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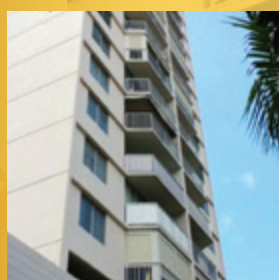
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**MICHAEL "MIKE"
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HAWAIIAN PROPERTIES WELCOMES NEW VICE PRESIDENT MICHAEL GORDON

Hawaiian Properties has hired Michael Gordon as vice president and senior property manager. He will oversee staff training and development, manage large high-rise associations and lead a team of property managers. Gordon is a veteran community association management professional with more than 25 years of experience overseeing condominium associations, master-planned communities, planned unit developments and cooperatives.

Gordon was awarded the Professional Community Association Manager designation, the highest professional recognition for community association managers, from the Community Association Institute (CAI) in 1997. Gordon is a military veteran who served in the U.S. Army for nearly 10 years prior to beginning his career in property management.

High-rise associations comprise a large portion of Hawaiian Properties' clientele and we look forward to leveraging Gordon's expertise in this area.

Annual Seminar in Kona for Board of Directors

The first annual board member seminar in Kona was held on December 6, 2018 at Courtyard King Kamehameha's Kona Beach Hotel. We will be holding another seminar in 2019 and we hope to see you there.

"Very informative & timely topics, great vendors & giveaways, and yummy lunch. Lots of attention to detail. Keep up the good work!!"

-Karin Pearson, Kona Pacific

"Very useful presentations, relevant, pertinent, and informative."

-Mike Park, Hale Kehau



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The official start date of Hawaii hurricane season is June 1, and just in time is this special issue of *Building Management Hawaii* magazine. In addition to the usual content that so many building managers rely on every month, we've prepared a section to help you be ready for and survive a hurricane and its aftermath.

Practical and potentially lifesaving tips include Things to Do During a Hurricane Warning, Supplies You Will Need, How to Locate an Evacuation Center, Making Plywood Window Covers, and much more. Because, as we learned last year, disasters can come in many forms, including floods, earthquakes, volcanic eruptions and fire.

Thanks to our great staff, this guide also is a good read that's visually attractive. Please read it, heed it and keep it with your batteries, canned goods, bottled water and other emergency supplies. Hopefully you won't need it, but this being Hawaii, chances are that one day you will.

This issue also includes condo attor-

ney Jane Sugimura's legal affairs column. Meet a Manager this month features Ron Komine of 1350 Ala Moana.

The former News & Notes section has been rebranded Community Corner and covers everything from new hires in the industry to awards, business trends and more. Expert opinion pieces align with the hurricane special section and cover storm preparation and remediation from a variety of disasters. And check out Faces for all the smiling faces at the recent IREM golf tournament.

Mahalo,



Don Chapman

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Hawaiiana Salutes Residential Managers!

Hawaiiana Management Company, Ltd. recognizes the tremendous contributions by Hawaii's Residential Managers. As they go about their daily responsibilities, Hawaii's General Managers, Resident Managers and Site Managers affect and improve the quality of life for all those living in condominiums and homeowner associations in Hawaii – an estimated one in six Hawaii residents! It is with this in mind that we take a moment to thank you for a job well done. It would be impossible for us to achieve success without our thriving partnership with you.



"Hawaiiana is the Industry Leader in Association Management!"

In my 25+ years of building management, I can honestly say that Hawaiiana has maintained a level of consistency and professionalism that makes it both easier and more enjoyable to do my job as general manager of a 206-unit property. As many in my field know, Hawaiiana provides education, support and growth opportunities not always found with other companies. I have seen companies come and go, but Hawaiiana has outlasted them all, and continues to grow and thrive. Hawaiiana remains the industry leader in association management in Hawaii!

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FUTURE OF HAWAII'S BUILDING MANAGEMENT IN THE COVER
STORY OF BUILDING MANAGEMENT HAWAII MAGAZINE!***



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“Fast and easily accessible information is what most of us have come accustomed to in this day and age. Associa Hawaii’s TownSq app provides just that and more for our Waialeale Community Association Ohana. We are able to not only put out real-time updates to our residents, but we’re also able to respond to their inquiries in real-time thanks to the notification speeds from the app. One of the best features of the app is that our Staff and our Associa Hawaii team all get notified whenever someone sends in a request. This means that the sender is more likely to receive a fast response from anyone on the team who has the answer to his or her inquiry.

By using the TownSq app, our Staff has also noticed an increase in homeowner response to the announcements and invitations we send out to the community. We’re always looking for ways to make the flow of communication easy for our residents. We are thankful to Associa Hawaii for providing us with access to the TownSq app because it allows for an open and efficient line of communication between all parties. The app is easy to use and a great management tool for getting in contact with our residents, our board, and the Associa Hawaii staff. “

- KRYSTEN FURUKAWA

Executive Assistant
Waialeale Community Association



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Updating the City's Fire Safety Rules

Changes were finalized by the Council April 17



Here's an update to the City & County's Fire Safety Ordinance 18-14 (re Fire-Sprinkler Retrofit). Act 96 clarifying the ordinance was passed by the City Council on April 17 and includes the following clarifications and changes:

■ There is an updated list of 377 high-rise buildings (the "Building List") that are subject to the ordinance. (High-rise buildings are exempt from installing fire sprinklers if they are less than 10 stories tall and if they have open exterior corridors.) One-hundred-fifty-nine buildings are required to either install a fire-sprinkler system or get a passing score on a Life Safety Evaluation (LSE), which is an inspection that measures the safety of the building based on 17 components. This Building List will be updated and posted on the Honolulu Fire Department's website.

■ If a building in the "159 group" decides to install a fire-sprinkler system and applies to the city for a permit for such a system, that building will not have to do an LSE.

■ All buildings have three years from May 3, 2018, to do an LSE and six years to get a passing score. If a building applies for a permit to do repairs to get a passing score and if it does not get its permit approved within 90 days, that building's deadline for compliance with the six-year deadline will be extended by the time it takes to get a permit approved. If a building appears on the Building List attached to Bill 96 for the first time, its three-year deadline to do an LSE and the six-year deadline to get a passing score begins on the date that Bill 96 is approved by the mayor.

■ "Mobility" is one of the risk factors that affect the scoring on the LSE. The ordinance allows a minimum



value of 1.5 to be assigned to a building only if the building provides a current list of vulnerable residents and their locations, and that this list be given to the licensed professional who conducts the LSE, and an emergency evacuation plan to the licensed professional conducting the LSE. (The mobility list provision is already required in the existing building code, but this ordinance clarifies that the list be not older than six months.)

■ For the first three years, the Honolulu Fire Department will have to report to the City Council every six months to update the council as to compliance and appeal issues and other stakeholders can weigh in to comment on the implementation of the ordinance.

In addition to the special disaster

preparedness section in this issue of BMH, the City & County of Honolulu has a *Handbook for Emergency Preparedness* that is available from the City's Department of Energy Management, and it's free! It has all kinds of checklists—home survival, evacuation, first aid, protection of pets, information on how to prepare for storms, tsunamis, floods and hurricanes; tips on how to store food and water and a directory of important phone numbers throughout the state that may be useful in an emergency situation.

One of the most important issues that the *Handbook* emphasizes is being prepared.

■ **Insurance.** With condominium associations, the board and its managing agent should make sure that the association has sufficient insurance

coverage for hurricanes and stormy weather. If the association has not opted to adopt the policy requiring all unit owners to have their own (home-owner's) insurance policy, the board should inform all unit owners that they need to have this coverage. Unit owners need their own HO6 coverage for damage to personal property caused by water intrusion or leakage that might result from hurricanes or a strong rainstorm. (Personal property would also include wallpaper installed on unit walls, curtains and drapes, flooring (carpet, wood, tile or vinyl that replaced original flooring). If a claim is made against the association's master policy by the unit owner for those damages, the master policy will not cover replacement of personal property. Also, some associations have huge deductibles—\$10,000 and higher—so that the claims that are less than the deductible will not be covered by the association's insurance.

■ **Communications.** The association may want to prepare written instructions to unit owners (or, if they have a website, include an article) on how to file a claim, explaining the process, providing contact information as to where to file a claim, and listing the documents and information that need to be provided to the carrier or adjuster in connection with the claim. Also, an emergency evacuation plan for the building should be prepared, preferably by a committee of residents, and circulated.

■ **Board Action.** In case emergency repairs need to be done, the board can meet via telephone or via Skype (HRS 514B-125 c) so long as all participants, including unit owners who wish to participate can simultaneously hear each other during the meeting.

■ **Unbudgeted Repairs.** If catastrophic damage occurs to the building as a result of a hurricane or storm, the board can specially assess the unit owners to pay for those repairs (HRS 514B-148 c).

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



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The Captain of Team 1350

Maintaining Hawaii's first luxury high-rise keeps Ron Komine and his team busy



BY DON CHAPMAN

Ron Komine was quite an athlete in his younger days, playing football and baseball at Saint Louis School, and earning a baseball scholarship at UH-Hilo, where he played centerfield and batted leadoff.

"Hilo had a good baseball team back then, nationally ranked," he says. "We beat the Rainbows a couple of times."

Years later, his sporting background remains relevant: "Ever since I was a kid, I was the captain for my team. Where I am now in life, I still feel like a team captain. It's how I treat my job. This is a team game, I cannot do it all. It's my team, my employees, and I have to lead by example."

Title, building:

General manager, 1350 Ala Moana. When it opened in 1968, this was the first luxury high-rise in Honolulu, developed by Donald Graham, the "father of Ala Moana Center." It was designed by Minoru Yamasaki, who designed many famous buildings, including the World Trade Center twin towers that were destroyed on 9/11. We have 353 units on 33 floors. Owner-occupants are about 50 percent. I'm employed by the association, reside in the building and we're managed by Touchstone. We have about 20 employees, including security, which we call operations assistants, because they assist in every which way.

Years in building management?

Going on 27 years, 11 here at 1350.

How did you get into the industry?

At Hilo I earned an AA degree in liberal arts with the intent of becoming a school teacher. I returned to Honolulu and my first job was installing tires and batteries at Sears. I told myself, this is



1350 Ala Moana

not why I spent all that time in college. One day, I looked in the paper and saw an ad for an office clerk at a company called Chaney Brooks & Company. At that time they were the largest real estate company in Hawaii. Chaney Brooks is where I met Len Kacher, Phyllis Okada, Linda Alexander and Maria Richardson. Today we joke about how long ago that was.

I began my career as a clerk in the mail room. I then started training under Maria Richardson and eventually became an assistant property manager with five properties. Then I got married, became a flight attendant with Continental Airlines while also working as a substitute teacher for the DOE. I also worked as a security officer at Queen's and Ihilani.

"Then one day Maria Richardson called and offered me a position as resident manager at Royal Kunia Gardens, a Herbert Horita rental project. Basically, I had to collect rent from everybody, which wasn't a fun thing to do, but it taught me a lot. The pay wasn't great,

but I lived there a couple of years, then got hired at Waikalani Woodlands in Mililani. This property had no staff, so part of my duties was doing all the landscaping. My office was used mostly as a storage room with gasoline in it. Another job that was not so fun but I toughed it out. Then I got a call to manage the Banyan Tree Plaza, where Punahou Spa is. I was there eight years. There were many nice people there and I learned a lot. I think I did a good job for them. Then I came here to 1350 Ala Moana where I have remained for 11 years.

I had always dreamt of having my own office and wearing an aloha shirt, so finding that job at Chaney Brooks was a blessing.

From the scaffolding out front, it looks like you're doing spalling repair. Any other projects?

We're constantly upgrading here at 1350. We do regular inspections and found a lot of spalling on our lanais, especially the Diamond Head side, it gets the most rain. This building was built in 1968, and twice before there was spalling. But back in the day, I don't think the materials and knowledge were as good as what we have today.

My first major task was a hallway renovation project that included changing carpeting, lighting, wallpaper and installing new fire-rated front doors on every unit. This was to enhance the newly installed fire alarm system, which is one of the best in the industry. We also did elevator interiors, crown molding in the hallways and fire strobe lighting.

The next major project I took on was a building-wide re-pipe. We replaced all the drain waste and vent lines with "American-grade" cast iron. Re-pipe in an occupied building is such a challenge—how can a plumber go into your unit while you're still living there, take

all that piping out and put everything back in on the same day? But we did it.

When you do a project this invasive and this big, you're going to inconvenience people. It can be very stressful on everyone and there are a lot of hurdles, and surprises. It was first estimated to cost \$6 million. Then after completing a pilot installation on a whole stack there were other things not accounted for, including asbestos in the drywall, seismic bracing and having to install low-flow toilets. The final cost was more than double the original estimate. On some of the units we had to tear up their kitchens in order to access the plumbing, which wasn't a pleasant process.

Upgrades are great, but that sounds like a lot of inconvenience and expense for owners.

You can't do projects like this without an owners' forum—have the consultant come and do a power point presentation, show everybody what the plumb-

Please see page 16

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ing looks like, because once the owner finds out the price, they're going to have questions. You have to be up front with everybody so they know what's coming down the road, so everyone is financially prepared.

You also can't do these projects without an active and involved board.

We have nine board members, and they're such a great team. They're all professionals, including a financial adviser, counselor, senior business analyst and an IT consultant. The physical plant committee chair is a retired electrical engineer.

"I don't have a specialty in anything, I'm a people person."

We have so many meetings—house rules committee, physical plant committee, personnel committee—all apart from regular board meetings. The board provides leadership—the amount of time they spend, I've never seen a board as hard-working as them. But they also have high expectations.

You gotta have a can-do attitude. Every month I get a to-do list from the physical plant committee. (He shares a copy of April's list. It's two and a half pages and includes new grills and countertops in the outdoor barbecue area; a new front walkway project; finishing up a repainting project; the spalling repair; relocating drains in the trash and pump rooms; window replacement project; translating house rules into Japanese, Chinese and Korean; altering the garage door to discourage trespassers; heat pump replacement; multiple reserve study projects; lobby renovation; proposals from three owners to do renovations.)

All the work we've done is crazy, and we continue to do it. It's worth it. When I first got here, units were selling



Ron Komine with 1350 operations supervisor Dan Kealoha

between the \$400,000s and \$500,000s. Now some of them sell for over a million dollars.

But building management is more than big projects.

You have to keep your eyes open. I can see every little piece of trash on the floor, see every nick on the wall, a fingerprint on the elevator. I train my staff to have the same critical eye as me. The board is the same way. I think that's why I've lasted 11 years over here. We are all on the same page.

Where is 1350 at regarding the city's so-called "matrix" for fire safety?

After the Marco Polo fire, we were the first to complete a Building Fire and Life Safety Evaluation, using Sam Dannaway from Coffman Engineering. It's a point system using firefighters to come and evaluate your various fire systems. I got fire doors. You get so many points. Fire-rated doors on the stairwell? Yes, points for that. Speakers in every unit? Points for that. We have three smoke detectors in each unit that we maintain.

We also have three fire hose cabinets on each floor and the association recently bought fire extinguishers for every apartment. Last year we conducted our first fire drill and plan to do one annually.

Building management requires being good at so many different kinds of things. What is important in a building manager?

Being a manager, you have to know the mechanics of the building, but the important part is how you deal with people, having compassion for everyone. . . . Dealing with people is key. If you cannot deal with the owners, the staff, the board, you'll never make it in this business. . . . I don't have a specialty in anything, I'm a people person.

I also feel it is very important to participate in different organizations, including CAI and IREM to name two. The building managers in our area all meet monthly to exchange ideas and talk about our industry. This group is called the Superblock.

They key is you have to know your residents. It is very important that you

know everybody by their first name. All your employees should know all your owners and renters by name. I practice that a lot. Can I help you with your bags? When everybody does it, you have five-star service.

Your most valuable work tool?

Your cell phone is your bible. You need to know who to call when the you-know-what hits the fan. Your phone has to have every number in it in time of any emergency. If something happens in the middle of the night, my staff is home sleeping, so it's on me.

Your older brother Duane has gained some notoriety as the manager of Hokua. Who started in the industry first?

I was at Chaney Brooks, he was living at Crystal Park, and I heard they had an opening for resident manager there. I called to tell him that he should apply for the job, and he hung up on me. He was playing music in those days at night and didn't have a day job. I was persistent and got all the paperwork together for him and he got the job. Period. From there he went to Piikoi Tower, Royal Capital Place, Nauru Tower and eventually to Hokua. He got his start because of me, but I am really proud of who he is today.

The neighborhood around 1350 has changed in the past few years with all the new luxury towers going up. You must be getting recruited.

One day my phone might ring. For now, I like where I'm at and enjoy bringing this classic older building to a higher level. We are like a family here and I enjoy my to-do list every month, which keeps me very busy.

What do you do in your free time?

Golf. I work late Wednesdays so our working residents have access to me, and then I take off a half-day on Friday for golf. I serve on the board for Makiki Park Place and am board president for Lunalilo Tower. I'm on the Ala Moana-Kakaako Neighborhood Board, Saint Louis Schools Facilities Committee, a member of the Kakaako Improvement Association and Hawaii Hotel and Visitor Industry Security Association.

Hurricane Preparedness Quick Tip

Caulk spaces around windows & doors to avoid water leaking through open crevices. This will minimize interior damage.



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Hawaii Hurricane Statistics

- An average of 4.5 tropical cyclones form over the Pacific Ocean each year.
- In both 1992 and 1994, 11 tropical cyclones developed.
- Since 1949, 38 tropical cyclones have affected the Hawaiian Islands.
- Of these, 13 occurred in the month of September and nine were in October.
- Hurricane Iwa in 1982 was the second-most damaging storm to affect the Islands. Though only a Category 1 storm, it caused approximately \$250 million in damages.
- Hurricane Iniki in 1992 was the most damaging storm to hit Hawaii. It hit Kauai Island as a Category 4 storm and caused nearly \$2 billion in damages.

Source: trustedchoice.com

The Saffir-Simpson Hurricane Wind Scale

The Saffir-Simpson Hurricane Wind Scale is a 1 to 5 rating based on a hurricane's sustained wind speed. This scale estimates potential property damage. Hurricanes reaching Category 3 and higher are considered major hurricanes because of their po-

tential for significant loss of life and damage. Category 1 and 2 storms are still dangerous, however, and require preventative measures. In the western North Pacific, the term "super typhoon" is used for tropical cyclones with sustained winds exceeding 150 mph.

SUSTAINED WINDS
74-95 mph

SUSTAINED WINDS
96-110 mph

SUSTAINED WINDS
111-129 mph

SUSTAINED WINDS
130-156 mph

SUSTAINED WINDS
157 mph +

Category 1

VERY DANGEROUS WINDS WILL PRODUCE SOME DAMAGE:

Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled. Extensive damage to power lines and poles likely will result in power outages that could last a few to several days.

Category 2

EXTREMELY DANGEROUS WINDS WILL CAUSE EXTENSIVE DAMAGE:

Well-constructed frame homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected with outages that could last from several days to weeks.

Category 3

DEVASTATING DAMAGE WILL OCCUR:

Well-built framed homes may incur major damage or removal of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water will be unavailable for several days to weeks after the storm passes.

Category 4

CATASTROPHIC DAMAGE WILL OCCUR:

Well-built framed homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted and power poles will isolate residential areas. Power outages will last weeks to possibly months. Most of the area will be uninhabitable for weeks or months.

Category 5

CATASTROPHIC DAMAGE WILL OCCUR:

A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Fallen trees and power poles will isolate residential areas. Power outages will last for weeks to possibly months. Most of the area will be uninhabitable for weeks or months.



Emergency Kit Checklist

Be sure to prepare an emergency kit in advance. This list, compiled by the Hawaii Emergency Management Agency, provides a checklist of important items you might want to include.

7 days of food, water and medications

- 1 gallon of water per person, per day
- Non-perishable food (canned soups and other nutritionally balanced canned meals are good)
- Manual can opener

Important documents (in sealed plastic bag)

- Identification (passport, driver's license)
- Debit and credit card information
- Banking information (account numbers, billpay information) this can help avoid credit problems due to inability to make payments during a disaster
- All insurance information
- Healthcare directives
- Copy of property titles/deeds
- Copy of prescriptions and dosages
- Phone list of family and important numbers

Personal hygiene items

- Toothbrush, toothpaste
- Soap, shampoo
- Antibacterial hand wipes
- Toilet paper (remove the roll)
- Deodorant
- Eyecare
- Moisturizing lotion

Miscellaneous

- Plastic bags and ties for waste
- Whistle, matches, blankets and tarps
- Battery or solar-powered radio, flashlight and extra batteries for both
- Extra cash in small bills
- First aid kit



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Supplies You Will Need

Housewares

Although you may have many of the things on this list, be aware that you will need enough to last several days.

- Plastic trash bags with ties, and large sealable plastic bags.
- Matches, preferably stick matches that can be struck on a rough surface.
- Paper towels, plates, cups and plastic utensils.
- Chlorine bleach (plain), tincture of iodine or water-purification tablets.
- Personal hygiene supplies and toilet paper.
- Clean, empty containers for storing drinking water.
- Ice chests.
- Pet supplies, such as cat litter, a scooper and, if necessary, prescription pet medication to last several days.

Hardware

- Silicone caulking for bathtub drains. Silicone caulk will not affect the taste of water and cleans up easily. Just use a thick bead around the seams and it will pull away clearly when dry.
- Many cans of “canned heat” (Sterno, etc.) and folding stove. It takes a lot of Sterno to heat a little food. Do not heat food indoors with charcoal.
- Duct tape has numerous uses including taping windows.
- Lightweight fire extinguishers.
- A battery-operated radio with extra batteries.
- Battery-operated lanterns and flashlights with extra batteries and bulbs. Candles, kerosene lights or live flames can cause fires and severe burns. If you must use candles, do not light



any more than you need and never leave one burning unattended.

- A manual can opener and puncture-type can key.
- Oven mitts for handling heated cans of food and Sterno.

Hurricane Food List

Buy supplies in plastic containers when possible. They are lighter and less fragile. If the storm is severe expect to be without electricity for about two weeks. Remember that cans of foods must be punctured before heating.

- Special diet needs and prescription medicines.
- Canned foods like vegetables, soups, fish, meats, fruits and fruit juice.
- Peanut butter and jelly.
- Bread, crackers, cookies, other baked goods.
- Evaporated nonfat or whole milk.
- Dried fruits.
- Cereal.
- Cheese and cheese spreads.
- Nuts.
- Instant drinks (coffee, tea, etc.)
- Pet foods.

Miscellaneous

- A first-aid book and supplies including alcohol, salve for burns, aspirin, adhesive tape and bandages, cotton balls, cough and diarrhea medicine and the like.
- Mosquito repellent.
- A wind-up clock.
- Plenty of absorbent towels and rags.
- An air horn. This is a container of compressed air and a horn mechanism on top available at any marine supply store. It makes a loud blast that can attract attention from great distances.



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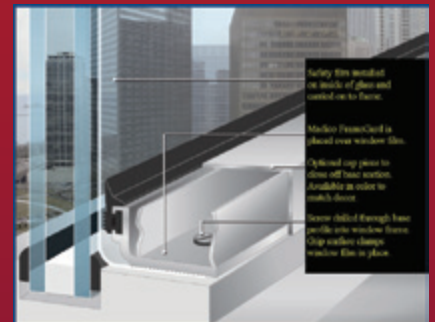
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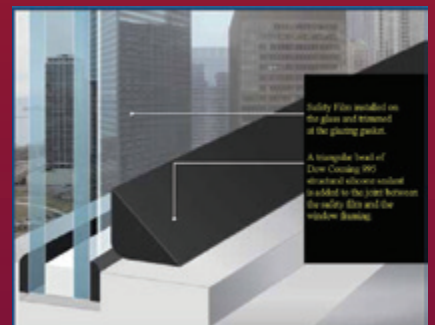
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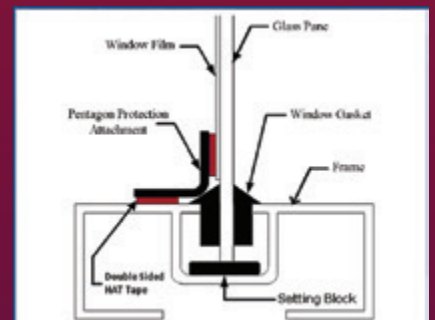
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Pentagon Protection Attachment

Don't tape your windows for hurricane protection, it doesn't work!
Call us - we have the technical knowledge and resources to help.



6 Tips to Prepare Your Condo for a Hurricane

- 1** Remember that winds are stronger at higher elevations.
- 2** Buy renters or condo insurance. The building may not be yours to lose, but you have valuables inside.
- 3** Name floor captains. A key duty for them is to check on residents with special needs before and after the hurricane.
- 4** Trace the route to the nearest exit stairs. That will be important if power is out and your building has an elevator.
- 5** Designate your safest room, probably an interior bedroom, bath or hall, and stay there when the wind is blowing. The safest place is the condo's inner hallways. Consider staying in a lower apartment if you live on a higher floor.
- 6** If you live in an evacuation zone, arrange for a storm refuge. Make plans to stay in a hotel or with a friend or relative.

—South Florida Sun-Sentinel



Tips for Building Managers

- Publish evacuation directions on a bulletin board by the elevator.
- If the building is within an evacuation zone, tell the residents to evacuate to the third floor or above for a six-story building made of reinforced concrete or structural steel.
- If it is an extreme tsunami evacuation, tell residents to evacuate to the fourth floor or above in a reinforced concrete or structural steel building of 10 stories or more.
- Residents of other structures



must evacuate inland to higher ground.

- Designate a specific meeting room location like a common area.
- Store food, water and blankets in or near the designated room or upper floors for evacuation.

- Register for NIXLE for local alerts.
- Download the Red Cross Emergency App at redcross.org/mobile-apps/emergency-app
- Tell residents how you will notify them to evacuate.
- Designate people in the building who can assist elderly or medically fragile residents.
- Create an evacuation tracking system for residents.
- Store a copy of the building emergency plan and tracking sheet in the designated evacuation/shelter-in-place area.
- Communicate with residents during the emergency and tell them when the hazardous period has ended.

Source: American Red Cross

Hurricane Preparedness for Commercial Buildings



Commercial buildings are inherently different from residential buildings, and their hurricane preparedness should reflect that.

Although most major commercial and industrial organizations have well-established disaster response plans in place, conducting an audit of your emergency strategy is never a bad idea.

Here are a few tips to consider if you're managing a commercial building. Before a storm hits, be sure to:

- Review the company's property insurance policy to ensure the business is adequately covered against major storm damage. Back this up with photographs or videos of the business premises, taken from all angles. This will help substantiate insurance claims, if necessary, at a later date.
- Remind staff of all hurricane-related policies and procedures and inform essential employees of their specific roles and responsibilities in the event of an emergency.
- Make sure all emergency supplies are adequately stocked. This could include generators, sandbags, hand tools and other essential items your business might need during a prolonged power outage or flooding.
- Revisit plans for protecting computer files to make certain critical data is secured through a backup system.
- Check the facility's interior and exterior surroundings as soon as a warning is issued for a hurricane or tropical storm, and take appropriate safety measures.
- Bring in exterior displays and remove any outdoor signs or other items that could become airborne in high winds. Board up glass doors and windows or tape an "X" over them to prevent shattering.
- Disconnect all electrical devices except for refrigerators. Experts also recommend turning off electricity (except for those circuits running

refrigeration) at the power supply box.

- Clear all desks or work surfaces of small items and take down all loosely secured items hung on the walls.
- Move equipment and furniture away from windows. For maximum security, relocate critical files and equipment to the innermost rooms of the building.
- Make sure key employees know the processes and procedures that will need to take place before allowing people back in the building once the storm has passed.
- Shut down non-critical building systems when all employees are evacuated.

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A Do-It-Yourself Guide for Making Plywood Window Covers

One-Sheet Windows

If the window is no more than 3 feet by 4 feet, one sheet of plywood—at least one-half-inch thick—will cover it.

You will not need to make a frame-work around the window, as you would for multiple sheets.

That single sheet must include an overlap around the window of at least 4 inches on all four sides. The reason: The edge of the window opening won't provide sturdy anchoring.

Predrill:

- Lay the plywood sheet flat and drill holes (using the wood bit) for the anchor 18 inches on center—keeping in mind a 4-inch overlap from the window opening.
- Starting from one corner of the sheet, measure 18 inches—and drill a hole every 18 inches.
- Hold the sheet up to the window; stick a pencil through each drilled hole, marking the wall.

Anchors:

- Set the sheet aside, and use the masonry bit to drill holes for the anchors where you made the pencil marks.
- One-inch-deep is good, but note that the lags, shields or wedge anchors you buy may require deeper.
- Tap the anchors into each hole with a hammer. As you tap wedge anchors, they spread inside the hole and tighten.

Cover:

- Place the plywood sheet over the window, matching the predrilled holes with those just drilled for the anchors. Push the bolts through the holes into the anchors. Use the drive socket to tighten the bolts.

Multisheet Windows

If the size of a window requires more than one sheet of plywood to cover it,



you'll first need to build a framework to which you will attach the cover.

This is because the seams between sheets must be braced, and that brace should rest within the anchored frame.

Framework:

- Measure your window on all four sides, allowing a 4-inch overlap beyond the window opening.
- Use the saw to cut a 2-by-2 or a 2-by-4 to fit each side of the opening. The boards do not have to be mitered to fit like a picture frame, but corners should be close to each other. Two-by-fours allow more space for drilling wood screws. If you use 2-by-4s, lay them flat around the window on their widest side, not standing on their narrow sides.

Predrill:

- After measuring and cutting frame pieces, lay them flat. Using the wood bit, drill the bolt holes 18 inches on center. (Again, this means that, starting from one corner of the sheet, you measure 18 inches—and drill a hole every 18 inches.)
- Hold the frame pieces up around the window. Stick a pencil through each drilled hole, marking the concrete/stucco. These marks will tell you where to drill anchor holes.

Anchors:

- Set the frame pieces aside, and use the masonry bit to drill holes for the anchors where you made the pencil marks.
- One inch is a good depth, but the



lags/shield/wedge anchors may require a deeper hole.

- Tap the anchors into each hole with a hammer.
- Bolt each frame piece into place—sliding the bolts into the holes you predrilled in the frame and on through into the anchor holes. Use the drive socket to tighten the bolts.

Brace:

- Each seam between pieces of plywood cover will require a brace behind it.
- Even if you've opted for 2-by-2s for the framework, use a 2-by-4 for the brace. The greater width will better accommodate the screws required to attach the two sheets on either side of the brace.
- The brace is placed vertically over the window. The brace should fit snugly between the top and bottom framework. If you're using a 2-by-4, be sure to lay it flat.
- Failure to provide braces will defeat the purpose of the covers because the loose ends of the plywood either will bang against the windows and break them, or allow the wind to rip the entire sheets off the house.

Cover:

- Lay the plywood sheet flat and, using the wood bit, drill the screw holes 6 inches on center. (Drill a hole every 6 inches around the sheet.)
- Then hold the sheet up to the framework, and mark those screw holes with a pencil onto the framework.
- You can drill a pilot hole in the framework to start the screw.
- Screw the No. 10 wood screws through the plywood cover into the framework and brace.
- A 6-foot-wide, 7-foot-tall sliding glass door, using two sheets of plywood, could require 82 screws—13 across the top and bottom, 14 on each side and the two sides that must be attached to the brace.

HEED THE SIRENS

The Hawaii Emergency Management Agency maintains a statewide warning system to alert residents and visitors to impending threats, such as a natural disaster or a terrorist alert.

When the siren signal is sounded in your area, tune to any local radio or television station for emergency information and instructions broadcast by emergency management agencies. Participating stations will carry a detailed explanation of what the sirens mean.



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Communication Tips During Natural Disaster Emergencies

Before, during and after a natural disaster or crisis, you'll want to keep tabs on the most up-to-date information. Your local radio talk-show host, however, doesn't have to be your only source. By diversifying your mediums, you can keep tabs on new developments and contact your friends and family—who may be trying to reach you.

Here are some tips:

The Hawaii-based Pacific Disaster Center offers a free app called "Disaster Alert" to warn of earthquakes, tsunamis, hurricanes, volcano eruptions and other weather-related disasters. And because the app connects to multiple agencies across the region, users receive alerts before the mainstream media disseminates the information on their own channels. "Disaster Alert" is free and downloadable on devices with Android or iOS platforms.

Some of the most popular social-media apps allow people to track one another during disasters. In 2014, Facebook launched "Safety Check," a tool that helps users tell family and friends that they are safe. Here's how it works: After a major catastrophe (like a terrorist attack or earthquake), "Safety Check" pinpoints the geographic location of Facebook users, and asks if they are safe. When users click "yes" or "no," friends receive immediate alerts from Facebook.

Similarly, the "Person Finder" service by Google allows anyone to post updates and search for missing friends and family affected by disasters. Google is constantly evolving technology offering a slew of services—from public alerts to crisis maps—to aid the public in the event of an emergency. For details, visit google.org/crisisresponse/about/resources.html.

You don't need an app to keep tabs on emergency-related news. Cell phones and mobile devices can be programmed to receive Wireless Emergency Alerts, which are messages sent by authorized-government alerting groups. In the event



BEFORE AN EMERGENCY

- Charge all wireless devices such as cell phones, laptops and tablets.
- Own a radio and/or television that either is solar-powered, hand-crank or battery-operated. Keep their spare batteries in an emergency kit.
- Have a landline at home or in the office, and keep back-up batteries for the phone in case of power failure. An old-model landline phone doesn't need electricity.
- Consider purchasing a satellite phone; it does not use cellular networks to operate.



call; do not use the phone unless absolutely necessary (no video streaming or surfing the web); dim the phone's screen; close certain apps and features; and turn off the phone if the network's wireless signals disappear.

DURING THE EMERGENCY

- To save the battery on a cell phone, and to avoid "tying up" wireless networks, take these steps: Text message instead of

- If you must use your cell phone in an emergency, wait at least 10 seconds before redialing a call to prevent "congesting" the networks.

SOURCE: Federal Communications Commission, ready.gov and wirelessweek.com.

TIPS ON POWERING UP

If a hurricane kills power, crank up your generator safely:

- Read your generator's manual carefully. Follow all directions and pay close attention to the electrical load rating. Make sure the generator is grounded.
- Keep a generator at least 10 feet from the opening to any building.
- Do not run it inside the house or garage, even if doors and windows are left open. If you live in a multi-unit building, don't run it on your balcony—it's too close to living areas and neighbors' homes.
- Never run a generator on grass, or on a metal surface. Use a concrete pad,

and elevate the generator if you're in a flood-prone area. Make sure the surface is dry before starting a generator, and always dry your hands before touching it.

- Use a heavy gauge, outdoor-rated extension cord to run into the house to power the refrigerator or other appliances. Be sure the extension cord can handle the wattage you send through it.
- Do not connect the generator to the home's wiring system, fuse box or circuit breaker unless you have an electrician install a transfer switch. If not correctly connected, the power can flow outside the house to the power lines and fatally injure workers trying to restore power.

- Don't exceed the recommended wattage. Don't try to run high-wattage items like the air conditioner, an electric stove or hot water heater unless you're sure the generator can handle it.
- Turn off all connected appliances before starting the generator. Let the unit reach operating speed before connecting anything. Start the largest electric appliance first, then plug in other items, one at a time.
- Never refuel a generator while it is running or still hot.
- Disconnect electrical loads before turning off the engine. Don't allow the engine to run out of gas while appliances are connected.

of a national crisis or extreme weather condition, Wireless Emergency Alerts appear on cell phones like text messages, but free of charge by the wireless carrier.

Send a Text

In the aftermath of a disaster, however, networks might slow down due to high levels of data usage. Wireless carriers suggest these steps to avoid "clogging up" their networks. First, don't use your phones, tablets, laptops and other mobile devices unless it is an emergency. Instead, send text messages, which do not slow down the networks the way phone calls do. And shut off your mobile devices if your network carrier's signal bars disappear to conserve the batteries.

If you need to use your phone, and your network service is unreliable, there are technologies to bypass networks. One of these is the award-winning device "goTenna," which combines digital radio and an app to help people send messages and share their GPS locations with other users. The goTenna works via Bluetooth.

Power Source

What if your cell phone's battery is low, and its wall-attached charger is

inoperable due to power failure? A solar-powered charger, available for purchase online for as little as \$20 each, easily solves that problem. As a backup, it is always a good idea to own a television or radio that either is battery-operated, solar-powered or hand-cranked. Keep these devices in your emergency kits in the car, office and at home.

Now, if a tsunami destroys power lines, or if Category 5 hurricane disrupts cellular services, most landlines, radios and mobile phones won't work. And there also is no guarantee that cell-phone providers will set up ad-hoc networks (such as mobile cellular towers) in your geographic district.

That's when a satellite phone might be necessary. These specialty phones function via satellites above the Earth and typically are used by emergency responders, and by the aviation and maritime industries. Over the past decade, an increasing number of people have realized the benefits of the technology, despite the high costs. Satellite phones range from several hundred to several thousands of dollars apiece and can be purchased online or through specialty retailers.

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3 Questions for Your Insurance Agent

After a hurricane or other natural catastrophe, calling the property's insurance agent is one of the first steps building managers will take as they begin the task of filtering through the expense of the storm's devastation. It's also the first step to take before the storm hits.

Joshua German, an account executive with Insurance Associates, told *Building Management Hawaii* that "preparing for a disaster is an unrelenting process. First and foremost, your building's insurance policies should be reviewed annually with your insurance agent."

He also advised that the following questions be discussed:

1 Are the buildings insured for the full amount it will cost to repair or replace them in the event of a disaster?

German says "insuring to value is the most important concept of your



insurance coverage. Most homeowners' insurance policies contain an inflation guard endorsement which increases the building coverage limit every year by a specified amount, typically 4 percent.

This is important to make sure the building can be rebuilt with materials and labor in our current economy.

"Commercial insurance policies purchased by condominium associations and

RENTERS' INSURANCE: PRICELESS IN A STORM

For renters, preparing for the next storm means getting insurance.

No matter where you live, renting an apartment or condo without insurance just doesn't make sense. For just a few hundred dollars a year, renters can replace their lost, stolen or damaged belongings after a crisis. Without it, renters will be left out in the cold.

Even if your loss was caused by damage to the physical structure of an apartment building, such as during a hurricane, a renter's loss will not be covered by the apartment complex's insurance. These policies cover the building, not tenant's personal property. Likewise, a condo association's insurance does not

cover personal belongings.

It's best to buy a replacement value policy. Just like a car that depreciates the minute you drive out of the showroom, your belongings lose value as they are used.

With a replacement value policy, the insurance company will give you the money it would cost to purchase the item new again, rather than what it may actually be worth.

BASICS TO COST MORE

Be prepared to pay more for basic coverage if you live on the water. Many companies will not insure renters living on the ocean.

Basic policies limit the amount of coverage on items such as jewelry and computers, but you can get more coverage if you are willing to pay more.

For example, an insurance policy might have limited losses on jewelry to \$1,000. If your jewelry is worth more than that, you can buy a rider to cover the extra value. For less than \$50 more, you can buy coverage of \$1,500 per item, or \$2,500 per loss.

Electronic items such as televisions and VCRs are covered under many basic policies, but coverage for computers could be limited to, say, \$5,000. You can likely double that coverage for about \$15.

Be sure to tell the agent about home business supplies, watercraft, silverware, rugs, tapestries and any special items you may have, such as a coin or other valuable collection. Bills of sale, proofs of purchase with descriptions and appraisals of valuable items are important tools for filing a claim.

apartment building owners work differently in that they rely on the associations or owners working with their insurance agent to increase the building value every year upon the policy's renewal.

"The policy limits should also be updated anytime an additional building is added to the association's policy or any renovations are done to the association's common elements that use higher-quality materials than those originally used to construct the building."

2 Are we insured for all perils that could potentially damage our building?

"Fire and water damage are the most common causes of loss to condominium and apartment buildings," says German. "Hurricane coverage in Hawaii is required by lenders and, depending on the construction type or insurance carrier, can have a deductible between 1 percent to 5 percent of the building's value.

"For larger buildings, a 1 percent difference in deductible can translate to hundreds of thousands of dollars in loss retained by the insured. Flood insurance is also required if you are located in an area that FEMA has designated as a special flood hazard area (SFHA). Other types of coverage that typically aren't included but should be considered include earthquake, equipment breakdown and sewer backup."

3 Does our insurance company have the financial strength and stability to pay all of its claims in the event of a large disaster?

"Flood insurance is purchased through the National Flood Insurance Program and backed by the U.S. government," Ger-



man says. "Hurricane insurance is purchased from private insurance companies and backed by the company's policyholder surplus and the reinsurance it purchases from global reinsurers.

"Condominium unit owners and apartment building owners should be aware that the Hawaii Insurance Guarantee Fund will only provide up to \$300,000 of property coverage per claimant in the event of a default by an admitted insurer. It's important that these owners purchase their insurance from a reputable insurer with an Excellent or Superior financial strength rating from A.M. Best whenever possible."



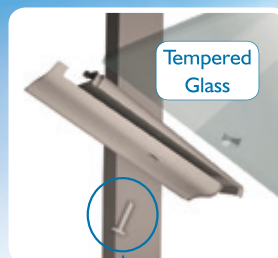
KEEP RECEIPTS

It's a good idea to inventory your belongings and keep receipts for everything. Photographs, videotapes or written descriptions are important to document your loss and help police identify stolen merchandise.

The items listed in the inventory will be covered by the policy if they are lost, damaged or stolen from your home, car, on an airplane or in another country.

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sagewater.com/hawaii



Make Preparations to Save Your Pets

Right now is the best time to make preparations for your pet's safety during a storm. Here are some options for pet care:

- If you live in an evacuation area, you'll be asked to leave your pets behind because emergency shelters won't accept them. So find out if your veterinarian has boarding facilities or other arrangements for boarding animals, and make an appointment to inspect the kennel. Inquire about staff and security.
- Animals might not be admitted to a pet-friendly emergency shelter without a crate or carrier that's large enough to accommodate the pet comfortably. Bring the pet's ID tag, collar and leash as well as a week's supply of food, medications and litter for cats.
- Finally, get a pamphlet on emergency care of pets, and read up on what you might need to treat wounds, shock or other injuries. The pamphlets are usually at your vet's office.

Fancy fish owners with valuable aquariums may want to purchase a small generator for running the air pump if electricity goes out, or buy a battery-operated aerator.

In the event of a disaster, listen to radio and television broadcasts to find out if your nearest shelter will be open. Depending on the nature of the emergency, not all shelters may open.



Pet Shelters

North Shore (Kaena Pt.-Kahuku)

- Waialua High and Intermediate

Leeward Coast (Makua-Waipahu and Vicinity)

- Campbell High
- Ilima Intermediate
- Nanakuli High and Intermediate
- Waipahu Elementary
- Waipahu High

Central Oahu (Wahiawa-Mililani and Vicinity)

- Leilehua High
- Mililani High
- Mililani Middle

Pearl City-Aiea and Salt Lake

- Aiea High
- Highlands Intermediate
- Moanalua Middle
- Moanalua High
- Pearl City High
- Radford High

Salt Lake-Punchbowl and Downtown

- Roosevelt High
- Stevenson Middle
- Kalakaua Middle

Punchbowl-Waialae and Vicinity

- Jarrett Middle
- Kaimuki High
- Kaimuki Middle
- Washington Middle

Aiea-Hahaione-Hawaii Kai and Vicinity

- Kaiser High
- Kalani High

Windward Coast (Kahuku-Waimanalo)

- Castle High
- Kailua High
- Kalaeo High
- King Intermediate
- Waimanalo Intermediate
- Kahuku High and Intermediate



Know Where to Go Before It Strikes

No natural disaster poses a more constant threat to Hawaii than tsunamis. The Islands' history contains many examples of damage caused by tsunamis with waves rising to several feet or higher that can strike the coast with devastating force.

They also can strike with little warning, so to better prepare it's important to know what causes a tsunami. According to the Hawaii Emergency Management Agency, a tsunami is a series of ocean wave masses generated primarily by earthquakes. Underwater volcanic eruptions and landslides also can generate tsunamis.

HEMA points out that it is difficult to predict a tsunami, and that tsunamis can strike any time of the day or night.

State emergency procedures include issuing public tsunami warnings and tsunami watch. A tsunami warning means a tsunami may have been generated and could be close to your area. A tsunami watch means a tsunami has not yet been verified but could exist and may be as little as an hour away.

Before a Tsunami

- If there is a tsunami warning, evacuate your house or place of work for higher ground if you are in a tsunami evacuation zone. Go as high and as far as you can, ideally to a spot 100 feet above sea level. Every foot inland or upward may make a difference. You should be able to reach the highest ground possible on foot within 15 minutes.
- If you are near the ocean and you feel the earth shake, move immediately to higher ground. Take your emergency preparedness kit. Having supplies will make you more comfortable during the evacuation.
- If you are unable to quickly leave the tsunami evacuation zone, find a structural steel or reinforced concrete building of 10 or more stories and go to the fourth floor or higher. This is called vertical evacuation.
- Know where your county's Safe Zones or Refuge Centers are located. This is where people who have evacuated

coastal areas can safely stay during a tsunami.

After a Tsunami

- Tsunamis often come in multiple waves over a period of hours. Resist the temptation to watch the waves, especially if the water seems to draw back, exposing the ocean floor.
- Return home only after authorities say it is safe to do so. Not only could there be hazards and debris in certain areas, but roads may still need to be clear for rescue and recovery efforts.
- Help injured or trapped persons. Give first aid where appropriate, but only when the surroundings are safe.

Protect Your Family

- Talk about tsunamis with your family so that everyone knows what to do.

Discussing ahead of time helps reduce fear, particularly for younger children.

- Check at your workplace and your children's schools and day care centers to learn if they are in a tsunami hazard area or inundation zone. Learn about their evacuation plans, especially the designated spot where you will pick up your children.
- Plan evacuation routes from your home, school, workplace and other places you could be where tsunamis present a risk.
- Practice your evacuation routes. Familiarity may save your life. Be able to follow your escape route at night and during inclement weather.
- If you can, take your animals with you. If it is not safe for you, it is not safe for them.

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Are You Prepared for a Flood?

Floods are unpredictable and among the most frequent and costly natural disasters. They can cause death and injuries, isolate communities, damage major infrastructure, cut essential services and destroy property and livelihoods.

Flooding often occurs following a hurricane and several days of sustained rain. In the Islands, flash floods can occur suddenly, due to rapidly rising water along a low-lying area or a stream.

Hawaii's wet season is typically between October to March. Over the years the Islands have experienced multiple floods. One of the worst in recent history occurred on April 19, 1974, as intense rainfall dumped 21.2 inches of water. On Oahu, the flooding killed four people and caused extensive property damage with estimates reaching over \$3.7 million, with the worst damage reported in the Haleiwa, Mapunapuna and Fort Shafter areas.

Here is a list from the Hawaii Emergency Management Agency on preparing before a flood and what to do when the waters begin to subside:

Before a Flood

- Avoid building in a floodplain unless you elevate and reinforce your home.
- Gather important documents, such as your flood insurance policy. Flood losses are not covered under normal homeowners' insurance policies.
- Keep a supply of sandbags to direct floodwater away from your home.
- Seal walls 1 to 2 feet above baseboards with waterproofing compounds.
- Listen to the radio or television for information. Be aware of streams, drainage channels, roads and other areas known to flood suddenly.
- Be aware that flash flooding can occur quickly and without warning. Be prepared to evacuate and move immediately to higher ground. Do not wait for instructions to move.



WATCH VS. WARNING

- **A flood/flash flood watch** means a flood or flash flood is possible.
- **A flood/flash flood warning** means flooding or flash flooding is already occurring or will occur soon.

- Secure your home and elevate essential items. Turn off utilities if instructed to do so. Disconnect electrical appliances and do not touch electrical equipment if you are wet or standing in water.

During a Flash Flood

- Listen for news reports to learn whether the community's water supply is safe to drink. You may need to boil tap water before drinking.
- Avoid floodwater. Water may be contaminated by oil, gasoline, animal feces or raw sewage. Water may also be electrically charged from underground or downed power lines. Keep away and report downed power lines to the power company.

After a Flood

- Be aware of areas where floodwaters have receded. Roads may have weak-

ened and could collapse under the weight of a car.

- Return home only when authorities indicate it is safe.
- Stay out of any building if it is surrounded by floodwaters as there may be hidden structural damage to the foundation.
- Service damaged septic tanks, cesspools and leaching systems as soon as possible. Damaged sewage systems are serious health hazards.
- Clean and disinfect everything that got wet. Mud left from floodwater can contain sewage and chemicals.
- Be sure to dry areas that may have been affected by floodwater. Areas like drywall, carpet and flooring exposed to moisture may encounter mold growth later.

Watch vs. Warning

- A flood/flash flood watch means a flood or flash flood is possible.
- A flood/flash flood warning means flooding or flash flooding is already occurring or will occur soon.

BE INFORMED

Check updates from the National Weather Service (NWS) on Hawaii floods online at: **floodsafety.noaa.gov/states/hi-flood.shtml**.



When an Earthquake Hits, Know How to Protect Yourself

The risk of earthquakes spans the entire state of Hawaii, although most activity occurs on the Island of Hawaii because of the volcanoes. But since 1868, over 30 magnitude 6.0 or greater earthquakes have shaken the Hawaiian Islands.

The damage caused by quakes can quickly escalate. For example, in October 2006 two earthquakes with magnitude 6.7 and 6.0, respectively, caused \$200 million in damages on the Big Island and Maui and caused an extended power outage on Oahu.

Approximately 75 percent of the world's seismic energy is released along the edges of the Pacific Ocean, where the thinner Pacific plate is forced beneath thicker continental crust. The nearly 25,000-mile band of seismicity, called the "Ring of Fire," runs up the west coasts of South and Central America and from the North American continent to the Aleutians, Japan, China, the Philippines, Indonesia and Australia.

The Hawaii Emergency Management Agency (HEMA) provides a checklist of how to prepare for an earthquake, and what to do to stay as safe as possible.


BEFORE AN EARTHQUAKE:

- Have a Family Earthquake Readiness Plan.
- Locate a safe place in each room of the house.
- Know how to turn off your gas and water main.

DURING AN EARTHQUAKE:

- Drop down; take cover under a desk or table.

- Stay indoors until the shaking stops and you're sure it's safe to exit outdoor.
- Stay away from windows. In a high-rise building, expect the fire alarms and sprinklers to go off during a quake.
- If you are outdoors, find a clear spot away from buildings, trees and power lines. Drop to the ground.
- If you are in a car, slow down and drive to a clear place. Stay in the car until the shaking has stopped and it's safe to continue driving.




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How to Locate an Evacuation Shelter

When a hurricane is approaching, an individual must decide whether to shelter in place or evacuate to a nearby shelter.

Those in structures located in low-lying coastal areas, mountain ridgelines or buildings that are single-walled or wood-constructed should evacuate. Those in hotels and resorts should shelter in place above the third or fourth floor and away from windows. Bathrooms without windows and stairwells (usually built with four concrete walls) are protective shelter options.

The Hawaii Emergency Man-

agement Agency provides a list of predesignated facilities, although not all of the shelters on the list will be opened for every event.

Each county is responsible for maintaining and updating its list of evacuation shelter locations. Announcements will be made via radio, TV, social media and county websites.

Residents and visitors are encouraged to wait until each county announces a hurricane warning and to know where two or three shelters are located. The Hawaii Emergency Management Agency's county-by-county list of possible shelters:



HONOLULU COUNTY

www.honolulu.gov/dem.html
(808) 723-8960

Oahu Hurricane Evacuation Shelter

List as of Oct. 18, 2018 (Based on DOE Districts)

CENTRAL (AIEA, HONOLULU, MILILANI, WAHIAWA)

Aiea Elementary	Salt Lake Elementary
Aiea Intermediate	Kipapa Elementary
Aiea High School	Mililani High
Pearlridge Elementary	Mililani Middle
Waimalu Elementary	Mililani Uka Elementary
Webbing Elementary	Mililani Waena Elementary
Aliamanu Middle	Helemano Elementary
Makalapa Elementary	Iliahi Elementary
Moanalua High	Kaala Elementary
Pearl Harbor Elementary	Leilehua High
Pearl Harbor Kai Elementary	Wahiawa Elementary
Radford High	Wahiawa Middle
Red Hill Elementary	Waialua Inter. & High

HONOLULU

Aina Haina Elementary	Kawananakoa Middle
Aliiolani Elementary	Koko Head Elementary
Central Middle	Kuhio Elementary
Dole Middle	Lanakila Elementary
Farrington High	Liholiho Elementary
Fern Elementary	Likelike Elementary

Hahaione Elementary	Linapuni Elementary
Jarrett Middle	Maemae Elementary
Kaahumanu Elementary	Manoa Elementary
Kaewai Elementary	McKinley High
Kaimuki Middle	Niu Valley Middle
Kaiser High	Noelani Elementary
Kaiulani Elementary	Nuuanu Elementary
Kalakaua Middle	Palolo Elementary
Kalani High	Paaue Elementary
Kalihi Elementary	Roosevelt High
Kalihi-Kai Elementary	Royal Elementary
Kalihi-Waena Elementary	Stevenson Middle
Kamiloiki Elementary	Waialae Elementary PCS
Kapalama Elementary	Waikiki Elementary
Kauluwela Elementary	Wilson Elementary

LEEWARD (EWA BEACH, KAPOLEI, PEARL CITY, WAIANAE, WAIPAHU)

Campbell High	Pearl City Highlands Elem.
Ewa Beach Elementary	Waiau Elementary
Holomua Elementary	Kamaile Elementary PCS
Ilima Intermediate	Leihoku Elementary
Kaimiloa Elementary	Makaha Elementary
Pohakea Elementary	Nanakuli Elementary
Barbers Point Elementary	Nanakuli Inter. & High
Kapolei Elementary	Waianae Elementary
Kapolei Middle	August Ahrens Elementary
Kapolei High	Honowai Elementary
Makakilo Elementary	Kaleipouu Elementary
Highlands Intermediate	Kaneolani Elementary

Lehua Elementary
Momilani Elementary
Palisades Elementary
Pearl City High

Waipahu Elementary
Waipahu Intermediate
Waipahu High

WINDWARD (KAILUA, KANEOHE, LAIE, WAIMANALO)

Enchanted Lake Elem.	Heeia Elementary
Kailua Elementary	Kahaluu Elementary
Kailua Intermediate	Kaneohe Elementary
Kailua High	Kapunahala Elementary
Kainalu Elementary	King Intermediate
Kalaheo High	Puohala Elementary
Keolu Elementary	Waihole Elementary
Lanikai Elementary	Brigham Young University HI
Ahuimanu Elementary	Pope Elementary
Benjamin Parker Elem.	Waimanalo Elementary
Castle High	& Intermediate

Not every hurricane evacuation shelter on this list will be opened during an emergency. Depending on the circumstances, we may use facilities other than those listed here. Specific shelter locations and opening times will be determined based on the situation and will be broadcast over local media and official social media sites.

While hurricane evacuation shelters offer some protection from high winds, flying debris, storm surge and flooding they are intended to be a last resort option for residents and visitors without safer options to use, at their own risk. In almost all cases, the identified hurricane evacuation shelters HAVE NOT been designed or hardened for winds greater than a tropical storm. These shelters are, however, a safer option than remaining in areas prone to flooding or storm surge inundation, on exposed ridge lines or in older homes with wood frames or single-wall construction. Whenever possible, the public should plan to shelter-in-place or with family or friends in homes outside of these hazard areas; that were designed, built or renovated to better withstand hurricane conditions. Based upon changes to building code, Oahu homes with plans dated 1994 or later and built 1995 or later should have additional protective measures in place.

http://www.honolulu.gov/rep/site/dem/Oahu_Hurricane_Evacuation_Shelter_List_26OCT18_FINAL.pdf

HAWAII COUNTY

www.hawaiicounty.gov/active-alerts
(808) 935-0031

NORTH KOHALA DISTRICT

Kohala High and Elem. Kohala Intermediate

SOUTH KOHALA DISTRICT

Waikoloa Elementary Waimea Middle
Waimea Elementary Waimea State Office Bldg.

NORTH KONA DISTRICT

Holualoa Elementary Kealahke Intermediate
Kahakai Elementary Kealahke High
Kealahke Elementary

SOUTH KONA DISTRICT

Hookena Elementary Konawaena High

KAU DISTRICT

Kau High and Pahala Elementary

HAMAKUA DISTRICT

Honokaa High and Inter. Kalaniana'ole Elem.

SOUTH HILO DISTRICT

E B de Silva Elementary	Waiakea Elementary
Hilo High	Waiakea High
Hilo Intermediate	Waiakea Intermediate
Kaunama Elementary	Waiakea Waena Elem.

PUNA DISTRICT

Keaau Elementary	Mountain View Elem.
Keaau High	Pahoa Elementary
Keaau Middle	Pahoa High and Inter.
Keonepoko Elementary	

MAUI COUNTY

www.co.maui.hi.us
(808) 270-7285

HANA

Hana High

KAHULUI/WAILUKU/WAIHEE

Baldwin High	Maui High
Iao Elementary	Maui Waena Intermediate
Kahului Elementary	Waihee Elementary
Lihikai Elementary	Wailuku Elementary
Maui Community College	

KIHEI/MAKENA

Kamalii Elementary Kihei Elementary
Lokelani Intermediate

MAUI COUNTY (CONT.)

LAHAINA WEST MAUI

Lahaina Intermediate Princess Nahienaena Elem.
Lahainaluna High

UPCOUNTRY

Haiku Elementary Makawao Elementary
Kalama Intermediate Paia Elementary
King Kekaulike High Pukalani Elementary

MOLOKAI

Kaunakakai Elementary Kualapuu Elementary
Kilohana Elementary Molokai High

LANAI

Lanai High

KAUAI COUNTY

www.kauai.gov/civildefense
(808) 241-1800

CENTRAL

Kamakahelei Middle Kauai War Memorial
Kauai Community College Convention Hall
Kauai High King Kaumualii Elementary
Kauai Humane Society Wilcox Elementary
(pets only)

EASTSIDE

Kapaa Elementary School Kapaa Middle School
Kapaa High School

NORTH

Kilauea Elementary School Kilauea Neighborhood Center

SOUTH

Eleee Elem. School Koloa Elementary School
Kalaheo Elem. School

WEST

Waimea Canyon Elem. Waimea High
and Middle

Who to Call

FEDERAL GOVERNMENT WWW.USA.GOV

Bureau of Citizenship
and Immigration Services **1-800-375-5283**
State Department Passport Services **1-877-487-2778**

Social Security Administration

Card Replacement **1-800-722-1213**

Internal Revenue Service (IRS)

Help Line (Individual) **1-800-829-1040**
Help Line (Business) **1-800-829-4933**

Department of Veterans Affairs

Benefits Information and Claims **1-800-827-1000**

Department Of Homeland Security

(DHS) & FEMA (www.ready.gov) **1-800-FED-INFO**
FEMA (www.fema.gov) **202-646-2500**

U.S. Small Business Administration Customer Service

(www.sba.gov/disaster) **1-800-659-2955**

SOCIAL SERVICES

Aloha United Way

(www.auw.org) **211**

American Red Cross

(www.hawaiiiredcross.org) **808-734-2101**

Hawaiian Humane Society

(www.hawaiianhumane.org) **808-356-2250**

National Weather Service

(www.weather.gov)

STATE GOVERNMENT

WWW.EHAWAII.GOV

Department of Civil Defense Division **808-733-4301**

State of Hawaii (www.scd.hawaii.gov)

Department of Health

Office of Health Status Monitoring
Birth/Marriage/Death Certificates **808-586-4533**

Department of Human Services

Employment and Support Division **808-586-5230**

Department of Taxation

Information and Inquiries **808-587-4242**

CITY AND COUNTY OF HONOLULU

WWW.HONOLULU.GOV

Department of Emergency Management .. **808-723-8960**

Honolulu Fire Department

Fire Reports
(www.honolulu.gov/hfd/firereports) **808-723-7116**

Department of Planning and Permitting

Permits Issuance (Fasi Building)..... 808-768-8220

Kapolei 808-768-3123

Department of Environmental Services

Refuse Disposal..... 808-768-3300

Department of Budget and Fiscal Services

Real Property Assessment Division..... 808-768-3799

Department of Customer Services

Motor Vehicle Registration 808-768-3798

Driver's License and State ID..... 808-768-3798

COUNTY OF MAUI

WWW.CO.MAUI.HI.US

Maui Fire Department..... 808-270-7561

Planning Department 808-270-7735

COUNTY OF HAWAII

WWW.HAWAIICOUNTY.GOV

Hawaii Fire Department 808-932-2900

Planning Department 808-961-8288

COUNTY OF KAUAI

WWW.KAUAI.GOV

Kauai Fire Department..... 808-241-4980

Planning Department 808-241-4050

UTILITIES

Board of Water Supply

(www.boardofwatersupply.com)

Trouble Call..... 808-748-5010

Customer Service 808-748-5030

Hawaiian Electric

(www.heco.com)

Trouble Call..... 808-548-7961

Customer Assistance..... 808-548-7311

Hawaii Gas

(www.hawaiigas.com)

Customer Assistance..... 808-535-5933

Spectrum Hawaii

(www.spectrum.com)

Customer Service 808-643-2100

Hawaiian Telcom

(www.hawaiiantel.com)

Customer Service 808-643-3456

HOSPITALS

OAHU:

The Queen's Medical Center

(queensmedicalcenter.org) 808-691-1000

Straub Clinic & Hospital

(www.hawaiiapacifichealth.org/straub) 808-522-4000

Kapiolani Medical Center for Women & Children

(www.hawaiiapacifichealth.org/kapiolani)..... 808-983-8633

Tripler Army Medical Center

(www.tamc.amedd.army.mil)..... 808-433-6629

Kaiser Permanente Moanalua Medical Center

(healthy.kaiserpermanente.org) 808-432-0000

Kuakini Medical Center

(www.kuakini.org) 808-547-9540

Castle Medical Center

(www.adventisthealth.org/castle)..... 808-263-5164

Pali Momi Medical Center

(www.hawaiiapacifichealth.org/pali-momi) 808-486-6000

Kahuku Medical Center

(www.kmc-hi.org/contact-us)..... 808-293-9221

KAUAI:

Wilcox Health

(www.hawaiiapacifichealth.org) 808-245-1010

West Kauai Medical Center

(www.kvmh.hhsc.org) 808-338-9431

Mahelona Medical Center

(www.smmh.hhsc.org) 808-822-4961

MAUI AND LANAI:

Maui Memorial Medical Center

(www.mauihealthsystems.org/

maui-memorial)..... 808-244-9056

Kula Hospital

(www.mauihealthsystem.org/

kula-hospital) 808-878-1221

Lanai Community Hospital

(www.mauihealthsystems.org/

lanai-hospital) 808-565-8450

MOLOKAI:

Molokai General Hospital

(www.queens.org/molokai/

molokai-general-hospital) 808-553-5331

BIG ISLAND:

Kona Community Hospital

(www.kch.hhsc.org)..... 808-322-9311

North Hawaii Community Hospital

(www.nhch.com) 808-881-4730

Kau Hospital

(www.kauhospital.org) 808-932-4200

Hilo Medical Center

(www.hilomedicalcenter.org)..... 808-932-3900

Hale Hoola Hamakua

(www.halehoolahamakua.org) 808-932-4100

Hurricane Insurance: Are You Really Covered?

Common misconceptions and why a combination of policies is best



Elaine Gascon

As soon as a hurricane alert hits the news, insurance agents are often hit with waves of the same question:

Do I have hurricane insurance?

In 2018, Hawaii experienced some close calls. While there were no direct hits to the Islands, Hawaii's 2018 hurricane season was one of the most destructive in years. Picking up the pieces after a major catastrophic event, many learn the hard way: Not all hurricane-related damages are covered by insurance.

Unfortunately, even if you do have insurance coverage, you may not be fully covered.

A common misconception is believing that hurricane insurance is enough to prepare for the upcoming hurricane season. Instead, insuring for a hurricane requires a combination of insurance policies to best protect your property from damages.

Coverage for Wind Damage

The first issue with hurricane coverage is wind-related damages. Your property policy is the first way to protect your building against a hurricane. This policy protects your property from damage caused by strong winds.

Windstorm is typically a covered peril on a "named peril," or special-form property form. When a storm becomes "named," hurricane coverage will apply to the loss. When coverage is provided for hurricane, most policies will have a specified hurricane deductible amount, separate from the deductible for other covered perils. The hurricane deductible is typically a percentage of the total insurable value (TIV) of the property, subject to a minimum for some insurance carriers.

As defined by the National Hurricane Center (NHC), hurricane is a type of tropical cyclone, which are classified



as the following: Tropical Depression (maximum sustained winds of 38 mph or less), Tropical Storm (maximum sustained winds of 39-73 mph) and hurricane, from Category 1 (74-95 mph) to Cat 5 (156 mph and up).

For some, this is where they believe that this is all the insurance needed for hurricane. Unfortunately, wind damage is only one part of the equation, despite the misconception that this is "hurricane insurance."

While flying debris and physical damage from strong winds is a major risk during hurricane, flood damage is also common, but the reality is that most flood damage will not be covered by this policy.

Coverage for Water Damage

Along with strong winds, hurricanes can bring heavy rains, overflow and tidal surges. The second half of "hurricane insurance"—and often the overlooked part—is a flood policy.

Flood insurance can be purchased separately through the National Flood Insurance Program (NFIP) or through a private insurer. Flood insurance can be purchased to protect your building (structure), as well as your contents. It is important to note that flood insurance has specific parameters for coverage.

Flooding is defined by the NFIP as a "general and temporary condition of partial or complete inundation of two or more acres of normally dry land area or two or more properties from: overflow of inland waters, unusual and rapid accumulation or runoff of surface waters from any source and mudflows," which can be brought on by hurricanes.

Flood is excluded in most policies, yet it poses a severe threat during hurricane season. As evidenced in 2018 with Hurricane Lane, Hawaii did not take a direct hit, but many areas suffered from severe flooding.

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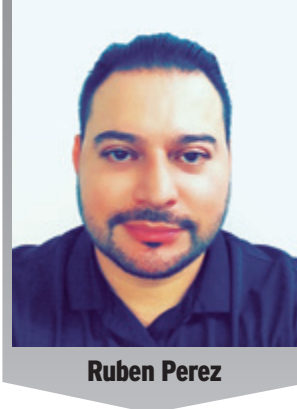
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Now Is the Time to Review Your Hurricane Policy

After a storm hits is no time to be surprised by your coverage



Ruben Perez

Hurricane season is fast approaching and now is the time to review if you and your team of property managers are prepared for the worst. As a former insurance adjuster who has adjusted claims for nine hurricanes, my adrenaline gets pumping on June 1, the official start of the hurricane season. I have seen firsthand the effects of a property's failure to enact an emergency protocol. This lack of preparedness can endanger the life of renters and unit owners.

So what are some of the most important things to address?

First and foremost, it is essential to review your files and verify insurance coverage. Time and time again I have had to be the bearer of bad news when I inspect properties for reported hurricane damages. The inspection itself went well, but reviewing actual policy coverages can be disturbing. For example, I made arrangements to inspect a property with a building owner who lived in Europe for his reported hurricane damages. He asked me to give him a couple of days to travel and be present at the time of my inspection. He had numerous emergency service receipts to give me in order to have the property back up and running, business as usual.

We met on our scheduled date, I inspected the property and documented the damages. After my inspection, I asked the property owner if we could sit down and review his claim. He handed over his receipts, which I reviewed and immediately started adding up how much he paid out of pocket. The owner looked a little confused and asked me if I intended on reimbursing him on the spot.

This is where things started to



become uncomfortable. A commercial loss is never settled on the spot, and it's not customary to discuss policy coverages with the owner at the time of our inspection. We normally issue a formal letter informing them of our findings and what we have calculated it will cost to repair the property. I asked the owner if he had reviewed his policy limits, deductible, etc., to which he responded "no" with a slight grin on his face. He asked if there was a problem and I proceeded to show him his policy and his coverages. He had handed me \$50,000 in emergency service receipts, which included repairs to the building roof, the air conditioning, landscaping,

lighting, etc. The "problem" was the building has a \$250,000 deductible, so he never should have reported the claim as his damages did not exceed his deductible. He immediately became irate as he thought the insurance company had designed his policy to prevent paying out his claim. He stated that he never would have traveled all this way to not be reimbursed for his expenses. He asked to speak with my manager, as there had to be some mistake, saying he never would have taken such a high deductible on the property. "Let's call your insurance agent first," I politely said, as he was the one who prepared this policy.

Like a scene from an old Western movie, he quickly drew his cell phone and dialed the number. He put the phone on speaker and looked me dead in the eye as if to say we are going to get to bottom of this! The insurance agent answered quickly and immediately asked the agent to verify his policy coverages. The agent provided him with the same information I had given and he immediately started to raise his voice and question the agent why he sold him this ridiculous policy. The agent was shocked and said, "Do you remember when we renewed this policy last year and you said it was too expensive?" The owner said yes, and the agent said, "You told me to find a way to lower your premium, which I did." The owner looked a little confused and said the agent did a great job, and he was happy with the new quote he'd provided. The agent went on to say, the premium was lower because the owner elected to take a higher deductible thinking, "What are the odds of me ever filing a claim?" The building owner looked embarrassed, and immediately started to apologize for his behavior. He told the agent he would call him back as he wanted to visit his office to review all of his building policies.

So, to make a long story short, review your insurance policies. Make an appointment with your agent and really take the time to understand what you have purchased. And do it now as once a storm is in the water, you won't be able to modify your policy. We have seen unprecedented storm activity, and anything is possible, so don't leave yourself short changed if your property sustains substantial storm-related damages.

Now that you have that covered, what about the unit owner and the renters? Does everyone have a policy? It is essential for renters to have a policy as this not only reimburses them for financial loss, it provides coverage for them to live elsewhere while the unit is being repaired. The unit owner's policy provides coverage for loss of rents while the unit is unoccupied by the renter. During times of catastrophe, it will become extremely difficult to find a qualified contractor to make your repairs. From storm to storm, I repeatedly have been told of a homeowner's

frustration of being on someone's six-month waiting list. Does your policy afford you that much coverage?

Last but not least, once you addressed the building, the unit owners and the renters but what about your own home? Again, call your agent, make an appointment and review your own policy. Knowledge is power!

Ruben Perez, Oahu Extraction business development director, has 18

years of insurance experience, adjusting claims for 30 different insurance companies as a catastrophe adjuster, large-loss adjuster and general adjuster with over \$100K in draft authority. Clients include Allstate, Farmers, State Farm, USAA and Lloyd's of London. He holds three HAAG engineering certifications, commercial roofs damage assessment, wind vs. wave damage assessment, plus earthquake damage and reconstruction. Reach him at 226-3870 or ruben@oahuextraction.com.



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Making an Impact: Prepare Your Building for Hurricane Season

Installing impact-resistant windows and doors is an important step



Pam Barrett

With Hawaii's hurricane season rapidly approaching, we are reminded of the importance of preparing in advance to reduce the risks to our family, homes and businesses in the event of a storm.

Structural Failure

Homeowners often underestimate the importance of securing a home's openings against hurricane force winds. Windows and doors are critical components of a building's envelope, allowing for natural light and ventilation to enter the home's interior and providing a scenic view of the outdoors. But they also are vulnerable components of the home, because wind forces, wind-driven rain and windborne debris (e.g., tree limbs, rocks, roofing and building materials, outdoor furniture, etc.) can easily penetrate them.

Failure of the windows and doors can lead to the catastrophic destruction of homes and property, ranging from water damage to complete structural failure.

Your windows can protect your building's envelope, unless they shatter and break on impact. If the envelope is breached because of window failure, large amounts of water can enter the building and cause damage to its contents and finishes, and potential long-term moisture problems, such as mold growth, rot and structural damage. In addition, high winds can enter, causing high internal pressure on the inside of your walls and roof, leading to the loss of your roof and the destruction of your home and property.



The Strength of Impact-Resistant Windows and Doors

You can protect your building's door and window openings by installing impact-resistant windows and doors that are specifically designed to protect against the impact from flying debris and pressure from the wind.

To be impact-rated and certified, the products must pass a battery of tests including ASTM E1996, the specification for performance of exterior windows, doors and protective systems impacted by windborne debris in hurricanes. During this launch missile impact test, a 9-pound, wooden 2-by-4 is launched at speeds of 50 feet per second at the center of the window and/or door unit, and then again at the corners. While the glass is expected to

shatter during these tests, in order to pass, it must stay in place and cannot get pushed out of the frame.

After impact testing, the unit must resist the cyclic pressure tests of ASTM E1886. The windows and doors are subjected to 9,000 cycles of tests, 4,500 positive pressure and 4,500 negative pressure. During this pressure cycling test, the glass must continue to remain in the window frame.

Impact-Resistant Windows vs. Standard Windows

What makes impact-resistant windows so different from standard windows? Impact-rated products such as locally manufactured CoastalGard windows and sliding doors are actually a "system" of impact resistance that is precisely reinforced to hold up under pressure.

Impact-resistant windows and glass doors contain laminated glass made of a flexible, high-strength laminate sheet sandwiched between two specially treated pieces of glass, giving the unit greater strength than standard glass alone. The major benefit of laminated glass is that it remains intact even if shattered, providing a weather barrier that reduces the possibility of total collapse due to high internal pressure.

Equally important as the strength of the glass is the strength of the unit's frame. An impact-resistant unit is tested as a complete unit. That includes the glass, the frame, as well as the attachment hardware and the installation method. The CoastalGard system in this case is constructed with a high-performance vinyl frame that is thermal-welded for strength and seal, and utilizes a superior system of glazing and sealant to be airtight and watertight.

Impact-resistant units should always be installed following the manufacturer's recommendations. The installation of impact-resistant windows and glass doors eliminates the last-minute need to board up window and door openings with plywood or storm shutters when a hurricane advisory is issued.

More than Storm Protection

The benefits of impact-rated windows and doors reach far beyond battling wind-borne debris in the event of a hurricane. Impact-resistant products provide year-round, 24/7 protection for both residential and commercial properties.

Safety and Security

The laminated glass and strong frame not only protect against flying debris, they provide increased security protection from intruders, thieves and vandals.

Substantial Solar Heat Control

This lets more light in and keeps more heat out, providing year-round comfort and energy savings.

Maximum UV Protection

These products can block 99.9 percent of the sun's UV rays to help reduce fading of furniture and carpets.

Significant Noise Reduction

Reduce outside noise for a more peaceful and quieter environment inside your home or business.

Impact-resistant windows and glass doors are available for new construction and replacement for both residential and commercial properties. They are offered in a variety of styles, colors and finishes to meet the design flexibility needed for almost any project. For installations over two stories, it is advisable that you do your research to be sure the products that you choose are both commercially rated and approved for use in high-rise buildings.

***Pam Barrett** is marketing director for Coastal Windows, a local family-owned and operated window and door manufacturer since 1990, located 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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Being Prepared, In and Out of Hurricane Season

Regular maintenance and strengthening key areas are vital to preventing roof failures



Guy Akasaki

As the first line of defense against the elements, your roof takes the brunt of the daily impact from sun, wind and rain here in Hawaii. Because of the exposure to the elements, along with variables based on location (trees, birds, etc.) and access to the roof by others, the roof deck typically does not “remain the same” as many assume.

Regular preventative maintenance will help keep your roof in check, addressing little issues before they become costly repairs. This is our No. 1 advice on maximizing your rooftop investment and preventing premature roof failures.

Inspections performed at the end of summer or winter are ideal, after your roof has gone through the greatest amount of stress.

Preparing for hurricane season should include addressing key areas that often get minimal attention during the year to “get by.” Repair, repair, repair can only get you so far until the next catastrophe hits. Hurricane straps are often installed (in some cases it may be required) to help make the structure more resistant to high winds.

Here are eight things to keep in mind as you prepare your buildings:

- **Clear rooftop drainage and scuppers.** All too often, emergency calls of leaks during heavy rains are due to clogged rooftop drains that have vegetation growing in them.

- **Clear downspouts, headers, boxes and gutters.** Water exit points need to be clean and clear to handle the volume of water that unexpected rains bring.

- **Check for crumpled downspouts at the exit point.** Downspouts can often be crushed at the bottom by cars or people, leading to overflowing gutters or backed up roof drains.



- **Check and clear internal gutters (warehouses).** If these gutters overflow they can overflow into the warehouse and walls, it’s best to ensure they are cleared.

- **Secure rooftop equipment, remove all loose debris.** In high winds, any unsecured items can become dangerous projectiles.

- **Clear weep holes (skylights, window frames). These should not be caulked or covered.**

- **Check that PV penetrations are watertight.** Always a good idea to check the penetrations with the expansion and contraction of the roof daily.

- **Replace/secure missing or loose**

roofing/flashings. Secure weak/loose areas of the roof system as soon as possible to prevent high winds from causing greater damage.

Right Materials for the Right Application

Going for the best solution can be a little more costly upfront, but can save you more in the long term than going for the cheapest solution, especially when disaster hits.

Utilize proven products (tested and proven locally) with longevity, reliability and strong manufacturer warranties.

Partner with Roofing Contractors Ahead of Time

The last thing you want to be doing when you've got water leaking into your tenant's space is searching Google for a roofer to call. Do your research ahead of time, look for a qualified roofing contractor that you can build a long-term partnership with.

Circumstances can change in an instant, but having a good roofing partner can help you weather any storm.

Guy Akasaki, president and CEO of Commercial Roofing & Waterproofing Hawaii Inc., has nearly 40 years of roofing and construction experience. He has served three terms on the Hawaii Contractors Licensing Board. His contributions to the industry for the advancement of roofing technology and roof-mounted PV energy systems in Hawaii keep him at the forefront of the roofing industry. For more information about a proactive roof maintenance program, contact CRWDIRECT Roof Maintenance & Repairs Division at 748-8423 or service@commercialroofinginc.com.



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Tech Tips for Condos in Times of Disaster

Seven helpful tech tips for condo dwellers



Phyllis Okada Kacher

Technology helped to provide comfort to thousands of condo and HOA dwellers before, during and after last season's hurricane and tropical storms. Thanks to the advent of social media and apps specially designed for community associations, families were able to stay connected with their relatives, neighbors and friends.

Here are a few handy tips for storm season:

- 1** A fully charged cell phone with text messaging capability and a power bank charger should be part of every emergency supply kit.
- 2** Data should be saved to a cloud-based service before the storm.
- 3** To conserve phone battery life, close any apps that are not being actively used, turn the brightness down and resist the temptation to kill time by scrolling through social media when charging capabilities are uncertain. Some newer phones have a battery-saving mode and this can be used instead.
- 4** Text instead of email. Texting requires less bandwidth than email and may be the primary source of information if phone service is down.
- 5** In the event of an evacuation, keep devices dry in high-quality sealable plastic bags or an ice chest.
- 6** Except in emergencies, avoid using your cell phone during the storm because outgoing calls can quickly overload our Islands' phone systems.
- 7** One of the top recommendations for Hawaii's condos and HOAs is to offer a smartphone app designed especially for community associations that is user-friendly and can provide easy communication to all residents—for tenants, not just owners.

Don't be a Guinea Pig

There are several new products being tested or in the works in Hawaii. Several of Hawaii's property man-



A smartphone mobile app can provide lifesaving information before, during and after a hurricane. There are several new apps being tested, recently introduced or in the works by community association management companies in Hawaii

agement companies have new mobile apps and web portals that are being developed and will be introduced in the future. One of the most important features to look for is having a system that has been tested in Hawaii's community association management industry so that when a hurricane approaches your association is not wasting precious time "ironing out the kinks."

One of the first applications for communities made available to condo and HOA dwellers was TownSq (pronounced Town Square), which was introduced to Hawaii in early 2018. More than 11,000 Hawaii users have signed up to use the app.

William Gum, board president of Windward Oahu's Waikalua Bayside, spoke about their community's first-

hand experience with the TownSq app during Hurricane Lane and Tropical Storm Olivia.

"TownSq is a wonderful online communication tool. Our community immediately discovered the value of this life-saving communication tool during Hawaii's recent severe weather during Hurricane Lane and Tropical Storm Olivia," Gum says. "Although we were fortunate to have avoided the brunt of the storms, we all went through the very real preparation and reporting processes that were significantly more efficient and effective through the use of TownSq."

"Not only was our Associa Hawaii community manager able to post useful storm preparation steps and procedures, but she also armed us with useful links and phone numbers in the event of damage from the storms. Equally impressive is the phone application that, in the event that the power was down, we could still pass updates to each other through the phone application."

"Our Associa Hawaii Community Association Manager Marin, the board, and all the residents were able to quickly account for each other and our property as well as provide live updates to the loss of the community cable services and the cable provider's repair progress. TownSq formalized the communication process so that all the information we needed was in one location and was current with the latest information and updates."

Phyllis Kacher, CPM, R, is chief business development officer with Associa Hawaii, and previously served as senior executive vice president of Hawaiiana Management, president and development company vice president of Waialeale Community Association and co-founder and president of CAI Hawaii. Reach her at 837-5273 or phyllis@associahawaii.com

Prepared for a Fire?

Protect your property by installing and maintaining a sprinkler system



Jason Blinkhorn

The aftermath from a fire can be devastating for any property owner. The water damage alone from firefighters battling the fire can be extreme. Add in the effects from smoke, soot and heat distortion, and the damage multiplies exponentially.

Latent effects such as mold and other serious air quality issues can also appear later if not handled up front. As a property manager, you need to be prepared to deal with the effects of a fire, but you also must have some preventative measures in place to minimize the damage.

The best means for this is having a fully maintained fire sprinkler system in

place to prevent a fire from spreading and causing far more damage than the comparatively small amount of water a sprinkler system uses to extinguish a fire.

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

When most people picture a fire sprinkler system operating, they see

every single sprinkler head in a room spraying water everywhere and creating massive flooding. This is not the case. Fire sprinkler systems are designed to prevent fires from spreading rapidly, but without a full deluge of water in all areas of the building.

Each sprinkler has a specific temperature-sensitive rating, and only when it heats past that point does it release water in that localized area, usually to one room—firefighters don't even have the opportunity to douse your property with thousands of gallons of water.

Clearly with this much less water be-

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ing poured on your property, a building with fire sprinklers uses dramatically less water and inevitably causes far less damage. Since fire sprinkler systems are designed to spring into action the moment a fire sparks, you mitigate the damage before the fire department shows up.

Many property managers have debated this as trading one catastrophe for another: a flood versus a fire. But the reality is a properly functioning sprinkler system will reduce the amount of water used to extinguish the fire, and keep the repair

costs to a fraction versus that of fires in a building without a sprinkler system.

Recent studies show that a property protected with fire sprinkler system on average will use about 340 gallons of water to extinguish a fire—compared to properties without sprinkler systems when fought by firefighters alone, which will see close to 3,000 gallons of water to extinguish the fire. Additional studies have shown that sprinkler systems are between 98 percent and 99.8 percent effective in the control of fire.

And when there's an ineffectiveness

of the sprinkler systems, it's often due to building owners not keeping up with the required maintenance and inspections codes.

Acting quickly once the fire has been extinguished is crucial to avoid any further damage and keep remediation cost to a minimum. In addition to the carnage that the fire causes to the structure, smoke damage requires a substantial amount of attention.

Smoke from a fire will leave staining on any fabric it comes in contact with, including clothes and furniture, and can cause discoloration of painted walls. Other objects such as piping, appliances and especially electronic components, which are very vulnerable, may begin to rust, pit and corrode.

Smoke can also cause damage to your wood flooring and furniture, which may require re-sanding, re-staining or replacing. It will leave a strong odor that must be handled by a professional cleaning service as it is extremely hard to eliminate. Smoke damage can also cause health issues if not handled by a professional, as smoke can get into ductwork, resulting in problems such as lung irritation.

Like smoke damage, soot will also get worse if left untreated. Soot is difficult to clean and can be dangerous to one's health due to a number of chemical compounds. Repairing chemical contamination can typically cost between \$1,000 and \$3,000. Due to the difficulty in removing soot, replacing the affected items is usually the best choice. The longer soot remains on a surface the harder it is to remove.

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

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

Water Damage 201

Advanced tips for water damage restoration



Anthony Nelson

To help delve a little deeper into the science of drying, here are my top “Level 2” questions we get from building managers, some who, unfortunately, have had to use restoration services more than once.

1 How does a moisture meter work?

The science behind why a moisture meter works is rooted in a simple property about H₂O. In its liquid state, water conducts electricity. All a moisture meter does is electrify one point of the probe and measure how many electrons pass through the material to the other probe. That relative reading can tell us how much moisture is contained within the building material being measured. One common limitation of a moisture meter is that it will read elevated or “wet” readings on any material that conducts electricity. The mudded-over corner bead in drywall is a common example.

2 How does thermal imaging work?

Like moisture meters, thermal imaging helps us “see” affected areas of wall due to another property of H₂O, but this one is more complicated. Due to its unique properties as an element, H₂O has the ability to change from a solid to a liquid to a gas in almost every environment. The water that causes damage in most properties is in a liquid form. When H₂O transitions from a liquid to a gas, it’s called evaporation. The unique property that thermal imaging relies on is the fact that evaporation actively cools the surface of the material it’s evaporating from. This property allows us to see moisture evaporating through a thermal imaging camera. Like a moisture meter, one common limitation is a thermal camera tells you temperature on everything, so build-



ing materials that are cooler for other reasons can provide a false positive. An air-conditioning vent blowing on a wall is a common example.

3 Why is it so hot in here?

The equipment we use generates heat. The common misconception is that the heat generated is intentional. The heat is a byproduct of the electric motors used in our equipment. The heat can actually help us dry because hotter air holds more H₂O by volume. Too great of a rise in temperature will start to have a negative impact on how much moisture our dehumidifiers can pull out of the air in a day. An example:

When I was a fresh, excited restoration technician 18 years ago, I followed all of the IICRC specifications for equipment placement on a job. The particular job consisted of a single-story home with no air conditioning. As the days went by, the temperature kept climbing until on the fifth day of drying it maxed out at 106 degrees and the wood floor I was attempting to dry wasn’t responding to my efforts. Frustrated, I called my supervisor and he advised me to turn off all of the air movers and leave the dehumidifiers

running. He said he would come with me in the morning and we would figure something out. The next day we arrived and my wood floor had dried. Overnight, due to a lack of 30 air movers generating heat, the air temperature had dropped below 90 degrees into the maximum efficiency zone of my dehumidifiers. The reduction in moisture in the air created a place for the moisture trapped in the wood floor to go. I would caution everyone that the “turn off the air movers” solution is not universal. For this reason, we’ll often place our air movers on a low setting in the early days of drying to keep heat generation low and our equipment in the maximum temperature zone.

4 How do we know what “dry” is?

One step in the drying process is to survey unaffected building materials to determine the EMC (equilibrium moisture content). Since homes sit in a variety of environments, what is a “dry” reading can vary. For example, an air-conditioned home in Ewa Beach may have an EMC of 8 points, whereas a plantation home in Kailua may have an EMC that’s almost double. This is largely a factor of the outdoor environment but can be affected by whether or not the space is regularly conditioned by AC or heat.

5 Why do some materials dry faster than others?

There are two properties of building materials that can impact the speed with which they dry. Porosity is the first. The higher the level of porosity, the faster the material will dry. Density is second. The lower the level of density, the faster the material will dry. For example, carpet (a highly porous, less dense material) reliably dries quickly whereas

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drywall (a less porous, more dense material) reliably takes more time to dry.

The reality is that drying science is an applied science where we take the theories we think are likely to occur, put them into action and measure the results. Our industry is constantly finding innovative ways for us to address

moisture in buildings. I appreciate this community of building managers who have a passion for the science of drying and take the time to ask us the next level questions.

Anthony Nelson is senior vice president of operations and certifications at Premier Restoration Hawaii, as well as

applied microbial remediation technician, applied structural drying technician, carpet cleaning technician, carpet repair and reinstallation technician, color repair technician, commercial drying specialist, fire and smoke restoration technician, health and safety technician, odor control technician, resilient flooring inspector, and water damage restoration technician. Reach him at anthony@premhi.com.

Moratoriums and Waiting Periods

When a hurricane is on its way, you have to act fast. It can be tempting to wait until you need coverage to buy insurance, but by that time, it may be too late. Insurers have restrictions on purchasing insurance coverage when the risk is imminent.

Once a hurricane watch is in place, it is unlikely that you will be able to get a new policy or make policy changes at the last minute. It varies by state and insurance company, but once a hurri-

cane is on the way it may be a lot harder to place coverage.

For hurricane coverage, many insurance carriers will issue a moratorium, which stops the purchase of new policies, the increasing of limits, or the adding of new locations. During hurricane season, carriers usually wait until a storm is 24 to 48 hours from impact before declaring a moratorium, but this varies by carrier.

The National Flood Insurance Program does not issue moratoriums on buying coverage during a hurricane, but the NFIP imposes a mandatory 30-day waiting period on new policies before coverage takes into effect. The 30-day

waiting period also applies to endorsements that add or increase coverage.

Bottom Line

Despite the common misconception regarding "hurricane coverage," the bottom line is that insuring for hurricanes is a combination of insurance policies—windstorm including hurricane and flood—to best protect your property from damages.

Hurricane insurance coverage is needed, but the reality is that flood insurance ends up being of the utmost importance for people during hurricane season, and it is coverage that people need to make sure they have.

A denied insurance claim can be one of the hard lessons to come out of a natural disaster. Unfortunately, many policyholders misunderstand their insurance policies and are blindsided by unforeseen gaps in coverage in their insurance program. This makes it crucial for all building owners and property managers to know what your insurance policy really covers, and more importantly, what it does not cover.

Taking the time to review your coverages with an insurance professional could be the difference between paying a deductible amount for a covered claim, and paying steep out-of-pocket costs to recover from uncovered losses after a hurricane.

Elaine Gascon is an associate account executive at Atlas Insurance Agency in the AOA Unit that specializes in insurance for condominium, community and homeowner associations. She holds the Certified Insurance Services Representative and Associate in General Insurance professional designations. She earned her bachelor's from the University of Hawaii and her MBA at Western Governor's University. She can be reached at egascon@atlasinsurance.com.



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CRW Adopts Roofs of Ronald McDonald Houses

Commercial Roofing & Waterproofing of Hawaii (CRW) accepted the invitation to adopt the roofs of two local Ronald McDonald Houses on Oahu.

Adopting the roofs, says CRW CEO/president **Guy Akasaki**, “will ensure that thorough initial roof inspections are conducted to help identify remedial as well as expected future needs for capital and budget planning purposes. CRW will schedule regular inspections and provide preventative maintenance and minor repairs as needed.”



Guy Akasaki

Both homes are in Manoa. RMH-Judd Hillside House is for families with children receiving outpatient treatments or those traveling with siblings of the patient. It has served thousands of families since opening in 1987.

RMH-Oahu Avenue is for adult family members of children receiving in-patient care and for Neighbor Island women experiencing “high-risk” pregnancies. It began serving families in 2006.

CRW is part of The Roofing Alliance, a national organization that promotes the advancement of roofing through



CRW is adopting the roofs of both Ronald McDonald Houses in Manoa, the Judd Hillside home and Oahu Avenue home

research, education, technology and charitable programs. The Roofing Alliance is an extension of the NRCA (National Roofing Contractors Association). As a united nationwide charitable effort launched in 2017, The Roofing Alliance has adopted all 165 standalone Ronald McDonald Houses, and is helping Ronald McDonald House Charities to develop a roof maintenance and replacement plan.

Ronald McDonald House Charities

helps families with critically ill children stay together and near hospitals providing their medical care. The Houses provide private sleeping rooms, meals and opportunities for families to interact as they go through difficult times.

“CRW is proud to be a partner alongside other roofing professionals across the nation impacting families with sick children by keeping them together when they need it the most,” says CRW’s Dana Akasaki.

NAIOP Honors Developers, Engineers of the Year

The Hawaii chapter of NAIOP, the National Association of Industrial and Office Properties, recognized excellence in the Islands’ commercial real estate industry at its annual Kukulu Hale Awards event on May 3 at the Royal Hawaiian’s Monarch Room.

Along with awards for new commercial projects and renovations, four major awards were to be presented:

- **Developers of the Year:** The MacNaughton Group and Kobayashi Group
- **Lifetime Achievement:** James E. Hallstrom, Jr.

- **Outstanding Service Award:** Jackson Nakasone, Newmark Grubb CBI
- **Engineering Firm of the Year:** KAI Hawaii



James Hallstrom

Now in its 22nd year, the Kukulu Hale Awards program recognizes individuals and organizations that have made significant contributions to Hawaii’s commercial real estate industry



Jackson Nakasone

and the community. NAIOP is the nation’s only commercial real estate organization, comprising real estate developers, owners, investors, asset managers and other industry professionals.

The Hawaii Chapter was chartered in 1988 and is the state’s leading networking association for the industry’s key decision-makers. Visit www.naiophawaii.org for more information.

CBRE Names Daley as Director of Property Management

CBRE has named **Marlene Daley** as director for property management for the Hawaii market, where she will be responsible for overseeing the management of 8.5 million square feet of office, industrial and retail properties and 20 property management personnel.



Marlene Daley

“Marlene has continued to prove herself in each and every role that she’s been given within our company over the last six years,” says Kimberly K. Lord, CBRE’s senior managing director for the

Hawaii region. “We know she will continue to apply her leadership qualities within this role and continue to focus on exceptional client outcomes while growing our business in Hawaii.”

Prior to her role as director, Daley was the general manager of the 288,353-square-foot 677 Ala Moana building from 2014 to 2018 and completed an \$18 million renovation project for client Redico.

Prior to joining CBRE, Daley, who graduated magna cum laude from Chaminade University, worked with PM Realty Group and was responsible for the management of Aloha Tower Marketplace, a 4.81-acre waterfront property with 212,927 square feet of commercial retail operations that is managed with stipulated guidelines from neighboring federal government, state government and public utility operations.

Daley also worked with Colliers International as senior property manager for client Kamehameha Schools, the state’s largest private landowner. She managed the Kakaako, University, Halawa and Waiau portfolios, which also included retail, office and industrial properties.

Prior to participating in the commercial real estate industry, Daley worked with Coldwell Banker Pacific Properties as a residential real estate agent responsible for providing residential and commercial real estate services for individuals and investors. She was awarded top producer honors on several occasions.

Judge Rules Against Waiea Board

For the second time in recent months, a court case involving a Hawaii condominium board has been decided by a judge.

Once again the board lost.

The latest case involves the new Waiea building in Kakaako and a new provision the Legislature added to condo law, specifying that a person who is merely living in a condominium and doesn’t own a unit in the building is not permitted to be a board member.

At question was whether a tenant renting a condo from his/her own subsidiary, the unit’s titleholder, qualifies as an owner and, according to that provision, could serve on the board. The law previously defined an owner as an individual who is authorized to act on behalf of a legal entity such as a trust or company that owns the unit.

In 2017, legislators inserted the new provision into a bill primarily intended to give condo association members access to contracts between the board and resident or general managers.

The suit was brought by Waiea’s current nine-member board which includes five officials of Howard Hughes Corp., which opened the building in late 2016. It attempted to prevent Mahbub Siddiqui, who with his wife Yi-Rong Lee, bought a Waiea unit through their company Lee Capital, from running for a board seat. The couple said they are the only members of Lee Capital.

Siddiqui, reportedly critical of Hughes’ handling of the building, counter-filed in March. In a preliminary finding on April 2, Circuit Court Judge James Kawashima ruled in the couple’s favor, saying Siddiqui should be allowed to run for a board seat, and issued a temporary restraining order against the board

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KAI Hawaii



Ron Komine, Mark Harris, Jeremy Schmalfeldt, Kaylin Yoshida and Todd Hedrick

IREM Golf at Hoakalei

PHOTOS BY NATHALIE WALKER

Members of the Institute of Real Estate Management's Hawaii chapter gathered at Hoakalei Country Club in Ewa Beach for the 24th annual IREM golf tournament on March 29. Prizes included a trip for two to the Masters, a trip for two to the Super Bowl and \$1,500 to the three-person scramble team that finished in 24th place.



Ray De Smet and Neal Matsumoto



Jared Takayesu, Gerald Nakashima and Jesse Ubando



Don Crummer, David Porteus, Colin Yokoyama and Jason Cottle



John Jepsen, Ryan Robertson and Simon Marques



Kaleo Keolanui, Bill Richardson, Walter Thoemmes and Stacey Agcaoili



Weylin Hokutan and Mele Heresa



Alan Chun, Ashley Spooner, Giovanni Wozniak and Michael Yee



Alex Bresslauer and Mitsy and Garry Royster



Kevin Thompson and Rob Johnson



Amber Stone, Liz Kincaid, Amber Whitworth and Vai Temanaha

A&B Adds More Kapolei Warehouse Space

Alexander & Baldwin is doubling down on its Leeward Oahu warehouse investments with the purchase of an additional 93,000 square feet at the Kapolei Enterprise Center for \$26.5 million. The space opened in March and is leased to Best Buy and Hawaii Transfer Co. The deal was announced last month.

This is in addition to a 150,000-square-foot Kapolei warehouse purchased for \$40 million earlier this

year by A&B, a Hawaii-based real estate investment trust. That space is being leased mostly by Covan, a national moving company.

A&B's Kapolei warehouse footprint also includes the 35-acre Komohana Industrial Park, with 238,300 square feet of warehouse space.

The company said the two purchases this year were funded with proceeds of the sale of Maui agriculture land that netted A&B \$262 million.



From page 55

from keeping his name off the ballot.

Local media also reported at least one other anti-Hughes candidate was running for a board seat.

The ruling is expected to have major implications for real estate in Hawaii, where people often use trusts or corporations to purchase homes. It also leaves open the door for Hughes to appeal.

The previous case involved the Villas at Kenolio on Maui losing a \$2.3 million discrimination suit, as detailed in *BMH*'s April issue by attorney Jane Sugimura.

Notable Quotable

Emilia Clarke, *Game of Thrones* co-star, on a segment of *The Late Show* promoting dog adoption, responding to a question from host Stephen Colbert that, per her role on the blockbuster HBO series, he thought she was the mother of dragons:

"Yeah, I am, but my condo board is very strict, so at home I'm the mother of puppies."



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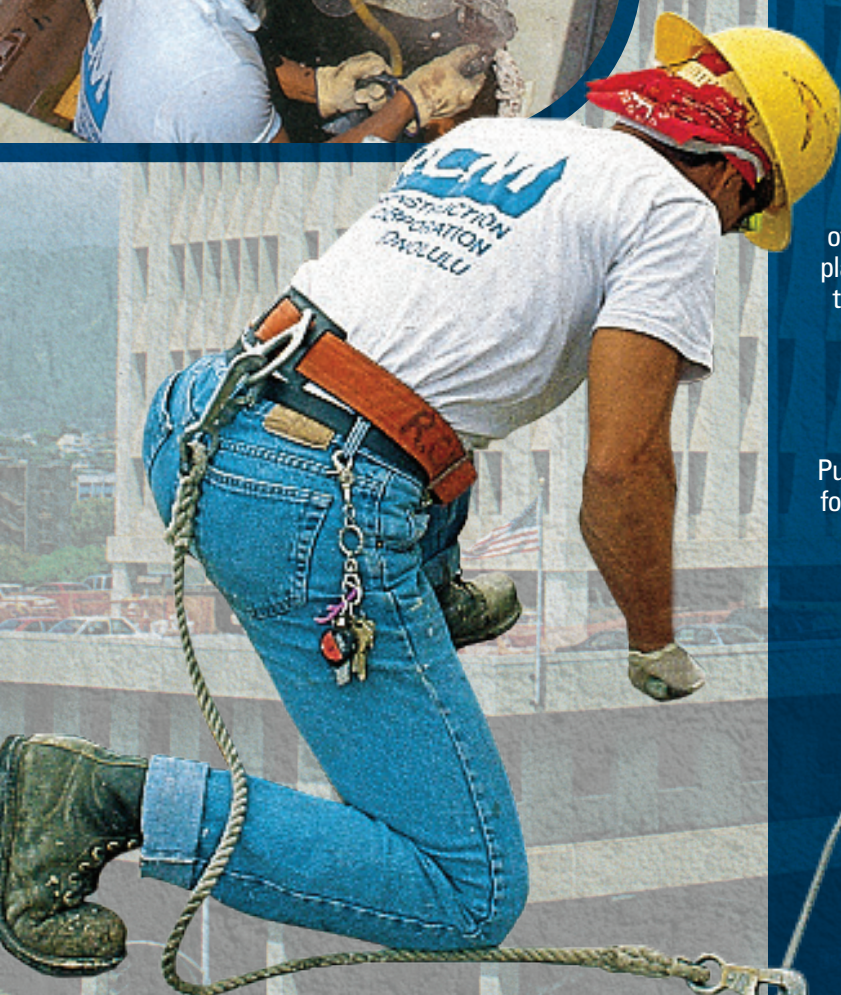
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