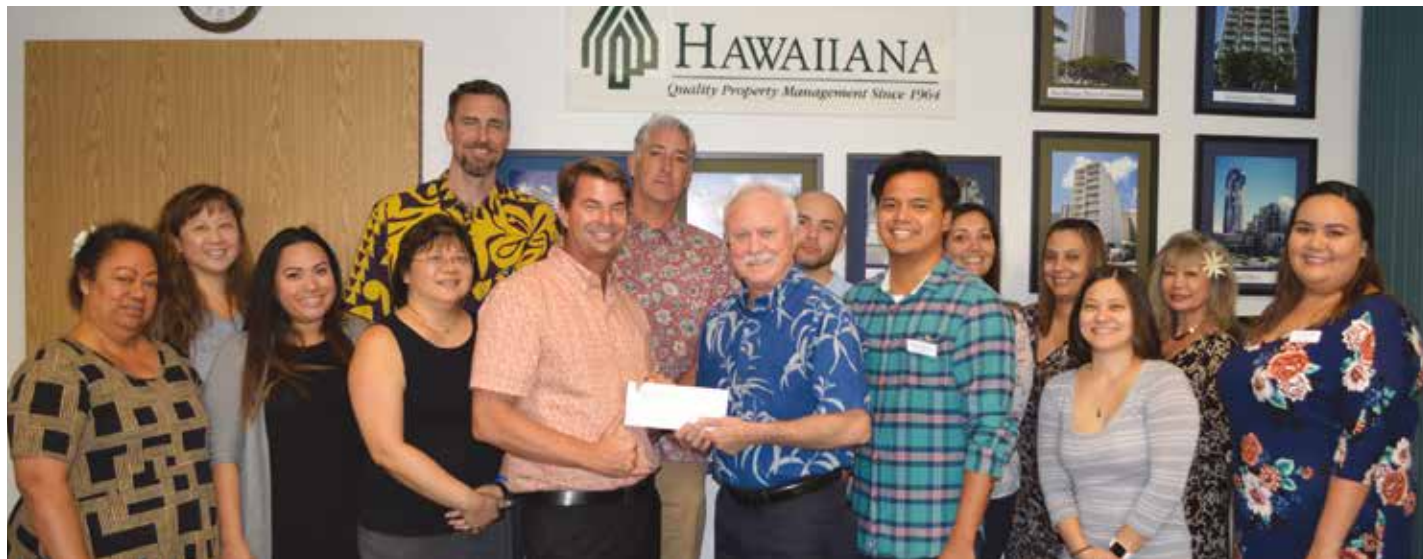
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Hawaiiana's employee generosity makes impact on local charities



Hawaiiana raised over \$12,200 in 2017 for Make-A-Wish Hawaii, made up of employee donations and matching funds from the company. Hawaiiana's Executive Vice President Al Pattison (center, right) is shown presenting a check to James Donnelly, Make-A-Wish Hospitality & Development Manager (left). Hawaiiana's contributions topped \$28,000 over a two-year period. Shown also are members of Hawaiiana's Charity Committee with representatives from Make-A-Wish Hawaii.

Hawaiiana Management Company is proud of its employees – not only in the way they handle their daily job responsibilities, but for their commitment to giving back to the community. Employee-driven charity giving has been an integral part of the company's culture for many years. Hawaiiana's "all volunteer" charity committee, usually consisting of about 20 employees, convenes annually to select two local charities to support. Once the charities are selected, creative efforts begin to bring awareness about these important causes to the company's 200-plus employees.

In the past, charities have included charter schools, family support programs, support for veterans and active duty troops, the American Cancer Society, and the American Red Cross. During 2017, Hawaiiana supported the Hawaii Foodbank and Make-A-Wish Hawaii.

The Hawaii Foodbank has

served Hawaii for 33 years, with the mission that no one in our island family goes hungry. Foodbank support by Hawaiiana employees included "construction" of the American flag out of tuna and soup cans in Hawaiiana's lobby, just in time for July 4th. Personal donations from Hawaiiana employees included nearly 1,000 pounds of food, and over \$6,000 in monetary donations – providing nearly 16,000 meals to Hawaii families!

For a second year in a row, Hawaiiana also chose to support Make-A-Wish Hawaii. Over a two-year span, Hawaiiana has donated over \$28,000, including employee donations and matching funds from the company.



Hawaiiana employees "can-structed" the American flag out of tuna and soup cans around the 4th of July holiday, in support of the Hawaii Foodbank.



Hawaiiana employees wore ugly holiday sweaters to help raise money for Make-A-Wish Hawaii. Shown (l. to r.) are Naina Ogden, Hawaiiana President Mike Hartley, and Executive Vice President Al Pattison.

This amount was enough to fund several "wishes," for families of children with life threatening diseases. Bake sales, "dress down" days, decorating contests, and a very creative "ugly sweater day" during the

holiday season made the giving as fun as it was meaningful!

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Building Up BOMA

New president Carlie Woodward-Dela Cruz brings a direct and enthusiastic approach

By Don Chapman

Add Carlie Woodward-Dela Cruz to the list of successful people in the property management industry who didn't exactly grow up dreaming of such a career.

But now that's she's in, the new president of Redmont Real Estate's property management division is all in. And as the new BOMA Hawaii president, her enthusiasm bodes well for the industry and its people. Her first goal, she says, is to "make more property managers and property owners aware of what BOMA can offer. And I'd like to get more BOMA member involvement in our committees."

Her own BOMA introduction goes back to her days "in the parking industry, with Republic." That also led her to property management.

"It just so happens that one of my park clients, Cecily Ching, was the general manager at Pacific Guardian Center and eventually went over to the Shidler Group as manager at Waterfront Plaza. Shortly after she asked if I'd like to come over as administrative assistant, working for her," Woodward-Dela Cruz says. "I thought about it, knowing it would involve a pay cut, but I saw it as a long-term opportunity. This was about 12 years ago."

Within six months she was promoted to assistant property manager, then started assisting at other properties. Before long she was recruited by Bank of Hawaii as assistant property manager of its Waikiki Center and soon became property manager for the bank center as well as 1833 Kalakaua, the former PBN building.

"That," she says with local-girl



With husband Pomaika'i and daughters Keala Grace, Kiana and Kekamanoheapomai-ka'iokala'i

understatement, "was quite a growth experience for me—the first properties I got to manage.

"One of the great things about it, there were times I didn't have an assistant. Because I started from the ground up, I was able to pick up and do what I needed to do—pretty much hands on. I also understood the vendor side of it."

She did well enough that her Bankoh bosses moved her downtown as corporate real estate asset manager.

Her portfolio, she says, included "all of the branches on Oahu—managing the leases, not the branches—working with landlords, negotiating leases. In addition to that I worked with the ATM department on placement strategy, like the International Marketplace and SALT. And for a time I oversaw leasing for bank-owned properties, which included the Financial Plaza of the Pacific where our main office is, as well as industrial property out in Mapuna-

puna, the Airport Financial Center, and Hale O Kapolei. At one time, I also had leasing for properties on Maui."

Then last year she got a call from Phillip Hasha, principal and CEO of Redmont.

"Phillip called me, said he was looking for a president for the property management division, somebody to lead the department—a new position. They had the division but never paid much attention to it. They also have divisions for valuation, construction, architecture, the idea is to take care of all the needs of a real estate investor."

She made the move last October and took over exactly one portfolio. "Huge growth potential," she says with a laugh, adding that her focus is on "multi-family residences as well as commercial. With all the new development, with more affordable housing, we see a niche in existing affordable housing that is owned by private entities, small fami-

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lies, properties that have been handed over through the generations, but are having trouble maintaining it, managing it. We can help with that as well as letting them know the value of their property — these kinds of owners often don't know. We also have partnerships with clients who want to invest.”

Woodward-Dela Cruz, meeting with *BIH* two days after the opening of the State Legislature, was asked about BOMA's agenda at the Capitol.

“Nothing specifically, but we do support environmental sustainability, but oppose inflexibility,” she said. “This year we're just monitoring legislation as it relates to real property development, tax matters, renewable energy, water and land use, that kind of thing. Of course, we continue to work with our team at BOMA International so they can keep us informed of what's happening on the federal side.”

She is a firm believer in the power of networking, and with industry colleagues Tiera Covington, Jessica Taylor and Richard Chang started a monthly pau hana event called Pau Hana Just Because:

“The idea came to us during pau hana about four years ago, thinking that it would be great to just invite everyone we knew in the industry to Pau Hana Just Because. These are usually colleagues that we are associated with through various industry organizations.”

The mother of three daughters, ages 21, 18 and 9, she is married to Pomaika'i Dela Cruz, a communications tech for a military contractor at Joint Base Pearl Harbor-Hickam. Raised in Kahaluu, she graduated from Sacred Hearts Academy and later studied architecture at Honolulu Community College.

Both Sides of BOMA

This is an excerpt from Carlie Woodward-Dela Cruz's remarks after being introduced as the new BOMA Hawaii president during the organization's holiday luncheon at Ko'olau Ballroom:



As a Client, I've learned the importance of building an alliance with my vendors. Recognize that they are experts at some level in their respective fields, and that I should be able to depend on them to keep me informed. When contracts are out to bid, I need to make sure that the scope on each submittal is the same in comparison to ensure competitive pricing. I've also learned that being the Client does not make me above or better than my vendors, nor does it require them to provide me with special treatment in order to retain their business.

As a Vendor, I've learned that my Clients (or Property Managers) have an obligation to ensure that they have the best interest of their property owners. That my ability to remain under contract will rely on my company's performance as a vendor and flexibility on operating costs. I realized that due to the constant change in economics that impact a client's property or portfolio, I had to strategize on how to remain competitive in the market while providing the same level of service.

I strongly believe that being part of BOMA Hawaii enables both our Building and Allied Members to build great partnerships with each other. However, I do believe that one possible oversight would be that Allied members also have the ability to provide opportunities for other Allied members through referrals, which should never be dismissed. Thank you, everyone, for coming out today and I would like to let you know that we have a lot of exciting programs lined up for 2018. Please reach out to other people you feel would benefit from being part of BOMA Hawaii.



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“Growing up, we lived in a house on my Granny's property, she owned a Filipino fruit farm. Weekends, we would climb the mountain and pick fruit to sell at her tailor-barber shop on River Street. She used to watch me there. I realized as I got older that was such a unique thing.”

Then and now, her family caters luau for family and friends: “They've been doing it for years, from when I was in intermediate, with extended family. Back in the day they would cook the kalua pig in an imu in our back yard. Picking coconuts, grating and squeezing coconut for milk using a hydraulic press and prepping seafood is in my memory.”

All of which served as an early introduction to business.

“I hear business is business,” she says. “Yes, but you're dealing with people—doesn't matter if it's business or personal, you're still dealing with people, who have feelings. For me, I prefer the very direct approach. There is no brain damage involved—when you leave me to guess, then we're in trouble!”

“I've learned that everyone has a story behind them, on how they are, how they comprehend, how they communicate, and it's so important to understand that—learn how they communicate.”

BYU Cannon Activities Center

2017 RCAH Commercial Steep Slope Tile Roof Award Winner



"We contracted with Commercial Roofing and Waterproofing to remove the old and install new concrete roofing tile system on the Cannon Activities Center here on our campus. This building is one of our largest buildings on campus with a roof that is very high. The biggest challenge and concern for this project was the safety of our students, faculty, staff and visitors. This building was in use the entire time of the re-roofing project, with heavy pedestrian traffic. Because of the excellent professionalism and the safety awareness of the staff and employees of CRW, we had no incidents with any of our patrons. It has been a pleasure to work with CRW and we would highly recommend them to anyone for future roofing projects."

Billy Casey Jr., Design & Construction Manager
BYU Hawaii Facilities Management, (Retired)

ABOUT THE PROJECT

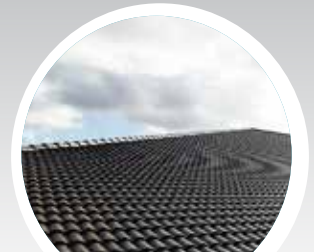
BYU's Cannon Activities Center was the largest tile re-roof on campus. As the sports auditorium, the interior is almost as large as a football field with rafters 240 feet in length. Due to the size of this project, special methods were implemented to get the job done safely and efficiently. A total of 730 squares of concrete tile roofing were removed and replaced.

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Biometric iris recognition-based access offers a greater degree of safety than older methods such as key cards.

No Cause for Alarm

Newest trends in high tech systems to secure buildings

By Brandon Bosworth

According to market research firm IBISWorld, the security alarm services industry has seen steady growth over the past five years, primarily due to rising residential and commercial construction activity, which bolstered demand for new security system installations.



Tom Keener

Tom Keener, president and founder of Blackhawk Security, sees security

This trend is evident in Hawaii, as new properties are increasingly coming equipped with new security technology. For luxury developments such as high-end condominiums,



In-house servers provide greater protection from hacking and similar threats.

systems as one more amenity to attract buyers and renters. “An access card can be lost or stolen, while your biometrics are something you always possess,” he says. “If one building uses biometric iris recognition-based access and the other uses a card swipe reader, most of us will choose the more secure option.”

Different types of properties have

different security needs.

“Every application is different,” says Rick Osborne, vice president of ADT Security Services in Hawaii. “Some properties close at night so they need to have alarms to let us know of an intrusion. Some buildings are 24/7 operations and they need to know about industrial or facility incidents like

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Security cameras must be regularly maintained to be effective.

generator overheating, fire exit doors propped open or floods in certain areas.”

Video cameras are one of the most ubiquitous security tools, and for good reasons. “The deterrence factor is great,” Osborne says. “Most people will think twice before going on to a property that has an alarm or camera system. If you look at something, you are going to take the path of least resistance, right?”



Rick Osborne

“Bad guys know what cameras look like,” Keener says. “If they see them, they think twice.” Keener emphasizes that “high-resolution is important” when it comes to security cameras so footage can be used as evidence in court. “There are too many dilapidated systems out there or cheap systems that aren’t maintained that were just installed for compliance purposes,” he says. Keener adds that something as simple as regularly cleaning camera lenses can make a big difference.

“Maintaining is the biggest mistake buildings or residents are making,” Osborne says. “People do not keep a good maintenance plan in place. If you do not test it on a regular basis, how do you know if it works? There is always room for improvement. Outdated is a relative

term as technology is always changing. If the current system works and it fits the needs of the user then it’s fine, but as the needs of a building change so do the security needs.”

Like nearly everything else, security systems are increasingly part of what is referred to as the “Internet of Things” (IoT). According to a report by Juniper Research, there are twice as many Internet-connected devices as people on the planet. By 2020, that number is expected to grow to thirty-eight billion. This leads to potential security risks. A study by Hewlett Packard found that 70 percent of the most commonly used Internet of Things (IoT) devices contain vulnerabilities, including password security, encryption and general lack of granular user access permissions.

“In today’s market your smart phone systems have to be able to work with many different technologies,” Osborne says. “We are in the realm of smart homes with lights, locks, cameras and more. Everything is on the Internet now. Everything is susceptible to being hacked. Choosing the right alarm or security company to properly protect you is the first start. Most reputable companies should have plans and good systems in place to keep up to date. Some may be more expensive but that is because they are providing the proper equipment and protection. How much is your data and day-to-day operation worth to you?”

Loren Aquino, COO and principal analyst of HI Tech Hui, says with the advent of the (IoT) “everything from elevator sensors to parking gates are connected to the internet. It’s possible for a hacker to affect them.” To stay safe, he recommends having “separate networks so one breach won’t affect another, but property managers struggle with budgets so many don’t do this.” He also stresses the importance of a diligent, well-trained staff. “You can spend millions of dollars on security but all that money can’t do anything if users aren’t educated.”



Loren Aquino

Keener says the best system to have is a closed network. “It’s safer to have in-house servers that aren’t connected to the web,” he says. “Customers can be very adamant about having their servers on the web to avoid paying \$8,000 to \$10,000 for a system in the office. Some access control systems have servers in the cloud, which seems crazy.” He notes that some networks use the cloud for storing surveillance video, which he says he is “still not comfortable with.”

While the industry is moving toward unified platforms, Keener says “having one brain controlling everything” is risky. “Having separate systems is probably the safer thing to do.”



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A drone's-eye view of Tropical Roofing's award-winning Panakii townhouses in Waipio, and a view from street level (below).

Getting Ready for a New Cool-Roof Building Code

Changes are all about reducing energy costs, says Charlie Beeck

BY DON CHAPMAN

The future came into clear focus for Charlie Beeck about seven years ago while putting new roofing on Crescent Lane town-

houses in Mililani.

"I did the first cool-rated shingle roof," says the president of Tropi-



Charlie Beeck

cal Roofing and Raingutters. "My boys called me up, 'Boss, Boss, you gotta come out here.' What's wrong? 'Nothing but you gotta come out.' So I drove out, went up the ladder,

asked what's up. They said, 'Put your hand on the roof.' Normally you can't touch it with your bare hand, it's too hot. But I put my hand on that roof and I left my hand on that roof, and it was not hot. I said wow. My workers were amazed! Later I got a letter from the board and property manager thanking me for educating them on this new product, and they said it had lowered the temperature in those townhouses by 10 or 12 degrees.

"That's what these new code changes are all about, saving energy."

Yes, if you hadn't heard, Oahu roofers will soon be working with a new code.

"This is a big thing that is happening right now in our industry," says Beeck. "What's happening, even as we speak, there is an international building code, and the National Association of Homebuilders adopts these new codes. Hawaii is usually one of the last to adopt it. The latest thing is the reflectivity of rooftops. Kauai and Maui have adopted it—we're going county by county.

Oahu—the City and County building codes department—will probably adopt it in the next 90 to 180 days.

"What that means is this: When you re-roof your house or townhouse, you're going to have to do two of three things. One, you're going to have to use a cool-rated roof. Two, you are going to have to put a ridge vent on your roof to let hot air out of the attic, or you're going to have to use a solar vent. Or, three, you're going to have to insulate your attic, which would be very expensive. So the price of roofing is going up.

"Some of the shingle makers, if they're not cool-roof rated, they're not going to be able to be sold in Hawaii, and I'm sure some of them are scrambling for new recipes."

Another technological advance, he says, is that with cool roofs, dark-colored roofing has nearly the same reflectivity as light-colored.

Roofing was not on young Charlie's radar growing up in Spokane, Wash., where his father—the family name was originally Von Beeck, but that got

shortened long ago during immigration —ran a gas station:

“A Shell station. I worked there from the time I was 13 until I could run away at 18. No, I went to the University of Oklahoma at Norman, majored in business.”

He used that to start a restaurant.

“That’s a hard business, I was in it for six years. Seven days a week, 365 days a year you work, and if you’re not there they’re stealing from you.”

So what prompted his move to Hawaii?

“Thirty degrees below zero. I’d never been here, but sold everything and moved over. That was in 1977.

“I sold solar water heating door to door, and people would tell me they can’t afford solar, they need a new roof. So I went to a roofer and said train me, and went back to those people and said, ‘If I sold you a roof and solar, would you get them both if I can fit it in your budget?’ They said yes, so I made two commissions instead of one.”

By 1986 he “decided I wanted to be in control of my own destiny, so I opened my own company, same company as today, Tropical Roofing and Raingutters. We started with residential, single-family, then got into commercial and today do a lot of property management stuff with all the property management companies—Associa, Hawaiiana, Hawaiian Properties, Touchstone. I did the Marco Polo, the largest condo in Hawaii. I’ve done townhouse projects, from \$4 million on down to \$20,000.

“Mostly we do re-roofs, some new construction, not a lot—three or four general contractors use me exclusively, but it’s nothing that I chase.”

He has great respect for the work done by volunteer condo association board members.

“I’ve worked with a lot of boards, been at a lot of presentations for boards,” he says. “That’s a tough job being on a condo board.”

But with that said, “They don’t make sense sometimes.”

So when he was asked to be on the board of his own condo association in Kakaako, “I said no thank you, I’ve seen that in real life.”

Beeck also runs “a raingutter company and a sheet metal company. We make the metal and copper flashings

for the roofing supply houses.”

What led to that?

“I ran into an old childhood friend in Seattle, and he had a flashing company. I went out to see it, and thought this is pretty simple. So I went to one of his guys and said how would you like to bring your wife to Hawaii for a couple of weeks free of charge. He said he would. I said come over and set up my shop, show me how to do it, tell me what to buy, where to put it. He worked for me for a week and then got a week to play around. This was 20

some years ago.”

Those businesses and the roofing company share a 16,000-square-foot shop in Waipahu.

A regular part of his business is fixing other people’s messes.

“Funny you should mention that,” he said. “I had a call yesterday from a property manager, and talked with the resident manager of a townhouse project. One company had done the shingled roofs, and a different com-

See ‘COOL-ROOF’ on page 38



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Plumbing Nightmares, and Fixes

Avoiding disaster with tips from Hawaii's top plumbers

PHOTO COURTESY NOW PLUMBING

BY BRETT ALEXANDER-ESTES

It's a call you dread: "There's a leak in my unit!"

Sometimes, as a property manager or as a member of your property's AOA, you're off the hook: the leak is just in one unit or is the resident's responsibility.

But these days, as aging pipes throughout Hawaii's condos and other multi-story buildings continue to corrode, bad news can turn into a nightmare.

"In my 30 years of being in the business, the worst plumbing catastrophe



Joe Brawley

I've seen had 17 leaks causing \$1.3 million in building component and personal property damage," says Joe Brawley, vice president of operations at sageWater, a national repipe

company.

Unfortunately, leaks like these are on the rise: Most Hawaii condominium and office towers built before the 1980s have cast-iron piping systems, which corrode from the inside out and have a 30- to 50-year life span. So if you're the manager of a 1970s-era Hawaii condominium, you're on track for a resident's

Find Your System's Stats



Raymond Michaels, president of Maui Plumbing Inc./Nu Flow Hawaii, says the following sources can help you find your plumbing's age and location:

AGE:

- The Tax Assessors Office
- The Court House where your deed is recorded
- Zillo and other websites
- Your realtor
- City and County Records Offices

LOCATION:

- Request a set of building plans from the Permit and Records Office

frantic phone call—or worse.

Raymond Michaels, president of Maui Plumbing Inc./Nu Flow Hawaii, recalls the flooding of the 11th through 4th floors of a luxury Maui condo. "The flood was caused by a cast-iron vertical main that cracked between the 10th and 11th floors, and had been leaking for some time," he says. The leak "went

unnoticed because the units had been unoccupied."

Countdown to Your Next Leak

If your system is 30 years old or older, says Brawley, you need to start budgeting for a piping replacement. "You can determine the age of your building's piping system by the age of the building, unless there's been a repipe since the building was constructed," he says.

To identify your system's age, parts and locations, check the building's original construction plans, available at local government offices and online.

Brawley says the benefits of a full replacement outweigh the cost of emergency repairs when leaks increase each year: "For example, a first repair is followed by five the next year, and by nine the year after that."

An emergency call-out can run two to three times the regular labor cost of a repair, says Kimo

Pierce, president of Hawaii Plumbing Group LLC. And that will wreak havoc on your insurance policy. Brawley says one multi-story Hawaii building had so many



Kimo Pierce

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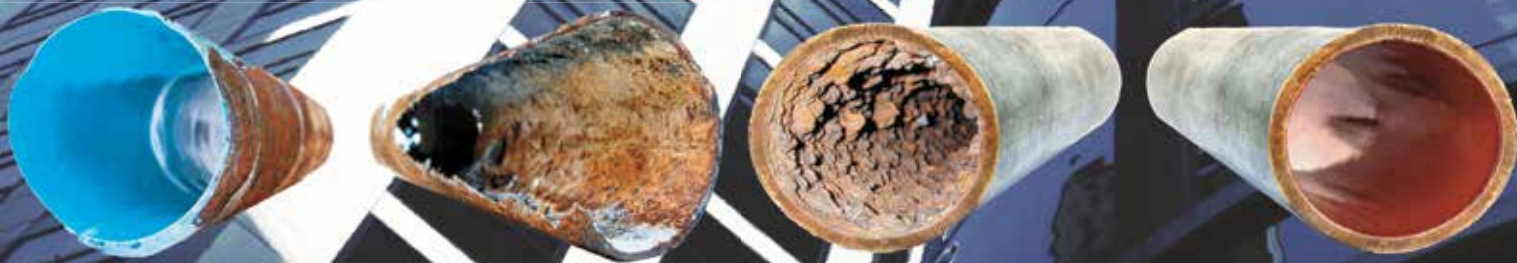
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Ceiling leak damage

emergency plumbing repairs that its annual insurance deductible went from \$20,000 to \$60,000 in four years, and its Tier 1 insurance carrier cancelled coverage on the building. “The building was then insured by a Tier 2 carrier that charged higher premiums,” he says.

Stress Test

Repiping a large building will probably be quite expensive: Estimates for the average cost per unit run from \$10,000 to \$40,000. Even if your building has adequate reserves, residents and the board may balk at a repairing a problem they can’t see.

Brawley says a simple test can improve cooperation:

- Remove sections of pipe from various areas in the building.
- Test the pipe by a neutral third-party metallurgist. The test shows how much life is left in the system, and when it will fail.

- The metallurgist’s analysis and report can then be presented to your building’s residents and other HOA parties.

Biting the Bullet

If replacement earns an “aye,” Brawley says the next step is to hire a construction manager to draw up new plumbing plans and to oversee the project: The City & County of Honolulu requires new plans before a replacement can move forward. And “the construction manager should be from a reputable well-capitalized company with extensive experience in multi-story replacement piping projects,” Brawley says. Once new plans have been drawn up and approved, the project can be put out to bid.

Let Communication Flow

At the start of a new installation, Brawley says, communication with all affected parties is critical.



Repipe or Reline?

REPIPING

Says **Eric Lecky**, chief marketing officer at sageWater North America: “When planned in advance, and communicated properly, most—if not all—of (repiping) inconveniences and concerns can be addressed, and the project can be a success, resulting in increased property values, reduced insurance rates, and years of maintenance-free plumbing.”

RELINING


“Pipe lining comes with little destruction ... the building saves on all the demolition and put-back of expensive finishes, the cost is typically lower than re-piping. That, combined with an almost double life expectancy of re-piping, makes pipe relining lower in cost and longer in life-span,” says **Raymond Michaels**, president of Maui Plumbing Inc./Nu Flow Hawaii.

First, put together a committee that will coordinate the project. Then, present a timeline—such as sageWater’s PowerPoint outline showing all project stages and related issues, including financing—as soon as possible. Repeat as necessary with weekly construction updates, since it typically takes 30 to 40 weeks once your building approves a replacement project to when construction actually begins.

Repipe v. Reline

Depending on the size of your plumbing system and other factors—like its age and your budget—you can opt for a full pipe replacement or an epoxy pipe lining such as with Nu Flow’s “Pull-in-Place” system. Both options have their merits, which you and your residents will need to carefully consider.

No matter which option you choose, “when you are ready to look into preventative rehabilitation, locate the most reputable re-piping companies and pipe lining companies in your area,” says Michaels.



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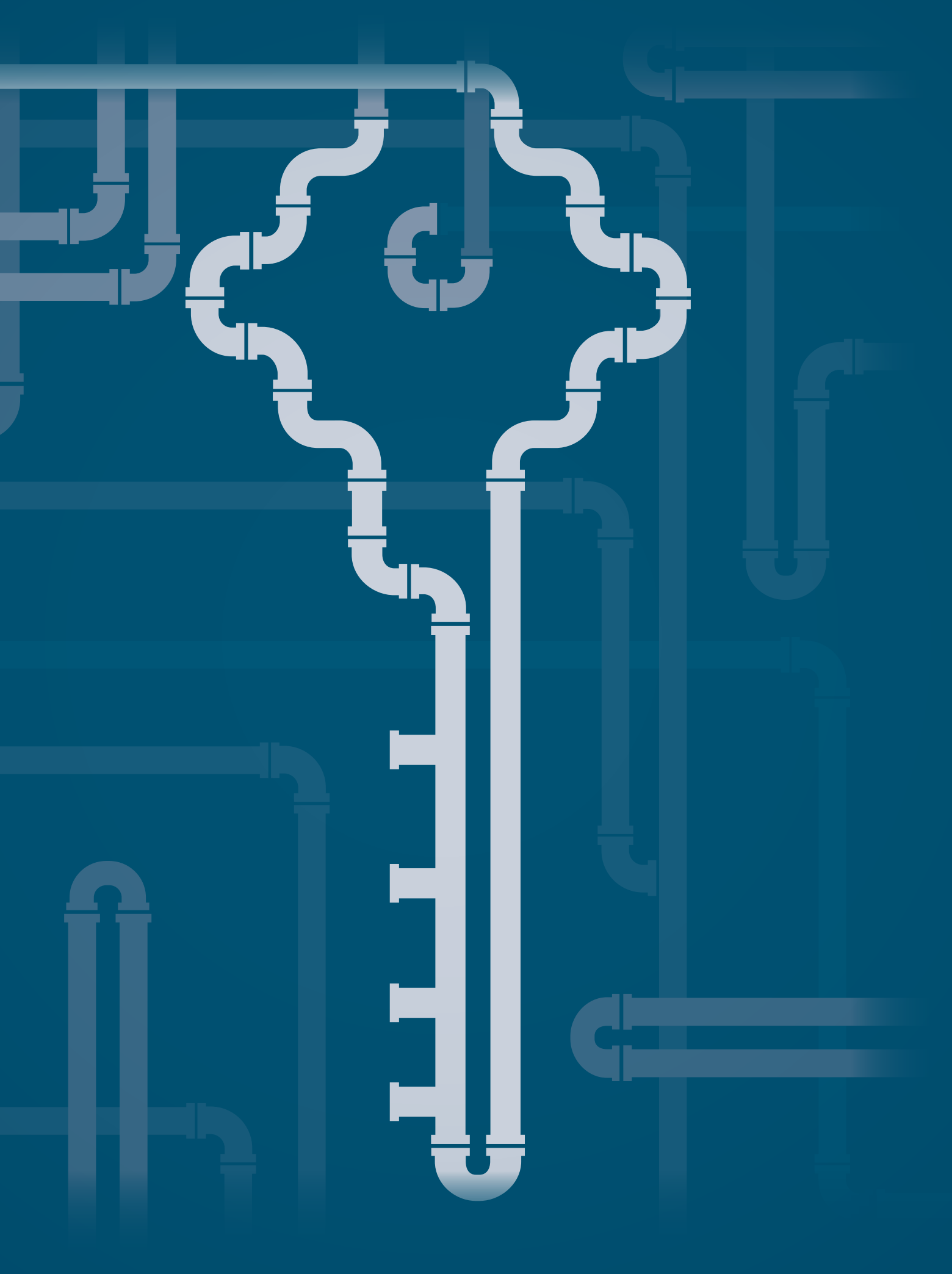
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LEADING LADY AT ASSOCIA

Relying on a background in civil engineering and real estate, Pauli Wong embraces the responsibility for management of nearly 400 buildings in Hawaii

BY DON CHAPMAN

Revolution is probably too strong a word to describe what's happening in Hawaii building management in these early days of 2018. But with the recent promotion of Pauli Wong to president of Associa—and with her bringing aboard Phyllis Okada Kacher from rival Hawaiiana and bringing back Cheryl Franklin, superstars both—it would be accurate to say that the industry is, to borrow from Jerry Lee Lewis, all shook up. “We have a lot of changes going on,” says Wong, who now has responsibility for about 380 buildings and wants to compete for management of the many new high-rises popping

up. “We learned from past mistakes, we have changed our direction, bringing on exciting teammates like Phyllis who see that Associa is the future of this industry as we recommit ourselves to these islands.

“There are so many moving parts in this industry, so many things changing all the time.”

As with many people in building management, it was not a career goal for Wong, who was 12 when her family immigrated to Hawaii from Hong Kong.

“It was during the era when a lot of Hong Kong folks were emigrating to other places,” she says from Associa offices on the 31st floor of Pacific Guardian Center downtown. “In 1997 Hong Kong would revert back to China (from Great Britain).”



Photo by NATHALIE WALKER

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—Pauli Wong
President



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—Neil Ross
Senior Vice President



"Delivering a seamless service that helps our clients achieve their goals is my belief of what it means to be true partners to our clients. That's my area of focus and expertise, ones which give me great job satisfaction."

—Cheryl Franklin
Vice President of Operations - West O`ahu

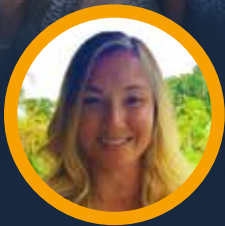
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—Shana Maguire

Senior Community Manager - Kaua'i



"What I enjoy most about my role is that it allows me to work side-by-side with my boards and homeowners to solve their unique problems. There's nothing like seeing them overcome issues they thought were insurmountable."

—Laura Kniffin

Community Director - Kona



"My passion is building community spirit through relationships with residents and vendors. Providing solutions to our board members to protect residents' assets is a tangible value to everyone in a community association. Education builds strong communities and our goal is to educate community leaders to protect their associations and enhance their value."

—Lisa Cano

Vice President of Management - Maui

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Photo by NATHALIE WALKER

Pauli Wong helped recruit the highly respected Phyllis Okada Kacher (left) to Associa.

Not knowing what Communist rule might bring, “my parents left, just in case. They came here with nothing. They took a risk.”

They gave up a good life—her father Paul worked for the housing department of the Hong Kong government, her mother Patsy worked for Cathay Pacific airline and often brought young Pauli to work with her, where the child enjoyed riding the luggage conveyor belt.

“It was not that restrictive then,” she recalls with a laugh. “It was a lot of fun for a kid.”

“This is their home, this is where they spend most of their lives. So for an owner or a board member to come to me and say I made a difference in their life, it means a lot to me.”

She describes her adjustment to Hawaii as “quite a change and a challenge, night and day. Even though I had exposure to the English language, it was not an everyday language for me. There was a language barrier at first. And both my parents had to work, and I had a sister six years younger than me, so there I am at 12 taking care of a 6-year-old child.”

But she worked at her English skills,

and first at Kawanakoa Intermediate School and later at Roosevelt High, teachers used Pauli as an interpreter with Chinese students having trouble with the language.

Her father, meanwhile, “wanted to stay in a similar industry, so he studied for his real estate license, as well as going into the association management industry.”

And if that sounds like a prequel to his daughter’s career, it is. Though you’d never guess that knowing she graduated from UH-Manoa with a civil engineering degree.

“I like science,” she explains. “I eliminated chemistry in high school because I was not good at it. So it was a decision between biology and engineering. I chose physics because the only thing I could think that involved biology was becoming a doctor, and that would be a financial burden to my parents. I did some ‘volunteer’ work related to the field, but found it really wasn’t my call

—interesting, though. But I’ve never regretted going into that field, I got a good education.

“It’s funny, I never thought I would use my degree any more, but it’s because I have an engineering degree I was able to obtain my ‘reserve specialist’ designation. That’s part of the requirement, either you have a degree in business administration, architecture or engineering. And obviously, looking at all these buildings, a lot of our buildings are a little older, 30 years plus, and naturally incur some problems. So having an engineering background helps me understand some of the problems.

“Talking to the engineers makes it easier to understand what they’re trying to tell my clients, and be a translator of sorts between the engineer and the client.”

She got her start in building management when she was starting a family and “we decided it would be best if I stayed home—the cost was about the same, and the kids would benefit. (Daughter Patricia is now a Seattle University sophomore studying engineering, son Matthew is a junior at Roosevelt). So while I was staying home as a fulltime mother, I started getting involved with my HOA and eventually became board president. My then-property manager

told me, 'You know, Pauli, you seem to grasp this industry very quickly, would you be interested in working in it?' I thought about it, flexibility and time, having two young kids — and besides my father had worked for the same firm, (whispers) Hawaiiana. It's like honoring my father's legacy by following his footsteps into the same company.

"I basically took my father's portfolio because he was retiring at that time—one generation to the next."

In 2012 she changed companies, joining what would become Associa two years later when Certified Management and Hawaii First merged.

"It was a big change, a risk, but my parents' moving here was a risk," she says. "Sometimes you have to take it. I was hired as the head of the reserve study division. That's why I came over. My previous company did not have that. They did not see that as the future, helping associations plan ahead so they have enough funds to do major repairs and replacements. I just felt that this is so important to our clients, it's a division that a management company should have.

"I manage an association where for about 10 years, they hated me because I increased the maintenance fee every year, 8 to 10 percent a year—well, owners hated me but the board understood what I was trying to accomplish. The ninth year came, they had funds but not enough to do major replacements—railings and windows. The windows were so badly damaged, so we hired an engineering firm to evaluate the building, and they agreed it has to be done as soon as possible—it's life and safety. The jalousie windows anchored into wood, which was then anchored into concrete. What happens with wood in Hawaii? Termites! They're having a party! It took a while to make the board see this was necessary, a couple of years to make owners see it was a life and safety issue. They still had to take out a \$3 million loan. But it was well worth it. They don't have to worry when there is a hurricane warning that these windows could fall and injure someone.

"In the field of science, you tend to want to improve, you want to make things better, you want to make things easier. I see that this company is moving in that direction, to make things easier for owners, easier for board members—improving the way they live in associations."



Pauli Wong utilizes her background in civil engineering to analyze critical building issues.

The day after our conversation, Associa would be hosting a company-wide meeting at Aloha Tower, bringing together all 150 employees from around the state—Associa also has offices on Kauai, Maui and Kona.

"The theme for 2018," Wong says, "is

bridging the gaps between ourselves, and the gaps between us and our clients. It's an ongoing challenge for a lot of companies, but we believe we have the right team in place.

"It's a difficult business because you're dealing with humans. You will never be able to satisfy everybody. But when you have that one person out of hundreds, out of a thousand, who comes to you and says, 'Thank you for making a positive difference in my life.' . . . Because we're dealing with people's homes. We're not just selling cars and someone is dissatisfied, or it's not like your iPhone isn't working. This is their *home*, this is where they spend most of their lives. So for an owner or a board member to come to me and say I made a difference in their life, it means a lot to me."

By the way, she still hasn't told her father, who has since relocated to Shenzhen, China, just across from Hong Kong, about her promotion to president.

"Internet is difficult in China," she says. "But when this article comes out, I'm going to mail him a copy of the magazine to break the news. I hope he'll be proud."



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Holly Morikami

Help! Our server equipment is overheating and our workers are going home because we have no air conditioning, the building has no windows and our service provider said it will be two to three weeks for our parts to arrive for repair. What can we do?!

What do you do when your building or tenant's air conditioning system goes down? What do you do when there are no windows to open or there are critical spaces that need to keep cool? An air conditioning outage for an extended period of time can be very stressful for property and facility managers. Affected occupants, tenants and customers will want answers and solutions for temporary relief. To keep calm and stay cool during an air conditioning outage, plan ahead.

Planning Tips and Cool Solutions

1 ASSESS IMPACT. Work with your air conditioning service provider and/or building engineer to assess the potential impact to the building and tenants should the air conditioning system go down for an extended period of time.

- Do my tenants have server room equipment or products that need to be kept cool?
- Are there windows that tenants can open for ventilation?
- Is there redundancy within my existing air conditioning system to get us back online as quickly as possible?
- Should I have spare parts on hand for my existing system to minimize outage time?



2 ASSESS COOLING SOLUTION OPTIONS. After assessing the potential impact to the building and its people, take action and plan for a potential long-term air conditioning outage. What are your temporary cooling options?

- **Fans.** Fans are a good first line of defense. Have these on hand or know where to get them quickly.
- **Spot Coolers.** 12,000 btu or 1-ton (about the cooling capacity of a typical window air conditioning unit) spot coolers are the most common type of temporary cooling solution when cooling is needed for people or products. These units come on wheels, can plug into your conventional 115 volt 15 amp outlet and are simple

to set up. A dedicated electrical circuit and space to exhaust the hot air (such as a drop ceiling) are the basic requirements for these spot coolers.

- **Larger Spot Coolers.** For larger spot coolers that can do more than spot cooling or spaces larger than 300-400 square feet, get your electrician involved to see if you can set up the electrical capability ahead of time.
- **Large Packaged Units and Temporary Chillers.** There may be a time when the best option is the rental of a large packaged unit and/or a chiller. Connect with these contractors ahead of time to come up with a plan should this need arise. These

contractors will be able to advise the best application, staging of equipment and whether there is a possibility to do so. Your air conditioning service provider may need to get involved to assess temporary chill water piping requirements. Your electrician may be needed if it makes more sense to connect to the building's electrical vs. having a generator onsite.

3 CREATE A PARTNERSHIP AHEAD OF TIME.

- Contact a temporary cooling rental provider and get them involved in the planning process. Create the partnership ahead of time. They can assist in the recommended application(s) based on your building assessment and provide estimated costs.

4 KNOW BOTH THE BENEFITS AND THE LIMITATIONS OF EACH OPTION.

- Work with your rental provider to understand both the benefits and the limitations of these temporary cooling solutions. Part of the preparation is knowing what these solutions can do for you and what their limitations are. Also, prepare for any impact the equipment may have on affected parties, such as noise, disposing of condensate water, etc.

Temporary Cooling – More Cool Solutions

Permanent Supplemental or Primary Cooling. In addition to temporary cooling solutions, you may have tenants that need permanent supplemental or primary cooling for spaces such as server rooms. Contact your temporary cooling partner to see if a spot cooler, whether on wheels or ceiling mounted, may be an option where a spilt system may not be feasible. It may provide an option for a space not otherwise feasible to lease and helps minimize risk to the building should there be an outage to the building's main air conditioning system.

Special Events. Spot coolers may be a great option and added feature for special events. They can keep your guests or products such as food cool.

Dehumidification. Certain spot coolers can also be set up specifically for dehumidification in the event water damage restoration is needed.

To keep calm and stay cool, plan ahead. Knowing your options will help you to best serve your occupants, tenants and customers. You will be prepared to report solutions to both the owner's representative as well as those directly impacted. Acting on your plan quickly will help minimize risk due to loss of product(s) and/or

occupant grievances. Stay cool and plan ahead!

Holly Morikami is a director of services at Heide & Cook (H&C), an integrated facility services company specializing in HVAC, plumbing, elevator and refrigeration services. AirReps Hawaii is a division of H&C specializing in temporary cooling solutions. H&C has been serving Hawaii since 1946. For more information visit www.heidecook.com or e-mail holly@heidecook.com.

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Maintenance Keeps Your AC Cool, Cost-Effective

Why regular HVAC system maintenance is crucial



Lance Kurata

Whether your building relies on split-system air conditioning units, larger packaged AC units, chillers, cooling towers, pumps or direct-expansion systems to cool it down, there's one thing all makes and models have in common: They need regular tune-ups to do their job right.

In a study by industry experts, the National Center for Energy Management and Building Technologies found that effective scheduled maintenance on commercial heating, ventilation and air conditioning (HVAC) systems can decrease facility energy bills by 15 to 20 percent! And since HVAC systems account for around 40 percent of a building's total energy use, it's worth your while to keep them in great shape.

Too often, AC disasters that are largely preventable cause outages and costly damage. Though reactive maintenance is often the standard today, shifting the paradigm can save you a lot of time and money. Staying on track with preventative maintenance checks will cut your energy bills, extend the life of your system and enhance the comfort of occupants.

The Dangers of Missed Maintenance

Since AC systems are out of sight, they tend to fall under the radar until a system failure commands attention. Commercial HVAC systems contain numerous parts, and an issue with any one of them could threaten the performance of your AC output (not to mention your budget). Skipping regular service calls can lead to slowed operation, longer cooling times and premature equipment failures. In addition to the lost dollars from inefficiencies that cause energy drains, emergency response often



Before



After

Duct cleaning removes build-up of dust and debris.

means it is too late for simple, inexpensive repairs—plus, after-hours calls usually come with overtime charges. Earlier in my career, during my very first HVAC service call, we responded to an emergency at a company that ended up costing them thousands of dollars worth of server room equipment due to an issue that might have been avoided with timely maintenance.

Warning Signs It's Time for a Service Call

Responding to these AC warning signs could save you a lot of hassle, especially if a problem is caught before it turns into an emergency situation.

1 WATER LEAKS. Hands down, the most common issue our HVAC service team responds to is water leaks. The good news is that in most cases, these leaks can be repaired by unclogging the lines. If you've noticed dripping anywhere around your units, call for service immediately. It could signal the start of a chain reaction that could cause structural damage.

2 NOISE. AC systems are designed to run quietly. During operation, a shift from the regular low hum to a

noticeable sound could indicate a bigger issue. For example, a loose belt often causes a squeaking sound. Abnormal vibration of the unit could also indicate that maintenance is needed.

3 LAGGING PERFORMANCE. If you've noticed your AC system is taking longer than usual to cool down the space, it may signal that its cooling capabilities are in decline. Don't ignore a drop in performance, as it can foreshadow a total cooling failure.

What's Involved in HVAC Maintenance?

Preventative maintenance includes action items like replacing filters and belts, cleaning the drain pan and clearing the drain lines, and assessing performance and functionality. Your HVAC technician will run through a checklist to ensure any potentially harmful wear-and-tear is addressed to maintain a healthy system—like clearing the drains to prevent water leaks.

Three AC Services That Save You Money

1 Change out HVAC filters regularly for energy savings of 5 to 10

percent. Filters should be replaced every month to every three months to avoid issues like diminished indoor air quality and decreased air circulation.

2 Seal heating and cooling ducts properly to enhance system efficiency by up to 20 percent. Ensuring a tight seal is an easy fix to minimize cooling waste, and wrapping ducts in insulation can help fortify the seals.

3 Upgrade to an ENERGY STAR-certified AC or heat pump. If you've got an aging system, consider replacing it with new energy-efficient equipment that could reduce total HVAC energy costs by up to 20 percent.

Know When to Upgrade or Replace

In addition to preventative service, building managers can ensure optimal performance by considering periodic HVAC upgrades, or total replacement once a system hits the end of its life cycle (typically about 12 years, depending on size and use). Contrary to the concept of getting the most miles out of a vehicle, running HVAC systems and equipment "until the wheels fall off" could make a big dent in your building's performance in the form of sky-high energy and reactive maintenance expenses. Have your system regularly evaluated for upgrades or replacement, which can greatly improve efficiency.

Getting Ahead of Maintenance

Commercial HVAC units should be evaluated monthly, or even bi-monthly, depending on factors like system size and business type. A hotel that runs the AC continually would need to be looked at more frequently than, say, an office building that shuts its system down at night. Keep a log of the following points and make sure your service professionals are kept in the know:

- When was my last maintenance cleaning?
- Have I noticed any changes in performance or operation?
- How recent was my last service?
- How old is my unit?

Monthly AC Maintenance Checklist



- Clean and clear drip pans and drain lines
- Change disposable air filters
- Wash permanent type filters
- Lubricate and oil fan and motor bearings
- Check drives for wear
- Adjust and/or replace belts
- Check for unusual noise or vibration
- Adjust or repair all controls
- Check time clock settings
- Check compressor oil level and refrigerant sight glass
- Check refrigerant system for leaks, unusual noise and vibration
- Record refrigeration system suction, discharge and oil pressures

- What repairs have been done since the purchase?

Taking a proactive approach to maintaining your building's HVAC system through regular, high-quality service is not only a smart management practice, it's key to keeping your property as productive, efficient and cost-effective as possible. Cost plans will vary based on factors like frequency of operation, accessibility and number of units, but no matter how much you end up spending on upkeep, the long-term value and peace of mind of your AC maintenance will be well worth the investment.

Lance Kurata is the AC Service Manager at Alaka'i Mechanical Corporation, a leading mechanical contractor serving commercial builders and building owners. The company provides mechanical construction, renovation, maintenance and repairs for air conditioning, ventilation and plumbing. He has 28 years of combined experience in AC service and construction. He can be contacted at 834-4244 or lkurata@alakaimechanical.com.

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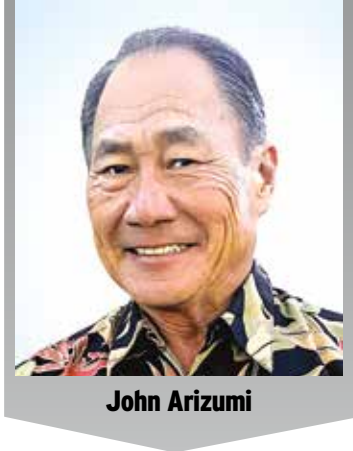
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Matching the Right HVAC System to Your Space

Options to consider before upgrading your AC



John Arizumi

Whether it's a large space or an individual room, building management professionals now have more options than ever to match the right HVAC solution to an environment.

If you're planning on replacing your air-cooled chiller or thinking of replacing an existing water-cooled plant to reduce cooling tower maintenance and water usage, be aware that technology has improved. Air-cooled chillers can now offer variable-speed screw technology to exactly match real-time building loads for improved energy efficiency



Carrier's Performance Series split systems offer the widest range of configurations, allowing users to get the right match for space and budget.

and lower sound levels. Many feature a smaller footprint, too, making them an easy retrofit that offers the best payback value.

For existing rooftop units or for new designs, high-efficiency rooftop products can range from 3 to 150 tons. They can be used for single large spaces or smaller spaces when coupled with variable air-volume zoning systems.

For situations where you want individual room control—say, multiple unit installations in apartments, townhomes, hotels, senior facilities or even condominiums—Packaged Terminal Air Conditioners (PTACs) provide many advantages. PTACs are typically quieter and more energy efficient than a room air conditioner. They can also be much faster to maintain and repair. Since the PTAC design is based on a chassis that slides into a standardized sleeve, just slip in a spare chassis to minimize downtime.

If you manage a facility with variable occupancy like a hotel, senior community or rental apartments, some PTACs offer additional benefits. Amana's Di-giSmart system, for example, can sense whether a room is occupied or not to

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Offering the ultimate in user customizability, Carrier 30XV AquaForce Chiller was named 2017 Product of the Year by Consulting Specifying Engineer magazine.



save up to 35 percent in energy costs over PTACs that lack it. It also provides centralized control. With DigiSmart, from a single screen, you can see how all units are running and if any need maintenance or repairs. It's a great way to minimize after-hours calls.

For the most flexibility, ductless split-system air conditioners are an ideal way to add low lifetime cost cooling to targeted areas. They offer the benefits of high-energy efficiency and low interior noise, plus ease of installation with no ductwork required.

The "split" in split systems is what makes them so desirable. The compressor goes outside the living space. Interior fan coils—where the cool air comes out—come in a variety of fixtures for wall and ceiling mounting so they can be customized to the room. For bigger jobs, you can also use multi-split systems, where a single compressor drives multiple fan coils.

These are just four of the more common options to consider as you look to upgrade or add HVAC to your building.

John Arizumi is the president of Carrier Hawaii, the largest air conditioning distributor in Hawaii with four locations on three islands. Mr. Arizumi is a past president of the American Society of Heating, Refrigerating and Air Conditioning Engineers, Hawaii Chapter. You can reach him at 677-6339 or visit carrierhawaii.com.



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COOL-ROOF

Continued from page 19

pany had done the flat roofs, and they both leaked. And neither company could fix the leaks. So they asked me to come over and do some water tests and find the leaks and fix them. Over the years it's happened a few times. See, you have a lot of roofing companies that come and go, it's a very high-turnover business. A lot of roofers think it's about getting a truck and a phone number and going at it without the proper financing or strategies and game plan.

"I pride myself on good, quality service, and doing the best job I can possibly do. I was president of the Hawaii Roofing Contractors Association for four years, chaired the ethics committee for 11 years. In 2014 and '15, I won the *Honolulu Star-Advertiser's* Best of the Best. We try hard, we do a good job."

And earlier this year Charlie and his Tropical team won the Hawaii Roofing Contractors Associations top award in the Metal Roofing Commercial category for their work on the Penakii townhouse complex in Waipio.

"We're literally putting a roof over people's heads," Charlie says. "I tell my guys in meetings—ever since I started—I say, 'You look at that house as if it's yours, and then you put the roof on as if it is your house.'"



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RCAH sixth annual Top Roofing Awards

PHOTOS BY NATHALIE WALKER

The Roofing Contractors Association of Hawaii presented its sixth annual Top Roofing Awards during a dinner Jan. 13 at Honolulu Country Club.



Todd Guidi, Shelly Glass and Kevin McKeirnan



Burkley Showe and Charlie Beeck



Jeff Rapoza, Bonnie Morgan and Jack Morgan



Darryll Montenegro, Neil Guzon, Richard Guzon, Ismael Guzon and Jayson Martin



Nalu Kahanaoi, Kerry Medeiros, Dora Fong, Jason Ortiz, Sue Jaeger, David Kahele and Don Jaeger



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An exciting show, 'good enough to make your bucket list if you've never attended

BY DON CHAPMAN

The annual Hawaii Buildings, Facilities and Property Management Expo is so big, so informative and even so entertaining, it ought to be on bucket lists for people who have never attended. And for those who have attended previous Expos, it's an event not to be missed, as much as for the all-day networking (and has been known to run into the evening) as for the awesome display of products and services.

Now in its 11th year, the Expo happens March 7-8 at the Blaisdell Center Exhibition Hall. It will feature a whopping 330 exhibit booths and 27 free seminars.

"Education is a big part of the Expo," says Ken Kanter, the show's producer.

Whether you're a condo association board member, building owner or manager, in the construction or architecture business, there is something for everyone.

"It's amazing how many people these industries touch," adds Kanter.



Ken Kanter

The free hour-long seminars run both days, starting at 8 a.m. The challenge is choosing which to attend, as multiple seminars take place at the same time in different rooms.



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Among the topics of interest for
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March 7



▲ **Fire Safety in Hawaii's Buildings Today**, 8 a.m., led by Lance Luke of Construction Management Inspection.

▶ **New AOA Laws and Industry Trends**, 8 a.m., led by Richard Emery, VP of Associa.

▶ **How Variable-Speed Water Pumps Can Rid High-rise buildings of Energy Vampires**, 8 a.m., led by David Carrier, president of Quantum Flo Inc.

▶ **After-A-Fire Health and Environmental Hazards**, 10 a.m., led by Kenton Beal, executive VP of ENPRO Environmental.



▲ **Parking Lot Revenue Control Equipment and Operations**, 10 a.m., led by Brian Davies, VP of Ohana Control Systems.

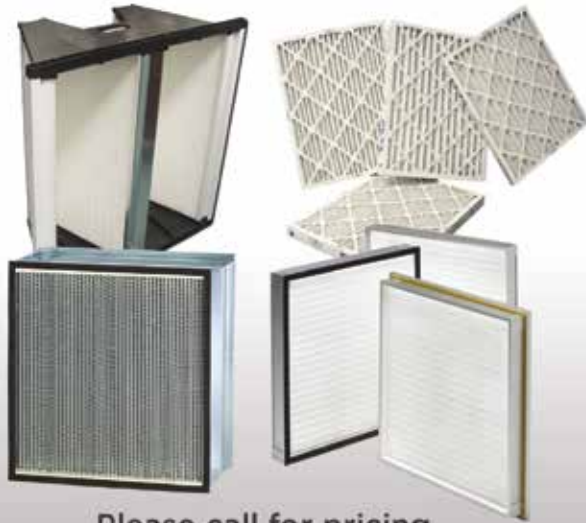


▲ **Upgrading Your Building with Optical Fiber to Enhance Property Value and Appeal**, 1:30 p.m., led by Steve Schoen, senior manager with Hawaiian Telcom.



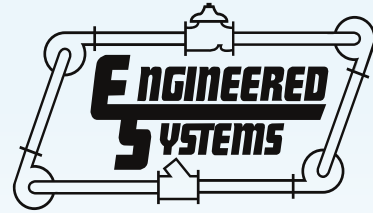
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March 8

► **New Reserve Study Thinking for AOAOs**, 8 a.m., led by Kim Becker and Richard Emery of Associa.



▲ **Collecting AOA and Community Association Delinquent Assessments**, 10 a.m., led by attorney John M. Rickel.

► **Designing an End-to-End Security Solution**, 10 a.m., led by Dustin Rodine, VP of GeoVision Inc.



▲ **EPA Regulations Compliance for Spills and Storm Water Pollution Prevention**, 1:30 p.m., led by Cary Winters of Ultra Tech International.



▲ **Get Rid of Deferred Maintenance in HVAC Commercial Building Owner Solutions**, 3 p.m., led by Mike Hedge of Allana Buick & Bers.



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