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After winning the national honor in large part for his work at Marco Polo during and after the fire, Ben Oates moves to a new building

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# ASSOCIA CELEBRATED A SUCCESSFUL 2018 - AND THE BEST YET TO COME!



Thank you to our loyal clients and dedicated employees for a successful 2018 with the best yet to come.

“We are deeply grateful to our clients for believing in the new Associa Hawai’i. Thanks to a new local leadership team and strong support from Associa’s Chairman & Chief Executive Officer, Mr. John Carona, we have made significant progress in improving our services to you, and we are committed to making even more advancements in 2019.”



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

## OUR 2018 ACCOMPLISHMENTS: .....

- Achieved record-breaking client and employee retention rates
- Awarded as a “Best Place to Work” finalist by Pacific Business News
- Added 46 association clients, including top developer clients representing 8,957 residential, commercial and resort units
- Hired 40 new employees to serve our ever-growing number of clients
- Implemented TownSq (pronounced Town Square), the most comprehensive community management app
- Opened the West Oahu Executive Meeting Center- a free, air-conditioned board meeting space with free parking

## NEW CLIENT FEATURES PLANNED FOR 2019: .....

- Establishment of a local lockbox to handle all client payments in Hawai’i starting January 1, 2019
- Major phone system and software upgrades
- 99% of accounting functions will be moved to Hawai’i - with the remaining 1% devoted to an additional layer of checks and balances at arm’s length for the protection of Associa’s clients

## .... FOR MORE INFORMATION ON ASSOCIA HAWAII’S .... AWARD-WINNING SERVICES CONTACT

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Photos from our annual board member seminar on 11/17



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You've no doubt seen news reports about failing media companies, both locally and nationally. *BMH* is going in the opposite direction. With this issue we're expanding to monthly publication.

One thing won't change, though, and that's our goal to make each issue of *BMH* a sort of continuing education seminar for building owners, managers and boards, and make their jobs easier and more productive.

This being the December issue, we asked condo managers to share tips and anecdotes about the holidays, because "things" that can pop up in a building during the rest of the year can be magnified during this festive season, whether you're celebrating Hannukah, Bodhi Day, Kwanzaa or Christmas—or all of the above. We appreciate these leaders sharing their expertise.

And please join us in applauding Benjamin Oates of Marco Polo, who was just named IREM's national ARM of the year. Remarkably, he's the second Hawaii resident manager to be so honored in recent years, following Duane Komine of Hoku. Ben shares detailed memories of the day fire ravaged the Marco Polo, which should be a reality check for all building managers that their job can become life-and-death serious in a heartbeat. He also breaks the news about the new job he'll be starting this month.

Chason Ishii, president of Atlas Insurance, which works with more than 200 AOA's, talks

about the latest trends boards should be watching—and insuring—for, including cybersecurity, a board member's fiduciary duties and the impact of the #MeToo movement in the workplace.

Check out the News & Notes section for the latest tidbits from the building management industry in Hawaii.

And as always, our contributing experts provide insights into running a good building and keeping it that way, with an emphasis this time around on flooring, elevators and waterproofing.

Finally, our move to publishing *BMH* monthly is due in large part to the positive feedback we've heard from readers. We thank you for that, and for reading. I enjoy hearing from readers, so please shoot me an e-mail anytime, especially if there is a topic you'd like us to cover.

Mahalo,

**Don Chapman**  
Editor  
don@tradepublishing.com

# BUILDING Management **HAWAII**

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# Hawaiiana, Hawaiiana-managed Properties Awarded Top Honors at IREM Event



Shown are recent IREM winners with Hawaiiana executives. Left to right are Gerald Nakashima, General Manager, Park Lane; Hawaiiana President Mike Hartley; Hawaiiana Vice President, Business Development & Marketing, Mele Heresa; Leland Nye, General Manager, Allure Waikiki; Kim Akana, Director, Hawaiiana; Alex Bresslauer, General Manager, Hawaii Kai Peninsula and Maria Sabir, Director, Hawaiiana.

Each year, the Hawaii Chapter of the Institute of Real Estate Management (IREM) honors Hawaii's top residential condominium buildings, community associations and general managers. For the 20th year in a row, Hawaiiana Management Company-managed properties and managers took top honors at the 2018 IREM Awards Event recently held at The Modern, Hono-

lulu. General managers of two Hawaiiana-managed properties were honored as "Accredited Residential Manager (ARM®) of the Year" and a Hawaiiana-managed property won the "Green Building Award" for their efforts in minimizing their environmental footprint.

"Hawaiiana congratulates the award winners and thanks the Institute of Real

Estate Management for its long history of dedication to the real estate management industry," said Hawaiiana Management Company President Mike Hartley.

Award winners from Hawaiiana-managed properties include: Alex Bresslauer, general manager for Hawaii Kai Peninsula, and Leland Nye, general manager for Allure Waikiki. Both took home ARM® of the Year awards. Park Lane, with general manager Gerald Nakashima, won the Green Business Award for the property's innovative green initiatives.

In addition, Hawaiiana Management Company was awarded the chapter's Corporate & Social Responsibility Award. "Giving back" is a top priority for

Hawaiiana employees, making this award especially meaningful. Besides their daily on-the-job contributions, Hawaiiana's employees contribute to Hawaii's community and economy in countless ways, which include supporting non-profits such as Make-A-Wish Hawaii and the Hawaii Foodbank, as well as victims of this past year's natural disasters on Kauai and the Big Island. The company also made a recent donation to the Waikiki Community Center to assist with disaster preparedness among community residents.

Hawaiiana has strong local roots, with 100% of employees based in Hawaii. For more information about Hawaiiana's services, contact Mele Heresa, CCIM, CPM, at 593-6827 or meleh@hmcmgmt.com.



Hawaiiana recently presented a check to the Waikiki Community Center for disaster preparedness kits to be distributed to elderly residents in the neighborhood.



Contact: Mele Heresa, CCIM, CPM  
Phone: (808) 593-6827  
Email: meleh@hmcmgmt.com

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

*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.

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Rob Johnson

## 2018 HAWAII BUILDING OF THE YEAR AND ACCREDITED RESIDENTIAL MANAGER® MEMBER OF THE YEAR WINNER

Congratulations to Rob Johnson, General Manager of The Iikai, for winning both prestigious IREM® awards in the largest building size category. The Institute of Real Estate Management (IREM®) recognized Johnson at their Awards and Installations Masquerade and Casino Night Gala on October 26. Hawaiian Properties has managed The Iikai since 2010.



The Iikai Apartment



(L-R) Ryan Nitta, Kristi Hirota-Schmidt, Daniel Kent, Dass Ramadass, Selkie Khoo, Jeff Dickinson, Rob Johnson, Sandra Lebat, Kanani Kaopua, Suwadee Nitta, Shaunagh Haiola, Kevin Agena

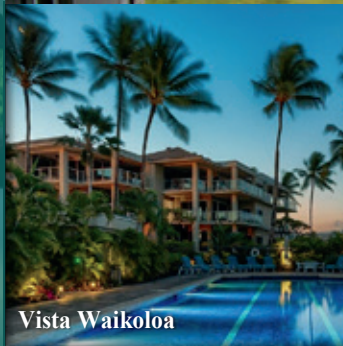


49 Black Sand Beach

## New Clients in 2018

- Crest at Wailuna
- Ke Noho Kai Townhomes
- Ke Noho Kai Community Association
- Pearl Ridge Gardens and Pearl Ridge Tower
- Pearl Manor
- Maili Beach Place
- The Hausten Inc.
- Oceanside Manor
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- Nohona at Mililani Mauka
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- Village on the Green at Waikele
- Waialae Iki V Community Association

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- Vista Waikoloa
- Na Hale O Keauhou
- Kona Bali Kai
- Alii Lani
- Bayview Estates
- Seascape Condominium
- Hale Pohaku
- Waikoloa Fairways
- 49 Black Sand Beach
- Hale Kehau
- Kukio Community Association
- Kona Sunshine



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# REPIPING

Potential nightmare, an inevitable fact of life

Unless you've been through one, says Kimo Pierce, your imagination can run wild contemplating the awful intensity, chaos and expense of a repipe project in your building—unnecessarily.

“Our best moment so far occurred when the board of directors and property manager of a 300-unit residential building took us out to a wonderful dinner to thank us for work that was completed on schedule and below budget,” says the co-owner and president of Hawaii Plumbing Group, or HPG, “something we do every day.”

As homes and buildings age, Pierce explains, repiping projects are a fact of life. Unfortunately, leaking pipes can lead to extreme chaos and disruption in high rise communities exposed to Hawaii's unique climate.

“When systems fail,” he notes, “building managers or boards may be under pressure to act quickly. A repipe project can be huge. It can be stressful, and if done incorrectly it will be costly.

**“When systems fail, building managers or boards may be under pressure to act quickly. A repipe project can be huge. It can be stressful, and if done incorrectly it will be costly.”**

“Tenants literally have no choice. They don't choose to have major construction involving their units, and occasionally their frustration is directed at us—we become a target, the bad guy. One of our biggest challenges is actually handling aggressive, angry residents before they see how our turn-key projects turn serious situations into positive experiences.”

A former AOA board president himself, Pierce is active in professional organizations including the General Contractors Association of Hawaii



Horrific emergency issues can be avoided by inspections.

where he serves as a committee chair.

HPG's entry into the aged sewer pipe arena was almost by invitation, says Pierce. Though his partner Peter Stoyanov recognized a lack of qualified vendors in the marketplace, it took the urging of several industry professional to establish their business five years ago.

“One of HPG's goals has been to educate leaders and members of community organizations by sharing first hand

can run two to three times the cost of scheduled repair, while problems can re-occur with increasing frequency.

“As an emerging company, it's great we have achieved industry recognition throughout Hawaii,” says Pierce. “But there are still many building managers in the community who don't comprehend the complexity, time lines, or the cost involved in the repipe process.”

experiences,” he adds. “Property managers and HOAs can conduct informed inspections. They don't need to struggle with horrific emergency issues that appear to be on the upswing. We want them to fully understand the process, costs and budgets, and the impact to be expected during the construction stage.”

Though repair—as opposed to repiping—may be advisable in many cases, labor costs for emergency response

**Kimo Pierce**  
**HAWAII PLUMBING GROUP**



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## Customer Reviews and Ratings – Hawaii Plumbing Group

*"HPG has been very price competitive and always do the work for a fair price. We highly recommend Hawaii Plumbing Group and give them an A+ rating. Our go-to contractor for all our plumbing needs."*

**GAVIN ISHIKAWA**  
GENERAL CONTRACTOR,  
MONTAGE DÉCOR LLC

*"I've gotten calls from different Associations and Board Presidents that has to make these kinds of decisions... I tell them it's not as scary as it seems when you've got a good contractor and a good project manager."*

**REYNA MACHIDA**  
MANAGEMENT EXECUTIVE, HAWAIIANA MANAGEMENT CO., LTD.

*"I've been in the property management industry for over 30 years. I highly recommend HPG for work you need to get done."*

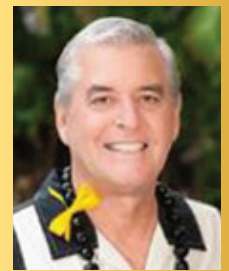
**JAMES PARKER**  
MANAGER OF 3003 KALAKAUA

*"HPG has the ability to work on complex plumbing issues and still finish on time and within budget."*

**LANCE LUKE**  
CONSTRUCTION ENGINEER,  
BUILDING EXPERT AND  
BEST SELLING AUTHOR

*"We work incredibly hard to ensure our clients are extremely satisfied with what we do for them. It is through client feedback, that we constantly strive to improve the way we do business. Our goal at HPG is to exceed client expectations and make you a customer for life. The bottom line is when you're happy, we're happy!"*

– Kimo Pierce, Managing Partner



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# Another National Honor for Hawaii

Benjamin Oates, happenstance first responder in the Marco Polo tragedy, wins IREM's Manager of the Year award

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Photo: Nathalie Walker

**H**awaii has been recognized in recent years for producing more than its share of top athletes, entertainers and chefs.

Turns out it's just as true with condominium resident managers. Barely three years after Duane Komine of Hokua was named IREM's national resident manager of the year, Benjamin Coates of Marco Polo was given the same honor. And he was one of two finalists (of four) from Hawaii.

"Alex Bresslauer from Hawaii Kai Peninsula was a finalist with me," Oates says. "He brought a lei for me, keep it Hawaii style, and I really appreciate it. I was pretty nervous, and since Duane just won it, I was thinking maybe they're getting tired of Hawaii. It was a lot of angst. I was hoping for it, but when it happened it was still a surprise. I called a lot of people back in Hawaii that night."

The native of Columbus, Georgia, came to Hawaii with the U.S. Army, which provided the perfect training for dealing with clients in distress, a quality that would one day come in handy as a building manager. At Schofield Barracks, he was a "personnel admin specialist, so I had wives coming in, their husbands were sent off somewhere and there was a pay issue, and we had to figure out how to get these people paid." It was always wives, he says, because "I was in the infantry, which at that time was all males."

Upon leaving the Army in 1998, he went to work as a Sky Cap at then Honolulu International Airport, rising to supervisor with oversight of 100 people. "But the airport is always open, even holidays, people are flying on Christmas," and he began to think about something with more regular hours. About that time, he met a couple of building managers, including a former Marine at Whitmore Village.

"He was bragging about his job, telling me I'm already off, I'm gonna go bowling," Oates recalls. "Then I met another resident manager in Waipahu, and he encouraged me, showed me around his building, taught me how to test the pool and a few things. I started checking out a few buildings."

His first job was at Ode Rancho, 65 units in Makiki.



Benjamin Oates receives his award from national IREM president Don Wilkerson and VP Michele Forman

**"The main thing to me, ARM certification means service, and we have a chance to be of greater service because of the education we get."**

"I was the only employee," he says. "Even though my title was resident manager, I was also the janitor, groundskeeper, light changer. Whatever you can name, I had to do it. I learned to change out light fixtures. I learned to do a little masonry—a waste company stuck a hole in our wall and denied it, right where our trash bin is. It had to be fixed. . . . The building was not the building I saw when I was getting recruited, but it was a good way to learn as much as I can."

From there he went to Waikiki Townhouse, 109 units. "That one I had a part-time person," he says.

"In the beginning, it felt like I was taking a pay cut, but at least I had my foot in the door of the industry."

And he enjoyed the work.

"I like people and I like learning a lot about different things," he says, "whereas some jobs you stick to just certain things. So I got to do things I used to see my uncles doing that I didn't know how to do. Like, I couldn't patch a wall for anything before. Now I started to learn those things. That was pretty cool. I learned about plumbing, and I asked vendors who would come about various things, becoming somewhat of a jack of all trades."

Next he moved to Nahoia apartments in Mililani, 14 buildings, 233 units with common laundry.

From there he went to Ala Wai Plaza, 349 units, where he oversaw an LED lighting retrofit.

Continues on page 14

In 2014, he moved to Marco Polo and its 572 units.

At the IREM awards in Hollywood, Florida, Oates was asked to speak on what being an Accredited Residential Manager means to him (captured in a video shown at the awards dinner made by his friend Reggie Eubanks, resident manager of Honolulu Tower who has a photo/video company).

“The main thing to me, ARM certification means service, and we have a chance to be of greater service because

of the education we get,” says Oates, who is one course away from earning his Certified Property Manager designation. “Not only the seminars, but the courses we take. Those books over there are all from courses—ethics, financials, building maintenance, human resources, all these subjects you can run into in the course of your career.”

None of that could have entirely prepared him for the horror of the Marco Polo fire that would kill four, destroy or damage 200 units, and cause \$100 million in losses, despite the best efforts of 125 firefighters. (See sidebar)

“Benjamin should be commended for raising the bar of professionalism and commitment to our industry,” says IREM president Donald B. Wilkerson, CPM, of Gaston and Wilkerson Management Group in Reno. “He is a wonderful example of all that we expect from someone with the ARM certification.”

Adds Hirokazu Toiya, acting director of the Honolulu Department of Emergency Management: “I met Mr. Oates in the aftermath of one of the worst high-rise structure fires that Honolulu has ever seen, during what must have

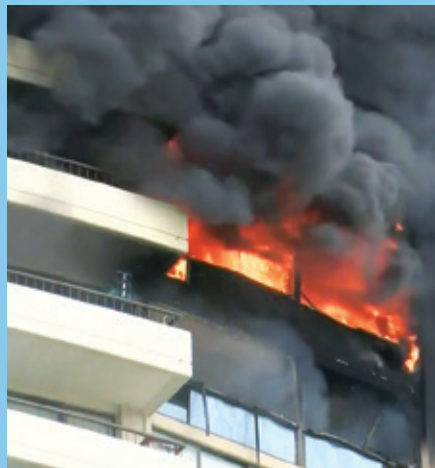
## Recalling Harrowing Hours at Marco Polo

When the Marco Polo fire broke out on the 26th floor at 2:27 p.m. on July 14, 2017, resident manager Ben Oates was on the fourth floor.

“I was with our security chief, explaining a violation for someone to be cited—they had an extension cord coming out of the unit into the hallway, charging something inside from the common power. That’s when I heard over the radio that there was a fire out on Kapiolani. He went one way, I took off toward the far, Ewa stairwell. I was just getting to the bottom floor when the alarm started ringing. So I go out to Kapiolani, and I’m looking for a fire to see how close it is to us, and I didn’t see any fire until I looked up and saw fire coming out of one of the units.

“What triggered the alarm was smoke in the elevator lobby. It took time for the smoke to drift down and trigger the alarm.

“I just tried to do ... we have emergency procedures, most of ours end at evacuating people and turning things over to the fire department and the police. But because it went on so long, hours



and hours, the elevator got flooded, so normal things didn’t happen. Usually the fire department gets up there and puts it out, and we wait for them to do the all-clear—that happened before, we had a fire about two weeks after I started. But this one, because the alarm went on for so long, there were people in their units that needed to get out, so I was knocking on doors, helping people down the stairs. And then the elevators got flooded, so all the elevators were down, and you have more firefighters arriving and lugging stuff up the stairs.

“One of the things I wanted to do, if I can help the firefighters I can help more people. So I wanted to get the

elevators running again if I could. I let them know if I can get to the roof I can re-set the elevators, I’ve watched contractors do it. They said we can’t decide that, our captain has to decide. One of the captains said OK, but he sent a firefighter with me. We made our way up to the roof and there was smoke up there too. We got to the elevator machine room, and no matter what I did, I couldn’t get it started again. I tried everything I knew to do, that I’d seen done, and it just wouldn’t start. I said OK, let’s try the freight elevator, but there was too much smoke. I showed the key to the firefighter to open the freight elevator machine room, he had all his gear on, so he goes into the smoke, but he couldn’t get it going.

“Coming back down, we got trapped, 33rd floor. We ran into a tenant who was just starting to come out, and I was like, man, the alarm’s been ringing, why are you here? He said he thought it was just a false alarm. I said it’s still ringing. So me, him and the firefighter got trapped because smoke was coming up the stairs on the Diamond Head end. It was black. So we went to the middle stairwell, and that

been the most challenging time for everyone at the Marco Polo. I've heard it said that adversity does not build character, it reveals it. Mr. Oates' character and leadership were evident as he coordinated efforts in recovery and restoration of the building and healing amongst the residents."

All of which has led to another opportunity:

"I got an offer from a developer, a new Howard Hughes project in Kakaako, Ke Kiloohana, 424 units. I start over there Dec. 10. I gave the board notice this past weekend, talked with staff and

explained it to them. It's a new and different opportunity. But I'll miss the Marco Polo and the people here. Lots of mixed feelings—sad, but I've never opened a building before, so another new experience."

Says Lorinna Schmidt, president of the Marco Polo board: "The need for competent leaders, conscientious and trustworthy management and prudent judgment when it comes to finances is of the utmost importance for condominium owners. Benjamin Oates displayed these skills while resident manager of the Marco Polo. He has

been a conscientious worker and will always be remembered for his professionalism. I have no doubt that he will succeed where ever his path may wind."

A closing note: If you ever need nominating for an award, Phyllis Okada Kachner is your person. She nominated Komine for the IREM award when she was with Hawaiiiana. Now with Assaocia, she also nominated Oates.

"I'm so grateful to Phyllis," says Oates. "And I have to thank my staff. I couldn't do it alone. I tried that once before."

was getting smoky. I got a call from security, they said two Otis people were here to look at the elevators. I said don't forget we're up here trapped on the 33rd floor. The smoke got pretty bad in the hallway, but fortunately the firefighter had a (mouth) piece in his suit that we were able to breathe from, so all three of us took turns breathing.

"The elevator guys got to us, and we took it down, that was a little bit of a scare.

"After that I calmed down a little and got back to seeing what else we can do.

"Then the elevator broke down again, but at least we have elevator guys here who know more than I do. We were able to get one running up to the sixth floor, so we could get (firefighters and their gear) up there, save six floors of climbing. We found where the elevator got stuck, they worked on it, couldn't get it working unless one stayed there and the other went up to the machine room. So I led him up, and working together they were able to get another elevator working again.

"It was just a lot of helping people however we could.

"Some of my staff were with residents across the street, they were on the radio telling me who's on their

lanai (he counts off unit numbers), and we would relay that to the firemen, and then they would relay that to their people—they had their radios, we had ours. So we kept giving them apartment numbers, they're stuck on their lanais.

"It was just after midnight (that things began to calm down). We had a temporary shelter at Iolani school, I was helping get people shuttled from here to there until the shuttle wasn't running anymore, so I walked people over. And I continued to work with the fire department, which floors are you going to keep locked down. There were people waiting out there all night to see if they can get back into their units, including my family. (His three children today are 11, 8 and 7.)

"We had to shut off the water that same night.

"Then the next day, we were back up again with First Insurance, walking through with them, plus a couple of restoration companies. Then we got plumbers from Alakai, they were able to find out where to cap the water, so people who weren't damaged as much could at least get water back in their units."

Since the fire, he says, "a lot of restoration has been done. There's

no more black charring on the building. Still have plywood up, but doing a lot of exterior painting. The temporary elevator outside comes down in December. Some units still have construction going on inside. Some of the hallways don't have carpet yet.

"After the fire, we were working 24 hours a day, this office didn't close. Assaocia (management company) helped, they sent people over and volunteered to work in the office. IREM too. But for me and some of my key people, for at least a month it was non-stop, but eventually eased up and it went to six days a week.

"Not everyone is back yet."

In the fire's aftermath, Marco Polo owners voted to install a sprinkler system as well as a fire alarm upgrade. It's going to happen, Oates says, but the contract for the sprinkler system "has not been signed yet—they're working on the legalities, the contractor's attorney, the board's attorney and insurance people. Certain things they want in (the contract). The lawyers have to work it out, liabilities, indemnification. Once the work starts, they say it'll take 10 to 11 months."

# 9 Mistakes of AOA Members

How to avoid repeating the mis-steps new board members too often make

**T**here's no shame in making mistakes. We've all made them when we've tried something new. There is shame, however, if you refuse to correct the error of your ways. Here we list the nine most common mistakes new HOA/AOA board members make and provide tips for turning those mistakes into successes.

## 1 Not learning how your association works.

Too many new board members try to wing it when they join the board. "New board members need to really learn about the association," says David Regenbaum, founder, chairman and CEO of Association Management Inc. in Houston, which manages 239 communities with about 62,000 units. "They should go to a course or get their managing agent to give them an overview of their roles and responsibilities and the management plan in existence at the association."

Bill Worrall, vice president of The Continental Group, which is based in Hollywood, Fla., and manages 1,300 condominium and homeowner associations totaling 310,000 residential units, agrees. "As soon as a new board takes over, its members should sit down with the management company and do a new-member orientation," he says. "The manager can say, 'Here's your financial statement. This is how we've been running board meetings. How would you like to do it?' Establish a policy on how to run a board meeting and communicate that to the membership. Do that right at the beginning without waiting until the next meeting so the meeting doesn't become doesn't become out of control."

## 2 Doing more than you're permitted to do.

"Your authority as a board member



stems from your association's governing documents," explains Robert DeNichilo, an attorney at Neuland & Whitney APC in Rancho Santa Margarita, Calif., who specializes in representing community associations. "If it's not in the governing documents, you can't do it. But I see new board members trying to do things outside the board's authority. They're very enthusiastic, and they want to take care of issues they care about. For example, a hot-button issue is parking. But if there's nothing in the governing documents about regulating parking or your association has public streets, there's little the board can do to regulate parking."

## 3 Changing the character of the association.

"One of the most egregious mistakes new board members make is coming into office and attempting to change the lifestyle the membership expects the association to provide," says Regenbaum. "Maybe an association has an onsite

manager, and the new board enters in a cost-saving mode and says, 'We're going to cut out the onsite manager.' But the owners bought a Cadillac and were prepared to pay for a Cadillac, and the new board tries to force them into a Volkswagen. I'm not saying new boards shouldn't try to save money. But be careful about changing the lifestyle that owners expected when they moved into the property without consulting with them."

## 4 Doing too much too soon.

"The biggest mistake I see is new board members being overzealous," says Jenny Key, Austin, Texas-based vice president of RealManage, a San Rafael, Calif., association management firm that oversees properties in Arizona, California, Colorado, Florida, Louisiana, Nevada, and Texas. "Often they've got on the board for a reason, and they rush to make new policies without taking the time to examine the



current policy, determining whether they can enforce the new policy, notifying the residents of a potential new policy, and getting them to buy into it. Any good decision should take some time to be made. Decisions shouldn't be knee-jerk."

## 5 Not investigating why policies are the way they are.

New board members sometimes jump into their new roles without understanding why previous boards have implemented—or not implemented—past policies. Perhaps a previous board also wanted to make big changes, but it ran into resistance or learned it didn't have the authority or funds to achieve those changes. "There's often no effort to sit and observe rather than to bulldoze," says Regenbaum. "New board members want to change things without realizing there were reasons for that practical process that's been put in place. Act deliberately. Don't shoot from the hip. Have full knowledge of the background on a policy and the reasons for it. Do your homework before you make change."

## 6 Changing vendors hastily.

"When a new board is taking over from a previous board, and you didn't like the last board, avoid passing judgment on your hired professionals like your CPA, landscaper and managing agent until you've had a chance to meet with them," says Worrall. "If you didn't like what they were doing before, understand that those contractors take direction from the board."

## 7 Not learning from previous boards.

"Some new members assume the last board did nothing right and don't understand that making big changes affects everyone in the community," says Key. "They don't learn from their predecessors by reading all the minutes and doing all the hard work. That leads to boards creating a policy instead of saying, 'Here's a draft policy that we'd like feedback on.' Then they get run out of office or burned out after a negative response because they didn't take the time to understand the association's history."

## 8 Thinking secrecy is permissible.

"Some new members don't realize that transparency in an association is a good thing and goes a long way toward giving members the feeling that the board is doing the right thing," says DeNichilo. "They don't want to talk about issues publicly, and that leads them into trouble."

## 9 Not taking the long financial view.

"Some new boards spend money they don't have," says Key. "They think, 'We need to do this,' or 'Homeowners have been asking for this.' But they don't take the time to look at their overall financial position in a 5- or 10-year span. Unless new board members are CPAs, many don't understand how to look at association financial records, including accounts receivable, and understand how much money they really have to work with."

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# Insurance: What Condos Should Know

Chason Ishii, president of Atlas weighs in on the industry's hot topics: comfort animals, sexual harassment, cybercrime, and fire safety

BY DON CHAPMAN

It's been said that without insurance nothing gets done, nothing gets built and nobody buys a condominium or goes to work in a commercial building. As the largest insurance agency in Hawaii, Atlas Insurance Agency—founded here in 1929—is involved with getting a lot of things done, built and resided and worked in.

“We’re a full-coverage insurance brokerage,” says Chason Ishii, president of Atlas since 2015. “We have our commercial lines group that is really business-to-business. We have a construction and surety specialty group. The third sector is our employee benefits consulting group. Fourth is our AOA, in which we support condo associations here in Hawaii. And last but not least, our personal lines.”

*BMH* was especially interested in the AOA side when we sat down to talk in Atlas’ downtown Honolulu offices.

“Currently we have more than 200 AOAs we support, statewide. We have offices on each island,” says Ishii, who previously served as president of Coldwell Banker and then as president of HHL Holdings, parent company of Honolulu Home Loans.

“We partner closely with the property managers, because it starts a lot with them. Our job really is to educate the property manager, the resident manager and the board about the trends in insurance, and find solutions to minimize exposure and risk.”

That has recently included responding to new rules for older condos built without sprinkler systems, based on the passage of the city’s Bill 69. To address myriad questions from AOAs, Atlas held a public panel discussion that included City Council member Carol Fukunaga, Battalion



Photo: Nathalie Walker

Chief Wayne Masuda of the Honolulu Fire Department and Sharilyn Tanaka of Atlas, among others.

Says Ishii: “There were a lot of questions and concerns, what do you mean about getting a life-safety evaluation passing score? How do we go about that? How do we know we’re compliant with the new law? And who needs to be compliant, what are the parameters and is it all condominiums or just some?”

Then last month Atlas hosted another seminar, on dealing with service vs. comfort animals.

## Comfort Animals

“What are the differences, if any?” Ishii says. “And what are the rights of the AOA and the residents? And how can they protect themselves in how they handle the situation? It falls under the Fair Housing Act, which basically says you can’t differentiate between a support-comfort animal and a service animal. Which puts AOA’s in a difficult situation. But what they can do is look at the behavior of the animal. For example, AOA house rules may say there is no swimming after 10 p.m. or no loud noises can occur after 10 p.m. That’s a behavioral thing. So potentially you can look at animals in the same way. Service animal, comfort animal, what we expect is there is no barking. We expect there is no defecation on the property. They can put this in the house rules, and say this is for all animals.

“These are the kinds of valuable topics we’re trying to educate AOA’s on. What can you do as an AOA? That’s our role, to keep them on the forefront, understand what are the new issues.”

He says Atlas is already planning other presentations, both public seminars as well as podcasts, “that will be hot topics for AOA’s.”

## #MeToo

The first is EPLI, or “employee practice liability” insurance.

“It’s really important for the #MeToo movement,” Ishii says. “It’s about how men and women interact in the workplace. The lessons learned are about an employee’s right to be safe in a harassment-free environment. Maybe it’s the maintenance guys hired by the AOA, or it may be your own employees. Are you protected properly, are you training



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# 'Tis the Season to be Jolly

## Resident managers reflect on the holidays

The holiday season can be filled with joy, but it can also bring unneeded stress—especially if you're a building manager. So *BMH* asked a few managers to share tips and anecdotes with our readers.

### **RON KOMINE JR., general manager, 1350 Ala Moana:**



The staff at 1350 looks forward to Christmas more than any other time of the year. Of course, the holiday season entails a little extra work. There are decorations to hang, a mountain

of packages to receive and—in every corridor—a forest of pine needles to vacuum up.

All our hard work is rewarded at the annual 1350 Christmas party where residents and staff talk story, sing together and listen to music underneath the towering lobby Christmas tree.

### **ATRIOUS ALEXANDER, resident manager, One Waterfront Tower:**

The holiday season brings its own challenges. Each year, come shopping season, there can be an overabundance of packages being sent and received. If your security is like ours, or you have residential specialists, then you need to be prepared beforehand on how you're going to take all the extra deliveries so your storage and staff are not overwhelmed. I've seen and managed some places where packages were left unsecured in the main lobby. One of the first things we did so people would stop losing their stuff was install bigger parcel lockers and a secure staging area for carriers other than the postal service.



Then you have to account for the extra waste and bulky items the holidays will bring. We provide storage and assistance for bulky items, and when people hit the Black Friday sales you better believe there are always lots of things, including couches and big-screen TVs, going out into the dumpsters. Each year we bring in an extra mixed 35-yard container to accommodate all the extra holiday waste.

Bottom line you need to look for every angle and make sure your bases are covered.

### **RANDY AHLO, association manager, Waikiki Shore:**



I believe everyone should take extreme caution with regards to electrical safety as they set up their holiday decorations. The use of extension cords and decorations that emit heat

is concerning. A few years ago HFD recommended using non-flammable Christmas trees, and we have done that here at Waikiki Shore.

Also, here's a recommendation for staff to share warming and caring holiday cheer with owners and staff in all they do. It's holiday cheer with aloha.

### **BENJAMIN OATES, resident manager, Marco Polo:**

On a Saturday afternoon before Thanksgiving, an owner resident went to our front desk and asked for an ambulance for her assistance animal. The owner was informed that an ambulance would not take her dog to the hospital. But one of the residential specialists offered to drive the owner and her assistance animal to Veterinary Emergency + Referral Center in his personal vehicle while another residential specialist informed me. The residential specialist, owner and assistance animal arrived at Veterinary Emergency + Referral Center in about



seven minutes. The residential specialist departed three minutes later and arrived back at the building about seven minutes afterwards. (Editor's note: What a great example of sharing "holiday cheer with aloha.")

### **DUANE KOMINE, resident manager, Hokua:**



While the holiday season brings the sounds of jingle bells and smells of peppermint candy canes to our condominium buildings, it also brings an influx of residents, increased

stress on staff and services, and the greater opportunity for crime.

As a luxury building, we have many residents who utilize their apartment during holidays and summer vacations. This means there is a greater need for services including bell assists, valets, parcel notifications and deliveries, party set up, unit maintenance requests, and housekeeping services for common areas and guest suites. Our staffing numbers remain the same throughout the year, which means the employees on duty must work faster and more efficiently to complete their duties. One way to ensure adequate coverage of all shifts in December is to utilize a lottery system for employees to request paid time off.

Two services presenting a greater challenge to manage are party set ups and parcel deliveries. From Thanksgiving until New Year's Day, the cabanas and party room are booked with holiday parties that require employees to set up more coolers and tables than during other times of the year. In the afternoon, the front desk receives a tremendous number of parcels that require logging and notifications to residents. Then the employees are tasked with distributing them. The majority of the parcels are distributed without complications, but we once had an incident where a package was marked "fragile" in black marker. The resident was away and requested

See HOLIDAYS on page 50



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# Predictive Maintenance is Key to Keeping Your Customers Happy

By keeping equipment from going out of service, you avoid passenger entrapment or an unexpected service call



Mike Nagao

If you manage residential buildings, office/commercial properties, healthcare facilities, airports or hotels, the very prospect of an elevator or escalator shutdown is enough to give you a headache. But the genius of high-tech predictive maintenance can put you right back on your feet, resolving problems before they occur.

Predictive maintenance is more than this year's shiny new thing. Based in sophisticated technology, it collects solid data from the Internet of Things (IoT) and uses sophisticated algorithms to help detect warning signs of issues before they occur.

Continuously reliable equipment is the goal. Anytime we can keep equipment from going out of service, we avoid potential passenger entrapment or an unexpected service call.

## Real-time transparency to operations

Today, thousands of elevators and escalators are connected to the Cloud. This entirely new ecosystem provides an important data galaxy for Artificial Intelligence (AI) systems like IBM's Watson. Through Watson's analytic genius, data and information from elevators can be studied to help predict issues faster and more intelligently. That's the key to predictive maintenance: identifying potential problems before they become problems, helping to avoid downtime.

For the building owner and operator, predictive maintenance delivers peace of mind and confidence through real-time transparency to operations. Service providers can help leverage big data analysis, predictive analytics and customized dashboards. Building managers will better know how their building is operating at any given moment, and they'll be able to track histor-



ic trends—anytime, anywhere, often on a building automation interface, or via mobile phone, PC or tablet.

And with a flexible set of services and tools tailored to your buildings' needs, there are fewer wild cards. Combining IBM Watson's Predictive Maintenance and Quality (PMQ) machine learning with condition-based maintenance practices to identify repair needs and dynamic scheduling logistics before equipment goes out of service, you can expect that technicians will be better informed with data, understanding of issues and material *before* they even arrive at the jobsite.

## Intelligent services for elevators

When you deploy advanced technologies to bring intelligent services to elevators, you'll see less equipment downtime, fewer faults and deeply detailed information on maintenance work.

Cloud-based predictive maintenance, for instance, stores and captures data from thousands of elevators, enabling

your service provider to apply advanced analytics tools such as machine-learning algorithms to help create deep insights in movement within buildings. As a result, people using elevators may spend less time waiting and more time enjoying a personalized experience.

In asset management planning, the sophisticated analytics of predictive maintenance help take the guesswork out of long-term decision-making. Issues needing attention can be identified as early indicators and monetized, allowing you to establish budgets and act before there's a problem. Prudent and judicious utilization of this valuable information helps ensure the safety of your building's occupants and streamline people flow.

## Customized to guarantee optimization

Look for a service provider who can offer an online dashboard customized to your building's unique needs. That helps you gain real-time transparency into your building's operation focusing on the security of your information,

your elevators and escalators, and analysis of your building's data points.

Today, diagnostic data from a multitude of sensors can be monitored in real-time. Sensor technology utilizes vibration, acceleration and location data to ensure exceptional ride quality. Dynamic mobility platforms put technicians on potential issues quickly and efficiently.

Predictive maintenance helps deliver constant optimization today and continuous improvement for the future. Problems may be solved earlier or avoided completely.

## Keeping your customers happy

Predictive maintenance also offers unique transparency. If critical faults are detected, a technician is alerted and a customer can be immediately informed. When you are fully aware of what's going on, you can better plan and budget for future maintenance needs.

But there's more to it than that. As Cloud-based systems continue to collect data, the strength of artificial intelligence is realized. Sophisticated analytics identify key parameters and behaviors. Issues are better predicted to help keep your equipment up and running.

Incorporating the power of AI systems like IBM's Watson to analyze data from thousands of elevators and escalators, your service provider can apply advanced analytics tools such as machine-learning algorithms to help create deep insights into the flow of passengers. Whether you oversee operations at a residential building, office/commercial property, healthcare facility, airport, hotel or shopping center, these insights can mean less downtime and shorter elevator waits—and that means happy customers.

.....  
*Michael Nagao is branch manager of KONE's Honolulu office. For information on KONE 24/7 Connected Services, contact him at 833-3299 or [mike.nagao@kone.com](mailto:mike.nagao@kone.com). KONE's mission is to improve the flow of urban life. As a global leader in the elevator and escalator industry, KONE provides elevators, escalators and automatic building doors, as well as solutions for maintenance and modernization to add value to buildings throughout their life cycle.*

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# A Modern Approach

Why building owners and property managers should consider modernizing their elevators



**Kyle Dong**

**A**ffectionately referred to as the heart of a building, elevators have long been the unsung heroes for property managers, safely and efficiently moving tenants, visitors and occupants through low-, mid- and high-rise buildings throughout the world. However, like most heroes, age and wear-and-tear can impact that efficiency. While real-time predictive maintenance systems—which allow building managers to detect a potential issue before it occurs—are helping keep these systems operating at maximum efficiency, at some point those systems need to be modernized.

Elevator modernizations involve replacing the system's major components, which includes replacing inefficient motors, drives and controllers with new technology that makes intelligent traffic handling decisions, increases reliability and saves energy. Additional upgrades can include cab interiors, fixtures, lighting and phone monitoring.

Building owners and managers can struggle with the cost and inconvenience justification, opting instead to invest only in the necessary maintenance required to maintain their existing elevators. But that short-sighted thinking can create long-term problems, starting with occupancy issues.

Few property managers view elevators as an occupancy asset, but they recognize the dramatic impact malfunctioning elevators can have on tenant peace of mind. Elevators are a key aspect to a building's personality, and if an elevator is noisy, stuffy or has jerky stops and starts, it will not only leave existing tenants feeling dissatisfied, it will dissuade new tenants or residents when selecting their next destination. And slow elevators that are frequently out of order, especially in this era of social media, can cripple a building's residency health for years to come.

Building owners also have to com-



pete with increased construction, which means increased choices for tenants and residents. Most new buildings boast state-of-the-art amenities, and to remain competitive for occupants it is imperative that property managers evaluate how they can enhance their older building to make it more appealing while providing necessary functionality. At the top of that list should be elevator modernizations, which not only increase property value, but improve traffic flow and energy efficiency while providing the highest level of safety for all passengers.

The No. 1 question any property manager or building owner has trouble answering is, how do I know when it's time to do a modernization? While modernization signs can be murky or misconstrued, there are six clear warning signs that an elevator system needs to be upgraded:

1. Is your system over 20 years old?
2. Is your elevator noisy, or does it make jerky starts and stops?
3. Does the elevator cab smell like hydraulic fluid, or is it stuffy or not well-ventilated?
4. Do your tenants wait long for the elevator to arrive?
5. Once the elevator is moving, is travel slow?
6. Does your elevator need frequent repairs and service calls?

To determine if your elevator system is in need of a modernization, have your equipment surveyed to reveal deficiencies. This process measures acceleration, deceleration, vibration, door opening times and sound, and will target the components most in need of improvement. This will help determine a solution that best suits your building's specific needs and budget without replacing the entire system. Building owners and managers can also develop a plan to phase in larger improvements that will help keep their budgets in line.

By proactively evaluating and investing in the future of your elevator systems beyond what will help you get by for now, building owners and managers and, more importantly, their valuable tenants can have peace of mind in a state-of-the-art elevator system that has everyone saying, "A'ole pilikia," no problem.

For more information, go to [thyssenkruppelevator.com/Modernization](http://thyssenkruppelevator.com/Modernization).

*Kyle Dong is service and modernization sales manager for thyssenkrupp Elevator Americas. He has been in the elevator industry for more than 30 years, working on numerous new installation, modernization and service projects in Hawaii. Reach him at 839-8107 or [kyle.dong@thyssenkrupp.com](mailto:kyle.dong@thyssenkrupp.com).*



# The Do's and Don'ts of Elevator Modernizations

Before building owners or property managers opt to move forward with an elevator modernization, it is critical to set realistic expectations. This simple do's and don'ts checklist can mean the difference between a successful modernization and an unsuccessful one:

## DO:

**Allow plenty of time for the bid process.** Four to six weeks minimum is typically required for most projects. Pricing may be higher and there may be fewer responding contractors if there is a need to have the modernization expedited.

**Communicate with your tenants.** Inform them monthly on progress as well as upcoming activities. It's important to

collaborate with your elevator contractor to assemble a tenant presentation that informs occupants of the pending modernization, sharing all pertinent details. Not only does this show tenants the level of investment being made in their building, but it helps them understand why there may be slower service during the modernization.

**Understand that the modernization process can be painful.** During an elevator upgrade, the other elevators not included in the modernization will have to work harder to meet increased demand, which can potentially lead to increased maintenance issues. Hang in there. These are minor growing pains that are unfortunately necessary to reach the light at the end of the tunnel.

**Expect the unexpected. Existing buildings always hold some surprises despite thorough planning.** Make sure you have a survey done of existing equipment to ensure as few surprises as possible during this project.

## DON'T:

**Put it off.** Take advantage of capital planning and consider phasing in upgrades. A modernization can be lengthy, depending on the size of the project. The longer you wait, the greater the burden on your tenants.

**Assume a fire service upgrade is a modernization.** Depending on your jurisdiction, building codes may require elevators to be brought up to the latest fire service codes without requiring a controller upgrade. There are many benefits you will forgo, from energy savings to aesthetics and reliability, that a fire service upgrade alone cannot meet.

**Ignore cab upgrades to save money.** This is the part of the elevator your tenants will interact with for years to come. Modernizations offer the perfect time to update antiquated interiors that impact rider experience. Invest in the aesthetics.

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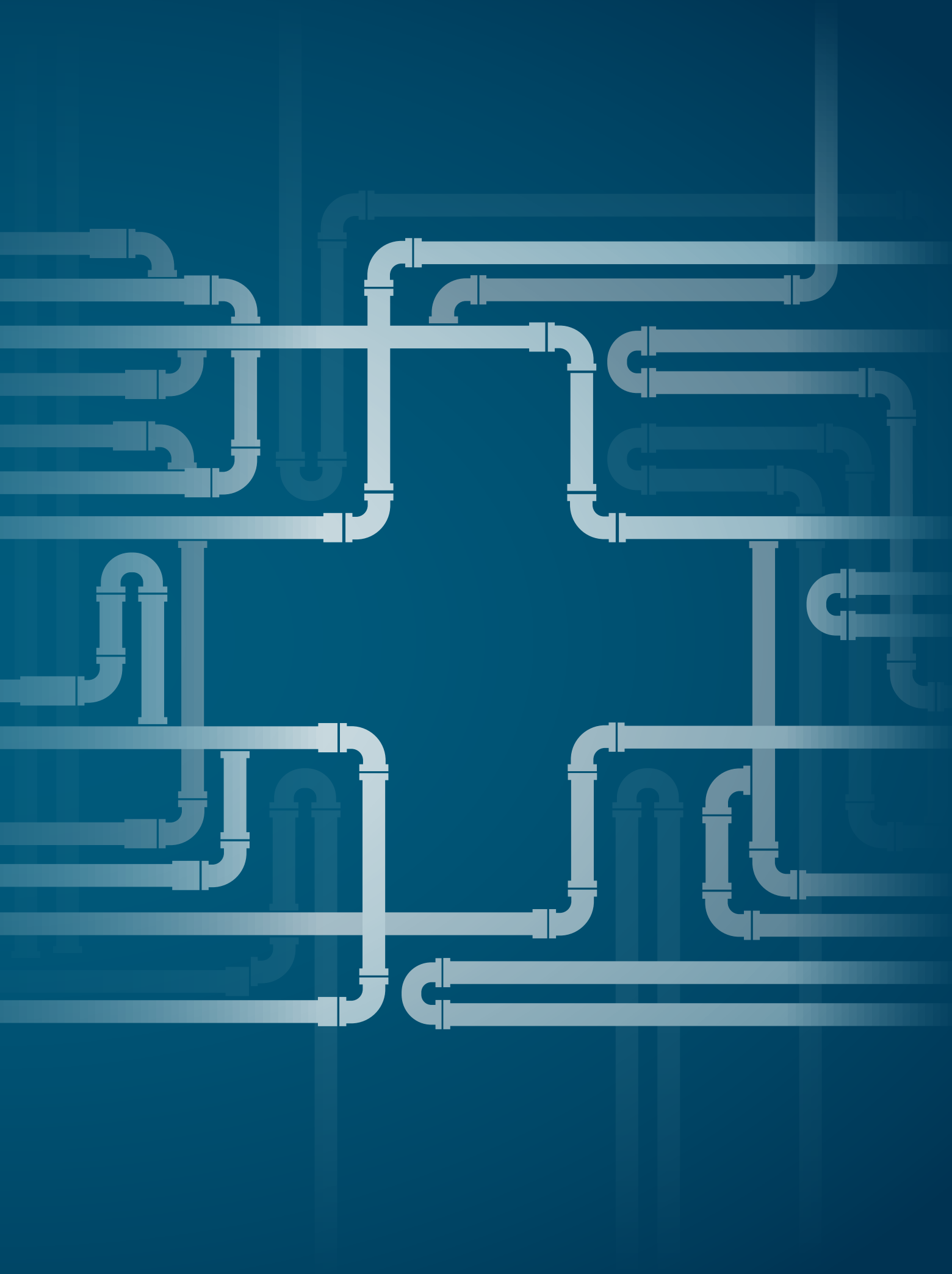
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# Don't Be Held Hostage by Proprietary Elevator Controls

By using an independent elevator contractor, you are not bound by a single supplier of control systems



**James B. Hutchinson**

**B**efore the introduction of the microprocessor, elevator controls used electro-mechanical relays wired together to produce logic processing. But today, wires and relays have been replaced with lines of computer code. As a result, elevator technicians can no longer simply trace the source of problems by following

wires from relay to relay, as dispatching logic and other operations are now hidden inside microchips.

Unfortunately for building owners and managers, some elevator control manufacturers have chosen to unfairly profit by producing controls that require a special “proprietary” electronic service tool to perform vital maintenance functions. Surprisingly, it is

mostly the major multi-national elevator companies or OEMs (original equipment manufacturers) who have chosen to take this path. If these companies had their way, they would have a monopoly on elevator maintenance.

The same happened in the automobile industry. Major auto manufacturers used tactics such as self-expiring software, limited public availability of parts, and extremely limited accessibility of diagnostic tools.

In 2001, independent auto shops managed to get national legislation introduced to ban such anti-competitive practices. The bills were called “Right to Maintain” laws. In 2003, just before the bills were scheduled for a vote, the industry announced a settlement giving independents access to the same diagnostic codes, tools and repair data available to franchised dealers.

The definition of a truly non-proprietary or universally serviceable and maintainable elevator control system is a system designed to allow any elevator service provider unrestricted access to all parameters and levels of adjustment necessary for the maintenance of the equipment. If these functions are accessible only with a special external service tool, then you must

require that the contractor furnish this tool and that it become the property of the building.

These truly non-proprietary control systems are produced by independent controller manufacturers and available for installation by independent elevator contractors. The advantage to using an independent elevator contractor is that they are not bound by a single supplier of control systems, but are free to purchase independently from suppliers of their choice. These companies still believe in working hard to earn your business, not working to hold you hostage with proprietary controls.

When planning your elevator modernization, selecting a contractor that installs a truly non-proprietary control system will ensure you are not bound to only one source for elevator service, but are free to consider competitive bids from multiple service providers.

*James B. Hutchinson is president of Precision Elevator Inc., a company that specializes in elevator modernization. Precision Elevator sponsors free elevator modernization workshops for AOA boards and managers. For more information, call 395-0909 or e-mail inquire@precisionmod.com.*

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# Waterproofing Horizontal and Vertical Surfaces

How to avoid cat-and-mouse searches for leaks



Scott Barnes

**A**s a specialty contractor licensed for waterproofing, we get flooded with calls during heavy rains throughout the year, and during the winter months it seems as if all the calls, texts and e-mails are about waterproofing. So what is waterproofing and how do we go about ensuring that contractors who perform this service and the people who need the service are talking the same language?

Typically, traditional waterproofing work, from a contractor's point of view, is the application of something to a horizontal surface that is leaking into a space underneath. This "something" can be any material that prevents water from getting past it. It could be paint, a 100-percent solid epoxy coating, a urethane coating and even caulk. Paint is the least expensive and the quickest to fail, but for some, the continued application of paint to a surface is the only thing they have in the budget. The best of course are the systems which incorporate multiple coats and the bottom coat, aside from the primer coat, is the waterproofing coat, aka the base coat. This coat is seamless, and in layman's terms this is the rubber coating. The others laid on top are typically used to protect this coat and provide a top-coat finish. Sand is broadcast into these coats to increase traction. These systems are found on elevated decks. Tip: It is highly recommended that all elevated decks be waterproofed.

We've talked about the traditional horizontal surface that needs to be waterproofed, but what about vertical surfaces—the walls? This is where things become interesting, especially when we have retaining walls leaking into on-grade or below-grade dwellings. In this case, the most direct and



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Continues on page 30

almost always guaranteed way of solving this is from the “positive” side of the wall. (The side of the wall where the water source is called the positive side, hence the other side, usually the habitable side, is the negative side.) In this case, your contractor will dig down to the footing all along the wall, clean the wall to bare concrete, apply a proven waterproofing system, some protection board, install a drain system if necessary and then back-fill it up. It’s simple, yet most times cost-prohibitive for a variety reasons, including shoring requirement, inaccessible to machines for digging, landscaping and foliage obstacles, etc. The alternative is a repair on the negative side, and in many cases if the source is not actually observed, the solution may just be the start of a cat-and-mouse game as you attempt to solve the leak without really knowing where it’s coming from. In my experience the best way to solve these types of leaks is to have observed live leaks, not just

a wet floor or mushy wallboard. With a live leak we have tools and methods for solving these rather easily.

I do need to point out that just because a leak is observed over car stall No. 189 in a parking garage does not mean the source is a crack in the deck above. Quite the contrary, especially when the above deck has an existing waterproof coating in place. Too often we see decks that were waterproofed at one time and then left to deteriorate. At a certain point in time, holes/delaminations of the upper coatings will appear like blisters, which then pop and begin to subject the base coat to deterioration and eventually failure. So a leak over stall 189 may actually be coming from water getting under the coating half way across the deck and running downhill to stall 189, where there is a joint or a crack in the concrete and the water drips on the car parked in stall 189. This type of leak should be repaired from the positive side, but that may be impractical and therefore it can be repaired from the negative side. But as mentioned, a cat-

and-mouse exercise is starting to take shape—solve one leak and two more pop up.

How to avoid this? Simply stated, walk the waterproof decks during the day when the vehicles are off-property. Note any delaminations and deteriorated caulked joints. Call your contractor to have them come out to do the repairs as soon as possible before the base coat gets compromised. Better to repair the coating than chase leaks from underneath. By the way, your contractor is going to need to know what coating has been installed so they can ensure compatibility with the patching. Keeping up to date and easily retrievable information about the property is essential to making your contractor’s solution a sound one.

Lastly, let’s talk about the sacrificial components of coatings in general. These would be the top coats, the joints and the caulking. All three of these, especially the joints and the caulk, are going to fail under our Hawaii sun. If these are removed and replaced at the first signs of drying up or pulling away from the coatings, the life expectancy of the coatings is greatly increased. When coupled with a fresh top coat, these easy maintenance items can not only make the deck last longer, it can make the appearance return to looking like new. You might even be able to change the new top coat color to get rid of a bland color or match/contrast to a new color scheme.

Final thought and tip: If you inspect your concrete decks every month and repair them as soon as you see a problem you will be rewarded with a few small repair costs from time to time, but you just may avoid one of those dreaded months-long full removal and new install projects. An ounce of prevention is worth a pound of cure.

*Scott Barnes is a concrete specialist-estimator with Central Pacific Specialty Contractors. He has over 10 years’ experience in concrete restoration, concrete repairs, epoxy injections, concrete coatings, decorative concrete coatings, waterproofing and pools. His specialty is the repair and maintenance of concrete for the owners and managers of low-rise apartment building walk-ups. Reach him at 255-1794 or [scott.b@cpschawaii.com](mailto:scott.b@cpschawaii.com).*

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# The Value of Rigid Cover Boards in Membrane Roofing Systems

There are different types of manufactured cover boards that provide a range of services on a roof



Sue Conner

Since the 1980s when single-ply membrane was developed as a more cost-attractive and easy-to-install low-slope roofing system, the introduction of cover boards gave contractors more options to increase the performance of this new roofing system. It is now generally recognized that cover boards add durability to a roof—and not only by adding an extra layer of defense from moisture infiltration between membrane and insulation, but also by installing a safer and healthier roof.

There are different types of manufactured cover boards that provide a range of services on a roof. Asphaltic board has an asphalt core with fiberglass on both sides. It is compatible with a variety of systems, including built-up roofing (BUR), torch-applied, cold mastic and modified bitumen assemblies. The asphaltic board, however, isn't fire rated and has limited wind uplift resistance. Perlite holds a UL fire rating in Class A, B, and C, and resists mold and fungi. Similar to Perlite, mineral board is mold-resistant but has a limited Class A fire rating. High-density polyisocyanurate (HD ISO) was developed more recently, but is widely used because of its compatibility with most systems and is user-friendly to cut the boards without requiring special tools. However, HD ISO does not possess UL non-combustible and wind-uplift approvals.

Gypsum fiber cover boards are a blend of gypsum and cellulose fibers (recycled waste paper), compatible with most low-slope roofing systems. These are rated for maximum wind uplift. Glass-mat gypsum cover boards have most of the desired qualities in one product: compatibility with all low-slope roofing systems, UL fire



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rated in all classes, and ASTM C1177 best-rated for psi, but it costs more.

A typical rolled membrane roof system includes different layers of materials to meet specific performance criteria. The structural roof deck is often metal or concrete and provides the supportive base of the roof. A vapor retarder and roof board are commonly the next layers set on top of the deck, which prevents unwanted moisture and fire from penetrating into the roof assembly. Rigid roofing insulation is then installed in multiple layers and in



varying thicknesses. A rigid cover board is placed on top of the insulation for protection and to improve the durability of the membrane, which is installed last over the assembly. Within this system, the two most expensive layers are the roof membrane and the insulation. Using comparatively inexpensive rigid cover boards to protect the expensive layers from damage and help assure their long-term performance has become a common best practice. In fact, the National Roofing Contractors Association roofing manual states “for mechanically attached, single-ply membrane roof systems, designers of newly installed roof systems are now recommended to include a noncombustible cover board that is consistent with an appropriate listing or approval from a code-approved testing agency.”

What are the criteria for judging the effectiveness of a cover board product? Fire resistance, moisture, wind uplift, hail and puncture, foot traffic and sound resistance are the attributes by which cover boards are rated. All of these standards should be taken into account when making a decision about the type of roofing system to use and whether to include a layer of cover board when considering budgetary issues. Cover boards are usually a smaller percentage of the total roofing assembly cost compared to other costlier components, such as the membrane and the insulation. Further, if value is found in extending the life of the roof and reducing scheduled maintenance, then the cost of cover boards can pay for itself over time. Typically, when a cover board is included in a roofing assembly, it only accounts for about 15 to 20 percent of the total cost of the roof. The use of cover boards not only adds stability but also an economically sensible means to ensure a roof's performance. Whatever the type of cover board used, if appropriate for the application and properly installed, it will add extra years of service and reduce the kinds of problems that building owners want to avoid.

*Sue Conner is an administrator in the services division of Beachside Roofing. She handles commercial and residential repair and maintenance. Reach her at 682-5803 or sconner@beachsideroofing-hawaii.com.*

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# Recreation and Pool Deck Waterproofing Replacement Pre-design Considerations



Wade Garlin

Patrick Muldoon

Things to consider for boards of aging buildings with 'rec decks'

**T**hroughout Hawaii there is an aging inventory of high-rise condominium buildings with elevated recreation and pool decks; hereafter referred to as “recreation decks.” In our professional consulting practice we have noticed an increase in requests for professional services related to leak investigations and repair recommendations associated with elevated recreation decks. The intent of this article is to describe the approaches and pre-design considerations for related waterproofing replacement.

Unfortunately, leaks from a recreation deck are often classified as just a nuisance, especially if the leakage is into an upper level parking deck rather than into finished interior space. We have observed temporary gutters installed under the deck to catch and direct water away from parked cars or pedestrian pathways. While this can be an interim solution, the leakage cannot be left to continue for years or decades without consequences. If leakage through the structural deck is allowed to persist, structural damage consisting of corrosion to conventionally reinforced concrete, post-tension or pre-stress structural elements will occur, resulting in major repairs with exponential cost impacts beyond the initial cost to repair the leak source. Deterioration of primary load carrying members such as concrete columns and beams and/or post-tension or pre-stress elements are particularly prone to significant cost impacts if repairs are required.

Considerations for repair or replacement of waterproofing at the recreation deck will typically consist of the following steps:



View of deteriorated concrete beam below a recreation deck.

**1** Determine if there are any patterns of increased water flow possibly associated with rain events. A constant drip can be indicative of a water supply-related-leak, such as a pool shell, pool plumbing, irrigation or routine maintenance wash down.

**2** Perform a survey of the ceiling soffit below the recreation deck and record locations of observed leaks on a floor plan drawing to create a “leak map.” Overlay the leak map with the recreation deck plan. This will help establish potential sources such as the pool, pool plumbing, irrigation lines, deck and planter drains, planters, paved areas, equipment attachments to the deck, mechanical areas, thresholds, terminations at walls, etc.

**3** Use the leak map to assist with the determination of the location of inspection openings. One opening at each typical condition (such as a planter, pool coping, paved area drain, etc.) should be included. Retain a contractor who is capable of delicately removing the material over the membrane and patching or temporarily covering any holes made, as it may be months till the repair project is initiated.

**a.** While the contractor is on site performing the leak investigation openings, it is beneficial to perform general inspection openings at typical

details such as deck-to-wall transitions, high points, low points (typical drain), thresholds, etc., to help develop project specific details for these as-built conditions.

**b.** The low and high point inspection openings will help to determine if slope was constructed at the underlying structural deck level, or if a separate topping slab with slope was placed over the structural deck. Establishment of the presence of a sloped topping and confirming its condition is critical for development of the design documents. Any new waterproofing must be installed onto a sound substrate. Repair of any deteriorated topping slab needs to be part of an allowance to avoid significant cost increases beyond contingency amounts.

**c.** Assuming the building pre-dates 1980s-era construction, it is advisable to engage an industrial hygienist to sample the materials to be disturbed by any work, including the waterproofing materials. Costs associated with hazardous material abatement need to be included in the contractors' bids.

**4** Assuming the overburden (wear slab paving, soils, etc.) can be removed without damaging the wa-

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terproofing, water testing can be performed by running water over the suspected leak areas to try and verify the cause of the leakage. The result of the test may show that the leak can be recreated in the same pattern of the historic leakage below, thereby confirming the leak source. Note that water testing may take days to complete.

**5** At this point the overall project scope can be discussed with the building owners and managers. If the leak is the result of compromised waterproofing due to material failure, then full deck waterproofing replacement should be considered. If the leakage is the result of limited locations with poor detailing or installation, and the existing waterproofing membrane is intact and appears to still be elastic without material failure, then limited repairs can be considered.

**a.** When considering limited repairs, ownership needs to be aware that no warranty can be provided for the repairs and there is some potential for

future leakage over time at locations beyond the repairs. If the original waterproofing material is bonded to the topping slab, limited repairs cannot be performed without some risk of future leakage at the integration between the repair area and the original waterproofing. The integration will not be a warranted condition by the material manufacturers or the contractor.

**6** If complete replacement is selected by ownership, the information gathered during the investigation phase can be used to develop repair details for bid documents. Additionally, based on the level of proposed recreation deck alterations, additional sub-consultants may need to be engaged to assist with the project, such as the following:

**a.** A mechanical, electrical, plumbing (MEP) consultant may be required to design repairs, replacements, or alterations to any pool equipment, drains/drain lines, drain locations, overflow drainage provisions, irrigation, lighting, gas supply, etc.

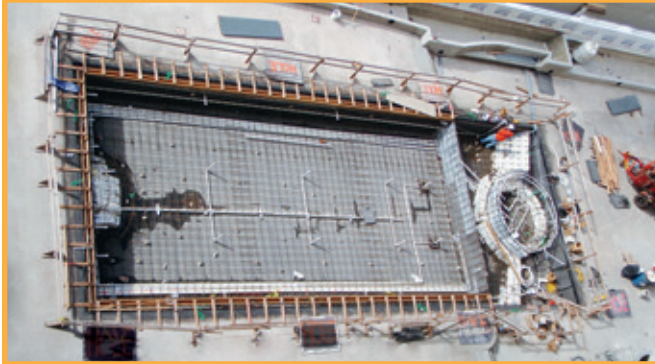
**b.** A landscape architect can be considered for planter landscape design.

**c.** Any recreation deck alterations will likely need to be reviewed by a structural engineer to ensure the existing structural deck can accommodate any proposed alterations.

**d.** A complete redesign of the recreation deck can be provided by a design architect that can coordinate the specialty sub-consultants listed above and provide design consulting services.

.....  
*Associate principal Wade Garlin, AIA, NCARB, and senior associate Patrick Muldoon, AIA, NCARB, 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 building envelopes of new and existing construction.*

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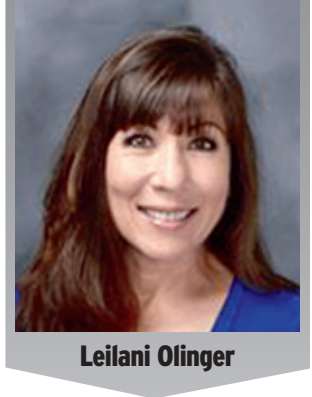
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# Commercial Flooring Options

Options galore, including eco-friendly solutions



Leilani Olinger

**C**onstruction has been one of the steady contributors to job growth in Hawaii over the past few years. From residential developments to luxury condominiums, this growth is a sharp contrast to the recession of 2008. Commercial spaces are renovating to update and refresh their properties. Contractors have a plethora of materials to offer their clients.

How do you determine the best option for your space? It can be difficult to determine which type of flooring will meet your specific needs. Options range from hardwood, porcelain or

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ceramic tile, broadloom or modular carpet, and luxury vinyl tile.

Most common are porcelain tile or modular carpet tiles. There have been significant technological breakthroughs in both of these options' market segments. In addition, there are environmentally-conscious manufacturers that take great pains to use recycled materials.

### Modular carpet tiles': features and benefits

Carpet tiles offer brilliant patterns and colors for design flexibility, hold up to heavy traffic, as well as ease of installation and maintenance. Unlike broadloom carpet, if you have damage or stains, you can replace the affected carpet tiles instead of the whole room. In corridors, lobbies and other public areas, loop piles tend to retain their appearance and resiliency.

There are varied types of carpet tile fasteners that allow for a floating installation, or releasable glue that will still yield ease of replacement. Carpet tiles are uniform in size and give you the opportunity to mix and match not just colors, but styles and shapes.

Installation costs for carpet tiles are less when compared to hard surface options. However, ensure your contractor tests appropriately for Relative Humidity (RH) thresholds as required by the product manufacturer. If the results exceed tolerance, you will need to mitigate your concrete subfloor. Fortunately, there are adhesives available to mitigate up to 100 percent RH.

### Porcelain tile: features and benefits

Porcelain tiles are dense, non-porous and the hardest and most durable option that offer fade-, stain- and water-resistance. Advances in digital ink-jet printing technology featuring enhanced high-definition reproduction mimic stone, wood, concrete, fabric and metal with amazing precision.

Two new technologies now available in tile:

1. Antibacterial treatment infused into the top layer to help maintain the surface by protecting tile against bacteria, mold and mildew. This rev-

olutionary technology won't wash off or wear away—it adds an extra layer of durable and long-lasting protection that's perfect for high-traffic areas.

2. Slip-resistance infused into the tile that makes it 50 percent more slip resistant than regular tile. It is ideal for homes and businesses that expect more from their tile—an easy-to-clean slip-resistant surface that doesn't wear off. Tile is rated for slip resistance. Look for the Dynamic Coefficient of Friction (DCOF) rating on tile selection. The new DCOF AcuTest measures this ratio, which many manufacturers now believe better relates to the friction coefficient at work when a person slips on tile flooring. The new 0.42 DCOF wet rating replaces the old 0.60 SCOF wet rating as the benchmark for friction in flooring applications.

Installation costs are higher for tile, but this option will last longer and have lower maintenance costs. Tile also offers a limitless palette of colors, textures, shapes and styles available to create custom expressions for your space.

### Sustainability:

There are many manufacturers with sustainable practices, which means reusing, recycling and reducing solid materials and water used to manufacture their products. Options abound for products containing pre-consumer (post-industrial) recycled materials. These practices prevent waste from ending up in our nation's landfills.

The following program was implemented to help impoverished fishing villages collect discarded fishing nets to create income for their community.

Coastal communities in the developing world are almost entirely reliant on the ocean for their livelihood. This program empowers these communities to better protect and manage their local marine resources and to diversify their livelihoods so that they are not solely reliant on fishing.

It is widely known that plastic pollution is a major threat to the health and sustainability of the world's oceans and the intricate ecosystems that exist within them. While there are many factors contributing to this growing problem, some manufacturers are offering innovative new ideas to

help curb this widespread pollution. One such program offers villagers in select coastal communities of the Philippines and Cameroon the opportunity to develop community-based supply chains for the selling of discarded nylon fishing nets pulled from the ocean. The fishing nets collected can then be recycled and made into nylon yarn, which is then used in the manufacturing of carpet products. These raw material sourcing efforts help to improve the local ecosystems as well as provide the villages with another source of income.

### Eco-friendly manufacturers:

There are many options to choose from. The best for our planet should be one of our first considerations. As consumers, we don't usually think about the origin of a product. I look for manufacturers that have "green practices." Your product selection could be from a company that cares about our environment. Below are examples of two carpet manufacturers committed to recycling:

The first owns two recycling facilities: One that recycles 3 billion plastic bottles per year (20 percent of all bottles in the domestic post-consumer market), which are converted into carpet, and another that recycles carpet fiber into nylon and polypropylene pellets for the automotive parts and furniture industries.

The second: Another global leader in post-consumer carpet recycling has reclaimed and recycled more than 900 million pounds of carpet. Through their recycling, carpet-to-energy, and waste-to-energy processes, they developed a diverse portfolio of recycling solutions allowing them to employ the best possible use for the materials reclaimed.

.....  
*Leilani Olinger, owner of Complete Custom Floors, was born and raised in Pearl City. She worked in the aerospace and telecom industries before entering the flooring field in 2000. A past president of the Hawaii Flooring Association, she is a licensed flooring contractor. Connect with her at [lani@ccfhawaii.com](mailto:lani@ccfhawaii.com).*



John Pasternak

# The Benefits of Tile

Tile is timeless, tough, trouble-free and trustworthy

**B**uilding managers must be well-versed when it comes to flooring as it not only adds a design element to their space, but must withstand constant foot traffic, heavy rolling loads, exposure to changing environmental conditions (wet, hot, cold) and be easy to maintain all while providing safe functionality.

With so many flooring options to choose from, Dal-Tile recently partnered with the Tile Council of North America (TCNA) to convey ceramic and porcelain tile's four primary strengths over other surface options. These advantageous are dubbed the Four T's: Timeless Beauty, Toughness, Trouble-Free and Trustworthy.

## Timeless Beauty

Throughout history, tile has been used all over the world and has withstood the test of time. From ancient churches in Rome to magnificent hotel lobbies across the globe, tile embodies the perfect union of art, architecture and function. With a multitude of visual, dimensional and textural options, tile design is limited only by the imagination.

## Toughness

Don't let tile's elegance fool you. It is ranked amongst the most durable and longest-lasting (20 plus years) flooring options, making it one of the most affordable when considering its total lifecycle cost.

Scratch-, stain-, and frost-resistant, tile also prevents the growth of harmful bacteria on its surface. What's more, it will not expand and contract due to environmental changes the way vinyl or wood flooring does.

## Trouble-Free

Building managers know they spend an enormous amount of time and resources on the upkeep and daily main-



tenance of their building, especially in public areas that receive constant traffic on a daily basis. This isn't the case when tile is utilized.

Unlike vinyl, which can scratch or gouge and/or has to be routinely de-waxed and re-waxed, or wood, which can crack, splinter and requires refinishing, tile's impervious surface withstands foreign contaminants and requires nothing more than hot water or a pH-neutral cleaner.

## Trustworthy

Tile is the most sustainable flooring option with the lowest overall

carbon footprint. Composed of natural clay and sand, tile neither contains nor emits harmful elements like the phthalate associated with vinyl or the formaldehyde associated with the binding agents of many bamboo, laminate or engineered woods. Tile is free from volatile organic compounds.

What's more, tile manufacturing is set up close to the quarries where their raw materials are obtained, further reducing harmful Co2 emissions associated with transportation.

.....  
 Reach John Pasternak of DalTile/  
 American Olean/Marazzi at 523-3660.

# Re-carpeting Condo Corridors and Common Areas

A helpful guide for initiating the re-carpeting process



JaDawn Perez

**W**hen the time comes to re-carpet common areas such as corridors, lobby areas and recreation areas, clients should also consider repainting or wallpapering prior to the new carpet being installed. When the new carpet is installed it can accentuate the old paint or wallpaper and can draw attention to the fact that it wasn't done yet.

Depending on the severity of the traffic in the space and whether or not pets are allowed in the building, it makes sense to give potential vendors an idea of what the board is looking for in quality and design when obtain-

ing quotes. Be mindful of comparing apples to oranges or possibly selecting a product that won't hold up to the usage of the space. Carpeting ranges in price depending on the fiber content, design, backing, construction, weight, density and gauge. Therefore, set the specification of what type of product is wanted and one that fits into the budget. If you happen to see a carpet or carpet tiles in a corridor space that catches your eye, don't be afraid to reach out to the building management and inquire what type of specification their carpeting has and if they are pleased with the quality of the product as well as the company that installed it.

When asking for proposals, be sure

the vendors are supplying not only the materials but the installation as well, and ask if their installers are sub-contractors or employees of the company. The installers should be certified by the manufacturer of the carpet being presented in the proposal. Ask the bidders for references and go to visit their past installations to see firsthand what the quality of the workmanship is between the vendors that are being considered for the work.

Ask for a checklist of what is included in the installation process. Will the vendor store the carpet at their own facility or will they expect to have the carpet delivered to the condo and stored on-site? Will new baseboards be installed or will the existing ones remain? Where will the old carpeting be disposed of and how will the dust be minimized? How many corridors will be installed each day and how will the owners and tenants access their units while the carpet is being installed? These types of installation details can make differences between two vendors' quotes and might validate why one vendors' price is higher than another's. They just might be providing higher quality services.

A reputable experienced carpet installation company will be able to provide style and color options that will not only function best for the anticipated foot traffic, but greatly enhance the visual appeal of the interior space while providing exceptional customer satisfaction throughout the installation process and beyond.

*JaDawn Perez is the Contract Sales Manager at American Carpet One Floor & Home and has been with the company since 2001 when she moved to Hawaii from the Oregon Coast where she worked in the flooring industry as well.*

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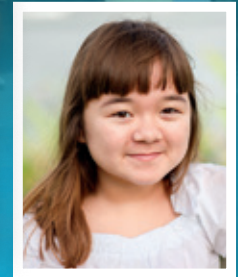
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# Transforming Building Energy Waste Into Revenue

## A&B, Shidler Group partner with Carbon Lighthouse

Carbon Lighthouse, a clean energy services company on a mission to stop climate change by making it easy and profitable for building owners to eliminate carbon emissions caused by wasted energy, has established a Hawaii footprint by partnering with Alexander & Baldwin and The Shidler Group.

It started with A&B working with Carbon Lighthouse to reduce energy usage at Pearl Highlands Center, Kakaako Commerce Center and Manoa Marketplace, while cutting costs and increasing real estate value. The upgrades are expected to result in a reduction of 9,700 tons of carbon, saving 22,600 barrels of oil. A&B plans to expand the program to other properties.

After opening a Honolulu office this year, Carbon Lighthouse also partnered with The Shidler Group to launch a pilot program focused on identifying energy efficiency initiatives at Waterfront Plaza (Restaurant Row). The pilot is expected to uncover significant efficiency reserves, the hidden and scattered energy inefficiencies found

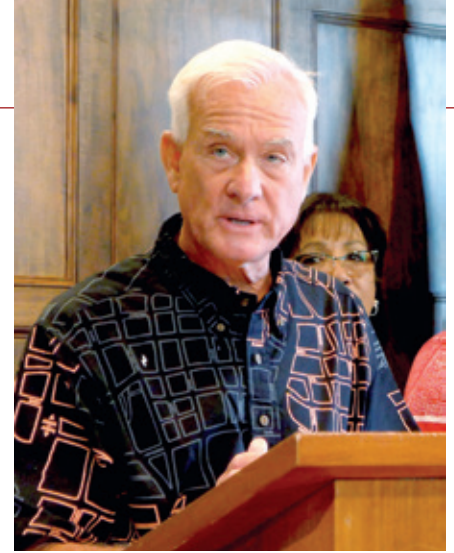
throughout commercial real estate properties, to increase the value of the property, and to improve tenant comfort and significantly reduce its carbon emissions footprint.

How do they do it?

According to the company, “efficiency production” is Carbon Lighthouse’s unique, data-driven approach to helping building owners tap into “efficiency reserves. It goes deep into buildings using proprietary software to uncover hidden and scattered inefficiencies that add up. After correcting them, Carbon Lighthouse “makes sure they stay corrected and proactively optimizes controls through active and ongoing performance management, even adding clean supply-side technologies like solar. This allows the company to guarantee savings between 10 and 30 percent without the need for costly and disruptive equipment replacement, effectively turning energy waste into a guaranteed, bankable financial product.”

Expect more growth. Also in 2018, Carbon Lighthouse raised a \$35 million strategic growth round, with Pierre Omidyar’s Ulupono Initiative being one of the largest single investors, while also closing a \$65 million project finance fund with Generate Capital.

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



## Mayor Vetoes Condo Sprinkler Bill Extension

Mayor Kirk Caldwell shocked condo AOAOs across Oahu on Nov. 20 when he vetoed a bill that would have given associations an additional two years to conduct safety inspection-evaluations and then implement those findings. The veto overturned an 8-0 City Council vote on Bill 72 a week earlier.

The veto impacts about 370 condo associations on Oahu. Barring a Council over-ride of the veto, associations will now have until May 2021 to conduct evaluations, with implementation due by May 2014.

Caldwell cited safety concerns for both condominium residents as well as firefighters.

Two more years, he said, is “way too long. . . . Every day is a risk for those who live in a condominium without sprinklers.”

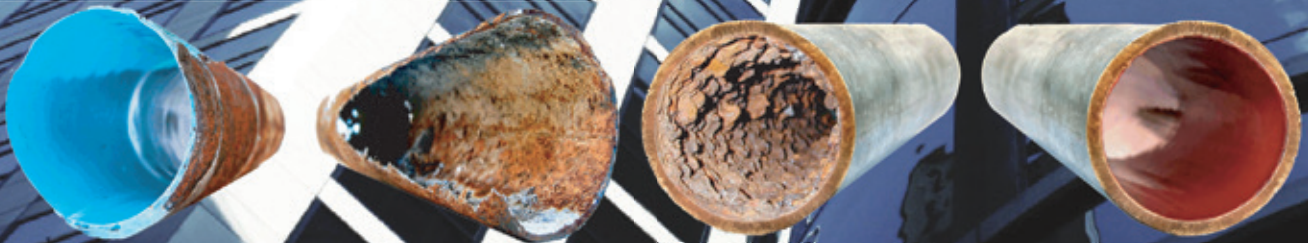
HFD Chief Manuel Neves supported the veto, saying that while some condo owners may be willing to live with the risks associated with not having a sprinkler system, “our firefighters don’t have that choice” when entering a burning building.

The mayor pointed to a fire the previous week at the Waikiki Banyan that caused \$320,000 in damages but was contained to one unit thanks to a sprinkler system. “It could have been a repeat of Marco Polo all over again,” he said. That 2017 fire killed four and did more than \$100 million in damages.



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# IREM Gala Installs New Leaders

This year's IREM Inaugural Awards and Installation Banquet turned "gala" pulled all the stops. The planning committee introduced a masquerade theme and casino night held at The Modern Honolulu as local businesses, developers, management companies and building managers came together to celebrate the real estate management industry, and all their work and support of each other throughout the year. Students who achieved their designations were recognized and installed at the Gala, and thanks to this year's event sponsors—Park Lane Ala Moana, Hawaiiana Management Company and Associa Hawaii, attendees agreed this was "the best banquet yet!"

IREM Hawaii offers education, while increasing opportunities for building



Left to right: Fernando Bastos, Michelle Wong, Ray De Smet, Mele Heresa, Joylin Ho-Shum, Gifford Chang, Davie Felipe, Kristi Hirota-Schmidt, Bradley McClaflin, Lois Ekimoto, Alex Bresslauer

managers to learn and grow from each other through networking events, and providing mentorship programs for those

who aspire to be a building manager.

For more information, go to [IREMhawaii.org](http://IREMhawaii.org).

# CRW Earns Excellence in Safety Honor

Commercial Roofing & Waterproofing of Hawaii (CRW), one of the largest roofing companies in the state, was awarded the American Society of Safety Professionals' Excellence in Safety Award for the Small Construction Sub-Contractor category.

The award is given on the basis of an excellent safety record and outstanding efforts to safeguard the employees of the company through safety programs and the overall impact on workplace safety culture. Statistics that are taken into account include a three-year trend for man-hours worked, number of recordable injuries, number of lost-time injuries, number of days away and restricted time cases, experience modification rates, and also included jobsite visits and worker interviews. Additionally, the participating firms must report on their existing protocols, employee involvement in health and safety activities, hazard assessments, analysis, co-training and mentoring of workers and reporting hazards.

ASSP was established in 1911 as a global association for occupational safety and health professionals, dedicated to the advancement, training and growth of the safety profession across

multiple industries. Steven Kalani, CRW's safety officer, has been an active participant of the organization and has been an integral part of raising the level of professionalism and awareness of the safety culture within Commercial Roofing & Waterproofing.

Says Kalani: "Safety starts and ends not with the safety administrator, but with the CEO, Guy Akasaki." CRW is the only roofing company in the state with a dedicated safety professional role oversees, and is responsible for, only job is to run the company's safety program. Kalani's current role oversees, and is responsible for, the company's entire safety program and implementing the company's site safety accident prevention plan. Kalani also oversees the jobsites overall to ensure compliance with government and state safety and health regulations.

Added Kalani: "CRW is committed not only to innovation and technology as core business values, but also to a strong culture of safety. Our personnel are excellent in their profession through the support of their families, and it is our objective to prevent all accidents and injuries through providing and maintaining the safest

possible working conditions for all our employees. It is our belief that safety is a shared responsibility, and only with complete cooperation from all employees can the safety program succeed. Accountability, responsibility, performance and adhering to technical standards are key program elements that have guided CRW to safety success. This year marks CRW's 25th anniversary as a leader in Hawaii's roofing industry, and our mission continues to bring our people home safely to their families at the end of the workday."

Tedrol Lealao, CRW's director of operations, acknowledged the honor: "Roofing is a high-hazard occupation, as it entails working from elevated heights. We are honored to proudly represent the roofing industry here in Hawaii with an award such as this. I've been in the industry since 1981, and in a trade like roofing, safety is so crucial to the well-being of your men, your clients, and the long-term sustainability of the company. Professionalism requires not only the skill sets of tradesmen doing the work, but the holistic approach from the top down addressing every area of the business. It's the why behind 'Safety First!'"



Carol Rosenberg



Milton Motooka



Melanie Oyama



Janelle Lau



Sue Savio

# Motooka, Rosenberg Host AOA Luncheon

The law firm Motooka and Rosenberg hosted its 23rd annual luncheon seminar for client building/property managers and AOA board members at the Japanese Cultural Center's Grand Manoa Ballroom.

Attorneys from the firm addressed several issues raised by actions in both the state legislature and city council that impact condominium associations.

**Carol Rosenberg** spoke about new legislation that impacts existing

priority of payment policies, including Act 195.

**Milton Motooka** tackled the subject of difficult owners and tenants suffering from mental and physical incompetence, and with traditional and non-traditional solutions.

**Melanie Oyama** spoke about the Sakai vs. Association of Apartment Owners of Hawaiian Monarch lawsuit, including the impact of the ruling by the state Intermediate Court of Ap-

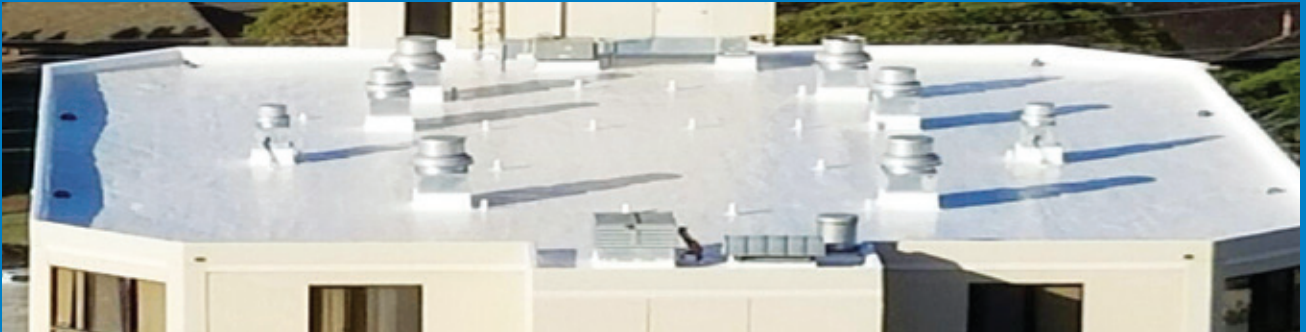
peals on non-judicial foreclosures.

**Janelle Lau** took on new requirements for the installation of fire sprinklers, per Council Bill 69.

And **Sue Savio** of Insurance Associates, who insures more than 1,000 community associations in Hawaii, addressed recent major insurance claims and how they were handled.

In addition to a nice lunch, attendees received a wealth of great and practical information.

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your people on what they can and cannot do, and how they should be treating other employees, contractors and residents? This is something we're finding in not just AOAOS, but all businesses. There is a definite trend of more claims in this area. And it's not just claims that are happening today—it could be claims (from something) that happened years ago. There are sensitivity issues we need to educate people on.

"This is where education is so important to me. That's the difference between Atlas and other insurance companies. Most are really there to say these are the coverages we have, just sign here."

The other big trend Atlas sees is cybercrime, says Ishii:

## Cybercrime

"You might say, how does cyber affect AOAOS? Cyber is not a matter of if but when. Cyber in Hawaii can be a very costly. We do not have the cyber expertise in Hawaii, we have no forensic people here who can do a high-level job, and we don't have the cyber legal that can help people with cyber breaches. From an insurance perspective, we see it happening literally daily with claims coming through. And we're not just talking about ransomware, cyber breaches, we're seeing big breaches.

"With AOAOS today, they actually have websites where owners can pay maintenance fees. And they have vendors they pay online. And especially with some of the newer high-end buildings, they have all the owners' information with photos. With a cyber breach, once it's breached, they can grab all this information and sell or utilize it. A lot of condominiums and AOAOS don't think about it, they just say we don't need cyber, we don't do e-commerce. But it may not be e-commerce, there's lots of other information there."

He cites the cyber breach at Target, which actually happened through a vendor.

"They're so sophisticated today," he says of cyber criminals. "It's amazing how they can get into an organization. Once you open that e-mail, they're in. AOAOS may not be aware of the

importance of cyber, or what kind of coverage they should have. And this is where our second part of education occurs. A lot of general liability insurance policies, what they call overall umbrella coverage, include cyber as part of the program, but it's a throw-in, you have \$10,000 in cyber coverage. Ten thousand is nothing when it comes to cyber breaches, because there's the forensic work, a complex notification process and legal costs you have to pay for. And then you find out these credit cards got breached, you have to settle with the banks. You may have civil lawsuits saying this breach put me at harm, so they do lawsuits (demanding) 'I want you to now have credit check organizations attached to my card going forward. I want credit monitoring for anybody in your system, ongoing.'

"So when you talk about cyber, it could be more far-reaching than owners being breached."

Ishii also has advice for individual board members:

"I think the one thing AOAOS boards need to be concerned about, their fiduciary duty is on behalf of the entire ownership of the building. And what you see a lot of times, they don't realize they could personally be at risk if they don't do their fiduciary duty at the highest level. So for us, we always say every couple or three years, like the federal government has Sarbanes-Oxley, you do an entire assessment of your insurance program. And I don't mean going back to your incumbent (agent) and say, can you check to see if we're covered? I'm talking about truly opening it up and doing a documented audit or assessment, bring in other agencies as well and see what's out there for AOAOS insurance. I think what happens, (friendly and personal) relations are sometimes gained between the incumbent and the board, and boards sometimes tend to miss an opportunity to really look at it. Because things change. The world is changing.

"New laws are coming out daily—514.b-11143 (Hawaii Revised Statutes) requires that if there is a loss, you have insurance for 'full replacement value.' And that you must bring it back up to current code. It's not just the value of the building, but you need to bring the building up to current code—electrical code, plumbing code, fire code.

Older buildings especially, in case of loss they need enough insurance because they're going to have to do code, not just value. That's why every three years or so you need to evaluate everything again—are your values correct? Valuations go up. So you can go back to the board, to the owners, and say, we did our fiduciary duty."

Though he's relatively new to the insurance business, Ishii says it's a good fit for him:

"When you look at businesses (including condo associations) and insurance, it's really helping companies through partnerships. With insurance, you're there not only to protect but also mitigate risk. To do that, you really have to be involved with the organization you're working with, take a look at all parts of it, both strategically as well as what are their growth plans, what is their current scenario. And then from an insurance perspective, it will allow you to put together the right solution. That's what attracted me to insurance, it's something I enjoy. Because of my business background, I view it differently than just an insurance perspective."

Ishii's business career is remarkable, one might say meteoric, much of which he attributes to having "probably the best mentor anyone could have. I was hired right out of college, UH-Manoa, by the late George Fukunaga at Servco. George mentored me, I owe a tremendous amount to him for his ability to sit down with me constantly to talk business and how to look at decisions, how to look at organizations, how to look at communities. He even sent me to Harvard University Graduate School of Business, Servco paid for it. That was all George Fukunaga. He was the one who consistently challenged me but who consistently coached me. That's how I started my career. I was very fortunate."

Ishii is "a very proud public school graduate, Castle High School." His local roots naturally inform decisions he makes at work.

"I believe that in business today it's all about people, and understanding we are in Hawaii," he says. "It's a very small place. And how you treat and work with people, in the right value system, is invaluable. Regardless of what career path you take, as long as you treat people in the right manner, both in the business community and out, you'll always be successful."



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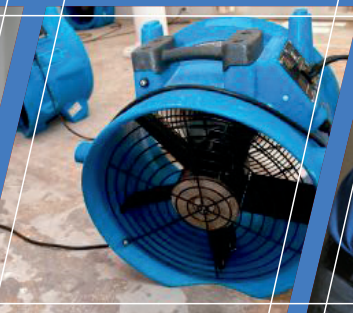
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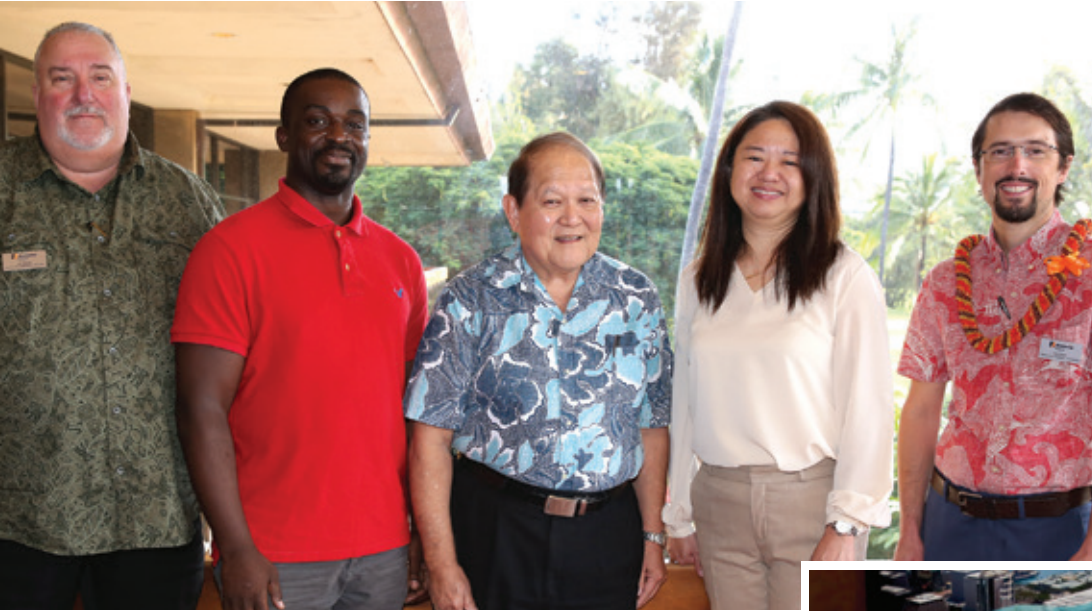
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Al Denys, Darnell Barksdale, Milton Motooka, Pauli Wong and Neil Ross

# Associa's Board Training

PHOTOS BY NATHALIE WALKER

Associa's Board Success seminar on Nov. 17 at Honolulu Country Club drew an array of property management professionals and various service industries. The event offered training opportunities for members of association boards.



Christine McGuire and Irma Pante



Chelsi Molina and Richelle Thomason



Joao Santos, Sue Savio, Glenn Yen and Keeley Cunningham



Nic Pascua, Shawna Lewis and Robin Yap



Brittney Kekaulike, Jeff Okuhara, Bridgette Devore, Racquel Miller and Yvette Soares



Dirk Yoshizawa and Jeff Callangan



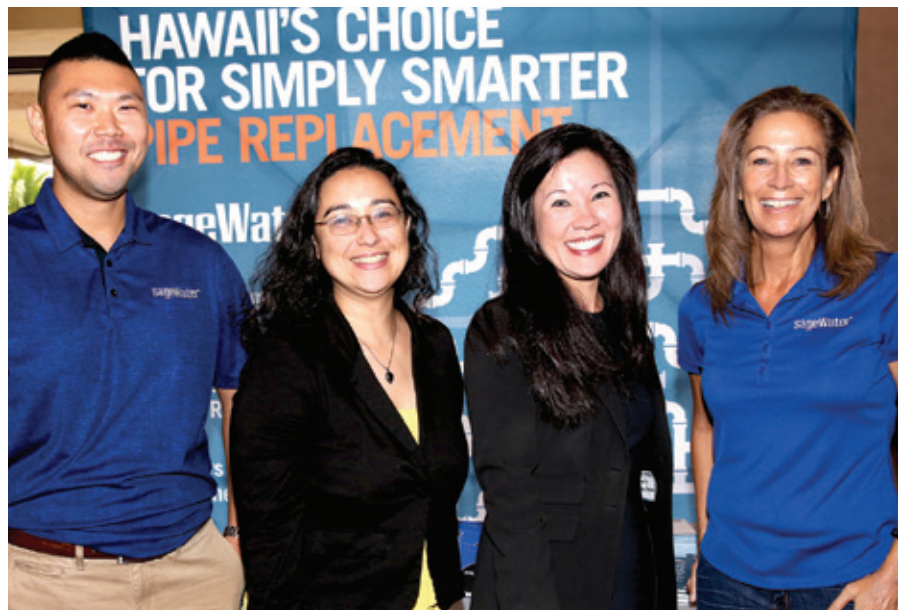
Steve Ruel, Kimo Pierce and Jack Moratin



Chris Russell, Kim Piercy and Jeff Aki



David Porteus and Charlie Ogden



Joseph Pak, Melanie Oyama, Janelle Lau and Jennifer Gaura



Josh Akaka, Chelsi Molina, Richelle Thomason, Les Tanaka and Eleilani Madden

# Hawaiiana EXPO

PHOTOS BY NATHALIE WALKER

Hawaiiana's Pupukahi i'holomua EXPO on Nov. 3 at the Blaisdell Exhibition Hall attracted hundreds with games, prizes and fun! The annual meet and greet was free to association board members, resident managers and others.



Sasha Figueira and Debbi Ann McQuai



Damien Enright, David Kane and Wade Whaley



Corey Haituka, Brenda Dunham and David Dunham



Bob Egbert, Jane Sugimura, Charlie Ogden and David Porteus





Debi Balmilero, Beverly Koval, Allen Wilson, Rachel Carter and Maria Sabir



Jennifer Gaura and Miguel Rentas



Mele Heresa, Naina Ogden, Sheri Ishida and Kacie Gouviea



Paul Scott, Dan Murakami and Ben Young



Nicole Lemas and Shawna Lewis



Mike Ayson, Sue Savio, John Hall and Joshua German

# HOLIDAYS

Continued from page 20

the parcel be placed in their apartment but upon returning home found that the box contained fruit and should have been marked “perishable.” Needless to say, the fruit was rotten from not being refrigerated and we had a laugh from it.

“During the holidays, our staff is on high-alert monitoring the perimeter and cameras for potential threats. There are more people looking for the opportunity to steal vehicles and parcels, and our job is to identify and stop suspicious activity before the crime is committed. When out shopping, we recommend residents not leave parcels or other items visible in vehicles and do not place items in the trunk and then go back for more shopping.

“We will also see an increase in scams involving fraudulent online real estate listings. In this case, the victims approach the front desk requesting the keys for a unit they have rented. At this point, it is determined that the listing

was fraudulent, but because the perpetrators often request money be wired to them in advance, there is little HPD can do to locate the funds or return them. This type of scam often affects Mainland and overseas visitors not familiar with Honolulu rental costs.

“The key to surviving the holidays is to stay alert, be aware of who is entering the property, pay attention to parcel instructions, and consume as much caffeine as possible!”

## LARRY GRANT, resident manager, 1001 Wilder:



I’m sure all managers have their own holiday stories (nightmares), such as the angry owner who acts as Grinch about the extra electricity costs for holiday lights.

My story is more based on New Year’s Eve. I moved to Hawaii in November 2010, and initially lived in the Diamond Head tower of Yacht Harbor Towers on the 24th floor. While

my daughters and I were on our lanai waiting for the Ala Moana Beach Park fireworks to start, we noticed a person at the building on the other side of the Ala Wai Canal. This person was sitting on the outside ledge of the 38th floor! To make matters worse, he was throwing fireworks from the ledge, and some of them were falling onto vehicles parked below on their fifth level. I could not believe the idiocy of this person, not just endangering his own life, but also endangering others and others’ property. I was not managing any building at the time, and never had. But I told my daughters, “If I were managing that building, this guy would be in major trouble if not kicked out.”

Turns out I was having a premonition. A little more than six months later (June 2011), I was hired by this same building, Waikiki Marina, as resident manager. This was the first property I managed, as I previously worked in electrical engineering. Rest assured, on each 4th of July and New Year I went up to the fifth-level parking deck to make sure this person (or anyone else) was not sitting on the ledge above or throwing fireworks.

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