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Here's one of the truest things I know about Hawaii's building/facilities world: "There's a lot of things happening within the industry."

The speaker is Roy Shimonishi, who many folks remember from his days as the genial owner of the popular Hungry Lion restaurant, but for the past decade has been a management executive with Hawaiiana. He's the subject of a new *BMH* feature, Meet a Manager, in which we hope to share insights, expertise and support for the thousands of building management folks who turn our pages.

It's not a change exactly—it's a definite trend—women are taking more of a leadership role in building management. Cover subject Erin Dayanan, the 2019 president of BOMA, is the third consecutive woman to hold that post. Her story is an example of what hard work and smarts can accomplish.

Legal affairs columnist Jane Sugimura writes about how so many insurance carriers are fleeing Hawaii's condo scene because of the number of claims filed, causing rates to rise. Eh, it pays to be nice to your neighbors.

Whether you manage a residential or commercial property, hostile tenants can pose a problem. Mahalo to the management pros who contributed to our story

on how to best handle such challenges.

There's more to buildings and facilities than condos and office towers, as we discover while doing a walk-through of the Blaisdell Center with Mary Lewis and Shawn Enos, the two people who keep things humming where the show must always go on.

This issue also includes articles from experts in HVAC, windows/doors and—a subject that never gets old for me—the amazing things that can be done with concrete, one of humankind's greatest inventions.

Have a comment about stories in this issue or a suggestion for a story you'd like to see *BMH* cover? Please shoot me an e-mail. We are here for you.

Mahalo,

Don Chapman

Editor | *Building Management Hawaii*

Don@tradepublishsing.com



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EDITOR

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ASSISTANT EDITOR

Lorraine Cabanero

PUBLISHER

Ken Berry

CONTROLLER

Tracy Kalahiki

DEVELOPMENT DIRECTOR

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Hawaiiana's Commitment to Service: Strong in 2019 & Beyond!

The start of a new year is always a good time to “take stock,” of that which is past, and determine what we want to bring forward. While it is often a challenge to keep bright and shiny New Year's resolutions, there are constants in our lives that never change. With Hawaiiana, one constant is our commitment to customer service. To that end, we want to share several ways we will continue to serve our clients in 2019.

Teaching and Training of Board Members and Residential Managers:

For many years, Hawaiiana has hosted both Board Member Seminars and Residential Manager Seminars on four Hawaiian Islands, and we will continue to do so in 2019, with the goal of providing board members and residential managers with the tools, support and information needed to effectively run their association. In addition, we have a number of helpful videos for board members providing information to help them succeed in performing their fiduciary duties to their associations, including “How to Read Your Association's Financial Statement,” “Welcome to the Board – Now What?” and “Where do my Maintenance Fees Go?” These videos and others can be found on Hawaiiana's website, www.hmcmtg.com. Simply go to the “News & Info” section, and drop down to “Training Videos.”

Excellent Follow-through: Hawaiiana Management Executives continually strive to assist their boards to follow-up on decisions made. A “Board Meeting Check-list” system assures that board decisions and action items move forward and are completed in a timely manner.

A Dedicated Team to Serve Each Client: In order to facili-



According to Chinese Astrology, 2019 represents the Year of the Pig. “Pigs are diligent, compassionate, and generous. They have great concentration: once they set a goal, they will devote all their energy to achieving it. No matter how difficult the problems are pigs encounter, they can handle things properly and carefully. They have a great sense of responsibility to finish what they are engaged in.” (From www.chinahighlights.com.)

tate our commitment to personalized service, Hawaiiana uses the “Team Concept.” A dedicated property management team, consisting of the personnel below, is assigned to each property to assure consistency and follow-through:

- a team leader
- a management executive
- a back-up management executive
- an administrative assistant
- accounts payable & receivable clerks
- a project accountant
- payroll and benefits specialists

Quicker Answers to Your Questions: In 2018, Hawaiiana added two dedicated accounting specialists to assist customers with their questions, and handle unresolved issues in a timely manner. We have also added additional phone support to facilitate a quicker response time when clients call in.

Technology Upgrades: Hawaiiana is currently working on significant technology upgrades which will provide better communication with our boards and owners, including an updated Hawaiiana website with an easy-to-use mobile app. Our goal is to create an efficient, user friendly way for residents, board members and managers to find answers to questions and handle transactions on their phones, computers and tablets. Owners will be able to view their balances and transactions, pay their maintenance fees, reserve amenities, easily locate documents and forms, and communicate with their site

manager and/or Hawaiiana management executive easily. We look forward to debuting this in the spring of 2019.

Over the past year, Hawaiiana added 64 new accounts, totaling nearly 15,000 new association units, including nine new developments. We are currently over 700 associations strong, with over 120,000 association units under management. Eleven new associations are already slated to join Hawaiiana in the first quarter of 2019.

For more information on Hawaiiana's services, please contact: Mele Heresa, CCIM®, CPM® at meleh@hmcmtg.com or (808) 593-6827.



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Condo Dispute Resolution

Rampant claims against some AOAOs affect all, causing carriers to leave Hawaii



Our AOA just got its renewal notice for its insurance coverage. The cost for the liability coverage stayed about the same, but our Directors and Officers Liability premium increased by \$2,000, from \$3,500 to \$5,500. The umbrella increased by \$1,000, from \$3,700 to \$4,700. That works out to increases of 57 and 27 percent.

Yet no claims were filed against our AOA.

“In Hawaii there are more claims filed against AOAOs, and the amounts to settle those claims are the highest in the country.”

So why did we get this significant cost increase, which is passed on to all our owners in their maintenance fees?

According to Sue Savio of Insurance Associates, it's because in Hawaii there are more claims filed against AOAOs than any other setting, and the amounts to settle those claims are the highest in the country. It's gotten so bad, carriers are leaving the state and



only two or three carriers are offering coverage to Hawaii condos.

Recently in *White v. AOA Villas at Kenolio* (Kihei, Maui), the owners got a judgment of over \$2 million against the AOA because the jury found that it improperly denied a request for reasonable accommodation by the disabled owner. Although that lawsuit had nothing to do with other condos in Hawaii, the cost to the carriers to defend the case and to pay the judgment affected all AOAOs in Hawaii because, unfortunately, we are in the same “risk pool” as the Villas at Kenolio.

In my opinion, the Villas at Kenolio lawsuit should never have been filed. HRS 514B-161 (mediation) and 162 (arbitration), as revised, offer cheaper and faster dispute resolution alternatives. And now because of Act 196, which became effective on Jan. 2, mediation and arbitration can be subsidized by the condominium education fund. Both 514B-161 and 162 use mandatory language “shall” and Act

196 includes a provision that allows a party seeking mediation to compel the other party to mediate by filing a motion with the court and to recover up to \$1,500 for having to do so.

Mediation

The parties who can mediate a dispute have been expanded and now include unit owners, board members, the Board and the managing agent. The dispute must involve the interpretation or enforcement of the AOA's declaration, by-laws or house rules. Based on another recent change, disputes relating to the validity or payment of late fees, fines and penalties can be mediated under certain circumstances. Mediation is initiated by making a written demand on the other party and then contacting a professional mediator or the Mediation Center of the Pacific (521-6767) or Dispute Prevention Resolution (523-1234). You don't need an attorney to represent you, although AOAOs typically are represented by counsel. You

should ask for “evaluative mediation,” which means that a specially trained mediator will provide both sides with a written opinion as to whether they have a good case or bad case. If you select DPR for mediation, your mediators are retired judges, who typically charge \$400/hour, but if you choose evaluative mediation, the cost of the mediators is subsidized by the state condo-ed fund after the first hour.

Mediation is really easy. All you have to do is call the mediator and tell them that you want to do evaluative mediation—after you have done the written demand for mediation—and you provide the name and contact information of the other party (i.e., the AOA, the owner, the board member or the managing agent) and the mediator will contact the DCCA to arrange for the subsidized payment (after the first hour, each side pays for one hour of service) and the mediator will contact the other party to let them know that the mediation had been initiated and to schedule the mediation. The evaluative mediation program has been in place for almost six years and statistics from the DCCA indicate that while most of the disputes are resolved, for those that don’t get resolved, no further legal action followed. This is a good result, and by using this method of dispute resolution, the AOA’s insurance cost aren’t affected.

Arbitration

If the dispute can’t be resolved by evaluative mediation, Act 196 allows the parties to agree to binding arbitration that will be subsidized by the condo-ed fund after each side pays \$175 to the arbitrator.

The legislators, who had to listen to constituent concerns over the years, enacted Act 196 in the hope that parties would use those remedies to avoid or minimize the high cost of litigation to resolve their disputes.

Now with insurance premiums increasing, we have another reason to avoid lawsuits to resolve disputes.

Jane Sugimura is an attorney with Bendet, Fidell and Sugimura, specializing in condo law. Reach her at Hccaa@hcaao.com

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The Lady Behind **BOMA**

New president Erin Dayanan
wants all members to benefit
from their affiliation

NATHALIE WALKER PHOTO



BY DON CHAPMAN

There's a trend happening with BOMA-Hawaii leadership, and it's decidedly female. The new BOMA president for 2019 is Erin Dayanan, Pacific Property Group's VP of property management. She follows Carlie Woodward-Dela Cruz of the Redmont Group, who succeeded Sandra Bollozos-Fraticelli of PM Realty. And the president-elect for 2020 is Holly Morikami of Heide and Cook.

"I think it shows what great opportunities there are for women in building and property management," says Dayanan, whose father Rudy works at the municipal West Loch golf course and mother Gretchen does custodial work.

The Sacred Hearts alum from Waipahu who earned a business degree from HPU didn't plan on a career in property management, but she opened a door for herself by earning a master's degree in parking management from Argosy University.

She got her start in parking at one of the biggest parking lots-structures in Hawaii, the then-named Honolulu International Airport.

"You know what they say, go big or go home, right?" she says with a laugh. "It was an assistant managerial position and we were installing new

parking equipment throughout the airport. Then I transitioned into downtown properties, managed Alii Place parking and took care of all of AMCO's Chinatown properties. It was a good learning experience."

What is it most people don't realize about parking?

"One, the cost of maintenance," she says. "And two, how hard-working the people in the parking booth are. They're not just sitting there. It's a lot of customer service, manage the traffic, deal with frustrated people when they have to pay for a lost ticket. You need to have people who can defuse a situation."

It was downtown that she caught the eye of a property manager.

"I really looked up to her, considered her a mentor," Dayanan says. "One day she asked if I would be interested in property management. It had never dawned on me that I could get into property management, but I thought about it."

Meanwhile, Dayanan took a career turn, and utilizing her business degree took a job with Hawaiian Electric's employee credit union, doing loans. But when her mentor called Pacific Properties president Miles Kamimura about her, she was willing to listen:

Please see page 16



The newly installed BOMA board for 2019: Back row (L-R) Ahmad Tadjvar, Jared Okamura, Bobbie Lau, Thomas Santos. Front: Corinne Hiromoto, Nicole Nakano, Carlie Woodward-Dela Cruz, Erin Dayanan, Holly Morikami and Dricka Thobois.

"Miles and I had a really great meeting, and he shared some things about property management, what the company does. When he asked if I was ready to come aboard, I did. That was 2012.

"For me, the company and the culture at Pacific Properties Group allow me to become the best I can every day," she says. "We have great leadership—Miles and Janice (Mende, VP and controller)

believe in every single person's potential, everyone here is valued, and they appreciate the hard work we do.

"We're a little different here. We have a variety of multi-use buildings, shopping centers to industrial to offices that we all manage together, all on Oahu. Day to day I feel like I wear a thousand different hats. Especially being in a small company, we do everything from day-to-day operations, to making certain vendors are on site and the property is running properly. Part of

our duties is we go out to our properties weekly and check the condition of the property, making certain the tenants are doing OK. Tenant retention is very important to us, we pride ourselves on open communication with our tenants, creating a lasting relationship, able to discuss any problems or issues. We have to be completely transparent, open and honest—if we can do something for them, we will. If we can't, we'll be entirely honest about why."

What does she like about the job?

"Every day is completely different," she says. "But I feel like every opportunity that comes our way, good or bad, is an opportunity to grow as individuals, especially if we're trying to master our craft of property management. I want to be able to do what I love every day, and the only way I can do that is to experience as much as I can, good or bad. It's unrealistic to think every day will be all good with no issues, but it seems like the best days are the ones where everything is crumbling but you have to figure out how to pull it all together. It's the way you look at it, glass half full or half empty. I always have a positive outlook."

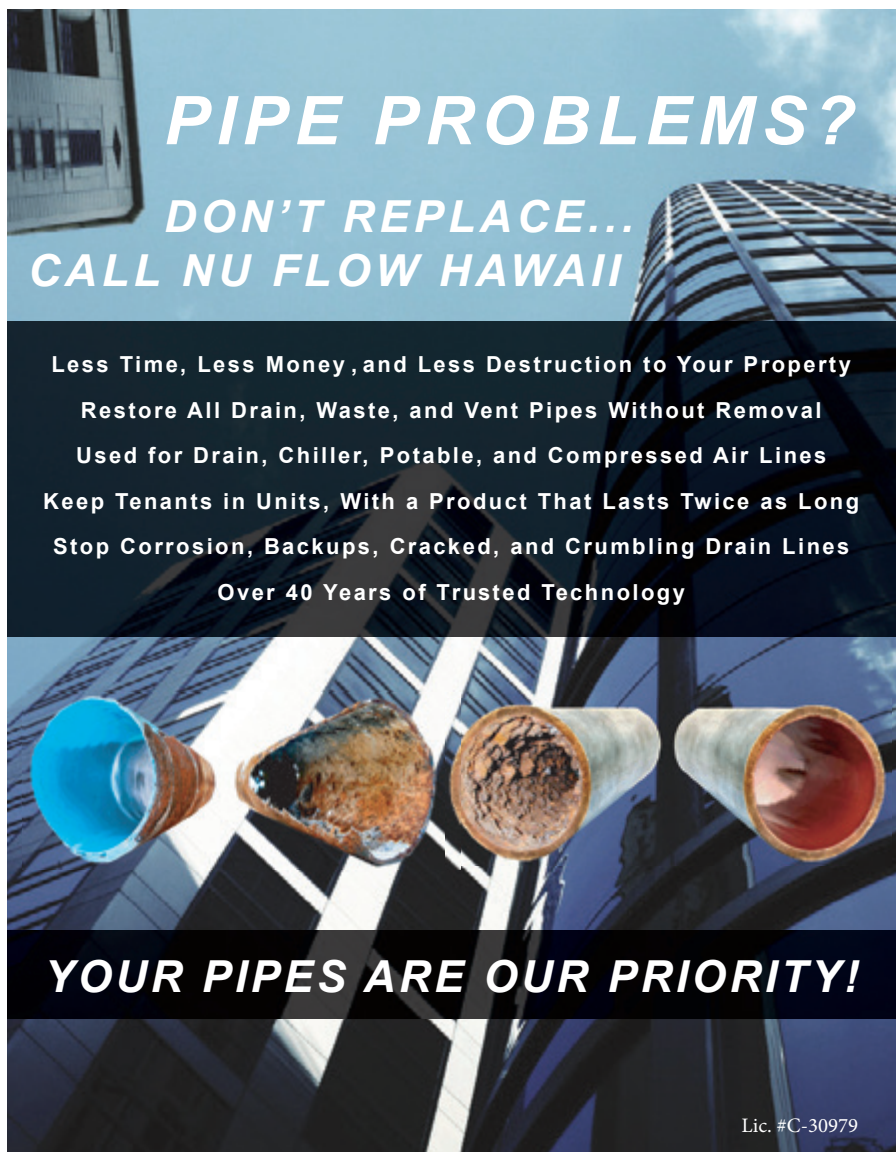
She'll bring that same attitude to her role leading BOMA this year:

"My introduction to BOMA was in 2007 when I came to AMCO, and they were a member. So I went to several meetings, and I was in awe because here were these great people I'd see downtown, and they were taking the time to educate themselves about the industry, and I thought I should be more active in BOMA."

She's served on the community service committee (members helped prepare meals for delivery by Lanakila Meals on Wheels), as well as membership and golf committees. Now she's in charge.

"Holly Morikami and I came up with the theme, The Year of You: Members First. Holly and I were discussing how to create the best BOMA membership for every member, including our wonderful sponsors. First, make sure that every single person's membership makes a difference. Two, we want to hear from members. And three, we want to expand our network and membership, which right now is a little over 120.

"The benefit of membership for me is the network of people I've been able



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to meet, and not just in the sense of business. I've been able to meet some of the most wonderful people I've become friends with. Being able to have this great organization of people who've been in the industry for so long, being able to tap into that knowledge and wisdom, it not only helps ourselves grow as individuals but also strengthens the organization, people being able to really advocate for the property management industry.

"I look forward to a year learning and growing with Holly along with the rest of our wonderful board."

Charged Up for EV Stations

Association executives **Melissa Pavlicek** and **Lilly Ho** represent BOMA Hawaii members at the



Melissa Pavlicek

state legislature. They work closely with business and renewable energy stakeholders on increasing capacity for electric vehicle charging stations in commercial buildings.



Lilly Ho

BOMA Hawaii

supports tax credits and incentive programs to promote the purchase and operation of electric vehicle charging stations. It opposes inflexible parking mandates that require costly retrofitting of existing buildings. BOMA Hawaii will feature speakers from Hawaii Energy at its monthly member lunch on Wednesday, Feb. 13, at Hawaii Prince from 11:30 am to 1:00 pm to discuss financing and operating EV charging stations. Register for "Get Charged Up for 2019" at bomahawaii.com.



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“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 47 association clients, including top developer clients representing 9,110 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
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Connecting Condos and Hospitality



After running the popular Hungry Lion restaurant, Roy Shimonishi finds a home in building management

With this issue, *BMH* is introducing a new feature, *Meet a Manager*, in which we'll introduce you to someone who works in building management to share insights and experiences that might be useful to others in building management.

Company, title and responsibilities:

I'm a management executive with Hawaiiana Management Co., and work with eight different AOA's.

Years in building management:

Ten.

How did you get into the business?

I used to run a restaurant, the Hungry Lion, for about 25 years. To this day, people stop me and say Hey, you're Mr. Hungry Lion, I wish that place was still open.

Anyway, Richard Emery used to come in every Saturday. He had his own company in those days, Hawaii First. He started talking to me about building management.

I came to Hawaiiana 10 years ago because of Mike Hartley and am very happy here.

Education:

Waimea High on Kauai, where I was



class president, and then UH-Manoa, where I got a marketing management degree and served in the student senate. In high school I participated in statewide student senates. So I know *Robert's Rules of Order*.

How does your hospitality background relate to building management?

Jay Bloom, our owner, used to be in the hotel business, so he can relate to people in the hospitality industry becoming management executives and property managers. In fact, I hired several people who were in hospitality to become property managers, and they're still here.

When I came to Hawaiiana, I said I don't want to manage any more people, but give me any building association you want and I will manage it. They said OK, and gave me some that were difficult, but I managed to turn them around. The way I see it, the hospitality industry is related to condos because it's people related. It's not just managing facilities. You work with the board of directors and the owners and maybe a resident manager.

I feel that service to your board members, service to your owners, is very important because that's what keeps the

thing turning. I come in at 7 o'clock in the morning, take care of all my phone calls and e-mails, 40 or so every day. I respond to each one to make sure they know I'm involved.

How do you see your role?

You try to help both the board and the resident manager get better. You're in an advisory role, but you don't make the decisions. The board makes the decisions. And then you also hear what owners are saying, so there's no overthrow of the board of directors. I have never had a building have that happen. Most have stayed with me. But usually, when there's a new president, you might find there's a different philosophy of how they would like it to be managed.

I'm at all my board meetings.

What's the main thing that can cause board disruption?

You don't address an owner's issues right away. You post the agenda, at the meeting there is an owners' forum and you have to open it up. I try not to just say you have five minutes and that's it, unless there's a whole bunch of people. And after they have their say, you consider it and let the board decide. But I always contact that person later to inform them what the board decision was.

Notable accomplishment:

Most of my buildings, I was the first to put in solar on those buildings. It pays for itself. I've become a solar expert.

What part of the job don't most people understand?

I do research. Before I got into the restaurant business, I spent about 10

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Keep Calm and Manage On

How to handle hostile tenant situations

BMH asked a variety of people involved in building management to share their experiences with hostile people—whether tenants, vendors or other non-residents—how they dealt with them and advice for other managers facing similar situations



VALORIE LAMBERT

General Manager,
The Park at Pearlridge

In my 15-plus years' experience, both here in Hawaii and on the Mainland, I have found that the majority of incidents with an aggressive or abusive tenant involve a mental health issue and/or drugs/alcohol. This complicates the situation.

Situation 1: Resident repeatedly harasses the staff of the building, making racial statements, such as “All _____ are crack heads” and “All _____ are thieves.” This resident has also come to the office brandishing a big knife.

Response: We called the family and the case worker regarding the racial slurs, and the police were immediately called regarding the knife.

Situation 2: This person would blame staff of entering his/her unit and re-arranging the furniture and changing the station on his TV.

Response: This person obviously had a mental health condition, and the family asked us to contact them when something like this happened. Our staff was told to always have two staff members present when entering this unit.

Situation 3: This resident refuses to share an elevator with other residents and tries to physically block them from getting on the elevator.

Response: Violation was issued and resident and owner were talked to regarding this behavior. The resident was told that if they needed to be in the elevator alone, that it was their responsibility to step out of the elevator and wait for an empty elevator. Repeated incidents resulted with progressive fines for repeat incidents and a call to the police. After the third incident, we contacted legal who issued a letter regarding our “anti-harassment policy” and issued a \$500 fine plus legal costs.



CJ AMODO

CMCA, AMS,
Director of Community
Association
Management
Associa Hawaii
(Editor's note: It's

worth noting here that the Moanalua High and UH-West Oahu grad holds a black belt in Taekwondo, a blue belt in Jiu Jitsu and has been a trainer in Muay Thai kickboxing.)

Situation: I was recently doing a common-area site inspection at one of our managed homeowners associations, accompanied by two board members and a driver for a tow company the association has been using for years. During the site inspection, a tenant happened to be outside his unit, saw our group and confronted the tow company driver. The tenant's car had been previously towed by the tow company for being parked in an

"This resident refuses to share an elevator with other residents and tries to physically block them from getting on the elevator."

area that blocked emergency access. The situation between the tenant and the tow company driver escalated and nearly became physical.

How did I respond: I maintained my professionalism and stayed cool and calm.

I treated both parties with respect, I listened to both sides, and in a soft voice, encouraged both parties to calm down and, fortunately, was successful.

By the way, I called the tenant a couple days after the incident to apologize for the tow company driver's attitude and actions, and checked to see if the tenant was OK.

As for advice for other managers with a similar problem: It depends on the circumstances. It's a judgment call



by the manager. I have heard of similar situations when the police have been called. In this case, I would have called 911 had the incident become physical.



RICK ORNELLAS

Director of Security
One Waterfront Towers

Something one of my professors at Chaminade taught me stayed with me throughout my 25-year Honolulu Police Department career and still does today in my role as director of security at One Waterfront Towers in Kakaako: "Never fight anger with counter anger."

I reinforce this exact ideology with the security officers I work with, and impress upon them the importance of remaining calm under pressure. I explain that you never know what the underlying current is that drives an individual to rage out. It could be financial burdens, war-related PTSD, a terminal illness, being a caregiver for a relative while working fulltime, family issues—to name just a few things that can "light a fuse."

Many a time, an irate individual

will enter your work space and start dropping "F-bombs," not knowing all the while they are being recorded on surveillance camera. This camera footage will often show the out-of-control person lashing out at the security personnel, sometimes at high decibel.

I've found that, for some reason, the angered complainant eventually feels embarrassed when countered with a calm presence, ending the problem. I've witnessed this same reaction time and again, and realized that my astute college professor knew what he was talking about way back when.

Now it makes me proud to see our security officers carrying on his wisdom by remaining calm when provoked by an angry person.



ALLEN WILSON

Executive Vice President
Hawaiiana
Management

The legislative sessions that took place during the last two years were noteworthy in particular because many of the House

Please see page 24

and Senate bills that were introduced resulted from feelings of anger and frustration felt by owners of condominiums and home owners' associations all across the state.

The basis for owners getting angry stems from a feeling of separation, of alienation from their board of directors. Simply put, the underlying message is "these guys are not acting in my best interest." What results is an "us vs. them" mindset where the perception is that the board doesn't care much about the owners or their needs. This can develop in both resi-

dential and mixed-use projects, especially if one class of owners (commercial) feels the board favors the interest of the other class (residential).

How does this happen? One key problem is poor communication or, in many cases, no communication at all. When the board doesn't make a consistent effort to inform the owners of what is going on, what problems are being faced or what their financial situation might be, many owners get uneasy and begin to worry about what could be happening.

Another contributing factor is that the owners feel that they have no

input or participation in the decision-making processes. They feel that whatever is happening is happening to them and they receive little or no prior notice, have no say in the matter, and they sometimes feel like helpless victims.

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



8 KEYS FOR HANDLING THE ANGRY RESIDENT, EITHER AS A BOARD MEMBER OR AS A PROPERTY MANAGER

1. Recognize the situation; you will eventually encounter it. Since you can't control what people think, there isn't anything you can do about it. The first step is all about facing reality.

2. Some people simply aren't reasonable. Such people have been successful in getting what they want by intimidating others. They have learned that most people will avoid or withdraw from conflict because their job requires it, their personality is not suited for confrontation or they lack the skills to deal with unpleasant people. Since this aggressive, angry approach is successful most of the time, they keep on using it most of the time.

3. Understand that it's not about you, it's about them. Some people have a complete mastery of blaming skills. Whatever it is, it is always someone else's fault—probably yours. Don't get caught up in the blame game. Instead, try to identify the issue and look for solutions.

4. Dealing with other people's anger. Remember to deal with the issue, not the personality. Don't allow their emotions to become your issue. Remind yourself that the other person's opinion is not your reality.

5. Defuse them. Stay cool, calm and confident. It will demonstrate that you are in control and they may

not be so likely to intimidate you. Maintaining control of the exchange is the most critical part of the process. One successful approach is to start asking questions. The person asking the questions is the one who has the best chance of maintaining control. Think of a police interrogation, or a lawyer in a court room. The one asking the questions is the one in control of the situation and the one who can lead the discussion in any direction he/she wants it to go.

6. Realize that you cannot deal with all people the same way. Some people like to hear the words: "I'm sorry. I understand what you are saying. I will resolve this issue and get back to you." Validate what they are feeling and assure them you will resolve their issue. Don't resort to anger or sarcasm. Such behavior will not resolve anything.

7. Manage the issue, not the person. Once the issue is identified, take steps to resolve it ASAP. Don't drop the ball. If you are unable to resolve the issue yourself, say so and find someone who can resolve it and be sure to let the resident know the name of that person.

8. Remember "people skills" are a valuable commodity. Develop people skills now and they will serve you well for the rest of your life, with family, friends, co-workers and especially in dealing with angry residents.

years in pharmaceutical sales. When I left Abbott Laboratories, I had the highest sales in the Western region. A big part of my job was to educate doctors on the latest medicines and procedures, because they're so busy just being doctors, which meant I had to be up to date on all that.

That's why I try to have close relationships with our vendors, because they can help with the research. For example, I just got a letter from Wally Iaea at Alakai Mechanical, regarding replacing old pipes with steel versus PVC. Lots of older buildings are having metal pipe retrofit issues, and some people are saying you have to use steel pipes that are common. But by using the PVC, you'll last longer. I was surprised. Life expectancy of a particular type of PVC pipe is estimated up to 400 years

Again, I'm not going to make the decision, but I'm presenting it—it makes a lot of sense to go with the PVC pipes. It's a game changer, and it's less expensive. Why use something you know is going to cost more and then deteriorate?

What do you look for when hiring a resident manager?

I look for someone who knows how to work with people. They can learn the basics of a building, learn about elevators and plumbing, learn the by-laws, learn the house rules, but if they don't have the knowledge to work with the owners and the board, it's not going to work out.

Biggest challenge?

There's a lot of things happening within the industry we have to comply with and work with. Senate Bill 514-B that just passed does a lot of things, including putting pressure on foreclosures. Now they say you can't do non-judicial foreclosures, and you have to have it in your by-laws. So now I have to make sure all my buildings are compliant.

What do you enjoy most about property management?

I enjoy trying to solve people's problems.

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Where It's Always Showtime

Shawn Enos and Mary Lewis deal with epic arena wear and tear

BY DON CHAPMAN

Shawn Enos and Mary Lewis walk into the Blaisdell Arena for a *BMH* photo shoot as the HPU women's basketball team scrimmages just a few feet away. Ignoring the thud of basketballs bouncing, the high-pitched squeak of sneakers, the trill of a whistle, they look the other way, scanning rows of empty riser seats upholstered with blue fabric.

Suddenly, their cell phones appear and they begin taking photos of a problem to deal with ASAP: the back of one of the seats has been stained with what looks to have been ice cream, perhaps.

"That," says Lewis, "has to get cleaned up before Lionel Richie," whose shows are just days away.

For Enos, the Blaisdell Center's building and maintenance operations superintendent, and Lewis, events and services administrator, the cell phone camera is one of their greatest tools.

That's just the start of what makes their jobs similar to work done by building/property/facilities managers across Hawaii.

"I do a walk-through every day," Lewis says, "and I'm sure that's not always popular. I have all these pictures I take with my phone—this plate needs replacing, this window is dirty, this trash can is full. I don't have pictures of my children on my phone, I have work stuff."

Adds Enos: "Every time I'm walking around, I have my phone out to take pictures, getting information, putting in work orders."

There are other similarities with more traditional building management responsibilities, he says:

"Air conditioning, electrical, plumbing issues, possible leaks, wear and tear."

And there's plenty of that at the 26-



NATHALIE WALKER PHOTO

Mary Lewis and Shawn Enos in the Blaisdell Arena

acre Blaisdell Center. Lewis cites these statistics from last year:

Exhibition Hall: 120 events with 300,000 people attending

Concert Hall: 146 events, 180,000 people

Arena: 74 events, 180,000 people

"So we have three-quarters of a million people coming through here," Lewis says.

"I can tell you what the biggest difference is (from condo or office tower management). Once you have a client and you lease them office space or rent

them a condo, you have periodic maintenance, but you have the same people, there's continuity day to day.

"Here, we might have five or six clients on the same day, all demanding attention where we have to completely change things around. The Arena seats have to be retracted, next day it's basketball, next day it's a big open floor for Made in Hawaii Festival. Or the Concert Hall goes from the Symphony to a comedian. Jo Koy is there for 11 performances.

"So every day we have all these

clients to please, and then we invite the public into our doors. At your condo, you have a security system, only certain people can get in. Same with parking. But we say, come on everybody, come on in!”

“And while you’re here,” Enos says, continuing the thought, “enjoy yourself and have a good time.”

Like other building managers, they have homeless issues.

“We do a walk-through prior to every event—electricians, plumbers, air conditioning have a check list they do before every event—whether it’s a small meeting in one of the meeting rooms or something in the Concert Hall.”

“Our security is actually very kind and escorts them off,” says Lewis. “And HPD is close by, they help. But it’s minimal. Because we have a lot of activity here, it’s not an ideal place to roost.”

Plus there are “people coming through walking their dogs or cutting through to the Museum of Art. We have an open-door policy.”

They’re also responsible for maintaining the parking structure and its 1,400 parking stalls, but management of the parking operation is sub-contracted to Elite.

Neither Enos nor Lewis have what you might consider a traditional back-

ground for facilities management. He’s been on the job just since November, having come from construction.

“I had a family business, Ideal Construction, and we were winding down operations,” says Enos, a Castle High and Chaminade alum. “So no building or facilities management. I worked in construction for a number of years. We did a lot of water lines, sewer lines, infrastructure improvements, Thomas Square phase 1.”

Lewis, a Boston native, came to UH-Manoa expecting to be there for a semester. She ended up staying and earning a Master’s of Fine Arts in set and lighting design:

“I worked in probably every theater in Hawaii, including Neighbor Islands when I was with Honolulu Theater for Youth.”

She was Mamiya Theater’s original technical director, and oversaw installation of all its new equipment: “I did that for five years, and then this job opened. I decided to move ahead in my career in this other direction, which

was more facility management.

“One of the things I find amazing, I was the first person in my family to go into the arts, which everyone thought was peculiar. My dad managed a 35-story office tower in Boston and I started helping him when I was about 14. He was re-doing people’s offices, which I thought was very cool. It didn’t hit me until years later, I did full circle from facility management to the arts to facility management.”

She spent 25 years as the Blaisdell’s production manager, involved in every event and production, from the smallest meeting room to mega-shows at the Concert Hall and Arena.

“You’re the facilitator for the outside artists, promoters, sub-contractors—sound, lighting, video—coordinating with contracted services the City can provide,” she says. “So you create the layouts, the tickets, everything, based on the scaling that the promoter gives you—including ADA and emergency

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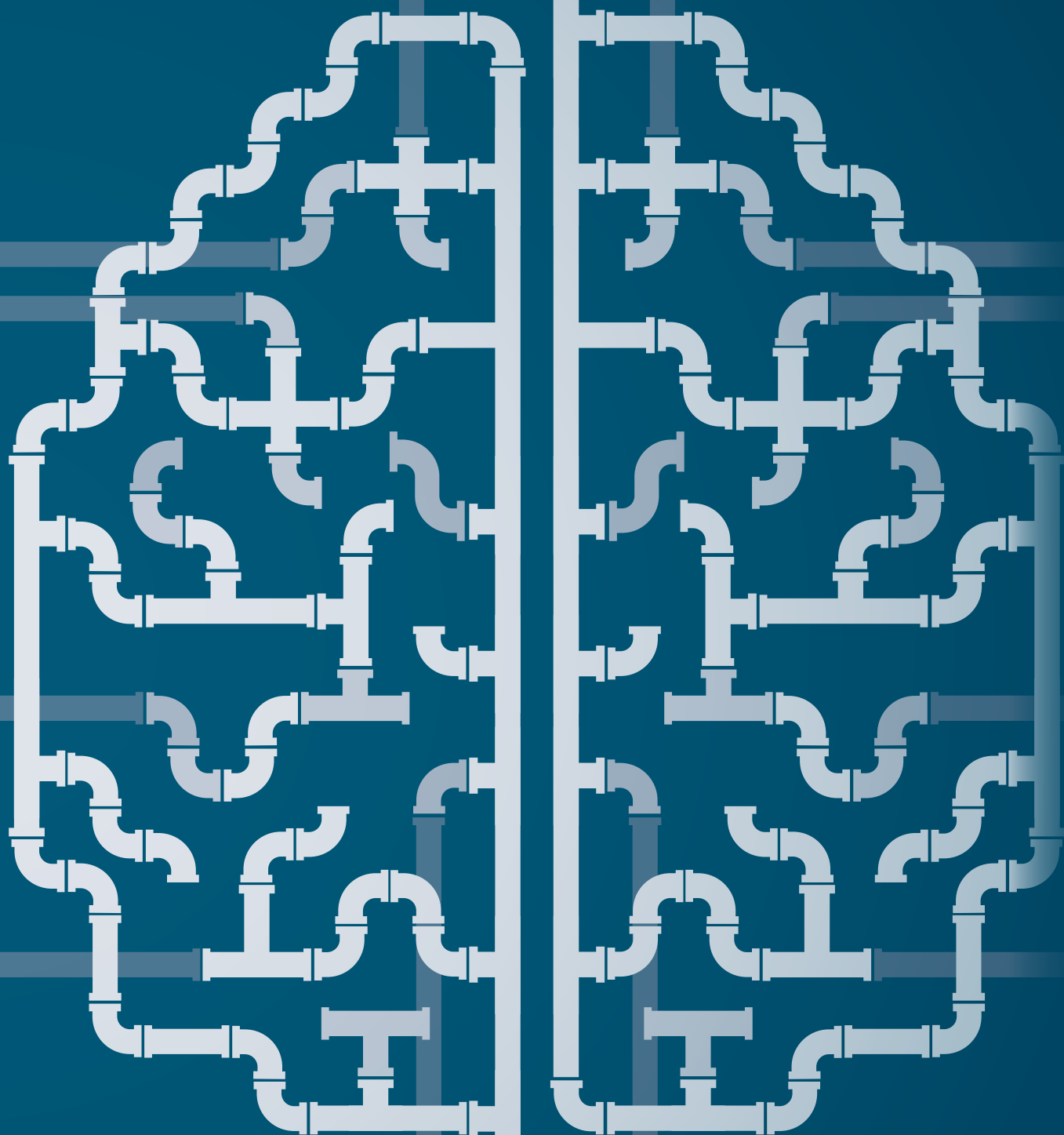
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“People going to a concert have no idea. When we ask people to move from the aisles, they have no idea we’ve already calculated how long it will take them to get from their seat to an exit and safety. But that’s all behind the scenes. It’s not something we want people to even think about. We want them to come and have a great time. It’s our responsibility to make sure that’s seamless.”

To keep things functioning, Enos oversees a staff that includes 13 full-time tradesmen—electricians, plumbers, AC techs, painters, mechanics.

“The wear and tear on this place is tremendous,” he says. “We do a walk-through prior to every event—electricians, plumbers, air conditioning guys have a check list they do before every event.”

Lewis remembers well her first concert at the Blaisdell Arena when she was a UH student:

“My first show here was Fleetwood Mac with my future husband. He brought me and we sat in the upper level.”

Other faves include Bruno Mars and Celine Dion:

“People say you’re so lucky, you get to see all these shows, but that’s when I’m working. But this time I walked into the Arena, Celine Dion was singing and I felt she was singing right to me. That was special.”

Enos says his first event at Blaisdell could have been a car show, but he’s attended several Broadway shows among other concerts.

“Bruno, Elton, so much history here,” he says.

More history is coming, but it will look different. The City is working on a \$700 million re-imagining of the Blaisdell Center.

“We want a performance area that rivals Seattle Center or any other urban entertainment center,” says Lewis.

“We owe it to the people of Hawaii,” says Enos.

Plans call for a new performance hall that, says Lewis, “would allow us to do Broadway shows in the Concert Hall, but the Symphony would still be able to do a regular season. We want to up the capacity of the Arena, increase parking, build a smaller sports pavilion so we can have a basketball game going on while we have Elton John. The Exhibition Hall, tenants have been telling us it’s not big enough, so we want to create more square footage with a higher ceiling. All this while creating more green space.”

This will involve shutting down the entire Center for over a year, but Enos’ tradesmen will have work—he’s also responsible for the Waikiki Shell, Royal Hawaiian Band facilities, Honolulu Zoo and city golf courses, as well as Thomas Square.

“Whoever you are, you’ve probably been touched by the Blaisdell Center,” Lewis says.

The goal is to continue that for generations yet to come.

Which, of course, will mean more facilities to manage.



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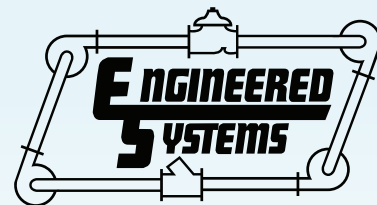
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As an easy-to-maintain floor with a slip-resistant surface, polished concrete is a great choice for a variety of applications



Kathy Anderson

If you're looking to protect or beautify your concrete, the options are plentiful. Polished concrete along with concrete coatings continue to lead the way in both affordable and high-end finishes within the flooring industry. Your success will lie in choosing the finish that matches your desired aesthetic paired with the durability and longevity required, while also considering the environmental factors of the application.

Both functional and highly decorative, polished concrete floors continue to increase in popularity across industrial, commercial and residential sectors. Once solely considered the foundation upon which other flooring finishes were applied, concrete itself has become a fixture in the design landscape with polished concrete going hand in hand with urban and industrial design as well as more traditional décor.

Combining beauty and practicality, polished concrete floors offer durability with a long service life that withstands high foot traffic. Of the many ways to finish a floor, surfaces can be polished to a matte finish and continue all the way up to a high-gloss mirror-like finish to reflect the desired look for the space. Incorporating exposed aggregate provides a unique look, and the application of dyes, stencils and logos create one-of-a-kind customizable floors that have designer appeal.

Adding to the attractiveness of polished concrete, they are affordable, environmentally friendly and contribute to energy efficiency. Increased reflectivity of the floor requires fewer light fixtures, resulting in lower electric



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bills. As an easy-to-maintain floor with a slip-resistant surface, polished concrete is a great choice for a variety of applications including retail locations, educational facilities, warehouses, office areas and residential spaces.

While polished floors hold great appeal, not every concrete floor is an ideal candidate for polishing. Floors that have significant damage and those with previous treatments having a prominent “ghosting” effect

might find coatings to be a better floor treatment.

Consisting of epoxies, urethanes and polyaspartics, coatings are designed to protect the concrete surface and increase its lifespan. Concrete coatings continue to trend upward and are anticipated to exceed \$1 billion in the global market by the year 2022. Offering a wide array of aesthetic options, coatings partner unique finishes with durability and longevity. Solid colors, broadcast systems and metallic effects represent some of the many design styles available. Surfaces can be smooth or have materials such as quartz granules or polymer flakes broadcast for added texture and slip-resistance. Show-stopping metallic finishes bring an artistic flair with a modern upscale look into commercial and residential spaces alike.

Because they are both chemical- and abrasion-resistant, concrete coatings are highly desirable for a variety of applications. Their seamless and non-porous surfaces are easy to clean and virtually maintenance free.

Please see page 34



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They inherently prevent the build-up of mold, mildew and bacteria, and are an ideal solution for restaurants and commercial kitchens, healthcare facilities, industrial clean rooms, locker rooms, residential pool decks, patios and garages. Due to their UV stability, coatings transition easily from interior to exterior spaces allowing for virtually limitless application possibilities.

Concrete coatings are also an affordable option when compared to the cost of traditional floor coverings, making them highly desirable beyond their aesthetic value. These attributes plus a quick return to service time that requires as little as 4 to 6 hours make coating applications a favorite on both the installation and design side.

Building owners and property managers find that adding a single piece of equipment capable of coating removal, surface prep, polishing and maintenance becomes a budget-saving measure both short and long term. When bringing installation and maintenance of easy-to-care-for flooring in-house, benefits include a reduced



cost of labor, low down-time for rejuvenation and no harsh chemicals or strippers that are required to maintain other types of flooring.

As the fastest-growing segment of the flooring industry, concrete floor polishing and floor coatings are anything but cookie-cutter. Whether your priority is durability, longevity, style or affordability, polishing and coatings offer solutions that are sure to perform. With continued growth pre-

dicted, you can expect design options to expand in both functionality and sophistication moving forward.

Kathy Anderson has seven years' experience in the concrete flooring industry. She is affiliated with Concrete Polishing HQ, a full service supplier of equipment for concrete polishing and coatings. Reach her 1-888-799- 2747 or info@CPHQ.net.



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Why A/C Maintenance Matters

At a minimum, your system should be checked and maintained annually



Wendell Akagi

Ignoring regular A/C maintenance will guarantee steady decline of system performance and increase its energy usage. Air conditioning units should be inspected and serviced a minimum of once a year, although routine monthly or quarterly maintenance will increase dependability and prevent potential problems with your A/C system.

Here is one way you can maintain your system yourself:

- Air Filters: Regularly replace and/or clean (if applicable)
 - Clogged, dirty filters will obstruct normal air flow reducing the system's efficiency significantly.
 - Air that bypasses the air filter may carry unwanted debris into the coil and impair the coil's ability to exchange heat.
 - Filters may need more frequent attention if the air conditioner is in constant use or is subjected to dusty conditions.

Here are some reasons you should maintain your A/C regularly:

- Identify problems quickly; reducing potential high repair cost.
- Provide maximum efficiency, which can reduce energy cost.
- Increase the equipment's life span.
- Keeps new unit warranty valid.
- Well-maintained equipment reduces health problems, including respiratory conditions and spread of some bacteria and viruses.



Hire an industry professional to check overall system operations such as:

- Check for proper refrigerant charge.
- Check for refrigerant leaks.
- Check for loose or broken electrical wiring.
- Oil or grease motor bearing (if applicable).
- Check thermostat calibration and operations.
- Check supply and return air temperatures.

- Check and clean condensate drain pan and drain lines.

As the Service and Operations Manager for Oahu, Wendell Akagi's knowledgeable background makes him ideal for the role of running the daily operations of the Oahu service department. He has over 22 years of HVAC service experience and has worked at Dorvin D. Leis Co. Inc. for 19 of those years. He supervises and coordinates the daily work of the service team and can be reached at 793-0454 or wendella@leisinc.com

Latest HVAC Trend: Cost Savings

New technologies make installing a new system worth consideration



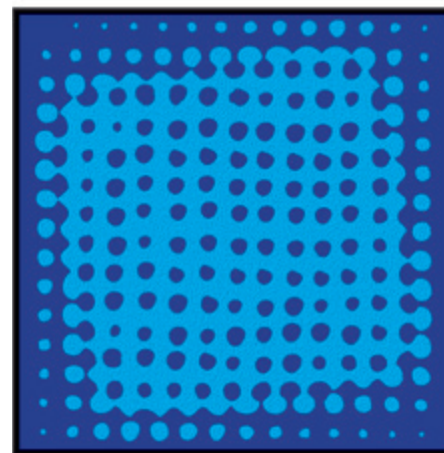
John Arizumi

It's no secret to those in the building management profession that HVAC—heating, ventilation and cooling—can be a significant contributing factor to building operating costs. That's why properly maintaining these units by replacing filters, cleaning coils, inspecting ducts and more is so important to preserving peak efficiency. But now with a range of innovations across this entire industry, to get the most savings you may want to go beyond maintenance and consider replacements or upgrades.

For example, new inverter technology in duct-free split-system air conditioners is making a major impact on operating costs. These units are called “splits” because they are separated into an outside compressor unit and one or more interior fan coils. They are popular not just for homes and condominiums, but also for apartment buildings, retail, restaurants and more. Performance for these is measured in SEER—seasonally adjusted energy efficiency—ratings.

In just the last decade, SEER ratings for split systems have improved from around 10 and are now up to 42 for the market leader, Carrier's Infinity system. With the average split system in commercial operation being around eight years or older, the odds are your property could see significant operating cost reduction just by upgrading to one with a much better rating.

One way the Infinity unit achieves that performance is through new occupancy sensors. These tailor-performance to the number of people in the room. Similar technology is now also available in Packaged Terminal Air Conditioners. PTACs are a popular solution for situations where you want



The Tower Tech cooling tower use patented square spray nozzle which distributes water more evenly, in place of the standard circular nozzle pattern. This cuts water and energy usage, reduces scaling and maintenance cost.



individual room control, say multiple unit installations in apartments, townhomes, hotels, senior facilities or even condominiums.

The Amana PTAC's DigiSmart system, for example, can sense whether a room is occupied or not, and adjust accordingly. As you can imagine, that saves up to 35 percent in energy cost over units that lack this feature. DigiSmart also provides centralized control. From a single screen, you can see how every unit in your facility is running and if any need maintenance or repairs, yielding even more savings both on energy and in reduced labor cost.

Of course, for large buildings and common areas, much larger equipment is involved. Fortunately, big savings are being realized here, too. For rooftop units, Carrier's new EcoBlue technology uses 75 percent fewer parts for a 40 percent increase in cooling efficiency. The improved design also reduces maintenance costs. With air-cooled chillers, variable-speed screw technology can exactly match real-time building loads for improved energy efficiency and lower sound levels. Many feature a smaller footprint, too, making them an easy retrofit that offers the best payback value



When it comes to cooling towers, a few common-sense innovations have proved to be big ideas. The Tower Tech cooling tower, for example, features a sump-free design, ultra-low maintenance fan assembly and uses a patented nozzle to spray a square pattern onto a square target. Compared to prior technology that sprayed the standard circular nozzle pattern, this combination of features can save up to 54 percent on costs. By the way, that figure doesn't factor in the value of the smart, sump-free design. This almost completely eliminates the potential for dangerous bacterial buildup, such as Legionnaire's Disease, and resultant lawsuits.

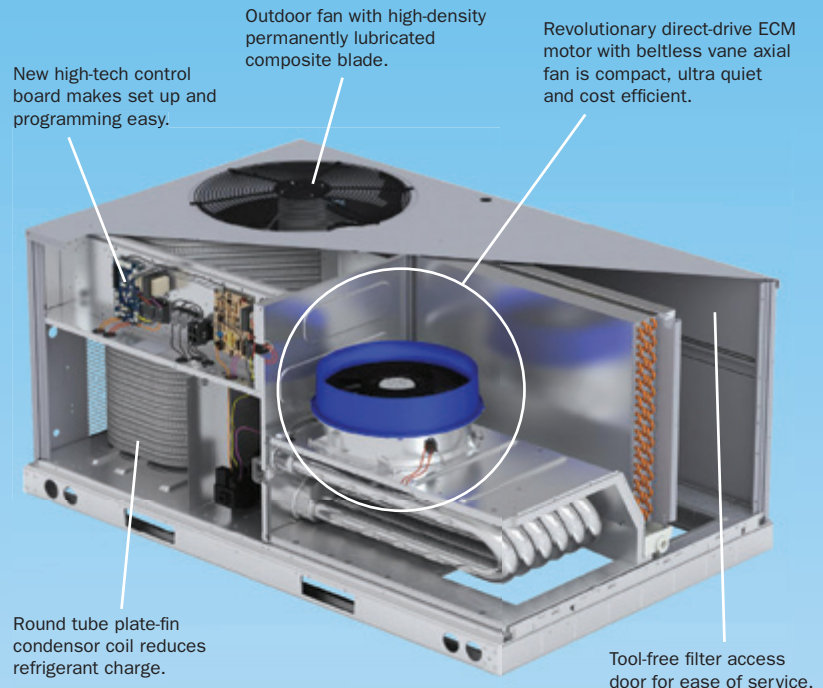
Finally, there is a whole new world of BACNet, intelligent building automation controls. These are all about lowering operating costs and/or achieving LEED certification.

A lot has changed in the HVAC industry in just the past few years. To get the best operating cost performance for your property, I recommend that you keep doing your maintenance, but also take a look to make sure you are keeping up with the latest money-saving options.

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

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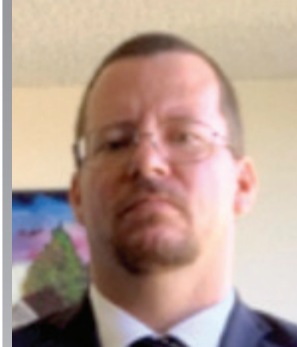


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Keeping Your Indoor Air Clean

Poorly maintained HVAC systems can result in poor health



John Lambertson

Do you want fresh, clean air or air conditioning? This is the dilemma. Seems like a strange question, right? In fact, it is a very important question!

What I'm getting at is the state of indoor air quality, how it affects us and what we can do to improve it. For the most part, the air we breathe from our A/C systems is quite filthy, to say the least. So what's the big deal? What exactly is in the air? Let's start with something we are all familiar with when we move a piece of furniture or vacuum a carpet. This particle/air contaminant has a very technical name, dust. Now we have all seen particles of dust in a ray of sunlight coming through a window. I have news for you, it's there all the time, whether you see it or not.

What's in dust? Inside a basic home—1,500 sq. ft.—more than a pound of airborne dirt is generated per year. That's about 50 grams, or two tablespoons a day. What else is in dust? Human skin. People shed more skin than just about any other animal. About 80 percent of what you see floating in a ray of sunshine entering your home is dead human skin.

Other dust components: Allergens. Pollen and other antigens suspended in indoor air can produce abnormally vigorous immune responses for those who suffer from asthma and allergies.

Then there are substances in the air we can't see, at the microscopic level. We can only see about 10 percent of airborne pollutants. The rest are too small to see, but not too small to inhale. These particles that we can't see contain a wealth of biological particles which could be harmful to our health. The many types of airborne germs include bacteria, fungi, molds, viruses and VOCs. These bio-aerosols are all around us and can be highly detrimental to our health.



Bacteria are tiny, one-celled creatures that reproduce outside of the body or within the body as they cause infections. Some infections that bacteria can cause include ear infections, sore throats, cavities and pneumonia.

Fungi are multi-celled plant-like organisms that get their nutrition from plants, people and animals. They love to live in damp, warm places, and can cause rashes and other irritations.

Mold spores are a common component of household and workplace dust. But when mold spores are present in large quantities, they can present a health hazard to humans, potentially causing allergic reactions and respiratory problems.

So, what can you do about this?

Option A: Kick your A/C units to the curb and open the windows. Or a more reasonable **Option B:** Close the windows. (Who really wants to hear the neighbors, anyway?)

So the best is **Option C:** Maintain and keep your A/C clean.

Here is where we their system until it stops problems: people. People are, for the most part, lazy and uninterested in

maintaining their system until it stops producing cold air; then they are on the phone pretty quick. Let me tell you from my years of replacing filters in HVAC systems, this is one area in your building where it just does not pay to be lazy. Countless times I have arrived at a service call and found that dirty A/C systems coincide with sick occupants.

Many times, customers will say, "You know, I have not been feeling too well lately," or "My children have allergies and respiratory issues." And I will ask them, have you changed the A/C filter? Nine out of 10 times they say, "What filter?" Most people have no idea how absolutely disgusting their A/C systems are or how to maintain them. But the right knowledge is power.

For example, your home—keep it clean. The most common phrase I hear as I cross the threshold of a customer's home is, "Please excuse the mess." And most of the homes I go into are filthy.

Sometimes I tell customers that I'm writing a book called "*Please Excuse the Mess*," then point at their living room and say, "And we are going to use a photo of this for the cover." This usual-

ly results in nervous laughter, but I bet they clean that room after I leave!

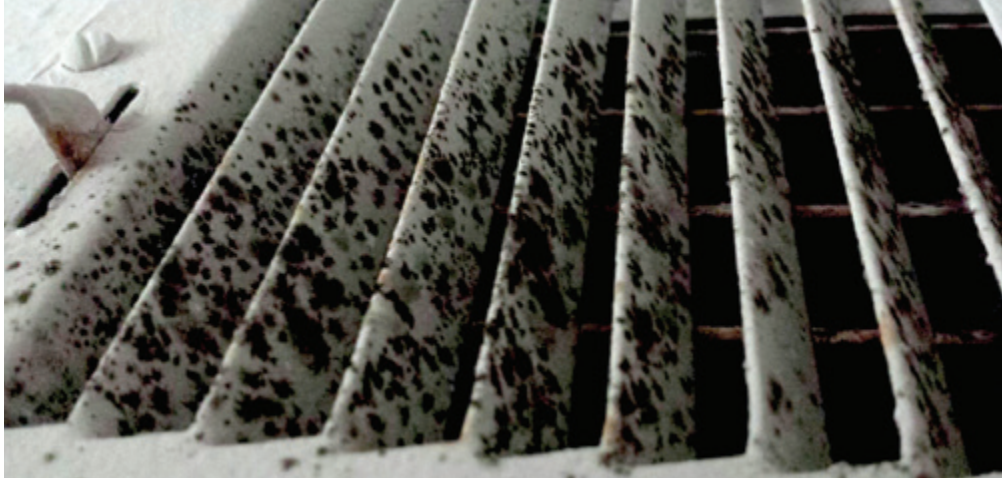
Finally, if you smoke cigarettes, or anything else, do it outside. You do not want to go one toké over the line and contaminate your system. I've scraped resin out of systems that I could have smoked in a pipe! So, like a scrap about to happen at a bar, when it comes to smoking, take it outside.

Duct work should be cleaned roughly every seven years. I know some will say that's too often. Those people are the ones who get sick often and are unable to put two and two together. Yes, your A/C system will make you and your loved ones sick.

Prevention: Your A/C system, as explained earlier, is one of the most moist, damp clammy and dank appliances in your home and can be a breeding ground for mold and bacteria. Therefore, anti-algae tablets should be placed in the drain pan at each maintenance. Also, if your A/C system has a fresh air intake damper, it should be set to allow approximately 10 percent fresh outside air into the system. This is enough to keep a safe amount of fresh air entering the system, but not so much that the system is inefficient. Another way to keep the air in your system clean and contaminant-free is the installation of applicable UV lights. These ultra-violet systems are great at killing bacteria and pathogens.

Solution: Have your A/C system cleaned, and often. We recommend quarterly maintenance for systems with average usage and monthly maintenance on high-use systems. Mold abatement and prevention should be held in the highest regard. Doing so will result in a healthier indoor environment as well as a more enjoyable conditioned air experience for all!

John Lambertson is a HVAC contractor and consultant with 28 years of experience. A native of Brooklyn, he owns and operates two companies in Hawaii, JDL Air Conditioning and Community-Pro Air Consultants. He's worked in all facets of HVAC, including residential and commercial equipment installations, change outs, service, duct-work and maintenance, as well as test and balance. Reach him at 808-497-6573 or jdlhawaii@aol.com



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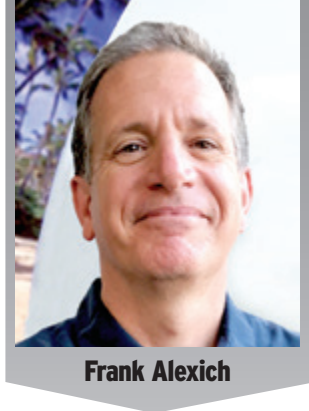
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Your Doors Make the First Impression

Here's a simple, three-step checklist for doors



Frank Alexich

You've heard the saying, "You never get a second chance to make a first impression." It's as true for properties as it is for people. One of the first impressions people get of your building is your entry doors—what we refer to generally as "storefront" doors. I'm going to address how to inspect and maintain your existing doors.

Let's set some parameters for the discussion. While there are automatic and manual, full-frame or frameless, all-glass, hinged, sliding and folding options, to name a few, I'll address manually operated hinged doors, the most common type found in condominiums and commercial businesses here on Oahu. These are more economical to maintain or, when need be, to replace. Specifically, we'll cover routine inspection and maintenance. When possible, managers should file the installation and maintenance instructions following the installation of new doors. It is also advisable to provide a copy to technicians performing maintenance or repairs, as this will reduce the time they spend figuring out the likely causes when there are problems. There are a multitude of door manufacturers and styles. Even experienced technicians may not be completely familiar with your door's mechanisms.

Three parts of the door should be checked periodically, depending on the usage, but in no event less than monthly. You should look at the closer, hinges or pivots (depending on your doors' design) and the door panel (frame and glass). Simple preventative measures may save you significant repair or replacement costs down the road. Unlike many projects around your building that are easily handled by a handyman, for glass work, the law



requires you to hire a company with a specific license, C-22. A licensed contractor is also required for jobs with labor and materials over \$1,000 or when a building permit is required. More information can be found at the State of Hawaii website cca.hawaii.gov/rico/licensedcontractor/ and check your county's building department website for complete information.

The first item is the "closer." This is the mechanism that allows the door to open and close smoothly, and in some designs to stay open. In most storefront doors, the closer is one of three varieties: surface mounted, overhead-concealed closer (OHCC), and floor-mounted closer. The names are relatively self-explanatory, making identification of your door relatively easy. Still, consulting a qualified licensed glazing contractor that does repairs (and not just new installations) is often a good first step.

The most common closer is the

surface-mount closer. Over time, normal usage may cause the door to become aligned poorly, resulting in the door hitting the stop or not closing. Typically, there is an adjustment screw on the cylinder which can be adjusted to realign the door. Next, look for any obvious signs of fluid leakage. In addition to liquid, typically oil lubricant, a slower leak may be indicated by dust or grime adhering to the surface and collecting around the closer fitting. It may appear as grimy streaks on the housing itself. In both cases, clean the surface and monitor the closer to see if it reappears. If so, it's likely time to call a professional. With the OHCC, the first indication is often seen on the cover beneath the unit itself. This cover is along the bottom of the frame above the door. Look up at the cover near the hinges for signs of fluid. As with the surface closer, wipe away any fluid or grime and monitor closely to see if it reappears. While the

floor-mounted closer doesn't provide those visual clues, as any leakage obviously flows down due to gravity, there are indications of failure. The first may be that the door no longer opens/closes smoothly or, secondarily, the door drags and is in contact with the ground at the sill/threshold. In either event, it is time to call an expert.

The next part of the door system to inspect are the hinges, either side-mounted or top and bottom pivot hinges. Pivot hinges are concealed and sealed, so there isn't much that the lay person can do. Side hinges, or butt hinges, should get periodic lubrication, follow manufacturer's instructions if available. Otherwise use a little penetrating oil at the top of each hinge, which should work itself in between the pin and hinge housing. Lubricating once every six months or so should be sufficient, and more frequently with high-traffic doors. If the hinges are especially dirty, they can be cleaned first. A mild soapy detergent and soft brush should be used. Do not use harsh or abrasive cleaners that may damage the hinge or the finish. Allow to dry thoroughly, then lubricate as noted above. As with the closures, wipe any excess and keep the hinges free of sand, dirt and grime by wiping them off monthly.

Lastly, the door panel should be cleaned to lessen the likelihood of damage to the finish. Whether an anodized or painted finish, routine cleaning will reduce the accumulation of salt and soil that could accelerate weathering. Cleaning should be done when the door is shaded or at a minimum not in direct sunlight. Do not try to clean if the metal is warm to the touch because chemical reactions on hot metal surfaces will be highly accelerated and not uniform. This could permanently streak or taint the finish. With regular cleaning, it may be possible to simply rinse the door with fresh water from a pressurized hose. When a mild soap is required to dislodge soil, detergents safe for bare hands will be safe for aluminum finishes. Work from the top down and rinse the surface thoroughly with fresh water to remove all residue. Avoid allowing the soap to dry on the surface. A soft nylon cleaning pad may be used for stubborn or especially dirty areas. Do not use excessive abrasive

rubbing to remove stains which could affect the surface texture or impart a shine to the surface. Always do a test patch in a less conspicuous area first. Finally, do not use acidic or alkaline cleaners on aluminum finishes. Never use cleaners containing trisodium phosphate, phosphoric acid, hydrochloric acid, hydrofluoric acid, fluorides or similar compounds on anodized aluminum surfaces.

With proper routine maintenance, including cleaning, you should get

decades of use out of your aluminum storefront doors.

Frank Alexich is VP and general manager for Screens & Things and its subsidiary The Window & Door Store. He is responsible for sales, marketing and operations. He joined the company in 2005 as director of sales and marketing and was promoted to his current position in 2007. Reach him at 748-3701 or falexich@screensandthings.net.



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The Importance of Installation in the Window Replacement Process

Choosing the right installation method and company is as important as choosing the right windows



Pam Barrett

So, you've determined it's time to replace those old, outdated windows in your building. While there are many options to consider when choosing replacement windows—the brand of windows, style, types of material, testing and performance data, etc., even the best windows will not perform to their maximum potential if they are not properly installed. The performance standards of that high-quality vinyl framed, low-E window that you've chosen can be cancelled out if any step of the installation process is performed improperly.

A quality installation starts with quality products and a well-trained team of installers. Buying windows direct from a full-service manufacturer allows for complete control of quality at all levels of the project—from the design of the window, the selection of the components that make up the products, and style selection, through to choosing the proper method of install, jobsite preparation and safety, and the finishing work at the jobsite.

Hiring the Best

Since installation is the determining factor of whether the performance designed into a window is actually achieved, it is important that you hire a contractor that meets the highest standards in the industry. It is essential that they are not only experienced in general construction practices, but are experienced window installers as well. Your contractor should be familiar with ASTM Standard E2112, Hawaii's specific building code requirements and the window manufacturer's product-specific installation requirements. Hiring the manufacturers own in-house, factory-trained installation team assures that they have the right experience and expertise to provide a professional installation, which can maximize the performance of your windows for decades to come.

A Properly Installed Window

For replacement windows, the first essential step of a proper installation begins with an accurate measurement of the window opening. This will not only ensure that your new windows are ordered and manufactured to the correct size, but will save valuable time and expense during the installation process. Since installation methods can vary, it is recommended that these measurements be taken by the contractor hired to install the windows. The contractor may consider deducting slightly from the final measurements based on the specific installation method that will be used.



Full-frame (tear out) vs. Retrofit

The major difference between full-frame and retrofit window replacement is how much of the old window is removed.

With a retrofit, the existing window frame remains intact, and a new window is merely inserted over the old window frame. Though this method is preferred by some contractors because it is typically faster, easier and cheaper, it does not reflect acceptable industry standards. A retrofit installation does not allow any existing problems around the window to be accurately addressed. Termite damage, water damage and spalling can go undetected and continue to cause water intrusion and leakage, promote structural rot, hazardous mold growth and severe damage to interior finishes.

In a full-frame replacement, the old window frame, brick-moulds, jambs and casings are completely removed and replaced with new ones. Although a full-frame installation is more costly, it is the most thorough and correct way to replace windows.

Level, Plumb and Square

Windows must be installed level, plumb and square in order for the units to operate correctly and prevent premature failure. When the window is level (horizontally

straight) and plumb (vertically straight), it ensures the window will operate as designed. It maintains the integrity of the sill slope so it can shed water, and prevent leakage. The weather-stripping will then be able to engage properly, and the window will operate correctly. In addition, the visual lines of the window will be in sync with the interior trim and the other lines of the building.

Since windows are not load bearing, a proper header is needed. This will allow the window to sit freely and squarely in the opening and avoid pressure on the window frame. Pressure can push the window out of square, causing additional problems with the operation of the unit.

Weatherproofing: Flashing and Sealant

Probably the most crucial step in the window installation process is to seal and weatherproof the exterior. Window units must be properly flashed and sealed with the correct sealant for protection against air and water infiltration, without fail, for many years.

It is important to note that not all sealants adhere to all surfaces. A sealant must maintain its integrity and adhere well to both the window and the underlying substrate despite ongoing exposure to the sun's harsh UV light and extreme heat. Sealants that meet all of the above criteria may cost more on the front end, but will cost less in the long run by providing a problem-free installation that will last many years. Because there are so many variations in existing conditions during replacement window installations, we strongly recommend consultation with the window manufacturer to determine the best possible methods and materials that will be used in this critical step.

Peace of Mind

It's easy to see why window replacement and installation should be left to professional installers. Installing multiple windows, in multi-story and high-rise buildings can be very challenging. While manufacturers' installation instructions can be helpful, they can't possibly address the hundreds of different installation and jobsite conditions. Furthermore, many manufacturer's warranties can be voided if the approved and recommended installation method is not used.

The manufacturer's factory-trained, licensed and insured installers are experts on best practices and installation techniques based on the highest industry standards for both new construction and replacement. Hiring a full-service window company with its own professional team of installers can save you both time and money, as well as give you peace of mind that the installation was completed properly, along with maintaining the life and value of your Association's buildings and property.

***Pam Barrett** is the marketing director for Coastal Windows Inc., a locally family-owned and operated window and door manufacturer since 1990, located on Oahu in the Waipio Business Park. Coastal Windows is an insured and BC-licensed specialty contractor and installer. For more information visit coastalwindows.com or call 676-0529*



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What Was Old Is New Again

It's easy to become a louver lover



Alan Nishimura

When I first got involved in the window business, spelling “jalousies” was a challenge. I had a stigma that jalousies were old-fashioned, difficult to clean, unappealing and problematic. Today, I discovered a new word associated with jalousie windows that is easier to spell “louvers.” Yes, I am pro-louvers and considered a louver lover!

Jalousie windows have always been associated with older homes, plagued with problems ranging from easy break-ins, broken handles and hinges, corrosion and, lastly, unsightly and not being in vogue with current times. The word is out about going green, reducing carbon footprint, energy efficiency and leveraging our unique climate. Louvers today play an important role in addressing the above concerns.

We have seen the world change from an analog world to a digital world. We all have embraced smartphones as an integral part of our lives, allowing us to do more with a cell phone from browsing the web to controlling devices remotely. The product once considered old is now new ... Welcome to window louvers on steroids.

Louver Technology

Transitioning from analog to digital, powered louver technology allows remote control of louvers via smartphones. Powered louvers allow control of hard-to-reach highly positioned chimney louvers and large louver window openings via your iPhone or Android phone screens. As an added benefit for our seniors, a smart switch design allows full control of window louvers throughout a home.

- Bluetooth Smart control module
- Automatic temperature control sensors
- Pre-set timers to match the occupant's daily routine
- Multi-channel louver control allowing maximum ventilation

Louvers today have a new design role in homes and commercial buildings. With the focus on energy efficiency, louvers have surfaced with new design features and energy-efficient low e-glass to address heat and ultraviolet light issues. With the demand to lower energy cost using photovoltaic panels, we are seeing a paradigm shift from sliding and casement windows to energy-efficient windows with a renewed purpose in design and functionality.

The durability of louver technology starts with high-tech non-corrosive plastic gearing to lock and seal louver blades minimizing air leakage and water penetration. This unique locking gear allows a smooth opening and closure with virtually no maintenance in comparison to the antiquated sliding aluminum hinges. The rotating locking gears of the newly designed louvers are sealed in a channel with plastic louver clips to secure the louver blades. The changes in design and



materials with today's louver solutions address and mitigate salt corrosion commonly experienced in Hawaii. On the other extreme, a unique “Stronghold” clip design for safety and security is now being introduced as an added salient feature for jalousie window solutions. Glass louver blades are secured with pins that are inserted into glass blades and unique blade clips precluding easy removal. Safety in condominium and high-rises are seeing the value of having this design feature when replacing their old jalousie hardware that is prone to sliding out.

Louver Solutions

As the demand for single-family homes increases and available residential lots decrease in square footage, homes are being designed using a zero-lot line configuration. In all cases, we have windows either looking directly at a neighbor's residence or with no view. Our louver solutions when compared to a sliding window with 50 percent opening will allow a degree of privacy while at the same time allowing 100 percent ventilation. Louver blade selection can also be designed to mirror a wooden shutter incorporating wooden blades, aluminum blades or obscure or frosted glass. A glass blade solution would allow both maximum light and ventilation in a room while at the same time providing a degree of privacy.

In terms of window placement, windows on the side of the house can be designed at a higher level extending across the width of a room. Hot air rises and, with cross ventilation, the high placement of windows allows hot air to escape while at the same time providing added privacy and selective use of air conditioning.

As for the old stigma that jalousies are unappealing and old-fashioned, welcome to the new elegant design role of louver windows. The new louver windows today can add curb appeal to a residence or commercial building if designed correctly to complement an exterior wall. Panel or flat-wall surfaces can be complemented using louver solutions with the focus of enhancing the aesthetics both from the exterior and interior of a home. Large residential development homes can now have front appeal by redirecting emphasis on the sides of homes to the front facades.

Another salient feature of louver solutions today relates to design preparation in “moments that matter.” Hurricane winds and rain are no longer an issue with jalousie blades that can withstand Category 4 hurricanes. Security stainless steel screens eliminate the need to react to storm conditions by providing a barrier against flying debris. Shoring up windows with plywood or costly hurricane shutters can be replaced with a combined solution of stainless steel security screens, tempered glass and secure clips. In the event of a hurricane, tempered blades, integrated with locking “living” hinges, seal the blades tightly mitigating any rain or winds from entering between the blades. Wind and rain are associated with storms in Hawaii and the capillary action between the tightly sealed blades further mitigates wind and rain from entering between the blades. The installation of tempered jalousies with stainless steel security screens will alleviate the anxiety of preparing for a hurricane. Simply lock the jalousie blades to seal out wind, noise and rain, and always be prepared for any type of inclement weather.

To address the misnomer that jalousies are unsightly, the frames are anodized, powder-coated with a 25m thickness in several colors to match the exterior of a home. Blades come in a variety of finishes ranging from bronze and grey tinted, frosted white, Western Red Cedar blades. Low e-Glass, and aluminum color matched blades. Louver blades also come in different widths, 4-inch or 6-inch. Designed to complement the exterior of the wall, a unique, functional and aesthetically right louver solution will complement the overall appearance of a home.

Design and Function

Another unknown design and functional application is designing louver windows as interior partitions for openings requiring privacy and ventilation, as well as adding a new, unique multi-faceted design to a home or commercial building interior.

An important consideration when making a window selection is the service behind the product. The state of Hawaii has numerous qualified, certified glazers who are well-versed in installing and servicing louver windows in existing and new residences and commercial buildings.

In summary, louver solutions today provide the following core values:

1. Durability
2. Energy efficiency
3. 100 percent ventilation
4. Safety and security
5. Easy maintenance
6. Improved aesthetics

Louver windows can be considered as Hawaii’s “high performance” window solution today with myriad benefits,



features and material design selection. Let’s face it. Your home in many cases is your greatest asset. Any addition to your greatest asset should be built to last while appreciating in value over time. Simply put, adding a properly designed window can change the appearance, appeal and value of your home.

In closing, the legendary local architect Vladimir Ossipoff had a vision designing homes and buildings leveraging Hawaii’s unique climate conditions. With today’s louvers on steroids, we can continue his design legacy through unique louver solutions.

Alan Nishimura is territory sales manager for Breezway Hawaii. Reach him at 484-5999 or Alan.Nishimura@breezway.com.

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Preparing Island Homes for Severe Weather

Extreme weather conditions call for different calibers of window and door solutions



Jim Hay

While hurricane landfalls are rare in Hawaii, brushes by tropical storm systems are common. Homes on the coast or in tropical cyclone zones demand stronger protection against the elements, so it's important to understand impact resistance, impact ratings and other measures for creating a shield against extreme conditions. When it comes to the harshest coastal conditions like hurricane-force winds, driving rain, humidity, flying debris and endless sun, window and door products must be specifically designed to take a beating while still preserving a home's structural seal, and its beauty.

Impact-Resistant Windows

Many don't know that the primary reason a house collapses in a storm is that when the windows break, air pressure inside the house increases. This additional pressure lifts the roof, and can bring down the walls. Consequently, the glass selected for windows and doors can be the most important factor in salvaging a home in a heavy coastal storm.

Impact-resistant windows are designed to withstand strong forces of nature and are rigorously tested to ensure they perform. Impact-resistant glass generally consists of two laminated glass layers with an interlayer that helps stop flying debris. Even if the glass shatters in place, the laminated layers preserve the overall structural integrity of the window. An additional benefit of impact-resistant glass, as compared to hurricane shutters or traditional plywood barriers, is that impact-resistant glass is protection that's built in, working for your home 24/7 without any intervention needed.



How is impact resistance measured? Products with impact-resistant glass are rated for their ability to withstand wind speeds in various, predetermined wind debris zones called Impact Zones (IZ). Areas prone to hurricanes and storms involving high wind speeds are categorized into four zones, each with their own building code certification standards. Many Marvin StormPlus and Integrity IMPACT products are rated for the highest wind areas, including IZ3 and IZ4.

Thanks to technology that's constantly evolving, impact-resistant glass and IZ-rated products are an option for many different types, sizes and colors of windows and doors, meaning that choices aren't necessarily limited in terms of the aesthetic look a homeowner wants to achieve. Homeowners in even the strongest wind zones can access taller and wider windows and scenic doors like the Marvin Ultimate Multi-Slide and Bi-Fold Doors to take advantage of beautiful views and indoor/outdoor living when the weather is mild while maintaining protection when it's not.

Design Pressure (DP) and Performance Grade (PG) Ratings

When you're told that a window meets a specific "DP" or "PG" rating, what does the rating actually mean? DP stands for "Design Pressure," a calculation that takes the wind load or the wind pressure of a particular site into consideration. Essentially, DP is a performance specification for how strong a window is, expressed in how many pounds per square foot (psf) of pressure the window can withstand. The Design Pressure required for a home will vary based on location, and in coastal areas will be considerably higher.

PG stands for "Performance Grade." A product only achieves a performance grade rating if that product complies with all requirements of the North American Fenestration Standard/Specification for a certain design pressure and maximum expected wind speeds where the home is being built. PG goes a step further in also verifying struc-

Please see page 54

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Piecemeal or Wholesale Window Replacement?

Things for AOAOs to consider in replacing windows



Mid- to high-rise condominium building window systems are almost exclusively constructed of aluminum. The aluminum window frame can have a painted or anodized finish. Both painted and anodized finishes degrade due to weathering exposure over time, leaving the aluminum material susceptible to corrosion, especially in high chloride (salt-laden air) environments such as Hawaii. Corrosion is also exacerbated when dissimilar metals, such as ferrous metal fasteners, or cementitious materials are in contact with the aluminum. If the aluminum becomes the sacrificial anode, it oxidizes to a white-colored powder (aluminum oxide) residue, typically observed on the window frame surfaces or at joints. Pitting of the aluminum will also result if atmospheric contaminants are allowed to stay on the aluminum for an extended time. Eventually the aluminum frame corrosion will result in full-depth pitting or holes through the frames leading to weakening of the window frame (in the field of the frame or at frame-to-frame connections) and leakage. Depending on the severity of the corrosion, replacement of the windows may be the only option, especially if the corrosion occurs at the critical frame connections or at the window anchorage to the structure.

Cost impacts related to a window replacement project are the most difficult issue for an Association of Apartment Owners (AOAO) to resolve. Reserve studies typically do not include window replacement and therefore the cost becomes an unforeseen burden on the owners through a special assessment or a construction loan for the AOAO resulting in increased maintenance fees. Past reserve studies may not have included window replacement because windows were believed to have a service life beyond the historical 20 to 30 year reserve projection. Additionally, because exterior windows are often not defined as “common elements,” the AOAO will typically consider allowing individual unit owners to replace their windows independent of a building-wide project.

As an Architect-of-Record firm that focuses on solving, repairing, and avoiding problems in the built world, our company is often requested by an AOAO to provide guideline drawings and specifications that can be used for replacement of windows or installation of lanai enclosures by individual unit owners on an as-needed basis over the coming years. However, there are many variables that increase liability for the AOAO when this approach is used.



Aluminum oxide residue staining from corrosion at façade.

Some things that an AOAO must consider when deciding between wholesale or piecemeal window replacements includes the following:

- 1** Building codes change or are amended by the local Authorities Having Jurisdiction (AHJ). Therefore, the guideline design provided today may not be compliant for a future installation. For example, some recent changes are as follows:
 - a. Depending on the building location, windows may be required to have small- and large-missile impact rating (which typically requires laminated glass) for wind-borne debris resistance.
 - b. Structural wind loading requirements have changed. This results in larger aluminum frame members, strong frame connections and increased anchorage to meet the increased structural demand. Structural design wind speeds historically increase, changing the strength requirements for windows.
 - c. Energy performance requirements have increased over time, resulting in the need for glass that has more resistance to solar heat gain (which typically requires insulated glass).
 - d. In some Special Design Districts the reflectivity of the glass is limited to prevent solar reflection onto adjacent buildings.

2 The condominium documents may require a uniform exterior aesthetic appearance. Aesthetics are subjective and this requirement can result in a conflict if a piecemeal replacement is performed and frame finish, glass color, window configuration and/or frame dimensions are not consistent.

3 Installation of the replacement windows will depend on the capabilities and qualifications of the contractor. If piecemeal replacement is allowed and Owners hire different contractors, the quality of the installation will vary. Design professionals may not be interested in specifying or oversight of piecemeal installation due to the high risk associated with this approach. At a minimum the contractor(s) must be licensed and insured for the work being performed.

4 If there is loss due to damages from improper window installation, the individual Owner will be held responsible; however, the AOA which has a large insurance policy limit will likely also be named and need to defend its position to allow individual owners to replace critical components of the building exterior envelope.

5 Corrosion of embedded fasteners or steel reinforcement in concrete may have caused cracking and spalling that will also need to be repaired. This issue can be hidden or unforeseen until the existing window is removed. The new window must be secured into sound materials to prevent the failure of window anchorage. It is important the contractor properly repairs these conditions prior to installing the replacement windows. The concrete is a common element and the responsibility for its proper repair rests with the AOA. Rushing concrete repairs to quickly replace a window and minimize the time that the exterior wall is open to weather is not recommended.

6 An industrial hygienist may need to test materials (e.g., coatings, insulation, cementitious products, gypsum board, sealants/caulking, putty, ceiling textures, floor tile, etc.) that would be disturbed in the course of the window replacement project and provide recommendations and specifications for abatement of any hazardous materials. In some cases of prolonged water infiltration, mold remediation measures may be also be warranted. These conditions may harm the unit owner, neighbors and contractor if not identified and remediated prior to being disturbed by the construction.


7 A wholesale window replacement can be performed by a general contractor so that all sub-contractors (abatement/demolition personnel, furniture movers, carpenters, security, concrete workers, window installers, painters, and clean-up personnel) are under one entity/warranty that is directly responsible for a successful project as it relates to claims and the coordination/scheduling of all the specialty trades (abatement, concrete repair, painting, furnishing removal/re-installation). Additionally, a general contractor will also be more likely

to meet the insurance and bonding requirements of the AOA.


8 Performance testing, such as water testing of installed windows, confirms: 1) that the installed window is consistent with manufacturer's reported performance; 2) the AOA is receiving the quality of product that they paid for; and 3) leakage is not occurring to cause damages. Water testing of every installed window assembly by individual owners can be cost-prohibitive and therefore not likely undertaken. Water testing can instead be performed at mock-up window assemblies for a single overall replacement project.

Although it may seem piecemeal replacement of windows is an appropriate approach for an AOA to undertake, we hope this article helps the reader appreciate that wholesale window replacement can provide lower risk to ownership, improved aesthetics, code compliant installations, fewer complications and improved quality for the installations.

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



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Park Lane Ala Moana

PHOTO BY NIC LEHOUX & SOLOMON CORDWELL & BUENZ

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College Converted Into Student Housing

Hotelier Ben Rafter saw a student housing shortage and turned the former Tokai University tower on Kapiolani into a private dormitory

One aspect of Honolulu's housing crunch that seldom gets mentioned is student housing. But it's an issue, and Ben Rafter saw a way to do something about it. About a year ago he and partners bought the former Tokai University building on Kapiolani. Now known as the Waikiki Visa, it does indeed offer superb views of Waikiki across the Ala Wai park and canal.

"It's a needed niche," Rafter says. "Dorm products are aging, and student housing is competing with

so many other housing types. Like any other market where you have a shortage of something, it intensifies the shortage in all types, single-family, condos, even hotels."



Ben Rafter

Rafter knows hotels. He was previously president and CEO of Aqua Hospitality and president of Aston Hotels and Resorts. Combined, they managed 56 properties and nearly 11,000 rooms across Hawaii and five other states. As the largest hotel operator in Waikiki, Rafter hosted approximately 15,000 visitors per night in Waikiki. Prior to his combined role at Aqua-Aston, he grew Aqua from a small Waikiki operator to the only hotel company on all six Hawaii tourism islands. He quintupled the size of the company in less than four years, becoming the largest operator in Hawaii in terms of properties. At Aqua he completed more than 20 renovations while also



Waikiki Visa

working on new, ground-up developments. Taking an abrupt about-turn, he is now focusing on renovating small, independent hotels and turning them into unique boutique hotels, such as the Surfjack in Waikiki.

"Our core business is hotels, so this is an investment for me," Rafter says.

"Most people don't realize it's not just UH students, but all these language school students also have a demand. And in Hawaii it can be difficult to home-stay students because it's a long commute in, an hour or more, and that intensifies the problem. This building was originally built with most of the floors to have high-density student housing. We renovated and restored it, filled it with a combination of traditional UH students and language students. We've seen everything from master leases for a year, to traditional



Lendy Ma

semester students to higher-frequency language school students—it might be an immersion program, students might be a little bit older, maybe their company is paying for it, so it

could be just a month. We cater to all three. We offer quads, triples, doubles, singles, depends on what the student wants. We added a cafeteria on the bottom floor. The top floor is a student activity area with a kitchen and games and what you'd expect for a gathering place.

"This is my only property outside of hotels. But at the end of the day, hospitality is hosting people, right?"

Lendy Ma is the building manager.

It's Expo Time Again!

The 12th annual Hawaii Buildings, Facilities & Property Management Expo is scheduled for March 6-7 at the Neal Blaisdell Center Exhibition Hall. Admission is free.

Produced by Douglas Trade Shows, the Expo features 240 exhibiting companies showcasing their products and services in 330 exhibit booth spaces from 9 a.m. to 4 p.m. daily. There will also be 26 free industry-related educational seminars scheduled from 8 a.m. to 4 p.m. daily. And, of course, there will be door prizes given away including six free trips for two to Las Vegas provided by Vacations Hawaii, and roundtrip airline tickets for two to a neighbor island provided by 808-Travel.



Ken Kanter

Under Ken Kanter, director since the show's launch in 2008, the Expo's exhibitors and educational sessions annually present what's currently occupying the attention

of the buildings and facilities management and maintenance professionals in Hawaii.

"I don't plan the Expo with a theme or specific focus in mind each year, but that just seems to emerge on its own by the forces and influences of the industry market itself," Kanter says. "This year, advancements in technology, industry and community safety, and the impact of legislation and litigation especially on residential property managers and AOAOs will be in higher profile than previous years."

You can get a good idea of what Kanter is talking about just by some of the new products that will be exhibited and the titles of some of the seminars. Examples of new technology on display will be high-speed garage doors for enclosed parking lots, artificial intelligence and video analytics software to detect intruder identities, and software to conduct reliable and secure AOA elections on smart phones.



Seminar titles can usually say it all and include (among others):

- Sprinkler Alternatives in High-Rise Condos
- Landmark Cases Changing the Association Industry
- Is Your Building Safe from Slip-Fall Accidents?
- Identifying and Remediating Defects in a Commercial Property
- Electrical Safety: A Comprehensive Update for Buildings and Facilities

The 2019 Hawaii Buildings, Facilities & Property Management Expo is being sponsored by Ameresco, Associa Hawaii, Cookstop, Embassy Carpet, GP Roadway Solutions, Hawaiian Telcom, Ohana Control Systems, Premium Inc., Roto-Rooter and Vertical Hawaii Home Inspections & Reserve Studies. The Expo is open to all those interested in attending, though as a business-to-business industry venue, no one under the age of 18, children or strollers will be admitted.

For more information on attending the Expo or to reserve exhibit booth space, go to douglastradeshows.com or contact Ken Kanter at 261-3400 or email kanter@lava.net.



Carlie Woodward-Dela Cruz

Added Duties for Outgoing BOMA Leader

Outgoing BOMA-Hawaii president Carlie Woodward-Dela Cruz has added more responsibilities at The Redmont Group. She joined Redmont in October 2017 as president of its property management division, which offered property and facility management with maintenance services for its multifamily and industrial portfolios. The firm's brokerage arm has now been folded into the division, together with special projects or light construction—thus the added responsibilities. The restructure of this division created a need to expand branding the division under Redmont Realty, to better market and highlight all services that are being offered.

Projects include opening a new venue called WorkPlay, downstairs from Redmont's Ilaniwai Street offices in Kakkako.



Primrose Leong-Nakamoto, Carol Ginoza, Laurene Young, Marybel Aspili, Drudi Johnston, Craig Minami, Becky Gustafson, Liz Ishimitsu, Charlene Minor, Darlene Higa, Lurline Johnson

NARPM Luncheon

PHOTOS BY LEAH FRIEL

The Oahu chapter of National Association of Residential Property Managers (NARPM) held an education luncheon at the Japanese Cultural Center in January. Eileen Lacaden of Hawaii Appleseed Center for Law and Economic Justice presented on Accessory Dwelling Units (ADUs) and what property managers should know about renting and managing ADUs for owners.



Glenna Maras, Britney Tanaka



Craig Minami, Liz Ishimitsu, Erik Covarrubias, Darlene Higa, Charlene Minor



Shiela Noble, Bob Dobrzynski, Gail Quilantang, Arielle Michael



Andrew Frazier, Amanda Frazier, Sandy Jessmon, Carl Frazier, Mark Stewart



Drudi Johnston, Laurene Young, Primrose Leong-Nakamoto, Becky Gustafson, Carol Ginoza, Karen Cardoza



Naomi Miyasato, Marc Miyahira



Laurie Suarez, Melissa Dennis, Sherry Oka



Sandra Miyama, Kelly Miura, Meagan Torres



Kanoe Willis, Annette Ishikawa, Teri-Ann Kauina



Dennis Kennedy, Lorraine Sugimoto, Sarah Nakamoto, Stuart Graham, Doug Wong

tural performance, water penetration resistance, air infiltration resistance, uniform load deflection, forced-entry resistance, operating force and durability tests. Sound like a lot? It is. Window and door products with a high PG rating have earned it with a battery of tests.

A Finish that Can Stand Sun and Salt

The strength of the glass isn't the only consideration for homes in harsh

coastal regions. The exterior window finish and hardware are constantly exposed to sun, heat and salty air, meaning that products not particularly manufactured to retain their color and finish in these conditions may fade or rust.

Marvin's aluminum extruded cladding goes through a 5-step pre-treatment process to provide retention of color and gloss. A high-performance Kynar finish features Fluoropon with 70 percent PVDF (polyvinylidene fluoride, a polymer that has high purity and



resistance to solvents) that provides superior resistance to fading from UV rays, and chalking due to a breakdown of paint. Integrity windows and doors are built with Ultrex, a highly durable, state-of-the-art fiberglass that significantly outlasts and outperforms vinyl and vinyl/wood composites in virtually every way.

Marvin and Integrity hardware is also available with a PVD (Physical Vapor Deposition) finish, a state-of-the-art process that resists fading and discoloration due to sunlight, humidity and other coastal conditions. Hard-wearing metals are vaporized and then deposited onto brass or brass-plated handle substrates for increased toughness and durability.

Being in the Know about Sun, Sand and Saltwater

If you're building in Hawaii, it's important to understand why not all windows and doors are created equal when it comes to providing adequate protection against the elements. Due to the high costs of home building and development, builders should use windows and doors that can withstand the elements and encourage homeowners to use products that will help protect their homes.

Jim Hay has over 20 years' experience in the window and door industry. A self-proclaimed "window geek," he is the local Marvin Windows and Doors expert for the Hawaiian Islands. Reach him at jimhay@marvin.com or (206) 790-2143.

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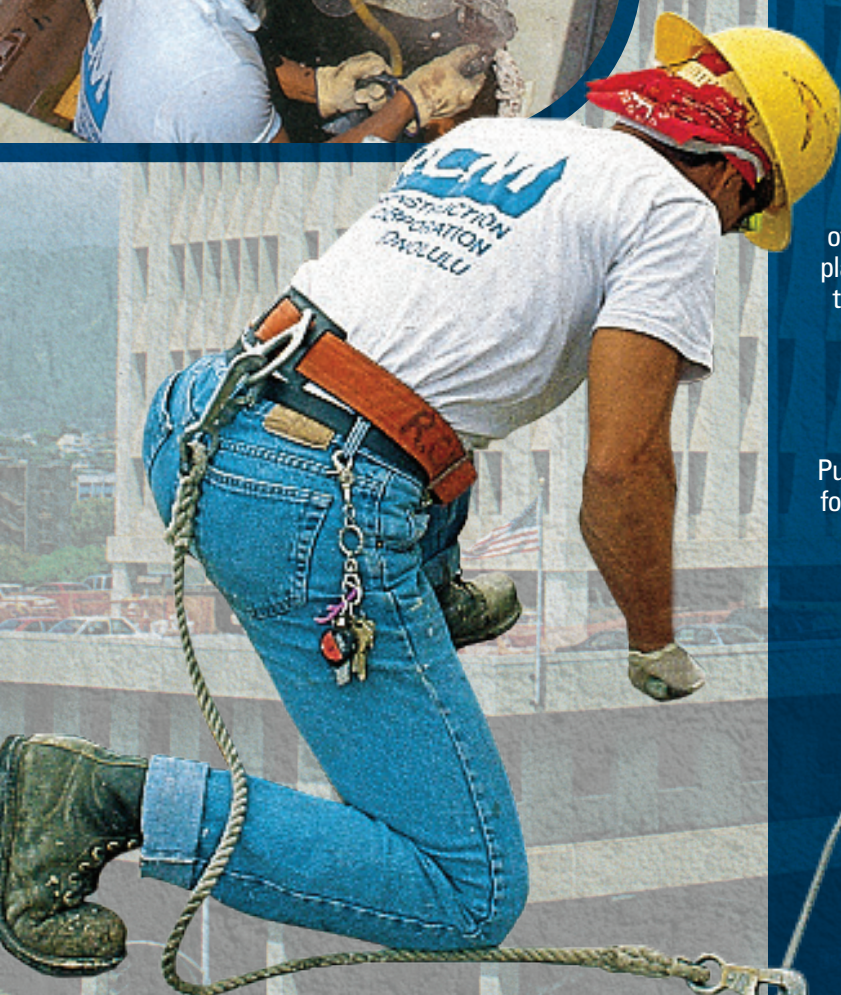
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