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New president Holly Morikami takes a collegial approach to creating a stronger organization





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s if you hadn't noticed, we're living in an "information society" in which, according to Wikipedia, "the usage, creation, distribution, manipulation and integration of information is a significant economic, political and cultural activity ... and is somehow changing all aspects of social organization."

That would include, as if you hadn't noticed, the field of building management.

And that's what makes organizations such as BOMA, IREM, CCIM, CAI, MRMA and others more important than ever, simply because these organizations offer so many opportunities for building managers to learn, grow and become more aware and connected.

That's certainly the message from our cover subject Holly Morikami, 2020 president of BOMA.

Her message is echoed by Meet a Manager subject Alex Bresslauer in his comments about the value of IREM membership, even apart from ARM certification:

"The biggest thing is just to get involved with IREM and its network so you have a support system that you need to navigate through things. There are a lot of things you can do wrong."

We'd like to add *BMH* to this alphabet soup for success. Our goal in every issue is to offer building managers, both residential and commercial, a sort of continuing education, making their jobs easier, improving their job performance and giving them more career options.

P.S. and BTW: If you as a building manager or board member are particularly proud of a recent capital project at your property, please shoot me an email so we can include it in our new Projects feature.

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### WHAT NEW AOAO BOARD MEMBERS NEED TO KNOW (AND EXPERIENCED ONES NEED REMINDING OF)

Wednesday, March 11, 2020 10:00 a.m. to 11:00 a.m. Hawaii Suite 3

This session is designed to clearly define the obligations and objectives of a Community Association Board and how to become an effective member by promoting good business practices and avoiding bad ones.

Learn about key issues associated with the following five areas:

- How does the role and responsibilities of the Board differ from that of the managing agent?
- What is "fiduciary duty" and best ways to avoid exposure?
- "Obligation of good faith"; protection (and exclusions) under D&O and Fidelity Insurance
- Best practices in establishing and implementing employment policies and creating a handbook
- What are the best ways for Board Members to communicate amongst each other and with Association members?

**Moderator:** 



MICHAEL GORDON, PCAM® Hawaiian Properties, Ltd.



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To this end, Hawaiiana recently launched its new website at www.hmcmgt.com, which facilitates streamlined communication with Hawaiiana management executives and association staff, simplifies fee payment and provides educational videos and a host of useful information for associations. Additional technological upgrades are currently in development, and will be unveiled soon.

Over 400 associations, or about 54% of Hawaiiana-managed properties, have less than 100 units. Board members who serve condominium associations with less than 100 units have an especially challenging task. They are often required to take on more responsibility for site management than larger associations which have dedicated staff and other big building resources. Hawaiiana Management Company offers these volunteer board members the tools, support and information to effectively run their associations.

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Workplace (2019) by Pacific Business News in the large business (over 100 employees) category. In addition, Hawaiiana was named by PBN as #1 Condo Manager for the 11th time, based on DCCA statistics for the number of units under management. We know, however, that success is not measured by accolades or statistics, but by the value we are able to provide to those we serve. Hawaiiana is grateful for the opportunity to serve nearly 750 associations in Hawaii, translating to approximately 120,000 residences - all with a stellar client retention rate near 99%. Our continuing mission for 2020 is to provide all of our valued clients with unparalleled service!

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Kris Nielsen, Treasurer 2233 Ala Wai 53 Units

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oversee significant cosmetic and functional improvements to our boutique condominium. We are very appreciative of Hawaiiana's organized budgeting process, which, when coupled with their timely and accurate monthly financial reporting, allows us to track exactly where our unit owners' monthly contributions are being invested."





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# Building a Better BOMA

New president Holly Morikami takes a collegial approach to creating a stronger organization for commercial property owners and managers

> BY DON CHAPMAN PHOTOS BY NATHALIE WALKER

olly Morikami's response when asked about her plans as the 2020 president of Building Owners and Managers Association (BOMA) Hawaii says a lot about her, and perhaps also about the new generation of property management leadership of which she is a part. Instead of answering in the singular, she spoke in the collective.

"Our plans—our theme, our vision is to grow BOMA Hawaii together," she says from a conference room at Heide & Cook, where she is an account executive, referencing the BOMA board. "Our mission for BOMA is networking, advocacy and education."

She can attest to the value of BOMA Hawaii membership.

"My association with BOMA Hawaii has coincided with my personal and professional growth," says the 1998 Kamehameha Schools grad who went on to earn an accounting degree from Notre Dame and a master's in accounting from the University of Hawaii at Manoa.

Her affiliation with BOMA began in 2009.

"I was working at Heide & Cook, and one of my customers at that time worked at CBRE, he connected me with Nestor Longboy, who was on the board, and Corinne Hiromoto of James Campbell Company, she was with Alii Place and BOMA Hawaii president at the time. He suggested I get involved with BOMA to get more familiar with the industry. So I attended a meeting and ended up joining."

Over the years, she has been involved with a variety of BOMA committees,

including programs, social, community service, disaster preparedness, memberships and sponsorships.

"Making meaningful connections and getting to see so many aspects of the organization has been awesome," Morikami says. Those meaningful connections include "not just customers, but resources such as allied members. I can call them and ask for assistance in whatever their specialty may be—that's been a huge asset for myself and for my company."

Technically, she is an allied vendor member of BOMA Hawaii converted to a building member, unlike the past several presidents who worked in property management.

Morikami is the fourth female in a row to lead BOMA, following Sandra Bollozos-Fraticelli, Carlie Woodward-Dela Cruz and Erin Dayanan. And Nicole Nakano of Diamond Parking Services will be 2021 president.

"If we look at the demographics of property management, it makes sense—a lot of the managers are women," she says. "Men too, of course, we've had a lot of male presidents, but this is a recent trend."

This is not where Morikami thought her career was headed when she was studying accounting and then doing auditing and consulting at PricewaterhouseCoopers, or even when she moved back to Heide & Cook in the accounting department.

"I love math," she says. "I really do.

"I worked previously at Heide & Cook part-time, 1998 to '03 while going to school. An opening came up here while I was at Pricewaterhouse-



Holly Morikami with her father, Heide & Cook CEO Earl S. Matsuda.

Coopers, and decided to make the move.

'My dad Earl Matsuda has worked here since 1973—he started as a sheet metal apprentice. Today he is our CEO. It's funny, as a kid I didn't even know what my dad did for work or what sheet metal was.

"It is a different dynamic (working with her father), but I don't do day-today interaction with him because I'm in our service division and he oversees the whole company, so I don't report directly to him. I'm an account executive, I do sales and account management for our services, which include HVAC, refrigeration, plumbing, sheet metal fabrication and vertical transportation, which is escalators and elevators. I learn something new every day. One day it might be elevators, the next is refrigeration or plumbing. I love it. Who would have thought it, going from accounting to doing all these technical things?

"Without this job and the support of Heide & Cook, I wouldn't be a part of BOMA, so I'm thankful for that—and being able to grow professionally and personally, both at work and through BOMA."

Her BOMA connections come in handy on a regular basis, Morikami says.

"I enjoy problem-solving through challenges that come up—everybody has those every day—but I see challenges as opportunities. So that's when berships at one time.

"We're also working at partnering with CCIM for a social event. We hope this will add value for our members, getting to network and engage with different people."

As noted earlier, Morikami and the board are working to grow BOMA.

"We've created additional membership categories and are launching our 'emerging professionals' program. We're looking at younger people, they get a discounted rate for membership not to just build the membership, as in grow bigger, but also to build the executive, they handle our day-to-day communications and keep us on track. And they do advocacy for us. It's a big deal for us. They monitor all the bills that come through, and anything that affects commercial real estate, they are on it and review it with the BOMA Hawaii legislative committee that was just recently chaired by Bobbie Lau of Howard Hughes. As of this year the chair is Gail Abrena-Agas of Alexander & Baldwin. They monitor those bills, and if we think something will pose a problem for commercial real estate managers, we will bring it up

"We've created additional membership categories and are launching our 'emerging professionals' program. We're looking at younger people, they get a discounted rate for membership."

I'll get on the phone and call someone from BOMA or IREM and ask for help. I probably talk with a member in some shape or form every day, whether asking for help from a member or a customer I met through BOMA, or a vendor who can help me or answer a question about a trade I'm not as familiar with but is affecting one my customers."

Speaking of IREM, Morikami says BOMA will again be partnering on a joint "vendor blender" trade show later in the year.

"This will be our third year; it adds value for our vendors," she says. IREM has always done it, and we found many of our allied members are also IREM vendors, so instead of having two trade shows, we partnered so our allied members get exposure to both memindustry and get younger people in the next generation of commercial real estate leaders networking and engaged, to keep them in the industry.

"We're also reaching out to non-profits that own their own facilities, offering a special rate to hopefully engage them more in the network and get educated as to what's going on in the commercial real estate industry."

Calling property management a growth industry, Morikami says she is "so happy to be part of it."

An important part of BOMA activities include the legislative committee keeping an eye on bills in the Legislature that could affect the industry. They've had a valued partner in that since 2016, Hawaii Public Policy Advocates.

"It's something new for us," Morikami says. "They're our association

Holly Morikami with husband Kainoa, son Kenui and daughter Kiani. with our members, and internationally we can apply for grants."

She is married to Kainoa Morikami, a stevedore. They are parents of a son, 8, and daughter, 11. ◆





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MAX NEVES

Property: Kaholo Hale **Board president:** Thomas Cunningham When did the building open: 1974 Number of units: 96 **Project:** Restoration of three units damaged by a large fire.

# Healing Hearts After a Fire

There was more to a Mililani project than restoring three units devastated by a blaze

Max Neves, director of Associa OnCall, provides these answers to BMH's questions about a recent project at Kaholo Hale in Mililani.

...continued on page 14

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"We had just completed our monthly board meeting across the street from the property. Half an hour after the meeting, the fire broke out." ...continued from page 12

## What caused this project to be undertaken?

On Jan. 8, 2018, a fire broke out in unit 58 and also affected units 57 and 59. All three homeowners were displaced due to the damage from the fire.

## Number of units and common areas affected?

It affected just those three units. No common areas.

## How did you (manager/board) initially respond?

We had just completed our monthly board meeting across the street from the property. Half an hour after the meeting, the fire broke out. The fire department was called.

I inspected the property the next day and reached out to the homeowners to offer assistance.

### What is the management company and how were they involved and what actions did they take?

Associa is the management company. In any situation where lives are affected, it is important to lead with your heart. It was important for the families of the affected units to know that they were not alone and that we would do everything we could to help them through this unfortunate situation. I made every attempt possible to keep in regular contact with the owners. I dropped off food for the families and provided small gift cards that help with meals and things they might need. I grew close to the owners. I sat and heard their frustrations and cried with them at times as well.

Sue Savio of Insurance Partners was contacted and a claim was immediately opened.

### How involved was the board, and what actions did they take?

I worked very closely with the board. They ultimately chose to use Associa OnCall as the general contractor that performed the work. I managed the entire project from beginning to end. I kept the board as informed as possible.

With that being said, I made sure that the project did not burden the board in any way. Board members have a lot on their plates on top of their own families. Associa OnCall is built for situations just like this. We are able to project-manage the entire job and ensure that it gets done right. By being the management company for Kaholo Hale we have a vested interest in the association and making sure that everything was done right. This was from being with the families to chasing down permitting for the project.

Our goal was to show up, to be present, to be thoughtful of the extreme circumstances the families were in and to ensure the board that they chose the right contractor—a contractor that would finish what they started with aloha.

## Did you bring in an outside consultant?

The board was given the choice to bring in a consultant. However, insurance would not cover the cost. The detailed scope for replacement from the insurance company is what was used for the rebuilds.

... continued on page 16

ASSOCIA HAWAII THANKS CLIENTS AND EMPLOYEES FOR A SUCCESSFUL 2019





Pauli Wong, PCAM<sup>®</sup>, RS<sup>®</sup> President of Associa Hawaii, AAMC<sup>®</sup>

- Pacific Business News named Associa Hawaii among the Top Best Places to Work in 2018 and 2019
- Associa Hawaii President, Pauli Wong, named 2019 Business Leader of the Year - Big Business category, by Pacific Business News
- Client Association Accounting functions were moved to Hawaii creating 8 additional jobs for Hawaii residents
- Cash, Accrual or Modified Accrual Accounting Methods now offered to all clients associations
- Local client payment processing up and running
- A professional reserve study division is successfully operating
- 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

- 58 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
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- Three locally-owned management companies
  on Maui and the Big Island were welcomed
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... continued from page 14

## How did you decide on the contractor to do the repairs and who was selected?

The board decided to hire Associa OnCall as the contractor. We then sub-contracted the work to the Mali Bella Company, and I managed the project.

## When did the actual work on the project begin and end?

The project took a while to begin due to the fire department's investigation as well as a long delay in permitting. We were able to start on unit 59 in June 2018 and we finished the final unit in July of 2019.

### Cost:

The entire project was \$700,000.

### **Any lessons?**

Walking with the families through the homes after the fire was hard. It was heartbreaking to see their reactions. That being said, this project was not just about rebuilding the physical units back, but it was also about helping build the people back up as well. Helping them through the new normal was the best and most important part of this project. Most contractors would rather stare at a set of plans than hug a family while they cry. We know and embrace the most important part of a project like this, the hearts of the families. The building will go up, everything will be built to code, but it's the broken hearts that in time will heal that need the most attention and there is no set of construction plans for that—aloha! �

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# Warning for Dating a Condo Neighbor

Issues of privacy and boundaries often arise. Then there's the gossip

t's February, and with the attention given to Valentine's Day, romance is all over the place. A single-status Hawaii condominium-dweller wouldn't be the first to be tempted to date a cute neighbor.

There are definitely some advantages to calling someone up, spending some time together and having a drink or two without worrying about the drive home. But although many of us often crave the cuddles, we might not crave the commitment. So while it might be convenient to start dating your neighbor, it also could be too close to home.

If you've thought about flirting with your upstairs neighbor but aren't sure

what to do, here are a few things to consider about the advantages and disadvantages of dating the girl or guy next door.

### **Sticky affairs**

Beverly Hunt, owner of a public relations firm in Washington, D.C., warns us against relationships between neighbors. When Hunt lived in an apartment building in downtown D.C., she found her neighbor quite attractive. But her friend reasoned her out of the potential danger.

"She reminded me about the possibility of things getting sticky if the person turned out to be a jealous or unstable type of individual," Hunt says. "There was the risk of being put in a very vulnerable spot if things didn't work out. I didn't feel comfortable with the situation, so I decided not to date my neighbor as long as we lived in the same building. After he moved out of the building, we eventually started dating, but it didn't work out. So I'm glad I made the decision that I did."

Hunt says she feels like it would have been awkward for her to constantly run into her neighbor in the building's lobby following the breakup, especially if one of them was on a date with someone new. "Being physically close can ruin a relationship, because I need space and I don't like a person feeling entitled to my privacy, as if they can knock on my door at any time."

### A friend in need

Kara Stambach decided she wanted to date a cute neighbor she met at a shuttle bus stop in her apartment complex in College Park, Maryland. "I felt safe taking a ride from him because I had seen him in the building, and he lived one floor below me," she says.

Stambach loved the convenience of being able to walk downstairs whenever she wanted to see her beau, and it was comforting to know that she had someone close by if she needed help with anything. However, Stambach says that closeness ended up being the downfall of their fling.

"Being physically close can ruin a relationship, because I need space and I don't like a person feeling entitled to my privacy, as if they can knock on my door at any time," Stambach says. They broke up after a few months.

"It's like an office affair," says Audrey Chapman, a relationship author, talk show host, counselor and professor at Howard University. "If it works, it's great. When it doesn't work out, you're in big trouble."

### The privacy issue

Like Stambach, Chapman says proximity can be great because it gives you the ability to see your lover at any time, meaning you get to know that person much better and much quicker. The hassle of not having to drive to pick up your date or worry about how you'll get home after a few glasses of wine definitely makes the relationship easier.

But a major downside of dating neighbors is that you lose your privacy. "You give up boundaries when dating a next-door neighbor," Chapman says. "A person will feel that they have greater access to you."

An anonymous Maryland apartment-dweller shared that she once dated the boy next door. They were so close that her second-floor apartment shared a back porch with her boyfriend's apartment.

"I couldn't just sit on my back porch and read a book by myself because whenever he saw me out there, he figured he had a green light to join me," she says. "If I didn't answer the telephone when he knew I was home, he'd knock on my door, which would make me livid. After a year, to save the relationship, I moved."

### Your comfort comes first

For those who are thinking about dating that gorgeous available neighbor, Chapman advises to get to know the person first and gauge whether or not he or she understands the need for privacy. Neighborly romance has great conveniences, but it is not for everyone, especially possessive people who cannot uphold boundaries. She also suggested being friends first, for six months to a year.

"You'll have a better sense about who that person is in the friendship stage," Chapman says. "You can work the kinks out as friends and establish boundaries that can be reinforced if you start dating later."

### **Neighborly gossips**

'Nuff said. 🛠

Source: Doorsteps

# in Honolulu

The 2020 Expo showcases the latest goods and services for building and facility managers

he 13th annual Hawaii Buildings, Facilities & Property Management Expo is happening Wednesday, March 11, and Thursday, March 12, at the Blaisdell Center Exhibition Hall.

The Expo features 330 booths from a diverse variety of local and national companies offering the latest equipment, products and services for Hawaii buildings and facilities managers.

The Expo also includes 24 free seminars for property management professionals. Topics being addressed this year include the insurance needs and fiduciary responsibilities relevant to community association board officers and members; parking lot access security and revenue controls; life safety and sprinkler systems; pending legislative issues pertaining to building upgrades, codes and community association rules and regulations; safety in the interior electrical work environment; faulty building inspections and defects in construction; toxic environmental conditions in building interiors, and affordable housing as it relates to residential buildings.

Reservations are recommended.

"The management, operation, maintenance and preservation of our existing and aging buildings and facilities infrastructure is not only served by a large cross-section of Hawaii's businesses, managerial and trades workforce but also by tens of thousands of volunteers who serve on community association boards and are essentially overseeing the business operations of properties valued at hundreds of millions of dollars," says Expo director Ken Kanter. "The seminars, especially through Q&A sessions, provide an opportunity for those from the professional workforce such as property managers, engineers, security staff, resident managers, trades personnel, vendors and community association volunteers to acquire a shared perspective of specific problems or issues arising out of the needs of our aging buildings and facilities and how best to address those needs."

800.GoCert

The Expo runs daily from 9 a.m. through 4 p.m.

Attendance is free. ID badges are required for entry and can be obtained at the Expo, or in advance by pre-registering at the Douglas Trade Show website, douglastradeshows.com. �





Alex Bresslauer of The Peninsula at

Hawaii Kai touts the value of IREM and other opportunities for building managers to succeed and grow

BY DON CHAPMAN

## Alex Bresslauer

**TITLE:** General Manager, The Peninsula at Hawaii Kai

or much of his life, Alex Bresslauer didn't realize he had a background that made him well-suited to building management. Then the Ohio native took a Hawaii vacation and stayed with a friend who was a condominium manager.

"We were living just outside Cleveland, came here on vacation, stayed with a friend who was a resident manager at Spruce Ridge Villas in Mililani, and I said I can do that job, I'd like that job.

"I had my own contracting company, so a good background for this job. And I was in banking for a while, so I know finance. It all fits together."

He and his wife quickly decided they wanted "to live in paradise. . . . We had two young kids; it's easier to move before they get settled in a school. This was 2006-07. I didn't have a job lined up, but we took a leap of faith, sold everything we owned and made the move. We stayed with our friends who were resident managers for about a month until I got my first job as a resident manager, a small high-rise in town, Piikoi Plaza, about 82 units, 12 stories.

"I got involved with IREM, got the education I needed, got my ARM designation. Next thing I know, I'm running a 612-unit project out in Ewa Beach, TCLT, (Terrazza/Corte Bella/ Las Brisas/Tiburon), ran that about six years and then came here a little over three years ago."



"Definitely one of the challenges here is just getting around the property because we're so spread out. Fortunately, we have golf carts."

## ou're general manager, not resident manager?

Yes, I live in Ewa Beach. It's a 70-mile roundtrip. Luckily, I can set my own hours, so I'm here about 9 a.m. and leave about 6, so I miss the worst of the traffic. Most of the time, I ride my motorcycle, a Yamaha, cruiser, which makes the commute a little more fun.

## 'ell us about The Peninsula at Hawaii Kai.

We have 630 units on 55 acres, five different product types from town homes to single-family to low-rise. They're all under one AOAO-they merged. With an average three people per unit, that's a population of a couple of thousand. We have a meeting room, a gym, a couple gazebos, three pools and two hot tubs. We have a staff of 14 and contract out security (Allied) and landscaping (Performance)-landscaping is a big deal here.

This is a very unique place in Hawaii, five different budgets and five different products types, but just one board. We work with Hawaiiana Management.

### O The Peninsula is kind of like a small city. Does that make you mayor, or sheriff? A little of both (laughs).

## ow do you stay on top of such a large footprint?

Definitely one of the challenges here is just getting around the property because we're so spread out. Fortunately, we have golf carts, so I can get around to check on everything. I'm out on the property daily. Sometimes I'll just cruise through to see what's going on. We have regular inspections, and the staff and security do a really good job of seeing and reporting things. I have eyes everywhere.

## <sup>1</sup>he Peninsula is a relatively new develop-I ment, but also old enough for things to wear out and need attention.



Things can go wrong, so we do a lot of typical upkeep and maintenance, painting, roofing, you need to take care of it. We had some water leakage into the parking garage from the courtyard above. And we'll be doing some painting—builders don't often use the best paint and it starts to fade early.

## You mentioned IREM-you're still involved, yes?

The biggest thing is just to get involved with IREM and its network so you have a support system that you need to navigate through things. There are a lot of things you can do wrong, especially in the legal world, if you don't know what you're doing or you get the wrong advice. The network is important, being able to bounce things off other people who at one point or another have been in your situation.

### As part of that network, and with your experience, you must get calls from other managers as well.

My phone rings quite a bit.

But you can never stop learning. That's why I attend all the IREM things, and CAI, and especially when local attorneys are speaking about condo law. I want to be part of that and to learn what the current law says.

## What do you like about working at The Peninsula?

Overall there's an atmosphere on the property that is kind of laid back—we're in Hawaii Kai and we're surrounded by water. The staff does an excellent job of maintaining things, the board is easy to work with and residents are nice.

A way from work, what do you do for fun? I have four kids now, from 9 to 18, so I'm busy with family life.

I'm on the IREM board, serve as treasurer. I also volunteer with The First Tee of Hawaii (a values-based program that gets kids into golf who might not have been exposed to the game otherwise), I'm on board. And I'm president of the Ewa by Gentry Community Association board, where I live.

Being on boards kind of rounds me off, so I understand the board's responsibilities as well as the manager's responsibilities.

## Your advice to someone considering building management as a career?

There is no downside to condo management. Even when the economy was hurting, we still had jobs.  $\clubsuit$ 



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## Creates Piping Improvements

The search for better plumbing is in the human DNA

The Menehune Ditch is an example of an ancient aqueduct used to carry water to irrigate taro fields in Waimea, Kauai.

Such is the case with the future of plumbing, whose meandering history provides intrinsic insights as to where we may be headed.

Plumbing originated in ancient civilizations including Greek, Roman and Chinese cultures as they sought to provide potable water and wastewater removal systems for increasingly dense population centers as the planet's first cities started to emerge. Originally open to the air, these plumbing systems consisted of aqueducts and tiled drainage channels that carried water from one place to another.

Over time, development of enclosed pipes, to reduce evaporation and contamination—and to minimize odors led to the invention of various types of piping materials including clay, lead, wood and bamboo.

As we now know, some of these materials proved more successful than others, and advancements in science, engineering, chemistry and construction techniques eventually influenced the evolution of plumbing, such as our learning that lead was poisonous, causing a widespread decline and replacement of lead water pipes with copper and galvanized steel during the middle of the 20th century.

With the invention of plastics, a new wave of innovation took over, with various new piping materials quickly spreading throughout the industry over the last 50 years. As in the past, some of these materials proved more successful than others, with PEX, PVC and CPVC proving to be more durable than failed materials like polybutylene. For waste lines, cast iron quickly replaced the old log wood pipe systems of the early 19th century, and has outlasted competing technologies such as Orangeburg (fiber conduit) that have emerged over the years.

Today, we are continuing to learn about the complexities and limitations of our current mainstream piping materials. Water chemistry, water temperature, flow rates, and exposure to UV rays all play a significant role in determining the longevity and viability of piping materials, both metal and Plumbing originated in ancient civilizations including Greek, Roman and Chinese cultures as they sought to provide potable water and wastewater removal systems for increasingly dense population centers as the planet's first cities started to emerge.

plastic. For example, plastic pipes that have been stored outside and exposed to direct sunlight have a significantly shorter lifespan due to UV decay than pipes that have been stored away from the elements.

So where are our plumbing systems headed in the future?

History tells us that we will continue to innovate, exploring both enhancements to existing systems as well as new materials as we seek to improve the efficiency and longevity of our plumbing systems. For example, advancements in insulation are making plumbing systems far more efficient at maintaining hot and cold temperatures, while water treatment options such as phosphates and silicates are helping to better protect copper and steel supply piping from the corrosive effects of hard water.

And new materials continue to enter the U.S. market such as polypropylene piping for hot and cold supply systems and hybrid pipes such as factory-lined cast iron that blend metal and plastic piping technologies into one.

Ultimately, no piping material will last forever. But as we continue to

make advancements in engineering and water science, we can rest assured that through testing and innovation we will continue to strive to improve our plumbing systems to be safer, more efficient and longer-lasting than ever before.  $\diamondsuit$ 

Eric Lecky is the chief marketing officer at SageWater, one of Hawaii's leading pipe replacement contractors. SageWater has replaced more than 32 million feet of pipe in over 85,000 occupied residential units. Reach him at elecky@sagewater.com.





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## **An Asphalt Paving and Seal Coating Guide for Property Owners/Managers**



**GEOFFREY LONG** 

What you need to know about the project from start to finish

ow many property owners, managers or site managers understand an asphalt construction proposal and the scope of work provided on that proposal?

Do they understand the language? Most importantly, do they understand the line-item pricing provided on that proposal? If line-item pricing is not provided, do they know what they are getting for their money if the contractor only lists a basic scope of work and lump-sum pricing?

These questions are common and often take the contractor a lot of time to address. Here is a quick guide that spells out what to look for when reviewing asphalt construction proposals. These tips will allow you to save time and make the best-informed decision as a property owner/manager as to which contractor is right for the job.

## Property Location: The importance of street-usage permits and traffic-control services

If your property is on a main or busy street, the asphalt contractor will require a street-usage permit and traffic-control services to ensure the safety of the crew performing the work as well as to minimize liability to both the property owner and contractor. This service includes setting up the proper signage, arrow boards, cones and "No Parking" barricades needed to allow for the proper equipment staging area required to perform the scope of work listed on the proposal.

Any contractor who does not include this in their scope of work is exposing the property owner, manager and themselves to unnecessary risk. Few people, even professionals, realize that



staging or unloading equipment on a City and County or state roadway without a permit is illegal. Operating on these streets without a permit can lead to costly fines to the property owner, manager and contractor. In addition, street-usage permits allow everyone involved to be "by the book," and promotes a safe working environment for the project.

## **Existing Underground Utilities:** Know before you dig

A common mistake is the miscalculation of not having toning done prior to the start of the project. Here is a scenario: Our contractor was doing the demolition of a parking lot and hit the water line. An emergency plumbing repair had to be done. Unfortunately, by the time the repair was made, 12 hours passed and residents displaced by this

easily preventable event were extremely angry.

The solution-and the prevention—are simple: toning. By hiring an underground utility toning contractor, asphalt contractors can specify the location and depth of all underground utility lines before they demolish and remove your asphalt pavement. This is vital, as numerous properties have underground utility lines that have been installed to sub-industry standard depth. By knowing their depths and location prior to demolition, contractors can mitigate damages and inform owners and managers of potential added cost prior to the start of construction.

Knowing of any potential issues prior to starting construction can be vital to ensure that potential unexpected cost or damages are laid out and hopefully prevented before they happen. This allows the contractor to be informed

of possible unforeseen issues prior to the start of construction and relay that information to property owners and managers, which in turn keeps the project within budget and on schedule.

## Asphalt Replacement or Maintenance: What to know to make the best-informed decision

When seeking an estimate, most owners/managers ask the asphalt contractor to meet on property to perform a field inspection of the asphalt areas and provide a proposal based on their professional recommendation of the condition along with providing a scope of work that they feel should be implemented on that property based on the owners/managers budget. This approach is effective, but often leaves owners/managers with different proposals that are not apples-to-apples, or uniform, in approach.

The best approach is acquiring the services of an engineer or construction consultant to set up a walk-through of the property with

all contractors bidding the project to determine a common scope of work. This allows owners/managers to review pricing based on the uniform scope of work (SOW) for that property and determine which contracting firm to hire for the project. If the scope of work changes, all involved parties should be notified of the changes and allowed to revise pricing to reflect such adjustments. The most common bidding practice for choosing a contractor is to get proposals from at least three licensed contractors. This will ensure that owners and managers get the best price and service for their project.

## Asphalt Material Submittals and Product Data: Know what the contractor is installing

It is always recommended that owners/managers request the contractor to provide asphalt material submittals and product data to ensure they know exactly what products are being installed on their property. All asphalt material suppliers have this information readily on hand in PDF format and can easily provide it along with the construction proposal to provide the most complete bid package. Contractors' current insurance documents and licenses should be provided along with the bid package as well, to ensure that the owner and manager is working with a licensed and insured professional at all times.

By following these tips when reviewing your next asphalt construction proposal, you will save time, minimize liability and be properly informed on how to access an asphalt construction proposal. By following these tips, your next asphalt project is more than likely to run without a hitch. �

Geoffrey Long is a senior estimator and project manager at DC Asphalt Services and has been actively involved in the asphalt industry for the past nine years. DC Asphalt Services, based in the Campbell Industrial Park, performs asphalt and concrete work. Reach him at glong@hawaiiantel.net.



## Sealing Roads and Parking Lots



## Quick action is required when a crack appears in your pavement because it will only get worse (and more expensive)

ealing and filling cracks extends the life of your existing pavements by eliminating or reducing the penetration of water into the base pavement structure. By stopping the water penetration, the rate of deterioration of the road is significantly slowed.

Crack sealing and filling also prevents the loss of aggregate from the edges of the crack. "Filling" and "sealing" are terms that are used interchangeably in the pavement maintenance industry. Both terms essentially mean the same thing with some using the term "sealing" for strictly rubberized elastic materials.

## UV & Oxidation Damage

## Where do asphalt cracks come from?

In Hawaii, we have great weather, but the combination of sun and moisture takes a toll on pavement. Cracks in your pavement come from two main sources. First is from base erosion. This happens when the base settles under the asphalt, causing cracking from beneath that eventually surfaces. Second, and the most common, is from the sun.

As asphalt ages and is exposed to heat and ultraviolet sunlight, it becomes more brittle, or oxidized, leading to cracking and deterioration. Both allow damaging moisture intrusion. Moisture penetrating into the underlying base structure can cause larger cracking, potholes, rutting, raveling and loss of structural strength. Chemicals such as those in oil and gasoline can also soften and deteriorate your asphalt. And vehicle traffic can break weak surfaces apart or unsupported surfaces when the base layer has eroded. Cracks and potholes result.



## **Moisture Damage**



**Chemical Damage** 

## Why maintenance?

Without maintenance, anything will wear out over time, and the more worn-out things get, the more expensive they are to replace. Maintenance over time is more cost-effective and extends the life of your pavement.

Think of your pavement like your vehicle: Would you rather replace the engine every few years or the oil every few thousand miles? Immediately filling cracks will help reduce the risk of larger problems and expenses later. Crack filling prevents moisture intrusion into pavement cracks by providing a waterproof barrier.





## Types of crack fillers:

There are multiple products on the market to fill cracks, and they each serve different purposes. Consult with the manufacturer or a professional as to which option is best for you. They may even have a suggestion or two not covered in the YouTube video you watched about crack filling. These crack fillers will fall under two main categories:

#### 1. Cold Pour/Applied

A crack filler that can be applied right out of the container without heating

Easier application, requiring less time and equipment

Lower overall cost per linear foot to apply

Longer dry times than hot-applied

Less flexibility, adhesion, and durability when compared to hot pour fillers

#### 2. Hot Pour/Applied

A hot rubberized liquid asphalt crack filler

Requires a contractor or purchase of specialized equipment to heat and apply

Higher cost per liner foot to apply

Fast drying—15 minutes or less is the typical set time

Greater flexibility, adhesion, durability and crack penetration than cold pour fillers

When purchasing cracking fillers be prepared by knowing:

Average width of your cracks

Average depth of your cracks

Total linear feet of cracks you want to fill

This is important to know because crack-filling products will all state the estimated amount of linear feet they can fill per gallon/pound, based on the crack width and depth. And if you are asking a company for a recommendation via email, I suggest including a few pictures so they can better see what you are trying to repair and make a solid recommendation.



Cold Pour





Hot Pour

## **Preparation Techniques**

There are several alternative crack preparation and cleaning methods that are widely used today. Each method offers advantages and disadvantages. The most important thing to remember is that cracks must be clean and dry prior to filling. Most will use a blower or compressed air, and follow with a weed torch (propane-fired wand) to dry the crack. Using compressed air alone to clean cracks prior to sealing is known as the "blow and go" method. It is popular due to cost, efficiency and the fact that it produces satisfactory results. "Blow and go" is ideal for crack sealing during warmer temperatures when everything is dry anyway.





## Application

Apply all crack fillers or sealer according to the manufacture's specifications. The crack sealant usually should be applied leaving a thin over-band of material on each side of the crack. Do not overfill or have too thick of an over-band as this will create a bumpy and uneven pavement surface.

Maintaining your pavement by filling cracks immediately will save you time and money in the long term. And regardless of the cost of the filler, it is still the least expensive component of the job. Labor and equipment are the larger costs of a crack-sealing project. To skimp on the quality of crack sealant would be penny-wise and pound-foolish.

Find and use the best sealant to match your application needs, clean and dry the cracks, follow the manufacturer's application guidelines and don't excessively overfill the cracks.

Kia Kamauu is SealMaster Hawaii's plant operations manager, overseeing the manufacturing processes. SealMaster Hawaii is one of the largest pavement maintenance product providers in the state. Reach him at 839-2781 or kkamauu@sealmasterhawaii.com.



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## **5 Lessons in Historic Restoration**



**JIM HAY** 

## How a \$143 million rehabilitation project saved a musical gem



ith so many aging buildings in Hawaii both commercial and residential—in need of a facelift, here is an example of how to do a building renovation the right way.

For a masterclass on how to renovate an aging landmark with painstaking historical precision, study the recently completed Cincinnati Music Hall. At completion of the project, *The New York Times* lauded a \$143 million renovation of the 140-yearold, 280,000-square-foot fine arts institution that left virtually no aspect of it untouched. Today the Cincinnati Music Hall stands as a tribute to the art of renovation, looking every bit as fresh and majestic as it did opening night in 1878.

Few know the story behind the remarkable transformation better than Curtis Hoffman, who served as the onsite project manager for Messer Construction of Cincinnati, the project's general contractor. He directed the activities of up to 300 trade professionals on a rapid 16-month completion schedule. "That averages out to \$9 million a month in construction," says Hoffman. "That's a lot going on. Toward the end we were working seven days a week."

How would Hoffman advise owners, developers, architects, general contractors and subcontractors on renovating a notable property? He offers several well-earned lessons:

**Learn From Other Projects.** Hoffman and his team went to school on a nearby YMCA that the Messer Construction team had renovated about a year earlier. That project served as a useful tutorial for key elements of the Music Hall redo.

**Expect Surprises.** With any aging structure, you can assume plenty of surprises. The Cincinnati Music Hall didn't disappoint. Take the floors. "The biggest issue was peeling the layers back, like the floors. What the structural drawings showed wasn't even close to what was actually there," says Hoffman.

#### Leave No (Historic) Detail Be-

**hind.** One of the defining features of the structure are the tracery windows. Very few pictures existed showing

the original windows and no largescale architect drawings could be found. Aggressive sleuthing turned up just a single photo from the 1950s showing window detail. That photo was scanned, digitally enhanced, and enlarged to reveal the exact intricate detail. The result served as the basis for custom tracery windows from Marvin.

**Close Isn't Good Enough.** Hoffman's team was tasked with replacing more than 90 windows, many of them quite similar, but not exactly the same size.

"At the YMCA project, we used similar stock windows, knowing everything was within a half-inch. I couldn't afford even that level of tolerance with the Music Hall. We treated all 90-plus windows as custom, even though there may have been just a quarter-inch difference between windows. The windows we received from Marvin were accurate to one-eighth inch tolerance," Hoffman says.

**Embrace Home Town Pride.** The renovation has been widely hailed in the press, but it's word-of-mouth that really pleases Hoffman: "I went to school in Cincinnati. To be a part of this is very cool. I went to a show about a month after it opened. You could hear people talk about how great the renovation turned out. All you can do is smile. That's my favorite part of the job."

Today the renovated Cincinnati Music Hall is the cultural heart of the Queen City. �

With over 20 years' experience in the window and door industry, selfproclaimed "window geek" Jim Hay is the local Marvin window and door expert for the Hawaiian Islands. He can be reached at jimhay@marvin.com or 206-790-2143.


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# Are Your Windows Letting in Too Much Noise?



Ssssshhhhhh!

#### New technology offers amazing sound reduction inside your home or office

orking in our family window business, I'm lucky enough to have the latest and greatest in the industry installed in our home. I'm probably guilty of taking for granted what a difference all that new window technology truly makes in our everyday lives.

But the fireworks this past New Year's Eve was a dramatic reminder. As we sat on the lanai celebrating with family and friends, my dog Lexi shaking on my lap, the effect of noise on our wellbeing became apparent. So while everyone else was outside celebrating, Lexi and I retreated inside. The windows and doors were all closed to keep out the smoke from the fireworks, and I soon realized how the blasting noises of the bombs going off outside could barely be heard. And my previously shaking and shivering little Jack Russell was now calm and cozy snuggled on my lap.

Whether your property is in a congested area of urban Honolulu or Waikiki, or tucked away in a more rural setting, most of us deal with unwanted outside noise entering our home on a regular basis. Road and traffic noise, aircraft noise, early morning landscapers, trash pick-up and even fireworks can be more than just a simple irritation—it can have a significant negative impact on your quality of life.

#### The combination of two or more of these specific noise-reducing elements listed below will vastly improve the sound performance of the window.

#### **Glass type:**

- Monolithic: A single pane of glass.
- Laminated: Two or more sheets of glass with a protective layer of vinyl (either PVB (polyvinyl butyral) or EVA (ethylene-vinyl acetate) sandwiched in between, which dampens the sound energy travelling through it. Generally, a thinner laminated glass pane can eliminate the same

amount, or more sound as a much thicker, unlaminated pane.

- Glazing: single, dual or triple glazing. Glass thickness: In general, the thicker the glass, the less noise.
- Dissimilar glass thickness: Combining two or more glass thicknesses blocks different sound frequencies, resulting in even more noise rejection.
- Air space between the glass: The air gap between the panes of glass disrupts the sound waves. The wider the gap, the better the noise reduction. Argon gases filling the space does not make a measurable difference in sound control.

#### Frame:

- A heavy, sturdier frame will reject noise better than a lighter, flimsier one.
- Quality vinyl frames have air chambers that help reduce sound transmission by disrupting the sound waves as they pass through the window.

• A high-quality weather-stripping system for both the frame and the sash is also key in reducing noise infiltration.

#### Installation:

• A window must be installed correctly to perform correctly. Professional installation with proper caulking and sealing of all glazing components and frame joints is crucial for noise control, as well as water and air infiltration.

#### **Measuring Sound**

The ability of a window to reduce outside noise is generally rated in two ways, either by Sound Transmission Class (STC) or by the Outdoor-Indoor Transmission Class (OITC). The higher the number, the better the window is at reducing sound. STC is calculated in accordance with ASTM E413 (originally published in 1970) and is the longtime standard by which window companies have measured noise reduction.

STC is used to measure higher-frequency sounds such as speech, birds,





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GLASS TYPE	ACOUSTIC PERFORMANCE	OITC RATING
Single Pane 3mm monolithic	POOR	21-22*
IG: 3mm monolithic - 1/2" gap - 3mm monolithic	MODERATE	23-24*
IG: 3mm monolithic - 1/2" gap - 6mm Iami	BETTER	26-27*
IG: 6mm Lami - 1/2″ gap - 6mm lami	BEST	28-29*

\*3mm = 1/8 inch, 6mm = 1/4 inch

barking dogs, etc. OITC is calculated in accordance with ASTM E1332 (originally published in 1990) and is a relatively newer rating system developed to better measure low- to mid-frequency noises such as highway traffic, the heavy bass from a car's stereo system, lawnmowers, airplanes, trains, etc. The higher the STC or OITC rating, the better it is at preventing noise from entering your home or building.

For example, laminated glass increases the OITC rating of a window, diminishing unwanted outside noises. When combined with an IG unit, the acoustical benefits to your windows increase—and a double-laminated IG unit provides maximum sound protection.

Window technology with improved sound control is likely to become increasingly important as our population density increases throughout the Islands. Not to mention as the future of Oahu's rapid-rail transit system becomes an ever-approaching reality.

#### The Sound of Silence

While our winters here in Hawaii are fairly mild, we do have our share of stormy days, like those we have been witnessing these past few months. Remember those gusty winds and driving (Chart courtesy of Cardinal Glass Industries)

rains of this past Christmas Day? Noise reduction may not be your number one reason for replacing those old windows in your property, but if your windows are in bad enough condition that you are considering replacement, it's worth adding the importance of sound control to the list of features.

Pam Barrett is the marketing director for Coastal Windows Inc., a local familyowned and -operated window and door manufacturer on Oahu in the Waipio Business Park since 1990. For more information: coastalwindows.com or call 676-0529.



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# Dealing with a Hardening Insurance Market



# AOAOs should be proactive in attaining the best rates possible

ssociations across the state are facing the effects of a "hardening" insurance market. The lines of insurance most impacted are standard property coverages such as fire, hurricane, flood and earthquake, directors' and officers' liability and umbrella/excess liability. While insurance carriers largely dictate insurance premiums, associations can take proactive measures to help combat this hardening insurance market.

#### **Meet With Your Insurance Agent**

Associations can find out what marketing strategy their agent intends to deploy. Associations should discuss with their agent what companies they will solicit quotes from and why, and what alternatives can be evaluated to reduce your premiums (i.e., higher deductibles, elimination of coverages that are "nice to have" versus mandatory).

#### **Review Your Losses**

Acceptable loss runs will be the key to get underwriters to quote your account. If you have a poor loss history, associations should be able to demonstrate key processes implemented to reduce troublesome losses. For example, many associations have implemented high-risk safety inspections of the units to help prevent future water damage losses.

#### Review Insurable Values and Replacement/Construction Costs

Insurance carriers are closely reviewing insured's building values to ensure buildings are not underinsured. If the values don't appear to reflect the current replacement costs, carriers may not be receiving adequate premiums for your risk. If possible, get



a professional appraisal or an estimate from a qualified contractor or other source to justify your values.

#### Meet With the Insurance Underwriters

It's easier for an underwriter to increase premiums or decline a risk when they don't know your association. You know all the best features of your association and can readily answer any questions that will also facilitate the quote process.

#### Start the Marketing Process Early

With this difficult marketplace, starting 90 to 120 days before your renewal date is necessary to explore all possible programs that might be available.

# Be Prepared For an Inspection by Insurance Carriers

This is like a beauty contest and you certainly want to highlight the best features of your property and minimize your blemishes. Be sure, however, you honestly disclose any deficiencies when asked.

#### Consider Upgrading Life-Safety Systems

Certain carriers will require certain protections such as smoke detectors in order to insure a risk. Discuss the premium savings if you commit to installing any recommended systems or equipment.

The short-term outlook is that the market will continue to tighten, and by the end of the year there could be a lack of hurricane capacity for very large accounts needing high limits. This year, it will be imperative to be pro-active and work with your insurance agent to take the steps outlined above to minimize potential increases in costs.  $\diamondsuit$ 

Ron Tsukamaki brings over 45 years of insurance industry experience to Atlas Insurance Agency as an AOAO consultant. He currently helps manage over 300 condominiums and HOAs for a variety of clients. Ron holds a bachelor's in chemical engineering from Oregon State and the CPCU and ARM designations. Reach him at 533-8705 or rtsukamaki@atlasinsurance.com.

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# Making Sense of Condo Insurance Rules



### State law requires certain types of coverage be purchased by both associations and unit owners

n Hawaii, unless otherwise provided in the declaration or bylaws (governing documents), a condominium association must purchase and maintain property insurance, commercial general liability insurance and a fidelity bond. In addition, the board must obtain directors and officers liability (D&O) coverage. (Hawaii Revised Statutes 514B-1430.)

The property insurance must be on the common elements (select limited common elements) and covers the structures as built, including coverage people who control or disburse association funds, including management agents. If an association is unable to obtain the bond needed to register the association, the Real Estate Commission has fidelity bond exemption policies. Detailed information is available on the Certification Statement of Insurance (CSI) form on the Hawaii Real Estate Branch website.

A fidelity bond is also required for all management companies that hold or administer association funds.

The last statutory requirement is that the board obtain D&O insurance

workers' compensation, temporary disability, auto, health and other types of insurance. In addition, property insurance generally does not encompass flood, hurricane, earthquake and other natural disasters. These events require special policies. Associations and owners should check with insurance professionals regarding insurance and coverage.

Associations should be aware that they are an exception to the Federal Emergency Management Agency (FEMA) rules. While individual unit owners may be able to get aid after

### Property insurance generally does not encompass flood, hurricane, earthquake and other natural disasters. These events require special policies.

for the increased costs of construction due to building code requirements. Deductibles may be paid as a common expense, or against a damage-causing owner or damaged unit owner, depending upon board policy.

The commercial general liability insurance insures against claims and liabilities arising out of the project. Statutorily, it must be at least \$1,000,000. The governing documents and the board can insure for more.

Associations of more than five units must obtain a fidelity bond covering

at a reasonable level subject to the governing documents.

In addition to the primary association property policy, unit owners may be required to obtain insurance (HO6). If an owner fails to do so, the association can purchase insurance in the name of the owner and charge the cost back. The HO6 basically covers alterations, fixtures, improvements and personal property in the unit and sometimes loss of use.

Note that depending upon the governing documents and law, associations may also be required to have



natural disasters, associations may not for their common elements. FEMA has classified common-interest communities as businesses, which makes them ineligible for certain grants. Associations are also ineligible for direct FEMA aid, and FEMA will not remove debris from gated condo association roads and property. �

Carole R. Richelieu is the senior condo specialist in the state Department of Commerce and Consumer Affairs' real estate branch. Contact her office at 586-2644 or go to hawaii.gov/hirec.

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# Who Actually Employs Condo Staff?

Unit owners and board members cannot act as bosses of staff or vendors

ondominium maintenance and repairs of common elements/areas are done by association employees such as resident managers and housekeeping, maintenance and security staff, and outside contractors such as site managers, landscapers, arborists, plumbers, electricians, etc. The governing documents—the declaration and by-laws, typically delegate responsibility for the operation and administration of the condominium project to the board of directors.

The same governing documents also typically provide for the hiring of a corporate managing agent-a professional property management company such as Hawaiiana Management, Associa, Hawaiian Properties, Touchstone, Management Specialists-to carry out the day-to-day operations as directed by the board. The managing agent typically does the hiring and firing of employees and engagement of contractors to do the work to maintain and repair the project. Because the managing agent cannot be on site every day, the daily scheduling of work, supervision, training and discipline of employees and contractors is delegated to the resident manager or the site manager.

This chain of command— the board, the managing agent and resident manager or site manager—does not include board members acting individually and residents/unit owners.

All of us who live in condos are aware of incidents where residents/ unit owners and board members in their individual capacity have taken it upon themselves to instruct employees or contractors "how" to do their jobs, or criticized them for doing their work or yelled or chastised them for doing their work badly. Residents/owners justify their conduct by claiming that because they pay monthly maintenance fees or rent that they have the right and the obligation to "supervise" the workers' on their projects. Individual board members claim that as a result of their elected office, that they have the authority to "supervise" the association staff and contractors.

Both positions are absolutely wrong and have no legal basis.

In fact, such conduct by residents/ owners and individual board members can constitute illegal harassment of employees and vendors and can cause substantial claims to be made against the association that could result in thousands of dollars that would be assessed against the association and ultimately increase maintenance fees and cost of insurance premiums to the association.

If a resident/owner or an individual board member is unhappy or concerned with an employee's or contractor's conduct or work, their recourse is to immediately notify the resident manager or site manager. If for some reason that person is not available or unresponsive, then they need to contact the property manager assigned to the project by the managing agent.

In other words, follow the chain of command.

With the technology available today, especially since most people have cell phones or tablets, it would be hard to claim that the resident or site manager who is typically on-property during the working hours of the work week is unavailable, or that they were unable to leave a voicemail, email or text with the property manager.

In any workplace, the employer is the one who has authority over employees. In a condominium, the association, which acts through the collective action of its board—and not through the individual acts of any individual member —is the employer. And the association, as the employer, has a legal obligation under state and federal laws to protect its employees and contractors who work on the property from harassment and a hostile work environment.

The claims that can be made and have been made are wrongful termination (the employee was "forced" to quit due to the harassment or hostile work environment) or the employee filed a workers' compensation claim based on stress due to the harassment or hostile work environment.

These claims result in increased legal

All of us who live in condos are aware of incidents where residents/unit owners and board members in their individual capacity have taken it upon themselves to instruct employees or contractors "how" to do their jobs.

expense to the association, and if a workers' comp claim is involved the insurance premiums will increase.

For these reasons, when employees and vendors report harassment claims to their supervisor, the board after discussions with association counsel typically authorize cease-and-desist letters to be sent to resident/owner and individual board members who engage in such conduct.

All of us who live in condos should be aware that association employees and contractors are entitled to be protected from harassment in their workplace and we should all hope that our boards are diligent in the enforcement of that protection.

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



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# Atlas Hires Commercial Specialist

Atlas Insurance has hired **Antoinette "Toni" Keenan** as an account manager in the Commercial Lines Operations Division. Bringing 16 years of insurance industry experience to the Atlas team, she is responsible for marketing, selling, and underwriting new and renewal commercial lines accounts and providing assistance and support in servicing and expanding accounts. She holds a bachelor's in Business Management from the University of Hawaii at Manoa.



# Nauru Tower Hires Lambert as GM

Valorie Lambert has accepted the general manager position at the Nauru Tower. Nauru Tower is a 46-floor high-rise built in 1991, with 303 residential condo units and eight commercial units including medical, dental,

vision, laser, real estate, investment and behavior health offices.

Lambert brings to Nauru Tower 19-plus years' experience in condo association management both as a senior property manager and a general manager, most recently as GM at The Park at Pearlridge, a three-tower high-rise property in Aiea. Prior to returning to Hawaii after more than 20 years away, she was the general manager at Woodlake Association, a 990-unit condo complex in San Mateo, Calif.





# Commercial Real Estate PENDULUM SWINGS AGAIN

The pendulum theory of commercial real estate sales appears to have returned to life in 2019, swinging back in favor of building owners and managers after more than a decade of the upper hand going to renters of commercial space.

That's the takeaway from a new report by brokerage firm Colliers International's Honolulu office.

A good part of the reason has to do with Hawaii's chronic housing shortage, prompting several owners to convert commercial space into residential.

According to Colliers, Oahu's com-

mercial space vacancy rate dropped to an 11-year low of 9.9%, declining from 12.8% in 2018.

The 9.9% vacancy rate means that of the island's 14.3 million square feet of commercial space, 1.4 million square feet were vacant.

To find the last time the rate on Oahu was lower, you have to go back to 2008, when it was at 8.6%.

On a positive note, 72,429 more square feet were filled in 2019 than were vacated.

According to Mike Hamasu, Colliers Hawaii consulting and research direc-

... continued on page 54

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# **MRMA Roars Into the Twenties**

With the Moili'ili Resident Managers' Association's 20th annual mixer happening in the first month of 2020, the perfect theme was the Roaring '20s, including a costume contest featuring styles from a century ago. The event happened Jan. 18 at the Waikiki Yacht Club, with entertainment by Frank De Lima, and was made possible with the support of more than 40 affiliated vendors.



Elaine Panlilio (Atlas Insurance) and Sophia Hensz (Hawaii Air National Guard)



Charlene Gray (*BMH* magazine), Ralph Shumway (Waipuna) and Jennifer Gaura (Sagewater)



Warren Rivera (Cultural Surveys Hawaii), Paul Starzyk (Cultural Surveys Hawaii), Laura Puchert (HMSA) and Andrei Puchert (GEBCO Hawaii IdentiSys)



Kawena Bautista (Premier), Alan Lam (Quorom Hawaii) and Lance Motokawa (TCI Hawaii)



Yvonne Miller (MGM Services), Frank De Lima, Lynn Miller (MGM Services) and Joshua Poelzing (MGM Services)



Tom Lonigro (Waikiki Banyan) and Lizi Lonigro (One Archer Lane)



Ben Merritt (president MRMA) and Blanche King (vice president MRMA)



Erieck Ausby (PSI) and Elaine Gascon (Atlas Insurance)



Sid Higa (Mr. Waterpro) and David Porteus (Premier Restoration)



Del Ray McClellan (Interim Management), Melody Pai (Royal Iolani), Bradley McClafling (Pavilion at Waikiki) and Cornelius Dobber (Olaloa)



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tor and author of the report, "Oahu's office market encountered a surge in leasing, investment and redevelopment activity, all contributing to the noticeable change in the office market environment."

Colliers said it expects the trend to continue, with the vacancy rate dipping to 9.4% by year's end.



#### **Oahu Condos Set New** Sales Record in 2019

Condominium sales on Oahu finished on a high note in 2019, with the median cost topping out at \$425,000, establishing a new high. That's up 1.2% from the previous record high of \$420,000 set the previous year.

By comparison, the median cost of a single-family home on Oahu finished last year down 1%, at \$789,000.

In terms of condo sales volume, the total number of Oahu units sold in 2019 dropped 5% to 5,408, from 5,679 last year.

For the month of December, the median price rose 7% over December 2018, to \$425,000, up from \$398,500.

On Maui in 2019, condos sold for a median cost of \$515,500, a gain of 3.1% over 2018's \$500,000. As it happens, sales volume was down by a similar 3.1%, from 1,657 in 2018 to 1,606 last year.

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

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