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Getting All Charged Up



Three options for building owners and managers considering adding electric vehicle charging stations



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EDITOR'S DESK | DON CHAPMAN



The Real World of Building Management

After decades as a journalist covering the big wide world, I've been asked what it's like covering the relatively closed world of building management.

My answer is simple:

It's the same thing. One of the most interesting aspects of this "beat" is that whatever happens in the big wide world happens in building management, whether you're responsible for a condominium or a commercial property, from birth to death and everything in between.

That includes humankind's race to avoid our planet's ecological meltdown. Thus, in *BMH's* ongoing coverage of the greening of buildings, in this issue we take a look at electric vehicle charging stations and three options for installing them in your building. Each is as different as can be, with one focusing on commercial properties, another on condos, another on providing subsidies for either.

If there is good news on the climate-change front as we duly note the 50th anniversary of Earth Day, it's that both government and private entities are beginning to take positive steps to slow our species' full-tilt rush toward an overcooked abyss.

BMH, as you may have ascertained, is in full support of avoiding such a future. ♦

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Mahalo to everyone that visited our booth at the Hawaii Buildings, Facilities & Property Management Expo. We always enjoy building relationships with our new and long-time clients, reputable vendors, and fellow industry participants.

We hope to see you again next year.

FREE SEMINAR PRESENTED BY HAWAIIAN PROPERTIES, LTD.

Hawaiian Properties also hosted a seminar at the Expo on March 11 titled, "What new AOA Board members need to know (and experienced ones need reminding of)." The session was 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. Thank you to our esteemed panel of speakers for their informative presentations and board members for attending the seminar.

Stay healthy, take care of yourself and each other.



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Hawaiiana Salutes Residential Managers!

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



“Hawaiiana is the Industry Leader in Association Management!”

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

Michael Turman, ARM®, AMS®, CMCA®
General Manager
Ala Wai Plaza Skyrise

“Hawaiiana is by far the best in Hawaii!”

As a site manager, I have worked with five different association management companies in Hawaii, and Hawaiiana is by far the best, most effective and professional company. Our Hawaiiana Management Executive is consistent, thorough, accurate, and always available to provide answers to the sometimes complex questions which arise at our property.

Erika Rain Baker
Site Manager
Mokuleia Beach Colony



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Getting All Charged Up

Three options for building owners
and managers considering
adding electric vehicle charging stations

BY DON CHAPMAN

Electric vehicles are clearly the future, for a number of good reasons, but the future is coming a little slower than state officials had hoped.

With the State Energy Office's stated goal of having 10,000 registered passenger EVs statewide by the end of 2019, the actual tabulation came up a bit short at 9,434.

That represents just 1% of the 1,082,711 passenger vehicles registered in Hawaii. But those 9,434 passenger electrics were up 1,103 over the previous year, a 13.2% increase.

On a per capita basis, Hawaii ranks second nationally in EV ownership.

(Registration of hybrid vehicles—combining both battery- and petroleum-powered motors, numbered 24,312 at year's end, 2.2% of Hawaii's total number of passenger vehicles on the road.)

So the trend is increasingly moving to electric, and the state and others are making it easier to install charging stations in both residential and commer-

cial buildings. Here are three options:

- In a program that began on Jan. 1, **Hawaii Energy** is administering State of Hawaii-appropriated funds toward incentives for EV station installations.

"Hawaii Energy hopes these incentives will make it easier for building owners and managers to put in charging stations," says Susan Tai, Hawaii Energy manager of new initiatives. "Having more stations available helps make EV ownership feasible for drivers, especially for those who do not have their own stations because they rent their homes, live in condos or daytime charging is not available to them at their workplaces."

"Current rebates for Level 2 chargers and DC fast chargers are available on a first-come, first-served basis as funding lasts. So we encourage building owners

and managers to apply as soon as possible."

For more information: 848-8561 or hawaiienergy.com/evcharging.

- "We actually install charging stations for free on most properties where it makes sense," says Daniel Barrett, network general manager for **Volta** in Hawaii.

And it's not just installation that is free—so is charging for drivers.

Volta, a national company with offices in 18 cities from New York to Honolulu, is able to do that by selling advertising on large video screens attached to the charging stations in well-trafficked areas. In effect, advertising pays for the free installation of charging stations.

"Those are primarily commercial/retail centers, not condo buildings," says Barrett. "The reasoning is that we



Susan Tai



Daniel Barrett

The trend is increasingly moving to electric, and the state and others are making it easier to install charging stations in both residential and commercial buildings.

generate revenue to be able to offer this for free to our partners and the end users (drivers) and wider community, by displaying digital ads on our screens. Advertisers love it, because it's a great public messaging platform, but also directly aligns them with a sustainable platform in the eyes of the community."

Volta has 60 charging stations in use in Hawaii, including at International Market Place, Ala Moana Center, Kahala Mall, Pearlridge, Ka Makana Ali'i mall, Ward Village, Whole Foods-Ka-kaako and Whole Foods-Kailua. Advertisers include national brands such as Alaska Airlines, Haagen-Dazs, Disney and several makers of electric vehicles.

For more information: daniel.barrett@voltacharging.com or voltacharging.com.

• **EverCharge** offers installation of EV charging stations to both residential and commercial facilities, says Shawn Moorhead, EverCharge Hawaii vice president of market and business development. The company offers charging solutions specifically designed for apartments, condos, office buildings and fleet vehicles.

EverCharge Hawaii is the product of Hawaiian Electric Industries' subsid-

iary Pacific Current forming a joint venture with EverCharge, a national company.

The need is real, says Moorhead, with nearly half of Hawaii's population residing in multi-family developments, and with just 13 charging stations for each EV on the road.

Utilizing what it calls SmartPower Technology, EverCharge optimizes existing building infrastructure to support more stations. By reacting to charging demand and behavior with the aid of artificial intelligence, capacity is increased by up to 10 times without the need for costly infrastructure upgrades.

"SmartPower load management technology dynamically allocates available power, maximizing building capacity to charge significantly more vehicles before costly infrastructure upgrades are needed," the company says. "Traditional charging solutions require dedicated and metered runs from the main electrical panel. EverCharge uses technology embedded in our chargers to monitor electricity usage to manage customer billing and the building reimbursement without the need for meters or submeters."

For a condominium, EverCharge can install shared charging stations or dedicated chargers for individual parking stalls.

For more information: 913-1609, shawn@everchargehawaii.net or evercharge.net. ❖



Shawn Moorhead



Charging stations around Oahu



Plaza Landmark in Salt Lake

Manager: Steven Saito

Board Chair: Calvin Arroyo Jr.

Project: Elevator
modernization

An ELEVATED Approach to Elevator Replacement

Close cooperation
between the manager and
board proved key to
Plaza Landmark's
\$1.5 million project



Steven Saito

When did the building open?

1985

Number of units:

292

What caused this project to be undertaken?

This project was part of our reserve study of required projects. Our elevators were over 30 years old and needed to be replaced—there were never-ending breakdowns and entrapments. It was apparent for some time that we needed to address our aging elevators.

Number of units and common areas affected?

It was business as usual. We simply adjusted the hours of operation and asked for patience. Fortunately for us, we have three tower elevators. We always had at least one elevator available. Our residents were great. They were very cooperative and patient throughout the project.

How was the management company involved?

We initially talked to our property manager, Chuck Ray from Hawaiiana, for advice and guidance. He helped us to get the project moving forward. Hawaiiana helped us with coordinating and selecting an elevator consultant. Our consultant guided us through uncharted waters.

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

The board took a hands-on approach. I worked closely with board president Cal Arroyo and vice president Gary Griffiths, and met with them often to ensure that the project was running smoothly and to address problems before they became major issues. There were many decisions that needed to be made—features, materials and models—and required action by the board before each new phase of the modernization project could proceed forward.

Did you bring in an outside consultant?

We interviewed three consultants. Each of them made a presentation to the board outlining how they would assist us throughout the modernization project. The board chose Jared Okamura of Innovative Elevators for our consultant. We were very pleased with his work. He played a key role in guiding us through the modernization. He was always available, and his help was invaluable in helping us navigate through some startup issues. There were a few curveballs, once you start a project of this magnitude.

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

Heide & Cook was the contractor with the winning bid. Their team was phenomenal, and their service was excellent. You need a contractor that responds quickly to address emergencies and the unexpected. There is an adjustment period once the new elevators are released.

How/when did you communicate with residents about the issue and then the work?

We held a town hall meeting to answer questions and prepare residents for the work that was before us. Doing this greatly assisted in winning the hearts and minds of our residents.

When did actual work on the project begin and end?

Work began in February 2019 and completed in early March of 2020.

Cost:

Approximately \$1.5 million.

Any lessons learned that other buildings could benefit from?

A clear and simple communication plan should be implemented among the board, the consultant, the management company, the contractor and the on-site manager to keep everyone on the same page. ♦



DUSTIN KNAPP

Building Design with AI

Human architects and engineers do great work, but artificial intelligence does it faster

As we move forward in the 21st century, the integration of technology, information and data processing in everyday life is increasing at an exponential rate. Artificial intelligence (AI) helps in processing the remarkable amount of data available and can accomplish tasks that previously required human intelligence and decision-making skills. One of the many industries experiencing marked benefit from the incorporation of AI is the world of construction.

The process of building a structure—from design to construction—is extremely complex. On the front end, moving parts such as schedules and budgets must be managed. During the course of construction, multiple trades, each with their own scope, must work around each other to complete work quickly and efficiently.

The failure of properly integrating different building components is something that we see often at WJE. Due

to scheduling constraints, different subcontractors work simultaneously in the same areas, which can lead to a number of issues down the line. For example, wall flashings may not be tied in with the sill flashings before a window is installed. Or welding can occur over a newly installed roof membrane, creating multiple holes invisible to the human eye. Or wall panels may be installed too early, covering up unfinished weather-resistive barrier work.

Moreover, these types of unseen issues, which can cost serious time and money to correct down the line, are often left unaddressed when a building is turned over.

Researchers and developers are currently using AI to work directly with building information modeling (BIM). AI is used to help perform analyses for budgets, scheduling and quality control.

As the building is being constructed, AI can compare images of the ongoing work and can help detect differences between construction and design intent. Areas that AI

Areas the AI flags can be addressed in real time rather than at a later date, after problems begin to manifest.

flags can be addressed in real time rather than at a later date, after problems begin to manifest. Sequencing can be improved so that, for example, window detailing is done correctly and welding is finished before the new roof membrane is installed.

AI can also provide the contractor, designer and owner with up-to-date lists of installed quantities, helping with both budgets and schedules.

In the near future of construction, the use of AI can make decisions on a wealth of collected data, helping to ensure that the building systems are constructed as designed. This can help eliminate problems down the line, minimizing complex repair investigations and lowering building life-cycle costs. ♦

Dustin Knapp, AIA, NCARB, RRO, is with Wiss, Janney, Elstner Associates Inc. Contact him at 983-1946 or DKnapp@wje.com

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A Hawaiian Sense of Place in Kakaako



Kathy Lau Best

TITLE: General Manager,
Waihonua at Kewalo

Kathy Lau Best strives to make Waihonua a warm and inviting place for residents and staff alike

BY DON CHAPMAN

Until being handed the keys—and the future—of Waihonua at Kewalo, Kathy Lau Best had never before managed a building.

"I'm sure some people were wondering just what was going on, but I reassured them my management team together has over 100 years of experience in condo, resort and real estate management," she says with a soft laugh from her office that looks out on a garden filled with native Hawaiian plants.

Hawaiian touches abound at Waihonua, reflecting her Hawaiian ancestry—she graduated from Kamehameha Schools. The building and the community she created are also a reflection of her 30 years of experience in and around the worlds of real estate, community affairs and hospitality.

At the University of Hawaii at Manoa, she majored in economics and landed an internship at Bank of Hawaii, a management training program.

"I've had tremendous mentors my whole life," she says, "people like Vice President Jim Evans at the bank, Plaza Club-Hawaii Manager Kay Mattos and many of the founding board and business leaders at Plaza Club-Hawaii helped set my foundation, along with some amazing managers and *kupuna* I have been influenced and guided by during my years at Hyatt Resorts Hawaii, Castle & Cooke, Prudential Locations, A&B Properties and Hawaiiana Management Company. These people were all so caring, and tried to make everybody's life better regardless of their position or company they represented."

Seeing her potential, Bankoh pulled her out of the program early because there was "an opening in something called CRA, Community Reinvestment Act. On a national level, there was discrimination in lending to minority groups, so new federal legislation required all states to meet audit and compliance guidelines, and they chose me to become CRA coordinator," she says. "They also established a community relations department and I went on to become assistant director. That was a good finance background, very helpful in working on budgets.

"Then I went over to the hospitality industry. I wanted to flap my wings a little, so I moved to Los Angeles for a pre-opening sales office for the Westin Maui. After a couple of years, they brought me back to work on the opening of the property, and then I moved over to the luxury resort properties—Hyatt Regency Maui, and went on to open the Hyatt Regency Waikoloa, and also spent time at the Hyatt Regency Waikiki, focused on the corporate VIP market."

She also spent about 10 years in real estate development and sales, starting with Castle & Cooke as community relations manager, then with Prudential Locations as a Realtor associate and was also in private club business management for 13 years with the Plaza Club.

When Waihonua's developer Alexander & Baldwin was looking for a manager, Natalie Kiehm, VP of development for A&B Properties and a former Castle & Cooke colleague, recommended Lau Best.

In just the building's second year, she was named IREM's Manager of the Year. The following year, she led her Waihonua team to achieve IREM's Building of the Year award.

So you weren't exactly looking for a career in building management.

It found me. People I worked with before found me. You never know in life who is going to come across your path. I will be forever grateful to my colleagues who encouraged me to get involved with the vision of Waihonua seven years ago—Natalie Kiehm, cultural consultant Lani Ma'a Lapilio, Phyllis Kacher (former senior VP at Hawaiiana Management) and my building management mentors from the GM SuperBlock and IREM groups—Duane Komine and brother Ron, Davie Felipe, Ray De Smet and many others who helped me get started by sharing their experiences and best practices, but just as important their lessons learned of what not to do.

Please tell us about Waihonua at Kewalo.

Waihonua is regarded as one of the premier luxury condominiums in Kakaako built by the development team of A&B Properties, Design Partners Inc.,



Waihonua staff

Pappageorge Haymes and Philpotts Interiors. We're celebrating our fifth-year anniversary this year—I was brought onboard two years before the opening. We're with Hawaiiana Management. The building is 43 stories, 341 units, 1-, 2-, 3-bedrooms, four elevators. Floors 5 and 6 are the main amenity deck areas, including a big infinity-edge pool, five barbecue areas, cabanas, club room with full kitchen, theater, lounge, fitness center and two guest suites. For rentals, we have a six-month minimum. We have a staff of 30, 23 of them fulltime. Of those, three are ARM-designated and we expect a fourth to get certified this year.

At five years, the property is in pretty good shape, but right now we're looking at updating our reserve stud-

ies and projects that were planned in the next few years.

Do you reside on-property?

It's an on-site position, so I'm available to my staff and residents 24/7/365, and for emergencies as they arise. But I'm blessed with a great team, so despite some 10- to 15-hour work days during the opening years, I've gotten to enjoy this wonderful Kakaako lifestyle for the past five years, to be right here in this dynamic and evolving place. Ala Moana Center is just across the street with unlimited shopping and places to eat. Ala Moana beach park is close—I started Magic Island sunset walks with some of the residents. And Ward with all its entertainment and dining is also



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so close—your feet can often take you faster than if you drive. And just in terms of the building, if you live here you really know what's going on.

Even though we're in Kakaako, surrounded by towers, I get a definite Hawaiian sense of place here.

There's a lot of historic and cultural significance here. Everyone is welcome at Waihonua, that is part of our culture of aloha and welcoming. The community we built here, the employees we hired from the start, this is a community of aloha and basic Hawaiian values we try to instill. In Hawaiian style there's a phrase, *kakou*, everybody is involved and has a part, so we work together. Some of the basic principles, core Hawaiian values, hopefully are reflected in the way we live here at Waihonua. It's woven in.

This used to be an area of springs and fishponds. The meaning of Waihonua is "waters of the earth." That's reflected in the artistic representation of a fishpond that starts in our lobby and flows outside.

BMH has included Waihonua in coverage of holiday policies and practices, and it appears that hosting Halloween and Christmas parties, among other events, is an important part of what you do.

These are fun activities, family traditions I grew up with, and I want our residents to experience that too. Potlucks and get-togethers are great for community bonding and our residents and families love it! We couldn't do it without our creative and enthusiastic Social Committee ladies and their spouses, along with our supportive employee *ohana*. The residents and employees tell me this is part of what makes living and working at Waihonua special.

Important as it is, the people side is only half of the job—you've also got this big building.

I'm here to make sure that we have our schedule for preventative maintenance, we have our contracts set up



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"Even though we manage a facility, we're in the people business. If you don't care about people, you're not going to enjoy this business."



From left: Gary Botelho (building engineer), Kathy Lau Best (general manager), Margaret Rabasa (assistant GM), Beau Bustamante (operations manager)

properly and that all those things are taken care of. The facility part, that's a given. We have a very good preventative maintenance program we set up from the start. When emergencies come up, we deal with that. I have a good on-site team, but we do reach out to our vendors as needed. We're able to do as much as we can to keep costs down, based on our expertise—our building engineer, Gary Botelho, has 40 years of experience, hands-on. I've learned a lot over the years, so you know the lingo, but your senses are also all attuned as you walk the building, what you see, what you hear, what you smell. It's a morning routine to make sure everything is OK after the night, then mid-day into the evening, my staff and myself.

The situation has improved somewhat in recent years, but you're still a minority as a female building manager.

I could understand before where the manager was the handyman. But there are so many opportunities going forward in this industry—who is going to take care of all these wonderful homes going up? It would be wonderful to

see more women stepping up. I tell young women who are executive assistants, give yourself a chance. They're in roles where they are making decisions—team decision-making like we do here. If you pick the brains of three or four people instead of just your own, you're going to come up with a better result. And some of the EAs or assistant building managers I've seen, they tend to be women, I mention to them it's going to be your turn one day, and don't be afraid of it. I tell them, and this goes for anybody, think like you're in charge. If you think like that, take responsibility and own it, you will be able to step up when you need to, or when you want to, and you grow into it. Women can be on the nurturing side, especially if they're raising a family. Well, this is a family of 600. So those skill sets of being able to be nurturing and multi-task and manage are very good ones, and being resourceful.

What qualities make for a good building manager?

First of all, even though we manage a facility, we're in the people business. You need the ability to build a relationship based on respect and trust, and show that you care. If you don't care about people, you're not going to enjoy this business. If you care about other people, and you live for others, whether you call it aloha and the Hawaiian concepts of *ohana* and working together,

or you call it just being a wonderful human being, and if you love seeing people happy, that's a great thing. And the happiness can be from functional things, like being able to deal with code red-blue-green. Fire emergencies, leaks or a medical issue, can you take care of those needs, or facility needs, as well as taking care of the heart of people.

I always say, let's just make them feel at home, make them feel welcome when they come home. They don't get to pick who greets them. They work out there, we can't control things that may have happened during the day, personal or professional, but when they come through the doors of Waihonua, I want them to feel this tremendous sense of warmth—they're home and safe and secure, and it doesn't matter what happened outside, they're home. Part of our job description, I put it in our mission, is to improve the quality of life for everyone who lives here and works here. So my first commitment is to my staff, and it has been since Day One before we even opened. So that they're taken care of, and if they're taken care of, they can take care of all the residents and their guests. And they can take care of all the vendors, all the people who come here to take care of Waihonua. So if you have this loving circle of energy that everyone is here to *malama*, to take care of each other, you have a wonderful community to come home to. ♦

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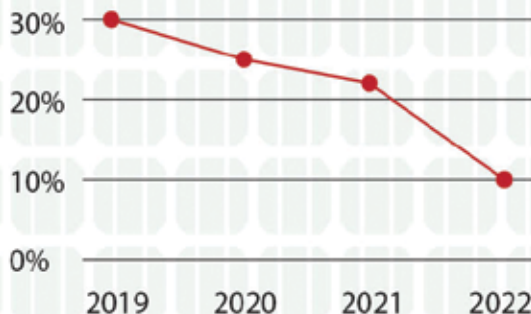
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CURT MIDDLETON

New Solar Options Available

Hawaiian Electric is expanding programs for storing and sharing energy from solar

Is it too late for solar energy?

No. In fact, we need more!

As Hawaii continues down the path to 100% renewable energy by 2045, Hawaiian Electric expects a large portion of this energy to be supplied from private sources like rooftop solar. The utility has therefore developed more programs to encourage the adoption of more solar. Programs such as Customer Grid Supply (CGS) Plus, Customer Self Supply (CSS), Smart Export and Net Metering (NEM) Plus are options that can be considered for your property. Which program is best depends on your situation.

Here is a high-level overview of the programs:

CGS Plus is a variation of the original CGS program that

has recently reached capacity in most areas. With CGS Plus, your system can supply energy to the grid. You receive a credit for that exported energy that can be used to offset your monthly utility bill. The main difference between CGS and CGS Plus is the export incentive value and the structure of the true-up period.

Under the original CGS, all export credits were trued-up on a monthly basis with any excess credits expiring each billing cycle. Under the CGS Plus program, those credits will roll over to the next monthly billing cycle and true-up on an annual basis instead. While the incentive is about \$0.02/kWh less than the original CGS, this CGS Plus program may allow a slightly smaller system to be built, particularly if the property's energy usage is variable, such as a school that is not used for weeks at a time. The system will produce excess energy during lower-use months, and those credits will carry over until needed during a higher-use month of the same year. The CGS Plus system also requires an additional utility meter socket box be installed for emergency utility control.

The **Smart Export** program allows export to the grid for a credit, but the credit is only given for energy exported during the peak energy demand hours (4 p.m. to 9 a.m.), so the export comes from a battery system that stores excess energy during the solar day. No credit is given for export during the hours of 9 a.m. to 4 p.m. when solar energy is abundant, and the utility can meet all customer demand. The credit received under the Smart Export program is comparable to that of the CGS Plus program.

This system may be a great option for properties that have the additional space for battery storage. These customers could opt to install a battery system that will re-charge during the solar day and discharge to the grid at night for monthly energy credits on their utility bill. Credits under this program roll over monthly and true-up on an annual basis.

Customer Self Supply allows you to generate the energy you need without exporting to the grid. Under this program, smart inverters, battery systems and energy metering work together to ensure that all solar PV generation is used to directly offset property loads or stored on-site in a battery system. During non-solar generating hours, the battery system will discharge to feed the property loads while not allowing export to the utility grid. This system benefits those who are seeking maximum grid independence. CSS systems

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are eligible for expedited review since they do not export. This program is a great option for properties located in areas with existing voltage limitations that may be keeping them from gaining approval under one of the previously mentioned export programs.

NEM Plus is available to customers who are already under a Net Metering Agreement but want to add additional panels and/or battery storage. Any additional energy from the new NEM Plus system must be used to offset your own energy needs and cannot be exported. If you have an existing NEM system and are not fully offsetting your bill (or have plans to add more demand, such as car-charging stations), NEM Plus should be considered. For larger buildings, most original NEM systems were sized at the maximum allowable (100 kW-ac) and may not be fully offsetting the demand for energy. These properties have the opportunity to double the capacity of their systems and further reduce their energy bills.

Which program is best depends on a number of factors including the property's current energy usage, the rate schedule you are on with the utility, the availability on your property to accommodate a solar system and how you plan to finance that system—will you own it or will a third party own it and sell you the power via a power purchase agreement? A good solar company will consider all of these factors and determine which

program will make the most economic sense for you.

So, no, it is not too late for solar. Keep in mind that the federal tax credit continues to decline each year, so the sooner you move, the lower the overall cost could be. ❖

Curt Middleton provides design, architectural and engineering support for photovoltaic systems and oversees the analytical aspects of system sizing and the design of PV projects at Hawaii Pacific Solar. Reach HPS at hawaii PacificSolar.com.

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RAMSEY BROWN

New Technologies Aid Energy Savings

Artificial intelligence will give building managers real-time information on their systems

With 70% of U.S. electricity consumed by our built environment, technology—including artificial intelligence—will play a significant role in optimizing a building's electricity use and mitigating climate change. Energy-efficient upgrades continue to be an incredibly cost-effective approach to reducing operating costs, as new technologies improve tenant comfort and health in addition to saving on energy bills.

In the next five years, digital dashboards for real-time equipment management will continue to expand. Audits will reveal outdated equipment that will be replaced with the latest network-connected versions with intelligence for reporting and learning.

In Hawaii, electric vehicle adoption is anticipated to grow by three to five times in the next five years, driving the need for buildings to be equipped with not just stations, but the electric capacity to charge vehicles. Building owners may also receive financial benefit from the electric utility for networked chargers capable of providing dynamic load control support for the electric grid. Battery storage technology, in addition to providing reliable emergency back-up power, will continue to advance and may be viable as grid support when aggregated across groups of buildings.

Hawaii has committed to being 70% clean energy in 10 years, 30% of which we've said will come from reducing our energy consumption. Voice-controlled smart devices will be prevalent, requiring power but also allowing ease of control and improved comfort for tenants and facility managers. Device-level data will be available throughout your



In Hawaii, electric vehicle adoption is anticipated to grow by three to five times in the next five years, driving the need for buildings to be equipped with not just stations, but the electric capacity to charge vehicles.

building, enabling facility operators to optimize control, perform routine and upgrade maintenance at data-driven intervals, reduce operating cost and extend equipment life.

In 2040, we'll be nearing our target date of achieving 100% clean energy statewide. It's difficult to be certain, but trends show that by this time, buildings could interact dynamically with electric loads, fluctuating to balance building and grid needs as AI and machine-learning provide real-time predictions for demand and weather. Learned algorithms control temperature and light levels, allowing tenants to work/live in comfort without major habit adjustments to save energy.

Safety, security and energy sys-

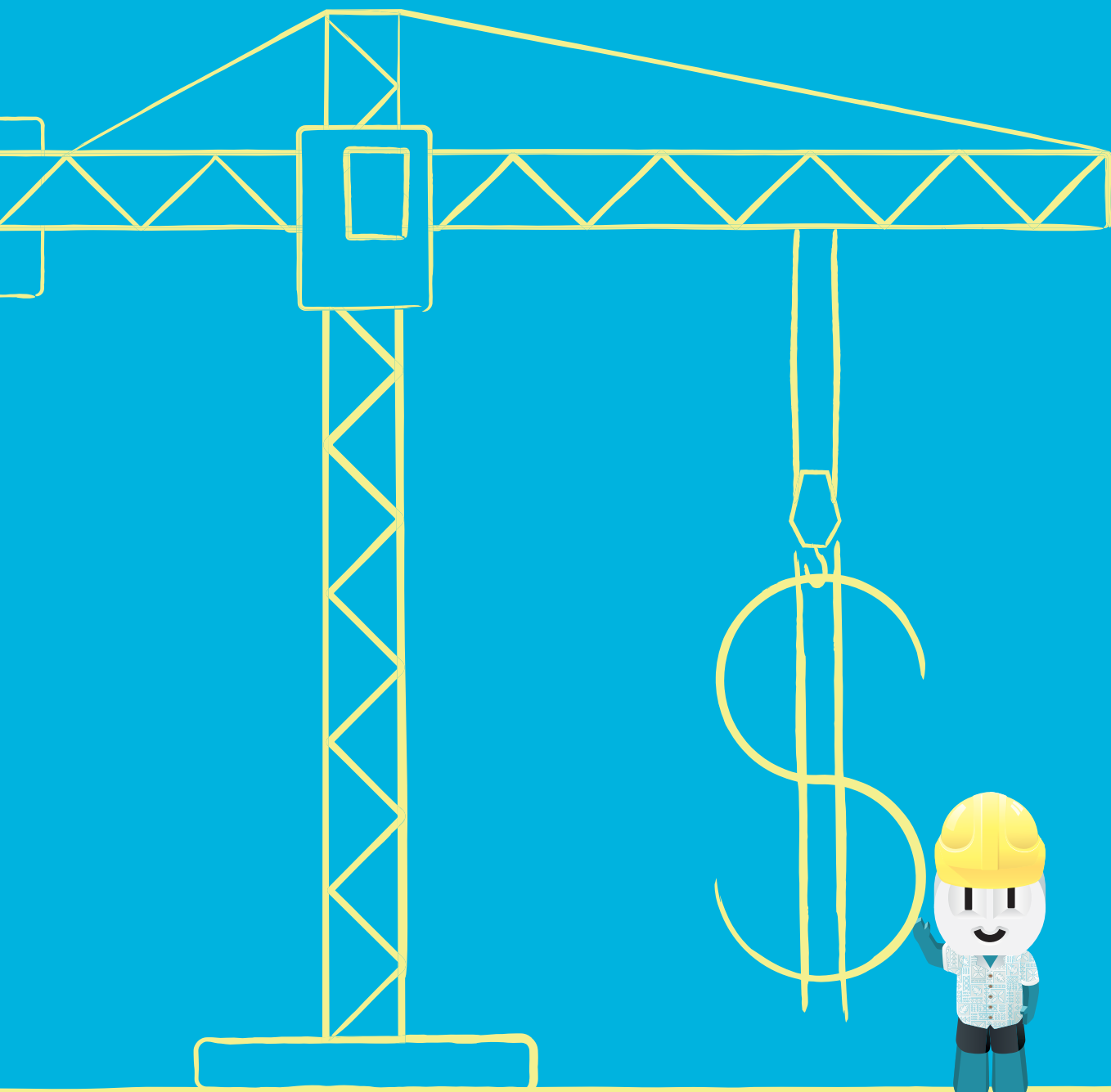
tems are integrated for real-time, whole-building monitoring, management and resilience.

In the future, just like today, we will use energy to meet our needs for thermal comfort, safety, production, transportation, security and data management—in short, running our businesses. Artificial intelligence and machine learning will enhance our ability to measure and manage electricity, with skilled building operators and managers on the cutting edge of technology and clean energy. ♦

Ramsey Brown is the resource acquisition manager at Hawaii Energy. Reach him at 848-8571 or brownrk@leidos.com.

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Good News for Aging Pipes

A new technology revolutionizes pipe maintenance, extending their life span

The aging of buildings, especially residential, has been an ongoing topic among building managers, boards and contractors for years now. Setting aside adequate cash reserves is a challenge for all associated with these aging buildings.

Replacement of drain and water piping in a “tear out” method has occurred at many Hawaii buildings or will need to be in a short matter of time. These intrusive projects are very expensive, disruptive and intimidating to all.

A question I pose: “Does the lack of proper maintenance facilitate piping failure?”

One could argue that cast iron drain-pipes have a predetermined life span, maintenance or not. My experience is that particular drains (kitchen sink and laundry drains) fail sooner than soil pipes (toilet).

This is occurring due to a buildup of debris (sludge) in both vertical and horizontal drainpipes that accumulate because of the nature of the waste itself. Industry-speak is “FOG”—fats, oils, grease—that clings to the walls of these pipes, including foods, soaps, oils.

FOG is corrosive, holds moisture and has a chemical mixture in its separate compounds. Left untouched, not only does it eventually choke down the

diameter of the pipe but becomes very difficult to remove. This condition not only shortens the life span of cast iron but also is the leading cause of drain blockages. The results are overflowing sinks and laundries, causing expensive cleanup, flood controls and exorbitant remediation charges—a major influence on AOA/HOA insurance premiums. Without a proven drain maintenance plan in place, and incurring flood-damage repair cost, there is no room to negotiate or expect a reduction in your insurance premiums.

The problem I witnessed in our attempts to service and clean out these types of pipes was the equipment

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itself. In multi-story buildings, both accessibility and reach were the major problems. Next was the effectiveness of the equipment available to use.

The common use of cabling equipment (known as snaking or rooting) was simply difficult and inadequate for vertical cleaning. The use of cabling machines was invented in the late 1930s. There has been much improvement in this type of equipment, but it still has limited capabilities.

In the late 1960s, the use of high-pressure water cleaning for drains started making a presence (hydro-jetting). By 2000, their use had become much more common, especially for small-diameter drains commonly found in residential multi-unit buildings.

In my own experience, with minor piping alterations and specific types of cleaning nozzles, we were able to finally perform a very effective cleaning to the vertical pipe problem we needed to solve.

Then in 2015 a new form of pipe cleaning equipment made its appearance. The original form was very

crude, but within a year was refined enough to allow for an easy application and effective attachments that were easily changeable.

The process is now becoming known as "high-speed." These machines were originally developed for the preparation of pipe to be "lined" (CIPP, cured in place pipe) with a resin-coated fabric in the pipe rehabilitation process technology. The average cable machine spins at approximately 180 revolutions per minute and the high-speed machines are a variation between 1,000 and 3,000 rpm.

We soon discovered that we were able to perform a very thorough drain cleaning with these machines. The access and reach problems are not nearly as difficult for the operator. Attachments combined with the higher speed clean better than anything available prior. My feeling is that with the combination of the high-speed machines and hydro-jetting, the maintenance of multi-story buildings is a very solvable issue now.

It won't be long before these machines are discovered by more of the

people working in this industry. Since just 12 months ago, I have discovered that multiple manufacturers are starting to create their own machines and prototypes.

This technology should allow for an AOA to potentially maintain their vertical common area drainpipes properly. This should potentially extend a building's drainpipes useful life span. It certainly will eliminate overflows from lack of a drain maintenance plan. With an educated and aware insurance representative, the savings I have seen validate the expense of the maintenance plan. I have certainly seen the flood damage cost far exceed anywhere near the cost of an effective drain maintenance plan. ♦

Steve Allen, a licensed plumber since 1982 and a plumbing contractor since 1983, operates Allens Plumbing, a service and repair company on Maui, Oahu and the Big Island, serving condominiums, apartments, shopping centers, medical facilities, hotels and HOAs. Reach him at (808) 599-5511 or sallen@allensplumbinghi.com.



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ERIC LECKY

Not All Repipe Contractors Are Created Equal

8 things a board should consider before hiring a contractor

On the surface, it may seem like most of the repipe companies working across Hawaii are similar. They all claim to be able to replace your pipes, repair your walls and restore your building. But when you look a little more closely, there are some factors that set them apart. It is these more subtle aspects that can help you make the best choice when deciding which repipe contractor is right for you.

After the bids have been submitted and you are interviewing contractors, trying to decide which one is best for your project, here are some topics to discuss with each of them:

1. Turnkey

When a contractor tells you they can complete a “turnkey” project including plumbing, carpentry, drywall, paint and cleaning, do they really mean it, or are a number of those trades being farmed out to subcontractors or other vendors?

It’s important to ask about your contractor’s business model. Who do their employees actually work for? Are they direct employees of the company or are they subcontractors or 1099 employees working as hired help?

Contractors that rely extensively on subcontractors or 1099 employees can cause issues because these so-called “employees” are not bound by your contract, and the contractor has less control of them, their schedule and job performance.

2. Project Management

Some repipe contractors will provide dedicated, on-site project managers who are available 24/7 should any issues arise. Others may split their project managers across two or more jobs, meaning they are not always onsite and may not be as readily



available. Does this matter to you? If so, it’s worth discussing each contractor’s approach to project management. It’s also worth asking about their project manager’s experience managing pipe replacement projects. Some contractors’ project managers oversee multiple types of projects, and therefore, may have less experience with an occupied repipe than a dedicated pipe replacement contractor.

3. Communication

This is probably the most important aspect of any pipe replacement project. Ensuring owners and residents know what is going to happen—and when—is critical for the project to run on time. If residents are not prepared when the contractor knocks on their door to start their unit, there are usually delays, which can slow the project down.

Every repipe contractor communicates differently, so make sure the one you select best meets the needs of your community. Do you need paper notifications in the building, in the elevators or posted on doors? Or are electronic notifications via website, email or text a better way to communicate with your residents? Savvy

repipe companies can flex and provide whatever form of communication your community prefers.

4. Employee Background Checks

Knowing who is going to be working in their home can be very important to many homeowners and residents. Several key questions tend to surface during the contractor selection process:

- Are your employees all background-checked?
- Are they all legal and able to work in the United States?
- Do any of them have criminal records?
- Do you randomly test for drugs and alcohol?

These are all fair questions to ask your contractor about their team, so make sure you check with your contractor to see how they hire and screen their employees before you let them enter your building.

5. Change Orders

Understanding your contractor’s bid and approach to change orders is critical. Some contractors will provide a very low initial bid, knowing they will hit you with change orders later on to make up the costs. Other contractors will provide a more thorough bid, in an effort to eliminate surprises down the road. When checking references, it’s important to ask former clients of the contractor how many change orders they had to deal with during their repipe.

6. Requests for Information (RFIs)

RFIs are a process whereby, when the contractor comes across a condition in the building that was not anticipated, there is a formal process for documenting what they found and asking questions of the construction

manager, engineer or board how they want the issue to be handled. While it may seem like sending an email or making a phone call is the easiest way, all too often a lack of documentation can result in an unfavorable outcome, so it's better to formalize this process and document everything. Ask your contractor how they handle unforeseen conditions to see if you are comfortable with their approach.

7. Bonding

Contractors have bonding limits based on the financial security of their company. The larger and more established the company, the higher their bonding limit. If you have a large project, it's worth discussing the bond with your contractor. Bonding capacity is for the company as a whole, not an individual project, so if they have several other large projects going on simultaneously that are all bonded, they may not have enough bonding capacity for your specific job.

8. Licensure

Last but not least, it's important to know the licensing credentials of the team working on your property. Are the people running the company licensed plumbers, master plumbers or B/C licensed contractors, or are they just figureheads who rely on others' licenses to get their job permitted and completed? Always ask if there is a master plumber in charge of the job, if they will be on-site, and how often? It's important to know the credentials of your team, as it's a good indicator of how professionally your project will be completed.

In the end, selecting a contractor to perform your repipe is a personal choice through which one brings the best solution, price, process, credentials and capabilities to your community. On a bid form these contractors may all appear similar or equal, but it's often these subtle aspects that can make the difference between a successful repipe and a frustrating renovation. ♦

Eric Lecky is an executive vice president with SageWater, one of Hawaii's leading pipe replacement contractors. Reach him at elecky@sagewater.com.

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RUTH FOSTER CHANG

The average American uses 100 gallons of water a day. We can all reduce water usage by 30% with simple actions that improve efficiency and encourage water-saving behaviors.

Here are specific things you can do now in residential, commercial and public spaces:

Residential TOILETS

- Change out older toilets that flush at a rate of 3-5 gallons, to high-efficiency toilets that provide 1.6 to 1.28 gallons per flush (gpf) and perform the same or better than what was replaced.
- Check angle valves for leaks or if they become frozen.
- Ensure toilet flapper is sealing properly. A running toilet can use over 1 gallon of water per hour, which adds up to 26 gallons per day.
- Make sure there are no cracks in the vitreous china. Check at the base of the toilet and at the joints of the tank and bowl. These slow leaks can cause significant damage to floors and even the floor below if undetected.

SHOWERS

- Change high-flow shower heads from 1.28 gallons per minute (gpm) to 2.0 gpm.
- Take shorter showers.

FAUCETS

- Change out bathroom and kitchen faucet aerators from 2.2 gpm to 1.5 gpm, reducing the flow by 30%.
- Check that faucets are in good working order and there are no leaks.

Commercial Spaces

TOILETS AND URINALS

- Replace older flush valve toilets and/or urinals with highly efficient,

low-water-consumption toilets and urinals.

- Ensure that flush valve in toilets and urinals have the same gallons per flush. For example, if you have a 1.28 gpf toilet, you must have a 1.28 gpf flush valve to prevent either having too little or too much water. Having too little water to clean the bowl will have you flushing twice, thereby not being very efficient. Having too much water being used to flush will defeat the purpose of low water consumption.

FAUCETS

- Install metered, battery or hard-wired faucets to limit time for water flow.
- Check regularly to ensure they are functioning properly.

TIMER

- Regulate water pressure. Aim for 60-80 psi to avoid fixture damage or pipe bursts.
- Install smart water technology.
- Regulate timer and peak hours of usage.

PIPES

- Insulate piping to prevent heat loss.
- With heat retention, allow for shorter time to wait for hot water to get to the faucets and/or shower.

COOLING TOWER

- Use alternative sources of water, such as air handler condensate and captured rainwater.
- Implement measures to reduce the need for building and equipment cooling and heating. This will reduce the amount of water required by these systems.
- According to the EPA, monitor cooling tower and boiler water chemistry to minimize mineral buildup in the system and max-

imize the instances that water can be recycled through the system.

Outdoor Residential, Commercial and Public Spaces

“Love Your Landscape” recommends the following:

- Install an automatic rain shutoff device.
- Update irrigation system with a smart controller.
- Upgrade to water-efficient emitters.
- Eliminate leaks.
- Install a rain barrel.
- Choose drought-tolerant plants.
- Apply a thick layer of mulch to keep the root zone cool and to retain soil moisture.
- Water the soil, not the leaves.
- Mow high. Keep your grass at the upper limit of 2 inches for most grass species to shade the soil and prevent excessive evaporation.
- Don't over-water.

Sewage

By implementing these ways to lessen the water usage, it lowers the sewage charges and strain on our waste infrastructure.

Come up with a plan using the ideas above, then monitor progress. Encourage everyone to be responsible and to make a difference in caring for our water. Every drop of our precious water counts. Make it last not only for us today, but for our children tomorrow. ❖

Ruth Foster Chang handles outside sales-hospitality markets for Ferguson Hawaii, collaborating with contractors, architects and manufacture reps. She has worked in the plumbing industry for over 25 years. Reach her at 832-7473 or RuthFoster.Chang@ferguson.com.



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LYNN MILLER

Take Action Before Your Carpet 'Uglies-Out'

Properly cleaning and maintaining the carpet in a commercial or high-rise building makes a big difference

Carpet cleaning and maintenance has changed dramatically since my first experience cleaning my mother-in-law's carpet in 1973. Remember shag carpet?

Here we are 35 years later and counting.

No industry can afford to be stagnant. Carpet has changed—for the better, thank goodness—and so has the cleaning industry. One thing that hasn't changed is the necessity of taking care of your carpet investment instead of waiting until it requires resurrection or replacement. If it looks dirty, you've waited too long. For the most part, carpet doesn't wear out, it "uglies-out."

Building managers face a daunting challenge because they are responsible for thousands of square feet of carpet. In many cases, the carpet was chosen by someone who didn't understand the long-term maintenance requirements. Who will be tasked with taking care of this huge investment to make sure it not only looks good but is serviceable for years to come? Should we do it in-house or should we hire a professional? How do I know if they're truly professional?

Decades of experience have revealed the long-term consequences of choices made. For example, we've been taking care of the carpeted hallways in one of two sister high-rises in the Pearlridge area for over 25 years. The one we maintain is on its second carpet. (When we started the original carpet was already many years old.) Their current carpet, which is now over 10 years old, still looks new because we keep it that way. The sister building has chosen in-house cleaning at times and the lowest "professional" bidder at others. They are now on their fourth carpet change.

If in-house is chosen, your staff is now tasked with their least-wanted chore. What method should they use? Many buy a portable extractor. The first thing they run into is the law of physics. If it has only one power cord it means you have about fifteen amps to divide between a pressure pump and the vacuum blower. The vacuum to pick up the dirty solution is about equivalent to a vacuum cleaner or less. Add a spinning brush and the power is divided further. I really feel sorry for the poor housekeeper. It's a back-breaking, sweaty job. The harder he or she works, the wetter the carpet gets. Carpet can take a long time to dry, even with good ventilation. Each one of those thousands of carpet tufts is now acting like a candle "wicking" soil up and depositing it on the surface. The result? Traffic patterns and spots

quickly return and nobody is happy.

You get the same results if a so-called professional uses the same method and equipment. The box may be larger but it's what's inside that counts. This kind of cleaning dates back to the '70s and has changed very little.

What to do? One of the advantages of carpet is its ability to hide dirt. The key to successful carpet maintenance is to take advantage of this trait and not fight against it. The first thing to understand is there are two basic categories of carpet cleaning—maintenance and restorative. They both have a place and work hand-in-hand. Maintenance is best for routine use until the results are no longer acceptable. Then a restorative cleaning is required.

Experience has taught us that encapsulation is the best maintenance cleaning if used regularly. A special



encapsulation polymer lifts and traps the dirt so it can be dry-vacuumed away each time your housekeeping staff vacuums. Encapsulation cleaning dries very quickly, so there is no down time and the carpet looks fresh and clean. No “wicking” means traffic patterns don’t quickly reappear. Sticky spills are rendered non-sticky so they don’t come back. Soil repellants come built-in. Vacuums are now more efficient and spills can be quickly picked up using that little extractor.

Encapsulation works beautifully for several cleaning cycles but sooner or later restorative (think hot water extraction or “steam” cleaning) is required to remove the soil load. It’s time to bring in the big boys. A powerful truck-mounted machine should now be employed. It’s possible to use them in buildings as high as 40 stories. It’s adjustable for long-hose runs, so even up in a high-rise we have a strong vacuum and very hot high-pressure cleaning solution. The soil load is quickly and thoroughly removed and encapsulation can begin once again.

If properly employed, the carpet lasts for many years looking good. Encapsulation is not labor-intensive, so it’s also very cost-effective. ♦

Lynn Miller has been owner/operator of MGM Services since 1984. Reach him at 625-0968.



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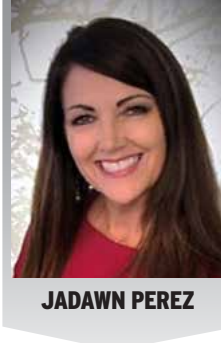
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JADAWN PEREZ

Carpet Replacement for Condo Corridors, Common Areas and Commercial Spaces

With so many options available, it's best to bring in a flooring professional from the start

When it's time for flooring replacement in your building's corridors or common areas, I recommend seeking help from the experts. You should locate an installation company that can provide insight on product specifications, pattern selections, installation methods and scheduling the workflow.

In addition, ask for the manufacturer's maintenance instructions to ensure that your project is successful from start to finish. Vendors who are experienced in delivering projects of similar scope and scale to yours will have an in-house representative who can guide you through this process.

The Selection Process

Oftentimes a condo board of directors will form a special committee to gather flooring samples and ask for quotes. During the selection process they should carefully consider the long-term cost effectiveness among the

options. An example would be that although a carpet tile may cost more per square foot initially than a broadloom (roll) carpet, the lasting benefit of being able to change out a single tile when damaged will save on cost over time.

Weighing the Options

Flooring options can range in price depending on the product type, design or pattern repeat, backing, construction, weight, overall thickness, density, gauge and warranty. Installation costs will vary depending on what services are included in the proposal.

Pet-friendly Buildings

There are many buildings that are pet-friendly and have a need for floor covering that is easy to replace should damage occur from an incident with a pet. There are some products that are available and offer this type of feature. Textile composite flooring as well as carpet tiles would be a great solution by providing the ability to repair the af-

fected area without changing an entire corridor or room.

Textile Composite Flooring

Textile composite products are available in tile or plank format and combine attributes of soft-surface flooring as well as hard-surface flooring. One of the characteristics of textile composite is slip resistance on surfaces wet or dry that will reduce the potential of slip-and-fall injuries. This product retains less water or moisture than carpet and therefore dries quickly while being resistant to most stains. This product also offers one of the highest noise-reduction coefficients (NRC) and impact-insulation classifications (IIC) ratings of any commercial flooring product and comes with a lifetime warranty.

Carpet Tile

Carpet tiles are frequently used for corridors and common areas due to their ease of replacement. Carpet tiles can be custom designed and are offered in many different formats. The 18-inch x 36-inch carpet tile plank is gaining more recognition in our marketplace due to the contemporary visual design it offers, and can be installed in a herringbone or basket-weave method.

Broadloom Carpet

Broadloom carpet can look and feel very luxurious and can be custom designed as well. This style of carpet can be directly glued down or stretched in over a commercial grade cushion for added comfort underfoot. The construction type can range from cut pile to level loop

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or a combination of the two by blending a textured cut-and-loop design.

Luxury Vinyl Tile and Plank

Many common areas and commercial spaces have a need for hard-surface flooring that will be resistant to surface scratching, rolling loads, impact and spills. LVT and LVP (luxury vinyl tile or plank) options are rated for commercial use which provide realistic visuals that mimic natural stone and real wood. Some Island favorites are designs with visuals of koa, mango and driftwood.

Porcelain Tile

Porcelain is a type of ceramic tile that achieves durability during the manufacturing process by using finer particles fired at higher temperatures, which

results in a much harder, more durable and less porous surface than ceramic tile. Porcelain tile is frequently used in building lobbies, recreation areas, outdoor gathering areas, kitchens, baths, cabanas and pool decks. This type of flooring will often have a higher installation cost than carpet, textile composite or luxury vinyl tile.

Installation Services

Prior to signing a contract for your project, be sure to ask for referrals from the bidders, which may include testimonials. The vendor's past projects are very important. Inquire with the building manager and owners about the performance of the employees who worked on the jobsite. A reputable, certified flooring installation company will deliver the services

paired with products made to function as needed for your project while meeting the manufacturer's warranty for installation. In the event there are any defects or warranty issues that arise during the project, contracting a certified flooring installation company will offer peace of mind throughout the process and well after the job is completed. ♦

JaDawn Perez is contract sales manager at American Carpet One Floor & Home and has been with the company since 2001. She previously worked in the flooring industry in Oregon. She specializes in commercial sales but also works on the residential side of the business. Contact her at 832-2034 or jadawn.perez@americancarpetone.com.



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VINETTA LLOYD-HUGHES

Help with Pre-fumigation Prep

Too many people put off fumigation because of the work that has to be done before tenting begins

There are many reasons why homeowners delay fumigations. At the top of the list is the pre-fumigation to-do list that every pest control salesperson needs to share with their customer. The list is a compilation of requirements from the fumigation gas and exterminate manufacturer, from regulations by the state of Hawaii and by the processes of each pest control company.

The checklist is extensive in most cases, including requirements for site interiors, exteriors and the perimeter of the structure. According to industry experts, the main reason people would not want to fumigate again is not the cost or concerns about the gas. It is the required work prior to fumigation.

That said, this means that there is an abundance of opportunities to offer pre-fumigation preparation assistance on Oahu. First, there's the *kupuna*. Completing the extensive checklist is most often overwhelming to seniors who may have many obstacles to completing a proper preparation.

We know that with age comes wisdom. I can attest that with age also comes back pain, weaker arms and knee problems.

A recent study showed that Honolulu's homeowners are the sixth-oldest in the United States. Lending Tree analyzed census data from the top 100 metropolitan areas in the country, and found that Honolulu had the most senior homeowners on average outside of Florida (all top five cities are in Florida).

This means there are many senior homeowners who currently or in the future will need to fumigate their



homes and most likely need help. While many elders have some family or friends to call for assistance, a great amount of them do not.

Goldie S., a fumigation customer in Kaneohe, stated that the home she and her husband have owned for decades needed fumigation for at least three years. They got fumigation estimates on three separate occasions. However, they could not figure out how to manage the work needed prior to the fumigation: "We went years needing a fumigation."

Seniors are not the only demographic that may present a great opportunity.

Women age 50 and over should also be considered here. According to Suburbanstats.org, 36% of Hawaii's female population is over 50 years old. Due to the extent of work often needed on the perimeter of a property, mature women would also benefit greatly from someone managing the parts of the checklist that are more difficult (or not possible) for them, such as tree-trimming and lifting of potted plants.

Mary F., whose Hawaii Kai home was recently fumigated, offered her perspective on finding a company that assists with fumigation prep. "We didn't know that a company like that existed.

It certainly fills a void, especially for people my age that can't do the heavier stuff or packing. I was thrilled to find out about it."

There are many people who would welcome a resource that eliminates fumigation prep stress. Twenty-four percent of Oahu's population is 65 and older or are younger than 65 with a disability. Many of these people are homeowners and eventually need fumigations or other exterminations. Others who may welcome prep help include very busy people, business owners, owners of multiple properties, owners who live remotely, property and association managers, people who would rather be on the beach.

Exposing your customers to a preparation assistance option is not only a good business tactic, but is also a great goodwill gesture that shows empathy

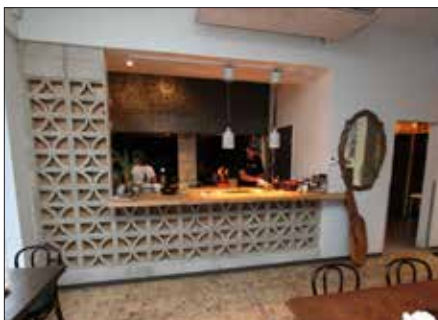
The main reason people would not want to fumigate again is not the cost or concerns about the gas. It is the required work prior to fumigation.

for your customer's situation.

Offering prep assistance (or referring a trusted resource to assist) can not only make the difference in closing the deal, but also in getting referrals. Helping customers with this serious task makes you look good to your customer and their relief makes you feel good.

There's power in the prep. ♦

Vinetta Lloyd-Hughes has over 25 years of corporate sales, management and client services experience. She founded VitalPrep LLC in 2016 and it remains Hawaii's only fumigation prep services company. Reach her at 425-0234 or vinetta@myvitalprep.com.



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TAYLOR BRAMWELL

Know Your Pest Poop

Bugs and rodents announce their presence with the distinctive waste they leave behind



There are a variety of pests that may be leaving their droppings in your kitchen cabinets, drawers, closets, attic and just about anywhere else you can imagine in your home. Let's take a look at some of the most common pest poop in Hawaii:

Drywood Termite Droppings

We have seven different species of termites in Hawaii. The most destructive to our homes are the drywood and ground termites. Drywood termites push individual droppings out of their colony one at a time. They do so through what is called a "kick-out hole," which is about the size of a pin prick. As they push out a dropping one at a time it will form what looks like a neat pile of sand just below the kick-out hole.

That being said, drywood termite droppings are often mistaken for either dust, dirt, sand or even ant graveyards—spiders sometimes feast upon big-headed ants, leaving dead ant body parts. Big-headed ants dispose and push waste out of their colony making piles of dirt and dead ant body parts. These "ant graveyards" are sometimes mistaken for termite droppings.

Drywood termite droppings can be on a color spectrum from black to a very light tan, depending on the type of wood being eaten. On occasion, they can be a combination of brown and black.

Bedbug Droppings

I'd almost rather have termite droppings than bedbugs. These nasty bugs are very difficult to control because of re-infestation from the original source, which is often difficult to

determine. You will know you have bedbugs when you have blood stains on your mattress or sheets. Sometimes the first indication are bites, which a doctor can help you identify.

Bedbugs feed off humans like fleas feed on cats. For this reason, the most common place to see bed bugs is on a mattress, bedframe, box spring and sheets. You will most commonly find bed bug fecal matter, eggs and nesting sites in the seams of the mattress. However, bed bugs can live in picture frames, electrical outlets, baseboards, couches and furniture crevices.

Although they are not vectors of disease, they can cause skin irritation and can quickly produce an unappealing environment. Although Waikiki has traditionally been a bedbug hotspot, we have found cases in homes from Hawaii Kai to Pupukea. Bedbugs are so invasive, they take much more thorough treatment than most pests. Many exterminators won't even deal with them because they're so hard to control.

A big part of control has to do with catching the infestation early. Bedbugs generally will be introduced into a structure through luggage, used furniture or from storing or moving your belongings in an infested truck or container.

Gecko Droppings

Geckos can be helpful for pest control for some of the harder-to-control flying pests. They're usually found outside near lights that attract flying bugs at dinner time. You'll often find droppings in this area, but sometimes you'll find them in other areas of the house, especially in open-beam ceiling homes where there's no ceiling to catch these bombs (so to speak).

Gecko droppings vary by the shape, size and color. They can be the same

size as mouse or even rat droppings, which can be of concern to people. But except for the aesthetics, gecko droppings don't have the same diseases that can be present in the poop of rodents. Gecko poop is brown, elongated and about 1/4-inch in length and about 1/8-inch in width. The identifying characteristic is the urea cap, which gives the dropping a white tip.

American Roach Droppings

747's, brown eagles and the Hawaii state bird are a few of the nicknames for this pest. They're known by their common name, American roaches. They are big brown roaches seen crawling and flying around Hawaii. They can be an inch to 2 inches long and are uniformly brown in color with a very light tan stripe across their thorax.

Fortunately, they don't infest inside homes too much. Unfortunately, they will come inside your home from the outdoors and sewers where they breed. They can fly in or crawl through cracks around windows and other entry points.

American roach droppings are surprisingly big and are sometimes mistaken for mice droppings. It is important to know the difference. American droppings are brown or black, cylindrically-shaped, with ridges and blunt ends, whereas mice droppings have the appearance of black rice with pointed ends. The roach droppings may have the appearance that they have been chopped up.



German Roach Droppings

German roach droppings look like a group of small black specs in cracks,



corners and crevices. You'll find them particularly in places that roaches like to live and forage. German roaches carry a trait of thigmotaxis, meaning that they are responsive to touch and like to wriggle into tight spaces feeling pressure surrounding each side of their body. Like most bugs, they are also attracted to areas with moisture. Due to thigmotaxis and their attraction to water, you will find roach droppings most often in cracks and crevices of the kitchen and bathroom. Tight spaces around the dishwasher, cabinetry, stove and microwave are some of their favorites.

Rodent Droppings

Mice and rat poop are clear signs that you might have a nasty rodent in your home. They have a similar appearance, but they can be distinguished by their size and the shape of the ends. Mice generally have smaller-sized black droppings with tapered and pointed ends resembling a grain of black rice. They are about 1/8-inch in length. Rat poop may be up to 20 times the mass of mice droppings. Rat poop can be 1/2- to 3/4-inch long and about 1/8-inch in diameter. They generally are a shiny black or dark brown color with rounded tips and are fatter than mice poop with a slight bulge in the middle. ♦

Taylor Bramwell is director of marketing and sales at Kilauea Pest Control. Reach him at Taylor@KilaueaPest.com or 367-5594.



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Mandatory Education of Board Members

Soaring D&O premiums and lawsuit losses impacting all associations are behind a bill at the Legislature to establish a curriculum

Hawaii has more directors and officers (D&O) insurance coverage than any other state in the country, according to Sue Savio, whose Insurance Associates provides coverage to many condominium and homeowners associations. And the amount of claims is larger than those on the Mainland—a breach of contract claim of \$25,000 in Los Angeles might be \$40,000 in Hawaii.

If you are a condo owner, you may wonder how this affects you, especially if your association has had no

claims made against it.

There are only a couple of carriers in Hawaii that offer D&O coverage to all of the condo associations in the state. This means that your association with no claims is in the same risk pool as those associations that have claims asserted against their board or get sued and lose in court. D&O carriers are obligated by contract to defend the boards against claims made, but they may not be liable to pay the judgment in the event the board loses the arbitration or the lawsuit.

Nevertheless, the defense costs of litigation are typically huge, especially in a jury trial. And in some cases, the carrier ends up paying the judgment for the board/association. In those instances, D&O carriers recoup their losses by raising the premiums for other associations in the risk pool, which increases the maintenance fees paid by all owners to their associations every month.

Check your D&O premiums for the past three years. For my association, which has had no claims in the last three years, the D&O annual premium



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more than doubled from \$2,500 to \$5,800. This means that your association and mine are subsidizing the legal defense expense and legal judgments resulting from the conduct of associations that have “bad” boards and multiple claims.

That’s totally unfair and unacceptable, and needs to be stopped.

Senate Concurrent Resolution 204, which was introduced on March 6, seeks to address this concern by establishing a task force made up of stakeholders—Hawaii Department of Commerce and Consumer Affairs Real Estate Commission, Hawaii Council of Community Associations (HCCA), Community Associations Institute (CAI), condo homeowners’ advocates, property management companies and Realtors—to meet and come up with proposed legislation for the 2021 session that would require all condo board members who wish to serve or to continue serving on their boards to participate in educational courses based on a curriculum developed by the task force.

The purpose of the education is to

train board members so that they will know what they are supposed to do to comply with their fiduciary duty and to treat all owners fairly so as to minimize the claims made against boards. The curriculum might include:

- Fiduciary duty: What it is and how to comply.
- Conflict of interest: Recognizing and preventing conflicts from interfering with board decisions.
- How to use the business judgment rule in making board decisions.
- Personal liability of directors who fail to comply with their fiduciary duty or the business judgment rule.
- Protecting employees, vendors and contractors from harassment by residents and board members.
- *Roberts Rules of Order* and how to conduct a board meeting.
- Dealing with an owner’s requests for documents and information.
- Consequences of selective enforcement of house rules and governing documents.

Once a curriculum has been established, the task force needs to empower the various stakeholders to develop

training programs that include and implement the curriculum. CAI, HCCA, Community Council of Maui and most of the management companies already offer annual board training seminars for their members and client associations. Those stakeholders could probably train over 2,000 board members every year.

In addition to the board-training seminars, the Condominium Education Fund, which was established to address dispute resolution between and among owners and the board, currently has millions of dollars. Those funds can and should be used to procure a vendor to develop webinars to educate board members online using the curriculum developed by the task force.

If you are interested in supporting SCR 204 when the Legislature re-convenes after the coronavirus recess that began on March 17, you can submit testimony in support by going to capitol.hawaii.gov/login/login.aspx. ♦

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

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PHOTOS BY BARRY REDMAYNE



Brandon Puckett and Ashley Lincoln, PPG Paints



Charlie Beeck and Bonnie Morgan, Tropical Roofing



Josh Wallwork, Gaco Western



Eleilani Madden, Malarkey Roofing Products



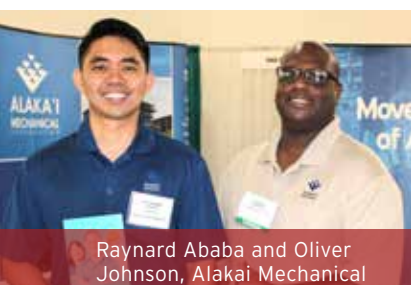
Matt Rose, Triple F Distributing



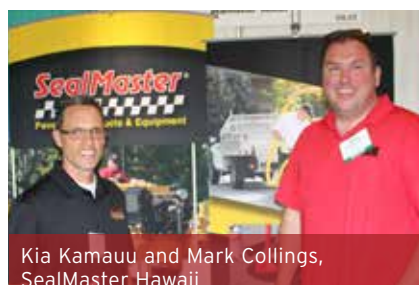
Steve Kelchlin, Decra Roofing Systems



Bob Scharver and Marites Caled, Norman S. Wright Mechanical Equipment



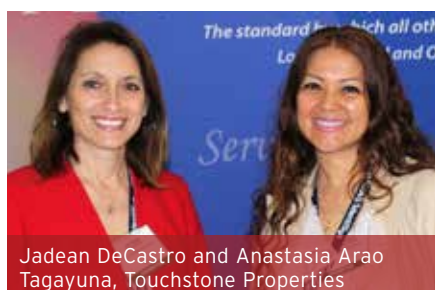
Raynard Ababa and Oliver Johnson, Alakai Mechanical



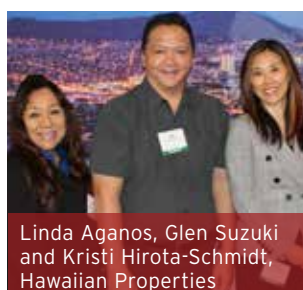
Kia Kamau and Mark Collings, SealMaster Hawaii



Lon Yamaguchi, Dana Bersamin, Keana Madden, Dee Akasaki and Lonny Nicolas, HPM Building Supply



Jadean DeCastro and Anastasia Arao Tagayuna, Touchstone Properties



Linda Aganos, Glen Suzuki and Kristi Hirota-Schmidt, Hawaiian Properties



Kawena Bautista and David Porteus, Premier Restoration



Wendell Eleno and Carmen Malunao, Island Signal & Sound



Summer Kapaina, Sherie Lieu, Larry Young, Dana Akasaki and Rochelle Thomason, Commercial Roofing and Waterproofing Hawaii



Yvette Soares, Sasha Tsuda, Joyce Weiscope, David Simpson and Neil Ross, Associa Hawaii



Phyllis Okada Kacher, Associa Hawaii and Maria Chen, Ala Wai Townhouse



Trina Tuel and Rocky Hill, Protecto Wrap



Christy Rickel and John Rickel, Rickel Law Firm



Stephen Bartels, Kapili Roofing



Wendy Johnson and Michael Dillard, American Electric



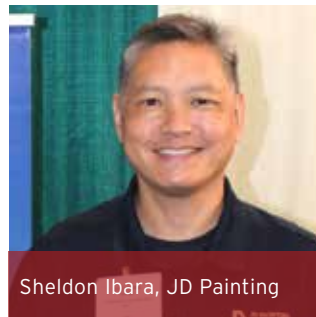
Marie Amode and David Zamora, Embassy Carpets



Amber Stone, Kiana Cayabyab and Liana Right, Aloha Charge



Scott Watanabe and Rachel Lii, Interstate Hawaii



Sheldon Ibara, JD Painting



Shawna Lewis, Bergeman Group



Julie Lee, Raynor Hawaii Overhead Doors



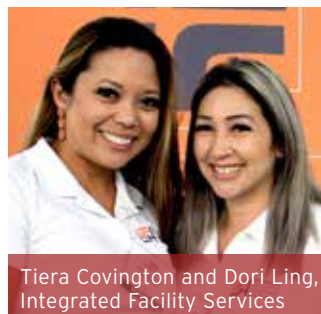
Bill Lane and Keith Sasaki, Dependable Hawaiian Express



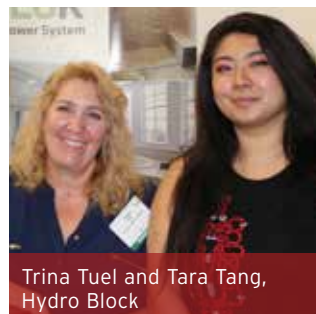
Mapu Dilliner, Victor Szczepanski and Walden Wakamiya, Beachside Roofing



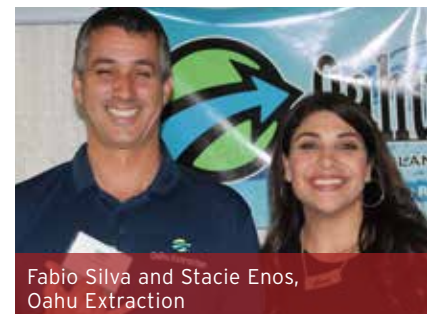
David Dunham and Cody Barrett, Kawika's Painting



Tiera Covington and Dori Ling, Integrated Facility Services



Trina Tuel and Tara Tang, Hydro Block



Fabio Silva and Stacie Enos, Oahu Extraction



The Buck Stops Here: Special Assessments in Condominiums

With Hawaii's aging buildings and infrastructure, special assessments are becoming more common



By virtue of buying a condominium, each unit owner becomes a member of an association and agrees to share the costs of operating that association. For example, owners share the cost of community lighting, water and groundskeeping, usually via a set monthly maintenance fee. An association can sometimes have unforeseen expenses or fail to sufficiently budget expenses or fund reserves. In such a case, the association board may levy a special assessment on owners to make up for any funding shortfall. Such assessments may occur after yearly owners' meetings and budgets are adopted by the association boards.

Special assessments are extra charges assessed to unit owners to

cover usually larger expenses. They are becoming more common as many condominium associations in Hawaii involve aging buildings and infrastructure. Corroded iron pipes and old elevators are a common cause of special assessments.

Payment and Financing

Typically, special assessments are used to cover extraordinary expenses that range from natural disaster clean-up and mitigation, unplanned price increases in building repairs, lawsuits or unexpected structural failures.

The board will typically get several repair quotes and then offer several financing options to the owners. Owners representing 50% of the common interest must vote or give written consent to borrowing money, which

will then be reflected in higher maintenance fees for the term of the loan.

Should owners vote against financing, the board may levy a one-time special assessment on units. This option is usually a larger immediate financial burden upon owners than the longer loan period.

The board owes the association a fiduciary duty and thus rarely will do nothing in the event of a need for a special assessment. Any inaction puts the board and the association at substantial risk of liability and may render the condominium project uninsurable. Property values may also decline.

What Can You Do as an Owner?

Special assessments are allowed as a way of financing necessary expenses. Associations can reduce the need for special assessments by maintaining good management and projects, including routine site inspections for problems. It is less expensive to mitigate flaking paint than to replace crumbling concrete or rotten wood.

Owners should keep themselves informed about the association's financial statements, including reserve funding and priorities, to help ensure that routine maintenance fees are adequate. Over time, the cost of repairs, materials and labor increases, and updating the reserve study and maintenance fees to cover the projected cost increases can help prevent or reduce future special assessments. ♦

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.

IREM Expands to Maui

ARM certification courses are coming in May

The Institute of Real Estate Management (IREM), with the support of the Community Council of Maui (CCM), is expanding to Maui.

IREM Hawaii President Kristi Hirota-Schmidt and Vice President of Education Jacob Roller attended CCM's seminar on Feb. 7 to announce the expansion and promote holding its first Accredited Residential Manager (ARM) certification course on Maui, The ARM Track, which is necessary to obtain ARM certification.

The ARM certification is the most recognized credential for resident, site and general managers. The ARM Track explores key concepts related to ethical real estate management and reviews the following key competency areas related to effective residential site management: human resources and relationship management, property financial management, maintenance and risk management, and marketing and leasing.

Details of the certification course include:



Kristi Hirota-Schmidt

May 11-14	May 15	May 16
Course: CID201 - Managing Condominium and Homeowners Associations	Course: ETH800 - Ethics for the Real Estate Manager	Course: ARMEXM - ARM Certification Exam
Time: 8:30 a.m.-5 p.m.	Time: 8:30 a.m.-3 p.m.	Time: 8 a.m.-noon
Location: Premier Restoration Hawaii, 344 E Ahuli'u Way, Wailuku	Location: Premier Restoration Hawaii, 344 E Ahuli'u Way, Wailuku	Location: Premier Restoration Hawaii, 344 E Ahuli'u Way, Wailuku

To sign up, visit irem.org. Scholarships are available through IREM and CCM. In addition to passing the course, managers need to pay an application fee and have 12 months of qualifying real estate management experience to receive the ARM certification. In order to maintain the certification, there are ARM and Hawaii chapter dues.

IREM is an international educational institute for real estate management that provides industry-leading learning and internationally recognized certifications. IREM's membership includes almost 20,000 leaders in residential and commercial management worldwide who rely on IREM for professional development, industry resources and information, certifications, learning and networking.

The Hawaii Chapter includes 265 members and 30 industry partners.

For more information about IREM, contact Kristi Hirota-Schmidt at (808) 539-9502 or IREM Executive Director Lauren Kagimoto at (877) 447-3644 or iremhawaii@gmail.com. ❖

A Mixed Market for Commercial Real Estate

Commercial real estate deals in Hawaii were sort of like the state's tourists in 2019: There were more of them but they generated less spending compared to the previous year.

That's the news from a Colliers International report released last month on the state of commercial real estate in the Islands.

The brokerage company said that while the transaction volume rose higher than it had in more than a decade, the total value dropped to a seven-year low.

The 315 transactions involving commercial properties valued at more than \$1 million was 25 ahead of 2018 and the best since 2006's 350. But of those 315 transactions, 278 were for less than \$10 million. Just five deals involved more than \$100 million. That, according to Colliers, explains why the total dollars spent fell to just \$2.6 billion, a drop of 50% from the previous year.

The report said the drop is "directly attributable to the reduction in the number of mega-deal transactions. . . . The 2019 dollar volume for mega-deals totaled a meager \$854.4 million."

Land deals generated the most money, \$688 million, followed by rental housing, \$645 million; resort property, \$382 million; industrial property, \$267 million; and office space, \$165 million.

As for the 2020 outlook, Colliers sees a continued decline in commercial property transactions, perhaps 10%, because few mega-deals are expected.

How Not to Handle a Virus Crisis

When an employee working in Portland's tallest building, the downtown 40-story Wells Fargo Center, tested positive for the coronavirus last month, prompting an evacuation, *The Oregonian* newspaper (and its website Oregon Live) called the building's property management company, Lincoln Property Group. According to the paper, a spokesperson declined comment and immediately hung up. Twice.

That only made the story bigger than it might have been. ❖



Atlas Offers Insurance Seminar to AOAOs

Atlas brought together the leading AOA insurance carriers for an in-depth panel discussion regarding the hardening insurance market.

The panel featured Michael Mitsuka, mid-corporate underwriting director at Allianz GCS; Thomas Luczak, commercial lines underwriting manager at DB Insurance; and Kevin Kurosu, vice president at First Insurance Company of Hawaii.

The panel discussion was geared toward property managers and community association boards of directors. The discussion highlighted the climate of the insurance marketplace, which products are seeing sharp increases and how carriers themselves are adjusting to the hardening market. Each carrier was allotted 15 minutes to speak about their company, which included details about the company's history, the company's financial strength, the risk appetite (the type of properties their company insures) and an overview of their claims process.

The carriers provided a well-rounded picture of the insurance industry and the current trends community associations are seeing.

The last 90 minutes of the seminar was dedicated to a live Q&A discussion, with questions fielded directly from the audience. Each carrier took turns answering a variety of general Insurance 101 questions, explaining how the insurance industry functions on a global scale, and detailing the reinsurance market to explain how reinsurance carriers insure the traditional insurance carriers consumers rely on. ❖



Michael Mitsuka



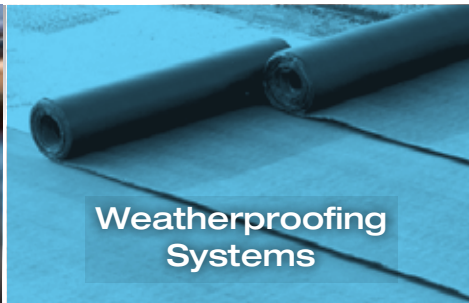
Thomas Luczak



Kevin Kurosu

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