

**INSIDE:**

Kihei condo loses \$1.7 million suit ▶ Legislative Report

# BUILDING Management

HAWAII

AUGUST / SEPTEMBER 2018 | \$4.95

## Barking Dogs, Service Dogs, and Bad Dogs

What property managers  
should know about pooches

**NEW TECHNOLOGY  
TO REPLACE KEYS**

**HOMELESSNESS:  
THE NEW CRISIS**



PRSR5 STD  
U.S. POSTAGE  
PAID  
HONOLULU, HI  
PERMIT NO. 583





APPLICATION OF  
WATERPROOFING MEMBRANE



CONCRETE POUR

## HILTON HAWAIIAN VILLAGE CORAL ROOF TOP



CONCRETE FINISHING



FINISHED PRODUCT


**THE  
AMERICAN  
COATING** COMPANY  
**(808) 845-7770 • FAX (808) 845-7447**  
**850 Moowaa Street, Honolulu, HI 96817**  
**[www.acchawaii.com](http://www.acchawaii.com)**

# ***SERVING HAWAII FOR OVER 25 YEARS***

### **REHABILITATION OF BUILDINGS:**

**CONCRETE RESTORATION • WATERPROOFING • EPOXY INJECTION**

**SPECIALTY EPOXY & URETHANE FLOORING**

**INDUSTRIAL COATINGS • BELOW GRADE WATERPROOFING**

**ROOFING/WATERPROOFING MEMBRANES • ELASTOMERICS • WATER TESTING • FOAM INJECTION**

**CONCRETE STAINING & ENGRAVING**

Lic. No. ABC-12167



If HPG is  
not bidding on  
your project,  
you are paying  
too much!

# REPIPE with HPG



PUNAHOU TOWER



KAPIOLANI TERRACE



LAKESHORE TOWER



KAPIOLANI ROYALE

**Hawaii Plumbing Group is Hawaii's Drain,  
Waste, Vent and Water Distribution  
Replacement Specialist for Condominiums,  
High-Rises, and Town Home Projects**

For fast, affordable solutions call us! Our experts provide unrivaled products and workmanship. Every repair and replacement project guaranteed!

### **Our Competitive Advantages:**

- **Complete Plumbing Retrofit**
- **Proprietary Turnkey Repipe Process**
- **Expect Only 5-STAR Results**

Locally owned and operated, Hawaii Plumbing Group is your one-stop solution for every plumbing issue!



Kimo Pierce

*Quality installations at quality properties  
by Peter Stoyanov and Kimo Pierce*



**Serving All Islands!**

HPG is a VALUE you can't afford to miss! Call today!

## 808-842-9999

[HawaiiPlumbingGroup.com](http://HawaiiPlumbingGroup.com)





# **BEACHSIDE** **ROOFING**

*License # BC-22075*

**Roof Service & Maintenance**

---

*Hawaii's Full-Service Roofing Company*

Commercial Roofing – 682.5803

Commercial Roofing Service

Maintenance Division – 792.2920





# HAWAIIAN PROPERTIES, LTD.

*Building Relationships That Last*

www.hawaiianprop.com Call (808) 539-9502 to request a proposal



*H*awaiian Properties has the strongest and most experienced accounting team in the property management industry (shown above). They are the backbone of the company and praised for their responsiveness, timely financials and invoice payments, and in-house cash management specialist. The association's operating funds are deposited with one of the highest rated banks, Bank of Hawaii, and Hawaiian Properties has strong internal accounting practices and controls to protect its clients' assets.



*I am **BEYOND** impressed with the property manager and accounting team. We transitioned to Hawaiian Properties in May and are very happy with their accounting team's quick response to our requests and needs. They have also worked with us to structure our financials to better track our expenses. Hats off to Hawaiian Properties.*

**Mari Fitzgerald, President, AOA Waikoloa Fairways**

*Hawaiian Properties consistently provides timely and accurate financial reports and has recommended the initiation of higher level financial controls than had been in place in the past, further adding value to the services they offer.*

**Linda Lee Kolstad, Treasurer, AOA Ilikai Apartment Building**



*We started with Hawaiian Properties in January 2017. We are very satisfied with their services and appreciate getting our financials in a timely manner. We now have accurate numbers and can trust the information we're getting. Thank you Hawaiian Properties.*

**Dorothea "Michele" Shiroma, Director, AOA The Pearl Number Two**

*It is a pleasure to work with the accounting department at Hawaiian Properties. They are very responsive to any questions we have. They are very timely in paying our bills and very accurate with charging costs to the proper account/code. The financial statements we receive are detailed yet very easy to read and understand. Well done!*

**David Howard, Resident Manager, AOA The Pearl Number Two**







Whether you're a building manager or member of a condo association board, you have a difficult job. So our goal at *BMH* is to help make your job easier. That includes asking experts in our community to contribute articles relating to both residential and commercial properties.

In this issue, topics include legal matters, roofing, plumbing, and management do's and don'ts. In the legal matters category, Allen Wilson, Hawaiiana's legislative liaison, reports on bills from the recently ended legislative session that impact home owners' associations.

"The session was noteworthy in particular," he writes, "because many of the House and Senate bills that were introduced were grounded in reaction to a general feeling of anger and frustration felt by owners of condominiums and home owners' associations. Much of the basis for owners' anger with their boards stems from a feeling of separation and alienation: 'These guys are not acting in my best interest.'"

That should grab the attention of boards around the 50th State.

So should our report on a Maui court decision that awarded the owner of a Kihei condo unit \$1.7 million because of disability discrimination.

Also in the News & Notes section, check out the latest hires and promotions in Hawaii's

building management world.

With more condominiums going pet-friendly as an amenity, more pet issues arise. We talk with a top dog trainer about making dogs good (non-barking) neighbors.

Mold is always an issue in Hawaii's warm, moist climate, and we talk with the state Department of Health's mold expert, and find it isn't black mold that can make you sick. It's a by-product much uglier than mold itself.

Secure entry to buildings, whether commercial or residential, is always an issue, and we talk with a veteran security expert about how technology is changing entry security. Iris scans, anyone?

And Brandon Bosworth takes a look at how to best handle trespassing homeless persons – from a distance.

For future issues of *BMH*, if here is an issue you'd like us to tackle, please contact me at Don@tradepublishing.com. Please shoot me an email.

Mahalo,

**Don Chapman**

Editor

don@tradepublishing.com

# BUILDING Management HAWAII

## EDITOR

Don Chapman

## ASSISTANT EDITORS

Brett Alexander-Estes  
Brandon Bosworth

## CONSTRUCTION EDITOR

Alfonso Rivera

## PUBLISHER

Ken Berry

## ASSISTANT PUBLISHER

Amanda Canada

## DIRECTOR OF ADVERTISING

Barry Redmayne

## ADVERTISING MANAGER

Charlene Gray

## ADVERTISING ACCOUNT EXECUTIVES

David Kanyuck  
Celina Eklund

## ADVERTISING ADMINISTRATOR

Lorraine Cabanero

## CONTROLLER

Tracy Kalahiki

## COMMERCIAL SERVICES DIRECTOR

Piilani Kaalekahi

## CREATIVE DIRECTOR

Davin Iyamatsu

## ART DIRECTOR

Ursula A. Silva

## ASSISTANT CREATIVE MANAGER

Darrell Ishida

## CIRCULATION MANAGER

Chelse Takahashi

## PRODUCTION SUPERINTENDENT

Abe Popa

## SENIOR PRESS OPERATOR

Dean Onishi

## POST PRESS MANAGER

Austin Popa

## CHAIRMAN & PRESIDENT

Carl Hebenstreit

## CEO & MANAGING PARTNER

Ken Berry

## ASSOCIATE PUBLISHERS

Barry Redmayne  
Karen Berry

**POTHOLES?**

**PatchMaster™**  
High Performance Pothole Patch

**AVAILABLE IN BULK**

**\$15.99**  
per 50lb bag

**SealMaster®**  
Pavement Products & Equipment

808-839-2782  
SealMasterHawaii.com



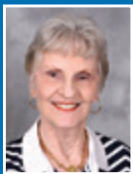
# Administrative Assistants: The Backbone of Every Successful Management Company



Shown are Hawaiiiana's top notch administrative staff, who provided meeting check-in, proxy administration, ballot tally and minutes preparation for over 450 annual association meetings during the first half of 2018. The team is led by Executive Vice President Charla Trevenen (far right). Forty-two management contracts, representing over 10,000 units have been awarded to Hawaiiiana during the first half of 2018.

## "Over 30" and going strong!

Seven of Hawaiiiana's administrative staff have served over 30 years!



Virginia Peacock  
43 Years



Charla Trevenen  
36 Years



Carol Oreta  
35 Years



Annie Kekoolani  
33 Years



Rue Onaga  
33 Years



Luana Farias  
30 Years



Trudy Benigno  
30 Years

Administrative support is the backbone of every successful property management company. From reviewing proxies during annual meeting season, to proofreading budget information and photocopying budget packets, administrative assistants work diligently behind the scenes checking and rechecking a myriad of details for the benefit of company clients.

Hawaiiiana Management Company, Ltd. has seven administrative professionals, each with more than 30 years of experience at the company. These seven have survived and thrived during three economic recessions, two hurricanes and even a great dock strike in the 1970s. "Yes, I remember the great dock strike when visitors to our Hawaii properties were worried about a toilet paper shortage!" recalls Virginia Peacock, who has served for 43 years at Hawaiiiana. Peacock

is the company's longest reigning employee.

Charla Trevenen, Hawaiiiana's Executive Vice President of Administration, supervises a staff of 44 on four islands, and still personally handles annual meeting check-in and minutes preparation.

Annie Kekoolani has been with the company for 33 years and provided administrative support to Company Presidents Emory Bush and his predecessor the late Dick Gourley, past president of the Community Associations Institute's Hawaii Chapter. Kekoolani was Hawaiiiana's sole typist in the 1980s. "I typed all of the minutes, letters, meeting notices and even some sets of house

rules for the entire company," she remembers.

Today, in Hawaii's property management industry, administrative assistants are required to multi-task to keep up with ever-changing laws and the newest technology. Each year, there are often new forms, new deadlines and new requirements imposed by the State and Counties which administrative assistants must know.

While Hawaii's property management industry and its technology have evolved greatly during the past 30 years, these seven administrative professionals know what matters. Property management is a people business.



For more information contact:  
Mele Heresa, CCIM®, CPM®  
meleh@hmcmgt.com  
(808) 593-6827

# contents

August/September 2018 | Volume 34 | No. 5

**6 Editor's Note: Don Chapman**

**10 Homeless Crisis**

Security experts offer advice for handling homeless person on your property

**16 Condo Dogs**

More condos are dog-friendly, but the dogs also have to be condo-friendly

**20 The Truth About Mold**

Mold doesn't make people sick. What makes them sick is even worse

**22 3 Common Mistakes**

Avoid these wrong turns in hiring a commercial management company

**24 Secure Entry**

Technology is changing the way both residential and commercial buildings allow access

**50 News & Notes**

Maui condo loses costly suit, new hires and promotions, Associa celebrates



## MANAGEMENT DO'S AND DONT'S

**30 Sharilyn Tanaka**

Being timely and fair is a must for building managers, says an insurance executive

**34 Atrious Alexander**

The seven deadly sins of building management

## PLUMBING

**35 Eric Lecky**

Expect lots of 'issues' to arise when an AOA decides to repipe

**38 Dana Bergeman**

One key to a successful repipe project is hiring the right construction manager

## ROOFING

**40 Larry Young**

Getting from a quote to a quality finished roof

**44 Wade Garlin and Bernie Wonneberger**

To extend or replace your roof? Depends on the conditions

## LEGAL

**46 Mimi Bruhn**

Rules enforcement and proper maintenance can add to property values

**47 Allen Wilson**

A report on legislation at this year's session that affects condo dwellers

**48 Ken Kasdan**

Construction defects can include bad design, sloppy construction or failed products

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.

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

**TRADE**  
PUBLISHING & PRINTING

287 Mokauea Street, Honolulu, Hawaii 96819  
Phone: (808) 848-0711 Fax: (808) 841-3053



# WE GOT YOU COVERED

We got all your Equipment Rental and Sales needs:

- ▶ **CONCRETE** (Mixers, Scanners, Finishers etc.)
- ▶ **LIGHTING** (Light Towers, Light Stands)
- ▶ **GENERATORS** (Portable to Towable)
- ▶ **PUMPS** (Trash, Submersible)
- ▶ **WELDERS MACHINES** (Arc, Mig)
- ▶ **CHIPPERS HAMMERS** (Rotory Hammer 35# to 70#)
- ▶ **COMPACTION EQUIPMENT** (Rammers, Plate Tampers)
- ▶ **LAWN EQUIPMENT** (Blowers, Mowers Trimmers etc.)
- ▶ **CAMERA SYSTEM**

And much more...

**Please contact our knowledgeable staff**



**NOW CARRYING  
YAMAHA  
GENERATORS**



**WACKER  
NEUSON**  
*all it takes!*



**YAMAHA**



Located at 1255 Kuala Street, Pearl City, in the Pacific Pipe Building

## Pavement Maintenance Specialist

- Seal Coating
- Asphalt Repair
- Speed Bumps
- Emergency Work
- Potholes
- Paving
- Striping
- Slurry Seal

## Concrete

- Curbs
- Footings
- Slab
- Bollards



## Asphalt. It's what we do!

DC Asphalt provides every type of paving service. We provide the right solution that fits your needs and budget.

**8-Time Award Winner – 2010-2017 GCA Safety Award**

**11-Time Award Winner – 2008-2018 Best of Honolulu**

**4-Time Award Winner – 2014-2017 AGC Safety Award**

**808-682-4414**  
dcasphaltservices.com



**DC Asphalt Services, Inc.**

Lic. #AC-26608

# A Growing Crisis for Building Managers: Homelessness

Local experts offer effective, humane ways to stay safe while helping the homeless

BY BRANDON BOSWORTH

A homeless person is sound asleep on your property. What do you do? Try to wake them yourself? Call the police? Call an ambulance?

Michael Gaul, Hawaii branch manager of Securitas Security Services USA, calls this type of situation one of the “biggest nuisances” for his personnel. It’s also potentially dangerous.

“It has the highest risk potential,” he says. “Things could go either way. Sometimes they wake up and charge our officers.”

Whenever possible, Gaul recommends working in teams or having officers address individuals from the safety



**Michael Gaul**

may be in order.

“It can take up to an hour for some homeless to wake up, and another half hour to get them off the property. It’s important to be cognizant of that. You can’t just call 911 or HPD every time.”

If it appears as if the individual does need medical attention, Gaul says to go ahead and call for help. “Sometimes

of a mobile patrol vehicle.

Even if the person is being unresponsive, Gaul says not to touch them. Depending on the situation, some patience

non-compliant people need medical help. Call 911 and tell them someone needs medical attention.”

How about if the individual is awake and responsive and you want them to vacate the premises?

When security engages homeless people and asks them to leave, Albert “Spike” Dennis, a consultant with Securitas, stresses “treating them with dignity and speaking in a normal tone. Don’t threaten them and don’t escalate the sit-



**Albert “Spike” Dennis**





uation. Don't lie, because deception is a trigger." He says since "safety is first," he recommends keeping a distance of around 30 feet from the individual being engaged. If the person refuses to leave, Dennis says to call police and have a trespass citation issued. Also contact the police if the individual has an obvious mental health issue: "Law enforcement is well-trained and have the ability to commit someone against their will to a facility for observation."

Even with precautions in place, dealing with homeless individuals can be risky for security personnel.

"The number of assaults on our officers has increased," Gaul says. "They

Continues on page 12

30XV AquaForce®  
Air-Cooled Screw Chillers  
140 - 325 Tons

## Meet the gold standard in customizability.

- Customizable in size, power and energy efficiency
- Space-saving with a smaller footprint
- The industry's highest efficiency ratings with low sound levels
- Easy serviceability and Carrier Hawaii support
- Corrosion resistant with various options for factory-coated or uncoated round-tube/plate fin condenser coils, Variable Frequency Drives, Greenspeed® Intelligence



Locally owned distributor: **Carrier Hawaii**  
Kapolei Honolulu Kahului Kailua-Kona  
(808) 677-6339 • CarrierHawaii.com

usually occur with homeless removal. If possible, we address them from a vehicle to determine if we need to bring in law enforcement. We had one case where there were 30 homeless people on one property. The situation required multiple security personnel and police.” The rise in assaults poses other problems. “It’s very hard for us to find employees. It affects retention.”

If the police are called, someone needs to be on hand to speak to them. “HPD won’t respond without verification,” Gaul says. “A representative from the property such as a manager or security guard has to be there to explain the situation.”



Kimo Carvalho

Some managers and property owners feel uncomfortable calling law enforcement regarding homeless issues.

“Businesses are frustrated because they

don’t know how to protect themselves without offending the public or customers,” says Kimo Carvalho, community relations director of the Institute for Human Services (IHS). “While being homeless is not a crime, if individuals are engaged in something that is not allowed you have the right to enforce your rules.”

Of course, the best way to deal with these sorts of problems is to prevent them in the first place. Utilizing well-trained security staff is a key part of prevention. Gaul says many “residential high-rises

have at least one guard on duty at all times.” An even more effective option is to combine onsite guards with roving security patrols. “A mobile patrol can come by every three or four hours,” Dennis says. “They provide an extra layer of security for the onsite guard with routine tasks.” Mobile patrols can also serve as backup for onsite guards, allowing “the more experienced officer

Even with precautions in place, dealing with homeless individuals can be risky for security personnel. The number of assaults on our officers has increased.

to do the talking and maintain eye contact.” Gaul adds that “roving patrols act as visual deterrent” to crime and often have unpredictable schedules that can keep would-be criminals on their toes.

Gaul says Securitas officers assigned to mobile patrols extra training. “In addition to the standard 8-hour security guard course mandated by Hawaii law, our mobile officers receive an addition-

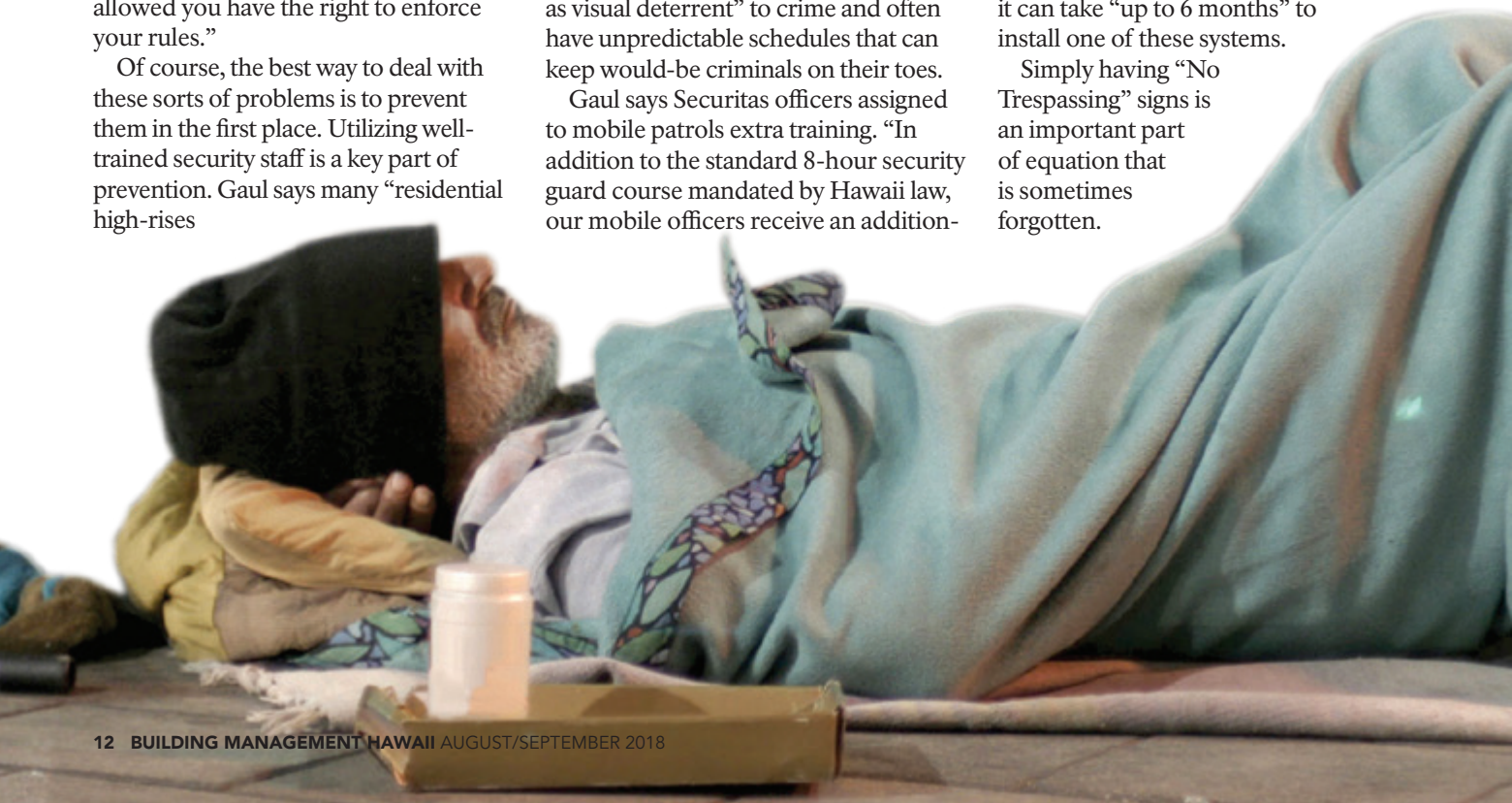
al 40 hours of training, both in classrooms and on the job.”

Employing security personnel can be expensive. “Having a guard on duty 24/7 can cost up to \$160,000 to \$180,000 a year,” Dennis says. Adding mobile patrols add additional costs.

Technology also offers some potential security solutions.

“Tech is our friend,” Gaul says. “It helps us move from reaction to proaction.” Gaul explains that new security cameras are capable of distinguishing between a vehicle, an animal, a human or something else and then sending an alert to security staff in the event of an unwanted guest on the property. These cameras can “really make a difference. You can establish rules and program the camera to send alerts if someone is detected on the property between certain hours.” An example would be setting up an alert if a person is detected in outdoor common areas late at night or early in the morning. Gaul calls the cameras a form of “remote guarding.” Dennis says some cameras even have built-in speaker systems so guards can address individuals from a distance. “A notification goes out to the person watching the video feed and an alarm goes off on the monitor. The guard can then talk to someone over the loud-speaker system through the camera.” Setting up and integrating these high-tech camera systems can be time-consuming. Gaul says installation says it can take “up to 6 months” to install one of these systems.

Simply having “No Trespassing” signs is an important part of equation that is sometimes forgotten.





“Signage is important, regardless of the type of property,” Dennis says. “You have to have anti-trespassing signs.” Without those signs, law enforcement may be less likely to take serious actions, as the individual in question will often claim to be unaware of the fact he or she was trespassing.”

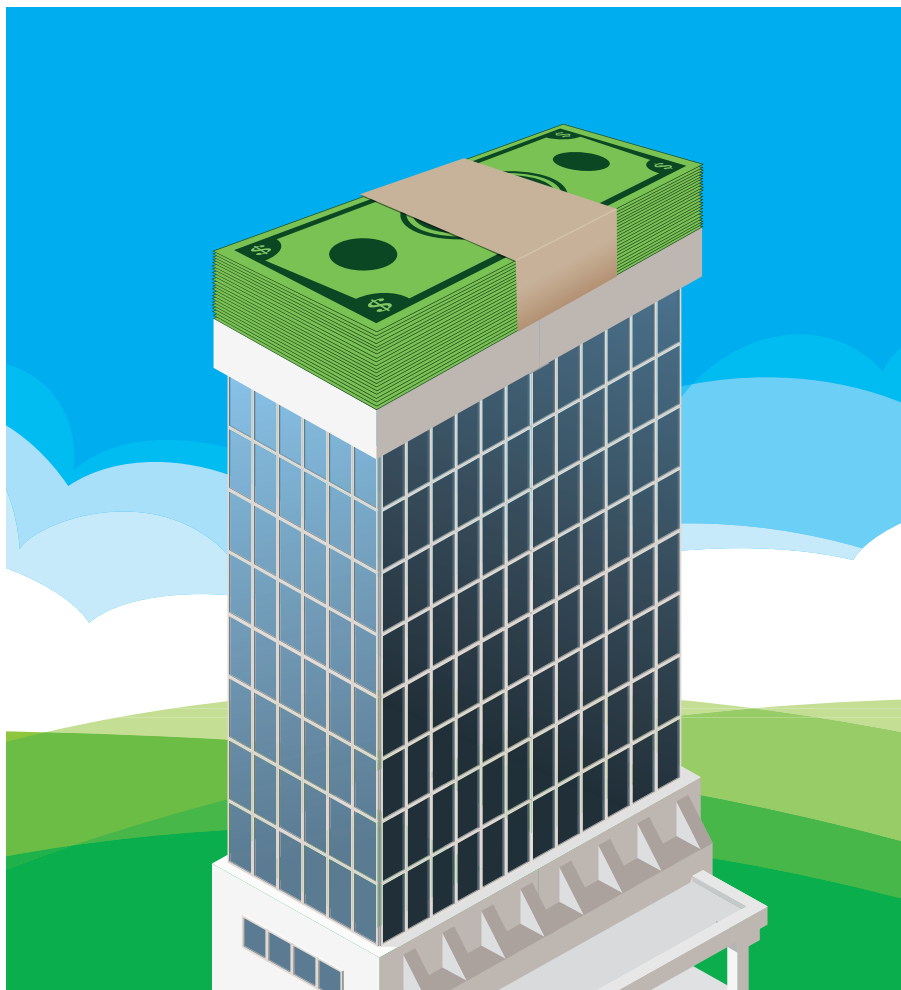
A key problem area on many properties are the parking garages, “Bike and moped thefts are outrageous,” Gaul says. Keeping bicycles and mopeds in a separate, secure area within the garage can help make them less vulnerable to theft.

Gaul says being knowledgeable of legal and enforcement issues concerning the homeless is vital. “The Hawaii ACLU provides a great deal of information on Twitter ([twitter.com/aclu-hawaii](https://twitter.com/aclu-hawaii)) that can help people understand the situation,” he says. “You can see if there’s a homeless sweep upcoming in your area. Disseminate that information to your staff.”

While security is a major issue, quite often homeless individuals are simply in need of assistance, and there are options available besides just calling 911. Dennis suggests “creating partnerships with the community,” and points out that “the ACLU has many outreach programs.” Even if the police have to be called, Dennis recommends trying to bring in an outreach worker as well. The City and County of Honolulu offers an “Oahu Homeless Help Card” listing a wide variety of resources for those in need of help.

“If they are looking for alternatives, they can absolutely connect with us,” Carvalho says.

“We get about 50 referrals a month. Give as much information as possible. It helps us respond. If you refer a homeless person to us we can often help.”



## Cool air isn't the only benefit of our new rooftop HVAC.

Meet *Building Magazine's* “Top Money-Saving Product” and the “Silver Status” winner in the Dealer Design Awards. Carrier's Weather Expert® exceeds the federal minimum energy standards by more than 34% with an industry-leading IEER of up to 21.0. Like all Carrier products, these units are designed for ease of installation on new buildings or as an upgrade.

For the most cost-effective, dependable HVAC backed by the best technical support, parts and training in the islands, turn to the experts. Turn to Carrier.



Available from 3 to 23 tons



United Technologies  
turn to the experts

Locally owned distributor: **Carrier Hawaii**  
Kapolei Honolulu Kahului Kailua-Kona  
(808) 677-6339 • [CarrierHawaii.com](http://CarrierHawaii.com)

# Say Aloha to financial solutions you can rely on.

The financial strength, security, and stability of a community association are vital to its success. At Associa Hawai'i, we're proud to maintain the highest security measures, the tightest financial standards, and the broadest array of financial and accounting services in the industry.

**We have the services and professionals to help your community stand out. At Associa Hawai'i, we:**

- Process all payments locally (coming soon!)
- Pay our vendors quickly
- Offer cash, accrual or modified accrual client financial statements
- Produce client financial reports in a timely manner
- Offer manual emergency checks, if needed
- Provide a free space to clients for meetings and budget planning
- Offer real-time online payment processing via TownSq, our all-in-one app for better community living



# OUR 'OHANA KEEPS GROWING!

Please welcome our newest association clients:

- Alii Lani Estates
- Bluffs at Waimea
- Fairway Village Townhouse Association
- Hale Kona Kai
- Hale Moi
- Holiday Terrace
- Kaanapali Vistas
- Kahala By the Sea
- King Kalakaua Dental Center
- Kulalani Village
- Pailolo Place
- Piilani Villages I, II, III
- Prince Kuhio
- Princeville at Paniolo
- Punchbowl Plaza
- Sunset Kahili
- The Central Ala Moana
- The Country Club Plaza
- The Shores of Maui
- The West Molokai Association
- Waikele Community Association

**We look forward to being your dedicated partner  
in community management!**

**O`AHU: 808.836.0911 | MAUI: 808.243.9565 | KAUA`I: 808.821.2122  
HAWAI`I ISLAND: 808.329.6063 | LANA`I: 808.242.9565**

*Delivering unsurpassed management and lifestyle services with aloha to communities throughout Hawai`i.*



# Is There a Big Yapper in Your Condo?

Dog trainer Leonard Letoto says dogs can be trained not to bark, but it takes time and effort

BY DON CHAPMAN

**T**he thing with “dog-friendly” condos is that the pooches are not always friendly in return. Like the pair of high-decibel yappers at a downtown Honolulu building that go off every time someone walks past their owner’s unit—adjacent to the elevators. More than one neighbor has wished them and their owners ill.



Leonard Letoto

“That’s a familiar song,” says Leonard Letoto, co-founder of Exceptional Obedience Dog Training. “I’ve heard it before.”

As has many a condo dweller.

The good news, Letoto says, is that he can usually remedy the problem.

The more complicated news is the dog owner first has to want the barking to stop and seek professional help, and then be consistent in follow-up training.

“It depends on the dog and why they’re barking,” says Letoto, a Kamehameha grad and former Niketown executive who got his start in the canine world training explosive-sniffing dogs following the 9/11 attacks. “I hear it a lot, my dog barks at nothing. But I have yet to meet a dog that barks at absolutely nothing. Whether or not we are able to discern what it’s barking at is another story. Remember, dogs can



Photo: Tim Orden

The first step in training, says Leonard Letoto, is getting the dog’s attention

smell and hear things we can’t. Their senses are far better.

“The things that can cause a dog to bark are almost infinite. In a condo, you have people above you, below you

and on both sides. You have ambient noise from wherever, depending on where you reside. It can be tough to figure where a sound is coming from—the TV next door, a bird flapping its



wings on the lanai . . . That's why we do consultations in person. Once we can determine what makes the dog bark, and most of the time we can with some investigative work, then how do we mitigate that? If, for example, your dog was barking at strangers walking outside your door, I can teach the dog that just because you hear footsteps doesn't mean you get to bark. I can teach him what is the appropriate response, and then repeat, repeat, repeat."

Another issue he sees regularly is "separation anxiety"—a dog left alone all day while its owner goes off to work.

"This is a really common issue," says Letoto, whose partner in Exceptional Obedience Dog Training is Chris Koanui, an active-duty HPD officer. He recommends sending the dog to an "immersion camp" away from its owners for at least a week: "It forces the dog to handle that, yes, Mom is not around, but this is how you're expected to behave when Mom isn't around. When I return the dog to you, the dog is obedient to me. Now I have to train you. A dog is not plug-and-play like a TV. You have to keep working with the dog."

There are devices that can also help, such as an ultrasonic system that emits an unpleasant pitch only a dog can hear when it barks.

"I've heard success stories," Letoto says, "but I've also heard, 'my dog doesn't care about that thing.' I've never tried one. It's about 50-50 based on the people I've talked with."

Then there are "bark collars."

"They come in two basic types, electronic impulse or citronella spray. The device is activated by the sound of the bark—the better ones have a dual trigger, a microphone to listen for the bark but also a vibration sensor for the vocal chords, to avoid false triggers. Because if you have two dogs, and one is barking it can set off the trigger for the other dog. It works because the dog thinks I don't like this spray in my face, I'm not going to bark. Same with the electrical stimulation.

"The problem with these devices is that people too often look at them as a replacement for a trainer. They're not, they're tools. It depends on the quality and on how the owner uses it. Like if

# BUILD BETTER



LSL WALL PANELS @ HOSPICE, KAMUELA



GLULAMS @ KEAUKAHA ELEMENTARY SCHOOL



STEEL FRAMING @ KA MALANAI, KAILUA



CUSTOM METAL ROOFING

FROM YOUR FOUNDATION  
TO YOUR ROOF &  
EVERYTHING IN BETWEEN,  
WE'LL HELP YOU BUILD BETTER



FOR STATEWIDE SERVICE

CALL US TOLL FREE 1-877-841-7633 OR VISIT US ONLINE AT [HPMHAWAII.COM](http://HPMHAWAII.COM)

Continues on page 18

# Tips for Living with a Dog in a Condo

As more and more people embrace condo living, they incorporate all those things associated with home ownership, like pets. And the number of dogs in condos has increased correspondingly. But before you get a pet, or decide to buy a condo thinking you can take your dog with you, there are a few things you should consider first.

## Know the Rules

Some condos forbid animals in units, some will only allow caged pets, and some will allow dogs or cats but will restrict the number of dogs, and the size of the dog. When it comes to purchasing a unit, consider how much space is optimal for sharing it with a pet. For example, a Great Dane needs more space than a Dachshund. There's also some wisdom in choosing a lower floor so that those emergency bathroom dashes don't result in soiling of the elevators. Most developments are open to pets, as long as owners follow the rules and ensure their pets aren't a nuisance to other residents. Realtors can help you find a condo that permits pets, and can also help you wade through the

various restrictions that a particular condo might have.

## Preparing Your Condo for a Dog

There are toys, bones and specialty items that will entertain your dog and keep them mentally stimulated. Keep food and water in a place that is easy to clean, like the tiled kitchen or bath. Keep food—yours and theirs—securely up and away so that the dog doesn't get into anything while you're at work. Crating your dog, even if he's long past the toilet training stage is a good idea, to get him used to his new surroundings.

Consider going to obedience training when you first move in, especially if the condo is a new situation for you both. What you are accustomed to in a house, or a walk-up apartment will likely be quite different from a high-rise condo, and the cues you think you are giving your dog might not work as well in the more restricted space. There's also a new etiquette required — how to behave in halls and elevators when your pooch meets another, or how

to restrain them if there is potential for fighting. Like people, some dogs just don't get along with each other.

## Keeping Your Dog Exercised and Happy Without a Yard

Fresh air and exercise are essentials for your dog, so explore the possible parks in the area, especially the ones that have designated off-leash dog parks. Dog parks are also a great place for you to meet your neighbors, socialize and bond over the joys of dog ownership. If you are away from home for long periods of time for work, it's a good idea to hire a dog walker—no dog, no matter how well trained, can go for hours without relieving themselves, especially if it's a puppy. The other thing is barking—a bored dog can be a barking dog and neighbors have very little patience for this.

Some condos have pet washing stations—the newer ones, recognizing that condo dwellers are increasingly pet owners as well, have made space on the ground level to clean dogs. This makes a lot of sense, and saves money on public area maintenance.

Keep your dog on a leash at all times when outside your unit, except for in designated off-leash dog parks.

— The Condo Store-Canada



Continued from page 17

I give you a hammer, it's not going to build a house by itself. If you strap on a collar or plug in a device and walk away expecting your dog to be fixed, it's probably not going to happen. Unfortunately, that's how a lot of people think."

Or as he likes to say: "At the end of your leash is a dumb animal. At the other end is your dog."

There are breeds better suited for condos than others, says Letoto, who personally owns six dogs — two German shepherds, two Belgian Malinois, a rescue pit bull mix that is deaf, and a miniature pinscher. (He does not live in a condo.)

"Every breed was bred for a purpose. The canine species is the most modified there is," he says. "Examples I wouldn't recommend for condo living are working breeds, herding breeds. You're talking about breeds that like to run and run and run, like huskies—why would you take a dog that wants to run and put it in an 800-square foot apartment all day?"

He also mentions the example of a 100-pound woman with a 130-pound Great Dane: "She was just waterskiing behind the dog!"

The bigger issue, Letoto says, is that not all people should be pet owners, whether in a condo or elsewhere:

"At the risk of sounding callous, there are some people who really need

to think about getting a dog before they get a dog. As a trainer I see dogs with all kinds of issues and a lot of frustrated owners. That is something brought to my attention all the time: 'Well, I work a lot.' And in my mind, I'm thinking why did you get a dog? Why did you get a living, breathing creature that needs more attention that you can give it? This isn't a stuffed animal that sits on a shelf and when it's convenient you can bring it down and hug it?

"You get a puppy, it needs more attention than an adult dog. But you got a puppy because you thought it was cute. I understand that. I don't want to

See 'CONDO DOGS' on page 27





*We are  
there when  
you need  
us most.*

## List of Services:

24-Hour Emergency Water Removal • Fire Restoration Specialist  
Restorative Drying • Mold Remediation • Asbestos Abatement  
Contents & Storage Services • General Reconstruction



*Restoring the Lives, Businesses & Communities of Hawai'i for Over 15 Years*

WATER | MOLD | FIRE | WIND

A **DKI** Member Company

**24 HOUR EMERGENCY RESPONSE**

Oahu: 808.694.3552 | Maui: 808.873.8886 | [www.premhi.com](http://www.premhi.com)



# The Plain Truth About Molds

Mold doesn't make people sick. What does make them sick is even more of a gross-out

BY DON CHAPMAN

**H**old the press — news flash: There is no such thing as a toxic mold. “People use that term, but no mold is toxic,” says Shawn Haruno, environmental health specialist with the state Department of Health’s indoor air quality office in Halawa Valley. It’s a small office — he is the lone state official tasked with handling mold issues.



Shawn Haruno

So if molds—especially the infamous black mold, aka *stachybotrys*—aren’t toxic, why do some people get sick because of its presence?

The answer is even more of a gross-out than the mold itself.

The toxicity, Haruno says, “is the by-product of their digestion.”

Yes, the problem isn’t mold, it’s mold poop.

“It’s not like cockroach or termite poop that you can see,” he says. “It just leaves behind a microbial toxin.”

Microbial, meaning it’s too small to see with the unaided eye, small enough to get into the lungs and sicken people.

But not everyone, and not always.

“Some molds have the ability to produce a toxic by-product, but they don’t do it all the time,” Haruno says. “Because it’s present in a house or a facility doesn’t mean it’s producing that microbial toxin.”

“There’s a ton of molds out there, all different kinds, and it’s around us all the time. There are a few that can become a problem if left unchecked.”

Black mold in particular, he says, is “a bad guy—sometimes. Any mold can be



Toxicity of mold comes from the by-product of their digestion.

bad, depending on the individual who is exposed to it. They could have sensitivities to certain molds, or if they have allergies, immune system issues.”

Complicating this mysterious matter, two people can be exposed to the same mold, and only one may get sick.

Still, he adds, “no mold is good in an indoor environment. It’s always unwelcome.”

The cause of mold is simple: moisture.

“Steps should be taken to address the moisture source, get rid of that, have

it cleaned up properly,” Haruno says.

“Get rid of it, because mold can grow in 24 to 48 hours. Spores are around us 24/7, and it’s opportunistic. Once it finds moisture, or moisture finds it, it will start to grow. You need three things: moisture, a food source and the mold.”

So what do molds dine upon?

“Anything organic—from a thin layer of dust to building materials such as dry

Continues on page 23





## Mold Case Study: The Importance of HVAC Sensors

A few years back Premier Restoration received a call from a large resort that was in the middle of room renovations. The general contractor had just completed the first phase of a 22-phase project, spanning every guest room in the hotel. They had just finished painting and observed VSM, or visual suspect mold, growing on the registers and associated drywall. This was a condition they witnessed when they bid the project, but were under the impression that painting the registers and associated drywall would eliminate the issue.

When Premier staff inspected, they found that the internally insulated ductwork was completely covered with VSM. They performed several tests and eventually concluded that the cause of the growth was because of a lack of HVAC shut-off sensors on the lanai doors. Because of this, the HVAC system was permitted to run while the doors were open. This condition caused the interior of the ductwork to condense, creating the right conditions for microbial growth.

Using ultrasonic technology, Premier was able to clean all of the HVAC components and resurface them to avoid the additional cost of having to replace them. The insulation on the interior of the ducts was removed, the ductwork was cleaned and reinsulated from the exterior, and shut-off sensors were installed on the lanai doors to further prevent this condition from occurring.

## HERE'S WHAT YOU KNOW:

People are exposed to more digital content than ever before.

## HERE'S WHAT YOU THINK YOU KNOW:

As a result, print magazines are dying.

## HERE'S WHAT YOU SHOULD KNOW:

- Nearly **seven out of 10** B2B readers spend more time with industry-related print publications than with business or consumer print magazines.
- **Seventy-five percent** of B2B information seekers rely on traditional media to gain insight relating to their professions, while only **seven percent** of B2B readers access digital media only.
- Approximately **63 percent** of executives trust print media advertising, whereas just **25 percent** have faith in online ads.
- Millennials ignore **50%** of online ads, while ignoring only **15%** of advertising that arrives in the mail.

*Publisher of Leading Industry Magazines*

**TRADE**  
PUBLISHING • PRINTING

**808-848-0711 • TradePublishing.com**

# 3

## Common Mistakes Landlords Make When Hiring a Property Management Firm

Communication is key to effective relations but it's not everything

**H**iring a property manager takes a lot of trust. You are handing them the key to what is probably your biggest investment, so it's important to take time on the front end to vet them and identify the best one for you. Here are solutions to the three most common mistakes landlords make when it comes time to hiring property manager.

### 1 Ask the Right Questions

A few important questions you should ask a prospective property management firm are:

- What is your lease renewal rate? Turnover is a huge expense for rental property owners so it's vital that you know their average renewal rate. The industry average is 50 percent, and you want a property manager who averages a 75 percent renewal rate. This rate may be dependent on the location. For example, properties in suburban areas may have a much lower lease renewal rate on average than do rental properties downtown where the population is more likely to be on the move.
- What is your eviction rate? Low eviction rate means the company is doing a good job qualifying applications on the front end and has a strong collection process to get rent from tenants on time. Industry average is 5 percent, and your goal is to find a property manager with an even lower rate.



- What is your average response time? Fast isn't an answer. What's the standard response time to get back to a tenant? Or to an owner? Communication is key to any owner/property manager relationship. Since this person is the liaison between you and your tenants it's imperative that they have a prompt response time. Start with Google reviews. This will give you honest, unbiased reviews of the management company. Look at the negative reviews, some of them might actually be good for owners. If a past tenant is upset they didn't get their security deposit back, that could mean the property management company was doing their job and upholding the rules set in place to protect the property owner.
- Review any complaints with the Better Business Bureau.
- Go to the state real estate board to check their licensing and find out if there have been any formal complaints filed against them.

### 2 Don't Fixate on Cost

- Quality should be your highest concern, not cost. Understand what you're paying for and make sure the property management company's services align with your needs. Keep in mind, property management should increase your rental rates and decrease your costs more than you could do yourself.

### 3 Read the Fine Print

Know your exit! How can you get out of the contract if you change your mind? Are there termination fees? Your goal is to find a company that is confident in their ability to earn your business and won't charge you if you decide to walk away. Either way, it's important to find these things out before you sign a contract.

—Grace Management and Real Estate,  
Colorado



# Mold Removal and Cleanup List

When **Shawn Haruno** gets a call at the State Department of Health about mold issues in private residences, including condominiums, he sends them a list of private companies that handle mold removal and cleanup. If your company does such work and is not included on this list, and you would like to be listed, contact him at **shawn.haruno@doh.hawaii.gov**. All companies not listed with a location area are based in Honolulu.

- ▶ Aina Environmental Group, Aiea
- ▶ AirCare Environmental Service
- ▶ AMEC Earth & Environmental
- ▶ Architectural Diagnostics
- ▶ Bureau Veritas North America
- ▶ Compliance Solutions
- ▶ Chelsea Group
- ▶ EKNA Services

- ▶ ENPRO Environmental/MoldPro, Kailua
- ▶ Environmental Control Specialists, Waipahu
- ▶ Environmental Risk Analysis
- ▶ Environmental Science International, Kailua
- ▶ EnviroMETeo Services, Waipahu
- ▶ EnviroServices
- ▶ Hawaii Inspection Group, Kihei
- ▶ Insight Environmental, Keaau
- ▶ Kauai Environmental, Kilauea
- ▶ Malama Environmental/Hawaii Green Cleaners, Makawao
- ▶ Muranaka Environmental Consultants
- ▶ Myounghee Noh & Associates, Aiea and Hilo
- ▶ Nexus Environmental Group
- ▶ Ohana Environmental
- ▶ Pacific Gold Coast Construction
- ▶ Penn Air Group, Aiea
- ▶ PuroClean
- ▶ Quinn Consultants
- ▶ Technical Experts



Continued from page 21

wall,” he says. “But different species like different things. If it’s in an indoor environment, indoor wet building materials, wallpaper, moldings.

“There’s not really one generalization you can make about mold, except it’s there.”

Haruno, an Iolani alum who earned an environmental science degree from Purdue University, has been with the DOH since 1999. His job involves much more than mold. The day after this interview, he was off to a Mainland conference focusing on Legionnaires disease.

“I started with noise, went to asbestos and lead, and then indoor air quality opened up and I transferred over,” he says. “Before I officially moved, I would help our indoor quality inspector with his inspections. I liked that you could go out and figure out what’s going on—it’s kind of like a puzzle, figuring out what’s causing what.

“Our jurisdiction is public spaces, publicly owned buildings, city, state, federal, including schools. With a commercial building, if we get the OK

from the owner we can go in and do an assessment. Condos are considered residential, but if it’s in a common area, we can possibly check. But usually with residences, I’ll refer them over to (private) consultants. I have a list of consultants for the public. Our office, we’re mainly here for public education and guidance—no equipment to do samples.”

And if you find mold in your building?  
“Bleach may be used as a disinfectant

in cleaning mold-affected items,” Haruno says, “but a soap solution will suffice to clean surface growth. There may be other products in the market that may be effective in cleaning/killing/preventing mold growth but the Department of Health cannot recommend any specific product.

“The thing to remember is the physical removal of any mold is the majority of the battle.”

**Wood Stairs Becoming Hazardous?  
Consider Precast Concrete StairTreads !**

**KIHEI RESORT**

**BEFORE**



**AFTER**

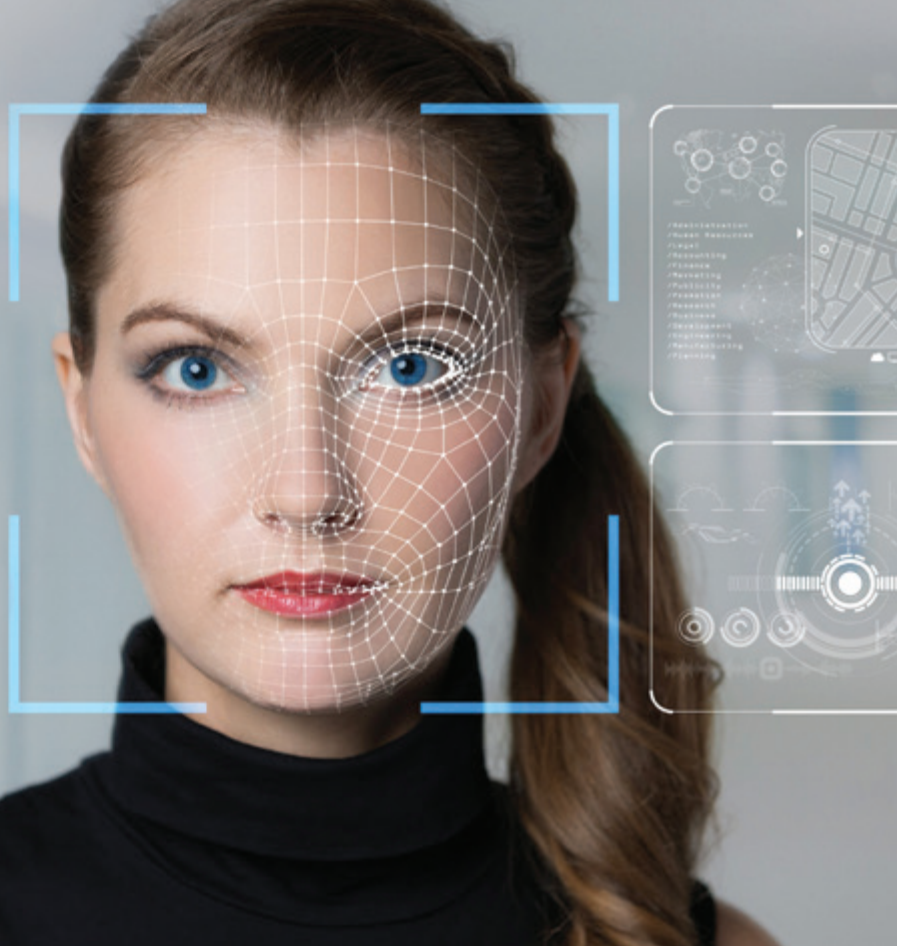




**www.BUILDINGSYSTEMSHAWAII.COM**

# The Keys to Secure Entry

In any building you manage, the way you authenticate people for entry is being changed by new technology



BY DON CHAPMAN

**S**ecure entry was a human issue even before Ali Baba overheard the 40 thieves uttering the magic words that would open a cave full of treasure: “Open Sesame!”

We’ve come a long way in entry authorization technology since then, and necessarily so, because one thing remains the same: There are still people hoping to gain unauthorized access to places with valuable assets, whether it’s a condominium, office tower, warehouse, shopping mall, bank, government building, hospital, hotel, military site, arena/stadium, data storage facility or public utility ... etc.

And they have increasingly easy and cheap wireless ways to breach security bounds.

Yet too often the entry protocol employed at public buildings is not much more complicated than hollering “Open Sesame!”

Thus there are people like Andrew Lanning, co-founder of Integrated Security Technologies, whose clients include Hawaii’s biggest banks, the Army, Navy, Corps of Engineers, Y. Hata, Hawaiian Electric, the City & County of Honolulu, Honolulu Police



Photo: Don Chapman

The iris reader at DRFortress flashes red, declining entry to Andrew Lanning. Though his company installed the system, he is not ‘enrolled’ at the facility.

Department, the Honolulu Board of Water Supply and data storage center DRFortress. Lanning, a native of Louisville who speaks quickly but with a gentle echo of his old Kentucky home, came to Hawaii with the Navy and designed missile systems. When his ship, the destroyer USS Joseph Strauss, was decommissioned in 1990, wanting to stay in the Islands, he went into military police work at Barbers Point for three years, and upon retirement gravitated

to commercial security. He describes technology then as “archaic.”

That led to him and wife Christine founding Integrated Security Technologies. She serves as president and handles the business side, allowing him to go full tech. He heads the international PSA cybersecurity unit, serves on the Security Industry Association cyber advisory committee and works with Underwriters Laboratory on developing standards for the security industry, as well as industrial control devices and things such as securing fuel for airlines and power grids.

“This new world of the Internet of Things is fraught with cybersecurity vulnerabilities,” Lanning says from the company’s (very secure) Waipio offices. “So our industry is going through a digital transformation, as are all industries.”

And depending on what kind of facility you oversee—*BMH* readers include managers and owners of the range of sites mentioned in paragraph two—your building entry protocol will likely be changing too.

In the case of condominium managers and boards, the current technology

Continues on page 26





## 'So Nice to See You Again'

Andrew Lanning of Integrated Security Technologies tells a story that illustrates how facial recognition technology may be affecting you already, without your ever knowing. It also offers a hint at where we're headed:

"In retail, they love to know when you arrive. Let's say they know you like, for example, blue suits. The facial recognition



Andrew Lanning

camera, not bing operated by a person, but a computer that reads algorithms—recognizes you, and there's an announcement, blue suits 10 percent off for the next hour.

"They also measure 'dwell time,' quite advanced retina stuff. They're getting to the point of how you assess it, how long did you stand in front of an object? And based on your face, what is your emotional state when you're looking at it?

"Or lines in the bank, they know that affects the customer experience, so if I have a queue of eight people, get another teller out there.

"This also makes heat mapping possible—how do people walk around a store? How long do they stop in front of a display, how many walk past it versus how many people pause for one second, two seconds, four seconds, versus how many purchased it? They can find ways to capture your attention and hold it."



## HAWAII'S DUCT CLEANING PROFESSIONALS

- ▶ **HVAC Systems Cleaning & Restoration**
- ▶ **Kitchen Exhaust Systems Cleaning**
- ▶ **Trash Chute Cleaning**
- ▶ **Fire Prevention Management**
- ▶ **Bathroom & Dryer Exhaust**



(808) 832-1178 Oahu | (808) 244-1178 Maui | [www.AIRPROHAWAII.com](http://www.AIRPROHAWAII.com)

## Equipment to Build A Better Hawaii



**KOMATSU**



**Kubota**



**NEW HOLLAND**



**XTREME**

**BACON**  
UNIVERSAL Co., Inc.  
[www.baconuniversal.com](http://www.baconuniversal.com)

### 5 LOCATIONS

<b>HONOLULU</b> 808-839-7202	<b>HILO</b> 808-935-8595	<b>KONA</b> 808-326-1212
<b>KAUAI</b> 808-245-8472	<b>MAUI</b> 808-244-9158	

tends to be fobs and a variety of key cards, with all their limitations.

“For the past 25 years, we’ve used technology that is called ‘proximity,’” Lanning says. “It operates at 125kHz, a very small and insecure bit of data, no encryption. There are companies, send them a fob, they’ll make copies for you for a couple of bucks each. So the ability to copy that credential makes it very insecure.

“The thing with cards, the data transfer between the reader and the card, I can capture that very easily, for less than \$20, on my phone and then replay it to the reader. I just need you to be within Bluetooth distance. That reader is wired back to a control panel. It’s also unencrypted, very insecure, so there are also inexpensive devices to capture it off the wire. I could capture every card-read that happens.”

On the good-news side, Lanning says, a new protocol was recently adopted by the National Security Association that operates at 13.56 MHz, “which allows us to move a lot more information, allows us to encrypt. It’s really only in the past year or so have we been able to do end-to-end-encryption, all the way through the system. It makes it very un-vulnerable.”

The technology most likely coming your way, if it hasn’t already, is some sort of biometric.

“Basically, it reads something that is unique to you, something you are,” Lanning says. “It could be iris recognition—your iris doesn’t change after about the age of 1, and even blind people have an iris that can be scanned—or facial recognition, finger, voice, veins, gait. Yes, veins, they don’t change much either. Neither does your gait unless there’s an injury.”

Security experts like the “stability of a biometric over time. . . . We had biometrics in 2000, but they didn’t work very well. What’s happened in the past four years or so, the digital transformation. It’s so much faster, so much more accurate, more stable.”

Another benefit for all but finger scans is that most biometrics are hands-free, and thus germ-free:

“Health care comes to mind—the transfer of staph, all these non-treatable bugs showing up in health care

facilities—that’s an industry that loves not touching things. So it’s the ability to access a patient record with just the eyes, or at the pharmacy to authenticate it’s really you. It also gives us workflow. Having positive ID at every step makes sense.”

Lanning emphasizes that, for privacy’s sake, biometrics are not actual photographs of your face, finger, eyes, whatever it may be.

“These biometrics get turned into an algorithm—just call it math—and then encrypted. Even if you could get ahold of that algorithm, there’s no way to reverse engineer and create your iris. It’s just pure math.”

New federal security requirements for “regulated industries” such as banks and utilities mandate they must also ensure that vendors with whom they do business meet those higher standards as well.

“It may take 10 years to work its way down to commercial facilities, but I believe commercial facilities will want to work with clear-type contractors, contractors with good internal cyber hygiene in their own organization, and that the equipment they provide is as secure as it can be and will meet certain encryption levels, not just stuff off the shelf at Best Buy. We often see commercial facilities that have employed a consumer-grade solution, meaning homeowner.”

At the same time, “if we made your condo as secure as a Department of Defense facility or a bank, it would be quite expensive.”

Whether you manage a residential or commercial property, Lanning says there is a simple way to get a security assessment:

“The Department of Homeland Security will provide that for free. They come to your site, give you a score, it’s private with you. I’ve actually talked with folks who don’t want to do it because then they’d be responsible for all the stuff they have to do to correct it. Really? You should want to know, and there may be a fiduciary duty. Maybe there’s a list of 20 things you need to fix, so prioritize, do what you can afford now, maybe it’s a five-year plan.”

It would be a good place to start preparing for the challenges—and changes—sure to come.

*For more information, [istechs.net](http://istechs.net).*

## A Legacy Entry System That Works

Told that *BMH* was looking into the latest in building entry keys – see page 24 – Discovery Bay operations manager William I. Samaritano (ARM, CMCA, AMS, PCAM) offered this:

Discovery Bay has a good system we’ve had for over 20 years, although we did upgrade the system about 10 years ago.



William I. Samaritano

When you insert a key into the key reader, the light goes from red to green. The black lines on the key are just dark plastic. There is a sequence of holes under each line of plastic which the key reader reads with an infrared light, which in turns opens the door.

The system is called MarLok. It is a key that works similar to a fob. You have to insert the key into a reader, you do not turn it, just insert the key, which then actuates a strike/latch to open the door. The system is connected to a computer in the office and we can program keys into and out of the system with just a few clicks of the mouse. The program also keeps a history of all 32 entry points into the building. So we can see, if necessary, who used a key to come in what door at what time.

Back in the ‘90s when we were looking at replacing key systems, we used to have what we called puka keys, and we came across this MarLok system. The biggest reason we liked the system is because it was a key which you could put on your key ring with your other keys. Also at the time, fobs were not as small as they are today. They were much, much larger.

I know you were looking for the newest and greatest in key entry systems but thought you might want to know about a system that is mostly trouble free and works very well.



# What Counts as a Service Animal in Hawaii?

In Hawaii, a service animal is a dog that is individually trained to do work or tasks to benefit someone with a disability, including an intellectual, mental, sensory, or physical disability.

Under the ADA, the definition is roughly the same with a few twists. The tasks or work the service animal does must be directly related to the person's disability. And in some cases, a miniature horse may also qualify as a service animal.

Examples of service animals under Hawaii's social services law and under the ADA include:

**Psychiatric service animals**, which help their handlers manage mental and emotional disabilities by, for example, interrupting self-harming behaviors or providing calming pressure during anxiety or panic attacks

**Seizure alert animals**, which let their handlers know of impending seizures, and may also guard their handlers during seizure activity, and

**Allergen alert animals**, which let their handlers know of substances that could be dangerous



**Hearing dogs**, which alert their handlers to important sounds, such as alarms and doorbells, and

**Guide dogs**, which help those who are blind or visually impaired navigate safely.

Neither the ADA nor Hawaii law covers what some people call "emotional support animals": animals that provide a sense of safety, companionship, and comfort to those with psychiatric or emotional conditions. Although these animals often have therapeutic benefits, they are not individually trained to perform specific tasks for their handlers.

## CONDO DOGS

Continued from page 34

sound cruel and say you never should have gotten a dog, but in some cases that's absolutely true.

"Housebreaking is one of the most labor intensive things you'll ever do with your dog. It's constant supervision. A puppy can hold its food and water on average for about an hour for every month old they are. So for a two-month-old puppy, which is when we usually get them, the puppy can

hold its food and water for maybe two hours. Somebody says, I'm constantly taking my dog out, I say no kidding, is this a surprise?

"Sometimes people bite off more than they can chew."

For more information, [exceptionalobedience.com](http://exceptionalobedience.com).

# SURF PREP

## DECK / FLOOR COVERING REMOVAL AND DUSTLESS SHOTBLASTING EXPERTS

- Elastomeric coatings from concrete parking decks
- Coatings from pool decks
- Epoxy coatings and futura stone
- Glued down carpet and adhesives
- Ceramic, paver and vinyl tile
- ICRI CSP Concrete Profiling

WE OFFER  
**FREE**  
ESTIMATES




Kaanapali Alii – 27,700 s.f.  
Full Removal and Shotblast

License No: C-23475

SURFACE PREPARATION & COATING TECHNOLOGIES LLC

808-781-2452 | [surfprephawaii@aol.com](mailto:surfprephawaii@aol.com) | [www.surfprephawaii.com](http://www.surfprephawaii.com)



# ALOHA CHARGE

HAWAII'S EV CHARGING EXPERTS

**Top Brands, Best Prices  
Unmatched Expertise.**

808-450-2221

AlohaCharge.com

WIDE SELECTION  
OF CHARGING  
SOLUTIONS!

# YOUR TURNKEY PIPE REPLACEMENT SOLUTION.

## WITH OPEN COMMUNICATIONS AT EVERY STEP.

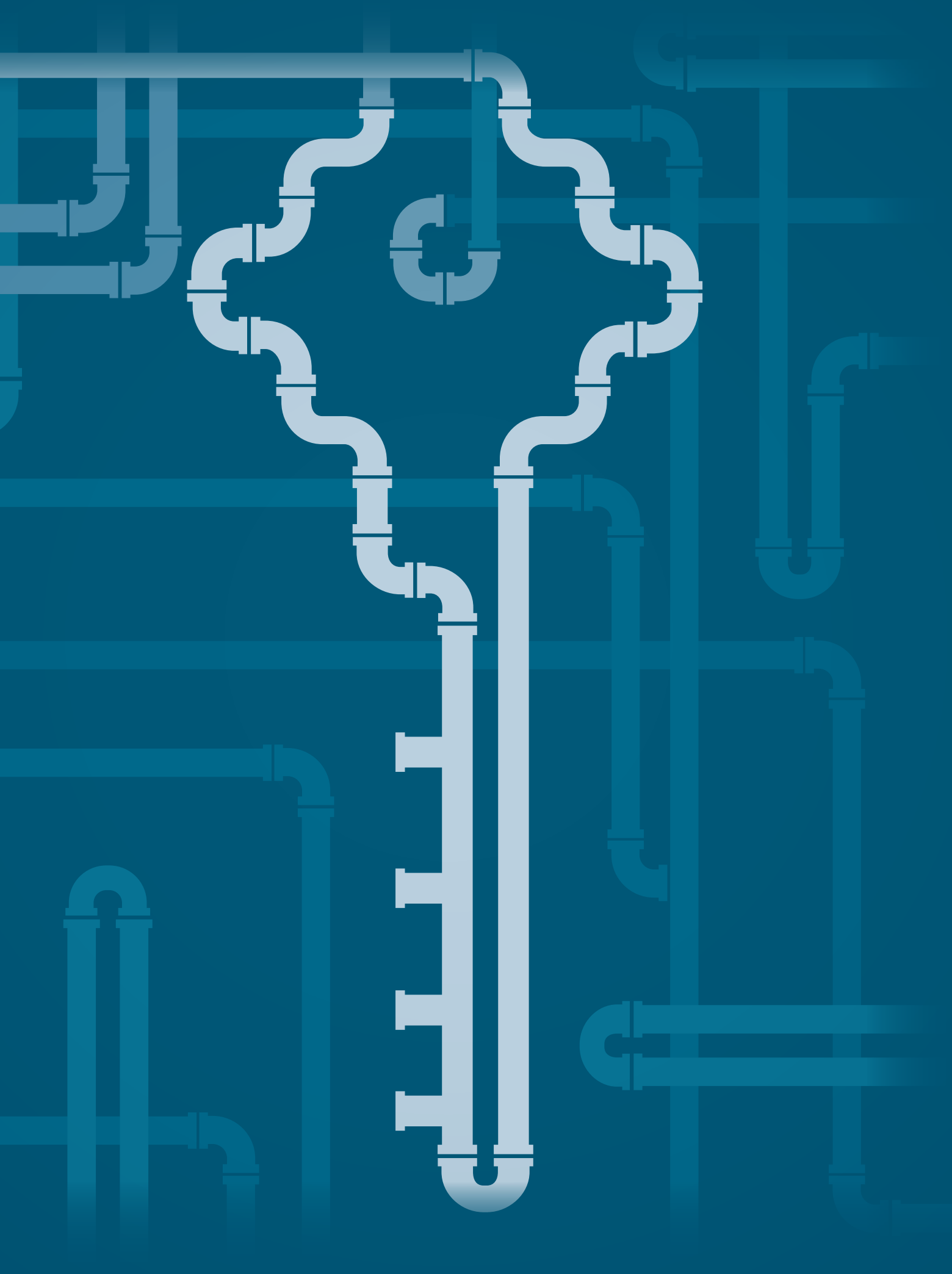
Before we go behind the walls, we get in front of residents and management. We clearly explain our efficient process that includes an on-site project manager, available 24/7. And when we leave, it's like we were never there. Smart.

**1.888.584.9990**

**[sagewater.com/hawaii](http://sagewater.com/hawaii)**

**sageWater®**





# Building Managers Must Be Timely and Fair

Equitable treatment will prevent lawsuits



Sharilyn Tanaka

**B**uilding managers have a big responsibility. They ensure the proper maintenance of the building and are the link between the tenants, owners and the HOA board members. When an issue arises, they are also the first responders. It is imperative that they act in accordance with rules and regulations that govern the association. Here is some advice for building managers, so that they can ensure their building is operating with the proper safeguards so everyone can take full advantage of their well-maintained building and home.

## Water Leak/Water Damage

Water leaks and water damage are common problems in homeowner associations. When water damage occurs, a remediation company may not be called in immediately. It may be helpful for each AOA to have a list of remediation companies and plumbers available to owners so when an emergency leak occurs the owner/building manager will be able to call in for assistance quickly. For a list of companies that insurance carriers like to work with, please contact your insurance agent to help you through this. My advice is that that building managers report the damage to

their insurance agent, even if they don't file a claim, so that it is documented and gives the insurance company the opportunity to inspect. Water damage claims could be denied if this critical first step to notify the insurance company is not taken and mold becomes an issue. Small leaks may turn into a huge problem.

## Being Fair and Consistent

When many people live in close proximity and share common spaces, treating all owners and tenants equally is of paramount importance. Build-

Continues on page 32

**Total colony elimination.**

Protecting Hawaii's homes and businesses since 1961. Our experienced and professional staff provide **full-service results** you can count on.

**Call us today for a FREE estimate!**

FULL-SERVICE PEST CONTROL  
SENTRICON | INSPECTION

**XTERMICO Inc.**  
Hawaii's Leader in Termite & Pest Control  
PC-201

808-591-2922 | xtermcohawaii.com

CTE COMMITMENT TO EXCELLENCE THE GOLD STANDARD

QualityPro THE QUALITY CONNECTION

TERMITES ASSOCIATION

NATIONAL TERMITE ASSOCIATION MEMBER

BBB MEMBER HAWAII



# Explore why 150+ community associations have switched to Atlas Insurance Agency



Hawaii's largest insurance agency, our team of professional property experts, risk and claims management consultants work together to provide the best coverage at the best value.

## Complete your due diligence.

- Learn how "moating" or blocking markets, risk tolerance and bracketing affects your premiums
- Call us today to start the process on receiving a no obligation, free comprehensive exposure, coverage and cost analysis

**ATLAS INSURANCE: BUILT ON THE CORNERSTONES OF INTEGRITY, TRANSPARENCY, RELATIONSHIPS, AND BROKER EXPERTISE**

**BUSINESS INSURANCE | EMPLOYEE BENEFITS | RISK & CLAIMS CONSULTING | PERSONAL LINES**  
**atlasinsurance.com • infohawaii@atlasinsurance.com • 808.628.5320**



# The Number One Brand\* of Concrete Stain.

LITHOCHROME® Chemstain® Classic

CS-15 Antique Amber

CS-1 Black

CS-2 Padre Brown



Bonded Materials carries high quality, compatible coloring products, sealers and release agents from the world leader in concrete coloring, texturing and performance. Use what the pros use: Scofield Systems.

150 Puuhale Road, Honolulu, Hawaii 96819  
(808) 832-1155 [www.bondedmaterials.net](http://www.bondedmaterials.net)

©2005 L.M. Scofield Company. All rights reserved. LITHOCHROME, SCOLFIELD, Chemstain are trademarks of L.M. Scofield Company



Having a list of remediation companies will greatly aid homeowners when emergencies occur.

Continued from page 30

RESIDENT, PROPERTY MANAGERS AND ENGINEERING DEPARTMENTS

## QUICK & EASY

- No Red Tape
- Secure & Paperless Invoices and Statements
- All Transactions are Local!
- Convenient Terms
- Make Purchases with your Photo ID, No Cash/Credit Needed
- Delivery 7 Days a Week to your Home or Jobsite\*
- Commercial Charge Accounts
- Quality Name Brands
- Special Orders
- Fax Orders

\* See store for details

TO APPLY, VISIT [CITYMILL.COM](http://CITYMILL.COM) OR CALL A STORE NEAR YOU

**CITY MILL**

big on help  
big on savings  
proud to be local



[CITYMILL.COM](http://CITYMILL.COM)



HONOLULU - 533-3811  
660 N. Nimitz Hwy.

EWA BEACH - 685-4422  
91-1061 Keaunui Dr.

HAWAII KAI - 396-5151  
333 Keahole St.

KAIMUKI - 735-7636  
3086 Waialae Ave.

KANE OHE - 247-2181  
46-209 Kahuhipa St.

MILILANI - 623-3100  
95-455 Maka'imō'imo St.

PEARL CITY - 487-3636  
98-1277 Kaahumanu St.

WAIANAE - 696-6996  
86-120 Farrington Hwy.

Your Kama'aina Hardware Stores – Locally-Owned and Family-Operated since 1899

ing managers need to be the ones to execute bylaws and house rules, and must be fair among all owners. Unfair treatment may lead slighted owners to file lawsuits against the AOA, which place the burden of legal fees on the AOA and could lead to increases in policy premiums if there is consistent litigation.

### Report Claims in Timely Manner

Unfortunately, incidents will occur and reports must be made. It is of utmost importance that building managers report any claim in a timely manner. AOA managers should report claims within three to five days of an incident. If claims are not reported in a timely manner, the claim could potentially be denied.

*Sharilyn Tanaka is vice president of AOA and personal lines with Atlas Insurance Agency. She works directly with building managers and has dealt first-hand with the important issues that they encounter. Reach her at [stanaka@atlasinsurance.com](mailto:stanaka@atlasinsurance.com).*



# What is your building telling you?

- Poor air quality
- Strange air duct sounds
- Leaky pipes
- Low water pressure
- Clogged pipes

From preventative maintenance, renovation and retrofit work to emergency repairs, our skilled team of certified technicians and engineers will help you keep your property in top shape.

As Hawaii's leading mechanical construction company, Alaka'i Mechanical Corporation has been providing excellent service and value to building owners, building managers, and commercial builders in our state since 1974.

- Plumbing
- Flow-liner system
- Air conditioning
- Ventilation
- Duct cleaning
- Sheet metal duct fabrication
- Food service & stainless steel equipment
- Energy management
- Design & Build

For more information or to find out how we can assist you, call **(808) 834-1085** or visit us online at **[alakaimechanical.com](http://alakaimechanical.com)**.



**ALAKA'I**  
**MECHANICAL**  
CORPORATION

2655 Waiwai Loop  
Honolulu, HI 96819

LIC. #C-7338

# The 7 Deadly Sins of Property Management

Avoid mistakes by thinking like a preacher



Atrious Alexander

**I** once heard that being a property manager or building manager is like being a preacher: You need to get your message across to as large a number of diverse people as possible. You're always under public scrutiny. And you better not be a hypocrite. It's true.

Over the years I have seen many managers come and go, some for better and some for worse. I have taken the time to learn from as many of them as possible. Here are some of the insights I have gleaned that can be deal breakers for resident and general managers. From least to worst, these are some simple things with tips that can prolong your career in a community, so neither you nor they suffer unnecessarily.

## 7. Bad record keeping

This can be anything from not tracking work orders to not keeping resident files current. The problems this alone can create are too numerous to list here. Suffice to say, for liability and risk management, an AOA can lose money if you don't keep simple incident reports and someone files suit. Records are proof that something happened, and your documentation that things were done as they should have been. Get your files in order. If you have down time, go through and organize your email, review old maintenance lists to make sure things are done and recorded properly. Each time you see a face you haven't seen in a while, ensure you have their current contact info. Don't ever end up with a water leak and you're unable to call the unit owner because you don't have a current phone number.

## 6. Not taking care of the property or poorly communicating when something important needs to be done

Residents are your extra eyes and ears. Listen to them. When they tell you something needs to be fixed, if it's small, do it. If it's large or beyond your authority, take it to your board and let them know. We all have individuals on our properties with bigger concerns than others, yet if you don't listen to the content of what they say more than the context in which they give it, you might miss something that actually is important. And if you do, you'd better believe they will tell their neighbors about the manager who doesn't listen. Go out of your way to communicate with people, put out newsletters and post notices. Keep current and accurate information readily available so that any misinformation is quickly shut down by the obvious.

## 5. Doing your own thing

Don't be one of those managers who thinks they know better than their board. You must remember we are facilitators more than decision makers. We support the board in making choices and carrying them out. I personally will never make a cosmetic decision. I will tell my board what needs to be done and make recommendations, but the color of paint or the carpet is on them. I have literally seen board members as home owners and investors physically disagree over the color of a curb. Don't let that be you. Get a design committee or one board member who will decide on the color of the car while you take care of the engine. Otherwise the terrible choice of light fixtures will be yours to own and you will just be the next guy or gal passing through.

## 4. Allowing staff to dictate the direction of the property

Too many condos have sacred cows where board members and owners are

emotionally invested in the staff and overlook things they shouldn't. It won't be the staff who gets fired when the board decides they don't like what has been happening. So you need to direct the employees and contractors to go in the direction the board wants. Don't allow them to do things the way they have always done it unless the board is happy. If there is a problem with staff, you need to show it empirically to the board. Let them know you're firing their favorite security guard because the other 300 owners probably won't approve of him taking naps each night while on the clock, as he has been doing for years. Your people may not always do what you expect, but they will certainly do what you inspect and hold them accountable for.

## 3. Taking sides politically

This should be obvious yet so many people do it. Even if I agree with one board member over another, I am still kind and respectful while keeping professional boundaries on both sides. I never hide when talking to board members and make sure I always give the same information to each. Board members change, and if you're overly affiliated with any one side, you will go out with them at the turn of the tide. Just do your good work and document it while being kind to everyone and it will be your choice when you move on to another community.

## 2. Not being visible

Even if most of your work is done behind closed doors or in a workshop, you need to get out. Don't be the manager no one sees. Make your presence known. Take time each day to walk the property as much as you can. Smile when you see people and say hello. You

See '7 DEADLY SINS' on page 35



# Hawaii's Most Common Repiping Issues

You can count on plenty of 'issues' arising once an AOA decides to repipe



Eric Lecky

**W**e hear it all the time: “Our building is leaking and we need to do something about it!”

That’s where it starts, and most Hawaii condo unit owners have heard about repiping in the last few years and know it’s an option. But there continues to be a great deal of uncertainty about what pipe replacement really means, how it works or where to get started. There is a common misconception that in a repipe, the old pipe comes out, the new pipe goes in, and that’s it. The reality is that running a construction renovation project to replace your pipes is far more complicated. The “issues” occur when trying to manage the process, build consensus, communicate decisions and oversee a large-scale renovation project while keeping owners and residents informed, contractors on schedule and the project on budget. The plumbing-truth be told is just one part of a much more complex equation.

The first issue is identifying your condo’s plumbing problems. Yes, your building is leaking, but do you know what is actually leaking? Is it supply piping, a rain leader, a sewer line, a condensate drain? Diagnosing your problem, usually with the help of a trained professional, is the first issue that needs to be solved.

The second issue is deciding what to do about it, and you have several options. You can continue to get it fixed leak by leak if they are small and infrequent. You can replace a single run of pipe if you have one spot in the building that seems to give you trouble repeatedly, or you can pursue a community-wide pipe replacement project to solve the problem once and for all. It is essential to raise the issue with your board and have them take charge of making the decision.



**Planning ahead helps a pipe replacement project run smoothly by ensuring the proper materials are on hand to get the work done.**

If you decide a system-wide replacement is right for your AOA, the next issue is deciding on a scope of work — what is included and what is not? Engaging a professional construction manager can help facilitate this process as they can help guide you through the implications of including and excluding certain aspects of the renovation. This can range from required code upgrades to how to handle custom finishes installed by homeowners. It’s important to note that there are a lot of design

and construction “issues” that emerge during this stage. How is your building constructed, where do your pipes run, are the pipes behind block walls, under concrete floors, are there multiple layers of drywall, will there be fire code upgrades required in shafts or at floor penetrations? The questions that need to be asked, and solved, during the design phase are numerous, and each one takes careful thought and consideration

Continues on page 36

# 7 DEADLY SINS

Continued from page 34

don't need to have a 20-minute conversation with everyone, just let them see you working and be nice. And don't do it at the same time every day, so different people know you're around. Always go and check on contractors, vendors and staff when they are working in the common elements and help them if you can.

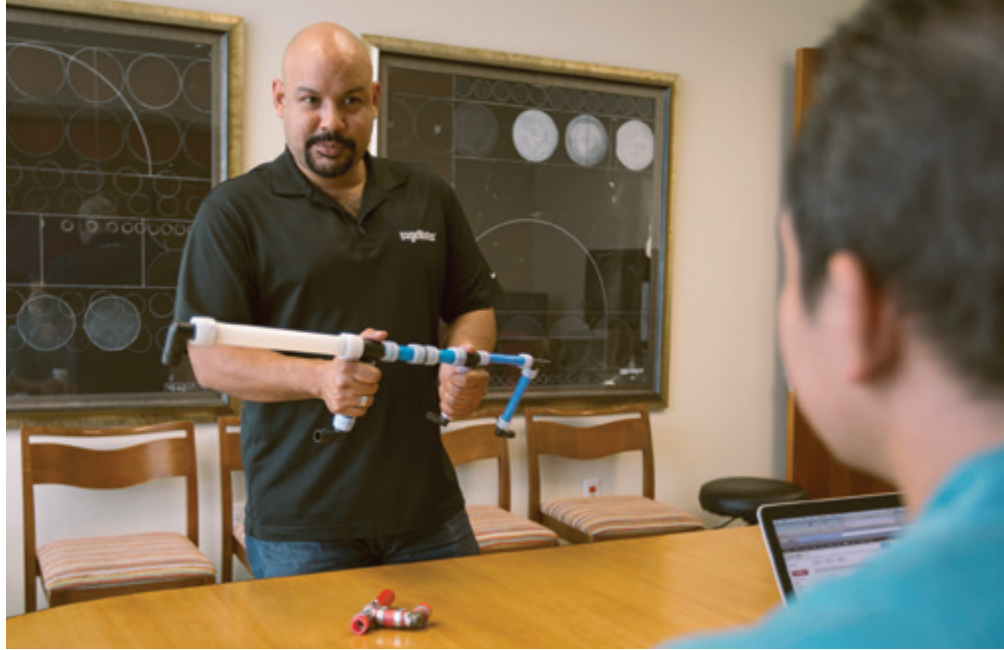
## 1. Not returning phone calls:

This is the No. 1 killer, and simplest one to remedy. I have seen home owners flip out if they don't get a call back in the same day. I tell everyone, and include it in the newsletter, that non-emergency calls and emails will be returned within one business day. If someone has a question and you don't know the answer, don't wait until you do to call them back. I will call them and say "I am sorry, I will have to look into that for you and get back to you in a few days." The same thing applies with emails, give them a short response and always follow up. I get more than 100 emails a day, so I know how challenging it can be.

Summary: The truth is all of these items are important and there are many more than can be listed here with our limited space. If you want more tips on specific items here or others not listed, please feel free to email me, and if I can't answer or help you, I will refer you to someone smarter than me who can.

---

*Atrious Alexander is the general manager of One Waterfront Towers in Kakaako. He has been a property manager in Hawaii for more than a decade. He has worked in small, low-rise condominiums and managed upper end luxury high rises. He holds an active Hawaii real estate license along with the AMS, CMCA, and ARM from CAI, CAMICB and IREM. Reach him at alexanderatrious@yahoo.com.*



Communication throughout the pipe replacement process is critical.

Continued from page 35

as every decision can have significant cost implications.

Once you finalize a scope of work, you need to consider the financial implications. The issue here is literally, "how will we pay for this?" From paying for it out of reserves to financing it through a bank to issuing a special assessment, the choices are numerous. Exploring all your options, and talking with several banks, can help you select the best financial scenario for your community.

The next issue, of course, is selecting the right contractor for the job. At the outset, we said plumbing is just one component of the project, but in the end it is the reason for the project, and the most critical part to get right. Picking a contractor you can trust, who has a reliable reputation, considerable experience and solid references is imperative to ensure you make the best investment decision for your AOA.

Throughout the entire process, communication is probably the most critical issue. Owners and residents are always nervous when they hear a major renovation project is going to take place in their unit. Keeping them informed and engaged throughout the entire process is critical and must be addressed proactively. From town hall meetings to emails to printed notifications and even online resources, the entire community needs to be clearly informed every step of the way.

The best way to handle this is to set clear expectations about when and how

residents can get involved, when decisions will be made, and how long the process will take. Many communities think it's as easy as calling a plumber, getting a quote and beginning the project the following week. In fact, it can take six to nine months (or more) from the time you decide to repipe to when your contractor starts turning wrenches. From selecting a construction manager, designing a solution, securing financing, negotiating a contract and obtaining permits, the process takes time. Planning ahead for this period, communicating the process to your owners, and keeping them informed as you move through these steps is possibly the most critical issue you need to manage.

In the end, while plumbing may be the root cause driving your decision to repipe, the issues that need to be resolved to ensure a successful repipe have as much to do with project management, communication and setting expectations as they do with replacing pipe. Making sure you have a firm grasp on all these issues throughout the entire process will help your repipe project run as smoothly as possible when your community finally makes the decision that a pipe replacement is the right solution for your AOA.

---

*Eric Lecky is the chief marketing officer at SageWater, Hawaii's leading pipe replacement contractor. SageWater has replaced more than 32 million feet of pipe in over 85,000 occupied residential units. Reach him at elecky@sagewater.com.*



# ***PIPE PROBLEMS? DON'T REPLACE... CALL NU FLOW HAWAII***

**Less Time, Less Money, and Less Destruction to Your Property**

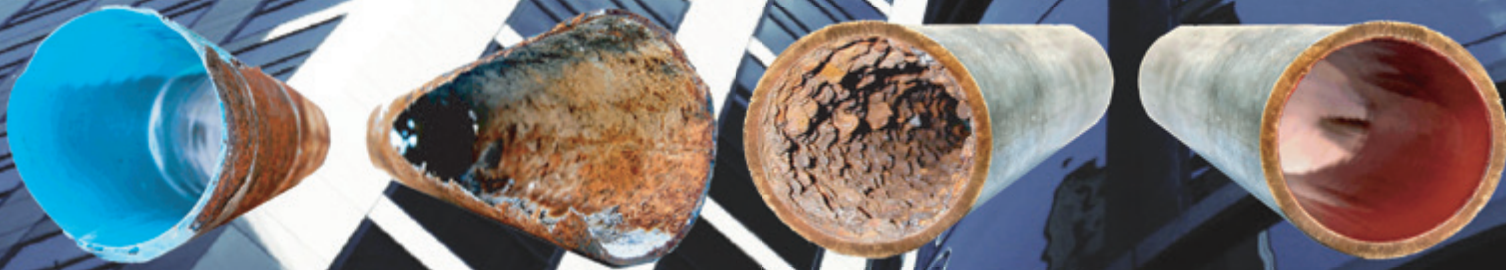
**Restore All Drain, Waste, and Vent Pipes Without Removal**

**Used for Drain, Chiller, Potable, and Compressed Air Lines**

**Keep Tenants in Units, With a Product That Lasts Twice as Long**

**Stop Corrosion, Backups, Cracked, and Crumbling Drain Lines**

**Over 40 Years of Trusted Technology**



## ***YOUR PIPES ARE OUR PRIORITY!***

Lic. #C-30979



**CALL NU FLOW  
HAWAII FIRST!**

**808-638-2096**

[WWW.NUFLOWHAWAII.COM](http://WWW.NUFLOWHAWAII.COM)

[CONTACT@NUFLOWHAWAII.COM](mailto:CONTACT@NUFLOWHAWAII.COM)

# Pipe Replacement Projects in Occupied High Rises

One key to a successful repipe project is having the right construction manager



Dana Bergeman

For condominium owners, hearing the words “pipe replacement” during a monthly board meeting can conjure up images of broken-down walls and unwelcome special assessments. While replacing the pipes in a multi-family property is one of the most complex projects an association will likely ever shoulder, there is no need to panic. After the reality of a building’s plumbing repair needs sets in, association board members should turn to reputable and experienced experts to assist them through this multi-faceted process.

First, it is important to understand why pipe replacement is necessary. There are generally three primary systems that may require replacement: potable water piping (supply); drain, waste and vent piping (waste); and piping associated with heating and cooling systems (hydronic). While each building’s condition is unique, in older buildings pipe replacement is generally needed due to age-related failures.

Most commonly, this is the result of years of in-service use, resulting in corrosion and decay, whereby the existing, often original, piping starts to crack, leak, pinhole, becomes obstructed and eventually fails with the passage of time. For newer buildings, where failure of the piping systems may be premature, replacement is often attributable to a construction or material defect.

It is important to know what is—or is not—in need of replacement. Here in Hawaii problems are often, but not always, primarily associated with leaky waste piping systems. Conversely, in other areas of the country the scenario may be quite different. Scoping the piping with a video camera will give you some limited data, as will visual analysis. However, if you really want to know



Bergeman Group site survey

why your pipes are failing, samples should be sent to a metallurgic specialist for science-based laboratory analysis.

Once you have determined what is leaking and have decided to move forward with your piping project, your construction manager should help guide your association and lay the foundation for a successful re-piping project by assisting with critical pre-construction tasks, such as completing the project design, obtaining permits and helping you select a contractor through a competitive bidding process.

During the design phase we often hear that a vendor, contractor, or board member has promoted the latest “miracle solution” as a means of reducing the cost of repair, or as a method for avoiding the invasiveness of replacement. Limited alternatives to replacement do exist and can be considered for targeted applications, but to avoid exposing your association

to risk and liability, consider following the advice of your construction manager and mechanical engineer with respect to replacement systems. They are your independent, unbiased advisors. Let your mechanical engineer pick the replacement products and design the replacement system, not a contractor, manufacturer or a fellow board member.

Once you reach the construction phase, your construction manager should help you get your building permit and establish best practices to monitor the contractor’s progress, workmanship, adherence to budget and contractual obligations, and compliance with building department requirements. Everyone working on your pipe replacement project needs to be acutely aware of the impact that re-piping can have on individual owners during construction.

To ensure a successful project, the



entire team must work tirelessly to minimize the inconveniences often associated with construction activities. Communication is key during re-piping activities. It is critical for owners and residents to be both informed and educated throughout the entire process.

Before construction inside a unit begins, the construction team should conduct an initial walk-through with each unit owner or resident to explain the work and identify personal belongings and furniture within the work area that will need to be moved in advance. Normally, it is each owner's responsibility to remove their personal effects and furniture from the impacted area, as relocation of these items is not part of the contractor's scope of work.

Homeowners often have visions of extensive demolition and the devastation of large portions of their homes. The reality, however, is that such images are unfounded. While replacement of the piping is invasive, it is usually more surgical than most homeowners realize. The work area should always be limited

to minimize cost and disruption.

Your contractor will strategically remove only selected sections of drywall, tile and other finishes in order to access the existing piping. Note that most buildings built before 1980 commonly contain hazardous materials, especially asbestos, installed during original construction. It is typically at this stage of construction that the contractor will remove these substances, but they are only removed to the extent necessary to access the piping. Any hazardous materials removal should occur under the supervision of an environmental hygienist.

With the drywall removed, the old piping is replaced with a new plumbing system. Once the new plumbing system is installed, your contractor will reinstall the drywall followed by any tile, cabinetry, countertops and other finishes. The impacted work area is also repainted at this time.

Once the work is complete, the contractor will then take down any temporary protection systems and clean the area. As part of the quality

assurance efforts, leading construction management firms require that the contractor conduct a post-construction walk-through with the owner or resident when the work in their unit is substantially complete. This is the owner's opportunity to comment on aesthetics and the contractor's workmanship.

With the right team in place, owners and residents will not only realize a successful piping replacement project, but will preserve property values, reduce insurance costs and give owners peace of mind for many years to come.

---

*President and CEO of Bergeman Group, Dana Bergeman brings over 25 years of experience in the architecture, engineering, and construction industry (AEC). 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 them to make informed decisions. Reach him at 492-1119 or [bergemangroup.com](http://bergemangroup.com).*

## Put Your Project in Experienced Hands.

We're Your Advocate Through Every Step of Construction.

**Project Management**  
**Program Management**  
**Design Consulting**  
**Litigation Consulting**  
**Quality Assurance**

We provide  
**Construction Intelligence™**  
throughout Hawaii



call (808) 492-1119  [BergemanGroup.com](http://BergemanGroup.com)

 **Bergeman**  
GROUP

# Roofing Considerations: Getting from Quote to Quality Successfully

Here's a walk-through guide of things to consider before putting on a new roof



Larry Young

Installing a new roof is a big decision, and with it comes a host of concerns for building owners and property manager. Although the roof is typically out of sight, out of mind, it should be at the forefront of your planning.

## Common Pitfalls

All too common on roof inspections, we come across improper materials used, poor workmanship on installations or lack of preventative maintenance as the culprit for leaks and premature roof failures. Hawaii's unique environmental stresses can also contribute to deterioration.

## Trained Eyes Know Best

A professional roofing contractor that is knowledgeable and has the experience in vital details across a wide array of roof installations is invaluable. Details which may be invisible from the surface but imperative within the structure, will provide peace of mind and a long roof life.

## Big Picture Approach

The function of your new roof is to protect the building's structure, the occupants, and the interior elements of the building. The roof should really act as an invaluable insulator of the entire building to help minimize operating costs through compliance with the Hawaii Energy Code. The roof should be built with the intent to support long-term utility and access by various trades that often visit the rooftop to service equipment stored and installed on the roof.

## Rooftop Data Is Perishable

As with any other building maintenance item, semi-annual reporting keeps owners updated of present status



A professional roofing contractor's expertise is invaluable when accessing a roof.

as well as future precautionary items to consider for "best practices." The same goes for rooftops as various contractors are constantly accessing the rooftop platform, maintaining equipment and often puncturing the very deck they stand on. Regular roof maintenance can proactively address little concerns before they become expensive repairs.

## Re-roof or Recover?

To start your roof replacement process, you should consider a number of design considerations to ensure that the

final roof will aesthetically and functionally meet the goals of the owners or asset managers.

Should you decide to proceed with a new roof, your contractor will determine whether to tear off the existing older roof, or to recover it. The decision for selecting a new roof includes various system criteria such as environmental, LEED, compliance to the existing Energy Code, Cool Roofs, construction management, adding photovoltaics or

Continues on page 42



# BYU Cannon Activities Center

2017 RCAH Commercial Steep Slope Tile Roof Award Winner



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

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

## ABOUT THE PROJECT

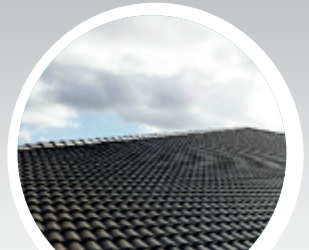
BYU's Cannon Activities Center was the largest tile re-roof on campus. As the sports auditorium, the interior is almost as large as a football field with rafters 240 feet in length. Due to the size of this project, special methods were implemented to get the job done safely and efficiently. A total of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

## PAST PROJECTS FOR STEEP SLOPE TILE ROOFING

- Punahou School
- Eaton Square
- Hilton Waikiki
- Embassy Suites
- Sheraton Poipu
- Fairmont Kea Lani
- City Hall
- CSWo Kapolei
- Kalapawai Café
- Kamehameha Schools



INTERIOR



EXTERIOR



Roofing



Waterproofing



Solar PV



Rain gutters  
& Downspouts



Maintenance  
Repairs



ON THE CUTTING EDGE

LIC # BC - 18179

[commercialroofinginc.com](http://commercialroofinginc.com) • (808) 841-RAIN (7246)



Continues from page 40

other mechanical equipment, potential hazards, safety protection, positive drainage, maintenance requirements and long-term warranties. A licensed roofing contractor can provide you with the critical key elements for all of these items, including your specifications and drawings. Feel free to approach various contractors through a bidding process and consult with their construction and contract administration staff as well, until you feel entirely comfortable with the company, the product and knowledgeable with the process.

## Roof Materials Selection: Type, Longevity in the Market, Manufacturer's Warranty

Keep in mind, you want to install a roof that meets the utility and long-term needs of the building. When deciding on the type of roofing you will need, there are many to choose from such as a modified bitumen system, specialty waterproof coating, built-up roofing, acrylic elastomeric roof coating, tiles, shingles,



When re-roofing, your contractor will decide whether to tear off existing roof or recover it.

metal, wood shakes and more. But with any of these come questions about the roof material selection itself, including its industry performance record, how long has this type of roofing been available in the local market? Warranties should be comprehensive, but don't make your roof selection based on a warranty because warranties do not keep water out of the building! Make sure you read and understand the warranty's fine print, as

some elements may be more important than the number of years it covers (wind coverage, ponding water exclusions, flashing considerations). Lastly, check the manufacturer's track record with respect to warranty claims.

## Contractor Selection: Do your due diligence

Selecting a roofing contractor to install and maintain your roof is a top priority. We highly recommend that the contractor is professionally licensed in the State of Hawaii. To verify that the company is insured and bonded, check their financial status and reputation (check references), and whether they are certified by the manufacturer. After you have selected your professional, verify the scope of work that you have contracted them with and determine a maintenance program to avoid future problems. The NRCA is another great resource for guidelines on selecting a roofing contractor.

---

*Larry Young is vice president and project managing estimator at Commercial Roofing & Waterproofing Hawaii. 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, CRWDIRRECT maintenance programs, repairs, gutter installation and solar PV.*

**SERVING  
HAWAII  
SINCE 1978**

- **Roof Maintenance**  
Save \$\$ prolong the life of your roof
- **Solar & Photovoltaic Panels**  
Cleaning for optimal performance
- **Gutter & Downspout Cleaning**



**RAINBOW ROOF**  
MAINTENANCE COMPANY, INC.

**(808) 842-0488 ★ [www.rainbowroof.com](http://www.rainbowroof.com)**





Tapa Pool



Louis Vuitton



Kalia Tower



Rainbow Tower Main Roof

Honolulu Roofing Company, Inc. is one of the fastest growing unionized roofing contractors in the state of Hawaii with excellent capabilities to handle large-scale new construction and renovation projects with a niche in specialty installations across the federal, state, commercial and private sectors.

## ABOUT US

- AM Best A XV Surety
  - AM Best A VIII Insurance
  - Unionized Contractor
- New / Re-roof / Roof Rehabilitation  
Coating / Waterproofing**



License C-23799

*Striving to exceed client expectations!*



# To Extend or Replace Your Building's Roof

The decision depends on the building's existing conditions



Wade Garlin

Bernie Wonneberger

An aging roof may not require replacement. It is possible the service life of the roof can be extended by coating or other recover methods. Due to the increasing cost of reroofing, we suspect both coating and recover options will become more popular to explore and employ by building owners. However, there are many considerations when evaluating an existing low-slope roof (slopes less than or equal to three inches vertical for every 12 inches horizontal or 14 degrees) for service life extension options.

Many commercial buildings in Honolulu have built-up, single-ply or coated roofing systems that are installed with quarter-inch per foot slope or less, which can impact the durability of the coating and recover materials. When deciding on the type of coating or recover material to be used, it is important to understand that the durability of the materials is reduced when certain excessive moisture conditions exist. For instance, certain roofing material manufacturers will not provide warranty if water persists (ponds) on the roof surface for more than 48 hours.

Additionally, coating and recover systems can be applied over the existing roofing only if all existing underlying wet materials have been removed as required by the building code. Trapped moisture can degrade materials, compromise anchorage, promote organic growth, reduce insulation effectiveness and cause moisture vapor drive from beneath the roof surface.

That said, the following is a list of common roof coating, recover or replacement approaches, with their associated pros and cons for building owners to consider:

## Reinforced Roof Coating

These types of systems are reasonable



Example of a reinforced acrylic roof coating system in progress of installation.

when 1) there is limited underlying wet areas within the existing roofing system, 2) the existing system has reached or exceeded its useful service life, and 3) the building owner just doesn't have the funds available to replace the roof. Urethane, aluminized, silicone and acrylic coating options are available.

### Pros:

- Relatively inexpensive, no demolition and potential abatement costs if hazardous material exist.
- Minimal amount of surface preparation (typically power wash clean and prime).
- Reflective coating options reduce solar heat gain and related cooling costs.
- Versatile flashing applications over existing conditions.
- Repairs can be performed without special equipment or expertise.

### Cons:

- Depending on material and exposures, expected service life in

Hawaii is typically 5 to 10 years.

- Performance is highly dependent on thickness of installed material and installer's quality control.
- Membrane thickness is difficult to control and keep consistent.
- Membrane is not factory produced so subject to field conditions during installation (rough surfaces, dirt, dust, rain, temperature, humidity).

## Roof Recover

Installation of a single-ply or modified-bitumen roof membrane over the existing roof membrane can be considered. Single-ply roof systems can consist of polyvinyl chloride (PVC) and thermoplastic olefin (TPO), or an atactic polypropylene (APP) systems can be considered for a built-up modified-bitumen roof system. Typically, this approach will require the installation of a mechanically attached roof recover board prior to installation of the new roofing to ensure the new recover roof roofing is adequately secured to resist roof uplift pressures.



### Pros:

- Relatively inexpensive, no demolition and potential abatement costs if hazardous materials exist.
- Manufacturer may provide 15- to 20-year warranty.
- Minimal chance of water damage during installation.
- Minimal disruption of the tenants.
- White colored membrane options reduce solar heat gain and related cooling costs.

### Cons:

- Per building code, if the existing roof has two or more applications of any type of previous roof covering, it cannot be recovered.
- Added weight of roof recover will require structural review.
- Future reroofing will be more expensive, requiring removal of both membranes.
- Some existing detailing can be difficult to improve to prevent or correct prior leakage.
- Roof leak pathways are difficult to trace due to water's ability to travel between both roof layers.

Some single-ply roofing manufacturers will provide a warranty if ponding conditions exist. Those systems would be the preferred choice of recover material for roofs with ponding.

## Roof Replacement

The coating or recover approaches makes sense when most of the roof is dry and there are minimal wet areas to be removed. If most of the existing roof materials are wet, then complete removal and replacement should be considered. Verification of underlying wet materials can be performed using infrared cameras and moisture meters, but core openings should still be made to confirm the readings.

### Pros:

- Depending on existing perimeter conditions, quarter-inch per foot slope to meet code and manufacturer requirements can be provided.
- All underlying wet roof materials are removed, improving thermal performance and reducing cooling costs.
- Proven long-term performance.
- Factory fabrication of roofing membrane for consistent thickness and quality.
- Manufacturer can provide 20- to 25-year material and labor warranty
- Can be roofed over at the end of the service life at minimal cost (assuming no extensive areas of wet insulation).
- Reconfiguring existing details to provide more water-resistant conditions.
- Replacement of possible rotted sections of underlying wood framing/decking can be undertaken.
- Fastening to meet current wind load considerations for hurricane prone regions can be provided.


### Cons:

- Expensive, especially with new roof energy code requirements (see additional commentary below).
- Raising of MEP equipment will require multiple trades and related coordination.
- Dependent on installer's quality control.
- Repairs should be performed by approved installer to maintain warranty for the duration of the warranty period.


If roof replacement is to be undertaken, the 2015 International Energy Code Council may significantly increase the required insulation thickness at the roof. The height of the roof surface is increased accordingly. This will impact cost, not only for the additional material and labor of insulation installation, but also for raising mechanical, electrical, and plumbing equipment, and addressing existing conditions at the roof perimeter; such as roof access door thresholds, parapets, window washing anchorage, flashings, etc.

---

*Principal **Bernie Wonneberger** and associate principal **Wade Garlin** are licensed architects in the Honolulu office of **Wiss, Janney, Elstner Associates**, an engineering, architectural and material science firm specializing in delivering practical, innovative and technically sound solutions across all areas of new and existing construction. Reach them at 591-2728 or [wje.com](http://wje.com).*



ENGINEERS  
ARCHITECTS  
MATERIALS SCIENTISTS



Wiss, Janney, Elstner Associates, Inc. (WJE), is an interdisciplinary firm of architects, engineers, and materials scientists that specializes in the investigation, analysis, testing, and design of repairs for historic and contemporary structures. **Now offering Fire Protection and Life Safety Engineering Services—contact us to learn more!**

**WJE Honolulu**  
1441 Kapiolani Boulevard, Suite 1700  
Honolulu, Hawaii 96814-4407  
ph: 808.591.2728 | fx: 808.591.2620  
[www.wje.com](http://www.wje.com)

# Rules Enforcement Increases Home Values

Open communication and education are the keys to success



Mimi Bruhn

**R**ule enforcement has a positive effect on home values. Communities that enforce standards pertaining to architectural style, property use and maintenance standards help increase property values at a higher rate and help sell homes faster than at neighborhoods that have no restrictions or do not enforce the rules that are in place. The Community Associations Institute published *The Impact of Community Associations on Residential Property Values* by Erin A. Hopkins, which found that property values in homeowner associations that enforced covenants increased from 5.64 percent to as much as 19 percent.

When a real estate developer creates a community, covenants are written to establish and maintain a community standard. In master-planned communities, there is a trade-off. Owners contractually surrender some of their freedom of expression in modifying their property and accept an obligation to conform to certain architectural and landscaping standards established in their community's governing documents. These controls are in place to assure that the integrity of the original community design is preserved to protect property values.

Neighborhoods normally have a four-stage life cycle of growth, stability, decline and revitalization. Each of the various phases has an impact on the value and desirability of homes and the neighborhood. The decline phase is usually caused by the deterioration of the community infrastructure, amenities and neighborhood support system. It is during the decline phase when homes experience a reduction in property values. Neighborhoods where covenants are uniformly enforced may completely forestall the decline phase,



Communities that enforce standards pertaining to architectural style, property use and maintenance standards help increase property values at a higher rate and help sell homes faster than at neighborhoods that have no restrictions or do not enforce the rules in place.

thus protecting property values and promoting community harmony.

Milton Motooka, attorney and senior partner with the Hawaii law firm of Motooka & Rosenberg which primarily represents master and community associations and condominium associations, says: "When owners purchase a unit in a project, they are buying into a community. The culture of the community is established by the manner in which the project is operated. Every owner is provided with the rules of the project before they purchase their unit. They know what is expected of them and what they can expect from others. If rules are fairly and uniformly enforced, it enhances the value of the project and creates a positive community culture."

Open communication and education are the keys to success. Associations are encouraged to inform and educate

residents through a community website, newsletters or at association meetings. Boards should take every opportunity to listen to owners' concerns and seek owner input through surveys.

Prospective homebuyers are strongly encouraged to read all governing documents before buying a home in a community with restrictive covenants to make certain that the rules suit their lifestyle.

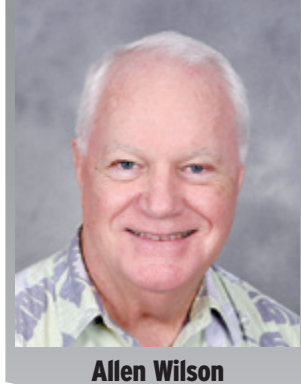
---

*Michele "Mimi" Bruhn is director of the covenant compliance inspection (CCI) division at Associa Hawaii. Mimi leads a team of six covenant compliance inspectors who utilize state-of-the-art technology, diplomacy and fairness to preserve, protect and enhance property values at Hawaii HOAs and condominiums. Reach her at 836-0911 or [Micheleb@associahawaii.com](mailto:Micheleb@associahawaii.com).*



# Legal Update: Hawaii's 2018 Legislative Session

Hawaii's condominium associations and their management are impacted by bills passed this session



Allen Wilson

**T**he focus of this article is a short review of the legislative actions from this year's legislative session that have an impact on the practice of condominium association management in Hawaii.

The session (January through May) was noteworthy in particular because many of the House and Senate bills that were introduced were grounded in reaction to a general feeling of anger and frustration felt by owners of condominiums and home owners' associations. Much of the basis for owners' anger with their boards stems from a feeling of separation and alienation—"these guys are not acting in our best interests." What develops is an "us vs. them" mindset where the *perception* is that the board of directors doesn't care very much about the owners or their needs. And often those frustrations are exacerbated by real or perceived abuses of authority committed by board members and/or on-site managers.

One key problem is poor communication, or in many cases, no communication at all—the board doesn't make much of an effort to inform the owners of what is going on, what problems they are facing, what the financial reports tell them, etc. Another contributing factor is that the owners feel that they have no input or participation in the decision-making process. Whatever is happening is happening to them with little or no prior notice, no say in the matter, like helpless victims.

The result is that sometimes the owners show up in groups and overrun the board meetings with an angry mob approach. They interrupt and prevent any normal discussions, any normal conduct of business, and sometimes even end up in physical confrontations.



## Act 196: Promoting mediation and arbitration in condominium association disputes

When individual owners, or groups of owners, have a grievance with their board of directors, the proper course of action is to engage in mediation rather than confrontation. There are well-established procedures and organizations in place to handle mediations of this sort. Act 196 was enacted this year to promote the use of mediation and arbitration of disputes in condominium associations. In some cases the Condominium Education Trust Fund will partially subsidize the costs of the mediation and/or arbitration proceedings. In certain cases, mediation is mandatory prior to going to arbitration. Although it is not required to engage the services of an attorney to go into mediation, we normally recommend it.

## Act 195: Rendering 'Priority of Payment Application' illegal

Another topic that often results in conflict between the owner and the association is collection of past-due

maintenance fees. With very few exceptions, condominium maintenance fees are due on the first day of each month, and technically they are late on the second day of the month. Most associations provide a grace period of 10 to 15 days (typically) before imposing any late-payment penalties. When an owner's account becomes excessive delinquent—usually more than 90 days—the standard procedure is to refer the matter to an attorney for legal collection procedures, which results in legal fees being charged to the account of the delinquent owner. Ultimately the final recourse for the association is to foreclose on the unit and replace the delinquent owner with a new owner.

For many years condominium associations have utilized a procedure called "Priority of Payment Application," which specifies how funds are to be applied when a delinquent owner submits a payment that is less than 100 percent of the amount due. Act 195 became effective on July 1 of this year and, essentially, renders illegal all priority of payment application policies.

See 'UPDATE' on page 54

# Commonly Litigated Defect Claims in Hawaii

Construction defects can include bad design, sloppy construction or failed products



Ken Kasdan

**W**hat is a construction defect? Construction defects are construction practices that violate the building code, violate specific installation instructions or product approval, deviate from the approved plans, cut impermissible corners, and/or incorporate components that are prone to fail in their installation and/or use.

The building code is adopted as an ordinance by the governmental entities having jurisdiction over the project, such as the City and County of Honolulu or the State. The code itself is based upon the International Building Code (IBC) and modified to address local conditions. The code is a minimum standard. The code specifically provides that it shall be unlawful to build contrary to the provision of the code. But violations of the code are not always the actual legal claims. Violations of the code are often the substance that form the basis for causes of action like breach of contract, negligence, breach of warranty, and breach of implied warranty. Lawsuits using codes as benchmarks and code violations as a basis for liability typically arise if the contract requires conformity with the code, if the plans require conformity with the code (which they always do), or if there are deficiencies in the construction work or design.

Construction defects can be the result of bad design, sloppy construction that fails to conform to either the approved plans and or the code, or failed products incorporated into the building. Often a failure to use proper corrosion resistant materials become the core of the defect claim.

Typical construction defects in Hawaii can be broken down into a few basic categories: structural life safety



Water intrusion through the concrete garage ceiling, resulting in damage to plumbing lines and attachments.

defects, fire safety defects, water intrusion and code violations.

Structural defects include failing to adequately design the building for the loads it will be subject to in service. In Hawaii, a primary load factor is the wind load because of the risk of hurricane force winds. Hawaii has elaborate wind maps taking into account terrain and exposure. A hurricane can be expected to cause damage, but a house should still be able to remain on its foundation. Winds can also break windows and doors, creating a vacuum inside the house that can blow off the roof. An appropriately designed and constructed building with openings should anticipate the windows breaking but still be strong enough so the roof remains attached. The code also requires design for earthquakes loads—typically the wind loads are higher

Examples of critical fire-life safety issues are the omission of a required

sprinkler system, a poorly designed sprinkler system that fails to provide adequate coverage, or a sprinkler system with inferior parts that are prone to corrosion, rendering the system inoperative. Sprinklers must be installed by specially licensed and trained contractors who are required to know their trade. A good contractor will not take shortcuts.

In addition to having adequate sprinkler systems, proper construction is key to building a fire-safe structure. Building are designed with walls and assemblies of various fire ratings, and construction details are critical to achieving these protections. For example, gypsum board is typically type X fire rated, corridors in most hotels or high-rises are typically one-hour rated in both the walls and ceilings, and unit separations are often two-hour rated. Achieving a two-hour rating requires two sheets of drywall on each side of the wall, with the base and face sheet



nailed in designated patterns, and insulation firmly affixed in the wall cavity. All penetrations from the hallway into the unit must be properly sealed so there are no penetrations that can fuel a fire. Outlets must be properly laid out and installed, without being back to back in bedrooms and with putty packs affixed to the back.

Frequently, contractors make mistakes or cut corners that can have deadly consequences in a fire. It is not uncommon to find sheets of drywall missing, drywall not brought to the top of the soffit, and holes made with claw hammers to get a wire or pipe through the wall. These kinds of defects cause otherwise manageable or escapable fires to quickly become out of control. In Honolulu, we surely have seen the devastating effect of high-rise fires.

Corrosion is also a huge problem in Hawaii. If structural hardware is left exposed to the elements. If the structural connections embedded in foundations are not adequately covered with concrete or if the concrete is porous and of poor quality, corrosion will occur. Often, a builder's failure to

use corrosion-resistant hardware and materials, which are typically higher quality and thus more expensive, is the key factor when corrosion occurs.

Corrosion can occur in locations where safe construction is critical, such as on lanais. Unfortunately, sometimes builders place rebar too close to the edge of the deck or fail to properly embed railings, creating an environment where safety components are not adequately anchored or protected from corrosion. The building code has explicit requirements for anchorage, and the structural plans should specify critical factors such as fastener locations, types, and lengths. Metal must be properly primed and painted with a minimum thickness of paint specified by the paint manufacturers. Railings must comply with a minimum height of the top rail and maximum height of the bottom rail and maximum picket spacing—the code is comprehensive and explicit, but not always followed.

Corrosion can also wreak havoc on plumbing systems in hotels, apartment buildings, condominiums, and single family homes. Hawaii is plagued

by bronze fittings made with excess zinc than can cause fittings, valves, and water meters to corrode and fail. Plumbing fittings and valves are often made of yellow brass having up to 35 percent zinc, which means they are prone to corrosion. Numerous high-rise buildings in Honolulu have PEX plumbing system failures—in those buildings, though nothing was wrong with the plastic PEX pipe, the critical fittings connecting the pipes corroded because they were yellow brass.

Finally, water intrusion is a common result of construction defects in Hawaii. High-rise exterior cladding systems often leak due to incorrect installation methods or poor-quality materials in the curtain wall design. Exterior EIFS stucco systems can also fail. Although siding is a manufactured product, it is also prone to failure if it is not nailed properly or not primed and painted at the cuts. In all of these installations, unsealed openings soak up moisture like a sponge, deterioration results, and mold can form. If mold is

See 'DEFECT' on page 53

## WE HELP CATCH DEFECTS AND GET THEM FIXED BEFORE THEY BECOME A DISASTER



**Spalling**  
Hurricane Strap



**Roof**  
Defectively Installed



**Corroded**  
Lanai Handrail

WE HAVE RECOVERED OVER  
**\$1 BILLION**  
IN CONSTRUCTION DEFECT CLAIMS

**Louisa Percudani**

Director of Client Relations  
lpercudani@kllawhawaii.com  
(808) 369-8393

**KASDAN  
LIPPSMITH  
LLLC**

CONSTRUCTION DEFECT  
CLASS ACTION  
CONSUMER ATTORNEYS

KLLAWHAWAII.COM

1003 Bishop Street, Suite 1180, Honolulu, Hawaii 96813

A LIMITED LIABILITY LAW CO. IN AFFILIATION  
WITH KASDAN LIPPSMITH WEBER TURNER LLP

**Brenda Aburto****Roshawn Broussard****Rachel Carter****Shirley De Silva****Gracie Grace****Keola Kaluhiokalani****Noelani Lacanilao****Chantal Monté****Nora Rhodes****Michael Shatz****Sherri Thomas**

# Hawaiiana Management Announces New Management Executives

**Brenda Aburto** brings to Hawaiiana Management Company seven years of experience in various forms of property management. Prior to becoming a management executive, Brenda was a maintenance operations analyst and a project manager. She has also spent a great part of her career as a banker. She has also served on several boards as Treasurer and Secretary.

Prior to joining Hawaiiana, **Roshawn Broussard** was responsible for the administration of Ford Island. During her four years there, she was required to know all policies, procedures and operating functions of the property, as well as prepare financial and other reports in compliance with Navy, Air Force and Joint Base Pearl Harbor-Hickam requirements. Roshawn's resume includes 10 years of administrative support, where she was responsible for analyzing financial reports, creating fiscal budgets and producing yearly tax statements and reports.

**Rachel Carter** joins Hawaiiana after serving as a leasing agent and manager for military housing in Hawaii through both Douglas Emmett Management and Hickam Communities Leasing. As leasing agent Rachel, an Air Force veteran, was responsible for determining the needs of prospective military families and assisting them in finding appropriate housing within a designated

period of time. She then assured that proper paperwork was filed according to military guidelines, to guarantee each family experienced a smooth transition into housing. In addition, Rachel built and maintained a working relationship with the Military Housing Office.

**Shirley De Silva** was born and raised in the Islands. She has over 11 years of experience in property management and related fields through her work with military housing under Hawaii Community Associations. During this time, she served in several capacities, including relocation specialist, resident services specialist, quality assurance inspector, neighborhood coordinator and change of occupancy maintenance manager. She holds a business administration in management degree from the University of Denver.

**Gracie Grace** was born and raised in South Kona. Kauai was then her home for 30 years until her recent relocation to Oahu. She has worked closely with Hawaiiana-managed properties on Kauai, including resort developments Kauai Beach Resort and Kukuuiula. Her background includes 24 years of experience managing all levels of accounting and finance, including developer turn-overs, budgets, financial statements, system implementations and large scale HOA projects. She has held various

accounting and finance positions at the Kauai Marriott Resort, Koloa Landing Resort, Kauai Beach Resort and most recently at The Club at Kukuuiula. During her six years with the Kukuuiula Community Association HOA, Gracie oversaw projects, expenses and budgets, and worked directly with AOA attorneys Ekimoto & Morris on legal matters and delinquent accounts.

**Keola Kaluhiokalani** comes to Hawaiiana with a bachelors degree from Princeton University, where he majored in economics, and an MBA from the University of Hawaii's Shidler College of Business. Keola's international experience includes work as a marketing consultant in Shanghai, where the New Park project became the highest producing real estate project in China under his team. He also introduced and managed the Princeton University franchise of Belltower Books, and was a top sales representative for both his region and the nation. He is fluent in Hawaiian and Mandarin Chinese.

**Noelani Lacanilao** comes to Hawaiiana with over 10 years of experience in financial accounting and nearly 25 years in customer relations. In addition, her resume includes three years of human resources experience and five years as a lead litigation administrator for Toyota

Continues on page 54



# Comprehensive Coverage for Community Associations



Since 1969 we have been protecting people, places and businesses across our state.

It is a privilege to serve our community knowing that we help find the best insurance coverage for any association size. Every association has a unique set of circumstances and it's important to work with a team of specialists who understand the complexity of **community association insurance**.

**Our agents are here to serve you. We offer a no-obligation review of your current insurance program.**



**526-9271**

**NEIGHBOR ISLANDS 1-888-867-7671**

**[InsuringHawaii.com](http://InsuringHawaii.com)**





## ASSOCIA BLESSING

Kahu Kordell Kekoa, left, presides as John Ingenito, Associa regional senior vice president, and Pauli Wong, Associa Hawaii president, untie a maile lei during the recent blessing of Associa Hawaii's Honolulu offices. Associa Hawaii is celebrating renewed success – during the first half of 2018, 32 new association clients were contracted on Oahu, Maui, the Big island, Kauai and Molokai, representing 6,307 units.

# One Waterfront Towers Hires Security Chief

Rick Ornellas brings 25 years with HPD to the Kakaako twin towers

One Waterfront Towers general manager Atrious Alexander announced that Rick Ornellas is the new director of security.

Ornellas is a 25-year veteran of the Honolulu Police Department with 20 years of private security experience in Hawaii. He holds a bachelor's degree in Criminal Justice Management from Chaminade University.



**Rick Ornellas**

The director of security is responsible for establish-



**One Waterfront Towers**

ing and maintaining security services designed to protect property owners, residents, visitors and personal and common property on One Waterfront Towers. An important aspect of this position is to conduct security activities to ensure reasonable day-to-day privacy and a trouble-free lifestyle for community residents while minimizing the risk of life and property in the cases of natural or man-made emergencies.

The director of security also is responsible for direction, training and discipline of any subordinate employees that may be assigned to the security staff. He is also indirectly responsible for the supervision and directions of work details for all One Waterfront Towers staff, vendors and contractors.

The director of security maintains liaison and professional contact with local, county and state law enforcement officials. He meets regularly with other AOA security directors and building managers. The director will also attend regular industry meetings pertaining to the security profession.

Completed in 1990, One Waterfront Towers consists of twin towers that sit on 2.45 acres in Kakaako. A luxury mixed-use complex, One Waterfront Towers contains 306 residential units and more than 40,000 square feet of commercial space.



# Maui Trial Grabs AOAOs' Attention

## Couple wins a \$1.7 million disability discrimination suit

Condominium association boards across Hawaii were dealt a strong dose of reality in July when a jury awarded \$1.7 million to a Maui couple that had sued their association for disability discrimination.

The Villas at Kenolio Association of Apartment Owners in Kihei had fined Greg White and his wife Michele \$200 a day for 850 days, totaling \$170,000, because their unit did not conform to association rules mandating all second-floor units be carpeted to reduce noise for neighbors below. Greg White, who is blind in one eye and visually impaired in the other, had installed dark wooden floors, which he said in court made it easier for him to get about, in part because the dark wood contrasted with the white walls, and in part because he could tell where he was at by the sound of his footsteps on the wooden flooring.

The couple had filed an appeal with the association board in 2014 and were denied, the board ignoring the medical records from White's doctor he had submitted.

The board then tried to sell the Whites' unit in foreclosure, leading to the trial.

"It was totally egregious," their attorney Eric Ferrer said. "It was retaliation."

And in a reminder to AOA board members everywhere, in court Ferrer brought as evidence an e-mail from former board member Jason Strahn, who wrote that White's vision couldn't be "that terrible" because he walked his dogs.

A jury in the Second Circuit Court deliberated for four hours before handing Judge Peter Cahill a verdict that White has a disability, had asked the board for a reasonable accommo-



Photo courtesy Matthew Thayer Maui News

### The Villas at Kenolio in Kihei, Maui

dation, but was denied.

The Associated Press quoted White as saying: "We were vindicated 100 percent. It's a sense of relief that you almost have to pinch yourself to believe it's finally over."

"Condo associations wield a great deal of power over their owners," Ferrer told the *Maui News* afterward. "When they can issue fines like this and attempt to sell an owner's home at a non-judicial foreclosure, without giving the owner an opportunity to contest the fines as required by the bylaws, as occurred here, they can literally steal an owner's home while depriving them of their civil rights."

"This case sends a message to all condo associations that they cannot treat their owners, with or without a disability, in this way."

Worth noting, Ferrer wrote in comments posted on the *Maui News* website following publication of its story:

"At the trial, the Association produced no evidence that any noise was created as a result of the installation of the Whites' wood floors. A board member went over to the neighbor's home and listened for but could not hear any noise, and he reported this to the full Board. Still, two months later the Whites were fined for this non-existent noise."

Neither the board nor its attorney had public comment after the trial.

—BMH staff



Unsealed voids in the fire-rated wall at penetrations.

## DEFECT

Continued from page 45

allowed to form and spread through a large building, remediation may cost millions of dollars. Having workers in hazmat suits removing, bagging, and disposing tons of hazardous material from a property is never good for a building's reputation or value.

Construction defects run the gamut of errors, code violations, inadequate details prepared by design professionals, neglect in construction process, use of defective or inadequate components and, often, a combination of some or all of the above. They can be avoided, but unfortunately they are not always avoided. Thankfully, the law protects owners in ways that can give them recourse for when construction defects arise, including claims under the Contractor Repair Act and various contractual and warranty remedies in residential and commercial construction. Finding a lawyer skilled and experienced in both the laws concerning construction defects and construction requirements, standards and practices is key to ensuring your property is adequately protected in the long term.

*Ken Kasdan is considered one of the nation's leading construction defect authorities. He regularly speaks at national conventions of attorneys, insurers and claims professionals. He has practiced law for over forty years. He is the Senior Partner with Kasdan LippSmith LLC a fully staffed firm with its primary office in Oahu. Contact him at [www.kllawhawaii.com](http://www.kllawhawaii.com) or 808-369-8393.*

# UPDATE

Continued from page 47

Unfortunately, the act does not explain how payments are to be applied, so it leaves the associations and the managing agents in a confused state as to how to proceed.

One of the procedures authorized in prior legislative sessions is called a payment plan, which allows a delinquent owner to make up the delinquency over a period of time (usually 12 months or less). Act 195 also addressed this practice and places a number of limiting guidelines on its application.

Finally, in the past, when an owner disputed any of the various charges for legal fees, late fees, interest charges, etc., the rule was to “pay first, dispute later.” In other words, before an owner could register a challenge in either mediation or legal proceedings, he had to pay the disputed amounts first and then submit the challenge. Act 195 has limited this policy to maintenance fees only.

This act creates as many problems as it attempts to address, and was definitely not well thought out prior to adop-

tion. It will need to be re-addressed in the 2019 legislative session.

## Act 116: Clarifications regarding the use of cannabis

Enforcement of House Rules has long been a source of contention among owners and associations. Most recently, the “legalization” of medical cannabis (marijuana) has resulted in numerous enforcement issues. Residents in possession of the medical cannabis card feel that they are entitled to indulge their use of the product regardless of “no smoking” rules or other residents’ complaints of noxious odors. Act 116 makes a number of clarifications regarding the use of cannabis, but does not address the problem of how to enforce “no smoking” rules or whether the rights of card-holding cannabis users outweigh the rights of neighbors with emphysema or other breathing disorders.

This conflict of civil rights will need to be addressed in the 2019 legislative session.

## Act 48: Abandoned vehicles

Abandoned vehicles have long been a problem for residential associations. This act mandates that the county shall be authorized to remove and dispose

of any vehicle deemed abandoned. The default definition of abandonment is an unattended vehicle improperly parked on a public road and certain private lands for more than 24 hours. Enforcement of this act will be a challenge for county authorities.

The business of managing condominium associations has always been challenging. Many people look to the government to address or solve problems related to their industry. The legislature will be challenged in 2019 to address many of these same issues again.

---

*Allen Wilson is executive vice president of operations and legislative affairs for Hawaiiana Management Company. He has been with Hawaiiana since 1999. In addition to managing a portfolio of properties, Mr. Wilson supervises Hawaiiana Management Company's Directors of Property Management, and serves as the company's liaison with Hawaii's Legislative Action Committee (LAC). Mr. Wilson has over 40 years of experience in property management and related fields. He is a graduate of the University of Massachusetts, Amherst and received his master's degree in Public Administration from the University of New Hampshire.*

---

Continued from page 50

Financial Services, where she helped facilitate legal resolutions for a variety of issues, including asset recovery and settlement negotiations. She once recovered approximately \$3 million in assets over a period of only six months. In both 2011 and 2012, Noelani was recognized with the Presidential Voluntary Service Award under President Obama.

**Chantal Monté** recently served as general manager for Moana Pacific, one of the largest condominium associations on Oahu, with 720 units. For more than 10 years, Chantal managed luxury homes in Santa Fe, N.M. She oversaw construction remodels, off-the-grid projects along with sustainable living practices. She then relocated to California to develop workshops and retreats for Silicon Valley entrepreneurs. The group workshops focused on using business as an opportunity for personal growth and development, including practices such as transparency and communication.

**Nora Rhodes** recently returned from the Mainland to serve in Hawaiiana's Hawaii Island office. She brings 11 years of experience in property management and related administration to the firm. Most recently, Ms. Rhodes worked in Raleigh, N.C., with Kohn-Ell Association Management Services as a community manager and covenant specialist. Her portfolio consisted of 15 properties which were a combination of planned communities, condominiums and office condominiums. While previously in Kona, Nora's portfolio included luxury condominiums, homeowner associations and commercial real estate concerns. Prior to working with Hawaiiana she worked with Ululani Group in Kailua-Kona.

After a career path that has taken him around the globe, **Michael Shatz** settled in Hawaii, and Michael joined Hawaiiana. Michael's career in property management was sparked by attending the regular board meetings of his Florida HOA. After qualifying for Florida's Communi-

ty Association Manager (CAM) designation, Michael worked as both a portfolio and on-site property manager in Palm Beach County. Michael is a graduate of UCLA. Michael spent 10 years in Tokyo, where he worked for various international news agencies as a reporter and broadcaster.

**Sherri Thomas** has served Hawaii community associations for the past four years. Mrs. Thomas has a passion and dexterity for changing adverse situations into positive solutions. She brings professionalism, widespread industry knowledge and a wide range of community management experience as well as her capacity for handling and caring for our military families and the homes they live in with great pride. Born and raised in the Islands, she started her customer service career in the hospitality industry, where she has an extensive background in customer service management with the front office operations, including accounting, scheduling, purchasing, training and customer relations.



# *Supplying Materials for all your Roofing Needs*

**CUTTING-EDGE FLEET  
TO MEET YOUR EVERY  
DELIVERY NEED!**

**TRASH REMOVAL  
SERVICE AVAILABLE.**

## ***Come see us for our products, stay with us for our service.***

**Roofline Supply & Delivery offers one of the most comprehensive lines of residential & commercial roofing products, from asphalt shingles, mod-bit, single ply, cedar shakes, ventilation products, skylights, metal roofing systems, and much more.**

**Visit our newly expanded 75,000 sq. ft. warehouse/showroom  
and see our wide selection of premium brands we carry!**



**Sonny Leandro**  
Branch Manager



*Hawaii's Premier Roofing Distributor*

**91-235 Oihana Street, Kapolei, HI 96707 | 808-682-5104 | [RooflineSupply.com](http://RooflineSupply.com)**





# LEAK REMEDIATION AND CONCRETE RESTORATION

## THE CONCRETE RESTORATION SPECIALIST

Not known to many, several of downtown Honolulu's low-rise buildings built in the late 1890's and early 1900's have a full, below grade basement. Whether occupied or used simply for storage, leaks and rusting reinforcing steel are not an uncommon occurrence at the basement levels given the nearness of many of the structures to the harbor and our slowly rising tide level.

RCM Construction used a combination of procedures, including epoxy injection and polyurethane group injection in conjunction with concrete spall repair, to help remediate this 75 year old basement.

## PROVEN REPAIR SYSTEMS. QUALITY WORKMANSHIP.

RCM has established a successful track record with leading design professionals and building managers. Call us and put our extensive remedial experience to work for you.



CONSTRUCTION CORPORATION

Phone: 545-2177 | Fax: 538-1914  
866 Iwilei Road, Bay 219, Honolulu, HI 96817

LIC.NO. ABC 13668