

A Message from the President

SPRING 2020

Dear CCM Members,

Considering COVID 19 virus we have cancelled the April seminar. The rest of 2020's schedule we will be reviewed as we near the May seminar. In the meantime, if something changes, we will let you all know via email from CCM's email list. We are planning on future seminars and proceeding with our speaker prep as normal to be ready for the pre-planned seminar dates.

This last seminar was moderately attended. Our speakers did fly in from Oahu and present to the membership. While we did have moderate attendance, the content was detailed explaining why Insurance Rates have Increased so much (even if you didn't have a claim), how Non-Judicial Foreclosures worked in detail and it was understandable! How to collect the associations deductible and when the HO6 can be enforced, many misconceptions on this one. Extra handouts are available with all the information. Also included were form letters to use when a peril occurs and originated by an owner and another letter if originated by the AOAO. Please email joshua@insuringhawaii.com or mike@insuringhawaii.com for a word document of the letters.



A Hui Hou,

Lisa Cano

Welcome to the Community Council of Maui (CCM)

Originally formed in 1991 as The Condominium Council of Maui (CCM) and now known as The Community Council of Maui (CCM), we are committed to hosting regular meetings to provide the opportunity for association members to exchange information, share experiences, form ideas and reach solutions. We offer a forum for educational programs that feature recognized experts in Condominium and Community Association affairs for the benefit of each property and individual owners. With our established relationship with State agencies, our Board of Directors remains up-to-date on newly proposed and enacted laws that affect associations and its owners.

"Sharing Knowledge for Community Association Management and Governance in Maui"

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EPA's NEW LEAD RENOVATION, REPAIR,
AND SAFETY RULE – April 1, 2010

Beginning April 2010, companies that do any construction, remodeling or installation work inside homes and or commercial buildings **built before 1978** are going to be required to be certified and use lead-safe work practices. Most facility managers and homeowners' on Maui do not know of this new rule.

This will affect the work of carpenters, HVAC, electricians, plumbers, painters, etc., and we advise you to know in advance if Lead and or Asbestos are present.

Hawaii inspection Group has State Licensed Inspectors that can test for Lead Based Paints (LBP) and materials; as well as for Asbestos Containing Materials (ACM).

Renovation activities like sanding, cutting, and demolition which disturb old lead based paints can create **hazardous lead dust and chips, (or Asbestos fibers)** which can be harmful to occupants of the building ; for children and adults, as well as the contractors/ vendors doing the work. There can be a trickle down affect through all those involved and **that is why we recommend your materials are tested now. (Pre-1978)**

If you do almost any kind of construction or installation work inside homes, buildings or child occupied facilities built before 1978, you need to know about the EPA's new *Lead: Renovation, Repair and Painting* rules that affect the contractors doing the work. Know in advance what your materials are made from and if you need hire special licensed contractors to perform your renovation work for you. **Knowledge is power.**

The two main components of the Rule are that beginning in April 2010, firms working in pre-1978 homes (Applies to condominiums as well) will need to be certified. Along with firm certification, an employee will also need to be certified as a Certified Renovator. More information is available by contacting: Robert S. Miskae. President Hawaii Inspection Group, Inc. Robert@HawaiiInspectionGroup.com 808-879-6000

Submitted by T. Boomer CEO Structural Concrete Bonding Restoration, Inc.
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Six Traits of All Outstanding Building Managers

The president of Hawaii's largest property management firm reveals the traits of a great property manager

By Don Chapman

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Mike Hartley doesn't hire building managers – that's the domain of individual condo boards. But as president of Hawaiiana Management Company since 2010, he knows what works and what doesn't. When we asked this veteran of 30 years in property management what, in his opinion, makes a great building manager, he gave us some thoughtful answers to share with readers.

A brief bit of background is useful to put his thoughts into context. Building management is Hartley's second career, and a seemingly unlikely one after his first career ... as a Southern Baptist Convention pastor.

"I had a church in San Francisco for 10 years," says Hartley, a native of Florida. He also earned a master's degree in marriage and family counseling from San Francisco State. That was part of, so to say, the genesis of the revelation that he had a "broader calling" in life. Which led to his second career.

"I started with a large real estate development company in the Bay Area, and what I learned is that in property management I could use my counseling skills and even my theological background - it's all about people," he says. "Not to be Pollyanna about it, but it really is how you treat each other every day."

He enjoyed the work – as in the ministry, he says, the bottom line is "helping people." He stayed with it, and about 11 years ago moved to Maui without having a job there. He received an offer from Hawaiiana, "but took a job with a competitor, and after about a year I thought better of it," he says. He moved to Oahu, and Hawaiiana, then run by the legendary Emory Bush, who he succeeded in 2010. The company, founded in 1964 as condo towers began to sprout all over Hawaii, today includes residential, commercial and resort management. Services provided to client AOA's include everything from human resources (assistance in hiring a manager) to tutorials in Robert's Rules of Order from a registered staff parliamentarian, and from website development to reserve study updates.

"We keep looking at what other services we can offer," he says. Hartley, by the way, is himself a condo dweller. "I'm an owner, so I come at this from that perspective too," he says.

Here is his list of the top five qualities that define an outstanding condo manager, with one added bonus quality for good measure:

1. Integrity

"It's just trying to make good decisions, right decisions, even when you may not have all the information," he says. "Building managers have incredibly busy days, they have to multi-task, and they're put into situations where they have to think on their feet. And you just hope they make the right decisions. I think integrity goes a long way."

2. Customer service

"We are in a service industry, I do believe that," Hartley says. "I think that's even more true today- the bar is being raised in the industry as far as the service part. With this many associations, I get calls and e-mails from owners, and the No. 1 complaint is that somebody (a manager) didn't get back to me. If you get back to someone, even if you don't have an answer, at least get back to them and keep them in the loop. People just want to know that somebody is looking out for them. It's all about service. And the expectations are high Communication goes a long way." Which leads to:

3. People skills

"The stronger site managers work well with people," Hartley says. "It's a crazy business we're in, we work with seven-member, nine-member, five-member boards, and people don't always agree. So it's part of our job to put ourselves in the other person's shoes, and try to find a way to build consensus, agree to disagree, try to find common ground. It helps a building manager, and they will have a longer staying power, if they can do that.

Very rarely do people leave a position because they didn't have the technical experience to do the job. More often they leave because of a relationship, or persons, they have problems with.

"We manage a lot of residential as well as commercial. Residential can be more challenging - it's emotional because it's where people live." That said, commercial can be just as challenging because, "It's where people have their business, their livelihood.

"The people part of it is so important, trying to build consensus. I do a lot of listening, especially when coming

in new, how does this board make decisions - it's their board, it's their property, we're partners. I see our role as being in partnership with the board and the site manager and staff. Buildings work best when all three entities work in concert with each other. Buildings don't work as well when there is an issue with one of those."

4. Know the technical aspects of the job

"It helps to have that experience," Hartley says of water, electrical, AC and other systems. "You're not going to have it all, but the successful building manager, if they don't know everything about the building or the systems, at least they're resourceful enough to find the people who can give them that information and help them. And as new buildings get built, they're becoming more sophisticated, so there is a learning curve - there are better ways of doing things. A good building manager is open to learning and growing."

5. Compassion

"I have to give credit where due - this one came from a couple of property managers I spoke with for this," Hartley says. "It kind of ties it all together. The reason I like this one is it points to this isn't just a job, there are people behind what we do. We need to maintain that personal touch. When you see somebody who is going through a crisis, it helps to have a little kindness. Again, put yourself in their shoes. It also depends

how well you're taking care of yourself - is there balance in your life? It's easy to get a little jaded, and you have to find ways to make it alive and feel passionate."

6. Balance

"With condo management, balance is so critical - life balance." For Hartley, that includes regular weekend beach time, including a swim and a good book. "One of the things I try to communicate to our folks is that the stronger property managers have balance. The stronger managers are interested in a lot of different things, and you get to bring that to the table, and that goes along with people skills. You're going to interact with so many board members who have so many interests, so the more ways to find common ground with those people, it only adds to what we're trying to do. Plus, hopefully, it adds to somebody feeling good about what they're doing and where they're doing it."

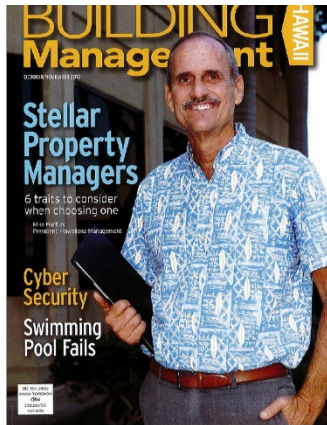


Photo Credit: Natalie Walker

PURCHASING HUI OF HAWAII INC. 26 YEARS OF SAVINGS & SERVICE

The Purchasing Hui of Hawaii Inc. is coming to Maui! The Hui is a member driven, cost-saving organization with a proven record of success on Oahu. Makena Beach AOA is the Hui's first member on Maui. Please take a look at the information below and contact the Hui if you're interested in becoming part of its Ohana!

The Purchasing Hui of Hawaii Inc. celebrated 26 years of business in July 2019. Founded by Noreen Hong-Von Rohr in 1993, the Hui has been saving money and providing excellent customer service for its members for over a quarter of a century!

In 1993, Noreen organized the founding members of the Hui - Jim Poorbaugh (Marco Polo), Randy Weikert (Mauna Luan), Russ Hoselton (Kukui Plaza), and Mike Shimoda (Yacht Harbor Towers). The newly formed Hui agreed to buy their janitorial supplies, toilet paper, trash can liners, and light bulbs together as a group to get better pricing. By combining their usage and offering vendors volume in exchange for discounted rates, the Hui members got reduced prices. And the rest, as they say, is history.

James Von Rohr joined the Hui in 1994 and served as its President until his retirement in December 2019. His commitment to the idea that the Hui should benefit all parties involved, his tireless work ethic, and his belief that each member should feel like a part of the Hui family are the foundation of how the Hui conducts its business today.

Over the years, the Hui has grown to become Hawaii's premiere group buying organization/cooperative. It has over 500 members. They include condos, non-profit organizations, hotels, state-run and privately-owned apartment buildings, restaurants, schools, and other businesses. There are more than a 100 cost containment contracts in place that cover a wide array of products and services, some of which include plumbing, janitorial supplies, first aid kits, and swimming pool supplies. Hui Members also benefit from national contracts for elevator maintenance and bulk cable television/internet service, both of which offer unprecedented savings. The Hui has saved members an estimated 28 million dollars since beginning and have no plans to stop any time soon.

The Hui's monthly meetings are the driving force of the organization. The contracts are all member-driven, so it is the Hui Members who decide what type of contracts are needed and which contracts are awarded. This gives Members a sense of ownership in the Hui. The monthly meetings are also important because it is where members and vendors gather face-to-face on a regular basis and members make decisions that allow the Hui to be held accountable, get stronger, and become better.

The Hui always provides the best service possible. As of this writing, there has never been a complaint filed against the Purchasing Hui of Hawaii Inc. with the State Department of Consumer Affairs or the Better Business Bureau since starting in 1993. The Hui prides itself on being available, transparent, hard-working, and honest, in order to earn and keep members' and vendors' trust.

The Hui takes great pride in what it does and has always understood that its program has to work for all involved. The Hui has been blessed to work with vendors/companies who understand and value what the organization brings to the table in terms of added volume, sales, marketing, and networking. The Hui has also been blessed with great members. It's a privilege to work with, and learn from, the best managers in the business.

As the Hui expands, it looks forward to providing the new members and vendors on Maui with the same opportunities that have been so successful on Oahu. The Hui's mission remains the same - lower operating expenses and improve service for our members. It looks forward to carrying out that mission with future Hui Members on Maui.

On behalf of Noreen and the Hui team (Weylin Hokutan & Jess Kaapuni), thank you for this opportunity and your support. We look forward to working with and seeing you soon.

For more information about the Hui, go to www.purchasinghui.com. For questions, contact us at 808-487-0525 or email info@purchasinghui.com.



Analysis of MECO and solar electric (PV) bills

Condos with PV systems leased with a Power Purchase Agreement (PPA) can be paying more for their power than they realize.

We, ECA, provide a service of analyzing the bills of condos that feed back energy to the MECO grid with a Net Metering Agreement (NEM) and have found some interesting facts:

1. The MECO minimum bill can be \$500 to \$700 a month for a 100 kW system.
2. When your PV system produces more than you use, MECO will give you credit that you can use in future months. However, I want you to know that you still pay the minimum bill as well as paying the PPA owner for the energy.
3. If your PV system consistently produces more energy than you use, you may exceed the amount of credit that MECO will allow in a 12-month period. Therefore, you have purchased energy from the PV system owner that you cannot use and that is money wasted.
4. There are several ways to increase your electrical energy usage to reduce or eliminate this loss such as converting propane water heaters or pool heaters to heat pumps powered by electricity (which also cost ½ as much to run as propane equipment), adding EV charging stations, or moving circuits from other MECO meters to the NEM meter circuit.

5. You can determine the amount of energy (Kilowatt-Hours or kWh) used by your building by adding the amount of PV kWh produced for the month (shown on the invoice from your PPA provider) to the net energy kWh shown on your MECO bill.

6. If you want to know where the energy is being used in order to reduce your usage, we can provide monitoring of the common area equipment electricity and propane usage, analyze the data, and recommend operational or equipment changes. We have found that the cost of a permanent monitoring system pays for itself rapidly and can provide alerts and knowledge that result in better equipment operation for many years to come. Equipment problems have been detected on monitored buildings and are often corrected before it affects building residents/visitors. Also, some problems such as water leaks can be detected early, reducing the amount of damage done.

The PERFECT STORM as Property Premiums Continue Upward

As we start the new decade with the negotiations of Property reinsurance contracts being finalized, we continue to see increases in insurance pricing and reductions in capacity especially in the areas of Catastrophic Perils such as Hurricane, Flood and Earthquake. When looking at what is happening on the mainland, we have been somewhat isolated by having local insurers who have been profitably writing business since Hurricane Iniki in 1992. This is no longer the case!



We are facing a Hardening Insurance Market. Some of the reasons for this continued hardening of the property market are:

- ▶ *Losses from the Hurricanes in the Caribbean and other catastrophic losses around the world since 2017 have cost the insurance industry over \$100 Billion and losses are still being paid by many insurers and their re-insurers. The California Wild Fires are still being litigated but it has bankrupted the Northern California Utility.*

- ▶ *The hurricane computer modeling systems, that the insurers were utilizing to determine the potential accumulation of losses that they might suffer, have been updated with figures from the 2017 and 2018 hurricane seasons. The results have been*

previously been predicted.

- ▶ *As construction continues along the coasts, AIR Worldwide, a risk modeling company indicates that insured losses from catastrophes will double every 10 years because of increases in the number and size of structures and inflation in construction costs. The increased concentration of values and exposures further increase the amount of losses that the insurance industry will face.*

- ▶ *Even the venerable, Lloyd's of London with its many Syndicates has seen a significant reduction in profitability which has reduced the capacity of many Syndicates to underwrite this coverage. There will be less available capacity. In addition there will be more pressure to increase prices to gain profitability.*

▶ *Have I mentioned Global Warming. This is causing huge shifts in weather patterns, as seen in the Wild Fires in Australia and in California. Other changes that are occurring are increased severity in winter storms and more extremes between rainy seasons and dry seasons.*

Unfortunately Hawaii is considered in the same category as the Gulf Coast or Florida due to our exposure and history of hurricanes. Although we have not had any major hurricane losses since 1992 (Iniki) (although we have had some near misses) we are purchasing our insurance from the same pool of insurance companies or re-insurance companies that write this coverage throughout the U.S. We also need to remember we have many of our buildings constructed since the early 70's and as our buildings age, we have another exposure know as Water Damage.

Those who are most subject to losses from hurricane, flooding or earthquakes, will see a dramatic increases in insurance premiums. Unfortunately, increases of 15-20% or more could be seen. Some factors that underwriters are looking at are type of construction, location near the oceanfront or in flood zones or tsunami areas and the type of fire protection. The other major factor that will impact rates is the loss ratios of the association. Those with adverse loss histories (over 50% loss ratios) could be non-renewed, forced to take much higher deductibles and face rates increases of over 100%.

Since the underwriters are avoiding risks they deem to be subject to hurricanes, you would think they would be competing for Fire Resistive high rise type structures. This hasn't been the case especially those that are not protected by Automatic Fire Sprinklers and are older and have not upgraded their plumbing, electrical or other major building items. We have seen rate increases of 10% and greater.

WITH THE PROSPECT OF INCREASING PREMIUMS WHAT CAN YOU DO?

Meet with your insurance agent and find out what marketing strategy they will be using.

Ask:

What companies will they solicit quotes from and why.

What alternatives can be evaluated to reduce your premiums (i.e. higher deductibles, elimination of coverage that are "nice to have" versus mandatory).

Make sure that your insurance submission is thorough and professional.

For many insurance companies, your insurance submission is the only way they can evaluate you as a risk. This submission needs to be thorough with all the relevant questions answered. It should include any marketing materials and highlight all features and programs such as safety programs or life safety systems that make your risk more acceptable to an insurance company.

Review you losses. Acceptable loss history will be a key to get underwriters to quote your account. If you do have a poor loss history, what has been done to make sure those preventable losses do not reoccur? Water damage claims have been usually the most common. What is being done to prevent these claims? Know that a good loss control program or other action will need to be presented.

Review your insurable values and make sure they are updated to reflect the current replacement/construction costs. Insurance carriers are closely reviewing the insured values and if the values don't appear to reflect the current replacement costs, this could leave doubts that they are going to receive adequate premium for the risk. If

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

Whenever possible, meet with the insurance underwriters. Remember that it is easier for an underwriter to increase premiums or decline a risk when they don't know the client. In addition, who can better "sell" your risk to an underwriter than you? You know all the best features of your risk and can readily answer any questions which will also facilitate the quote process.

Start early in the marketing of your account. With this difficult marketplace, starting 90-120 days before your renewal date is necessary to explore all possible programs that might be available. In addition, it will be difficult to get your quotation as early as in previous years since many carriers will be looking at many more applications. Your quotes still will be much closer to the renewal date.

Be prepared for the insurance carriers to conduct an inspection of your premises. This is like a beauty contest and you certainly want to highlight the best features of your property and minimize your blemishes. However, be sure you honestly disclose any deficiencies when asked. The loss control representatives are the eyes and ears of the underwriter; try to make them your ally.

Consider upgrading your premises with life safety systems, etc. to attract more insurance carriers to consider your risk. Certain carriers will require certain protection such as smoke detectors in order to insure a risk. Discuss the premium savings if you commit to installing any recommended systems or equipment.

If you want to get multiple agents involved, there are issues that must be considered to allow for a true competition.

Do the agents each have access to different insurance companies? How will the insurance companies be assigned

when agencies want to access the same insurance companies? There are only 2-3 major markets, so who will get access to each? How will the competition be decided? Price or coverage or agency services or all of these?

Will each agency be given sufficient information to obtain competitive quotes? (Loss runs, detailed underwriting information, etc)

How will you select which agents will be participating in the competition?

Who will be selecting the agent and program? How will they be able to compare?

Remember that it takes time and money for each of the insurance agencies to obtain quotations and to prepare a quote for your risk. If the agencies are not assigned specific markets, the first one to contact that market has that market to use. Sometimes, just being the first one to contact a market doesn't mean that agency has truly the best relationship and ability to obtain the best quotation.

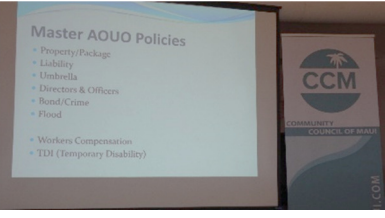
Therefore a competitive competition requires careful consideration of the above.

CONCLUSION

For those risks that have adverse loss histories, are of wood frame construction or on the ocean front, the current insurance market will dictate significantly increased premiums with potential reductions in coverage. 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 proactive on your insurance program and to work with your agent to take the steps outlined above to minimize the potential increases in costs.

Ron Tsukamaki, Sr. Consultant at Atlas Insurance Agency is the leader of the AOA Specialty Group. He has over 40 years experience in the insurance industry.

March 13, 2020 Seminar



Hawaiiana is Maui's #1 Management Company



Doug Leffer, CMCA
Director,
Maui Operations

Hawaiiana Management Company, Ltd. currently has over 100 properties under contract on Maui, Lanai and Molokai. Maui County clients include Andaz Wailea Hotel, Aina Nalu, Sugar Beach Resort, Wailea Golf Estates and the Hotel Hana-Maui Condominiums. In addition, Hawaiiana manages several associations on the island of Lanai including Villas at Koele Phase II and Terraces at Manele Bay, plus Molokai's Wavecrest Resort and Molokai Shores. Hawaiiana's Maui County Associations are served by a total of 15 Management Executives and the industry's most experienced accounting, administrative and technical property management staff.

In 2019, Hawaiiana opened an office in the Kahana Gateway Professional Building, which serves as a satellite office to its main office in Kihei. With over 30 associations under management in West Maui, Hawaiiana's west side office is pleased to be of service to both existing and future clients.

Why choose Hawaiiana?

- We serve over 100 associations in Maui County
- Local (vs. mainland) banking
- All employees are in Hawaii

Maui County Clients:

- Aina Nalu
- Cottages at Kulamalu
- Emerald Plaza Place
- Haiku Town Acres
- Hale Kai
- Hale Kamaole
- Hokuani Golf Villas
- Hololani
- Honokowai East
- Honu Alahele
- Ho'olea Terrace at Kehalani
- Ho'olei
- Ho'onanea at Lahaina
- Hotel Hana Maui Condominiums
- Island Sands
- Kaanapali Plantation
- Ka'anapali Royal
- Kahana Village
- Kahoma Village
- Kahului Ikena
- Kai Malu at Wailea
- Kalama Terrace
- Kaleialoha
- Kamalani
- Kamani at Kehalani
- Kamaole Beach Royale
- Kamaole Grand
- Kamaole Heights
- Kamaole One
- Kana'i A Nalu
- Kanani Wailea
- Kanoa Resort
- Kapalua Golf Villas
- Ke Alii Ocean Villas
- Keala o Wailea
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- Kehalani Gardens
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- Kihei Villages
- Kilohana Kai Vistas
- Kilohana Waena
- Koa Resort
- Kua'aina Ridge
- Kulamalu HOA
- Lahaina Roads
- Lanai City Apartments
- Lanikeha
- Luana Kai
- Ma'alaea Banyans
- Ma'alaea Kai
- Ma'alaea Mermaid
- Ma'alaea Surf
- Ma'alaea Yacht Marina
- Mahanalu Nui HOA
- Mahina Surf
- Mahinahina Beach
- Makali'i at Wailea
- Makena Sunset
- Mauhia at Wailea
- Maui Lani Terraces
- Meadowlands HOA
- Milo Court at Kehalani
- Milowai-Maalaea
- Molokai Shores
- Na Hale O Makena
- Napili Point Resort, Phase I
- Napili Point Resort, Phase II
- Napili Bay
- North Shore Village
- Opukea at Lahaina
- Pacific Shores
- Paki Maui
- Paradise Ridge Estates
- Pohailani Maui
- Pu'unoa HOA
- Royal Kahana
- Sandhills Estates HOA
- Southpointe at Waikooa
- Spinnaker
- Sugar Beach Resort
- Summit at Kaanapali, Phase I
- Terraces at Manele AOA
- Terraces at Manele Bay, Phase IV
- The Ironwoods at Kapalua
- The Mahana at Kaanapali
- The Office Centre
- The Palms at Manele, Phase 1
- The Ridge at Wailea
- The Vintage at Ka'anapali
- Valley Isle Resort
- Villas at Kahana Ridge
- Villas at Koele, Phase II
- Wailea Beach Resort & Residences (Andaz Hotel)
- Wailea Ekahi
- Wailea Golf Estates
- Wailea Golf Estates II
- Wailea Golf Vistas
- Wailea Highlands
- Wailea Kai Homesites
- Wailea Kialoa Homesites
- Wailea Pualani Estates
- Wailele Ridge
- Wailuku Heights Ext. Unit II
- Waiolani Community Assn.
- Waipulani
- Wavecrest Resort
- West Kuiaha Meadows

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HAWAIIANA
(808) 593-6899
doug@hmcmtg.com
www.hmcmtg.com

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Upcoming Seminars:

2020 Save The Dates

March 7: Topic to be announced

March 13: Insurance Seminar

~~April 17: Legal Seminar~~ **POSTPONED**

May 15: Disaster Preparedness

September 11: Legislative Update

November 13: Trade Show

Summer Hot Topics

Tom Boomer Bord of Directors, CCM, announces 2020 Hot Topics seminars – These 1-hour brown bag seminars (lunch provided) are specific for resident, site and maintenance managers.

Dates are **Thursday, July 23 for west side @ the Kaanapali Whalers** and **Friday, July 24 for the Southside @ the HI Islands Humpback Whale Sanctuary**. Times will be registration @ 11:30 am, seminar @ noon to 1:00 pm.

Tom is looking for topic suggestions for this year's program. He can be reached @ 870-1339 or tom@scbri.com

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