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ROOFING » HVAC » COMMON AREAS » MANAGER: CHERIE MARTYN

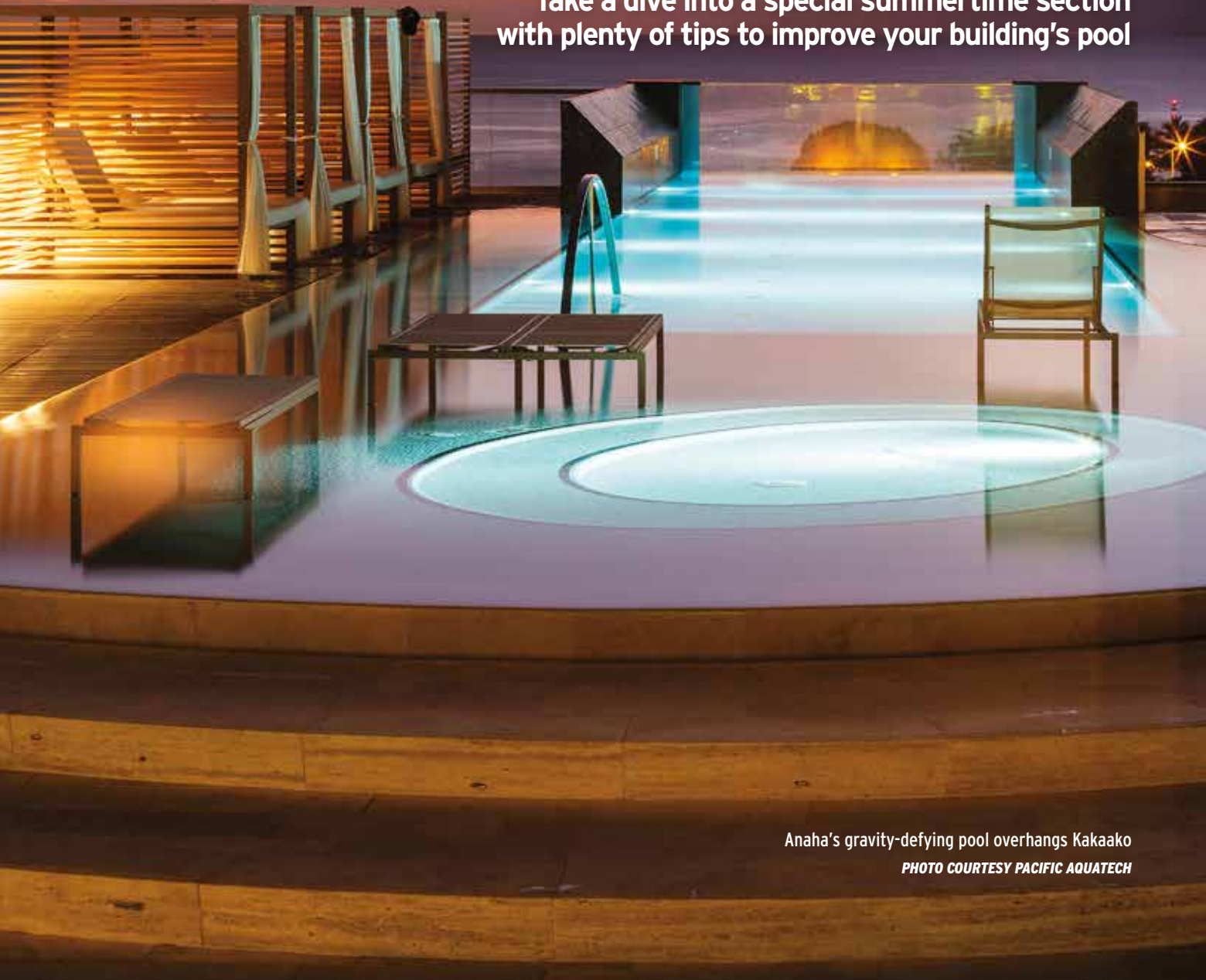
BUILDING Management

HAWAII

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COOL POOLS

Take a dive into a special summertime section with plenty of tips to improve your building's pool



Anaha's gravity-defying pool overhangs Kakaako

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Kaupulehu, the newest development community associated with Kukio is just north of the Four Seasons Hualalai Resort and Kona Village Resort on the renowned Kona Coast, and is one of Hawaii's most ultra-exclusive oceanfront luxury residential communities.

Featuring magnificent estate sites with fewer than 20 direct oceanfront lots, Kaupulehu's dramatic, natural beauty is rich in Hawaiian history.



The Cottages at Mauna 'Olu, being developed by Stanford Carr Development, is located inland from the famed Makaha Beach. Comprised of 118 single-family units, the Cottages at Mauna 'Olu is set to be a condominium community spanning 26 acres.

In addition to its scenic location, the Cottages at Mauna 'Olu will include a recreation center with fitness, barbecue, and swimming pool amenities. This gated community offers a resort-like feel, with ocean and mountain vistas, about 16 miles away from the thriving and urban city of Kapolei.

AZURE ALA MOANA



Ala Moana is a collection of stunning one, two and three bedroom homes, offering an unparalleled combination of contemporary design, sought-after amenities, and stunning views of the ocean, mountains and city below. The developer of Azure Ala Moana is ProsPac Holdings Group.

Located at the corner of Keeaumoku and Makaloa Streets, Azure Ala Moana is a new residential tower with 330 condominium residences, along with 78 rental apartments and exciting retail in the over 20,000 square foot ground- and second-level plaza. Azure



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About the Cover: Anaha's gravity-defying pool that overhangs Kakaako.

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Hawaiiana Management Company Posts Impressive Mid-Year Report

Sometimes it seems as though we just celebrated the New Year, and we wonder where the year has gone! As we enter the third quarter of 2019, we want to stop and take stock of where we've been "so far," and reflect upon where we're going.

At Hawaiiana we are grateful to have one of the best jobs

value added for our clients. Hawaiiana reached some important milestones in 2019 that we would like to share:

- Since the first of the year, Hawaiiana has added 33 new clients on four islands, representing nearly 4,000 units. Included are eight new developments, and five associations returning to



The Vintage at Kaanapali is one of five associations who returned to Hawaiiana from other management companies in the first two quarters of 2019.

New Hawaiiana Clients:

Akamai Gardens
Alii Cluster Park
Candlewood
Estate Villas at Hualalai, Ph. II
Haiku Town Acres
Hale Kai
Hale Kamaole
Hale Kona Kai
Hale Makalei*
Hapuna Beach Residence
Hapuna Estates at Mauna Lani
Hauiki Ranch
Ho'ole'a Terrace at Kehalani*
Kaanapali Royale
Kahuku Villas
Kai Malu at Wailea
Kauai Beach Resort Master Assn.

Kaulu Villas
Ke Kilohana
Kihei Garden Estates
Kihei Villages*
Kohina at Ho'opili
Kona Reef
Maalaea Kai
Maalaea Mermaid
Mauna Kea Fairways
Oceanside Center
Palehua Hale
Royal Kahana
Vintage at Kaanapali*
Waikoloa Colony Villas*
Waikoloa Hills Condominium

*Returning Hawaiiana client

in the world – serving our association management clients! Well into our 55th year of business, 2019 continues to be a year of growth – not just in "numbers," but in

Hawaiiana from other management companies.

- We have welcomed nine new management executives with especially impressive resumes and prior experience.



Kaneohe's 68-unit Alii Cluster Park, at the foot of the Koolaus, is one of 33 new properties that joined Hawaiiana Management Company in 2019, bringing the year to date increase in units under management to nearly 4,000.

- In August, the doors will open in our second Maui office to serve our West Maui clients! This is especially significant, considering over 30 of our "Valley Isle" clients are on the west side.

- Educational seminars for both board members and residential managers were presented on four islands, including three board seminars on three islands in the last three months! Pertinent topics presented by top industry experts included insurance, legal matters, communication skills and more.

- We have added six knowledgeable Accounting Specialists to interact with clients on a daily basis to answer account questions and personally assist clients with their needs. Our Accounting

Specialists field approximately 250 calls per week!

We know that success is not measured by mere statistics, but by the value we are able to provide to those we serve. Hawaiiana is grateful for the opportunity to serve 739 associations in Hawaii, translating to approximately 120,000 residences – all with a stellar client retention rate of 98.5%. As always, all of Hawaiiana's employees are in Hawaii, all banking takes place in Hawaii, and association management is our only business. Our continuing mission is to serve our clients!

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



HAWAIIANA

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**ASSOCIA HAWAII ANNOUNCES
EXPANSION OF ITS HAWAII-BASED
ACCOUNTING TEAM IN RESPONSE TO
NEW BUSINESS OPPORTUNITIES AND
GROWING NUMBER OF CLIENTS.**



From Left to Right- James Giangarra- Director of Accounting, Ellen Carlos- Accounts Receivable Manager, Beata Patricio- Accounting Supervisor, Ping Gong- Accounting Supervisor, Thuy Phan- Accounts Payable Supervisor

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"We're all new to TownSq, but we immediately discovered the value of this life-saving communication tool during the severe weather from Hurricane Lane and Tropical Storm Olivia. While we were fortunate to have avoided the brunt of the storms, our very real preparation and reporting processes were more efficient and effective thanks to TownSq. Not only was our Associa 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 - if the power was down, we could still pass updates to each other through the phone app. Associa, the board, and all the residents were able to quickly account for each other and our property, as well as provide live updates about 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. A big thanks to Associa and Marin for bringing TownSq to our community and empowering us to tackle any adversities that come our way."



***- WILLIAM GUM, BOARD PRESIDENT
WAIKALUA BAYSIDE***



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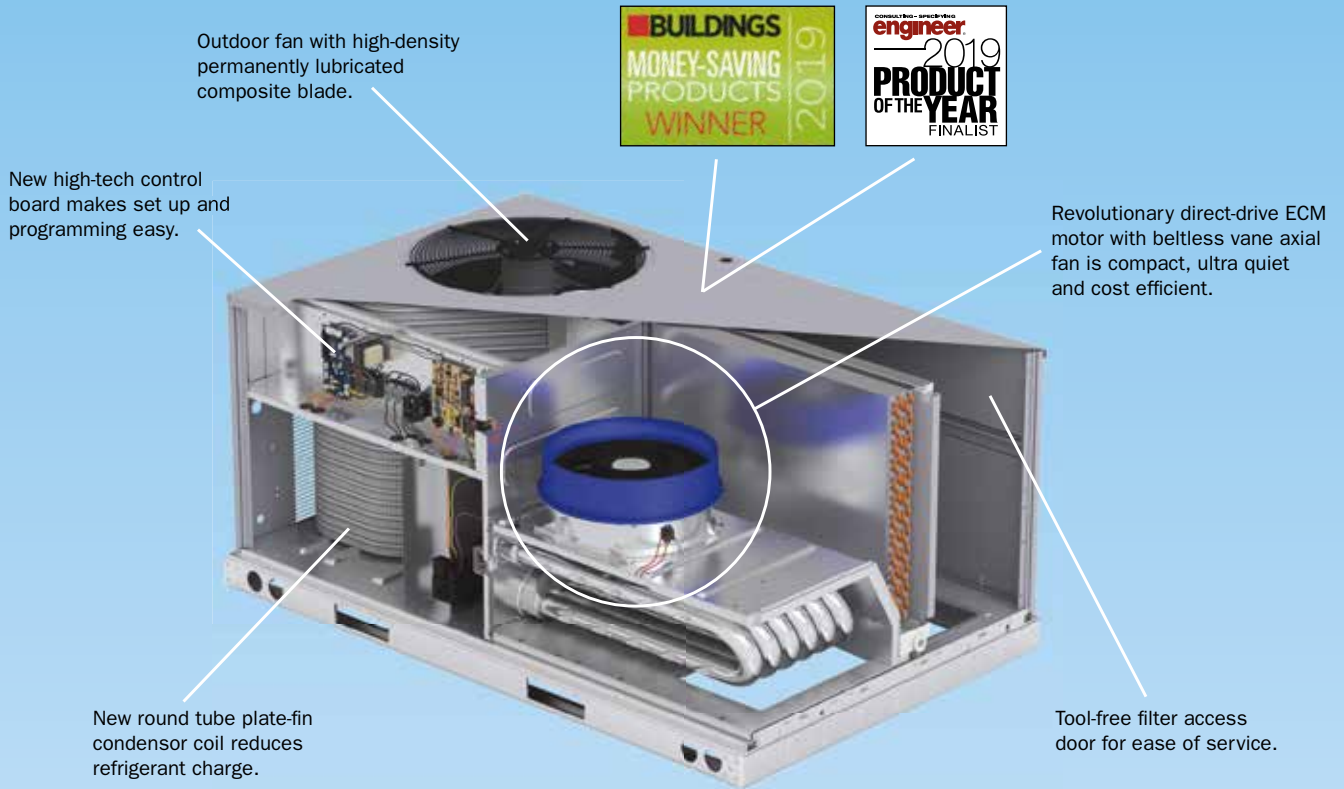
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From Marketing to Management

Cherie Martyn never intended to be a property manager, but her advertising and public relations career led her there

BY DON CHAPMAN

When I first met her, Cherie Martyn was doing public relations with McNeil Wilson, and she was darn good, handling accounts as diverse as the Sam Choy Poke Contest and Prince Hotels.

"It was fun, I was working for good people," says Martyn, whose last name in those days was Tanaka.

Then she moved over to an advertising company under the same corporate roof, AdWorks.

Which led, believe it or not, to a successful career in property management.

Cherie Martyn

TITLE: General Manager, Adventist Health Castle, with oversight of real estate, property management and lease administration. It's different in that not all general managers do leasing.

I work for Jones Lang LaSalle, and basically manage the real estate portfolio for Adventist Health Castle, which includes four medical office buildings—this one in Kaneohe, the Castle Professional Center; Kailua Professional Center I and II; the Weinberg Medical Plaza adjacent to Castle hospital; Castle Health Clinic of Laie; as well as residential homes (in the Castle hospital neighborhood in Kailua). In all, approximately 270,000 square feet and 150 tenants.

YEARS IN PROPERTY MANAGEMENT: Nine years in property management, 14 in marketing.

EDUCATION: Hawaii Baptist Academy for high school. Communications degree from the University of Washington. MBA from the University of Hawaii at Manoa.

Q: How did your career change happen?

When I was at AdWorks, one of my accounts was Kahala Mall, which is owned by MMI Realty. I was involved in Kahala Mall marketing, and when another project opened up for MMI, Aloha Tower Marketplace, I was considered for the position of director of marketing. And that's how I got into property management. It was there I learned all about leasing and property management.

Q: That's quite a complicated property to be jumping into as a rookie, and a big one (160,000 square feet):

It was a lot—a lot—of long hours, early mornings and working late. But it was a great opportunity to learn something new.

And then that led me to general manager positions at Town Center of Mililani and Waikale Premium Outlets. As GM I oversaw marketing.

Q: Sounds like you and big properties get along. Just how big are those two?

Town Center of Mililani is approximately 449,000 square feet with 90 tenants. Waikale Premium Outlets is approximately 210,000 square feet with 50 tenants.

Q: Which led you to Castle? Yes, three years ago.

Q: You're clearly good at what you do. Was there an ah-ha! moment when you knew this was the right career for you?

For me, it was a natural progression. It was a gradual thing.

It's like the Forrest Gump saying: Life is like a box of chocolates, you never know what you're going to get. That's exactly what property management is. Every single day it's something new. I don't know what's going to happen. I come in every morning and it's completely different from what I was expecting.

So many different things can be happening at once. You have to triage. Amidst the chaos, you have to identify the priorities, address that first thing, and then go on to the next one.

Q: Any examples stand out?

We had an incident at one of our medical office buildings where a water line broke. The same day, 20 minutes later at another one of our medical office buildings, the chiller went down. Talk about the perfect storm.

We had to utilize all of our vendor relations and our in-house resources to address the most important issues, communicate to the tenants in both buildings while this was going on, while proactively looking ahead to what was needed to successfully resolve it all.

Q: Property managers, whether commercial or residential, see both the best of people and the worst. How do you deal with that?

I think that's true in any industry. You always need to have patience, and good listening skills. Just try to understand things from the other person's perspective. That goes a long way.

Q: Walking into the building today for the first time in a few years, I almost didn't recognize the place.

We just finished a two-year renovation project. It was an extensive interior and exterior renovation, and the challenge was that we had to do it with the building occupied. The new lobby is a two-story atrium, floor-to-ceiling windows. We put in a parking turn-around. We put in a new fire alarm system and devices in each suite. We changed out the windows in every single suite. So you can imagine the breadth of the intrusiveness that was happening.

We tried our best to work with tenants to minimize the impact to them. We relocated some tenants temporarily to other suites. We worked with the scheduling of the noise that was occurring. I sent out weekly memos to the tenants, communicating to them what the noise level was going to be like that week, what areas of the building we're working in, the visitor ingress and egress pathways. The tenants were really good to work with, and now their patients are enjoying this great facility.



The lobby atrium of the newly renovated Castle Professional Center in Kaneohe

Q: What do you like about this business?

I like the challenge. I like being able to juggle all the balls in the air at once, and not letting any of the glass balls drop. There are glass balls.

I also really enjoy creating partner-

ships within the business community and to strategically develop new opportunities that benefit both parties. It's been prevalent throughout both my marketing and property management/leasing careers, and it's what makes work fun.

And I like being able to create a positive, happy environment where physicians can do their jobs.

Q: Any parallels with PR?

You always need to be prepared, have your talking points. Public relations is really about being able to manage any situation, and having good communications.

Q: By the way, Adventist Castle has made an overture to buy HPU's Hawaii Loa campus. Are you involved in that?

I hope to be. They're still trying to get approvals, but tentative plans for the 132-acre campus include the development of Windward Oahu's first cancer center. ♦



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COOL POOLS

Poolside at Anaha

"A pool is, for many of us, a symbol not of affluence but of order, of control over the uncontrollable. A pool is water, made available and useful, and is, as such, infinitely soothing to the eye."

- JOAN DIDION

BY DON CHAPMAN

According to the dictionary, a pool is a hole in the ground filled with water, usually freshwater.

After that, just about anything goes, as *BMH*'s "Cool Pools" issue details in a series of stories.

For starters, we survey Hawaii building managers about their swimming pools, the challenges they pose and what they mean for residents.

Safety is a theme throughout, and it's more than pool rules prohibiting glass beverage containers and no running. As veteran pool guy Dave Bice and Wendell Lee of Pacific Aqua-

Tech attest in separate stories, a major component of safety is water purity. Something that should be of concern to condos with hot tubs, both Bice and Lee say they'll never, ever get into a public hot tub. Bice offers condo managers tips on pool maintenance and chemistry, as well as new ways of purifying water.

Safety is also something Lee builds into his designs, including projects such as Disney's Aulani and the see-through acrylic pool that hangs over the street from the Anaha condominium tower in Kakaako.

There's plenty here for condo managers and boards, so dive right into this summer special.

BMH Asks Building Managers: What Makes A Good Pool?

As with most things in a condominium, responsibility for the swimming pool usually falls to the building manager. So *BMH* surveyed Hawaii building managers to ask about their pools, including the most basic question: What makes for a good pool? High on the list of responses was water clarity. But it's not just about optics. It's also about purity.

As managers' responses show, pools are the source of both problems and benefits, and require good management of everything from water quality to behavior in the pool and on the deck.

Anaha

Manager: Davie Felipe

Pool size: Main pool: 28,872 gallons; sunning bench: 415 gallons; kids pool: 819 gallons. The pool is heated.

» **Any recent or planned pool changes?** There are plans to redo the finish on the cantilever section.

» **Any pool-related headaches?** Typically when a new building opens, the amenity deck is very busy and is a novelty. Our pool has been very busy, since it's a showpiece, and understandably so where people want to experience looking through the acrylic glass front and bottom that's over seven stories high.

» **Biggest pool-rules offenses? How do you handle those?** Too many guests in the pool deck at once. The limit is four. We've implemented a color wristband system for each outdoor amenity that easily identifies guests on property and who they belong with. We also post an amenity specialist and/or residential specialist on the deck at all times.

» **How does your pool impact quality of life for residents?** Residents enjoy a nice pool that's exclusive to residents where they can go for a swim at any time.

» **Does the pool add to the building's curb appeal or value?** Absolutely. The aesthetics of our pool certainly adds to the curb appeal since we have a glass bottom cantilever edge that sticks out approximately 12 feet and is suspended approximately 75 feet above ground level. It's a signature item for Anaha and a great conversational piece.

Park Lane Ala Moana

Manager: Gerald Nakashima

Pool size: 51,519 gallons and heated. No planned pool changes.

» **Biggest pool-rules offenses?** There are no major pool use offenses. Occasional horseplay is addressed and a simple request to the resident resolves the issue.

» **How does your pool impact quality of life for residents?** Our pool makes a positive impact on our residents by giving them a gathering place for their family and friends. Residents also utilize the pool for swim lessons.

Residents of all ages gather together to enjoy this popular amenity. Our pool is the focal point of our recreational amenities and is surrounded by our fitness center, cabanas and spas.

» **What makes for a good pool?** Diligent care and proper maintenance for all equipment is paramount in having a long-lasting pool for years to come.

Crosspointe Community Association

Manager: Samantha Kawelo

Pool size: 40,000-gallon heated pool and hot tub. We have upgraded our pool care by installing the Pool Tiger system. It has optimized the clarity and comfort of our pool and hot tub. We have such a huge amount of pool users, that the Pool Tiger is the best investment to have. Our recreation center facility is always busy, and we have to keep up with the demands and the challenges of maintaining good pool quality care.

» **Biggest pool offense?** Sometimes people can't help themselves and just want to jump or dive into that alluring blue pool. We have to enforce and



remind all pool users to obey all pool safety rules, for the enjoyment of other users. We want everyone to have a great time but stay safe.

» **How does your pool impact quality of life for residents?** A swimming pool on your property increases the value and enjoyment for our residents. Outdoor recreational activities are on the rise, and offering outdoor opportunities is the best attraction and curb appeal.

Lakeview Plaza

Manager: Shawn Chan

Pool size: 10,000 gallons, unheated.

» **Biggest headache?** No pool cover and lots of wind and rain in Hawaii, so along with birds, ducks, geckos, there are leaves, palm fronds and other debris constantly in the pool.



Shawn Chan

» **Biggest pool offense?** Loud noise, running, screaming, pool is surrounded by the building so sound echoes and travels.

» **How does your pool impact quality of life for residents?** The pool is great in the summer and during hot days, which is often in Hawaii. It's a great place to get outside and relax without having to get into your car and drive to the beach or park.

Having a pool is a great selling point. It helps owners attract buyers and renters, knowing the property has a pool.

» **What makes for a good pool?** A good pool should always be clean, sparkling and free of debris.

ONE Ala Moana

Manager: Bill Richardson

Pool Size: Main pool (50,000 gallons, heated); and we have both a kiddie pool and a spa (5,000 gallons each).

» **Biggest pool-rules offenses?** How do you handle those? Jumping in a three-foot lap pool. Verbal warnings are given; escorted out of pool deck if multiple warnings are given.

» **How does your pool impact quality of life for residents?** Our pool is a lap pool and available to residents to swim laps, and a Jacuzzi to relax.



ONE ALA MOANA

» **What makes for a good pool?** Daily routine checks of pool equipment and water chemistry, cleanliness and clarity.

The Shores of Maui, Kihei, Maui

Manager: Tim Welch

Pool size: 30,000 gallons and solar-heated in winter months. We have a solar system upgrade scheduled for 2020.

» **Biggest pool-rules offenses? How do you handle those?** Glass containers, Boogie boards or unapproved flotation toys and balls, owners giving pool gate codes out to friends in the community, not showering after applying sunscreen or rinsing off beach sand in the pool.

» **How does your pool impact quality of life for residents?** It's our showcase, the main attraction. It's a large part of what makes the property special.

» **What makes for a good pool?** Crystal clear water. No chemical smell. Pool rules that provide for an enjoyable time for everyone.

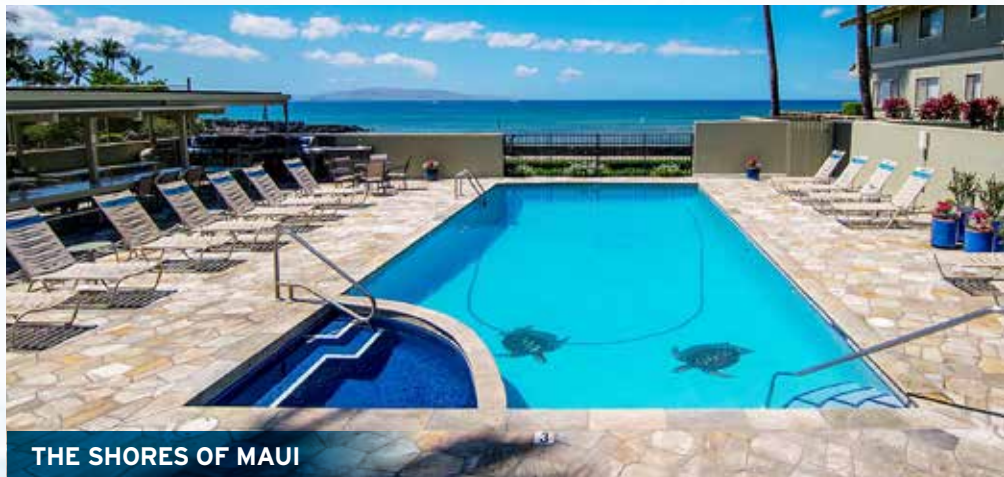


KONA REEF

Kona Reef, Kailua-Kona, Big Island

Manager: Kenneth Texeira

Pool size: 55,000 gallons and heated. We're doing a new spa pump, new spa filter, new spa blower, new spa heater, new spa and pool chlorinators, new sump cover for pool, and new tile replacing as needed for.



THE SHORES OF MAUI

» **Biggest pool-rules offenses?**

How do you handle those? When I see a guest with what looks to be a glass drink, I kindly ask if that's a glass drink they have in their hand. If it is, I ask if they could remove it from the pool area and inform them that we have plastic cups in the cabana area that they are more than welcome to use.

» **How does your pool impact quality of life for residents?** Our residents are happier, healthier when they are provided with an alternative to land-based exercise, as well as recreational activities within close proximity of home, thereby increasing their length of stay at the Kona Reef further, expanding profitability to owners. We strive to keep our residents stress free and healthy by providing a safe aquatic center for all to enjoy.

» **What makes for a good pool?**

Crystal clear clarity water, balanced pH levels along with correct chlorine readings. Also, making sure that our bathers are comfortable and safe so everyone can enjoy.



Kanoë Resort, Kihei, Maui

Manager: Marilyn Chapman

Pool size: 15,000 gallons, unheated.

We added a water enhancer called the "Pool Tiger" to our pool pump that gives the water an ionic charge. It helps purify the water and we've noticed increased clarity and fewer chemicals.

We are planning to fix some cracks in the pool deck. We had to replace our pool pump a few years ago and get the calcium build-up on the tiles removed. We added a non-skid surface to the deck around the pool exit, and rebuilt our pool shed, updated the plumbing and electrical in the pool shed, and added insulation to make it more soundproof.

» **Any pool-related headaches?**

Issues come up regularly: people using the pool after hours, being noisy at the pool, pool parties that exceed the guest limits, not rinsing off sunscreen and dirt before entering pool, babies with swim diapers that don't seal. In just one day of really heavy usage, dirt, sweat and sunscreen can eat up all the chlorine. We have pool care twice a week and in between we test our water daily so if there is an issue we can catch it right away and call the pool guy for an extra treatment. We are fortunate to have a volunteer who is always present to do our daily pool testing. We are a small complex, so it's hard to find volunteers, and we are too small to hire an onsite manager.

» **Biggest pool rules offenses? How do you handle those?** We had a resident who kept turning off the pool pump and harassing the pool company. The pool company quit and didn't tell management, the pool turned green, we had to replace the water and find a new pool company. The new company did not turn out well either and had some bad practices, and the pool was green again within a few months and again we had to replace the water and find a new company. Expensive. We added a lock to the pool shed and the resident was reprimanded.

» **How does your pool impact quality of life for residents?** Most residents love the pool and it is a big reason why they live here. With the Kihei heat and the lack of air conditioning in our units, it's great to have a place to cool down. We also have a BBQ out there and people like to meet and socialize, swim and share a meal off the grill, especially in the summer months.

» **Does the pool add to the building's curb appeal or value?** Yes, I believe so. Without the pool our units would have much less value.

» **What makes for a good pool?**

A clean pool, and regular monitoring. Good communication with the pool care company, equipment that works well, and good practice. We are very happy with our pool company now, Matt with Ali'i Pools, and since our pool has been crystal clear and sparkling. He is very easy to communicate with and he helps me stay on any issues. He is immediately responsive if any issues come up, and I check in with him regularly.



Kona Coffee Villa AOAO, Big Island

Manager: Tim Robinson

Pool size: 36,000 gallons, heated.

» **Biggest pool-rules offenses?**

Excessive noise due to location.

» **How do you handle those?**

Security cameras.

» **How does your pool impact quality of life for residents?** Creates a relaxing and fun atmosphere for families on vacation, as well as owners who live on-site.

» **What makes for a good pool?**

Consistent daily maintenance.

One Archer Lane

Manager: Jesse Johnsen

Pool size: 30,000 gallons and heated.

» **Biggest pool rules offenses? How do you handle those?** Biggest house rule violation for the pool would be



Jesse Johnsen

jumping and/or diving. It usually happens when family/friends come over for gatherings. Our operations team approaches resident, who is the host, informing them of the violation. If a

resident (usually new to the building) violates pool rules, we give them house rules and show them the highlighted areas that specify the violations.

» **How does your pool impact quality of life for residents?** Relaxing! I like to think our building is a working class building, so residents like to come out to the pool and relax after a long day or week and enjoy the pool. The senior citizens love it because it's heated, so it's good for their bones and muscles. Every morning, they're out there exercising.

» **What makes for a good pool?**

Being heated and having a Jacuzzi. ♦

Creating Anaha's Pool in the Sky

BY DON CHAPMAN

Wendell Lee has designed some amazing pools around the world, but nothing like the Kakaako pool that hangs over the street

Seventy-five feet above the street, the breathtaking Anaha pool extends 12 feet out from the building

Having designed and built pools around the world in a career that spans 40 years, Wendell Lee thought he'd seen just about everything. And then a representative of The Howard Hughes Corp. came to him with a first-time idea. For the new Anaha condo tower in Kakaako, they wanted a rooftop pool that hangs over the street, 75 feet below. A see-through acrylic pool.

"It's something obviously we'd never done before," says Lee, president and principal designer for Pacific AquaTech, from the company's Kalaeloa offices. With a client list that includes Hilton, Marriott, Outrigger, Disney, Hyatt Regency, Westin, Sheraton, Four Seasons, Ritz Carlton and Embassy



Wendell Lee

Suites, and an equally impressive list in Asia, Lee and Pacific AquaTech—the design/engineering company affiliated with Pacific AquaScapes construction—have built scores of big projects that combine pools and waterfalls and rocks and caves.

But never a pool that defies gravity.

"There was definitely something of a learning curve from an engineering standpoint," Lee says. "We've done acrylic and glass pools before, but this is the first time it extended beyond the end of the building. We worked with the acrylic manufacturer and their engineers to simplify the process."

It instantly became one of his favorite projects.

"I like it when we do something that is different, unique; something that makes a statement," Lee says. "Anaha was exciting, and the outcome was too, as you can see when you walk below it."

The pool for Disney at Aulani presented other new challenges. "Now that is a different animal," he says. "It has interaction in the pool, it has discovery in the pool."

Lee says he's currently working on another fun project: "We have one now where a zip line will drop people into a pool."

Given that he was born under the sign of Aquarius, it may seem Lee was destined for a career as a swimming pool designer.

"Oh, I don't know if it has anything to do with it," he says with a laugh. "I don't think that led me to the path I'm in."

But something did. Having studied architecture and engineering at the University of Colorado—and having dropped out of law school at the University of Hawaii, which he entered to please his parents—the Punahou grad was "working for Makai Ocean Engineering out in Waimanalo at the pier, and Steve Kaiser of Sea Life Park asked me to do some preliminary design for a wave pool they wanted to add to the reef tank. So I did some drawings and sketches for them and made a presentation.

"A gentleman named Richard Heaton of Hardscapes Hawaii saw my work—he was doing some water features and pools at that time, design and construction. He contacted me and asked if I'd like to do that for a living. (laughs) That was something I never thought about! I'd never even heard of it (as a career), especially something that could last this long. I had no idea the places it would take me, places I never thought I'd get to."

His passport is indeed well-traveled, with stamps from Barbados, Australia, New Zealand, Singapore, Indonesia, Vietnam and China, and a few Middle Eastern countries.

"That was a little scary," Lee says. "In those days 20, 30 years ago, it was the wild, wild west. I heard horror stories of guys driving across the desert to get out certain places. Really scary things."

It can also be scary, he says, working with condo associations:

"You have AOA's you have to deal with down the line. There's more concern about liability issues (as opposed to working with hotels or private individuals). It's not that the design is incorrect, but that you could get dragged into litigation that is always associated with condo properties, no matter what you do. I was involved in one, they complained the wind was blowing water out of the spa on certain days. That's the kind of thing you can get dragged into with associations."

It's a different game."

Regardless of the project, Lee builds safety into each.

"One thing we are concerned about on the design portion, we try to utilize the highest level of (water) turnover rate in the sanitation system," he says. "From a design standpoint, we have a certain responsibility that people using the pool can do so safely—whether it's signage, depth markers, sanitation."

Lee, speaking of sanitation as a safety issue, says "I would never go into a Jacuzzi on public property, ever. It's just that it's such a small body of water. We design to have the fastest turnover rate possible, we sanitize. But it's such a small volume of water, and bacteria can grow so quickly. It's an inherent fear based on what I know. I can't say it's not safe. It's just from a taste standpoint. I'd go into just about any public swimming pool, but spas I tend to steer away from. I mean, there are children in there, and you know what children do.

"The key is the operator. They have to be diligent in maintaining the pool, testing the water and doing observations of the pool, and enforcing safety



Wendell Lee says designing the pool at Disney's Aulani was a different challenge because it involves interaction and discovery

measures like showering before going into the water.

"It's easy for someone with a low immune system to get sick. As a parent, as a grandfather, I make sure when I take my grandkids to a pool, I know the pool, I know the operator, I know the maintenance, I can look at it before I let them go in. You have to be diligent."


Trained as an architect, Lee enjoys creating what amounts to interactive works of unique art.

"There's a lot of creativity to it," he says. "Every project is different. Every

site is different. Every building is different. I was lucky to get into this field that allows me to create something different for every project."


He also understands that a pool is mostly about the water, not his creativity, especially in the summer.

"I would love to say it's the design that makes it, but most people just want to jump in the water and cool off," Lee says. "With all these 90-degree days we've been having, you do get some satisfaction that you're providing something of benefit for people." ♦



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The Truth About Chlorine

Most people associate pool safety with rules such as no running, but veteran pool man Dave Bice says water purity is the biggest safety issue

BY DON CHAPMAN

Dave Bice got into the pool business, quite by happenstance, soon after moving to Hawaii from Connecticut in 1976. Over the years he's worked on pools at condominiums, hotels and single-family homes.

"I've serviced quite a few condominiums," says the owner of the one-man



Dave Bice

All American Pool & Spa, "and it's a totally different animal from a single-family home pool, for the simple reason that you have a lot of different personalities passing through, and you never

know what their personal habits are or what they've left behind in the water, if you know what I mean.

"You really have to stay on top of your water quality, especially your sanitizer. When I go outer island, I will not get in a hotel hot tub, will not get in a pool that has kids. I'll only get in an adults-only pool, and only after I've inspected it."

First is the nose test.

"If you can smell chlorine in the water, that means there are contaminants in the water," Bice says. "It doesn't mean there's too much chlorine. What happens is that chlorine combines with organic compounds—sweat, urine, fecal matter, mai tais, whatever—and that produces what they call 'combined chlorine.' That's when you can smell it.

"To take care of that, if it's a hot tub, you can either super-chlorinate it or you can drain it. I'm a proponent of draining hot tubs daily, but most condos and hotels are not going to do that. But hot water is a breeding ground for bacteria, it multiplies like crazy, even with the chlorine. What you want in

water isn't just chlorine, but 'free chlorine,' which is a 98-percent sanitizer. To get that, you have to super-chlorinate the water regularly. For a condominium pool, I'd recommend super-chlorinat-

ing once a week. That's only one ounce of granular chlorine per thousand gallons of water. You do it at night and the next day the water is refreshed and people can use it again."

Bice, who between stints on Oahu spent 20 years on Kauai running Tropic Pool and Spa, which is now operated by his former wife Helen and son Adam, touts a technology called salt generators.

"The water is seeded with pool salt, about a tablespoon in five gallons of water—you can kind of taste the salt but it's not like the ocean," he says. "What happens, that water passes by a cell that has a DC current to it, and it breaks down sodium chloride, the salt, into sodium hypochlorite, liquid bleach. It goes into the water, sanitizes the water, reverts back into salt again, and is regenerated over and over again. So with a salt pool, you don't get combined chlorine because it's always producing fresh free chlorine.

"The other big thing is algae. The way you kill algae is to brush it down, then shock-treat the pool, which means two ounces of granular chlorine per thousand gallons of water, and then nobody can swim until the chlorine level drops. In the past decade or so, they've come out with a product called a 'phosphate remover.' Phosphate is a nutrient in the water that algae needs to grow. So if you remove the phosphate from the water,

the algae has nothing to live on, so no algae. In all my pools, I add phosphate remover, and it's easy to test for. The drawback is it leaves a residue in your filter, which means you have to backwash your filter more often. But it's not a big deal. I'm sold on it. None of my pools has an algae problem.

"Green algae is easy. Black algae you have to jump on because it will eat into the pool surface.

"If you can smell chlorine in the water, that means there are contaminants in the water. It doesn't mean there's too much chlorine."

"The other thing, you have to keep up your equipment, your pumps, your filters. You need to know what's going on. Salt generators, for example, have to be inspected every three months."

What advice would Bice give a condo manager regarding the property's pool?

"I see a lot of people trying to save money these days, so they cut the pool service—hey, let the maintenance guy do it," he says. "Yet the pool is usually the focal point of the property, so it's not the place to cut corners.

"The thing with a condo pool, you have to stay on it. The name of the game is preventive maintenance. Do what you have to do now, don't wait, or it will come back and bite you in the okole. If you have to close the pool, you know people will be complaining to the resident manager.

"If you're unsure of what's going on, contact a licensed swimming pool contractor. And if you don't like what the guy says, call another because there are plenty of guys out there.

"In commercial pools, including condos, you want to have a higher chlorine residual, which means anywhere from three to five parts per million. In the Olympic dive pools, it's 15 parts per million, which is why as soon as they get out they shower off.

"If you're doing pool maintenance correctly, nobody should ever know there's chlorine in the pool." ♦

It's Not Just a Pool —It's a Pool System

Why keeping all components in tune is crucial



Jason Shallock

Swimming pools and water features are a very important component of any property. While all condo managers are well-aware of the importance of keeping these recreational water venues clean and well maintained, the actual ongoing process can sometimes be easier said than done.

Creating an efficient pool system will make its management much less daunting. Efficiency here goes far beyond energy savings and instead encompasses a whole system—think vessel, piping, circulation, filtration, treatment, water quality, operations and maintenance. The sum of these parts make up the system, and if one component struggles, the whole system struggles.

Design

Many recreational water venues look great, but cause headaches internally with inefficient or faulty functioning. Design should champion function and safety when concepting the physical representation of the pool.

Recirculation and filtration systems are a common example of taking safety, functionality and design all into account. If skimmers, suction or inlet fittings are not all properly located in a way that maintains effortless circulation and turnover within and throughout the entire pool vessel, “dead spots” with no water movement will create places for debris, bio-film or even continuous algae growth, regardless of sanitizer levels.

A more common and detrimental example is incorrect recirculation turnover times and undersized piping. Effective pool piping is designed to achieve the appropriate turnover time with water traveling at a low velocity in the piping. It's best to design with recirculation turnover times capable of at least 20 percent more than the minimum recommended turnover times called out in the ANSI/APSP standards, with piping systems also designed to comply with the velocity



Anderson Poolworks delivered a 40-day complete cosmetic and mechanical renovation of the historic Kona pool at the Hilton Waikoloa Village

requirements for commercial pools in these standards. Designing something to operate within 80 percent or less of its limits leaves more margin for human error and takes pressure off of a potential system failure.

A resource for design and construction is the International Swimming Pool and Spa Code. If your designer or contractor considers this code as the basis for design, it will be a great start to creating an efficient swimming pool or water feature.

Installation

Even with excellent design, it's up to the contractor chosen for the project to provide a quality installation that follows the plans or the installation manual for certain components. In addition, taking the time for proper testing during and following installation ensures there are no hidden issues. For example, installing an incorrect size of underground piping for a spa filtration system can be a simple fix early on. If left undealt with, it can later cause improper functioning of the spa.

Equipment Commissioning

Have you had a new piece of equip-

ment fail quickly or not function as described? Start-up and commissioning of a system or piece of equipment are often different from each other. Proper commissioning also includes a series of system checks to ensure that everything is running properly.

There may be an example sitting in your mechanical plant right now with your variable frequency drives (VFD) and variable speed pumps (VSP). VFDs and VSPs have greatly improved swimming pool efficiency, as they make proper hydraulic design and function easier, reduce wear and tear on equipment, and can greatly reduce energy costs. Without proper commissioning, however, they are useless to the whole system. Installation of these items requires careful programming to achieve design flow of the pool's submerged suction outlet fitting assemblies (SOFA)—otherwise known as main drains—system piping, filtration, backwash, heating and chemical delivery systems. This commissioning is based on the true total dynamic head (TDH) of the system, pump curve parameters based on TDH, designed system flow

Continued on Page 24



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From Page 22

rate and the manufacturer's required flow rates of all of the equipment in the system. Often times this has not been done at a facility. Proper factory-trained commissioning is absolutely vital to the safety and efficiency of the mechanical systems. Factory reps and some contractors offer commissioning and retro-commissioning services.

Operations

Facilities having trouble with their pool system may be missing a working standard operating procedure (SOP). SOP covers step-by-step processes for specific tasks, all the way through the care of a complete system. It should also include maintenance intervals for equipment and assign these tasks to a position. This document will also help new or unfamiliar team members perform tasks correctly and efficiently. It is absolutely necessary to have a quality, up-to-date SOP that all team members follow diligently.

Proper training of operators is essential, as a swimming pool, spa or water feature can be the most complicated and potentially hazardous component on a property. Employees training to become certified pool operators (CPO) is a great start. For operators working on larger systems or components, further training in system and component-specific programs are often necessary, such as the AST certification through Pool & Hot Tub Alliance.

Lastly, the contractor should stay with a project after it has been installed or renovated through start-up and to assist in the training of the operations staff or service provider. Good support during and after start-up will help increase the longevity of the finished product and pave the way to successful ongoing operations. ♦

Jason Shallock has been Anderson Poolworks' chief operating officer since 2010. He has 22 years of experience in aquatic design, construction, repair and equipment, including extensive technical and construction field experience. He is a leader and educator in aquatics with a desire to better the industry with certifications he's involved with multiple industry organizations in leadership positions. For more information, go to andersonpoolworks.com.



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Jon Vaughn

Life-Cycle Cost Analysis

The lowest roofing bid may not be the best deal

Life-cycle cost analysis (LCCA) sounds like a complicated term but it is actually a “Business 101” concept. Any property manager or owner should be familiar with the concept of life-cycle costing.

A simple example: A property owner makes the decision to get a loan to install a \$30,000 photovoltaic rooftop system. The upfront cost is large, but the system pays for itself in the first five years if the existing electric bill is \$500 a month. For the next 15 years of the warrantied installation, the owner receives virtually free electricity (\$500 a month for five years equals \$30,000). Spread out over 20 years, the LCCA is \$125 a month.

Photovoltaic systems should be installed on newer roofs that will outlive the 20-year warranty of the new PV system. Roofing should also be looked at from a life-cycle costing perspective. Example: three roofing contractors provide proposals to reroof a structure with asphalt shingles (3,000 square feet).

At first glance, the low “good” bid looks enticing, but in fact the owner will have to re-roof about 20 years sooner than the “best” bid option. By the time the quality-installed roof reaches its 35-year life expectancy, the low-bid roof will already be well into its second re-roofing. A quick life-cycle costing analysis would provide the property owner with this knowledge. The term “quality roofing” is quantified by asking the manufacturer which roofers in your area are qualified to install long-term and non-prorated labor and material warranty installations of their product.

When approaching construction projects with the LCCA method, always start by calling and talking to the manufacturer’s representative and asking them for referrals for “certified installers” in your area. Certified installers are the quality installers. Quality installers are the contractors who take the time and care to meet the specifications of the manufacturer’s demands without taking shortcuts and can provide the

Good (Low Bid)	Better	Best (Long Life)
40-year material warranty (prorated after 5 years)	50-year material warranty (prorated after 10-12 years)	25-year labor and material warranty (non-prorated)
Five-year labor warranty	Seven-year labor warranty (Hawaii state maximum)	25-year labor and material warranty (non-prorated)
Electroplated nails	Galvanized nails	Stainless steel ring shank nails
Four nails per shingle	Four nails per shingle	Six nails per shingle
Synthetic underlayment	Synthetic underlayment	30# ASTM felt underlayment
Galvanized flashings	Aluminum and rubber flashings	Aluminum and lead flashings
12- to 15-year life expectancy	20- to 25-year life expectancy	30- to 35-year life expectancy
Approximate cost \$14,000	Approximate cost \$16,000	Approximate cost \$18,000
LCCA = \$933/year	LCCA = \$640/year	LCCA = \$514/year

long-term non-prorated warranties that cover both labor and material up to 25 (or more) years.

Insisting on using a roofer who is certified and able to provide owners with a long-term labor and material warranty with the installation is the best way to ensure that owners will receive a quality installation with a long-term life expectancy, even if the owner doesn’t opt for the cost of a long-term labor and material warranty. That’s one of the tricks smart property managers and owners use when choosing a certified installer for a construction project. You get the quality install without paying the warranty fee. It’s win-win.

Whether you’re installing rolled cap sheet or silicone on a low-slope roof or asphalt shingle, cedar shake or metal standing seam, each material can be installed in a “cost-effective” manner or in a quality manner. “Cost-effective” usually means cheaper materials and installation practices.

A lot of manufacturers certify their best installers and provide them with certification badges. These badges let customers know that their contractor is in good standing with the material

manufacturers and that they will receive a quality install.

Quality installs might come with a higher upfront price tag, but when they outperform and outlast the cheap bids by a magnitude of decades, you’ll realize that the life-cycle cost is actually less costly over the long run because the roof simply lasts longer. The takeaway here is that owners should choose certified material installers whether or not the owner opts for the long-term manufacturer’s warranty. The secret is that quality roofers install the material in the same manner and fashion as if the owner had purchased the long-term factory warranty anyway, because quality roofers don’t want to lose their certification badges.

Choose a roofer that doesn’t want return customers. Return customers are a bad thing in the roofing industry. Quality roofers never want to see the same roof again. ♦

Jon Vaughn is a lead salesman at MRC Roofing, a quality roofing company on Oahu for 32 years. Reach him at 842-4464 or Jon@MRCRoofing.com, or visit www.MRCRoofingHawaii.com.

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How New Hawaii Energy Code Impacts Roofing Projects

What exactly does it mean for your building?

If you haven't already been through a reroofing project since the new Hawaii Energy Code went into effect on March 31, here are three ways to help you prepare:

1. Differentiate between roof replacement projects versus repairs. Roof replacement projects will require meeting the new energy code, with the exception of a roof recover or coating over the existing roof covering.

2. Ask questions. Every building and roof is different, and what works for one may not work for another. Be sure the roofing material manufacturer is willing to provide a warranty on what is being installed to meet the Energy Code. An experienced roofing professional can help you to confirm.

3. Budget accordingly. In general, more material and labor is going to be necessary to meet the New Energy Code, and different options are available. While the cost increase is a bit more upfront, the long-term savings in energy efficiency is the long-term goal.



Commercial Properties (typically low-slope roof)

These are fairly straightforward. Insulation entirely above deck requirement is now R-20 (the standard was R-15). Thicker insulation will be required.

Energy Star-rated roof coverings or coatings are good options to help reflect heat off the rooftop. High-rise residential buildings have a slightly higher requirement of R-25.

(Image #1) is an example of layers of insulation going into the build-up of a roof system.

Note: Where the existing roof has two or more applications of any type of roof covering, all existing layers must be removed before installation of the new roof covering.



Residential Properties (typically steep-slope roof)

Roofs without insulation in the attic and where the sheathing or insulation is exposed during reroofing shall be insulated either above or below the sheathing. Or, when uninsulated roof sheathing is exposed during alteration, a minimum of two of the following shall be installed:

- **Solar Reflectance** (solar-reflective shingles)
- **Radiant Barrier**
- **Attic Ventilation** (solar attic fans or ridge/gable ventilation)

(Image #2) is an example of an AOA on Kauai that replaced its wood shakes



Richelle Thomason



Attic foil installed beneath the roof deck

with asphalt shingles and met the new energy code with the installation of attic foil and solar reflective shingles. Radiant barriers can vary from attic foil to radiant barrier boards **(Image #3)**.

As you are preparing for an upcoming roofing project, remember that the permitting process can take some time. Just like we're adapting to these changes, so is the Department of Planning and Permitting. Remember to include permitting fees and costs into your budget.

Notably, replacing a roof system today is more complex and costly. Most reputable roofing contractors will be able to thoroughly walk you through the process and provide compliant and cost-effective re-roofing solutions. Of course, there is always the option of hiring an architect or roof consultant to provide added peace of mind. Remember to add these expenses to your budget as well.

By budgeting appropriately, well-informed decisions can be made at the start. ♦

Richelle Thomason is the director of business development and client relations at Commercial Roofing and Waterproofing. CRW is a full-service roofing and waterproofing contractor in Hawaii with over 25 years of service in the industry. Reach her at 841-7246 or richellet@commercialroofinginc.com.

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Energy Code Compliant Commercial Low Slope Single Ply Re-roofing Project



ABOUT THE PROJECT

The Aston Kaanapali Shores Resort had been dealing with leaks, blistering, tears and wet insulation that merited its full replacement. The roof deck to be replaced was approximately 60,500 square feet. The scope of work included a total tear off of the existing roof accessories including close to 100 roof vents that had to be replaced. A new Sika Sarnafil PVC membrane roof was installed along with the flashing, walk pads, sealant and roof accessories.

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How Hurricane-Ready Is Your Roof?



Shane Makalii

Make sure your building is safe and sound from the top down

Hurricane season can bring high winds and heavy rainfall. If you're a residential or commercial property owner or manager, maintaining strong, secure roofing should be priority No. 1 for protecting your facilities and the people under your roof.

Readiness Starts at the Top

Fortifying your building means adopting a smart storm strategy that begins with a steadfast roof. While most roofing products in Hawaii are designed to handle storm conditions, selecting the right type of roof can maximize your protection. The rest comes down to whether the roofing panels and fixtures are properly installed and maintained.

When you're looking to invest in a new roof, seek out a roofing system that meets local building code requirements, then put a plan in place to take care of your investment. The biggest mistake people tend to make is assuming their roof is hurricane-ready simply because there are no visible signs of damage. You don't want to wait until a leak happens to focus on maintenance. At that point you may already be more vulnerable to storm damage.



PHOTOS COURTESY HPM BUILDING SUPPLY

Metal, Shingle or Asphalt?

The three primary roofing materials—metal, shingle and asphalt—each offer unique advantages and varying degrees of durability, flexibility and longevity. In today's custom metal roofing market, the selection of profiles, styles and coatings is always changing to match owners with the best roofing products for their specific environment,

both to ensure safety and so they can get the most out of their warranty.

Check with a local roofing specialist to review your options based on project location, materials availability and association requirements, if any. No matter what type you choose, you'll want to go with a reputable installer and then work with the roofing installation team to make sure they follow the manufacturer's instructions.

Upkeep is Everything

Regular roof maintenance is essential for enhancing both performance and endurance of your roof, plus it gives you the peace of mind of being consistently prepared for worst-case scenario weather. Inadequate fastening of components or underlying structural damage can cause roofing to fail in heavy storms, so try to stay on schedule with your supplier's recommended timing for professional evaluations.

If your roof uses through-fastened panels, wash down the entire roof periodically and check the fasteners for premature corroding. Keep your roof clear of debris, such as leaves and fruits that fall off overhanging trees,



and edge-seal any cut edges to help prevent rusting and corrosion.

Weathering the Wind

As advised by FEMA, you should opt for a roofing system that has been tested and verified to provide sufficient uplift resistance to meet wind loads (the amount of lateral force it can endure). When reviewing your roofing for storm safety, also focus on strengthening your structure's continuous load path in order to minimize the risk of wind damage. Make sure that all connections between the foundation, walls and roof are strong and secure. A wind uplift design analysis is often required on new county and federal builds and is a great way to confirm that your roofing satisfies the uplift standards required by local wind zone and building codes.

Repair or Replace?

If you're concerned about your roof's hardiness heading into hurricane season, get a professional opinion. Invite a few roofing contractors to check the property and submit bids for both repair and replacement scenarios. Then compare the totals to see what makes the most sense financially. For example, if you're thinking of doing a three-year fix on your existing roof with a \$5,000 price tag, but a new roof will cost you \$20,000 and is expected to last 30 to 50 years, go with the replacement if your budget allows.

Roofing Relationships

It's well worth your time to connect with roofing contractors who offer up-keep programs. At HPM, for example, our roofing supply team puts a lot of effort into maintaining great relationships with local roofing contractors. We help to facilitate repairs, maintenance and replacement so that our customers are always covered, no matter what challenges the weather might bring. ♦

Shane Makalii serves as roofing sales manager for HPM Building Supply. With nearly two decades of experience in the local roofing industry, he oversees a team of roofing specialists on the Big Island and Oahu. Reach him at shane.makalii@hpmhawaii.com.

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Complete Roofing Systems for Steep-slope Roofs

The benefits of complementary parts are many



Eleilani Madden

Steep-slope Components

For buildings with steep-slope roof construction, a new roof involves more than just shingles. Recognizing and understanding the value of each component in a steep-slope roofing system is key. An ice/water barrier, underlayment, starter shingles, and field and ridge shingles, all combine to create a complete roof system. To ensure that all these materials work together to provide a long-lasting, reliable roof system, selecting products from a single manufacturer has many benefits.

Ice/Water Barrier

Beginning at the roof deck, a reliable roof system can begin with a quality water/ice barrier. While most inhabited areas of Hawaii do not need to worry about the impacts of ice formation on roofs, these barriers provide additional security against heavy water intrusion that come with tropical storms. Ice and water barriers are beneficial in addition to underlayment. They are placed in roof valleys and along eaves, or can go on a full deck in cases of low-slope decks, among other circumstances. Quality ice and water barriers seal around nails and prevent moisture penetration. Many manufacturers recommend ice/water barrier certified under ASTM D1970.

Underlayment

Each underlayment contributes its own strengths. The roof decking type, slope, climate and type of finish roof material are key determinants of underlayment selection. Some underlayments also provide exceptional traction under foot for installers, which can additionally help shingles remain in place prior to fastening. While an appropriate underlayment is valuable under the starter shingles, the starter's relationship to field shingles is especially important



for fastening. The starter size has to be specific dimensions so that fasteners penetrate the starter as well.

Starter Shingles

After the appropriate ice/water barrier and underlayment are in place, installation of the roofing shingles begins with starter shingles on the eaves to protect the leading edge of the roof. Visually, building owners enjoy the design benefits a cohesive roof system provides. For example, matching starter shingles allow the first course of field shingles to blend in seamlessly with the rest of the roof. The same is true with ridge shingles designed to match in color and shape, accenting the enhanced profiles and textures of laminate architectural or designer shingles.

Besides eaves, starter shingles can be installed on the rake edges of a roof to provide a clean edge and increase wind resistance. They are designed to increase protection against water intrusion and blow-off. After the underlayment and starter shingles are in place, the roof is adequately prepared to accept field shingles.

Another benefit of using a single-source manufacturer is that con-

tractors can learn the precautions or limitations that could affect product compatibility and help avoid potential problems. Additionally, manufacturers can provide extended warranties to homeowners and contractors who install complete roof systems from a single manufacturer.

Field Shingles

Certain field shingles—designer shingles, for instance—have complementary starter shingles which should be used together. Not only will they have the same color blends, because it does show through the first course with open tab designs, another reason for using a complementary starter is, as previously stated, its width allows proper fastening with the field shingles.

Ridge Shingles

Lastly, the roof ridge is capped. Ridge products not only complement a building, they also provide an added benefit when made with polymer-modified asphalt.

For example, as an improved alternative to installing brittle oxidized shingles, flexible polymer-modified asphalt is now being used in roofing shingles by leading manufacturers. These innovations in the asphalt's formula improve performance, durability and sustainability. The result is a shingle increasingly tolerant of extreme weather and temperatures during installation and over a product's service life on a roof. Polymer-modified shingles are recognized by the IBHS (Insurance Institute for Business & Home Safety) to be one of their top choices for replacement of shingles. In addition to the asphalt, specially engineered roofing granules can assist roofing shingles with regional climatic challenges—including algae growth, solar reflectivity or even smog/air pollution.

Continued on Page 35

5 TIPS TO HELP Weather the Storm



Brandon Silva

Hurricanes and severe storms can pose a big threat to a building owners investment. When storm damages occur, often times it can be a stressful situation. It costs the owner time, money and disrupts daily business for building owners and managers.

With the Pacific Hurricane Center predicting that there will be a 70 percent chance of a above normal hurricane season, here are a few ways you can prepare your roof for a hurricane.

1. Have Your Roof Inspected Regularly

For roofs not under an existing workmanship warranty, we recommend having it inspected every 1-2 years. Reaching out to a qualified roofing professional inspect your roof ensures that you are aware of any risks that may be lingering on your roof before they become major problems.

2. Secure Loose Items

During high winds loose items pose risk of getting picked up and can act as a projectile. This can cause damage to your own building or surrounding buildings. We recommend having someone capable of doing so, safely remove any loose items on the roof that pose risk of coming loose. Things such as antennas, AC units, empty buckets or anything else that might be left up on a roof unsecured can pose a risk. Having these removed prior to a storm can help ensure you do not risk damage to your building. Temporarily removing or securing skylights can help prevent leaking or breaking.

3. Let It Flow

The quicker and more water can get off of your roof, the better. Ensuring that your roof valleys, drains, scupper and gutters are all free flowing will help prevent back ups and possible water entry into your building. As part of having your roof inspected, drainage should be verified to be in working order. During times of light rains, often times a drainage system will work fine. It is only

in heavy downpours with large volumes of water that capacity is reached and problems arise.

4. Trim Back Plants

Over time foliage and trees surrounding your home will accelerate wear on a roof through accumulation of plant

matter / moisture, blocking of water flow, and branches rubbing on the roofing membrane. However whenever there is heavy wind present, there is the chance for more immediate damages to occur. Falling branches and trees

Continued on Page 41



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How to Protect Your Roof from Hurricane Damage

Regular inspections, including 'pre-loss' photos, are a good start



Colin James

In Hawaii, we're exceptionally vulnerable to hurricanes. NOAA predicts a 70 percent chance of above normal hurricane season in Hawaii this year. Chances are the hurricanes will miss us, but if not, how well is your building prepared, even for a severe tropical storm?

Roof failures are the largest category in hurricane loss, both in repair of the roof itself and in water damage caused by a failed roof.

Picture what would happen to your building's roof if just one of the drains blocked and 8-12 inches of rain came down in a 24-hour period. It could look like a swimming pool! Where would the water go?

Water penetrating the internal structure of a building can lead to expensive property damages, structural integrity, rot, mildew and even mold.

"Where do roof leaks typically happen?"

Every tropical storm will bring a heavy deluge of rain. When combined with high winds, the water can travel sideways and blow up into vents, under metal flashings and under ridges.

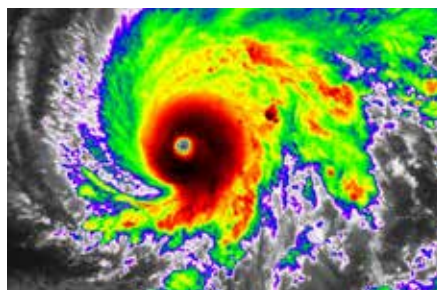
Low-slope roofs are especially vulnerable in a hurricane. On low-slope roofs, most leaks occur at roof penetrations or seams. If you have a loose-lap on a rolled asphalt roof, water can get in between the seams or wherever water is pooling.

Many buildings have only small scuppers or internal drains to allow the water to exit the roof. If the drains or gutters get blocked or filled, it can create ponding water that gets into the building.

Pitched roofs are more likely to have blow-offs. If your pitched asphalt roof is more than 10 years old, it will have extensive weathering that will soften the materials. Even so-called "50-year" asphalt shingles can be deteriorated and weakened. Any roof 10-15 years old should be inspected after every storm.

Weak fasteners make a roof highly vulnerable to windstorm. A roofer can actually void the manufacturer's warranty

if they don't use the right amount of nails or screws with the proper length. We've seen many roof blow-offs because the roofer used too short of a nail with very little holding power. Also, if the roofer used galvanized nails instead of stainless, it's highly likely that the nails will rust, even from the inside of the attic space. The heavy concentration of salt air in our Islands permeates everything. We've often seen nails that the heads have rusted off within 10 years of installation. Stainless steel or aluminum nails are a better choice for Hawaii.



"What types of roofs fare best in heavy winds?"

- Interlocking metal roofs have the fewest problems
- Clay tiles applied with concrete or foam adhesive also stand up well
- Nailed-on tiles don't fare as well
- Asphalt shingle roofs are the weakest in windstorms

"How do I know if our roof is susceptible to a windstorm?"

You may not be able to see where a roof is vulnerable and prone to leaks, so it's wise to have a qualified, licensed roofing professional come and do an annual inspection of your building. They have a trained eye to see potential problems, as well as the right equipment to test for moisture.

A quality roof inspection will include:

- A physical walk on all roof surfaces to detect soft spots and check

shingles for lifting

- Moisture probe tests or core sampling
- Checking all metal flashings and starter courses to ensure they are secured properly to the roof
- Examine any penetrations to the roof, such as solar panels or antennas
- Inspection of all attics and crawl spaces to look for moisture stains and mold
- Gutters, scuppers and drains cleaned
- A drone and photo report accessible online

"How should I prepare my building for a potential hurricane insurance claim?"

Get a "pre-loss inspection" done. If you have to make an insurance claim, you will want to have photographic evidence of the roof and gutters to prove their condition before the storm. Otherwise, your insurance claim could be denied due to "pre-existing conditions of wear and tear."

Drone photography is a must when it comes to providing the necessary evidence in a claim. Use drone pilots who are FAA certified to fly high buildings and even fly in certain more restricted areas. Archive all the roofing photos and videos on the Cloud so they are easily accessible for years to come.

Having a detailed roofing inspection before and after a storm will give you the peace of mind that you're better protected from unwanted water intrusion in your building.

And remember, "With roofing, it's always better to be a year early than a day late!" ♦

Colin James is a project manager with True Home Hawaii Roofing. Their team has an in-house insurance adjuster and specializes in roofing insurance claims and building inspections. Reach him at 597-0547 or colin@truehomehawaii.com

Warranties

In some cases, manufacturers require cohesive systems for full-product warranties. Higher-end warranties often require additional installation requirements, so it is important to be aware of the differences in the installation requirements for the specific warranty. From a manufacturer's perspective, this allows like parts to work together as they were designed and intended. System warranties can benefit both customers and roofers, as they extend the reliable performance of a roof system over time.

Combining roofing products that are not sold together as a complete system is possible, but mixed-material systems limit owners from obtaining advantageous system warranties offered by roofing product manufacturers. Also, this keeps the responsibility for the system with the manufacturer. For instance, if an underlayment is leaking, the shingle manufacturer will not be responsible. If there is a failure in an underlayment that does not belong to the manufacturer, the manufacturer would have no liability for shingle replacement.

As part of the training for full-system warranties by some manufacturers, contractors receive information and helpful guides on proper installation of the shingle roof system. During roof inspections for the labor warranty, inspectors visit roofs in progress where, if needed, they can work with the foreman and crew to ensure proper installation of the roof systems.

Cohesive Roof Systems are a Secure Choice

Underneath the shingles, homeowners can rest assured the levels of protection provided in a cohesive roof system atop the roofs of their homes will provide long-lasting security. Compatible components such as underlayments and ice/water barriers provide reliable reinforcement when the structures experience severe weather. ♦

Eleilani Madden has been in the roofing industry for 30 years and is currently on her seventh year as the Hawaii sales representative for Malarkey Roofing Products. Reach her at 520-3406 or emadden@malarkeyroofing.com.

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John Arizumi

The Rooftop Revolution

New technology improves AC efficiency and bottom line

Many of us think of the out-of-the-box solution as the one that's novel or cool. But when it comes to the packaged rooftop unit (RTU) air conditioner, it's what's in the box that can make a big difference to your building's energy costs and maintenance demands.

RTUs are widely used in commercial and residential buildings precisely because they are cost-effective, pre-engineered and customizable for many applications, whether placed on the roof or slab-mounted on the ground.

Over the past few years, several advances have made the technology better than ever.

RTU's contain a compressor, condenser fan/coil and evaporator fan/coil. Their basic operation flow has been as follows: The compressor compresses cool, low-pressure refrigerant gas into a hot, high-pressure gas flowing to the condenser coil. The condenser acts as a heat source to dispel the heat of the refrigerant to the outside air, sending the now-warm liquid refrigerant to the evaporator coil. The pressure drops and the evaporator acts as a heat sink that converts the liquid back into an ice-cold gas by absorbing the heat from the air passing over the coil, which is blown back into the building. The now-cooled refrigerant gas then circulates back to repeat the cycle at a continuous speed and air flow until building temperature reaches the thermostat setting.

The first game-changer happened with staged air volume (SAV) systems, introduced in 2012. Compared to previous models that ran continuously at full load, SAV systems save energy by automatically adjusting the indoor fan

motor speed in sequence with the unit's cooling, heating and ventilation needs. Buildings that upgraded to SAV systems suddenly benefited from energy consumption savings of up to 25 percent.

Of course, there was a price for the savings, and it came in the form of additional parts, complexity and calibration. Earlier RTUs were adjusted once, during the unit installation, and set for a single set of static pressure conditions. SAV systems must be set for as many different sets of ventilation positions as the fan has speeds. In other words, the economizer must be able

The EcoBlue vane axial fan is compact, ultra quiet and cost efficient



New beltless technology uses 75 percent fewer parts for up to 60 percent more efficiency in packaged rooftop units

to adapt to varying fan speed in order to maintain a consistent minimum outdoor air ventilation rate.

For a staged air volume system with two fan speeds, this is fairly simple due to the limited number of additional operating points, although the system still requires a different control package than a standard



constant volume rooftop package.

A simpler solution would be nice. Which is precisely what the latest advance provides: EcoBlue technology from Carrier. EcoBlue is literally revolutionary because it replaces all the bulky belts and pulleys used to move air in a traditional RTU with a simpler, more compact design based on a horizontal fan. This exclusive beltless direct-drive vane-axial fan is an industry first. No belts mean up to 75 percent fewer parts. Even better, it's also up to 60 percent more energy efficient.

The benefits also translate to maintenance and installation costs. It's designed to the same footprint as prior Carrier RTUs, so it's easy to upgrade. A tool-free filter access door eases maintenance. The new unit control board features intuitive speed dial and switch operation. The technology is currently available in WeatherSeries RTUs from three to six tons.

It's a major innovation that won *Buildings Magazine's* Money-Savings Products 2019 award and is also a Finalist for *Consulting and Specifying Engineer Magazine's* 2019 Product of the Year award.

Whether you are looking for better cost efficiency within an existing building or to make a new project as cost efficient as you can, you owe it to yourself to look into the latest advances in RTUs. Things have changed for the better in the world of RTUs for both your building occupants' comfort and for your bottom line. ♦

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



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There's More to HVAC than Keeping Things Cool

What kind of air quality does your building provide?



Rickey Cunningham

This year has already seen high humidity levels and high temperatures, both of which can have a major effect on your HVAC systems in keeping thermo-comfort throughout your building.

With a wide range of integral and sophisticated controls systems down to your basic HVAC system, keeping your facility maintained can be challenging if you don't set a plan to be proactive rather than reactive. With the design of newer offices, commercial and industrial buildings being better constructed envelopes, this means the air-control systems are more critical in controlling the air that we are exposed to and breathe.

Some signs that your systems might be deteriorating can range from poor filtration, microbial growth, poor air

quality, reduced air circulation and higher energy cost. Not having a plan to regularly maintain your energy systems and HVAC systems is allowing opportunity for these kinds of problems to develop. This could affect the occupants in a negative manner.

Enter ASHRAE (American Society of Heating, Refrigerating and Air Conditioning Engineers) and ACCA (Air Conditioning Contractors of America). They created Standard 180 to address the often-inconsistent inspection and maintenance of HVAC systems in commercial, institutional and other buildings where the public is exposed to the indoor environment. Current practices in such buildings vary widely. Many facilities choose to follow rigorous policies that

maintain the system in new or nearly new condition. Others either lack policy in this area or have adopted a run-to-failure approach, where the systems or components of the system are attended to only when there is a failure.

Hawaii has a mature market when it comes to the older systems and this high humidity and higher temperatures and poorly scheduled maintenance will create more serious deterioration and greater energy cost.

For the public good, it is essential that the HVAC systems in all buildings where persons work, visit or reside support a high-quality indoor environment. In addition, sustainability mandates that those conditions be maintained in as energy efficient a manner as possible.

When standards are not set, the burden can also be increased by the age of the HVAC equipment. Hawaii has a mature market when it comes to the older systems and this high humidity and higher temperatures and poorly scheduled maintenance will create more serious deterioration and greater energy cost. These problems will show up when no scheduled maintenance is performed. Other organizations have more stringent standards in an effort to maintain a consistent level.

Get your systems checked to ensure optimum performance through measurements and verification. Once you

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have base-lined energy consumption regularly, check it so you know when your system is falling short, or potential situations may occur. By being able to immediately recognize problems, you can address them and minimize the effect from increased energy consumption and customer complaints.

The payoffs are immediate. Your building occupants can enjoy clean, dependable and more affordable HVAC service day in and day out, especially under the stress of Hawaii's high humidity and hot summers.

Check with ASHRAE and the National Air Duct Cleaners Association, NADCA and EPA for more standards and guidelines for the "Why get your HVAC systems and other energy equipment ready for inspections?" ❖

Rickey Cunningham has been in the air conditioning, air conveyance systems, and restoration business since 1993. His company, Cunningham's Air Systems Cleaning Specialists, was established in 2002. Rickey Cunningham is part of the National Air Duct Cleaners Association. Reach him at 456-7619 or rickeycun5@gmail.com



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can not only damage the roof itself, but also compromise a building's structure and put the safety of building users at risk. Maintaining the foliage and trees on your property, will help mitigate the risk of these things causing damage to your building and the people inside.

5. Before and After the Storm

During a storm, insurance companies' schedules often get very congested. Having adequate amounts of information for them to work with will help expedite the claim process for your building. We recommend taking photos of the building before the storm, and should damages occur after. If a building begins to leak after a storm, it is recommended to reach out to a roofer to see if emergency services can be provided to stabilize the damages.

The biggest thing you can do as a building owner or manager is to be prepared. Being proactive when it comes to hurricanes helps you minimize damages. There is little that can be done during a storm. By the time a storm hits, we are at the mercy of mother nature. However, what you can do is best prepare you and your investment to weather any storms that may arise. ♦

Brandon Silva is the senior project manager at Kapili Construction, LLC. He has nearly 15 years of experience in both contracting and material distribution. Brandon has overseen over a million cumulative square feet of roof work over his career in the industry with experience in nearly every roofing system and material available.

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Planning Successful Common Area Projects

They're often disruptive and require good communication



Dana Bergeman

A condominium's lobbies, pools and recreation areas are some of the common-element areas that often make an important first impression and improve the overall quality of life for residents and guests.

Projects involving these high-traffic common areas can range from simple painting to a complete renovation. Developing a plan and setting goals for these capital improvements is an important step for a successful project to improve common-element aesthetics and preserve financial value.

One of the greatest challenges for any association's common-area project is to reach a consensus on the scope of work that is acceptable to all residents and owners. Many people will have many opinions, especially for a lobby, pool or recreation area renovation. Therefore, it is imperative that an effective and organized process be followed to ensure a successful outcome.

A successful common-area project begins with an organized process and plan, a road map so to speak, to ensure everyone reaches the intended destination in a timely and efficient manner. Reviewing and analyzing the common-area project-related documents provided by an association or owner allows a construction manager to gather additional information and helps ascertain a project's current status. Often, an early site visit is needed for a general familiarization of the property, preliminary understanding of the common areas needing repair or remodeling, and comprehension of the various concerns that are known to exist.

Proactively working to identify areas that may require additional research, investigation or due diligence is the next stage. Evaluation and due diligence help clarify the elements needed to define the scope of the project or evaluate the proposed improvements. This can be done through a Property Condition Assessment or General Con-

Common Problems in Common Areas

Common areas are often desirable spaces or amenities that come with living in a condominium. They can be lobbies, party rooms, pools or rooftop gardens, though elevators, storage areas, hallways and even pipes can be common areas.

Whether they are fun or functional, common areas are owned by the condominium association, as opposed to the individuals who use them. As such, disputes can arise when it comes to control or use of these spaces. Here are three common problems involving common elements, and what you can do to resolve them.

Defining a Common Area

Complications can arise when parties disagree over what is a common area. In accordance with state condominium laws, common areas or elements are areas outside individual units. Still, it can be confusing when

it comes to spaces like attics or basements in a single building or when it comes to exclusive-use common areas (limited common elements) such as balconies or parking spaces.

When in doubt, consult your building's declaration as well as a survey of the land that may be available.

Making Changes to a Common Area

An association can make changes to common areas for any number of reasons. They might update the space, turn it into something else altogether or simply rearrange it. Owners may take issue with these changes and a dispute can arise.

However, understand that the association does not always need to secure an affirmative vote from owners before making these changes unless it deems the changes material or substantial.

structability Review and, depending on the common areas impacted and age of the building, may also include laboratory testing and analysis.

After completing your due diligence, the project scope is then refined to include the features, functions and items needed to achieve the goals of a renovation or remodeling project. This includes documenting inclusions and exclusions to the proposed scope of work. Once complete, the project scope is presented to the decision makers for approval.

It is important to decide if a traditional design-bid-build or a design-build project delivery method is to be chosen. For a traditional design-bid-build, an experienced team will orchestrate the production of plans and specifications by design professionals. If a design-build project delivery format

is chosen, the team will produce a design-build manual to list project requirements of the common area. For most AOA projects, and especially for larger or more complicated projects, a traditional design-bid-build format is preferable and is the most common.

During the bidding phase, a professional construction management firm makes sure prospective contractors provide apples-to-apples bid offerings for the proposed scope of work. By thoroughly vetting and critiquing each bid, they advocate on behalf of the association by ensuring each bid meets project requirements.

After reviewing and analyzing the contractors' competitive bids, your construction manager should organize

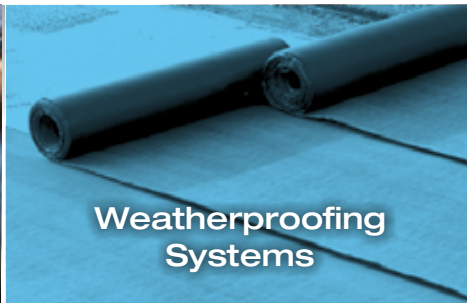
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Condo Rules and Regulations Enforcement

Buying a condo means abiding by its governing documents

All condominiums have a Declaration of Horizontal (or Condominium) Property Regime (Declaration), which creates the condominium, and by-laws, which are the rules and regulations that govern the condominium. The Declaration and by-laws are collectively referred to as the condominium “governing documents.”

When you buy a condominium, your seller (or the developer in a new condo project) is required to provide you with copies of the governing documents, including the House Rules, a recent financial statement and board meeting minutes. If you’ve misplaced your copies of the governing documents, you can get another copy from the project’s managing agent but you will have to pay for copies. If your condo has a website, the governing documents will likely be posted there.

Generally, condominium governing documents provide that the board of directors elected by a majority of owners at an annual association meeting shall be responsible for the management and operation of the condominium. That provision also gives the board of directors the authority to prepare and circulate House Rules and other rules and regulations that would apply to all residents in the condominium. (If you are renting out your unit, it is your responsibility to provide your tenants with a copy of the House Rules. All condos typically require registration of residents—e.g., to get emergency contact information, information regarding vehicles that are parked in the parking structure—and some condos provide new tenants with a copy of the House or Building Rules.)

Unless the governing documents expressly provide for approval of House Rules by owners, the owners only have the right to review and comment on the draft House Rules as prepared and circulated by the board.

■ **House Rules** include rules and regulations relating to common areas such



as parking structures, pool and recreation areas, pets, smoking and care and maintenance of apartment units. House Rules also include provisions describing how the rules will be enforced—i.e., written warning followed by citation with fines—and how a resident can respond to a warning or citation. House Rules may also include a description of a fine system.

■ **Building/Renovation Rules** are rules and regulations that apply to changes that an owner or resident would want to make to their unit. Examples include enclosing a lanai, installing a split air conditioning system, replacing original flooring with a wood floor or other type of flooring.

Sometimes these rules and regulations are part of the House Rules, or the board can set up a committee to review these requests and make recommendations to the board. The governing documents and HRS Chapter 514B provide that an owner cannot make structural or major alternations to the unit without the association’s permission, and that

usually requires making a written request to the board for consent, together with detailed plans and specifications for the board to review. The board will typically hire an architect or other professional to assist them in reviewing and approving those requests, with the cost of review charged to the owner.

The governing documents provide that any alternations to the unit be in compliance with existing laws and regulations, meaning that the owner should be using a licensed contractor. (It takes minutes to check to see if the person you are hiring is a licensed professional. Just look them up for free on the state’s website pvl.hawaii.gov/pvlsearch/.)

If an owner or resident installs or constructs or repairs the unit in a manner that is not consistent with current laws and regulations or in violation of the condo’s building and renovation rules, the board of directors has the authority to require the owner to “undo” the installation, construction or repair, and to comply with the building rules or with state or local laws and regulations.

How would the board find out if a unit order did not comply with existing rules, laws or regulations? A resident living below a unit that installed a wood floor that did not comply with the building specifications or use appropriate sound proofing or padding might complain about noise interfering with his or her use of the unit. Or during an open house, a board member or another resident learns that the seller has converted his one-bedroom unit into a two-bedroom unit by installing a wall without the consent of the board.

How to Respond to Enforcement

If you receive a written warning or a citation and you disagree, you need to respond in writing to the board of directors. If you are a tenant, your landlord and the owner of your unit will have to write the appeal to the board.

An appeal process is generally included in the House Rules. When you appeal, you may be invited to a board meeting to discuss your appeal. If the board does not respond or you are not satisfied with the board's response, under HRS 514B-161, as amended, you may be entitled to subsidized evaluative mediation since the claim would involve a dispute as to the enforcement of the House Rules. See <https://cca.hawaii.gov/reb/files/2015/06/mediate.0615.pdf>. ♦

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IREM Wine Fest

PHOTOS BY NATHALIE WALKER

Wine and Unwind is often a good idea at the end of a long work day, and IREM members did just that last month at Restaurant Row, gathering for good cheer and fun networking.



Carli Matsuoka, Davie Felipe, Kayla Iwamoto, Mandy Augustiro



Alex Bresslauer, Bradley McClafing, Kristi Hirota, Russell Doane



(Back left to right) Roberto Flores, Julian Williams, Miguel Rentas
(Front left to right) Jennifer Gaura, Rodelie "Del" Beck



Bill Richardson, Krystina Nakamura, Anina Carmack, Jonah Felipe



Chea Paet, Kaylin Yoshida, Sean Soto, Jeremy Schmalfeldt



Daryl Pang, Michelle Wong, Gifford Chang, Brett Rosenmeier, A.G. Regino



Blair Cole, Cody Assenmacher, Mike Nagao



Arielle Emilyon, Tyler Higa, Richard Ekimoto, Jamie DeMello, Jill Tsuchitori



Cornelis Dobber, Vince McCormack, Warren Ho

Hawaiiana Team Wins IREM 'Amazing Race' Challenge

Hawaiiana Management Company's Lois Ekiomto and Mele Heresa, aka Team Mel-Lo, won IREM's first annual Amazing Race Challenge out of a field of nine teams. As first prize winners, they were given the opportunity to direct a \$1,000 donation from IREM's Hawaii Chapter to the charity of their choice. Lois and Mele, both serving as vice presidents at Hawaiiana, chose the local charity Hale Kipa (www.halekipa.org), which serves the needs of Hawaii's at-risk youth as recipients of their prize. Hale Kipa's name means "House of Friendliness."

The race included seven timed challenges hosted by condo and community association vendors at various locations on Oahu between Waipio and Kakaako. Challenges included giant crossword puzzles, precision volleyball passing and skillfully dodging "Whiffle" bullets while balancing an egg on



a spoon. Team Mel-Lo's strategy and competitive spirit brought them a time of almost half of that logged by some of the other competitors. The event concluded with a finish-line reception.

A good time was had by all, and it was predicted that many will be honing their skills for next year's challenge!

For more photos of the IREM finish-line party, see Faces on page 46.

Look, Up in the Air, It's an Air Conditioner!

Replacing central air conditioning rooftop units is seldom simple for a condominium association, but Hokua's recent installation took the process to new heights.

Forty stories up, to be precise.

After a year of planning that included working with the state of Hawaii, the City and County of Honolulu and the Hawaii Community Development Authority (each of which own adjacent streets and land), as well as Heide & Cook and Pacific Helicopters, Hokua installed five rooftop units via helicopter.

"There were a lot of challenges," says Ryan Benavente, Hokua's operations manager.

One of the biggest challenges, he says, is that "the chopper had a load limit of 1,800 pounds, and one of our units weighed 5,000 pounds, another weighed 4,000 pounds and two others weighed 2,500 pounds. So Heide & Cook had to deconstruct the frames and motors and then reconstruct them

up on the roof. It was amazing how precise it was, the chopper set every piece down within an inch or two of where it was supposed to go, and then Heide & Cook moved them into the proper place.

"And we weren't just bringing up the new units, we were also bringing down the old units. Altogether there were about 20 lifts."

The staging area on that clear Saturday morning was on Queen Street near the IBM Building. Police blocked surrounding streets, and Kolowalu Park was blocked off as an emergency landing site if necessary. A crowd gathered at Ala Moana Beach Park to watch the urban air show.

Hokua residents, as well as those in nearby buildings, had been told the operation could go from 6 a.m. to noon, but the last flight ended at 9 a.m.

"It went as well as possible," Benavente says.

Proving that good planning matters.



Condo Sales Down, Prices Up

Condominium sales across Hawaii were down in June from last year, but prices for the most part were up.

The most dramatic change was on Kauai, where sales of condominiums dropped nearly 44 percent compared to 2018, from 73 to 41—a big swing, but based on a rather small sampling. The median price dipped 8 percent, from \$575,000 to \$528,000—the only loss statewide.

On Oahu, condo sales fell 13.5 percent, from 547 to 473 over the previous year. But prices rose 3 percent, from \$420,000 to \$432,000.

On Maui, condo sales dropped 19 percent, from 151 to 122, while prices rose 7 percent, from \$515,000 to \$522,000.

On the Big Island, condo sales fell 8 percent, from 79 to 72, while prices were up 7.5 percent, from \$362,500 to \$389,750.

Sources include the Hawaii Island Realtors, Kauai Board of Realtors, Honolulu Board of Realtors and the Realtors Association of Maui. The median is the price point at which half of condos sold for more and half for less.

In other condominium news, a sixth tower in Kakaako held a pre-construction blessing last month. The 565-unit Ko'ula, developed by Howard Hughes Corp., is due to open in early 2022.



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Decorating for the Holiday

Keola La'i general manager Fernando Bastos (ARM) proudly displays the American flag on his building in the days leading up to the Fourth of July. Bastos is originally from Brazil and says he loves America and Hawaii. He moved to Hawaii 23 years ago, and he and his wife Ingrid and their daughter Stella love Hawaii's people, the weather, the aina, the food, surfing, music and the aloha.

Editor's note: If your building decorates for various holidays, please send a photo to BMH at Don@tradepublishing.com.



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Atlas Insurance Relocates Headquarters

If your AOA does business with Atlas Insurance, you'll be interested to know the state's largest insurance agency moved its headquarters to 201 Merchant St. on June 24. More than 80 employees now occupy two full floors of the City Financial Tower.

"Our strategic move to a newly renovated, state-of-the-art office with innovative technology positions Atlas to achieve our vision for the future," said Atlas president Chason Ishii. "It will allow us to continue serving our clients and the Hawaii community to the best of our abilities. The design of our new office focuses on welcoming the next generation of leaders to the insurance industry and building upon our success as a 'Best Places To Work' for 11 years in row."

The new space features eight conference rooms, a computer training room, and eight collaboration areas for Atlas team meetings, emphasizing group work-spaces and the One Atlas approach. The office design is a reflection of Atlas' plan for future growth, and it embraces the working styles of younger generations entering the workforce. Sit/stand desks with adjustable monitors will be the norm in every cubicle, office and workstation. Atlas also created hoteling workstations for future new hires and remote staff when they need to report to the office.



Deadly Mold Strikes Hospital

Recent *BMH* stories have warned readers of the potential danger of molds. News reports by the Associated Press last month emphasize how serious the danger is. Seattle Children's Hospital revealed to the *Seattle Times* that one patient died and five more were infected by *Aspergillus* mold. That caused the hospital to close 14 operating rooms.

The Centers for Disease Control and Prevention said that many people breathe *Aspergillus* spores on a regular basis with no ill effects, but that those with diminished immune systems are at higher risk of developing infections of the lungs and sinuses.

It's just another reminder that if you see or suspect mold in your building, it should be addressed immediately.

From Page 42

and present them to the association or owners for their review. Once you select a contractor, your construction manager representative will coordinate with the key decision makers to develop an owner-contractor agreement and negotiate the terms with the contractor.

Assistance with the preparation of permit applications and submission of the construction documents to governing authorities for approval is often the next stage. The construction management team coordinates with the contractor to obtain the requisite building permits. Be aware that approval time by local officials may vary, which can delay a project or adjust its scope.

Once the final bids are received and a contractor is selected, an updated project budget is assembled for approval by the board or owner. Upon approval, the contractor's performance is monitored and the monthly budget is updated, assisting with cash flow forecasting.

If reserves for the common area project are not available and residents want to avoid a substantial special assessment, an owner's representative can assist with finding appropriate options for the funding of a renovation or remodeling project. They will research, compile and present a comprehensive list of funding sources for review and approval.

An effective tool to communicate the improvement plan to owners and residents is the use of "town hall" meetings. These meetings are typically open to all stakeholders and are held at critical junctures. They are designed to help obtain "buy-in" and ease anxiety surrounding the project, providing peace of mind.

Your construction management firm acts as a representative and advocate during the construction phase. Their team monitors the budget and details the contractors' progress, quality and overall performance. Construction in common areas can be especially unsettling for residents and owners. While

the inconveniences of construction can never be fully eliminated, your owner's representative should strive to minimize the inconveniences often associated with common-area projects.

Upon project completion, a record of the common-area project is provided, including key documents, drawings, specifications, the final budget and applicable warranties and guarantees from the contractor. We have found that providing a brief satisfaction survey for clients allows them to share feedback about our performance.

Each project, each building and each owner is unique. Because of this, following a proven process in order to deliver tailored solutions is the best path to the successful completion of a common area project. ♦

Dana Bergeman, president and CEO of Bergeman Group, brings over 25 years of experience in the architecture, engineering and construction industry. Reach him at 492-1119 or info@bergemangroup.com.

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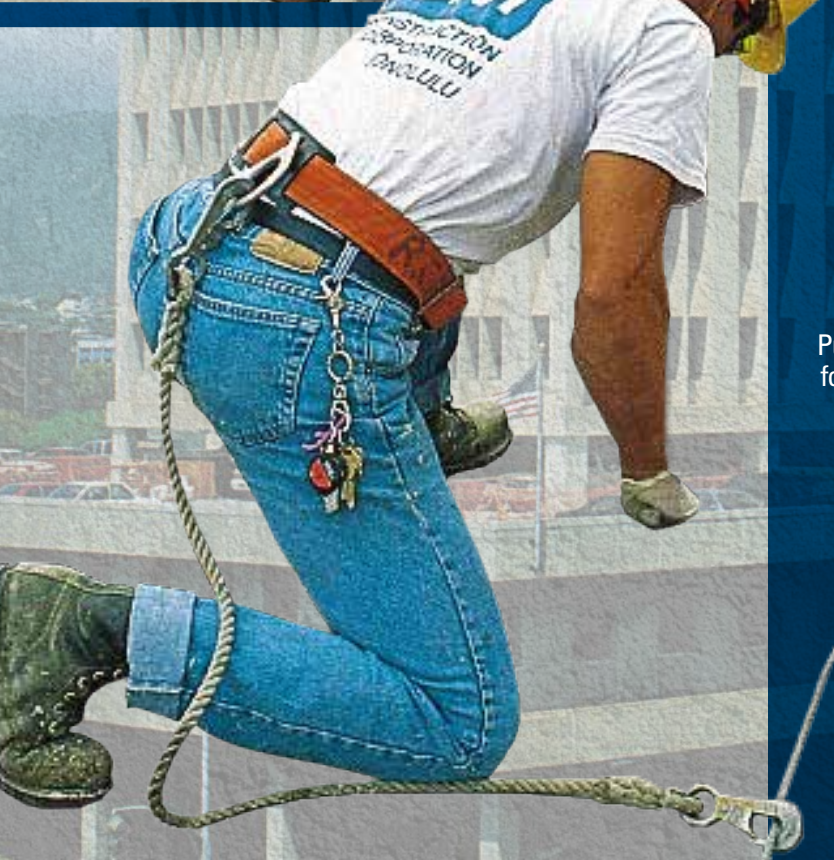
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