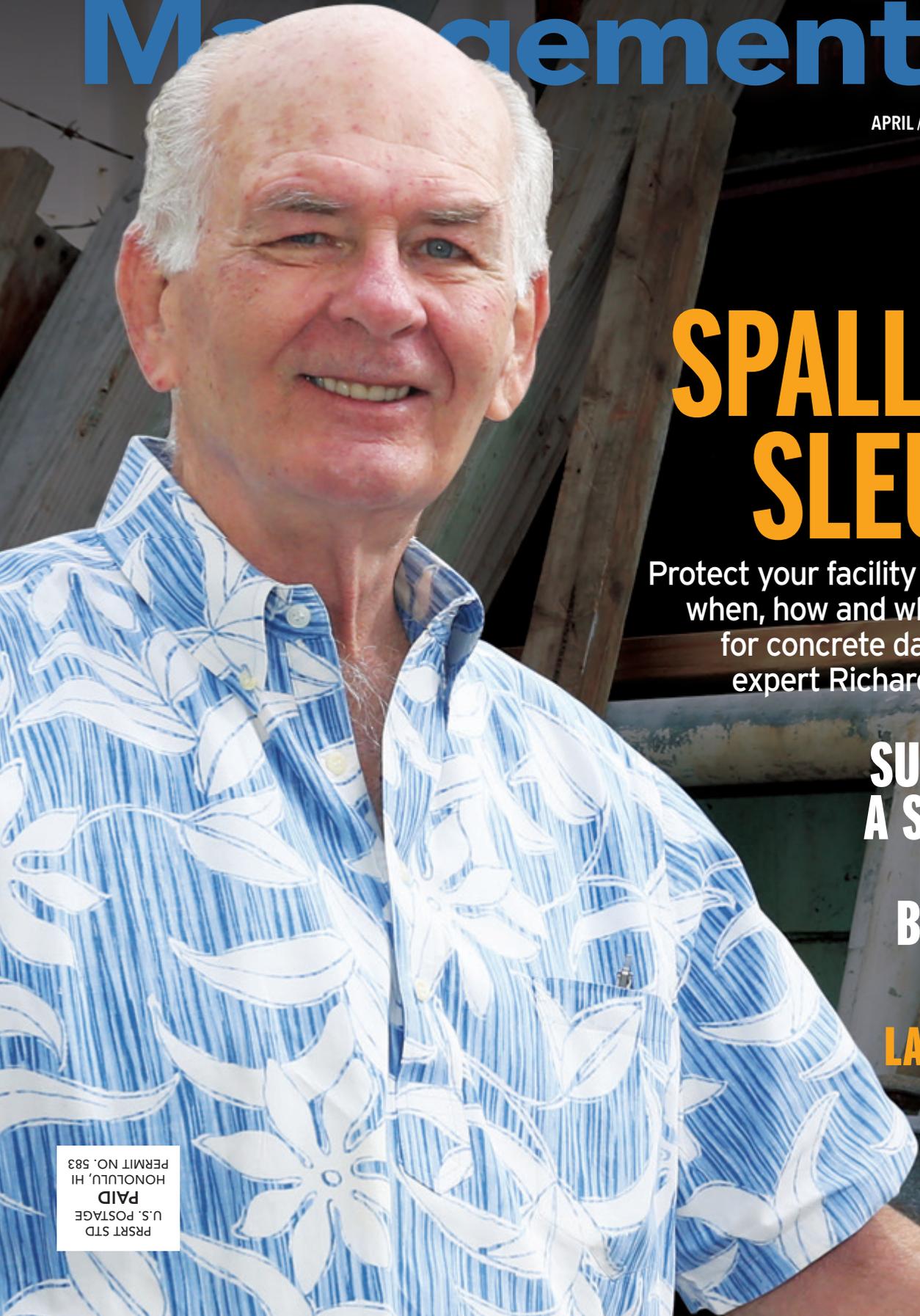


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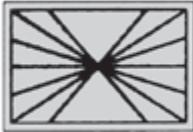
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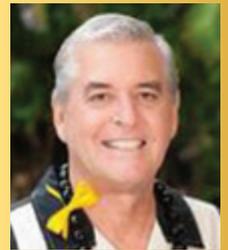
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Welcome to our Guns and Roses issue

Call this *BMH*'s guns and roses issue.

Brandon Bosworth continues his series on security, taking on the all too timely topic of what to do if you have an active shooter on your property. Most people think it could never happen to them, and may prefer not to think about it all. But clearly it does happen, and has happened in Hawaii. Brandon talks with several experts, and as with so many things, it pays to have a plan.

On the flowery side, I had the pleasure of sitting down with master botanist Heidi Bornhorst, who offers tips for creating beautiful and healthy outdoor spaces, whether you run a residential or commercial property.

But there's much more inside, including our cover story on Richard Malmgren of RCM. He has seen — and repaired — so much spalling in Hawaii buildings, he's become a strong advocate for regular building maintenance, especially for those

structures approaching, shall we say, middle age.

And yers truly takes you on a tour of the recent Hawaii Buildings, Facilities and Property Management Expo, with notes on who was selling—and installing—what.

And we're pleased to introduce another group of experts who offer advice on insurance, fire restoration and prevention, concrete restoration and building inspection.

As always, our goal at *BMH* is to make your job easier, whether you're a building owner, manager or board member. If there is a topic you'd like covered, please e-mail me.

Mahalo,

Don Chapman
Editor
Building Management Hawaii



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The combined experience of Hawaiiana's Payroll, Benefits and Human Resources Department three-person management team tops 100 years, while the average tenure of its payroll and benefits specialists is over twelve years with Hawaiiana.

Hawaiiana's Payroll, Benefits and Human Resources Department offers a wealth of experience for our clients to draw upon: The three-person management team has over a century in the field of human resources, payroll and benefits among them. Executive Vice President Albert J. "Al" Pattison and Director of HR & Employee Benefits, Candace Tawara, were longtime employees of Aloha Airlines before joining Hawaiiana; Director of Payroll Services Paulene Gomez has been with Hawaiiana since 1996. The ten-person staff of payroll and benefits specialists averages over 12 years of experience each!

Hawaiiana's association clients receive a "built-in" Human Resources Department, prepared to answer questions beyond the scope of just payroll. Often clients will call needing information on employment-related matters, and Al Pattison is available to assist on a wide variety of personnel matters. In addition, a human resources manual is made available to on-site managers.

Clients also have the option of using Hawaiiana's competitively-priced benefits packages for employees. In addition to life and disability insurance policies, UHA and Kaiser health plans are also offered, with full dental, vision and drug riders available. Many associations have found that this service alone can create considerable cost-savings.

Hawaiiana has been providing payroll, benefits and HR services to associations for over 50 years, as part of their

basic property management package. These same services are also available to private businesses that contract with Hawaiiana. The package includes:

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

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A Walk in the World of 'Mad Scientists'

Amazing products, fascinating technology highlight annual Expo

Kudos to everyone involved with the annual Hawaii Buildings, Facilities & Property Management Expo at the Blaisdell Center Exhibition Hall. That is especially true of the vendors who filled hundreds of booths. If there was an unrented space, I couldn't find it, so job well done by Douglas Trade Shows.

For two days, the Expo was the capital of the Hawaii buildings world, and a great reminder of how many people are affected every day by the buildings they live and work in, and those who build, manage and service them. I walked nearly a mile (according to my phone's health tracker) with Trade Publishing's new assistant publisher Amanda Canada and advertising manager Charlene Gray, greeting old friends and meeting new ones. This was Amanda's first Expo, and she came away much as I did last year at my first go-round—head spinning with new products and new ideas, not to mention a pocket full of business cards.

Here are a few scribbled notes from the Expo:

Of all the great new products on display, there's one that Steve Maero of Rainbow Roof wishes were available: an accurate weather forecast machine. "We just lost two weeks to rain and another to wind. You bet I check the weather a lot."

Chatting with Damien Enright of Structural Systems about his all-aluminum rust-proof guardrails, I asked about the president's proposed tariffs on foreign steel and aluminum, which was then at the top of the news. "We get this from Canada, so yes, it's a concern," he said. "We're just watching to see which way the wind blows."



Kekoa Giron, Kevin Agena, Shaunagh Haiola, Russell Doane, Kanani Kaopua, Les Chang, Kristi Hirota-Schmidt

Weather, as it were, again.

I had to stop at the Otis Elevator booth and ask account manager Taylor Ronnander if Otis' offices are still in a one-story building. That had been one of my favorite items from my old *Honolulu Advertiser* column: The Otis Elevators office is located in a one-story building. Her answer was no, they've moved to a two-story building: "But we don't have an elevator. I climb the stairs every day."

A fix for old, rusting pipes in condos and hotels of a certain age is a big issue, and Jeremy Anding was grinning with news that Nu Flow will be working at the Hale Koa hotel to line pipes.

Also with a military theme, Julie Rogers of Tremco is happily at work preserving historic garrison roofs at Schofield Barracks. How historic? They were featured in films *From Here to Eternity* (1953) and *Pearl Harbor* (2004), and Schofield's theatre hosted acts such as Tommy Dorsey and Glenn

Miller's big bands.

From old to new, chief administrative officer Sakura Thompson of Cool V Energy was at the expo to launch its first-in-Hawaii rooftop AC/refrigeration panels. They're not photovoltaic panels, but are hooked directly to cooling systems, and are said to provide significant energy savings. Cool idea.

So are the roofing panels Charlie Beek of Tropical Roofing & Raingutters was touting. They come in a variety of colors, look like regular roofing material, but even the dark-colored tiles have high solar reflectivity and stay cool to the touch in the sun.

So much fascinating technology was on display, it makes you suspect there must be mad scientists in labs around the world coming up with better ways to build and maintain buildings. Which there are.

Leo Wong of No Slip Hawaii demonstrated just that with a new

type of tile. He sprayed water on it and asked me to step on it. Which I did with some trepidation, but there was no slippage at all, unlike with a side-by-side piece of traditional tiling he also sprayed. Leo has projects at the Halekulani and Four Seasons.

Sometimes, though, it's a clever combination of older technology, such as Bradley's three-in-one no-touch handwashing system—faucet, soap, dryer in one stylish fixture. Kyle Marshall of Pacific Rim Partners says they've installed one at Zippy's Gentry Waipio and will be at the renovated Kapolei location.

It seems every exhibitor was offering goodies, or a chance to win one—from candies to foam truck-shaped stress squeezers to a Vegas trip. Much as I enjoyed the company of Charlene and Amanda, for ultimate goodie-getting I probably should have been following one particular female AOA member of retiree age with whom I crossed paths a few times. Each time her bag had grown bigger and bulgy-er. She might have stocked a stationery store with all the pens she collected.



Wally Au, Dana Akasaki-Kenney, Summer Kapana, Larry Young (in rear), Joshua Akaka, Sherie Leiu

Further along, I was especially grateful to Joe Brawley and colleagues at Sagewater. They were handing out tape measures, good solid ones, which works out great because my tape measure at home turned up missing the other day.

And thanks to the folks at Hawaiian Properties for the back scratcher.

All in all, another great expo, and I'm already looking forward to next year's. By which time I'll be needing some new pens.



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The Keys to Managing Active Shooter Threats

Recognize “it’s a shooting not a fire,” says one expert

BY BRANDON BOSWORTH

Fast thinking and quick action are essential when firearms are brandished anywhere, says former marine Steven Sullivan, a vice president at Shidler Pacific Advisors. He



Steven Sullivan

urges building and property managers to be particularly proactive in preparing for possible threats.

“Active shooter situations are violent and quick,” he says.

“Recognize the situation for what it is—it’s a shooting, not a fire.”

Sullivan, who spoke about the risk of potentially fatal gunfire to BOMA Hawaii members late last year, says there should be safe off-site places for potential victims to meet after an evacuation: “If everyone meets at the same place on-site they make easy targets.”

According to the Federal Bureau of Investigation, more than 80 percent of active shooter incidents occur at work. Of worksite shootings, 45.6 percent took place at businesses, 24.4 percent at schools, 10 percent at government sites and 2.5 percent at healthcare facilities.

“The most frequently asked question is, ‘Can it happen to us?’” adds Sullivan. “It could happen to anyone, anytime, anywhere.”

The 1999 killing of seven people at Honolulu’s Xerox building is a stark reminder that Hawaii is not immune from mass shootings. The Xerox murders were committed by an employee with a history of bad workplace behavior, including threatening co-workers.



Shidler holds annual workshops to educate tenants about active shooter situations.

“We get great feedback from our tenants who participate in our shooter training,” Sullivan says. “There is one training per property. Tenants are very receptive. We invite HPD to come in and provide their presentation. There are exercises, discussions and Q&A sessions. We conduct exercises to see what works.”

Unfortunately, it often takes news of a shooting to get people and businesses interested in seeking out training.

“My phone starts to go off when something happens. People ask me, ‘Can you help us?’” says Jeff Owens, retired Honolulu police officer and



Jeff Owens

founder of Transcend Inc., a local training, consulting, investigating and security company. “People have this attitude of ‘Yeah, I know it can happen’

intellectually but ‘it can’t happen here’ emotionally. They deny risk.”

Hawaii has one of the lowest rates of gun deaths in the nation, which Owens says can lead to complacency. “If you live where violence and tragedy occur on a more regular basis you will be more cognizant of it. We ignore what we can’t see.”

Owens works with companies to resolve in-house disputes before they turn violent, as happened at Xerox.

“The first part of the process is someone has reported a concern,” he says. “When I go in I want to learn a whole lot about the company, their operations, personnel, resources in place, etc. Can I address the underlying cause or do I need to call in someone?”

If necessary, Owens forms a multi-disciplinary threat assessment team integrating representatives from human resources, management and security. Sometimes he brings in outside consultants, such as psychologists. “We investigate, determine the facts and try to find out how real the threat is. What is the probability of something happening?” he says. “We look at things with a balanced perspective. A threat assessment doesn’t determine right or wrong. It determines the level of potential harm that might occur. That probability might be low, medium or high based on an assessment of behavior. Luckily, most are not high-risk situations, but I’ve had a few.

“Just because the perception of a threat is real doesn’t mean it can’t be addressed or mitigated. People usually don’t hurt people they like. There are two sides of every story, though even if you’ve been aggrieved that doesn’t justify violence.”

No matter what the outcome of the assessment, Owens says, “There has to be an appropriate response to inappropriate behavior. You can over-respond and make things worse.”

Sometimes the appropriate response is to terminate an employee, though even this can be done in a manner that reduces the risk of violence.

“Compassionate termination is one option,” Owens says. “Give the terminated employee resources to avoid unnecessary hardships, such as extending their medical plan. If they are scary enough, reduce their grievance and be their ally, not their enemy. Often the person has created a situation they don’t want to be in and you are letting them get out of it while saving face.”

A recurring theme Owens sees when conducting workplace assessments is that someone feels he or she has been disrespected.

“People don’t usually harm others






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Pretty Floors, and Hidden Treasure Beneath

Relentless chloride ions, or salt, trapped by tile and indoor-outdoor carpet hasten deterioration to keep Richard Malgren's firm bustling with business

Photos: Nathalie Walker





By **DON CHAPMAN**

Richard Malmgren just loves indoor-outdoor carpet. Color doesn't matter.

"Indoor-outdoor carpet helps keep us in business," says Malmgren, president of RCM Construction Corporation, which specializes in concrete restoration. "It keeps that moisture in. People have indoor-outdoor carpet on their lanai because it makes it look attractive from the top side. But it traps everything underneath. And in Hawaii we rain saltwater. Even when it's not raining, salt is still blowing onto our buildings.

"All those chloride ions, salt, are soaking into the concrete. And while you don't need salt to cause rusting, it does speed up the process. That's why we have more rusting, more spalling, in buildings that are closer to the ocean—more salt."

There's another type of condo lanai flooring he also loves:

"People also put down hard tile without a membrane underneath (to protect the concrete). Water will still seep through the grout joints—they're very porous—and get into the concrete and not be able to come out. It starts rusting the rebar, and then you'll see the tiles start to buckle."

Those are just two of the things that keep Malmgren and his crew of 10 busy.

"People do all kinds of strange things," he says.

Another strange thing, he believes, is failing to do proper maintenance on buildings, especially aging structures that need it most.

"Just about everything you see today was built before 1990, but most people don't want to spend money on remedial work on their building," says Malmgren, who first came to Hawaii in 1969, transferred over from San Francisco by Haas & Hayes to be project engineer on construction of gates 10-11 at then Honolulu International Airport, to handle the big new 747s United was flying.

"Judy (his wife) and I lived in a three-story walkup on the slopes of Punchbowl, and from our lanai I could count 71 construction cranes, and our view was blocked by other buildings, I couldn't see into Salt Lake, so that wasn't all the cranes. If you ignore what's been happening in Qatar or Dubai, I don't think there was ever the concentration of construction that Hawaii experienced in the years after statehood. I'll bet half the housing you see today was built in those years.

"Despite the popular prevailing myth, we do not have that much construction activity in Hawaii today."

Those were the years when the state bird was said to be the construction crane. And now buildings from that post-statehood period may be showing their age and in need of maintenance that goes beyond skin deep.

"Single-owner buildings, they tend to get pretty well taken care of," he says. "If you're talking about multiple-owner buildings, condominiums, they generally don't get taken care of."

He has seen, over and over again, the destruction that ever-busy water and salt, usually in concert, can cause when people aren't looking, especially to reinforced concrete. It involves a quick science lesson. Because concrete is porous, moisture seeps in and causes rusting in the steel rebar,

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changing both its chemical and physical composition.

“Rust, while it originates from steel, occupies much more volume than the originating steel,” Malmgren says. “So as it expands, it cracks the concrete—spalling.”

That’s where RCM comes in, with a variety of fixes.

Much as he loves what he’s doing—“I never actually go to ‘work’”—this is not where Malmgren, a native of Stockton, Calif., necessarily expected to be when he graduated from the University of California at Berkeley school of engineering with an emphasis on structures and went to work for Haas & Hayes. He would spend 10 years there, and in addition to the airport job was project manager for expansion of Castle hospital in Kailua.

He was then transferred to San Diego to work on the huge San Diego Federal Building. “The project manager who was brought out of retirement to do that job quit after three months, so at the age of 29 I was in charge of the largest job in San Diego at the time. From my viewpoint, I was very fortunate to have these opportunities at such a young age.”

Then it was back to San Francisco to work on the Standard Oil twin towers.

He returned to Hawaii in the late 1970s to serve as project manager for construction of the twin-tower Grosvenor Center, today the Pacific Guardian Life Center.

All his career he worked for big companies, but started thinking about being his own boss. Thus was born RCM.

“We started in 1986, with the idea of doing concrete spall repair, elastomer coatings,” he recalls. “And somehow the epoxy injection just flowed from that” (he was introduced to the process at the huge World of Concrete trade show in Las Vegas). There were people really involved in it then, and hardly anybody is today. There should probably be a greater demand for it, but there’s not. There are a lot of applications. . . . it’s expensive and it does take some effort, but it does a great job of solving the problem. . . . Epoxy injection has become a big part of our business.”

It’s an amazing process, and one involving a science lesson more complicated than we have space for here, but in its simplest terms, manufacturers concoct a variety of epoxies with different viscosities and drying times. Malmgren and his crew use both low- and high-pressure injection systems:

“While epoxy injection for concrete structures may have originated for struc-

tural considerations—think earthquake, think Japan, think Los Angeles earthquake—and it’s still used for that purpose, in Hawaii a lot of epoxy injection is done for leak control. Say you have a below-grade wall, which in downtown we have several buildings with below-grade garages. If water over time starts to leak through a crack, you can mitigate that by epoxy-injecting the crack—think of it like Super Glue. It stops the water from coming through.”

Modern epoxies can even seem to defy gravity. Malmgren describes treating a parking garage that was leaking water onto cars on the floor below through a small crack in the surface concrete, injecting the underside and the epoxy traveling upward through the slab and coming out on the top, sealing the crack and stopping the leak.

“It’s an experience thing,” he says. “There’s nothing in construction that is rocket science. But if you’ve never done it before, it’s rocket science in the sense that you just goof up.”

RCM has developed a reputation for not goofing up. When asked about some of his biggest projects, he casually mentions steady spalling-repair work on the biggest hotels in Waikiki, but prefers to instead talk about his “most interesting” projects. They include Linekoa, across the street from the Honolulu Museum of Art:

“The concrete window headers were spalling, and the balustrade and balusters were spalling. We did a lot of chipping and patching above the windows and removed several balusters, took a chain saw to them and cut them out and then put in precast concrete pieces. I thought that was an extremely interesting job because when you remove the concrete from around the header, you were in effect removing the support of the structure above, so there had to be all kind of shoring up inside.”

He’s done a “good deal of work” at the museum as well as the former Contemporary Museum “in part because my wife is a docent, in part because we both like art and in part because I like doing those kinds of jobs. We just avoid markups when we do it, they get a good deal and we get a lot of fun out of it. That was a fun job, quite an undertaking.”

He’s done private work at Tom Sell-eck’s home and at Doris Duke’s Shan-

gri La “four or five times,” as well as the Mission Houses, but is just as pleased about coming in after a contractor did some work on Farrington Highway, including digging a manhole that was filling with water: “So we drilled holes, did polyurethane grout injection to mitigate the water infiltration. It was just an interesting job—all the coordination, pumping out the water, traffic control. It wasn’t rocket science but the coordination was fun.”

Away from work, Malmgren is a renowned philatelist, and has twice taken top honors at the international Champion of Champions contest, once featuring Hawaiian stamps and the second a postal history of Hawaii. Days after sitting down for this interview he was off to a big stamp show in Cleveland.

“That’s how we travel,” he says. “Judy goes to a museum and I go hang out with the stamp nerds.”

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Landscaping Secrets that Elude Everyone

It's amazing, says botanist Heidi Bornhorst, how many architects don't look ahead

By **DON CHAPMAN**

“I think that I shall never see a poem lovely as a tree,” wrote Joyce Kilmer. And you might agree with him if

you weren't a building owner or manager or a member of an AOA board, and tree roots have buckled your sidewalks, pried into your plumbing or just plain died. Then there are those overhead lines and neighboring properties

trees grow into, not to mention falling leaves.

In which case the poem might read: I think that I shall never see a tree that so infuriates me.”

Just doesn't have the same ring, does it?



Heidi Bornhorst

But it need not be that way, says Heidi Bornhorst, a certified arborist and one of Hawaii's pre-eminent experts on all matters botanical. A graduate of Roosevelt High, she volunteered at Foster Botanical Garden, was hired as a groundskeeper, which helped her gain admission to an apprenticeship program sponsored by the National Tropical Botanical Garden on Kauai. It was intensive, learning everything from how to trim a coconut tree to climbing



A silver tree brightens any garden

trees with ropes, to operating a chainsaw, to driving (and repairing) bulldozers and building stone walls. It turned into a career, and she's worked as head of grounds at Honolulu Zoo, did two tours in charge of the Hale Koa Hotel's 72 acres and served as head of city botanical gardens under Mayor Jeremy Harris. Over the years, her private residential clients have included actress Michelle Pfeiffer.

She's also worked with a number of residential associations, including Waialae Gardens in Kahala, Tropical Seas apartments on Waikiki's Gold Coast, Kuapa Isle in Hawaii Kai, Olaloa in Mililani and Arcadia in Makiki. If her last name seems familiar, she's the daughter of former Honolulu City Councilwoman Marilyn Bornhorst.

I wanted to ask her if some trees are better for condos or commercial build-

ings than others, and she did have plenty of suggestions. Which we'll get to.

But there is a bigger idea, she says, an essential guiding principle for arborists, as it should be at all buildings, whether residential or commercial:

“Plant the right tree in the right place.”

Sounds simple, but it's amazing how often landscapers plant the wrong tree in the wrong place, she says:

“The beach is not the same at the Hale Koa in Waikiki as it is in Kailua.”

And it's amazing, she says, “how many landscape architects don't look up — what is that little tree going to grow up into?”

Bornhorst also believes in looking down. When she was at Hale Koa and crews were doing any digging, she was there, looking into the hole in the ground like a cop at a construction site.



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“What is the soil layering like and where do the roots go?” she says. “It’s amazing how tropical trees grow,” sending out arms and rarely growing roots much deeper than a couple of feet.

More than once she has muttered about why a landscaper planted large trees so close to water or sewer lines (and, increasingly, electric lines):

“Street trees are notorious, especially with all the lines underground.”

Condos pose their own sets of problems.

“Condos are difficult, especially if they have a board,” Bornhorst says. “You have tree huggers who love any plant and tree haters who think they’re all a nuisance.”

One of her favorite condo clients is Waialae Gardens. She got a call—property manager Wyman Chang knew of her work at Hale Koa because his wife Kory works there—after an arborist company offered to analyze the property’s flora for \$25,000, which he thought was a bit pricey.

She praises Chang and his Waialae Gardens grounds crew, and recom-



mends that properties, whether residential or commercial, have their own landscaping staff:

“They have a great staff. I come out once or twice a year to check, and they do a good job. You get an outside contractor, they’re not invested in

the property. Too many maintenance guys are just equipment operators and chemical applicators, and too often misapply.”

(She notes that three of her male mentors all developed prostate cancer, and believes herbicides, pesticides and fertilizers played a role.)

Whether in nature or on the grounds of an urban high-rise, diversity is one of the keys to healthy flora—multiple types of trees and plants help with pest mitigation and drought resistance:

“Remember a few years ago when all the wiliwili trees died?”

The lesson: A single pest or disease can wipe out large swaths of a mono-species.

She also mentions the central Oahu townhouse complex that planted all Mainland species of trees and plants, “and they all failed.”

“I love natives,” says Bornhorst, author of the definitive *Growing Native Hawaiian Plants: A How-to Guide for the Gardner*, “but I’m also practical.” She describes her gardens as “hapa haole.”

She’s also seen problems with

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irrigation, and recommends at least a monthly check of pipes and sprinklers to look for leaks and to make sure each plant is getting the proper amount of water.

Too often she sees “pruning trees really badly because a lot of times the job goes to the lowest bidder . . . You don’t want a chainsaw in the hands of the wrong person . . . But I was taught the wrong way, even at NTBG and UH.”

And grass is detrimental to trees—who knew?—especially if you trim grass around the tree with a weed whacker. Grass encourages bacteria to grow, rather than the natural fungus that gives life to the soil and has a “symbiotic relationship with tropical plants.” And a weed whacker “de-barks” the tree, which allows bacteria to infect the tree. (Likewise, for the metal boot spikes some tree trimmers wear to climb coconuts and other palms.) Weed whackers, apart from being loud nuisances, and leaf blowers also “blast tiny super-heated particles” into the air.

Her Palolo Valley yard, by the way, contains no grass.

Two other tidbits to consider:

“You want good landscape design, but every good garden needs editing.” (She explains: “Be observant, and watch for what is growing well and for which plants are sickly or ‘pest magnets.’ Replace with plants suited to that environment, or that need less maintenance.”)

“Life needs maintenance.” (No explanation needed.)

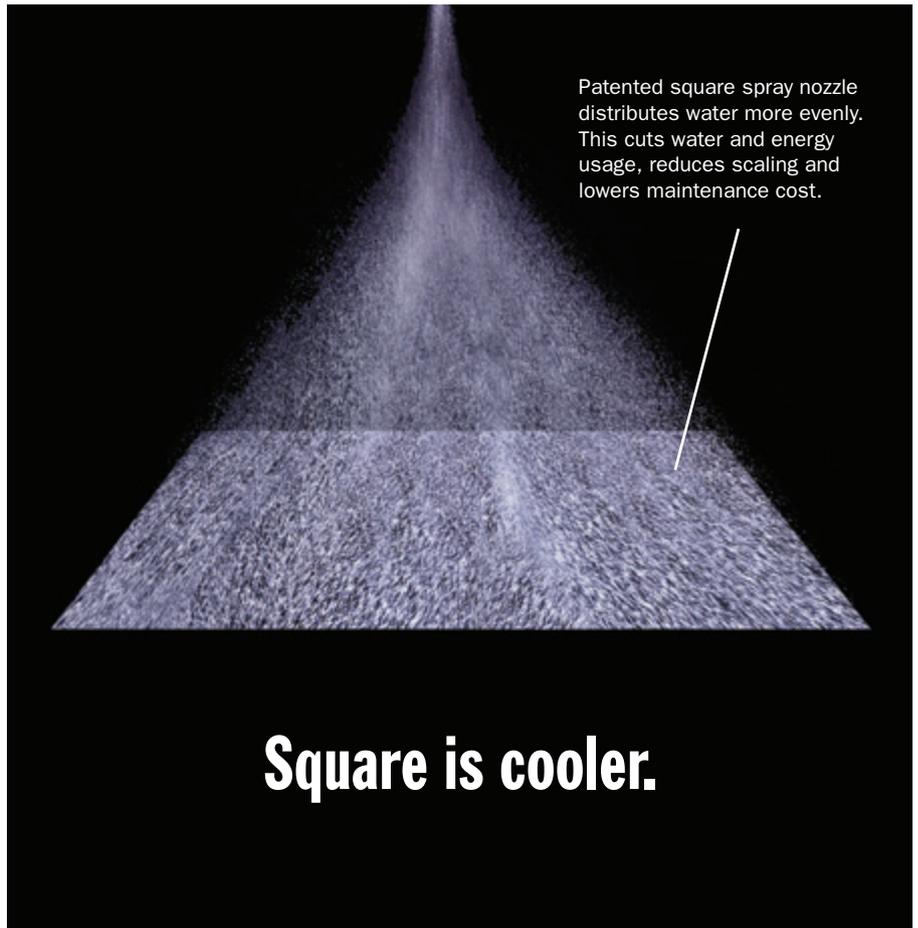
Here is her partial list of trees and shrubs that are “cool for condos:”

Magnolia (which she notes is the “official street tree of Palolo”), gold trees and their cousins silver trumpets, golden trumpets; ‘ohi‘a lehua, hala, kou, beach naupaka, ‘a‘ali‘i ‘i, ti leaves, hibiscus waimeae, kukui, ferns, palms, plumeria, crown flowers (which have the added benefit of attracting butterflies), roses, loulou and coconut palms.

“But what works in one neighborhood may not work in another,” Bornhorst says. “Go walk around and see what’s working for your neighbors.”

In other words, plant the right tree in the right place.

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Regular Building Inspection Saves Money, Protects Lives

Buildings, like people, need a regular physical exam



Dana Bergeman

All too often we hear in the news that a lanai fell to the ground, a railing collapsed, glass fell from a window, concrete fell from above, leaky pipes caused extensive flooding or perhaps faulty wiring necessitated expensive repairs. It is usually newsworthy because there was significant property damage or, worse yet, someone was seriously injured or even lost their life.

Many of these incidents likely could have been avoided—and the cost of repair lessened—had some sort of regularly scheduled building inspection taken place. But human nature being what it is, we often do not allocate time or money to planning ahead. We put it off due to cost or inconvenience, and sometimes we would just rather not know. Ironically, taking the time to periodically study a building and better understand its needs can actually lead to lower and more manageable building maintenance costs.

Professionals are frequently called in after significant occurrences, events that prompt action and hasten the need for a fix. Many times, we find that the acute emergency was not an epic unforeseen failure, but rather the manifestation of a chronic problem. Or more likely, an age-related breakdown that could likely have been predicted. Buildings are like people—with age they need more care and maintenance. Nothing lasts forever, and all building components have a finite life expectancy. Doctors tell us about the value of regular check-ups—i.e., inspections—and how regular check-ups save lives while simultaneously avoiding what would otherwise be costly and invasive medical procedures. Interestingly, buildings are really not that much different. But while there are many



programs and procedures in place for a regular visit to your doctor, very few building owners have such a check-up program in place to evaluate and respond to the health of their building.

Age-related failure and corrosion of building components is a major consideration for building owners everywhere. It is accentuated and accelerated here in Hawaii due to our

marine environment. Warm hot air, full of chlorides (salt), often makes our corrosion worse than in other communities, and deterioration of building components generally occurs at a faster rate. Building owners often delay known repair issues due to cost, but in many cases they don't even know there is a potential problem in the first place. This is because some potentially

problematic conditions are not easily accessible or are not recognizable to the untrained eye. Thus, building owners often are not aware there is a problem until after there is an incident, emergency or accident.

Deploying a regularly scheduled inspection program would identify many potentially problematic building issues in advance, create an environment where building owners and associations can plan for repairs by incorporating them into their reserve study or capital improvement plan and, most importantly, lower costs and potentially save lives. Further, for repairs that are already known to be needed, deferred maintenance or pretending that the problematic conditions are not that bad regularly leads to more expensive repairs and creates increased risk and liability.

In some U.S. cities, especially in those with many high-rise buildings, building owners of all types and varieties are required by law to visually survey key aspects of their property on a scheduled basis to identify building-related life and public safety concerns. Such mandated inspection programs are generally meant to protect lives but, interestingly, they also save building owners money and lower risk. By spending a small sum on periodic inspections, problems are identified in their infancy—as opposed to not knowing—when the cost of repair is much lower than with a cancerous problem that was quietly growing: a pernicious problem that left unchecked might be extremely costly to fix. With very few rules or regulations relating to that here in Hawaii, it is incumbent upon each building and its owners to deploy their own inspection programs, programs that will demonstrably save money over the long term.

A periodic inspection program might include having a professional firm that specializes in building forensics or repair inspect your building every five to 10 years. Acute needs identified as a result of the inspection process can be scheduled for repair in the short term. More chronic or slow-growing problems can be worked into reserve studies and capital improvement plans and addressed over a longer period of time, thus enabling owners to save for those repairs. Furthermore, since homeowners'

associations in Hawaii are required to update their reserve studies regularly, having good data from a hands-on inspection is a great way to help depict a more accurate picture of your building's healthcare needs and reduce the likelihood of financial surprises in the future.

As a building owner, deploying these common-sense measures will help you protect your investment, preserve your property value, lower your repair costs, reduce your exposure to risk and help you create a better plan for future

capital improvement needs.

Dana Bergeman, president and CEO of Bergeman Group, brings over 25 years of experience in the architecture, engineering, and construction industry. His vision for the company is reflected in its core values: advocate on your behalf, help protect your investment, defend your interests by helping mitigate risks, and educate clients, enabling you to make informed decisions. Contact him at 492-1119 or www.bergemangroup.com.



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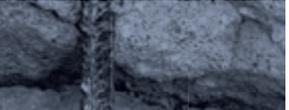
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Warning Signs of a Piping Failure in Your Building

What to look for if you suspect a pipe problem



Joseph Higgins

Do you own, manage or maintain a property that is 35 years or older? The number of piping failures in buildings 35 years and older has greatly increased in Hawaii, and as an owner or property manager, there are warning signs that can notify you of a plumbing drain problem. One of the most prevalent failures we see are cast iron piping failures, which can leak wastewater, cause damage to units below and create some unusual sounds. Here are some warning signs of a piping failure:



Terminal Cast Iron Plumbing Repairs

Warning Signs and How to Find Them:

1) Look — Conduct regular visual inspections of the property. Cast iron piping can be a difficult system to inspect because the pipes are generally hidden above ceilings and behind walls. The pipes are exposed in most parking structures. Look for water or seepage on the face of the pipes and at joints. Look for pinhole weeps or even cracks in the piping.

2) Listen — Gurgling plumbing fixtures on lower floors can be an indicator that the vent system connected to the waste piping is clogged.

3) Sniff — The smell of sewer gas within the building is an indicator that the cast iron system has a break, releasing gases that should be vented to the outdoors.

4) Escalating frequency of repairs — If you are calling for repairs with greater frequency, this is a red flag that there is a larger problem.

5) Increasing insurance premium — If your insurance carrier increases your premium due to previous cast iron failures, this is another warning sign that you are in need of major repairs.

6) No warranty — Finally, if you are not offered a warranty on replacement parts or repairs, this is a red flag. The



Domestic Water Supply Corrosion Conditions

repairs you have received are a temporary “patch.”

Terminal Cast Iron Plumbing Repairs Domestic Water Supply Corrosion Conditions

Plumbing systems are designed to allow the proper drainage of water out of a building to the city/county water treatment systems. There are two types of water draining systems in most

buildings, storm water and wastewater. Wastewater systems contain sewer gases and storm water systems do not. A wastewater system is designed to vent sewer gases to the outdoors through a pipe, which passes through the roof. This same pipe also allows air to enter the system when water is draining.

Both storm and waste piping systems operate like a drinking straw. If you place your thumb over the drinking straw when water is in the straw, the water will not leave the straw. Air must

flow in, before water can drain out. The weight of the wastewater leaving the building will find air even if it has to pull air through plumbing fixture traps, causing a gurgling noise.

When a plumbing fixture drains, the wastewater first passes through the trap. The trap is a U-shape pipe that holds water sufficient to prevent sewer gas from entering the building. At the outlet of the trap is a T in the pipe, which points up and down. Wastewater flows down and out of the building by gravity. Air is pulled in through the pipe connected to the up-side of the T at the trap. A storm drain system does not contain a trap and cannot be connected to any system that does contain a trap. This is how your plumbing system works in a very basic and broad sense.

Should you experience any of the warning signs first discussed above, your drain system is failing to do its job. Your first step in understanding drain failure issues should be contacting a local mechanical consultant to evaluate the global condition of the piping. Consultants design a systematic approach to finding a fact-supported conclusion. Contractors make repairs, but should not be relied upon to give an expert opinion, which can result in thousands to millions of dollars in repairs.

A proper assessment of the cast iron pipe condition will require looking at sections of pipe. Some sections of cast iron pipe will need to be removed to assess the remaining life. Industry standards require 10 percent of the units participate in selective removal of cast iron pipe samples.

In some assessments, the lack of observable failure does not support a global condition conclusion. It is then necessary to send sections of cast iron to a Mainland lab for analysis. No lab in Hawaii has the equipment to perform microscopic analysis of cast iron piping. The lab will then report the remaining life of the cast iron tested to the consultant. Your consultant will then use their observations, combined with the lab analysis, to make a recommendation to the owner.

Case Study: 2033 Nuuanu Tower

Allana Buick & Bers Inc. (ABBAE) was retained to perform a limited assessment of the waste and vent of 2033



Nuuanu, which is a reinforced concrete structure reportedly constructed in 1972. The building is a 90,000-square-foot, 27-story, 72-unit multi-family residential tower. The apartment tower sits over the parking garage floors and a ground floor recreation area.

ABBAE conducted a cast iron pipe assessment over an eight-week period. Sections of cast iron waste, vent and storm drainpipe, as well as sections of copper domestic water supply pipe were removed. In order to perform the assessment, unit owners volunteered to allow us to cut into the walls to extract small sections of the hidden plumbing. Prior to cutting the wall, it was determined that asbestos fibers were present in the drywall joint compound, which is not unusual in Hawaii buildings constructed pre-1980s.

The extracted cast iron pipe sections displayed failed couplings, hairline cracks which penetrated the wall of the waste pipe, a 2-inch hole in the wall of a vent pipe (sewer gas odor), and holes in the threads of galvanized drain pipes serving plumbing fixtures.

Repairs included the replacement of the cast iron drain, waste and vent systems, cast iron roof drain system, asbestos abatement associated with wall

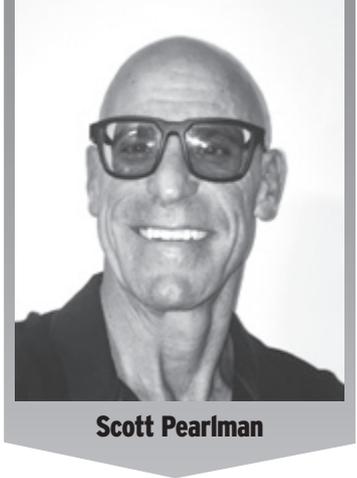
cutting, application of code-required fire stopping, and replacement of toilets with locally mandated water conservation toilets. The AOA also benefited from an ongoing list of improvements while the walls were open, which would not have been accomplished under a repair-as-needed plan.

ABBAE prepared repair documents as the mechanical engineer of record suitable for permitting and bidding purposes and managed the competitive bidding process. ABBAE's construction management services during the construction phase included managing the intrusive nature of the project and complex scheduling with the contractor and residents who remained in their units during the piping repairs.

Joseph Higgins, PE, is a principal and the Hawaii operations manager of Allana Buick & Bers Inc. (ABBAE), a leading architectural engineering firm. He has over 30 years of experience with the engineering, installation, and service of building mechanical systems. He is responsible for supervising all projects throughout the Hawaiian Islands. ABBAE has offices in Honolulu and Kihei. Contact him at 538-0117 or email infohawaii@abbae.com.

Evaluating Project Proposals

Question to ask before hiring a company to do concrete repair or waterproofing



Scott Pearlman

Whether you are a home owner, property manager or building owner, evaluating waterproofing or concrete repair project proposals can sometimes be a daunting proposition. Waterproofing and concrete repair projects can be quite costly. Oftentimes what appears to be the most economical proposal at first glance can end up being the most costly in the end. The main reason is that vaguely written “winning” proposals often lead to change orders that can dramatically increase project costs. Therefore, it is important that

proposals be evaluated carefully before an award decision is made. Some of the important points to consider are:

- 1. Has the exact scope of work been clearly and specifically identified?** A photograph showing the work area(s) is best. Otherwise, a square footage bid should be provided for the owner to verify. In reference to concrete repair work, what quantities are included in the base bid? Or is the proposal based on unit-costs only? This is very important information to evaluate proposals on an “apples to apples” basis.
- 2. Have the proposed materials been specified?** This is important as

there are differences in product quality. For example, traffic-rated latex fortified mortars are much more costly than standard concrete.

3. In the case of waterproofing coatings, have the number of coats and more importantly, spread rates, been clearly identified? This information should be stated on the proposal. If not, inquiry to clarify should be made.

4. Has an estimated proposed time of completion been provided? Often-times, a contractor can provide a lower price if they are able to manage the work without an approximate project completion deadline. This can also lead to a higher final cost. For example, an AOA can incur additional costs if they are responsible to provide off-site parking for residents during a deck coating project.

In addition, it is often more important for a project proposal to state what is not included in the bid price. In reference to concrete restoration and waterproofing projects, a few examples are:

- 1.** Is traffic control included?
- 2.** Are electrical conduit repairs included?
- 3.** Are post-tension cable repairs included?
- 4.** How about weekend/overtime work?
- 5.** What about concrete sloping?
- 6.** Are ponding areas going to be addressed? In this case, proposals should reflect the reality that, apart from deck drain installation, ponding water conditions are very difficult to alleviate. Additional inquiry should be made if unrealistic expectations are promised.
- 7.** Is deck striping and reapplication of deck markings included in the project cost?
- 8.** Is spot painting of the repair areas included?

Lastly, a copy of each company war-

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ranty should be provided. This document should clearly state what is covered under warranty and what is excluded. Should coating performance or concrete repair issues arise, the owner should know upfront what is covered. This information should also be used to evaluate project proposals.

A careful review of the proposal and follow-up questioning before the work is awarded will help minimize potential conflicts and help insure a successful project outcome. It is most important to always insure that the clarifications are in writing. Be sure to save email correspondence for future review should a problem arise.

Scott Pearlman is an economics graduate of the University of California at Riverside. He has over 15 years of construction materials and estimating experience. He can be reached at The American Coating Company, 845-7770 ext. 107 or spearlman@americoat.org.

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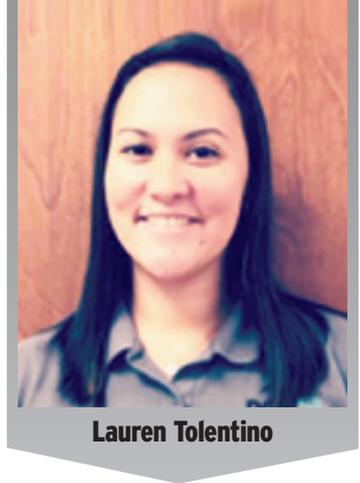
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Adding Value to Concrete Restoration Industry

New products can repair spalling damage and actually strengthen the concrete and rebar



Lauren Tolentino

If you're anything like me, you are constantly asking yourself, "How can I add value to my building?" And then you seek ways to improve your building's condition while minimizing the costs to do it. With aging buildings come inherent problems, among them concrete deterioration, one of many common issues in our island environment. Corroding rebar in deteriorating concrete is often the culprit, causing costly repairs, financial losses, injuries and even deaths.

Spalls are all too common in con-





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crete buildings where the oxygen in water reacts with the iron in the reinforcing steel, causing oxidation (rusting), which enlarges the steel and causes the concrete to crack and eventually break off. If you've been through spall repair projects before or are looking to start one, an important question you will need to ask is, "How can I repair these spalls while maximizing the amount of time before I have to do another spall repair project again?"

To maximize the life of your concrete building, it is essential to choose repair materials that have additives to address the issues that caused the spalls in the first place. I suggest patching materials that are "polymer modified." That is, they increase bond strength, have corrosion inhibitors to slow or prevent oxidation and rust formation, and have shrinkage compensators and fibers to increase compressive and flexural strength of the repair material.

To ensure success of the patches, it is imperative to properly prepare the substrate as described in the product data sheets. Manufacturers typically



Surface Preparation is key to the success of the repair material being used. Proper tools must be used to achieve the required Concrete Surface Profile. The left image depicts the drastic change in existing surface compared to a heavy scarification as required to achieve a CSP 9. If a scrub coat is required, your contractor should know how to properly perform that requirement (center) prior to putting a finish on the material (right) Sheraton Kauai - Ocean Wing.

require that the concrete substrate be “structurally sound, stable, clean and free of dust, oil, grease, paint, tar, wax, sealers, curing compounds, form-release agents, primers, laitance, loose particles and any foreign substance or debris that could reduce or impair adhesion.”

In addition, manufacturers will commonly require that contractors “mechanically roughen the surface of the concrete to achieve an ICRI concrete surface profile (CSP) of \geq #5, ensuring that at least 3/4” (19 mm) clearance exists behind corroded reinforcing steel. Mechanical roughening includes abrasive blasting, water-jetting and other engineer-approved mechanical means. Because of the stringent surface preparation requirements, it is always a good idea to find an applicator who has the experience with repairing spalls and understands the importance of surface preparation.

In addition to repairing the spalled areas, you might also consider a surface-applied corrosion inhibitor for the rehabilitation of your building. Cortec Corporation has patented a unique technology with Migrating Corrosion Inhibitors (a registered term), which penetrate a considerable distance to significantly reduce the corrosion

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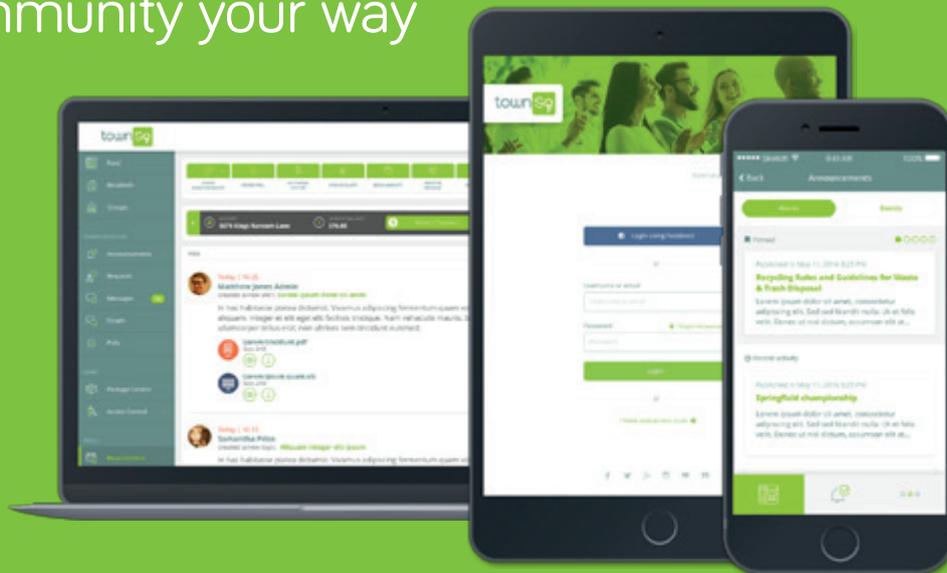
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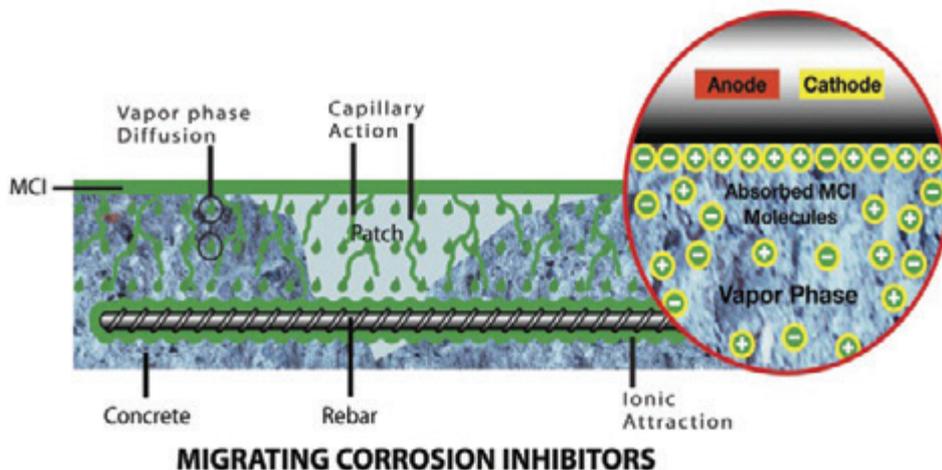
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rate (up to 80 percent). Specifically, Cortec's technology migrates in both liquid and vapor (gas) phases through the pore structure, forming a protective molecular layer on embedded reinforcement and allows vapor diffusion. MCI products maintain structural integrity, rehabilitate vulnerable structures and alleviate environmental concerns. When applied on new structures, MCI products greatly extend the service life by proactively delaying the onset of corrosion, and keeping rates low after initiation. One example of the exemplary performance of an MCI product is Cortec's MCI 2020, which provides strong corrosion protection against carbonation, chloride, and other contaminants, and will migrate independent of orientation (horizontal, vertical or overhead) up to 8 cm (3 inches) in 30 days.

How the MCI Technology Works

In some cases, you may even consider a "fiber-reinforced polymer"



(FRP) structural composite system. This technology dates back to the mid-1930s when the first experimental boat hull was manufactured using fiberglass fabric and polyester resin. Since then, this technology has been used for military applications, industrial and manufacturing industries as well as in the infrastructure markets in

Europe, Japan and the United States, with rehabilitation of bridge columns, decks and beams, as well as tunnel and marine pier repairs.

To quote Mapei, a leading manufacturer of construction products over the past 80 years, recommends: "Many factors have advanced the use of externally bonded FRP composites as cost-effective and convenient materials for rehabilitation: deterioration caused by environmental effects; damage caused by impact; higher load demands brought on by more severe code requirements; changes in the use of structures; and higher strength and ductility demand to correct design or construction errors."

Ultimately, we all aim to improve the world around us and in our jobs we aim to add value to our business. As American author Wallace Wattles once said, "Give every man more in use value than you take from him in cash value; then you are adding to the life of the world by every business transaction." Those are words we live by.

Lauren Tolentino is the architectural and engineering consultant at Bonded Materials. She received her BA in Business Administration and MBA in Business Management at Chaminade University of Honolulu. Lauren has been with Bonded Materials for over 10 years. She currently serves as the vice president for the Construction Specifications Institute (CSI)-Honolulu Chapter and chairs the programs committee for the organization as well.



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HAWAII'S SPALL REPAIR AND RAILING EXPERTS

Tax Code Changes and Commercial Roofs

Expense complete roof system replacements in year one, not just roof maintenance as an operating expense



Larry Young

Very rarely do we get excited about anything coming down the pipeline from the IRS—but now we can. The Tax Cuts and Jobs

Act approved by Congress in December 2017 expanded the definition of qualified real property eligible for full expensing under Section 179 of the tax code to include improvements to nonresidential (i.e., commercial, industrial) roofs. Roof replacements are now considered “qualified improvement property,” allowing a business the option to expense up to \$1 million of the cost during the year the roof is placed into service.

How does this new immediate expensing up to \$1 million compare to the former allowances?

Building owners were depreciating roofs on a 39-year schedule, the same schedule used to depreciate the life of the building itself.

So how does it affect you?

We’ve seen a good majority of roof replacements for businesses in Hawaii fall within the \$250,000-\$750,000 range—which means great opportunity to take the tax benefits formerly non-applicable to the roof as a capital expenditure. If you’ve been on the fence about a roof replacement due to the cost, here is a good way to help recover the costs.

As the limitation is phased out on a dollar-for-dollar basis when more than \$2.5 million of qualifying assets are placed in service, some owners may benefit from splitting their project between two or more tax years.

These new limits are effective for

qualifying property placed in service in taxable years beginning after December 31, 2017 and the amounts will be indexed for inflation starting in 2019.

(Consult your tax advisor to see if this tax change would benefit you.)

Here are a few additional things to keep in mind to control your costs on upcoming re-roofing projects:

- **Beat the price increase of materials:** Most roofing manufacturers raise their prices anywhere from 5-7 percent to keep up with inflation and rising oil prices. Avoid any increases in your proposed budgets by securing your contracts as soon as possible to get your material orders placed. Note: Increases in materials costs typically occur in the first and second quarters of each year.

- **Energy code compliance:** Hawaii’s energy code is slowly but surely being adopted across the counties. In general, the installation of a new system to comply with the new energy code will cost more. If you need time to build up reserves, consider a preventative roof maintenance program to extend the life of your existing roof.

- **Hiring a consultant:** A lot will depend on the complexity of the job. While fees may cost a bit more upfront, this ensures that bids are uniform. Consultants can also provide construction management services to ensure the job gets down according to plans, specs, industry standards and manufacturer requirements.

- **Building permits:** Be aware that 2017 brought some changes that now require one permit per building—potentially raising the overall cost of

permitting by over 200 percent for properties with multiple buildings.

- **Contractor selection:** Have confidence in the roofing contractor you move forward with. A few things to look for: certified to install and knowledgeable about a wide variety of roof systems, affiliation with industry organizations, licensed, bonded and insured with a commitment to safety, financial stability, past performance as well as maintenance programs for future support.

Roofing has historically been one of the highest capital expenditure items on the balance sheet. Though typically out of sight, out of mind—it serves to protect everything below and supports all the equipment above it. Taking care of your roof asset in a timely manner is important! Ensuring that a long-standing and reliable product is installed properly and long-term maintenance support is available to you through the lifetime of your newly installed asset is of utmost importance.

Larry Young is vice president and project managing estimator at Commercial Roofing & Waterproofing Hawaii Inc. He brings over 26 years of industry experience to the company, having worked on a variety of projects spanning commercial, industrial, education, government and military sectors. Commercial Roofing & Waterproofing is one of the largest commercial roofing contractors in Hawaii, having installed nearly every type of roofing system across the islands. Services include roofing, waterproofing, CRWDIRECT maintenance programs, repairs, gutter installation and solar PV. Contact him at 748-8408 or larry@commercialroofinginc.com.

Building Ordinance Coverage for Community Associations

If your building sustains serious damage, does your AOA have the proper insurance to rebuild?



Elaine Panlilio

BY ELAINE PANLILIO

For those of you who live in or own a condominium unit, have you ever looked around your building and wondered if some of the more dated features are still up to code? And are you aware that acquiring insurance coverage to make your building current with today's building codes is a requirement under the state's 514B condominium statute?

As the law is written under Hawaii Revised Statutes §514B-143 (2013) *Insurance: (a) Unless otherwise provided in the declaration or bylaws, the association shall purchase and at all times maintain the following: (1) Property insurance. . . (C) In a total amount of not less than the full insurable replacement cost of the insured property, less deductibles, but including coverage for the increased costs of construction due to building code requirements, at the time the insurance is purchased and at each renewal date.*

Over the years we have seen many changes in the building codes and ordinances. When a building is constructed it would have to meet all the current building codes. We see situations where a building that was built to code at the time of construction may not be in compliance today because of the frequency and changes in building codes and ordinances.

And it's not just state statutes—federal and city/county building ordinances also apply. The most common example of a federal construction code impacting community associations is the Americans with Disabilities Act (ADA). This requires buildings to provide the proper additions to accommodate people with disabilities. Another example is the hurricane clips requirement on frame structures that was mandated



by all Hawaii counties after Hurricane Iniki in 1992.

In the event of a loss, the association's Property Policy will only cover the actual physical damage to the building from a covered peril to return the building to its condition right before the loss occurred. The property policy will not cover the increased costs of construction to get the building up to the current code. This is where the Building Ordinance Coverage (also known as Ordinance or Law Coverage) steps in to fill the gap in coverage in the Property Policy.

ABCs of Building Ordinance Coverage

Coverage A: Coverage for Loss to the Undamaged Portion of a Building

For partial losses, if the undamaged portion of the building is condemned by an ordinance or rendered unsuitable for use, then the whole building would

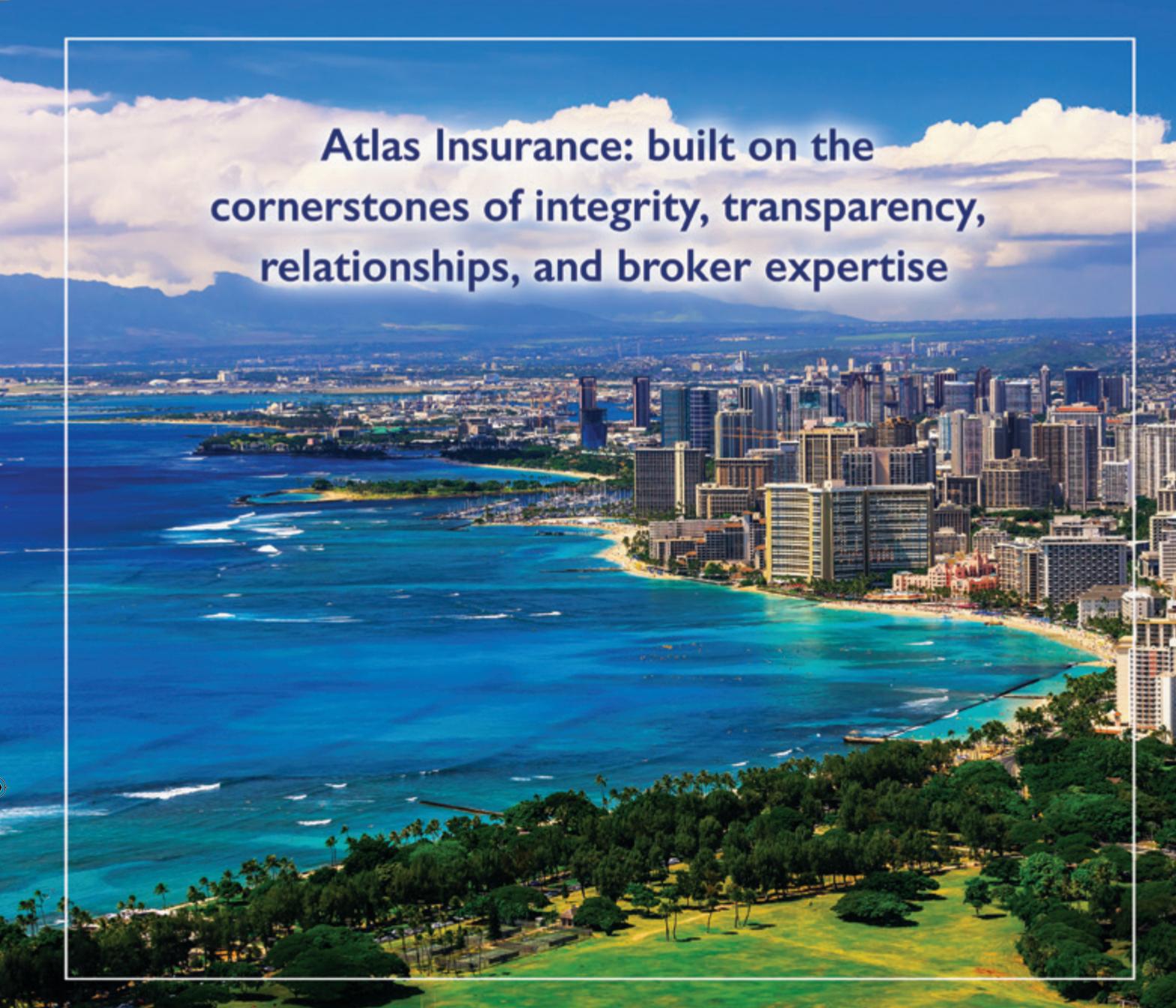
have to be torn down. The association's property policy will only cover the damaged portion and will not cover the undamaged portion. This gap in coverage will be addressed by adding Building Ordinance Coverage A to the association's property policy. This coverage would pay the value of the undamaged portion of the building that would have to be torn down.

Coverage B: Coverage for the Cost of Demolition

Coverage B pays the cost to demolish the undamaged portion of the building while the property policy covers demolition and debris removal of the damaged portion of the building.

Demolition costs can range from thousands of dollars—in the worst case up to 50 percent of the value of the building! The factors affecting the cost

See 'Panlilio' on page 54



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Minimizing Commercial Construction Risks

Why you should care if your contractor is bonded



Eric Lecky

Ever heard a contractor say they are licensed, bonded and insured? You probably already know what licensed and insured mean, but do you know what the bonded part of that statement implies, or why it matters?

There are actually two main types of bonds a contractor can obtain for a construction project: a *performance bond* and a *payment bond*. A performance bond ensures your contractor will perform the contract you have signed in accordance with its terms and conditions, at the price agreed upon, and within the time allowed. A payment bond protects certain laborers, material suppliers and subcontractors against nonpayment by the contractor. They are frequently grouped together for the purposes of new construction or capital improvement (renovation) projects.

In short, a bond is a guarantee to perform the work as contracted.

“A bond shifts the risks of a construction project from the owners to a surety (bond company),” says Sue Savio, president of Insurance Associates. “If a contractor defaults (e.g., going bankrupt, mismanaging the project and running out of money to complete it, running away to Mexico with your deposit, or losing key personnel needed to complete the project), then the bond could be called and the surety would have to step in and complete the project for you.”

In order to qualify for a bond, a contractor must be in good financial standing.

“Bond companies pre-qualify contractors by looking at their experience, financial history, current cash on hand, and credit available to complete a project,” says Savio. “With this infor-



mation they decide up to what size and type of project they are willing to bond for them. This can be a pretty rigorous process, requiring CPA-prepared financials, detailed record keeping, and commitments from the contractor to keep cash in the company that will be used to complete projects.”

“It may not sound like that big of a deal,” says Dirk Yoshizawa, senior vice president of Commercial Loans at Bank of Hawaii. “But if you are taking out a loan to get work done on your building, the bank will typically require a bond as a condition of the loan. It’s all about managing risk.”

For contractors in good standing, the cost of a payment and performance bond typically runs 1 to 3 percent of the total contract value, though companies in financial distress may have to look at

second-tier bond markets with much higher rates.

Requiring a bond helps ensure your contractor has the size and financial stamina to actually do the work. Bigger projects require greater outlays of cash by the contractor. More materials, more sub-contractors and more labor can drive up a contractor’s out-of-pocket costs to get a job going, and with typical payment terms of 30 days, they can end up “floating” a lot of these costs until they get paid. A bond helps ensure the process continues to run smoothly, and worry-free. It also helps guard against smaller companies biting off more than they can chew, as smaller companies will be unable to get bonded for larger contract amounts.

See ‘Bonded’ on page 54

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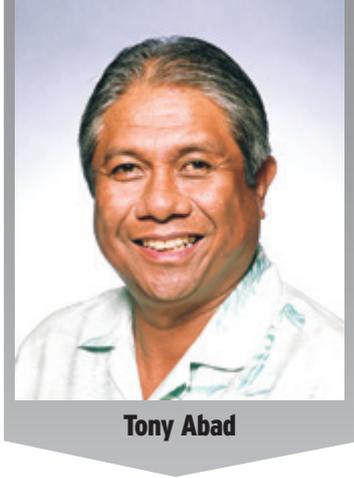
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The Basics of Personal Insurance

Here's what all condo unit owners and renters should know



Tony Abad

Whether you have insurance—or enough of it—tends to get a lot of attention after a condo loss. But before a loss, personal insurance considerations are often pushed to the bottom of unit owners' and tenants' to-do lists. Most people don't like to think about what may go wrong and whether or not they're prepared for such situations.

By virtue of your role as building owner, property manager or AOA board member, you're better educated about insurance than most. You're all too aware of the risks of not having enough insurance or no insurance at all. Fortunately, you're in a position to inform and influence the unit owners and renters you know and work with.

The importance of insurance cannot be overemphasized. The better-informed and prepared condo unit owners and renters are, the fewer unhappy surprises everyone will encounter after a bad loss. And what's good for the unit owners and tenants is ultimately good for the condo building as a whole.

Here I provide a quick review of condo and renters insurance basics, plus tips on how to make sure your unit owners and tenants are making wise personal insurance decisions. (For your reference, homeowner's insurance for condo units will be referred to as HO-6 policies in this article. Renters insurance will be referred to as HO-4 policies.)

Personal Property Coverage:

- Standard HO-6 and HO-4 policies

provide actual cash-value coverage for personal property. Actual cash value is equal to the replacement cost minus any depreciation.

- Typically you have to pay extra for replacement cost coverage, which is more favorable from the policyholder's point of view since it compensates you for the actual cost of replacing property with other property of like material and quality.

- Personal Property coverage limits typically range from \$10K to \$20K, depending on the type of policy.

- In my experience, these limits are almost always inadequate, especially if you have replacement cost coverage.

- My advice for condo owners and renters is to inventory their personal possessions (including clothes in their closet, mobile devices, electronics, computers, etc.) with digital photos. By doing this exercise, they'll be better equipped to estimate the value of their possessions, and to determine appropriate limits and whether extra coverage is warranted.

- Items of exceptional value (such as art, expensive jewelry, etc.) should be insured separately. You can get a separate policy or you may be able to add scheduled personal property to your existing homeowners policy. This will cost extra but is money well spent.

Loss of Use Coverage:

- In addition to Personal Property, standard HO-6 and HO-4 policies provide coverage for Loss of Use, which comes into play when you lose the ability to reside in your unit.

- Loss of Use covers the additional expenses you would incur over and above your usual living expenses while your

unit is being fixed after a covered loss.

- Say you have to stay at a hotel for a month, which costs \$3K. And you have to eat out every night and spend \$2K more than you normally would on food. That would leave you with \$5K in added expenses that would be covered by your Loss of Use limit.

- In standard HO-6 policies, Loss of Use coverage is typically 40 percent of the Personal Property limit. (For HO-4 policies, it's typically 20 percent.)

- If a condo unit owner has Personal Property limits of \$30K, they would have \$12K in Loss of Use coverage.

- In my experience, \$12K in Loss of Use isn't nearly enough if you're displaced from your unit for several months.

- Unit owners and tenants should consider increasing their Personal Property limit, or if they prefer just their Loss of Use limit, to ensure adequate coverage in the event they must vacate their unit for several weeks or even months while repairs occur.

Liability Coverage:

- All HO-6 and HO-4 policies come with liability protection to help you cover legal expenses for accidents that could happen either at your home or away.

- The best practice is to carry at least \$300,000 in liability coverage.

- Liability coverage is not that expensive. It's definitely worth it to carry higher limits.

Building Coverage for Unit Owners:

- Most people don't realize HO-6 policies also provide building coverage. Certain building items in condo units

are the unit owner's responsibility. For example, if you perform renovations to cabinets or flooring, or purchase a new energy-efficient refrigerator, those items become your responsibility to insure. Even renovations performed by prior owners are your responsibility.

- In Hawaii, where many condo buildings are at least 30 years old, it's not unusual for unit owners to have performed renovations on their units over the years.

- The standard limit for building coverage in an HO-6 policy is \$5K.

- It might be wise to up that limit depending on what unit renovations have been performed.

Loss Assessment Coverage for Unit Owners:

- Coverage for loss assessments is usually purchased separately.

- This coverage comes into play when the AOA assesses all the unit owners for a covered loss for which the master policy does not provide enough coverage.

- Loss assessments can be very large, especially if there are not many units to divide the costs between. Therefore, it might be wise to pay a little extra for this coverage.

What AOAs, Property Managers, etc., Can Do to Promote Smart Insurance Decisions:

- As a best practice, AOAs should require unit owners, and even tenants, to have insurance.

- If possible, change your by-laws to incorporate an insurance requirement.

- Use every communication means available to you, including newsletters, meetings and elevator flyers to educate unit owners and tenants on the importance of having insurance and carrying adequate limits.

- Don't let up. Building awareness and educating people about personal insurance will take time.

Tony Abad has been with First Insurance Company of Hawaii since 1976. He is a member of the Underwriters Association of Hawaii. Contact him at 527-746 or tony.abad@fico.com.

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THREAT

Continued from page 13

when they feel happy,” he says. “It starts with a grievance. Someone feels disrespected. They feel angry or hurt, and may feel like they are acting in a justifiable manner.”

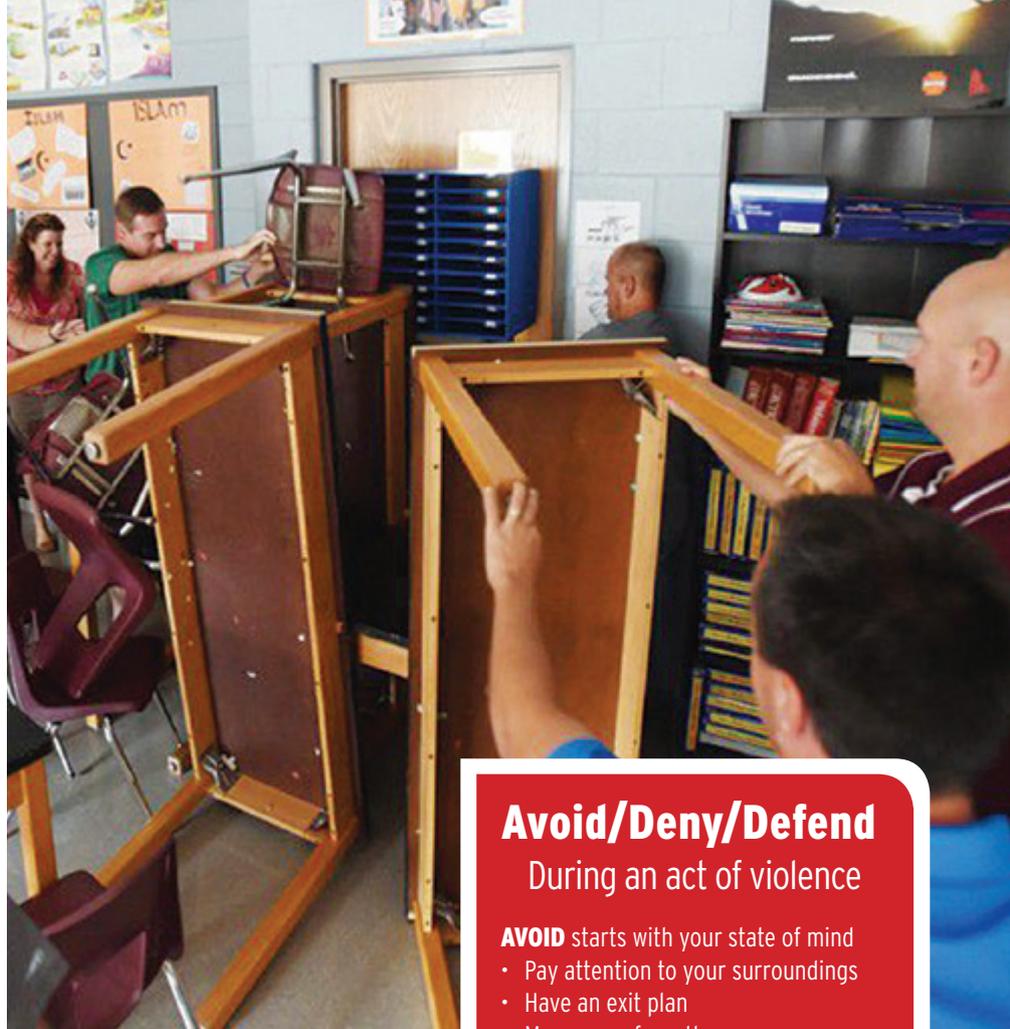
Adds Owens, “the single most important thing an organization can do to reduce the threat of violence in the workplace is to create a culture of respect. Never allow yourself or anyone under your authority to attack the dignity of another human being. Don’t embarrass or humiliate people. They will feel emotionally backed into a corner. All it can take is someone saying to someone else, ‘How many times do I have to tell you. . .’ in front of other people. . . . Building managers can promote this concept to their tenants through seminars and by the way they deal with their own staff.”

While the risks of an active shooter can theoretically be minimized, they can’t be eliminated, and businesses and other organizations can take steps to be better prepared.

“Have a plan for all situations and maintain situational awareness of your surroundings, people, environment, exits, potential threats,” Sullivan says. “No matter the situation continue to develop your plan. It may not go as you hope, but you’ll be in a better place if you don’t hesitate and begin acting on a pre-planned SOP (standard operating procedure). When we have tenant or staff emergency planning meetings, we try to remind everyone as an individual to always continue developing your plans.”

Different properties will require having different plans and policies in place. “Every building is unique,” Sullivan says. “Every incident is unique. At most buildings, there are guests and tenants and lots of different users. The population of a hotel changes every day. Most shopping malls face threats every day.

“It’s important to learn from each incident,” he adds. “After the 2017 Las Vegas Mandalay Bay shooting, we now know to look for snipers.” In the aftermath of the the 2016 Orlando nightclub shooting in which 49 people were murdered, Sullivan says surviv-



al tactics taught to civilians in active shooter situations started to move from the old “Run Hide Fight” to “Avoid Deny Defend.” At the Pulse nightclub in Orlando, he says, “too many people ‘hid’ in plain sight and were easily killed. ‘Deny’ means denying the shooter the opportunity to shoot you.”

There are other reasons for adopting the “Avoid Deny Defend” model. According to the Advanced Law Enforcement Rapid Response Training at Texas State University: “Many schools and businesses prefer the terminology of Avoid Deny Defend because it is more in line with their human resources department and educational standards. They believe that ‘Avoid’ is a more palatable word than ‘Run,’ because ‘Run’ disenfranchises those who are unable to physically run. ‘Deny,’ as in denying access to your location, is a stronger word than ‘Hide.’ And while ‘Fight’ is an action that is forbidden on most school campuses, ‘Defend’ is a last resort safeguard, a right and an opportunity to guard against life-threatening action.”

To learn more about “Avoid Deny Defend” visit avoiddenydefend.org.

Avoid/Deny/Defend During an act of violence

AVOID starts with your state of mind

- Pay attention to your surroundings
- Have an exit plan
- Move away from the source of the threat as quickly as possible
- The more distance and barriers between you and the threat, the better

DENY when getting away is difficult

- Keep distance between you and the source
- Create barriers to prevent or slow down a threat from getting to you
- Turn the lights off
- Remain out of sight and quiet by hiding behind large objects and silence your phone

DEFEND because you have the right to protect yourself

- Be aggressive and committed to your actions
- Do not fight fairly, THIS IS ABOUT SURVIVAL

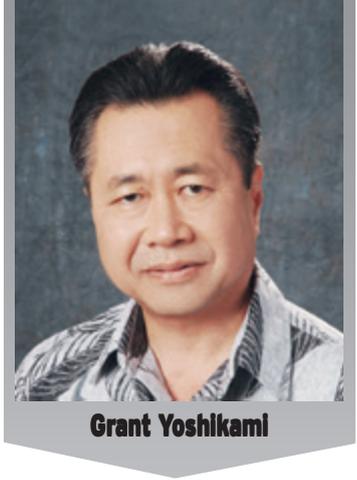
CALL 911 when you are in a safe area

When Law Enforcement arrives,
SHOW YOUR HANDS AND FOLLOW COMMANDS

REMEMBER THAT FAILURE TO PLAN IS PLANNING TO FAIL

When Aging Buildings Require Major Repairs

Tips on AOA financing for building repairs and improvements



Grant Yoshikami

Many condominium and apartment buildings built during Hawaii's construction boom 30-40 years ago are looking at major building improvements and repairs.

If you have major projects approaching for your building, it's likely you've started working with board members to evaluate financing options. Even though most buildings have sufficient reserves for smaller repairs, larger projects like painting, elevator replacement, plumbing and roofing can require long-term financing.

Let's take a look at how Association of Apartment Owners (AOAO) financing commonly works and address several of our most frequently asked questions.

Once you clearly outline the scope of your improvement or repair project and receive several cost estimates from reputable vendors, it's time to evaluate financing. Many AOAOs are required to receive financing options from multiple lenders to determine optimal rates and terms for a specific project. I recommend starting this process several months before work will begin, which gives enough time for options to be considered but isn't so far out that terms are likely to change.

Before you meet with a prospective lender, you'll need to get several pieces of important paperwork together. The preliminary documentation commonly requested by lenders includes two years of audited financial statements, including the AOAO balance sheet; current interim financial statement; current year's budget; reserve analysis

and current delinquency report. These documents are typically maintained by the property manager and should be kept up to date.

Each property is assessed individually by your prospective lender in determining financing rates and terms, which are set by the purpose of the loan, strength of the association and underwriting criteria.

When determining whether to finance the project, lenders often evaluate the maintenance fee and percentage increase to service the loan, which should be no more than 25 percent; owner-occupancy at the property of at least 50 percent; a delinquency rate of no more than 5 percent; the tenure of the property (fee simple); and any litigation against the AOAO. These factors help lenders determine any risk factors that may cause undue stress on the AOAO, potentially leading to a loan delinquency or default.

AOAOs have several options when considering how to pay off the loan, including increasing maintenance fees for each unit owner; as well as the possibility for each unit owner to pay off their percentage share of the loan in a lump sum in advance.

Loan options commonly include 3-, 5-, 7- or 10-year fixed rates with a maturity up to 15 years. The amortization (payment timeframe) period is based on the underlying purpose of the loan. For example, a major painting and spalling project could be financed over 10 years, while a plumbing replacement or elevator renovation could be up to 25 years. Other common repairs and improvements include security upgrades, the installation of photovol-

taic systems, and the purchase of new air-conditioning units. AOAOs also seek financing for items like the purchase of a resident manager unit in the building, or lease-to-fee conversions.

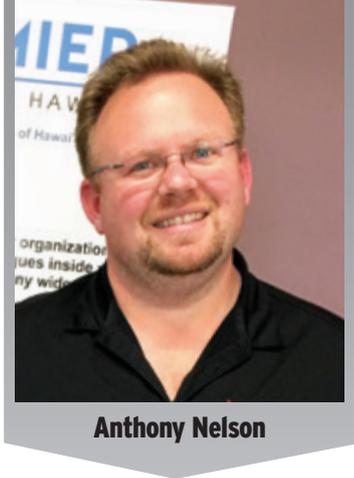
Look for a lender who is willing to present to the board, answer questions and provide additional information as needed to help guide you through the process.

To manage reserve funds, AOAOs often consider Certificate of Deposit (CDs) or Certificate of Deposit Account Registry Service (CDARS) accounts. CDs are FDIC insured for deposits up to \$250,000, with a minimum deposit of \$2,500. They also offer flexible terms starting at one month, with interest paid annually and at maturity. CDARS have no maximum deposit amount and are 100 percent FDIC insured regardless of the account balance. There is a minimum deposit of \$25,000, with interest compounded daily, and flexible terms starting at one month. We recommend a corresponding deposit account to hold funds for purchase and deposit of interest.

Grant Yoshikami has more than four decades of banking experience, most recently serving as vice president and Oahu regional manager at Hawaii National Bank. He graduated from the University of Hawaii and attended the Pacific Coast Banking School at the University of Washington. Yoshikami oversees the bank's commercial lending on Oahu, spanning nine branches. He may be contacted at grant.yoshikami@hnbhawaii.com.

A Simple 6-step Guide to Eliminating Indoor Odor

How to treat three of the stinkiest indoor offenders



Anthony Nelson

In an indoor environment, a myriad of different accidents can cause offensive odors. Fortunately, there's a basic process that you can follow to eliminate the odor regardless of what that odor is. We've provided a 6-step guide on how to eliminate odor from the following events: grease fire, sewage back-up and cat urine.

The Fire: One of the more common instances we run into is a small kitchen fire. Usually, this fire is caused by overheating something on the cook top. The fires are unique from other structure fires because the source of the fire is usually protein and fat, not cellulosic (wood and drywall). This is also a type of fire where the odor is particularly hard to eliminate.

Sewage Backups: Hawaii's infrastructure is aging and, as a result, we've seen sewer back-ups become more common since the previous decade. Usually when you talk about bad odors, a city's sewage comes to mind. Eliminating these odors from the indoor environment can prove to be very problematic.

Cat Urine: Believe it or not, we do get a lot of calls asking how to eliminate odors associated with cat urine. Male cat urine is particularly a very pungent odor, and if you've ever had a cat as a pet, you know these accidents just happen.

STEP 1 - Identify the source of the odor

It may seem like an over-simplified first step, but this is usually what prompts the "do it yourselves" to contact us. They simply cannot find the source of the odor.

1. For Fires: The source of the odor



may seem very obvious—everything that burned. More often when we scope fires, we're not evaluating the materials that burned, we're evaluating what didn't burn in the surrounding areas to determine how far the smoke and soot traveled. Another consideration when evaluating fires is heat. How hot the air space was during a fire often will dictate what building materials we elect to remove. When we inspect a fire we're always checking the horizontal surfaces of every room to see if there was transference of soot into that room. If there was, the odor won't go away without addressing it.

2. For Sewage: In sewage back-ups, we'll use our moisture metering equipment to determine the extent of what came in contact with the sewage. Anything that physically touched the sewage will be considered as a part of the source of the odor. A secondary concern is the transference of odors in the water vapor in the air. It is possible for an adjacent room to become affect-

ed without coming in direct contact with the physical sewage

3. For Cat Urine: Like sewage, we will use our moisture metering equipment to determine where the affected areas are. Another useful tool in finding cat urine spots is a black light. Most bodily fluids contain phosphorous, which will illuminate under a black light. The combination of these two tools allows us to focus in on the source of the cat urine odor and address it directly without having to incur the undue expense of removing carpets from many rooms.

STEP 2 - Evaluate safety precautions

As I always inform our staff, we're there to eliminate a problem, not create new ones. Taking a few minutes to review the safety hazards present and protect yourselves from them is time well spent.

1. For Fires: With our simple kitchen



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fire example, our main concern is going to be respiratory protection. When soot mixes with the moisture in the air or in our lungs, it forms an acid. The effects of this acid on our lungs can range from a mild irritation to severe hospitalization. You'll want to choose a respirator that not only filters the nuisance level odors out but also filters out particulate matter.

2. For Sewage: With sewage you have a whole set of concerns that mandate respiratory protection, eye protection, and tyvek suits with gloves to prevent dermal exposure. We recommend a full-face respirator outfitted with filters that protect against particulates and organic vapors. This respirator will also serve to protect your eyes in the case of accidental contact. A tyvek suit and neoprene gloves will protect against dermal concerns. For environments where direct contact on the body is unavoidable, a waterproof tyvek suit is mandatory

3. For Cat Urine: With cat urine, your exposure concerns are minimal. We recommend respiratory protection to eliminate odor only and neoprene gloves for coming in contact with contaminated materials.

STEP 3 - Remove the odor source

Sounds simple enough, right? Whatever stinks, get it out of there! For this, we revert back to step one. We remove those

items that have identified as the source.

1. For Fires: This is removing all porous, non-structural items that are charred, physically damaged or not restorable to their original condition. Oftentimes, we'll end up removing matching materials as a part of this process as well—if cabinets above the stove are damaged, we remove all cabinetry because it cannot be matched. If the fire is more severe and there is surface char on structural materials, we'll employ media blasting to remove that surface char as a part of removing the odor source.

2. For Sewage: The first step in removing the source of the sewage odor is extracting any standing sewage from the structure and applying a disinfectant as a "knockdown." This application of a disinfectant doesn't mean the property is instantly safe, it just simply improves the environment and makes it safer. Once extraction is complete, we'll proceed with the removal of affected porous, non-structural items that were identified as a part of Step 1.

3. For Cat Urine: An evaluation of the carpet needs to be made. If the odor is severe enough, we'll recommend removal. If not, we'll simply detach the carpet and remove the affected pad.

STEP 4 - Critical cleaning

This is the most commonly overlooked step in the process. Four out of

five times, when an odor isn't successfully removed, we can trace back to insufficient critical cleaning as the main issue.

1. For Fire: This means wiping down every surface that came in contact with soot. Usually we work top to bottom and from the furthest point from the exit of the room to the exit of the room, every surface must be gone over with an initial hepa vacuum, then wiped using a combination of a surfactant and smoke odor counteractant, then hepa vacuumed again. This process is commonly call "the hepa sandwich" (HEPA- Wipe-HEPA). This process can also include pressure cleaning for non-porous or semi-porous surfaces. Just remember whenever we mix water and soot, we create an acid, which is why pressure cleaning is not common in fire restoration.

2. For Sewage: Once our affected building materials are out, we proceed directly with pressure cleaning the affected surfaces. We'll dry those pressure-cleaned surfaces then apply the same "hepa sandwich" critical cleaning methodology for all surfaces to eliminate any concerns with airborne bacteria. Instead of a smoke odor counteractant, we use a disinfectant to assist in removing any concerns with bacteria.

3. For Cat Urine: If we've left our carpet in place, this is where we steam clean the carpet front and back. There are several products available in the market. Some contain detergents and oxidiz-

ers, others may contain enzymes (more on those guys below). The main point is to know what you're using. In severe situations, we'll be sure to pressure clean the affected structural building materials after we've removed the carpet.

STEP 5 - Odor counteractants/enzymes, pairing agents and ozone

- **Enzymes:** These guys actually digest the proteins and/or fats that are causing the odor—most commonly used in our cat urine example.

- **Pairing Agents:** These are odors designed to counteract nuisance odors. It's common to light a match after someone used the bathroom. This works because you now smell the burning match as opposed to, well, something else. For every nuisance odor in a space, there is an odor counteractant designed to oppose it. A common misconception with pairing agents is that they eliminate the odor. They typically don't eliminate odors, but they do give you something else to smell while the offensive odor subsides. Pairing agents can be applied in a number of different ways from using foggers to wiping them on surfaces to saturating something porous with them and leaving them in the affected space.

- **Ozone:** This is an unstable molecular combination of three oxygen ions. The third of these ions is unstable and pairs with other carbon-based molecules in the environment. This chemical process helps eliminate odors. The best way to describe ozone is to think of it accelerating the natural aging and degradation of whatever is causing the source of the odor. Ozone has very specific applications and cannot be used universally.

- 1. For Fires:** In our critical cleaning, we'll use a pairing agent to assist our process. In some severe fires, we'll also employ ozone as a final step to eliminate any cursory odors.

- 2. For Sewage:** Our disinfectants usually contain some sort of pairing agent that assists with the odors associated with sewage odors.

- 3. For Cat Urine:** Enzymes are very effective at digesting the odors associated with cat urine. Since cat urine is made up of mostly protein, enzymes

are effective at digesting these proteins and eliminating these odors

STEP 6 - Encapsulants

Either as a final step for odor removal or the simple assurance that an odor won't return, encapsulants function as a flexible barrier that is applied over structural materials. This barrier prevents whatever residual odor that may be in these left-over materials from impacting the indoor environment.

- 1. For Fires:** This is applied to the remaining structure, be it stud walls, subfloors or roof joists and decking. Even if there is no odor present, an encapsulant is applied as assurance that the odor won't return on that one day in the middle of summer when it's hot and muggy.

- 2. For Sewage:** If porous building materials still contain a residual odor, an encapsulant can be used to seal in odors in structural members that cannot otherwise be removed

- 3. For Cat Urine:** Commonly applied to the wood or concrete subfloor,

an encapsulant is always recommended even if odors aren't present. Similar to fires, it provides that piece of mind.

Be confident that if you follow these six simple steps for odor removal, you will be able to remove whatever smell is affecting your indoor environment. For additional assistance with these or any other odors you may encounter, never hesitate to contact your local property restoration specialist who will have the equipment and a team of specialists trained to help push out any odor, no matter how harsh.

Anthony Nelson is senior VP of operations and certifications at Premier Restoration Hawaii, as well as applied microbial remediation technician, applied structural drying technician, carpet cleaning technician, carpet repair and reinstallation technician, color repair technician, commercial drying specialist, fire and smoke restoration technician, health and safety technician, odor control technician, resilient flooring inspector, and water damage restoration technician.

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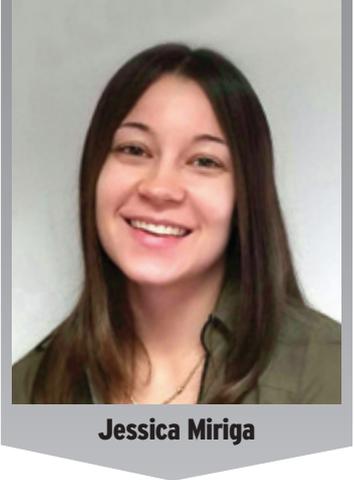
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What to Know Before a Fire—And After

Here's a list of things to ask when hiring a fire restoration consultant



Jessica Miriga

Disaster can strike without warning. On average, fire departments respond to a fire every 25 seconds. The path to recovery will depend on how you react within the next few hours. Essentially, the most important step is pre-planning prior to the fire. You need to ask yourself, “Am I prepared if a fire occurs at my property?” The second question to ask yourself once the fire is put out is, “What is my next step?”

First, it would be smart to understand the particulates addressed by the principles of fire, since fire restoration will encompass all of these principles in order to recover your property properly and efficiently. The principles of fire include the three levels of heat, distinguishing factors, weather conditions, odors, and extinguishing methods. Additionally, understanding the different soot residues will enable your recovery efforts to be effective in removing the contaminants associated with extinguishing the fire. The different types of soot residue include petroleum, protein and cellulose—all of which have different methods for proper cleaning.

When selecting a company for fire restoration, make sure the company utilizes proper guidelines as outlined by the RIA (Restoration Industry Association) and NIDR (National Institute Disaster Restoration). These guidelines include, but are not limited to, unbiased professional point of view, possession of technical knowledge and safe application of restoration materials.

Road to Recovery

The triage aspect is one of the most important first steps—you can reduce



loss by addressing the emergency mitigation steps needed. Secondly, your restoration contractor will work with you to determine the scope of work and evaluate restoration options. Lastly, your restoration contractor should answer questions that you may have

regarding the recovery process and develop a detailed scope of work.

When choosing your restoration contractor, asking the right questions can help ensure that they are the right recovery partner for you:

1. Have your employees had back-

ground checks and is your company bonded and insured?

2. Will you provide a room-by-room cleaning proposal including identifying pre-existing residue from smoke particulate?

3. Will you test clean questionable contents?

4. What is your policy regarding breakage and shrinkage?

5. Will you guarantee odor control?

6. What is your odor control plan, including an air-handling system?

7. Can the homeowner remain in the home during the process?

After a restoration contractor is hired:

8. Were the wall cavities pressurized during the fire?

9. Is the particulate a dry or wet smoke?

10. What impacted surfaces require pre-cleaning for salvage?

The purpose of fire restoration is to restore the structure and contents to pre-loss condition. By selecting the right recovery partner, you will be able to align your goals for recovery

The Takeaway

- Know your enemy. Learn about fire, smoke, soot, odors, etc.
- Plan. Develop and practice an emergency plan.
- Establish a relationship with a recovery partner-beforehand.

with their knowledge and expertise. Multiple things will need to be taken into consideration when the restoration process begins. For example, do you have documents that need to be packed out and left onsite, or can they be moved to another location? Also, consideration of the cost of restoration or replacement of contents will be needed and what is the best step to take?

Soot and odor removal is generally needed after the triage step to begin the restoration process. Depending on what was affected, the soot and odor removal may have multiple remedies

of removal, such as mechanical or solvent removal. The odor removal process should be a proper deodorization, which can possibly be done with, demolition or air filtration, depending upon the level of severity of the odor and best deodorizing techniques for the affected areas.

Lastly, deciding on the proper cleaning methods is critical for trying to salvage particular contents. Ultrasonic cleaning can also be performed on certain types of equipment that were damaged in the fire.

Jessica Miriga is the marketing manager at BELFOR Hawaii and brings several years of agency, retail, broadcast and online marketing experience. BELFOR restores property due to fire, water, mold or storm damage and is truly a one-stop shop for all property restoration needs. Through real-life trials and R&D, BELFOR has become the standard-bearer for recovery in the insurance, risk management and reconstruction fields.

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The Unseen Benefits of a Sprinkler System

Sprinklers stop fires fast and result in less water and smoke damage



Jason Blinkhorn

The aftermath from a fire can be devastating for any property owner. The water damage alone from firefighters battling the fire can be extreme, and when you add in the effects from smoke, soot, and heat distortion, the damage multiplies exponentially. Latent effects such as mold and other serious air quality issues can also appear later if not handled up front. As a property manager, you need to be prepared to deal with the effects of a fire, but you also must have some preventative measures in place to minimize the damage. The best means for this is having a fully maintained fire sprinkler system in place to prevent a fire from spreading and causing far more damage than the comparatively small amount of water a sprinkler system uses to extinguish a fire.

Fire travels extremely quickly due to the combustibles we keep in our homes, and businesses, and our properties are absolutely full of them. It is a common misconception that a fire spreads rapidly due to the materials used in construction. Although that plays a part, it is the combustible materials like woods and plastics that accelerate the temperature and the pace that the fire travels exponentially.

When most people picture a fire sprinkler system in operation, they see every single sprinkler head in a room spraying water everywhere and creating massive flooding. However, this is not the case. Fire sprinkler systems are designed to prevent fires from spreading rapidly, but without a full deluge of water in all areas of the building. Each sprinkler has a specific temperature-sensitive rating, and only when it heats past that point does it release water in that localized area, usually to one

room, so firefighters don't even have the opportunity to douse your property with thousands of gallons of water. Clearly with this small amount of water being poured on your property, a building with fire sprinklers uses dramatically less water, and inevitably causes far less damage. Since fire sprinkler systems are designed to spring into action the moment a fire sparks, you mitigate the damage before the fire department even shows up.

Many property managers have debated this as trading one catastrophe for another—a flood versus a fire. But the reality is a properly functioning sprinkler system will reduce the amount of water used to extinguish the fire, and keep the repair costs to a fraction versus that of fire repairs to a building without a sprinkler system. Recent studies have shown that on average, a property protected with fire sprinkler system will only use about 340 gallons of water to extinguish a fire, compared to properties without sprinkler systems when fought by firefighters alone, which will see close to 3000 gallons of water to extinguish the fire. Additional studies have shown that sprinkler systems are between 98 percent and 99.8 percent effective in the control of fire. In the incidence regarding ineffectiveness of sprinkler systems are usually due to building owners not keeping up with the required maintenance and inspections codes.

Acting quickly once the fire has been extinguished is crucial to avoid any further damages to keep remediation cost to a minimum. In addition to the carnage that the fire itself causes to the structure, smoke damage requires a substantial amount of attention as well. Smoke from a fire will leave staining on any fabric it comes in contact with including clothes and furniture and

can also cause discoloration of painted walls. Other objects such as piping, appliances and especially electronic components, which are very vulnerable, may begin to rust, pit, and corrode. Smoke can also cause damage to your wood flooring and furniture which may require re-sanding, re-staining, or replacing altogether. It will leave a very strong odor that must be handled by a professional cleaning service as it is extremely hard to eliminate.

Smoke damage can also cause health issues if not handled by a professional as smoke can get into ductwork, resulting in lung irritation and other health issues. Like smoke damage, soot will also get worse if left untreated. Soot is difficult to clean and can be dangerous to one's health due to a number of chemical compounds. Repairing chemical contamination can typically cost between \$1K and \$3K. Due to the difficulty in removing soot, replacing the effected items is usually the best choice. The longer soot remains on a surface the harder it is to remove.

Here in Hawaii we have a ton of older buildings that are more susceptible to fire damage, so as property managers you must be prepared to handle it. Without a doubt, the best way to extinguish a fire quickly and eliminate the majority of fire damage, is to install and maintain annually a fire sprinkler system in your property.

Jason Blinkhorn is the fire protection operations manager at Dorvin D. Leis Mechanical. He has 15 plus years of experience in the fire protection industry in North America, as a firefighter, fire protection engineer and fire protection operations manager. For additional information call 792-0416 or email at jasonb@leisinc.com.



Members of the PDCA of Hawaii's board of directors are, from left, Shawn Kurihara, Glenn Shiroma, Geraldine Lee, Jaime Dominguez, Dean Nagatoshi, Victor Wyman, Lari Bloom, Ronald Yanagi

PDCA Installs Board

PHOTOS BY ANJJ LEE

The new board of directors for the Painting and Decorating Contractors Association of Hawaii were recognized at an installation banquet on March 10 at the Halekulani in Waikiki.



Joe and Sarah Hubbard, John Bloom



Kaili Taniguchi, Brandon Zelinsky



Michael and Vanessa Izumi



Danielle and Keith Boudreau, Lawrence and Florence Calica



Dean and Yvonne Nagatoshi, Carie Anne and Daniel Kobayashi



Namoi and Glenn Shiroma



Shara and Nick Sonoda, Tina and Darren Yamasaki



Lari Bloom, Kenneth and Hap Zelinsky



Cheryl and Victor Wyman, Ross and Tara Purgatorio



Ronald and Teri Yanagi, Elmira and Ben Fukumoto



Ronald Yanagi (second from left) and Dean Nagatoshi (fourth from left) and members of Kapena: Lilo, Kelly Boy, Kapena, Kalena



Elena and Stanley Tangonan



Ed and Elsie Nitta



Freddie and Enalyn Gregorio, Dan and Rae Whitford, Cory Tani



Jeff, Kathleen and Clyde Tateishi



Sydney, Desaree, Saige and David Kurihara

PANLILIO: The ABCs of Property Insurance

Continued from page 36

of demolition include: local construction demolition costs, special handling and disposal of hazardous materials such as asbestos insulation found in some popcorn ceilings, and the amount of the undamaged portion of the building.

Coverage C: Coverage for the Increased Costs of Construction

Since the Association's Property Policy only covers the building per construction specifications right before the time of loss, adding Ordinance or Law Coverage C covers that gap by paying for the additional costs related to making the building compliant with the current building codes.

This is one of the most important coverages your association will need to

have, and this is the coverage required by statute. If we go by the 514B Hawaii statute definition of full replacement cost, insuring your building to be rebuilt as it once was is not enough. Full replacement cost, therefore, includes the additional costs to make your building up to date with the current building codes.

In the aftermath of a severe or catastrophic property loss, the first shock is in seeing the extent of the damage to your building or structure. The next shock usually comes after learning that rebuilding a damaged building or structure so that it complies with the latest building codes can add up to 50 percent or more to the rebuilding cost.

To properly protect your community association, Building Ordinance or Law Coverage can be added to your Associ-

ation's Property Policy as an endorsement or a rider. A properly planned policy with the appropriate coverage limits and endorsements can help you and your association get back on your feet with the least amount of financial burden and stress. Please consult with your insurance professional to make sure your community association is properly protected.

Elaine Panlilio is an account executive in the AOA Unit at Atlas Insurance Agency. She holds the Certified Insurance Counselor and Certified Insurance Service Representative professional designations and is working on completing the Certified Risk Manager Program this year. Contact her at 533-8766 or epanlilio@atlasinsurance.com.

LECKY: Why Bonding Matters

Continued from page 38

"A bond helps protect the AOA, which is ultimately paying for the project," says Savio. "From a liability perspective, it's much more secure for the community to hire a company that can easily bond their work, rather than taking a chance on a company that may be stretching to complete the job, or has had financial troubles in the past."

While not legally required for privately contracted work, payment and performance bonds are recommended on any new construction or renovation project. For publicly funded projects, the Miller Act is a federal law requiring a bond for any construction project over \$100,000 in total contract value, and Hawaii law takes that a step further requiring a bond on any publicly funded project of \$25,000 or more.

Furthermore, when considering a contractor, you need to not only look at the bond for your particular project, but also their total bonding capacity. Frequently, smaller contractors can obtain a bond for a single project, but if they look to take on two projects at once, they cannot obtain the total bonding



capacity required for both jobs, putting one or both of the properties at risk. According to Insurance Associates, "sureties can also offer a bonding line of credit that a contractor can use between their various projects, so long as they do not exceed the cap set by the bonding company at any given time."

"In the end," says Savio, "having a bonded contractor ensures your project will be completed per the contract and that your contractor has been verified as capable to complete the project by a third-party surety. If the contractor is unable to complete the project, the bond company will make sure it happens for you." Associations should

consider bonding projects to protect all their members' interests in getting the project completed. AOA boards may also want to review their bylaws for guidance on bonding, as many already have requirements on their books for hiring bonded contractors to perform work at their community."

Eric Lecky is chief marketing officer for SageWater, a pipe replacement contractor that operates throughout Hawaii and the Mainland, and has replaced pipes in more than 85,000 occupied residential and commercial units. Connect with Lecky at elecky@sagewater.com.



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