

INSIDE

HOLIDAY RULES » ROOFS: REPAIR OR REPLACE? » MEET A MANAGER

BUILDING Management

HAWAII

DECEMBER 2019 | \$5.00

Getting Busy with IREM

Kristi Hirota Schmidt
takes the helm
of the industry's
key educational
organization with big
plans, and lots of them





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Double the Fun

Time flies when you're working twice as hard.

At least that's the way it seems at *BMH*.

Because it's hard to believe a year has passed already since we took the magazine to monthly publication last December after many years of going to press every other month.

Based on feedback from both readers and advertisers, it seems to be, well, working, pun not entirely unintended.

On a personal level, I enjoy getting to interview twice as many people in the building management industry. There are so many smart people who really care about the buildings they manage and the people who live or work there. And it's a good feeling knowing that we're doubling the opportunities for building managers to learn more about their jobs—and further their careers—in our pages.

I also appreciate the team effort it takes to publish monthly, starting with publisher Amanda Canada, who pretty much defines the term go-getter.

Making our pages shine is artistic director Ursula Silva.

Of course, none of this would be possible without the efforts of our sales team of Barry Redmayne, Charlene Gray, David Kanyuck and Jennifer Dorman. Advertising pays the freight and everything else. Barry also lends expertise in another way at our planning meetings because he's president of his condo association's board.

Working quietly behind the scenes is Lorraine Cabanero, who helps keep me organized and coordinates with our expert contributors, to whom we are most grateful for taking the time to share their experience and insights.

Also seeing double-duty are circulation manager Chelsea Takahashi, press manager Abe Popa, press operator Dean Onishi and bindery operator Austin Popa.

And even editors need editing, so mahalo to David Putnam, Brett Alexander-Estes and Priscilla Pérez Billig for proofreading.

Journalism really is a team sport.

At a time when many media outlets are shrinking or just plain disappearing, it's gratifying to be part of a magazine that is growing right alongside the vibrant Hawaii industry we cover. ♦

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NEW 2020-2021 PRESIDENT OF THE INSTITUTE OF REAL ESTATE MANAGEMENT (IREM®), HAWAII CHAPTER

It is with great pleasure that we announce our VP of Business Development, Kristi Hirota-Schmidt, CPM®, CMCA®, AMS®, has officially been installed as the 2020-2021 President of the Institute of Real Estate Management (IREM®). With nearly 20,000 real estate managers across all property types, IREM is an international educational institute that provides industry-leading learning, a powerful network, and internationally recognized certifications.



AWARDS & INSTALLATIONS GALA



IREM held its Annual Awards & Installations Gala on November 2 at the Alohilani Resort. Congratulations to **Brad McClafflin**, Resident Manager at The Pavilion at Waikiki, for winning the Accredited Residential Manager of the Year Award, and **Gabriel Valentin**, Resident Manager at the Mauna Lani Terrace, and **John Pampalone**, General Manager at The Villa on Eaton Square, for winning Building of the Year, all within their unit size category. Hawaiian Properties has managed The Pavilion at Waikiki since July 2014, Mauna Lani Terrace since January 2018 and The Villa on Eaton Square since June 1997.

At the Gala, the following managers of Hawaiian Properties managed associations were recognized for earning their Accredited Residential Manager (ARM®) certification:

Martin Trevino, Resident Manager, Chinatown Gateway Plaza

Elsa Fultz, Site Manager, Pearlridge Gardens & Tower

Michael Ako, General Manager, Beach Villas at Ko Olina

Peter Togawa, Assistant Resort General Manager,
Beach Villas at Ko Olina

Jose Dominguez, General Manager, Keauhou Place

Dan Daoang, Jr., Resident Manager, Country Club Village 6

**CONGRATULATIONS TO BRAD MCCLAFLIN, GABRIEL VALENTIN, AND JOHN PAMPALONE
ON THEIR HARD WORK AND OUTSTANDING ACCOMPLISHMENT.**



Kevin Agena, Jeff Dickinson, Shaunagh Haiola, Dass Ramadass, **Brad McClafflin**, Kristi Hirota-Schmidt, **Gabriel Valentin**, Christy Hinds, Selkie Khoo, Michael Gordon, Kanani Kaopua, Daniel Kent

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Hawaiiana and Hawaiiana-managed Properties Awarded Top Honors at IREM Event



Shown are some of the winners from the recent IREM Awards Ceremony: From left to right are Palani Vidinha, Operations Manager, Symphony Honolulu; Jennifer Simonson, Executive Assistant, Symphony Honolulu; David Crouch, General Manager, Symphony Honolulu; Gerald Nakashima, General Manager, Park Lane; Lourdes de Armas, Senior Management Executive, Hawaiiana Management Company; Mele Heresa, Vice President, Hawaiiana Management Company; Lois Ekimoto, Vice President, Hawaiiana Management Company; Nate Steele, General Manager, Hawaiian Monarch; Mike Hartley, President, Hawaiiana Management Company. Not shown: Frank Tabet, Ko Olina Hillside Villas and Fernando Bastos, Keola Lai.

Each year, the Hawaii Chapter of the Institute of Real Estate Management (IREM) honors Hawaii's top residential condominium buildings, community associations and residential managers. For the 21st year in a row, Hawaiiana Management Company-managed properties and their managers took top honors at the 2019 IREM Awards Event, held recently at the Alohilani Resort Waikiki Beach. A total of five properties and managers were honored. In addition, Hawaiiana was awarded the AMO (Accredited Management Organization) of the Year Award for its contribution to the association management industry in Hawaii, and for its support for residential, site and general managers.

"Hawaiiana congratulates the award winners and thanks the Institute of Real Estate Management for its long history of dedication to the real estate management industry," said Hawaiiana Management Company President Mike Hartley. "We are also greatly honored to receive the AMO of the Year Award. Our support of IREM and our long

partnership with their Hawaii Chapter is a natural fit for Hawaiiana, given our common goals of education and professionalism in this industry."

Building of the Year Award winners are listed according to category, and include:

Ko Olina Hillside Villas: Low Rise, under 199 Units; Frank Tabet, General Manager

Park Lane: Low Rise, 200-399 Units; Gerald Nakashima, General Manager

Symphony Honolulu: High Rise, 200-399 Units; David Crouch, General Manager

Additional awards included:
Nate Steele, General Manager, Hawaiian Monarch: Accredited Residential Manager (ARM) Member of the Year Award; High Rise Over 400 Units

Keola Lai (Fernando Bastos, General Manager): Green Business Award

This important award was presented to the property for its innovative green initiatives.

Hawaiiana is proud of the strong showing of Hawaiiana-managed properties at the awards, and the hard work

it represents by all of the winners.

With more than 740 associations under contract on six Hawaiian Islands, Hawaiiana is the only Hawaii management company nationally accredited by both the Community Associations Institute and the Institute of Real Estate

Management. Hawaiiana serves its clients through its offices on Oahu, Maui, Kauai and Hawaii Island.

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



Keola Lai was named winner of IREM's Green Business Award, presented to the property for its innovative green initiatives. Shown above are Fernando Bastos, General Manager (left) and Kim Akana, Director, Hawaiiana Management Company (right).



HAWAIIANA

Contact: Mele Heresa, CCIM, CPM
Phone: (808) 593-6827
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PAULI WONG, PRESIDENT OF ASSOCIA HAWAII, WAS RECENTLY NAMED ONE OF HAWAII'S TOP BUSINESS LEADERS!



SOME MAJOR ACCOMPLISHMENTS UNDER PAULI'S PRESIDENCY:

- ***Pacific Business News*** Named Associa Hawaii among 2018's Top 3 Best Places to Work - Large Company Category
- A whopping 111 Hawaii-based employees were hired, including 16 Director and Executive level executives, more than doubling the company's workforce for a grand total of 207 Hawaii-based employees on the Island of Oahu, Maui, Kauai, Hawaii Island and Lanai
- Client Association Accounting functions were moved to Hawaii during the first quarter of this year creating 8 additional jobs for Hawaii residents
- Employee turnover remained consistently below the national average
- Expanded Client Accounting Services with Cash, Accrual or Modified Accrual Accounting Methods now offered to all clients associations
- Local client payment processing was negotiated with local and national financial institutions and successfully implemented
- A professional reserve study division was created and is successfully operating
- Three locally-owned management companies on Maui and the Big Island were acquired
- Two additional offices on Maui and in Kona were established plus a Kapolei conference center was opened for a total of 8 Associa Hawaii work sites
- 59 new accounts representing nearly 10,000 residential, commercial and resort units on 6 islands were contracted
- New clients include prestigious developers A&B Properties, SamKoo Pacific, The Resort Group and prominent communities such as Waikele Community Association and Capitol Place
- 13,000 Hawaii property owners became registered subscribers of Associa's game-changing communication app TownSq (Pronounced "Town Square")
- Thanks to Pauli's leadership, today Associa Hawaii is among the top management companies in Hawaii and under contact with more than 400 Hawaii buildings/communities with 42,000 property owners representing assets valued in the billions of dollars.



Pauli Wong,
President of Associa Hawaii

FOR MORE INFORMATION ON ASSOCIA HAWAII'S AWARD-WINNING SERVICES CONTACT

Kristina DiFazio | Director of Business Development | 808.837.5242 | kristinad@associahawaii.com

www.associahawaii.com

Mahalo to all the board members and vendors who participated in Associa Hawaii's annual board seminar held on Saturday November 16, at the Honolulu Country Club.



Associa Hawaii Community Managers:
Winona Patinio, Ronna Price, Reyna Machida,
Michele Alueta, Rebecca Lisle



Associa Hawaii:
Neil Ross, Senior Vice President and
Bobbie Favela, Director



Darnell Barksdale, Community Manager, Pauli Wong,
President, Ernest Esperanza, President of Hale O Kanoa,
Kim Becker, Director, Reserve Study Division



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BMH Asks: The Holidays

BY DON CHAPMAN

The Christmas season means many things for many people. For building managers the holidays mean, among other things, more people, more parties, more parking, more parcels. In short, more work for managers and staff. But as responses to our managers survey shows, more fun for everyone too.



Waihonua at Kewalo

One Archer Lane

Jesse Johnasen, Operations Manager

» What does your building/association do to celebrate the holidays?

In past years, we have not done anything special other than going all out decorating our lobby and the exterior of our building. This year, we'll be having our first movie night, "Christmas Movie Under The Stars," for our residents/tenants and their guests.



Jesse Johnasen

The Association will provide popcorn, hotdogs and soft drinks. It's going to be great, I'm so excited to do this alongside my team!

» How do you deal with the increase in visitors coming to the building, including parking and security issues?

We only have so much guest parking available and it comes with restrictions.

Four hours is the max limit and only two cars per unit are allowed. If guest parking is full, a sign is put out to inform them that they need to use street parking, which can be a challenge.

Because our building is fully secured like other condos, our security staff do not escort or fob a guest to residents/tenants floors. It is the resident/tenant's responsibility to meet them down at the lobby.

» Any party rules?

No loud music playing after 10 p.m. No alcohol allowed anywhere on the pool deck and recreation room. If residents use the recreation room, they're responsible to take out their own trash and clean the BBQ grills after they're done.

» How do you handle the extra volume of parcels being delivered for residents?

If residents/tenants are not home to receive their parcels, the carrier brings it back down to the front desk and we'll hold it for seven business days. We are continuously sending out notices and

reminders to residents/tenants of parcel pick-up. Personally, I am blessed to have a great team that works at the front desk and knows the residents/tenants names and unit they live in. So once anyone has a package, he/she lets them know before they're going to the elevator.

» How do you handle all the extra waste such as boxes and wrapping paper on the morning after Christmas?

Our hardworking janitorial team smashes down the boxes in the trash bin. If rubbish goes above the bin top, we get overcharged by the rubbish company.

» Have a personal favorite holiday tradition, ornament, memory?

We have a special mailbox in the lobby that's for Santa Clause himself. I am amazed how many letters we have from not only from kids but from adults too! I once had a college student asking Santa to help him pass his exam. But for the kids, if they sign their name, I write them back as Santa. One kid in particular stopped believing in Santa until I wrote him back. All through December, we

were pen pals. My personal favorite holiday tradition is decorating the Christmas tree and displaying our Christmas village.

Waihonua at Kewalo

Kathy Lau Best, General Manager

» What does your building/association do to celebrate the holidays?

The holidays are our favorite time at Waihonua. It's magical with hundreds of lights hung on our palm and hala trees, lighting up the landscaping around the building and on our sixth-floor recreation deck. Lots of holiday décor, including our 12-foot Christmas tree in the lobby with a Hawaiian theme that changes every year. Our annual holiday reception and tree-lighting ceremony, attended by 125-150 residents, is hosted by our spirited board of directors, social committee and Employee Ohana. Holiday treats, caroling, lucky-number drawings and photos with our Hawaiian Santa are part of this annual tradition. It's also a time when we try to give back to the community. Waihonua residents and employees participate in the KHON2 Laulima Giving Program, donating 100-plus toys to Hawaii's less fortunate families for Christmas, and donate 600-plus pounds of food to the Hawaii Food Bank drive to help feed Hawaii's hungry.

» How do you deal with the increase in visitors coming to the building, including parking and security issues?

We make sure we are fully staffed and everyone stays healthy during the holidays since it's also flu and cold season. We do increased holiday patrolling and "greeting" of guests

in parking area and entry/exits in place.

» Any party rules?

With larger parties of 20 or more, we schedule a "Malama Concierge" to assist. The concierge is there to assist exclusively with larger party needs and is paid \$20/hour directly by the resident. This added level of service allows us to keep the rest of our operation running smoothly.

» How do you handle the extra volume of parcels being delivered for residents?

During the holidays, if our lobby desk area and parcel room fills up with hundreds of deliveries, especially after Black Friday and Cyber Monday, our staff will assist with door-to-door deliveries to clear space for more packages.

» How do you handle all the extra waste such as boxes and wrapping paper on the morning after Christmas?

We have an extra trash bin that our amazing maintenance staff will transfer the overflow boxes and wrapping paper to.

» Have a personal favorite holiday tradition, ornament, memory?

Our annual holiday reception and tree decorating. It reminds me of my family tradition growing up and sitting around the Christmas tree, singing our favorite Christmas carols and toasting the New Year in with sparkling apple cider (or champagne). It's a tradition we have established since Waihonua's opening that our Waihonua families look forward to every year.

Beach Villas at Ko Olina

Peter M. Togawa, Assistant Resort General Manager

» What does your building/association do to celebrate the holidays?

Immediately after Thanksgiving, we prepare the property for the holiday season: Our ambient music system switches to a Hawaiian holiday playlist which features local artists' versions of holiday classics and local favorites; decorations go up; we solicit our owners and rental agents for donations for



Peter M. Togawa

the company party, but the highlight is the Christmas Eve musical performance in our front lobby area. We have partnered with a local musician who comes in and puts

on a great show for our guests and owners on Christmas Eve. As you can see, he gets the crowd involved. All monies made from this he donates to charity.

» How do you deal with the increase in visitors coming to the building, including parking and security issues?

Our house rules are very clear on how to handle visitors, parking and security. So during this busy time, our focus really becomes "refresher training" prior to the holidays and "discretion support" during the holiday. "Refresher training" involves not just the details on occupancy limits on our reservation space restricted common area, Owner's Lounge, to handling issues with guests/owners who've had too much "holiday punch." "Discretion support" happens after refresher training wherein the staff understand the management team will support decisions made by the team should an immediate supervisor or manager not be available. In essence, we empower and encourage our team to make educated decisions as the need arises. For example, we have limited spaces in our guest parking area. We empower our team to assign parking in our back lot should the need arise and rely heavily upon their training to communicate such decisions so that no miscommunication issues arise on any subsequent shift regarding parking assignments.

» Any party rules?

Again, our house rules already detail the requirements for parties and get-togethers. Our focus is training our staff to be solutions-oriented should issues arise that may conflict with house rules. For example, there was a group that was just over the occupancy limit for the party. Instead of saying no, an arrangement was made that half the party be held off-site on the beach and the other half on-site and guests were allowed to move back and forth between areas so long as half were in either space. The guest was extremely

...continued on page 13



Holiday Headaches

Lights are going up, packages are arriving in droves, and families are coming to visit. The holiday season is here, and everyone wants to celebrate. But if that celebration includes a towering inflatable Santa or YouTube-worthy light show, what should the HOA do?

Packaged with the joy of the holidays come several headaches for HOA boards. Complaints about lights and decorations, stolen packages, and increased traffic are some of the most common. Read on for a few ways that boards and neighbors can reduce those problems.

Lights and Holiday Displays

While some associations may wish to ban holiday displays altogether (no lights, no problems, right?) we advise against the nuclear option. Holiday lights are a tradition that brings a little warmth into your community. Instead, boards can develop appropriate guidelines for holiday displays. While the guidelines should change depending on the type of development (e.g., condominiums, single family homes), they should address the following elements:

Location and character of display. Will the HOA allow lights on balconies, fences, or in windows? How should those lights be attached to prevent damage? What about light shows that incorporate music or sound? Should rooftop or other common area displays be prohibited? (In a condominium, they should.) Will the HOA restrict the “size” of the display by limiting square footage or the length of light strings?

Timing. During what hours can the display be illuminated? For units in tight quarters, bright displays late at night may trigger complaints. Consider asking residents to turn off their lights by 9 pm.

Duration. Lights are beautiful in December but not on Easter. Choose dates (e.g., Thanksgiving through January 15th) during which holiday displays are allowed.

Remember, just because the board can adopt a restriction doesn’t mean it should. While the HOA ought to protect the property and prevent a

disruptive nuisance, no board wants to appear on the 10 o’clock News as the Christmas-hating HOA. Find a happy medium.

Packages & Security

Thieves look forward to Christmas almost as much as kids. Unattended packages on doorsteps are an irresistible temptation, and most associations struggle with crime during the holidays. While HOAs should not accept any responsibility for delivered packages, they can offer tips to owners to help reduce crime in the community:

Deliver to work/friend/neighbor. Encourage owners to use different delivery options during the high-crime season. Have packages delivered where someone can accept them, or require a signature.

Leave a note. FedEx and UPS drivers will often honor requests to place packages behind a gate, shrub or other location; residents should contact their carrier. In some cases, a note on the door is enough.

Track packages. Package tracking has come a long way, and owners can often receive a text message when their package is delivered.

Standard security options such as cameras and patrols may help, but they may not. Some HOA attorneys recommend against cameras (especially “dummy” cameras) for reasons of liability, and frequent security patrols can be very expensive. If your community has a serious crime problem that goes beyond the opportunistic package thief, consider a security assessment.

Strong communities can reduce crime. Owners who know their neighbors are more likely to report suspicious behavior. Although midway through the holidays may be too late, boards should try community-building events throughout the year. At minimum, make sure that everyone has the appropriate police phone number.

Traffic

Parking can feel like a blood sport during the holidays. In cramped asso-

ciations, anyone who can’t park their sleigh on the roof may be tempted to double park or slip into a guest spot. Unless your association has a system of parking passes, guest tags and dedicated patrols, parking enforcement will be a bear.

Take the time to remind residents about the parking rules, and be more vigilant about enforcement. Make sure that everyone knows:

Where owners must park. Many associations require that one car be parked in a garage or assigned spot.

Where guests can park. Be explicit, and be sure that residents are familiar with parking options or restrictions in surrounding neighborhoods.

Time limits. Let everyone know how long an owner or guest may park in a particular area before being cited or towed.

In select cases, associations may be able to adopt “Holiday Parking Rules” to ease congestion. For example, associations that prohibit parking in driveways might make an exception between Thanksgiving and New Year’s Day.

Whatever the rules, boards should take care to make sure the community’s parking policies and signage are up to date in case they need to tow or issue a fine.

Enjoy the Holidays

While we hope that these tips will make the holidays run more smoothly for your association right now, they may not. And that’s ok! Take a deep breath (and a few notes), and work on updating the HOA policies for 2020. No rule will please everyone, but with enough time and input from the community, the HOA can find a balance that works. For now, sit back and don’t forget to enjoy the season.

Source: Educational Community for Homeowners (ECHO)

...continued from page 11

grateful for the solution and assigned persons to assist in the enforcement so that the agreement was never breached. All parties involved were happy.

» **How do you handle the extra volume of parcels being delivered for residents?**

We never turn away packages but we do make arrangements for additional volume with guests/owners. For example, anticipating large volumes, an arrangement can be made with the owner to have the package delivered to the owner's unit and left in a predetermined location should the owner not be on site. We utilize a "buddy system" and log any time we enter an owner's unit to deliver a package to protect both the association employee and the owner.

» **How do you handle all the extra waste such as boxes and wrapping paper on the morning after Christmas?**

We have made arrangements with our refuse vendor for two extra bins for holiday overflow. We also have a recycle program so we make sure to separate appropriately.

» **Have a personal favorite holiday tradition, ornament, memory?**

A big favorite with the team is our employee party with gifts fully funded by owners and support vendors.

Ka Makana at Hoakalei

Chanelle Lovegrove, General Manager

» **What does your building/association do to celebrate the holidays?**

The newly formed Ka Makana at Hoakalei Social Committee seeks to bring residents out of their houses to meet their neighbors while engaging in fun, educational, creative, active and social activities for all age groups. We have had both seasonal and holiday community events, and once fully operational we will have a full social calendar that includes something for everyone.

» **How do you deal with the increase in visitors coming to the building, including parking and security issues?**

After an extensive review of the parking at Ka Makana, the Ka Makana at



Chanelle Lovegrove

Hoakalei board of directors established a clear and structured set of parking guidelines that have been implemented community wide and are currently available for review on TownSq. Our towing company's roving patrol is suspended on Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve and New Year's Day.

» **How do you handle the extra volume of parcels being delivered for residents?**

The Ka Makana at Hoakalei is currently limited to a small amount of parcel lockers. However, we are currently working with USPS to potentially install additional parcel lockers throughout the community.

» **Have a personal favorite holiday tradition, ornament, memory?**

Since adopting a plant-based diet over two years ago, my favorite go-to holiday beverage is the So Delicious Dairy-Free Coconut Milk Holiday Nog. This delectable treat is healthy and hydrating, but tasty enough to offer to all of your guests this holiday season without having to sacrifice tradition. ❖

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BIG Plans for IREM

In addition to its educational role in certifying building managers, new president Kristi Hirota Schmidt aims to grow the organization by offering more to members

BY DON CHAPMAN

Growing up, young Kristi Hirota dreamed of being a teacher. After graduating from Kalani High, she headed straight to UH-Manoa and enrolled in the College of Education.

“I always wanted to be a teacher,” she says. “Then in my last semester I realized I did not want to be a teacher.”

Now known as Kristi Hirota Schmidt, she’s just beginning a two-year term as president of IREM’s Hawaii chapter, which means she’s back in education again.

“IREM is an international educational institute for real estate management that provides industry-leading learning and internationally-recognized certifications,” she says. “A lot of people join IREM to obtain certifications, ARM (Accredited Residential Manager) and CPM (Commercial Property Manager).”

She and the IREM board aim to make the organization more than that.

“Our Hawaii Chapter is very active,” says Hirota Schmidt, Hawaiian Properties VP of business development in

charge of sales, marketing and advertising. “We hold educational luncheons, networking events, a charity golf tournament, a joint forecast breakfast with CCIM with about 600 attendees, a joint vendor blender with BOMA, yoga with our IYP (IREM Young Professionals), the Amazing Race and property tours.”

And as the accompanying sidebar shows, she has ambitious plans for IREM.

Like many in building management, she came to the industry by a circuitous route.

“After college I was working at the Halekulani, food and beverage cashier, making more than I would have as a teacher,” she says. “They asked me to take a position in cost control, and I really enjoyed working with numbers, so decided I was going to be an accountant. I went back to UH, took a couple of accounting cases and realized I don’t want to be an accountant. I needed the people part too, a balance.

"Then I got a job offer from my old boss at Halekulani. She was starting an elevator company, Hawaii Vertical Transportation, a startup. I had always wanted to open my own company, and I thought what a great opportunity to see what goes on in a startup company, how you grow it, and to learn all this with somebody else's money, not my own. I was there two and a half years and decided to move on.

"That's how I learned about property management, because we would do the different management companies, Certified, Hawaiana, Touchstone, and I got to know a lot of property managers and people in the industry.

"And then Certified Management called. I was a vendor to them because I worked at the elevator company. They knew me, and had opened up a new position, assistant VP for marketing, and wanted me to help develop and sell a resident manager/property management software they had developed.

"IREM is an international educational institute for real estate management that provides industry-leading learning and internationally-recognized certifications."

The company was later sold to Associa. So I worked there 10 years, moved up to VP of business development, then to senior VP of business development."

Then Hawaiian Properties called.

"I talked with Dass (Ramadass, Hawaiian president), and was really excited about the possibilities. I've been here three and a half years."

Though it wasn't her first career choice, Hitrota Schmidt quickly took to the work.

"I like that it's challenging," she says.

Getting Busy in the New Year

Asked about her plans for IREM in 2020, new president Kristi Hirota Schmidt ticks off a list of projects that would keep most organizations busy for a year, but this is just what she has scheduled for the first quarter:

"First, we've received membership feedback that requested hospital-ity-type training due to the influx of managers being hired for the higher-end buildings with a hospital-ity background. Ray De Smet, VP of Annual Planning and Special Events, is putting together a hospitality training program with our board's input, to develop our members' skillsets so they can become better managers.

"Second, we're expanding to Maui. Jacob Roller, our VP of Education, and his committee are spearheading this expansion. We'll be promoting IREM next year on Maui at various events and plan to hold our first ARM certification class in 2021, back to back with our Oahu ARM certification class.

"Third, Davie Felipe, our VP of ARM, and his committee in a joint effort with our Education committee, are devel-

oping a comprehensive internship/mentorship program to provide our ARM candidates with the proper one-year experience as required by IREM in order to earn their ARM designation.

"Fourth, we are planning a thank-you event for our wonderful vendors, also known as our industry partners. We are grateful for the time and money they spend to help make us successful and we just want to thank them. It will be the best event for them because it won't cost a thing, they don't need to set up anything, and we are going to serve them.

"Fifth, with Fernando Bastos, our VP of Communications, we will be implementing the use of the mobile platform Whatsapp to promote interaction between our managers.

"Lastly, the IREM Hawaii website has been re-designed, but we will be further updating the content, and our headquarter's website is also being redesigned to be much more user-friendly and the certification process and fees will be clarified and simplified on the website."



Mele Heresa, Kristi Hirota Schmidt and Lois Ekimoto



Hirota Schmidt: "Just completed my first Spartan Race in August. Standing with Anthony Sedillo."

"I like that I get to meet and work with a lot of different people. I like that it's changing, because I get bored easily, which is why I like different opportunities to grow and challenge myself. That's why I took the president position with IREM, there was an opportunity to grow."

She hopes more building management people will come to IREM, knowing what it has meant to her career, thanks to a more experienced mentor.

"When I was at Certified, the company was involved with IREM and CAI, and I joined both. Bobbi Lau, who

Adding Insult to Marco Polo Fire

New IREM president Kristi Hirota Schmidt and her family—husband Damon, an attorney who is HECO's manager of regulatory non-rate proceedings, and son Lyum, 4—reside at the Marco Polo, as they did on that awful day, July 14, 2017, when a raging fire led to four fatalities and caused an estimated \$107 million in damage.

This is her story:

"I was at work. My cousin texted me, do you know your building is on fire? And she sent me a picture. So I called my husband and he said we should be OK, it's on a lower floor and not near our unit. But that was early on, and the fire progressed and ended up affecting nearly every unit in the building.

"When we walked into the unit, everything was covered in soot. Even in places you wouldn't think it could get into. It was everywhere. And we had some smoke damage. But the unit to the right of us and just below us had 100% loss. We'd kept everything closed up, so ours wasn't as bad.

"Oh, and I was going to be installed the very next night as president of my Rotary club. We were at my parents' house, and I'm thinking I may have lost my home and everything in it, do I still go to the event, because they're installing me. Everything was paid for at the Halekulani, I had the favors in my car, what am I supposed to do? I'm sure they'd understand if I didn't go, but how can you have an event when the person you're supposed to install is not there?

And the district governor was coming.

"Luckily we were able to get into our unit the next morning. I had bought a new dress for the dinner. It was covered in soot, so I just wiped it off and went wearing it, smelling like a campfire. But at least I was able to attend.

"The other thing, we all had to move out at some point for about six weeks, every owner, when they were doing asbestos abatement. When it was our turn, we were fortunate, we got to stay in one of the lower-floor units. Then my grandmother passed away unexpectedly, and we needed to go to her funeral, and my husband said he didn't have anything appropriate to wear to a funeral. At the same time I was invited to a fundraiser where you're supposed to wear red. I had a red dress. We asked if the building people could let us into our unit just to grab those two things. So they took us up to our unit, and my husband said, 'You left all the lights on.' I said no I didn't. He looked around in another room, and he says, 'We've been burglarized.' We had gone in right before we were going to the funeral, so my husband says you go to the funeral with our son, I'll stay here and call the police and handle this. I didn't have much time to check everything that was taken, but they apparently just took small things they could put in their pockets. The sad part for me, my other grandmother, I had one of her rings, and they took that. It was sickening for me—of all the things, you had to take



that? My husband was sad because he had his Punahou class ring stolen, plus his passport.

"Two weeks later, I had to go back in, so I called and got permission to go up and get some things. I told my husband, you have to come with me. So we went to the unit, and we'd been burglarized again! I was like, after what we went through with the fire, now we get burglarized twice? Amazing!

"Our assumption is it was workers, they were the only ones with access to the floor. We called the police, but they couldn't come into our unit because of the asbestos abatement. They said the police department said they couldn't go in.

"So that was the insult added to injury. We've heard other people were burglarized when they were out.

"But it could have been worse ... I'm just glad it's over."

As for the recently announced insurance settlement and what it means for her family:

"I don't know anything about it other than what was in the news."

was then at Colliers and is now with Howard Hughes, was IREM president and asked me to join the IREM board. I was extremely honored. I was very young, and happy they even thought of me. So I joined as VP of programs, and did that for a number of years, but then wanted to do something else, so became VP of membership until two years ago when I became president-elect. I'm very grateful to Bobbi because if it wasn't for her I'm not sure I'd be so involved with IREM.

"I've been president of two other organizations, West Oahu Economic Development Assoc., and also my Rotary club, West Honolulu. So I know the importance of who's on your board, making sure you have the right people in the right places, because if you do not it makes your job as president not as successful as if you have a strong board.

"The IREM board has 11 members and they're fantastic. They're experienced and passionate about IREM, and very dedicated. It's a two-year term, but the time will go by fast because of all the things we want to do. And we will get them done." ♦



With husband Damon and son Lyum at Lake Powell

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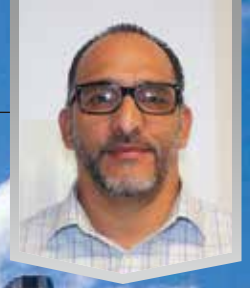
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Keauhou Place

Jose Gets His Building

Working in building maintenance in New York City, Jose Dominguez dreamed of having his own high-rise to manage, and found it in Hawaii

Although he wanted to study marine biology in high school, and spent two college years studying criminal justice, Jose Dominguez knew by his early 20s that building management was his future.

“By then my wife and I had a baby, and I needed a job,” says the Bronx native. “I landed a building engineer position—it’s maintenance, but in New York they give you a fancy title. I

thought I could make a career out of this, and started dreaming about having my own building, to at least one day be a superintendent in a high-rise. I did seven years as a building engineer and began to realize I could be better as a building manager than just doing maintenance, so I started developing my skills and people started giving me opportunities. I had a dream of looking up at a high-rise and saying, hey, I take care of that building.”

Jose Dominguez

TITLE: General Manager, Keauhou Place

Q: Tell us about Keauhou Place:

We have 35 units on the townhouse side and 388 units in the tower, which is 43 stories, for a total of 423 units. Right now we're at 95% total occupancy, 71% owner-occupied. It's a Stanford Carr project, Hawaiian Dredging was the general.

We also have several commercial spaces—Down To Earth, Yayas, Real Gastropub, HI Craft Kitchen, The Ultimate Foot Store, Sweat & Soul, Hibachi Bar Grill, and Hair & Nail Salon—but I don't manage those, they're handled by Gerding Edlen.

Q: That's a lot of building, and a lot that can go wrong.

That's why we do our monthly risk-management inspections—me, my executive assistant, my lead and my security lead. Some managers opt to do everything on their own. I'm the complete opposite, I want to involve as many managers as possible, so everybody understands the process. We go through the entire footprint. Start in the elevator room, do a roof walk, then down to the 43rd floor, walk down to the 42nd, and do a zig-zag, looking for fixtures that are burned out, carpet that might be frayed, whatever it is.

Q: It's probably too soon for any big projects.

Actually, we're about to install a front desk. We've been planning this for six months. I've been planning it since day one when I came in and looked around at the lobby and said, OK, where is our front desk? I looked at the blueprints, there was none. This allows us to change from security officers to residential specialists. This is something I feel really positive about, I think it will change the way people look at the building.

Q: And you're adjacent to a planned rail station?

Yes, the rail will be on the back side, on Halekauwila. We are one of the sta-

tions. A lot of owners bought into that, knowing rail will eventually reach us.

Q: When did you come aboard?

I opened the building, starting in August 2017, three months prior to the actual opening. I'd been the GM at Canterbury Place on Ala Moana, an old Bruce Stark property. Kristi Hirota Schmidt and Jeff Dickenson of Hawaiian Properties approached me about opening a new building. My response was I have zero experience with new buildings. But they assured me I wasn't going to be alone in the process, there would be other people. After a little thinking, I said I just graduated (from HPU with a business management degree), I'm entering my master's program, I think this will be an important feather to put in my cap. So it was definitely important to me."

Q: What brought you to Hawaii from New York City?

Surfing. In high school, I lived in Rockaway Beach. Even in the winter I'd surf. But I got tired of wearing a wet-suit, so I said we're moving to Hawaii. My wife was worried about the job market. I said give me six months, if I can't find something that is acceptable, we'll leave.

So I came to Hawaii at 27 and started working at One Kalakaua Senior Living as a handyman. Within three months I was their maintenance manager, then I came back to work for them as maintenance director and operations manager, and also was resident manager at Pearl Horizon, my first official gig as a building manager. My first property was a very big deal—a six-building complex in Aiea, 222 units on 15 acres. It was a lot of fun. That's where I



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developed my management skills, and started separating myself from climbing up on the roof, though I still did that. The board said what are you doing up on the roof, we hire people to do that. It took me a while to separate the two roles. To this day, I'll still climb on a ladder and work on a fixture—I think it's good to share that with your team. And if they run into some problems, I like to be the person there to help them solve it.

Q: What do you like about building management?

Every day is something completely different, every day changes. I know I can expect a flood of emails, especially on Mondays, but other than that it's always different.

Q: Speaking of emails ...

I had 68 emails today (the morning after the three-day Veterans Day holiday), but that's because I did 40 over the weekend. Two to three hours of my mornings are spent returning emails. I'm a big believer in the follow-up process. If you don't, you neglect owners and they think nobody cares. People say, oh, I called

"I don't like deferred maintenance. It's the single biggest problem any association can have. Boards or owners think that things will work out better down the road if they wait to do a project, but it never happens that way."

you yesterday and you sent me a reply yesterday, couldn't you wait a day or two? And I say no, I couldn't. My biggest problem is that even on a holiday, I tend to respond. But I'm going to get better at that. As I'm maturing, I'm realizing it's not all work. Sometimes you have to pull yourself aside and give yourself some quality time. But I have work anxiety. I'm one of those workaholics, and I think there are a lot of us in this industry, we don't like to leave things outstanding.



Keaouhou Place will be adjacent to a planned rail station. Rail is seen here on its approach to town.

Q: You mentioned starting a master's program.

I completed my master's from HPU in business with a management concentration, graduated with distinction. It took a lot of studying in the evening and even on vacation with my family. It was a lot of hardships. But coming from the ground and working my way up, if there's any manager out there who reads this, or a handyman, hey, I can do this too. But it's hard work, no one's going to hand it to you.

a happy building manager. People say, oh, but you must have bad days. I do, but my job is to not show anyone I'm having a bad day. My job is take that emotion outside and let it disappear. Because if you keep it and bring it into the building, people will know. You don't need a degree in psychology to know, hey, there's something wrong with that guy.

People get angry, I say, oh, have a seat, would you like a cup of coffee?

No, I'm angry.

I understand, but would you like a cup of coffee? And I try to get them to come down to earth. For the most part (knocks on wood), I haven't had too many of those.

Q: But any pet peeves?

I hate having my time wasted. I'm the friendliest guy in the world, but if I feel you're wasting my time, I immediately stop.

Q: Most important qualities for a successful building manager?

Perseverance and leadership. Continue to grow and push forward. You can study how to read blueprints, study electrical, study plumbing, all these behind-the-scenes things, but without perseverance and leadership none of it matters.

Let me add one more thing, empowering others. Being involved with your team is really important. ♦

Q: Where did you get your work ethic?

My dad had his own gas station, garage and convenience store. It comes from going to the gas station every Saturday morning and degreasing every single tool and every oil spot, while most kids were watching cartoons.

I also picked up my dad's philosophy, which is to be happy—whatever you do, be happy. If you're a trash collector, be a happy trash collector. So I'm

ASK A PLUMBER: Backflow Prevention Assemblies

What to do when it's time for the annual Board of Water Supply test



Holly Morikami

Backflow prevention assemblies are top of mind once a year when receiving your testing notice from the Board of Water Supply. If you pass, there are no further action steps until next year. But what happens if your device fails? Do you repair or replace it? What about other backflow devices on your property? Let's ask a plumber for some help.

What are backflow prevention assemblies?

- They protect potable water from contamination or pollution due to backflow or flow of water in the reverse direction. Basically, they keep the potable water separate from the water with contaminants or pollutants. Backflow prevention assemblies are important to keep our public drinking water safe as well as the drinking water within your property.

Which backflow prevention assemblies on my property require annual testing by the Board of Water Supply?

- The Board of Water Supply's test-

ing program is focused on protecting the public water system. Owners or owner representatives will receive a notice from the Board of Water Supply for any devices requiring annual testing.

ACTION ITEM: Schedule your annual testing as required with a backflow-certified plumber.

Do I need to test the other backflow prevention assemblies on my property?

- Although not required by the Board of Water Supply, an annual testing of the various backflow prevention assemblies on your property is a best practice to ensure a safe potable water supply within your property. It is important to ensure that contaminants or pollutants, such as those from your chemical water treatment in the chill water or condenser water supply of the air conditioning system, does not mix with your potable water supply.

ACTION ITEM: Set up an annual testing program for all of your devices' backflow-certified plumber.

What are other backflow prevention assemblies that could be on my property?

- Common backflow prevention assemblies within a property could include make-up lines to chill water and/or condenser water air-conditioning systems, booster pumps, water features, swimming pool recirculation systems, boilers and chemical injection systems utilizing fire retardants and corrosion protection solutions. Additional information can be referenced on the Board of Water Supply website: boardofwatersupply.com/customer-service/permits-and-applications/cross-connection-control/testing-program.

ACTION ITEM: Check other backflow prevention assemblies that may be on your property and test them annually to ensure a safe potable water supply. Being that you will not receive a letter from the Board of Water Supply, consider signing an annual testing agreement with your plumbing service provider.

Why do backflow prevention assembly tests fail?

- A few of the most common reasons for backflow prevention assembly test failures include rubbish or debris affecting the assembly internally, wear-and tear on the internal rubber parts or age/condition of the internal or external components.

What contributes to the failure of devices?

- Supply water fluctuations causing the backflow prevention assemblies to work harder, water conditions with more debris, rubbish or minerals and age/condition.

What do I do if my backflow test fails?

- If your backflow prevention assembly fails to meet the minimum required

...continued on page 44



MANAGEMENT DUO



After a happenstance meeting and a war-interrupted courtship, Tom and Lizi Lonigro today are managing premier properties, and hoping to work together again

BY DON CHAPMAN

Then the general manager of The Continental on Kaheka Street, he was on his way to Iraq with the Army Reserves, hoping to return and resume his first building management job. (Not all his brothers in arms would be so lucky.)

She was a South African businesswoman visiting friends in North Carolina, helping them run a military memorabilia kiosk at Fort Bragg.

Which is where they met, and on the last night before he shipped out had their first date at a place called Luigi's.

Eight months later, including a two-week R&R visit, they were married.

"I liked being part of a community, helping to form a community, bringing it into my vision."

Today, Tom and Lizi Lonigro are among the foremost husband-wife duos in Hawaii condominium management.

(Included in that group are Nathan and Heather Steele. He is GM at Hawaiian Monarch and she is GM at Kaimana Lanais.)

Tom is general manager at the lately-in-the-news Waikiki Banyan (twin towers, 876 units) and Lizi is coming up on her fourth month as resident manager at One Archer Lane, aka the KITV building (331 units), after two-plus years running Windward Cove in Kailua.

Both work with Hawaiiana, and have the same executive manager, Gene Peles.

"She is a rising star in this business," says Tom of Lizi, who followed him to

Hawaii and then into building management. "It's funny, when we were in North Carolina, I told her if she came to Hawaii, I could be a building manager and she could be a resident manager so we'd always have a place to live. She just laughed."

But that's exactly how it's worked out. Like most, neither planned this career path.

For Tom, it started with a contracting business.

"I dealt with a lot of Hawaiiana people, but was getting ready to move back to St. Louis, and one of the property managers I worked with said I'd be good at

property management, why not give it a try, I have a building for you. That was 20 years ago, The Continental."

He took to it immediately.

"It seemed as if that was my destiny," he says. "It was an independent job, not a corporate structure. I like to do projects, to keep me busy. And I liked being part of a community, helping to form a community, bringing it into my vision. I was there five years, then deployed to Iraq."

After his tour of duty, Tom returned to The Continental and one day in an elevator with Lizi ran into Bill Faulkner, his executive manager at Hawaiiana:

"He said there was a property opening up at Princeville, Kauai, in six or eight months, and I'd be perfect."

The project was Ka'iulani, a high-end luxury resort property, 78 units on 24 landscaped acres overlooking famed Anini Beach.

"Bill said he was looking for a couple, one person to manage the property and the other person to act as concierge."

"Within three weeks we packed up and left, in March 2007," says Lizi in her soft Afrikaans accent. "That's how I got introduced to Tom's world."

Did she ever.

"Ka'iulani attracted a lot of Hollywood celebrities, famous athletes, CEOs of top 500 companies," Tom says. Indeed, the board treasurer was the CFO of Cisco.

But it was an important property for another reason: "It was Hawaiiana's first Kauai property, the flagship."

Lizi's duties in the early days included turning over units to the new owners.

"I'd wear as many hats as needed," she says. "It was so, so interesting. I love working with people. Then I learned about construction and so many things. It gave me a complete scope."

"And I was still in the reserves," Tom says, "still getting called away for a month at a time, so she took over and did a great job."

The best part of the job, they say, "it was a new community, we cultivated a community."

It was there they discovered a fun way to build a community.

"We had dinner parties," Tom says. "We'd have a dinner in our home, and pretty soon couples became friends."

They'd even plan their vacations together."

The Lonigros spent 10 years on Kauai until Tom, admittedly, started to get bored. That would not be the case at his first building back on Oahu, Mount Terrace in Hawaii Kai.

He left six months ahead of Lizi, who by that time was managing the neighboring Plantation at Princeville, her first property. She was also asked to take over as Ka'iulani general manager for six months while the board searched for a replacement, flying her to Honolulu every weekend to see Tom.

"Mount Terrace was a challenging building," he says. "They were getting some windows done, and there were a lot of lawsuits."

He subsequently moved to Liliuokalani Gardens, twin towers on Ala Wai:

"There was a lot of deferred maintenance, they'd had the same manager 34 years."

He brought along the lesson of dinners on Kauai, hosting a Memorial Day barbecue.

"One resident said she'd lived in the building more than 20 years and got to



One Archer Lane

meet people she'd never known who'd also lived there for years," says Tom.

"Our philosophy is that if you break bread with someone, it's a lot harder to badmouth them."

They also discovered on Kauai that they like working together, and hope to do so again.

"It's our dream to go back to working together," Tom says. "We think we

work well together, and that's a positive for the community and the building. I'm not sure if any building has ever had a husband-wife team.

"We're complementary. Her strong side is administration, plus she has a natural charm. I'm more the facility management side."

"We learned a lot about each other on Kauai," Lizi says, "and one of the things Tom and I have in common is we strive for excellence in everything we do. It's a common bond."

Whether working at the same property or separate ones, they enjoy knowing their other half understands their job.

"We can come home and talk about work," Lizi says, "and because we understand what is going on with the property, and we know the personalities, we can talk through it and support each other and give each other advice. If I need advice or guidance, and my board knows this, Tom is the first person I call, because I trust him."

Says Tom: "The best part is having someone you can have an open and frank discussion with about your job. You might not be as open with a colleague." ♦



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The Logos You Need to Look For

Tips for finding high-quality, energy-efficient equipment



When purchasing equipment for your buildings, many products come labeled with symbols to ensure you're getting the best. But what do they all mean? Here's a helpful breakdown on the top logos you should be looking for when designing a building or making improvements.

• ENERGY STAR, the gold standard for energy efficiency

This little blue logo certifies a wide variety of products—lightbulbs, electronics and appliances. Started by the U.S. Environmental Protection Agency (EPA) in 1992, its mission is to reduce energy consumption and lower pollution.

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On a greener note, ENERGY STAR products ensure that the equipment used within your building reduces your impact on the environment. Electricity powering Hawai'i's commercial buildings contribute to roughly 30% of our state's carbon emissions, and many tenants are looking for properties that incorporate environmentally-friendly practices, whether it's in common areas or individual units or apartments.

• AHRI, your guide to air-conditioning, heating and refrigeration

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Certifications from AHRI on commercial and residential heating, cooling and refrigeration products provide assurance to consumers that equipment is performing at the levels stated by manufacturers, and are consistent in quality and performance.

Since their rigorous tests are standardized, buyers can compare the efficiency of a piece of equipment with its peers in order to make the selection that best fulfills the need of their building.

AHRI is a certification body that supports the ENERGY STAR program.

• DLC, the lighting products design experts trust

DLC stands for DesignLights Consortium, a non-profit organization with over 10 years of experience in the commercial lighting sector. Similar to ENERGY STAR, DLC products must meet strict guidelines in order to receive certification. DLC and ENERGY

STAR are equally qualified certifications, and products will only have one or the other.

DLC has the largest verified list of high-performing commercial LED lighting products. Many efficiency programs nationwide require newly installed LEDs to be DLC-listed in order to receive a rebate, and as such they are a good resource when looking to retrofit a building.

Bonus: There's also a safety benefit to these upgrades. DLC-certified lighting means improved visibility for your building's tenants, especially on exterior walkways and in parking garages.

• ICC-SRCC, the hottest in solar certification

The Solar Rating and Certification Corporation is a non-profit entity that certifies solar heating and cooling products, part of the International Code Council. Their OG-100 and OG-300 certification processes ensure thermal solar water heating systems attain minimum safety and durability standards, as well as provide system

performance ratings.

The purpose of Standard 100 (OG-100) certification is to characterize the performance of discrete solar collectors for varying climate types using internationally-accepted test methods. If your building is looking to install an energy-efficient solar water heating system, this is one certification to look for.

A comprehensive certification process exists in Standard 300 (OG-300), where a solar water heating system is tested and performance rated as a whole. This allows for the direct comparison between different systems for a given climate region.

SRCC also supports the ENERGY STAR program.

• UL, for strength, safety and dependability

Underwriters Laboratories' goal is to promote safety through science and education. Any good building manager knows that safety is a key factor in product purchases, and equipment that's UL listed is certified to be safe when used as intended. In fact, prod-

ucts are continually tested *even after* they have been initially certified to ensure safety is being maintained. If a product does not pass, manufacturers are required to remove the UL Listing logo from their packaging.

Now you know what each of the certifications mean. Next time you are looking to make upgrades at your building or working on a new building project, keep an eye out for these logos.

Hawaii Energy incentivizes the purchase of many products with these certifications. To see how you can get some money back, go to <https://hawaiienergy.com/for-businesses/incentives>. ♦

Vinh-Phong Ngo is an energy engineer at Hawaii Energy. His areas of focus include energy-savings calculation, technical data verification, data acquisition and process optimization. He also assists the program's Energy Advisors with sector-specific benchmarking and analysis. Reach him at 848-8517 or vinhphong.ngo@leidos.com.



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RE-ROOFING: Getting from Quote to Quality

Some important things to consider

All too common on roof inspections, we've come across improper materials used, poor workmanship on installations or lack of preventative maintenance as the culprit in leaks and premature roof failures. Here are a few tips to get you to a quality roof installation built to last.

Big picture approach: keep the end in mind

In addition to protecting the building's structure, occupants and the interior elements of the building, the roof should be built with the intent to support long-term utility and access by various trades that often visit the rooftop to service equipment stored and installed on the roof deck.

Re-roof or recover?

Should you decide to proceed with a new roof, your contractor will determine whether to tear off the existing, older roof or to recover it. The decision for selecting a new roof includes various system criteria such as environmental, LEED, compliance with the existing energy code, cool roofs, construction management, adding photovoltaics or other mechanical equipment, potential hazards, safety protection, positive drainage, maintenance requirements and long-term warranties. You should feel entirely comfortable with the company, the product and knowledgeable with the process ahead.

Roof materials selection

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



wood shakes and more. But with any of these come questions about the roof material selection itself, including its industry performance and how long has this type of roofing been available and performing in the local market? Warranties should be comprehensive, but don't make your roof selection based on a warranty alone because warranties do not keep water out of the building! Make sure you read and understand the warranty's fine print, as some elements may be more important than the number of years it covers (wind coverage, ponding water exclusions, flashing considerations). And check the manufacturer's track record with respect to warranty claims.

Contractor selection

Have confidence in the roofing contractor you move forward with. A few things to look for: certified to install a wide variety of roof systems, affiliation with industry organizations, licensed, bonded and insured with a commitment to safety, financial stability and past performance, as well as maintenance programs for future support.

Here are a few additional considerations to keep in mind as you plan ahead:

Material price increases (typically

5-7%) usually occur in the first and second quarters. Secure contracts and order materials before then.

Energy code compliance: Hawaii's energy code is slowly but surely being adopted across the counties. Costs are generally higher, so if you need to buy some time to build up reserves, consider a preventative roof maintenance program to extend the life of your existing roof.

Rooftop data is perishable. As with any other building maintenance item, the semi-annual reporting keeps owners updated of present status as well as future precautionary items to consider for "best practices." The same goes for your rooftop—the landscape constantly changes. Regular roof maintenance can proactively address little concerns before they become expensive repairs.

Roofing has historically been one of the highest capital expenditure items for a building. Though typically out of sight and out of mind, your roof serves to protect everything below and supports all the equipment above it. It is an asset, and taking care of it in a timely manner is important! Ensuring that a long-standing and reliable product is installed properly and long-term maintenance support is available to you through the lifetime of your newly installed roof system is of utmost importance. ♦



Larry Young

Larry Young is vice president and project managing estimator at Commercial Roofing & Waterproofing Hawaii Inc. He brings over 26 years of industry experience to the company, having worked on a variety of projects spanning commercial, industrial, education, government and military sectors. Commercial Roofing & Waterproofing is one of the largest commercial roofing contractors in Hawaii, having installed nearly every type of roofing system across the Islands. Reach him at larryy@commercialroofinginc.com.

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ABOUT THE PROJECT

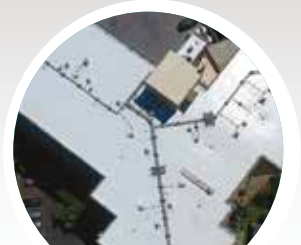
The Aston Kaanapali Shores Resort had been dealing with leaks, blistering, tears and wet insulation that merited its full replacement. The roof deck to be replaced was approximately 60,500 square feet. The scope of work included a total tear off of the existing roof accessories including close to 100 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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Make Your Roof Last with Mindful Maintenance

Protect your roof investment to ensure longevity, save on repair costs and keep wear and tear to a minimum

Quality roofing ensures everyone inside a home or building is comfortable and protected from the elements, but having a sturdy roof installed doesn't guarantee excellent performance in the future. To get the most out of your investment, make checking in on your roof's condition a top priority and hire a trusted roofing expert to help you mitigate risks—from preventative maintenance to repairing small problems before they become large ones.

Comprehensive check-ups

If you've just put on a new roof, you can expect to get a good two to three years of use before you'll need to begin regular inspections, depending on the location. If your roof is 10-15 years old or more, implement a check-up routine as soon as possible to catch any issues before they expand and require an entire new roof installation.

Key things reviewed during a typical roofing evaluation include the condition of the roofing components and the impact of the surrounding environment and landscaping. Your roofing expert will help you plan an inspection schedule that fits your specific type of roof and location. For example, if there are trees that canopy above the roof, you may want to check more often, as loose vegetation can cause ponding water and contribute to premature breakdown of roofing materials.

Prevention is key

To ensure your approach to maintenance matches your roof type, refer to the detailed upkeep instructions you received when the roof was installed. Some basic prevention steps you can take include keeping roof traffic to a



minimum, clearing away any vegetation, algae growth, dirt and other debris, and assessing the condition of your fastener and flashing hardware.

Preventative roofing care also includes initiating necessary repairs when they're recommended. Over the life of a roof, you can expect to make several types of repairs that address these common issues: damaged pipe flashing, shingle blow-offs at the hip/ridge locations, chipped or broken tile and deterioration of fastener gaskets.

Warning signs

There are several tell-tale signs that can indicate a need for roof maintenance. If you have a shingle-style roof, watch for excessive granule loss or missing shingles. For metal roofing, be on the lookout for rust bubbles or delamination (splitting) of the paint coating. If you have single-ply roof types—such as TPO, PVC or EPDM—

check for delamination of the seams and water ponding (even small areas of water can cause accelerated erosion and deterioration). Finally, for roofs made of concrete and ceramic tile, watch for cracked or chipped tile and flashing damage.

Maintaining metal

Thanks to paint-finish technology that adds an additional layer of protection against certain weather conditions, metal roofing is a smart option for Hawaii that's also comparably low-maintenance. Depending on the panel style and gauge of the metal you choose, a new metal roof can be extremely durable and designed in correlation with the structure. If you are thinking about installing metal, keeping it clean is easy: Just wash down the roof regularly and clear any debris that has accumulated.

Who to call?

When looking for a professional to inspect your roof, make sure you go with either a licensed roofing contractor who has been in business for several years, or a certified roofing inspector with a reputable local company. Many local contractors have inspection and maintenance programs available, so if possible try to use the same contractor who originally installed your roof.

Beware of bad maintenance

Poor maintenance of a roof's components could have disastrous effects—such as premature degradation, leaking, blow-off and interior water damage—and it may also void your warranty. Before spearheading any DIY or contracted roofing upgrades, get input from a local roofing expert first. Be sure to check with your manufacturer to review the specific maintenance guidelines you'll need to adhere to as part of your warranty agreement, then log all work performed on the roof, no matter how minor.

Time to replace?

If you're deciding whether to make major repairs or go with a brand-new roof, start by comparing the cost of each option. Consider how much time is left on the manufacturer's warranty and whether the new repairs would come with a workmanship warranty. Also factor in the current age of your roof. If it falls toward the end of the product life cycle, it might be time for a new roof. Though the expense is usually greater, a new roof can offer the opportunity to enjoy newer technology, better protection and a fresh start for maintenance. ♦

Shane Makalii is roofing sales manager for HPM Building Supply. With nearly two decades of experience in the local roofing landscape, Shane oversees a team of roofing specialists on the Big Island and Oahu, and works closely with roofing contractors and general contractors to help them meet project criteria for current and future builds. Reach him at shane.makalii@hpmhawaii.com.

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Brandon Silva

Roof Restoration or Roof Replacement?

But first, there are other questions to answer



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There are many factors that go into answering this crucial question, and making the right decision could save you time and money.

First, what is a roof coating?

A roof coating is a monolithic, fully adhered, fluid-applied roofing membrane. The roof coating is the topmost layer of a roofing system, and is designed to withstand the impact of sunlight, rain and physical damage. Roof coatings are commonly applied over existing systems such as modified bituminous roofing materials, standing seam, PVC or TPOs.

How do you know if a roof coating is right for your situation?

1. Investigate: Fact-finding and testing will help you determine what your next move should be.

Identify and determine the condition of the deck, insulation and roof membrane. Metal decks may be rusted, concrete decks can crack when saturated and wood decks rot. Saturated insulation can not only decrease energy efficiency but also affect the deck integrity and must be removed and replaced. There are non-destructive testing and leak-finding tools that will help detect moisture so you can form an educated roof plan.

2. Form a roof plan: Once your roofing contractor has emptied out his backpack full of leak and coring tools, the planning phase should begin.

Depending on the findings, several different scenarios could be recommended.

- Remove and replace the entire roof
- Remove and replace saturated areas
- Repair areas to the roof membrane

- Set up a roof maintenance plan
- Coat the existing roof

3. Pro and Cons: There are advantages and disadvantages to both as building owners and property managers seek the best solution considering the cost.

Advantages to reroofing are:

- Tear-offs can reveal deck deterioration
- Less weight instead of multiple layers
- Longer and new life of membrane
- Better and new warranty
- Increased energy efficiency when replacing roof if existing insulation is saturated

Disadvantages:

- Possible operational disruption
- A lot of waste
- Can be more costly than other options up front

Advantages in restoration

- Typically lower project costs up front
- Minimal noise and disruption to business
- Extends life of current roofing system
- Reduces total debris in local landfills

Disadvantages

- Not an option for every roof
- Does not always come with the same warranty coverage

4. Additional considerations:

- It's important to consider what your long-term plan for the building is.
- Not every roof needs a complete replacement, but a restoration is not suited for all roof conditions.
- Having your roof assessed by a qualified roofing professional is the first step to finding out what your options are. ♦

Brandon Silva is senior project manager at Kapili Construction. He has nearly 15 years of experience in both contracting and material distribution, overseeing over a million cumulative square feet of roof work with experience in nearly every roofing system and material available. Reach him at brandon@kapiliconstruction.com.

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Issues with Commercial Roof Systems Common in Hawaii



Brittany Grunau



Ken Kasdan

Know the warning signs for your type of roof

A Hawaii building owner should be aware of the issues they may encounter depending on the type of roofing system installed at their building. Awareness of the signs of failure can prevent major damage to other major components of the building and property within the structure. This article will outline various types of roofing systems typically found on commercial buildings, issues and warning signs of those issues.

I. Built-Up Roofing (BUR)

Built-up roof (BUR) is a system composed up bitumen (asphalt) and

reinforcing materials which create a membrane. BUR is commonly also referred to as tar-and-gravel roofing. BUR systems are typically applied directly to the roof deck or insulation. This system has an average system life of 15-30 years but can last up to 40 years in some cases.

Issues that may exist with built-up roofing systems are deterioration, cracking, and blisters at the surface cap sheet. If this occurs, the areas containing the blisters will likely need to be removed and any cracking and significant deterioration will need to be resurfaced.

Another issue that may occur is waving of the material, which would require an analysis by a roofing specialist to ensure that the condition

...continued on page 36



Built-up roof bubbling and deterioration

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...continued from page 34

of the substrate is adequate prior to making a repair.

II. Ethylene Propylene Diene Terpolymer (EPDM)

EPDM roofing is a single-ply black or white rubber membrane roofing system. The average system life of an EPDM system is 25-30 years.

EPDM roof issues include seam failure, due either to improper installation or material failure. Another sign of poor installation is ponding. Prolonged water exposure due to ponding may cause additional breakdown at the seams. Another issue seen with EPDM roof system is shrinkage of the rubber material, which leads to cracking and pulling away of the roofing material from building components that protect the building from water intrusion such as flashing and drainage.

III. Thermoplastic Polyolefin (TPO)

TPO systems are a single-ply system



PVC Roof Ponding

comprised of a layer of synthetics and reinforcing scrim. It may be covered with gravel for UV protection purposes. TPO systems are expected to have an average lifespan of 15-20 years.

Issues seen with TPO systems are seam breakdown as well as tearing or puncturing due to installation or to the aggregate in a gravel protection layer.

Shrinking, cracking or crazing of the laminated top layer may also occur. Additionally, UV exposure may cause cracking. Any of the aforementioned issues will cause leaks into the building.

IV. Polyvinyl Chloride (PVC)

PVC systems are rolls of single-ply PVC membrane that are bound together at the seams via heat welding. These systems may be fully adhered, mechanically fastened or ballasted. PVC systems are expected to have a life expectancy that exceeds 20 years.

PVC systems may present installation issues such as adhesion failure, improper edge flashing and improper welding. PVC materials may also experience tears, shrinkage and sealant cracking. Further, if the system experiences ponding, plasticizer migration may cause the system to become brittle and expose the system to more intense UV rays and accelerate deterioration. ♦

Ken Kasdan has practiced law for over 40 years and is a leading construction defect authority. He regularly speaks at national conventions of attorneys, insurers and claims professionals. He is the senior partner with Kasdan LippSmith. Brittany Grunau's is an associate attorney with Kasdan LippSmith LLC. Her practice includes resolving complex disputes through mediation, arbitration and litigation for homeowners' association claims. Brittany oversees all aspects of litigation in federal and state courts. Reach them at www.kllawhawaii.com or 369-8393.



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The Legal Relationship Between AOAOs, Managing Agents

State law provides protections for managers

The condominium governing documents typically provide that the Association of Apartment Owners (the “association”) through its board of directors shall administer the operation of the project, which includes the maintenance, repair, replacement and restoration of the common elements, and any additions and alterations thereto.

The condominium governing documents also typically provide that the operation of the project will be conducted for the association by a corporate managing agent appointed by the association (through its board of directors) and approved by the owners. In other words, the managing agent handles the day-to-day operations of a condominium subject to oversight by the board.

Managing agents provide the following services to associations:

- Collect maintenance fees and assessments from owners;
- Pay association bills as directed by annual budget prepared by the board of directors and as otherwise directed by the board;
- Prepare financial reports for the association;
- Hire, fire and supervise association employees;
- Prepare and disseminate notices of annual association meetings and regular and special board of directors meetings and meeting minutes for those meetings;
- Assist in the preparation of the annual budget, house rules and association policies and circulate notices thereof to the owners as directed by the board;
- Prepare, distribute and collect proxies for the annual association meetings and special board meetings, and provide administration and clerical services for those meetings;
- Find vendors to submit bids on repairs or replacement and/or consultants

to provide professional advice to the board in compliance with the business judgment rule;

- Deal with owners’ concerns relating to the project;
- Any other administrative task as directed by the board.

Although managing agents are responsible for the day-to-day operation of a condominium, they are not the decision-makers for the association. That responsibility falls squarely on the board of directors. So for all practical purposes, if you as an owner don’t like what the board is doing, your recourse is to replace them at the next annual meeting.

“Although managing agents are responsible for the day-to-day operation of a condominium, they are not the decision-makers for the association.”

In recent years, concerned owners have sought legislation seeking to regulate managing agents and to hold them accountable for decisions made by the board. Those bills have never passed because they are based on the incorrect premise that the managing agent (and not the board) is making the decisions that are upsetting the owners. Some of the issues relate to spending of association funds, increasing annual maintenance fees, and selection of vendors and contractors.

Some owners claim that managing agents have an obligation to inform the board of directors when the board’s action is not in compliance with the directors’ fiduciary duty as provided in HRS 541B-106(a) or the business judgment rule in HRS 414D-149. However, the managing agents (and their property managers) have taken the position that they cannot and do not provide boards with legal advice, which only the association’s general counsel can and should

be providing. The managing agents are the “agents” for the board and act at their direction, and in that capacity they have no authority to give advice to the board.

Owners have also contended that since property managers are more knowledgeable about Chapter 514B than most board members and/or are experienced or have training from having served associations and boards of directors for many years, that they should be advising boards regarding compliance with Chapter HRS 514B and their own governing documents. This, of course, assumes that property

managers are willing to provide that information to boards and that the boards they serve would be willing to follow that advice or to at least check with their general counsel.

If this is a widespread concern, owners should let their legislators know that they want property managers to alert boards when they don’t seem to be complying with Chapter HRS 514B or their governing documents—at least raise the concern so that the board can check with their general counsel.

And for those property managers who may be concerned about losing the account if they make these alerts, in 2017 the Legislature passed the anti-retaliation statute, HRS 514B-191, which may offer some protection for those property managers who wish to speak up when they observe boards acting badly.

Jane Sugimura is a Honolulu attorney specializing in condo law. Reach her at ysugimura@paclawteam.com.



Elaine Panlilio

Surprise!

You've Been Hacked

Insuring your community association against cyber attacks

“**M**ay you live in interesting times.” This old Chinese reverse curse has never been truer than today. We live in an increasingly modern digital world where we rely heavily on our computers and phones. Information has become so readily available on the Internet, and while this convenience makes life more efficient, it also makes cyber criminals more efficient. Cyber criminals don't need to step into our properties or the bank anymore to steal from us. They can do so with a few keystrokes on their computers.

While most people might think that cybercrimes are typically targeted toward large entities like banks, tech companies and governments, the reality is cyber criminals have been increasingly targeting small entities and businesses. These include community associations and are an easier target for cyber criminals because they typically do not have sophisticated cyber security measures and protocols that large corporations have.

According to a 2019 list of cyber security statistics by TechJury, 43 percent of all cyber attacks are aimed at small businesses, and in most cases it takes companies about six months to detect a data breach. Cyber criminals steal data and confidential information so they can sell it on the dark web, committing identity fraud.

Ransomware and denial-of-service attacks are other types of cybercrimes that community associations are vulnerable to. Ransomware is a type of software designed to block access to a computer system until a ransom is paid. A denial-of-service attack is similar—cyber criminals can shut down or block access to security systems operated by remote controls or key fobs commonly used in elevators and entrances/exits.

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until it was too late.

So how do we protect our community associations? Here is a list of best practices to help your board and management company take the proper steps to protect the association and the unit owners' and residents' confidential information from falling into the hands of cyber criminals.

1. Authorized persons will need to monitor the association's bank accounts regularly

This will ensure that all charges and payments are correct and any suspicious activity can be caught early on.

2. Invest equally in cyber security programs for your computers and websites and in cyber security awareness training for the association's employees and board members

If your association does not have a culture where cyber security is taken seriously, all those fancy and expensive security programs aren't going to do you much good. Statistics tell us that 95 percent of cyber-security breaches are due to human error. Employees and board members that handle the association's security system, database, website and banking must be trained on cyber security measures like never clicking on suspicious links, guarding log-in credentials and verifying the legitimacy of the source for any payment requests or funds transfer.

3. Check your community association's crime policy or fidelity bond for important coverage

For community associations that use online banking, a database or a website, you want to make sure you have coverage for computer fraud and wire transfer fraud. This is the coverage for theft of money or securities if your association's computers or systems have been hacked. You also need to check if your crime policy includes coverage for social engineering fraud. Social en-

...continued on page 40

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gineering fraud is a scheme used by cyber criminals to intentionally mislead an employee or a board member into sending them money or confidential information. Protection against social engineering starts with awareness and education on the different ways cyber criminals trick us into sending them money or confidential information.

4. Obtain a cyber liability policy

As data breaches have become more common in our increasingly digital world, a cyber liability policy will provide coverage for the financial losses and the legal obligations that are created as a result of the data breach. Some of the typical coverage found in a cyber liability policy include:

Privacy and Security Liability: Coverage for claims arising from unauthorized access to data, failure to provide notification of a data breach where required by law and transmission of a computer virus.

Regulatory Proceedings Liability:

Legal defense coverage for governmental claims as a result of network and information security liability or communications and media liability.

Privacy Breach Notification

Expenses Coverage: Cyber security studies estimate that the average cost to fix a data breach is \$148 per compromised record. Since databases typically contain hundreds or thousands of records, this cost can quickly add up. This coverage will pay for the costs of notifying affected individuals, fraud expense reimbursement, and the costs of establishing a call center or information line. Privacy laws also now require that affected individuals are provided with credit monitoring for 365 days.

Cyber Extortion Coverage: Coverage for costs associated with website lockdowns, ransomware and other cyber extortion threats.

Data Restoration Expenses: Coverage for restoring software and compromised data from a security breach.

Public Relations Expenses: Coverage for public relations services to mitigate negative publicity.

Since there are no standard cyber liability policy forms and each insurance company offers different cyber coverage and enhancements, you will need to consult with your insurance professional on how to properly protect your association or your business.

We live in interesting times. We live in an age where cyber attacks have become more sophisticated and commonplace. It is now absolutely critical for boards, managers and fiduciaries to have heightened awareness of how they can protect their associations from the ever-growing number of emerging threats that result in financial losses and additional legal obligations. After all, we are only as strong as our weakest link. ❖

Elaine Panlilio is an account executive in the AOA unit at Atlas Insurance Agency. She holds the Certified Risk Manager, Certified Insurance Counselor and Certified Insurance Service Representative professional designations from the National Alliance of Insurance Education and Research. Reach her at 533-8766 or epanlilio@atlasinsurance.com.



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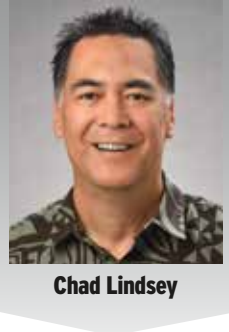
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Chad Lindsey

ARE YOU ADEQUATELY COVERED?

What condo boards need to know about insurance

Don't touch that dial!

This is not a stunt to entice you with the perils of inadequate insurance coverage. I'm guessing you'd probably check out by the fourth sentence if I went with that angle. Rather, I want to discuss the different types of insurance coverage and categorize hazards and controls that could reduce or eliminate the potential for property damage or injuries to residents and guests. My intention is to help you fine-tune your approach in managing your risk and hopefully save you some money in the process.

If I haven't lost you yet, let's begin our journey on tightening up con-

trols for your property via insurance coverages:

Fire and contents

Condominiums and apartments, in the eyes of the insurance industry, are generally considered a medium hazard risk. The biggest exposure to fire for condos and apartments is to individual tenants, which in most cases, boards and managers have very little control over. But you do have control over the common areas, which is the focus of this section.

Items to be aware of:

General housekeeping is probably

the easiest place to start when looking for fire hazards. In addition to good curb appeal, eliminating unneeded collection of trash and combustibles will lower the risk of fire.

All trash receptacles should have covers on them, and be kept closed. Disposal should be frequent as accumulation of trash poses a potential for ignition and fire.

Keep hazardous brush around the building maintained. As seen with recent local wildfires on multiple islands, hazardous brush can result in serious property damage.

Fire extinguishers should be located

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throughout the building. To make them easy to find, signs should be posted to highlight their locations. A service contract should be established annually to ensure that extinguishers will function when needed.

Periodically check on dry standpipe openings. Covers should be on. Make sure that there is nothing clogging the openings that would reduce its function.

Investigate and record any acts of vandalism and malicious mischief. Report all major incidents to the local authorities.

General liability

With the large number of people who visit and live on a property, there is a high potential for an accident to occur. In regards to liability coverage, slip/trip/fall injuries are the most frequent exposure to associations. With the flow of customers that come to your premises, you need to be vigilant with eliminating hazards that could potentially cause these types of injuries. Also, be aware of aging building conditions as this could also lead to injuries.

Items to be aware of:

Consider highlighting all changes in elevation. Sidewalk edges, curbs, steps and staircases are examples of changes in elevations. Highlighting these hazards will bring them to the attention of pedestrians and give warning of a potential hazard.

Potholes and cracks in parking areas should be taken care of immediately.

Check on lighting in staircases and parking lots. It should be adequate enough for people to view where they are walking and also to discourage loitering.

Placards or signs should be erected in areas under construction or when a collection of water could cause a potential slip and fall.

All railings should be sturdy enough to support 200 lbs. of pressure. A lot of injuries have occurred when railings fail and people fall because of it.

Depending on the age of the building, failing structural materials can be costly. Poor plumbing is a frequent problem for older buildings. When it comes to general liability insurance, plumbing issues and slip/trip/fall claims



are the culprits of rising insurance rates. Plumbing is tough because it's a hidden hazard, so keeping on top of plumbing issues will relieve you of future headaches.

Always use licensed contractors when doing major work on property. Not only will they be more reliable when it comes to repairs, but if something goes wrong, claims adjusters can refer to service contracts and warranties to settle claims.

Workers Compensation

In regards to Workers Compensation coverage, the largest exposure to potential injuries are maintenance/engineering staff because of the areas they need to upkeep.

Items to be aware of:

Strain-type injuries are always a concern due to the amount of lifting and manual material handling involved with their work. Set limits on how items should be moved or handled to reduce the load or stress on a worker.

Ladder usage and working at heights above 6 feet also poses a severe hazard exposure. Falls from improper usage of equipment or poorly maintained equipment can be costly, and in a few cases fatal. Ensure that the equipment used for the job is appropriate.

Power tools and lawn maintenance equipment bring up a variety of exposures. Cuts and punctures to body parts are frequently experienced. Personal protective equipment (PPE) should be required to be worn to minimize injury.

In general, open up communication with your staff by holding periodic meetings to discuss hazards and safety when doing their jobs. Communication is the key when it comes to worker safety.

Security

Though not an actual insurance coverage, security concerns and issues bleed into all of the areas mentioned above. Generally speaking, security should be a top priority because you have a legal duty to reasonably provide protection for anyone stepping onto your premises.

Items to be aware of:

Poorly illuminated areas are perfect conditions for robberies and assaults to take place. LED lighting in parking areas prevent car thefts and discourage thieves and homeless hiding in dark areas. Posted speed limits should be enforced.

Trim or remove any shrubbery, bushes, trees, etc., away from entrances to the building, lobby picture windows or camera views.

Consider video monitoring for areas out of general view or areas that are highly traveled. The main focus is to deter any criminal activity, as well as to provide video evidence should an accident or incident occur.

Reducing hazards for your property will be much easier if you section it off into modules that make sense and at the same time have a purpose. There are a lot of hazards and controls that haven't been mentioned here, but you get the gist on how you can effectively tackle such a wide-ranging matter.

So with all that said ... are you adequately covered? ♦

Chad Lindsey has over 25 years of experience in risk management, assisting both property owners and managers to help keep their clients safe. An employee at DTRIC Insurance since 2001, he earned his degree in business management at Hawaii Pacific College. Reach him at 951-1772 or rcs@dtric.com.

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Marco Polo Fire Case Settled (Sort Of)

Terms remain confidential for now

A settlement has been reached in the fatal Marco Polo fire, but details remain a mystery. Circuit Court Judge Dean Ochiai oversaw the Nov. 5 settlement conference between plaintiffs, insurance companies and attorneys. Attorneys later said they were not allowed to discuss details.

One plaintiff said he'd heard the total payout from insurance companies and the Marco Polo AOA will be \$26 million. The fire caused an estimated \$107 million in damages. Of the building's 586 units, 200 were affected by the blaze on July 14, 2017, that killed three and claimed another life days later from complications related to the fire.

One attorney in the case, former state Attorney General David Louie, told Ochiai that technical issues unrelated to dollars still need to be worked out, including getting signatures on several documents.

Saying the case could have dragged on for years without the confidential settlement, Ochiai said defendants must pay up from an escrow amount by Jan. 15, 2020.

The cause of the devastating fire remains a mystery.



In other condo news:

- The Puu Alii Community Association (PCA) in Kaneohe has been cited by the city Department of Planning and Permitting for removing "several" trees that were supposedly protected by a 1975 agreement when the 540-unit condominium was being built.

The trees include several species, and DPP stated there have been other instances of trees being cut down to improve or restore vistas of Kaneohe

Bay and beyond. DPP says it has four file boxes stuffed with papers going back four decades relating to Puu Aii, which is actually four condo associations under one umbrella, PCA.

In a letter to DPP, PCA board president Shawn Scott said the association is working on a plan to become compliant with city rules.

Also at issue are other trees the association wants to remove to ensure scenic sightlines.

...continued from page 21

readings, you need to notify the Board of Water Supply that you need an extension in order to either repair or replace the device. You will need to work with your plumbing service provider to evaluate whether it is appropriate and possible to repair the device. This will assist with determining if it is more feasible to just replace it after a repair vs. replacement cost comparison as well as its age and condition. After the remedy is made, retest your device and send in the results to the Board of Water Supply.

ACTION ITEMS: Notify the Board of Water Supply. Work with your service provider to evaluate your options. Make the correction. Retest your device.

How do you know whether to repair or replace your device?

- Review your repair and annual testing history.
- Review the age and condition of the assembly.
- Perform a cost analysis between repairing vs. replacing the assembly.

- Ask your plumbing service provider to guide you through the process.

Holly Morikami is an account executive at Heide & Cook (H&C), an integrated facility services company specializing in HVAC, plumbing, elevator and refrigeration services. Everett Yu has been a licensed plumber and a certified backflow tester with Heide & Cook for 25 years. H&C has been serving Hawaii since 1946. For more information, visit www.heidecook.com or email holly@heidecook.com.

Atlas Insurance Agency Inc. (Atlas), Hawaii's largest insurance agency serving the people and businesses of Hawaii since 1929, announced the promotions of **Izumi Kinney** to account executive in the Commercial Consulting Unit and **Elaine Gascon** to account executive in the AOA Unit. Atlas Insurance also announced the hiring of AOA Business Development Manager **Brandon Keenan**.

As an account executive in the Commercial Consulting Unit, **Izumi**



Izumi Kinney

Kinney will initiate, service, and retain commercial business clientele. Fluent in Japanese, Kinney has worked in the insurance industry since 2010, servicing small to large

Japanese businesses as a property casualty producer for commercial and personal lines. Kinney graduated cum laude with a bachelor's in business administration and accounting from California State University, San Marcos. She is a resident of Honolulu.

As an account executive in the AOA Unit, **Elaine Gascon** will initiate, service, and retain AOA clientele. Elaine joined

Atlas Insurance in 2015, handling insurance programs for over 75 condominium associations. She holds the Certified Insurance Services Representative and the Associate in General Insurance professional designations. She also holds a bachelor's degree from the University of Hawaii at Manoa



Elaine Gascon

and an MBA from Western Governor's University. Elaine is a resident of Moiliili.

In his new position as AOA Business Development Manager, **Brandon**



Brandon Keenan

Keenan is responsible for prospecting new clients in the AOA industry and assisting in growing and retaining existing accounts by presenting new solutions and services to clients.

He holds a degree in business administration from Oklahoma State University, and has 17 years of insurance industry experience. He is a resident of Waikiki. ♦

About Atlas Insurance Agency

Atlas Insurance Agency is Hawaii's largest agency, serving the people and businesses of Hawaii since 1929. Atlas Insurance Agency offers a full range of insurance products to protect business, home or auto and also offers Benefit Consulting, AOA, and Construction and Surety programs. In 2019, Atlas ranked 94th and is the only Hawaii agency on the Insurance Journal Top 100 Independent P/C Agencies report. For more information visit www.atlasinsurance.com.

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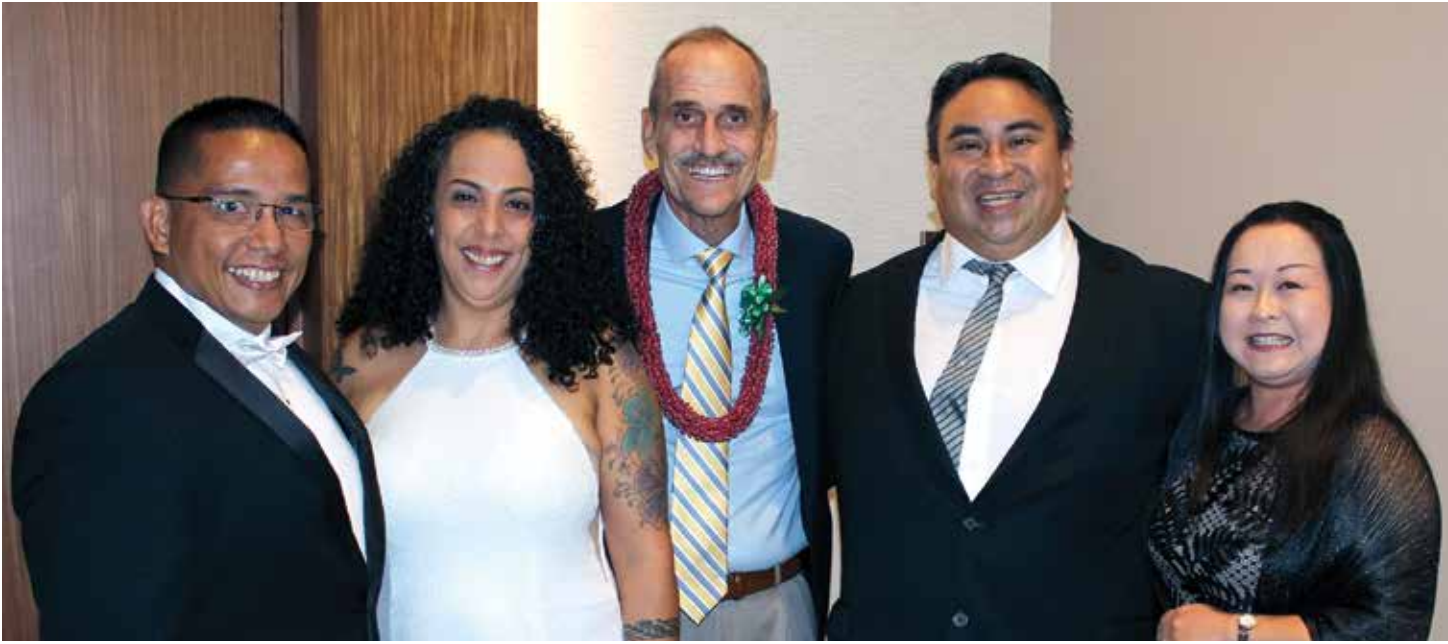
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Davie and Judy Felipe, Waiea, Sheri and Gerald Nakashima, Park Lane



Nate Steele, Hawaiian Monarch, Heather Steel, Kaimana Lanais

IREM Members Go Formal

PHOTOS BY DAVID KANYUCK

Folks who work in building management don't normally have many opportunities to get all dressed up, but that changed for the IREM White Tie Affair at the Alohilani Resort Waikiki Beach on Nov. 2. The event included swearing in of new officers, as well as a casino night and dancing.



Paula Seabelo Silitshena, Axxess Point, Naina Tejwaney Ogden, Hawaiiana Management



Duane and Leona Komine, Hokua



Ian Cabrera, Naoko O'Neill, Kana Otani, and Rupert Reyes, Park Lane



Joe Herter, Ala Wai Plaza and Jennifer Guara, Sagewater, Lizi Lonigro, One Archer Lane, and Tom Lonigro, Waikiki Banyan



Sue Savio, Insurance Associates, Stacey Agmata, Park Lane, Kanani Kaopua, Hawaiian Properties



Sloan and Faith Namba, Brannel and Nars Domingo, Marco Polo



Ray De Smet, Aeo, Shawna Lewis, Bergeman Group, and Alex Bresslauer, Peninsula of Hawaii Kai

Maui Trade Show Draws Big Crowd

The Community Council of Maui hosted its annual Trade Show Nov. 8, featuring many of Maui's top vendors, allowing managers, boards and owners to connect with a range of professionals and services, including construction-related vendors, accountants, insurance agents, attorneys and property managers.



Marilyn Chapman, Mele Heresa and Debbie Balmilero, Hawaiiiana Management



Danielle Korfend and Eric Witherway, Maui Plumbing



Ryan Tefft and Phyllis Okada Kacher, Associa Hawaii



Ron Tsukamaki, Elaine Gascon and Irene Zilisch, Atlas Insurance



Tracy Tomic and Kionic Tamayo, Structural Concrete



Joni McGinnis, Ameritone Maui



Rebecca Filipovic, Lisa Cano, Della Nakamoto, Eunice Kunishige



Lionel Silangco, David Dunham and Arthur Hayes, Kawika's Painting



Chris Patsey and Callie Street, Sherwin Williams



Joanne Phillips, Jackie Phillips, and Rena Tamara, Destination Maui



Bill Jenkins and Brad Wells, Allana Buick & Bers



Milton Motooka, Motooka Rosenberg Lau & Oyama;
Phyllis Okada Kacher, Associa Hawaii; Len Kacher



Kanani Kaopua, Hawaiian Properties; Kapono Kiakona, Porter McGuire
Kiakona & Chow; Kristi Hirota Schmidt, Hawaiian Properties; Bryan Liu, Waiea



Ken Kanter, Douglas Trade Shows; Roy Dela Cruz,
Kaimuki Jade; John Morris, Ekimoto & Morris



Seth Corpuz-Lahne, Janelle Lau, Melanie Oyama, and Vincent
Kruze, Motooka Rosenberg Lau & Oyama

CAI Dinner and Awards

PHOTOS BY DAVID KANYUCK

Members of the Hawaii chapter of the Community Association Institute (CAI) gathered for their 34th annual dinner meeting and awards presentation at the Japanese Cultural Center on Nov. 1.



Beverly Koval, Chateau Waikiki; Sue Savio, Insurance Associates;
Jennifer Gaura, SageWater



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