

September 2019

A Message from the President

Dear Members,

In the heat of budget season (literally here in Kihei), we are gearing up for the November 8th Tradeshow! We are excited to welcome Building Magazine of Hawaii. This publication supports our industry and has great articles from contractors, on site management, association managers and other vendors working for our associations. They will attend the tradeshow and have magazines available for you to take home and read.

The September seminar informed us no more email voting. **514B-125 Board Meetings (a)** *All meetings of the board, other than executive session, shall be open to all members of the association, and association members who are not on the board shall be permitted to participate in any deliberation or discussion, other than executive sessions, pursuant to owner participation rules adopted by the board.* Most of our board members are not Hawaii residents and voting by email has allowed us to do business and complete projects. So, I guess written consent ballots will be the tool to keep the momentum and complete projects and approve contracts. Suggestion: get a written board approved policy on owner participation at your budget meetings!

Once again, we will be offering a discount membership for 2020. Please be prepared to pay for next year's membership early and \$ave! Forms will be available at our registration table.

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.

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Maui Nui Seabird Recovery Project By: Emily Severson

Maui Nui Seabird Recovery Project works to locate, protect, and enhance seabird populations and their habitats. Here in the islands each fall we prepare for seabird fallout to help seabirds make their way from their natal burrows out to the sea. Seabird fallout is a phenomenon primarily affecting young seabirds (petrels and shearwaters) that leave their burrow nests for the first time when heading out to sea, and become distracted by our night lighting, that causes them to be distracted and “fallout” on our island. This can also affect adult birds from time to time. Our seabirds use natural light from the moon and stars to navigate to the ocean where they spend most of their time living and foraging for food. Artificial light at night such as street lights, building, and residential lights can distract seabirds from their intended routes. When high in short wave length light, (over 2700K or high in blue light content, or unshielded), lights disorient seabirds who then circle these lights for hours leaving them to tire, dehydrate, and collide with structures, or fall to the ground from exhaustion or injury from collision. Once grounded these native and endangered seabirds become extremely vulnerable to predators (cats & mongoose) and vehicle strikes and not being able to make it out to the ocean. Annually during the fall fledging season, October – December, young birds make their first flight out to sea and are most at risk. **You can help by calling our seabird hotline at (808) 573-BIRD (2473) if you find a seabird in trouble.** Use of wildlife friendly lights makes a huge difference and will also keep the sky clear for star gazing and astronomical observation, another uniquely Hawaiian treasure. Learn more about how light pollution impacts all of our community’s health.





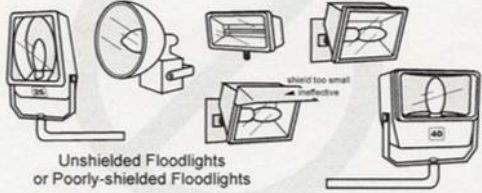
www.hawaii.gov/dlnr/



www.dofaw.net

Unacceptable / Discouraged

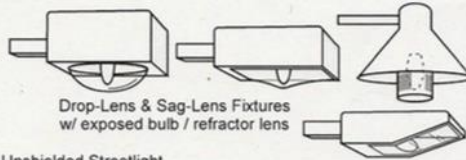
Fixtures that produce glare and light trespass



Unshielded Floodlights or Poorly-shielded Floodlights



Unshielded Wallpacks & Unshielded or Poorly-shielded Wall Mount Fixtures



Drop-Lens & Sag-Lens Fixtures w/ exposed bulb / refractor lens

Unshielded Streetlight



Unshielded Security Light



Unshielded 'Period' Style Fixtures



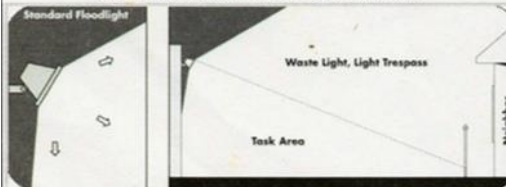
Unshielded PAR Floodlights



Drop-Lens Canopy Fixtures

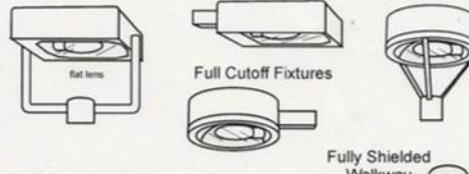


Unshielded floodlight that is angled incorrectly

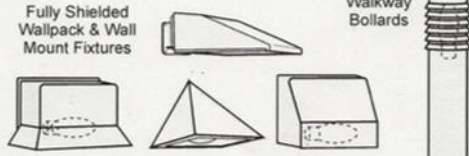


Acceptable

Fixtures that shield the light source to minimize glare and light trespass and to facilitate better vision at night

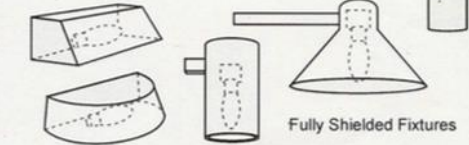


Full Cutoff Fixtures



Fully Shielded Wallpack & Wall Mount Fixtures

Fully Shielded Walkway Bollards

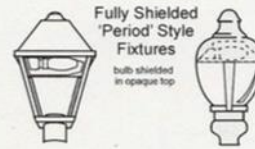


Fully Shielded Fixtures

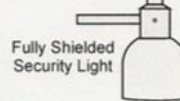
Full Cutoff Streetlight



Fully Shielded 'Period' Style Fixtures



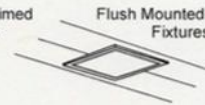
Fully Shielded Security Light



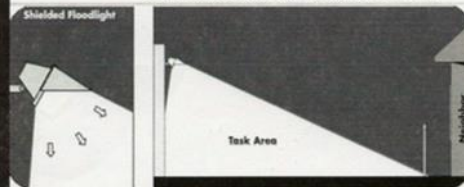
Shielded / Properly-aimed PAR Floodlights



Flush Mounted Canopy Fixtures

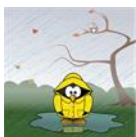


Shielded floodlight that is angled correctly



Illustrations from www.darksociety.org and www.darksociety.org





Hurricane Season Approaching: Are you covered?



Common misconceptions about Hurricane Insurance and the real threat

As soon as a hurricane alert hits the news, insurance agents are often hit with waves of the same question – Do I have hurricane insurance? In 2018, the State of Hawaii experienced some close calls. While there were no direct hits to the islands, Hawaii's 2018 hurricane season was amongst one of the most destructive in years. Picking up the pieces after a major catastrophic event, many learn the hard way: not all hurricane-related damages are covered by insurance. Unfortunately, even if you do have insurance coverage, you may not be fully covered. A common misconception is believing that hurricane insurance is enough to prepare for the upcoming hurricane season. Instead, insuring for hurricane is a combination of insurance policies to best protect your Property from damages.

Coverage for Wind Damage

The first issue with Hurricane is wind-related damages. Your Property policy is the first way to protect your building against a hurricane. This policy protects your property from damage caused by strong winds. Windstorm is typically a covered peril on a "named peril", or special form property form. When a storm becomes "named", Hurricane coverage will apply to the loss. When coverage is provided for Hurricane, most policies will have a specified Hurricane deductible amount, separate from the deductible for other covered perils. The hurricane deductible is typically a percentage of the Total Insurable Value (TIV) of the Property, subject to minimum for some insurance carriers. As defined by the National Hurricane Center (NHC), *Hurricane is a type of tropical cyclone, which are classified as the following: Tropical Depression (maximum sustained winds of 38 mph or less), Tropical Storm (maximum sustained winds of 39-73 mph), and hurricane, from Category 1 (74-95mph) to Cat 5 (156 mph and up).* For some, this is where they believe that this is all the insurance needed for Hurricane. Unfortunately, wind damage is only one part of the equation by hurricane, despite the misconception that this is "hurricane insurance".

While flying debris and physical damage from strong winds is a major risk during hurricane, flood damage is also common in a hurricane but the reality is that most flood damage will not be covered by this policy.

Coverage for Water Damage

Along with strong winds, hurricanes can bring heavy rains, overflow and tidal surges. The second half, and often overlooked part, of "hurricane insurance" is a flood insurance policy. Flood insurance can be purchased separately through the National Flood Insurance Program (NFIP) or through a private insurer. Flood Insurance can be purchased to protect your building (structure), as well as your contents. It is important to note that flood insurance has specific parameters for coverage. Flooding is defined by the NFIP as a *"general and temporary condition of partial or complete inundation of two or more acres of normally dry land area or two or more properties from: overflow of inland waters, unusual and rapid accumulation or runoff of surface waters from any source and mudflows"* which can be brought on by hurricanes. Flood is excluded in most policies yet it poses a severe threat during Hurricane season. As evidenced in 2018 with Hurricane Lane, the State of Hawaii did not take a direct hit but many areas suffered from severe flooding.

Moratoriums and Waiting Periods

Ready or not, when a hurricane is on its way, you have to act fast. It can be tempting to wait until you need coverage to buy insurance, but by that time, it may be too late. Insurers have restrictions on purchasing insurance coverage when the risk is imminent. Once a hurricane watch is in place it is unlikely that you will be able to get a new policy or make policy changes at the last minute. It varies by state and insurance company; however, once a hurricane is forthcoming, it may be a lot harder to place coverage. For Hurricane coverage, many insurance carriers will issue a moratorium which stops the purchase of new policies, the increasing of limits; or the adding of new locations.

During hurricane season, carriers usually wait until a storm is 24 to 48 hours from impact before declaring a moratorium, but this varies by insurance carrier. The National Flood Insurance Program does not issue moratoriums on buying coverage during a hurricane, but the NFIP imposes a mandatory, 30-day waiting period on new policies before coverage takes into effect. The 30-day waiting period also applies to endorsements that add or increase coverage.

Bottom Line

Despite the common misconception regarding “hurricane coverage”, the bottom line is: insuring for hurricane is a combination of insurance policies – 1. Windstorm including Hurricane and 2.Flood – to best protect your property from damages. Hurricane insurance coverage is needed but the reality is that flood insurance ends up being of the utmost importance for people come hurricane season, and it is coverage that people need to make sure they have. One of the hard lessons that come out of every natural disaster comes from a denied insurance claim. Unfortunately, many policyholders misunderstand their insurance policies and are blindsided by unforeseen gaps in coverage in their insurance program. This makes it crucial for all Building Owners and Property Managers to know what your insurance policy really covers, and more importantly, what it does not cover. Taking the time to review your coverages with an insurance professional could be the difference between paying a deductible amount for a covered claim, and paying steep out of pocket costs to recover from uncovered losses after a hurricane.



***Elaine Gascon** is an Account Executive At Atlas insurance Agency in the AOA Unit that specializes in insurance for Condominium, community and Home Owner Associations. She holds the Certified Insurance Services Representative and Associate in General Insurance professional designations. She earned her Bachelor’s Degree from University of Hawaii and later completed her M.B.A. from Western Governor’s University.*



Emergency Action Plans & Emergency Preparedness

During this time of year, particularly due to hurricane season, people tend to focus on safety and emergency preparedness. In reality, safety should be, and is for some, a part of everyday life. As building owners and residents stay informed of pending emergency situations via various information outlets, building managers prepare and take measures to better ensure safety and the preservation of life and property during and after a storm or other emergency. However not all associations, owners, residents or buildings have a plan.

If you're reading this article and you, your loved ones and/or your building does not have an Emergency Action Plan, it is past time to develop one. There are plenty of online resources that offer free templates on the subject of emergency preparedness. You should have an EAP (Emergency Action Plan) for all the major disasters known to affect Hawaii, both natural and other — hurricane, tsunami, earthquake, fire, flood, and active shooter. Sample Emergency Action Plan templates from OSHA (Occupational Safety and Health Administration), the CDC (Center for Disease Control) and DHS (Department of Homeland Security) can be found online.

In the case of hurricanes, your plan should involve both pre- and post-storm preparations that should be readily accessible throughout the year, so you don't find yourself scrambling at the last minute. If you're a building or site manager, include a plan in your building management program to help identify any residents that may require assistance. A sample hurricane preparedness plan can be found online at: <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/hurricane.html>. Another sample emergency preparedness plan provided by the State of Hawaii Emergency Management Agency can be found online at: <http://dod.hawaii.gov/hiema/public-resources/preparedness-information/>.



As for tsunamis, have a plan to move to high ground within 10 minutes of an alarm and have basic provisions ready to sustain yourself and your loved ones for a period of several days. Building and site managers should have an evacuation exit strategy for residents and personnel to move to high ground and identify the point that makes the most sense with the greatest ease of access. A sample Tsunami preparedness plan provided by NOAA and the National Weather Service that is specific to Hawaii can be found online at: http://www.prh.noaa.gov/hnl/pages/tsunami_safety.php.

To prepare for earthquakes, familiarize yourself with the basic information that is readily available online. Seek shelter underneath doorways. Familiarize yourself and your loved ones with the procedure and practice it!

During the Marco Polo fire on Oahu in 2017, we witnessed our finest first responders accomplish exceptional feats of heroism and bravery. First responders are extraordinary men and women who risk their own safety to help others. But during a major catastrophe, there may be times when there are not enough first responders to assist everyone who might be affected. Therefore, familiarize yourself with your property's fire evacuation plan and practice it with your loved ones and/or staff to ensure you can be as self-sufficient as possible. This said, follow the directions of our first responders in all cases. Concerning floods, you should develop a plan to gain high ground; with or without a vehicle; and avoid crossing running water.

As for the active shooter situation, no one likes to talk about this, but the reality is that it is being reported more often and we are more aware of it than ever before. Your EAP should include a contingency plan in the case of an active shooter. Check the DHS (Department of Homeland Security) website for specific information at: <https://www.dhs.gov/active-shooter-preparedness>.

Related to preparing for emergencies, one of the major challenges we all face revolves around funding. As an example, as a result of the fire at Marco Polo, the issue of fire sprinklers is now the order of the day. If you're an Association Manager, Board member or individual owner, plan to adequately fund your reserves or savings for unforeseen contingencies. If you're a Building Manager, develop a fire safety plan you can use now, with or without sprinklers. Building Managers can also contact the Fire Inspector's Office for assistance in developing or improving a fire safety plan. Visit <https://www.honolulu.gov/hfd> for more details.

Most importantly, in the event of any catastrophe, be sure to incorporate communications into your plan. It is very difficult to implement any plan if you cannot communicate. Stay tuned to news and weather via online, cell phone, radio; and be ready and able to communicate with loved ones and staff.

Having knowledge and familiarity is the one thing you can do to help yourself, help others, and self-sustain during any disaster which will allow emergency responders to attend to true emergencies. Use your common sense, educate yourself and develop a plan to take care of yourself and your loved ones, and your employees and staff, which will allow you to help others in need. Don't be the "deer in the headlights" that gets caught unprepared. Periodically review your plan with your loved ones and/or staff members. A once a quarter review is recommended; a semi-annual review is also acceptable.

Please take the following away from this article: 1) Develop an Emergency Action Plan. If you have one already, revisit it and make any necessary modifications and periodically review it with your loved ones and/or staff; and 2) In the case of a condo or homeowner's association or individual resident, adequately fund your reserves or savings to plan for unforeseen emergencies and/or circumstances. The simple addition of a line item in your budget planning at an appropriate dollar amount for your building/property will go a long way in helping to ensure the preservation of your life and the lives of those you love, as well as your home and investment.

While it is true we can't plan for everything, it is unwise *not* to plan. Be ready. Do the right thing. Do what makes sense. Take care of yourselves and each other.



Lourdes de Armas is a Senior Management Executive with Hawaiiiana Management Company, Ltd. where she has worked since 2012. In addition, she serves as an Operations Specialist with the United States Coast Guard Reserves. Lourdes deployed to assist with Coast Guard relief efforts in Puerto Rico for Hurricane Maria in 2017, and assisted with Hurricane Lane communications efforts on Oahu in 2018.





What to do within 24 hours of a major home flood

Home disasters happen when you least expect it. We've got some tips on what to do in the first 24 hours following a flood.

Flood disasters happen when you least expect it. Because Maui is no stranger to flooding after heavy rains, we've got some helpful tips on what to do in the first 24 hours following a flood if your home is affected.

Whether the flooding is caused by overflowing ground water (like an overflowing nearby stream or a flooded road), heavy rains or a home water system malfunction, these tips are meant to keep you and your family safe while also providing you the best outcome to protect your home and minimize damages.

Minimizing Additional Risks

-Before returning to your property following a flood, be sure to do a visual check of immediate property damage such as loosened foundation, and cracks or holes in the home or facility.

-TURN OFF THE POWER SUPPLY! Even if the power is completely out, it's best to find the fuse box and turn off the main power supply line. That way, if power does return, you aren't dangerously wading in water with electricity.



Document

Be sure to take photos of the home and the damaged area before removing water or beginning repair work. You could potentially minimize coverage your insurance is willing to extend if you are able to show your insurance carrier the excess of the damages from the flood.

Personal Protective Equipment

Personal Protective Equipment can save you from being exposed and infected by contaminated water, sewage or household chemicals.



PPE Check list:

-Rubber Gloves, especially helpful when removing damaged items

-Wading boots, if flood water persists in the home, be sure to wear waist-high waterproof boots or boots that allow you to walk through without touching the contaminated water.

Call your Insurance Company

Notify your insurance carrier as soon as possible following a flood. Since floods caused by groundwater are often NOT covered by conventional homeowners insurance, you'll need to discuss with your agent the extent of coverage given what is determined to be the cause of the flood.



Remove Water

Contact a [professional water extraction company](#) to remove standing water.

Should you decided to remove the water on your own, you can purchase a sump pump from a hardware store and or a wet vacuum.

Be sure to stimulate the natural drying out process by allowing fresh air to circulate by opening doors and windows so long as no additional water enters the property by doing so.

Mold Mitigation

Unfortunately, right outside of the 48 hour window of water damage, microbial growth develops. Microbial growth like mold can negatively affect the health and air quality of your home. To minimize mold growth, be sure to remove wet contents, including carpeting and bedding.

While it is possible for wet items to be salvageable, it's best to consult a fully certified water damage restoration company as well as to notify your insurance company to be sure you are not affecting coverage when removing items.

Secure the Property

If your home is deemed uninhabitable, before leaving your home, be sure to secure the property to minimize damages. Anywhere where water can enter, for example from a damaged roof, be sure to use a tarp to protect from any residual water entering the home.

Consult your insurance company to see what your options are for temporary housing while your home is being repaired.

For peace of mind at an unfortunate time and if you simply don't know where to start following a large home disaster, [Premier Restoration Hawaii](#) is here for you to provide you guidance as well as a full suite of services to help you every step of the way no matter the size or scope of your restoration needs.



Anthony Nelson, SVP of Operations,
Premier Restoration Hawaii





Bringing Suit on Behalf of Hawai'i Property Owners: Commonly Litigated Defect Claims in Hawaii

Commonly Litigated Defect Claims in Hawaii

(Article featured in Building Management August/Sept 2018 issue)



What is a construction defect? Construction defects are construction practices that violate the building code, violate specific installation instructions or product approval, deviate from the approved plans, cut impermissible corners, and/or incorporate components that are prone to fail in their installation and/or use.

The building code is adopted as an ordinance by the governmental entities having jurisdiction over the project, such as the City and County of Honolulu and by the State. The code itself is based upon the International Building Code (IBC) and modified to address local conditions. The code is a minimum standard. The code specifically provides that it shall be unlawful to build contrary to the provision of the code. However, violations of the code are not always the actual legal claims. Violations of the code are often the substance that is the basis for causes of action like breach of contract, negligence, breach of warranty, and breach of implied warranty. Lawsuits using codes as benchmarks and code violations as a basis for liability typically arise if the contract requires conformity with the code, if the plans require conformity with the code (which they always do), or if there are deficiencies in the construction work or design.

Construction defects can be the result of bad design, sloppy construction which fails to conform to either the approved plans and or the code, or failed products incorporated into the building. Often a failure to use proper corrosion resistant materials become the core of the defect claim.

Typical construction defects in Hawaii can be broken down into a few basic categories: structural life safety defects, fire safety defects, water intrusion and code violations.

Structural defects include failing to adequately design the building for the loads it will be subject to in service. In Hawaii a primary load factor is the wind load because of the risk of hurricane force winds. Hawaii has elaborate wind maps taking into account terrain and exposure.

A hurricane can be expected to cause damage, but a house should still be able to remain on its foundation. Winds can also break windows and doors, creating a vacuum inside the house that can blow off the roof. An appropriately designed and constructed building with openings should anticipate the windows breaking but still be strong enough so the roof remains attached. The code also requires design for earthquakes loads, however typically the wind loads are higher.

Examples of critical fire life safety issues are the omission of a required sprinkler system, a poorly designed sprinkler system that fails to provide adequate coverage, and a sprinkler system with inferior parts that are prone to corrosion, rendering the system inoperative. Sprinklers must be installed by specially licensed and trained contractors who are required to know their trade. A good contractor will not take shortcuts.

In addition to having adequate sprinkler systems, proper construction is key to building a fire safe structure. Buildings are designed with walls and assemblies of various fire ratings, and construction details are critical to achieving these protections. For example, gypsum board is typically type X fire rated, corridors in most hotels or high-rises are typically one hour rated in both the walls and ceilings, and unit separations are often two hour rated. Achieving a two hour rating requires two sheets of drywall on each side of the wall, with the base and face sheet nailed in designated patterns, and insulation firmly affixed in the wall cavity. All penetrations from the hallway into the unit must be properly sealed so there are no penetrations that can fuel a fire. Outlets must be properly laid out and installed, for example without being back to back in bedrooms and with putty packs affixed to the back. Frequently, contractors make mistakes or cut corners that can have deadly consequences in a fire. It is not uncommon to find sheets of drywall missing,

drywall not brought to the top of the soffit, and holes made with claw hammers to get a wire or pipe through the wall. These kinds of defects cause otherwise manageable or escapable fires to quickly become out of control and inescapable. In Honolulu, we surely have seen the devastating effect of high-rise fires.

Corrosion is also a huge problem in Hawaii. If structural hardware is left exposed to the elements, as it often is on homes with raised foundations or homes on caissons leaving the connections exposed, corrosion is inevitable. If the structural connections embedded in foundations are not adequately covered with concrete or if the concrete is porous and of poor quality, corrosion will occur. Often, a builder's failure to use corrosion resistant hardware and materials, which are typically higher quality and, thus, more expensive, is the key factor when corrosion occurs.

Corrosion can occur in locations where safe construction is critical, such as in lanais. Unfortunately, sometimes builders place rebar too close to the edge of the deck or fail to properly embed railings, creating an environment where safety components are not adequately anchored or protected from corrosion. The building code has explicit requirements for anchorage, and the structural plans should specify critical factors such as fastener locations, types, and lengths. Metal must be properly primed and painted with a minimum thickness of paint specified by the paint manufacturers. Railing must comply with a minimum height of the top rail and maximum height of the bottom rail and maximum picket spacing – the code is comprehensive and explicit, but not always followed. Corrosion can also wreak havoc on plumbing systems in hotels, apartment buildings, condominiums, and single family homes. Hawaii is plagued by bronze fittings made with excess zinc that can cause fittings, valves, and water meters to corrode and fail. Plumbing fittings and valves are often made of yellow brass having up to 35% zinc, which means they are prone to corrosion. Numerous high-rise buildings in Honolulu have PEX plumbing system failures—in those buildings, although nothing was wrong with the plastic PEX pipe, the critical fittings connecting the pipes corroded because they were yellow brass.

Finally, water intrusion is a common result of construction defects in Hawaii. High-rise exterior cladding systems often leak due to incorrect installation methods or poor-quality materials in the curtain wall design. Exterior EIFS stucco systems can also fail. Although siding is a manufactured product, it is also prone to failure if it is not nailed properly or not primed and painted at the cuts. In all of these installations, unsealed openings soak up moisture like a sponge, deterioration results, and mold can form. If mold is allowed to form and spread through a large building, remediation may cost millions of dollars. Having workers in hazmat suits removing, bagging, and disposing tons of hazardous material from a property is never good for its reputation or value. Construction defects run the gamut of errors, code violations, inadequate details prepared by design professionals, neglect in construction process, use of defective or inadequate components, and, often, a combination of some or all of the above. They can be avoided, but unfortunately they are not always avoided. Thankfully, the law protects owners in ways that can give them recourse for when construction defects arise, including claims under the Contractor Repair Act and various contractual and warranty remedies in both residential and commercial construction. Finding a lawyer skilled and experienced in both the laws concerning construction defects and construction requirements, standards, and practices is key to ensuring your property is adequately protected in the long term.



Ken Kasdan is considered one of the leading construction defect authorities. He regularly speaks at national conventions of attorneys, insurers, and claims professionals. He has practiced law for over forty years. He is the Senior Partner with Kasdan LippSmith LLLC a fully staffed firm with its primary office in Oahu. He and is Director of Client Relations, Louisa Percudani can be reached at (808) 369-839 lpercudani@kllawhawaii.com, kllawhawaii.com





The Best Exterior Paint



Every now and then people ask, what is the best paint? Or, who makes the best paint? Those questions have more answers than most can imagine. I think the better question is, “what is the best paint for my specific situation?” Have you ever wondered why paint manufacturers make so many different paints? It’s because each situation is different, and each product is engineered to perform in a different way. You wouldn’t tow a trailer with a Ferrari or try to drag race a semi-truck... well some might, but things usually work better when you use them as they were intended to be used.

Selecting the proper paint for the job is by far the most important part when selecting an exterior paint for your building. Every now and then, someone will use a paint and absolutely love it; so much that their ambition takes over and they start painting everything with it. Sooner than later, they start seeing issues in certain areas and before you know it the paint they loved a few months ago is now the worse paint ever! Without knowing it, they metaphorically towed a 40’ container with their Ferrari, and now the breaks are failing and the motor’s about to blow up.

Looking at all the different options for exterior paints can make someone crazy! There are hundreds of exterior products available and in stock right here in Hawaii, not to mention the countless others if you are willing to make special orders. It is simply not feasible for a building manager or board of directors to research that many options. The best way to go about this is to seek advice from a paint manufacturer, construction consultant, architect, or engineer. When seeking advice from a paint retailer, I would recommend request an outside field representative, preferably one who has been around for a while. They can walk your property, talk about your expectations, and ensure you get the right recommendation.

Now that you have a paint rep or other knowledgeable source coming to see you at your property, start thinking of exactly what your goals are for the project. Are there areas that have been prone to excessive concrete spalling? Does water penetrate into the building in any area? How long do you want the paint job to last? Colors scheme? Are there any unusual circumstances? Are there any existing paint issues? These will all help your expert come up with a plan.

After you explain what you want, and the expert comes up with a recommendation, the next question is always “how much does it cost”. Another loaded question! Most people ask for cost, but only hear the price. What does that mean? The cost includes the real value of a product/service. If you can finish a paint job in one day instead of two, the cost savings of an entire day of labor is tremendous even if the price of the paint is twice as much. In addition to the labor savings, you typically gain several beneficial product attributes as well. That \$55/gallon of paint starts looking better when thinking of it that way, doesn’t it?

If you are contracting the work out to a painter, the logic remains the same in terms of product selection. Typical construction projects are usually 80% labor and 20% material costs. Say you have a contract to repaint your building for \$80,000; material costs based on this ratio would be \$16,000. After reading this you’re now thinking you should upgrade the materials from a conventional acrylic paint to a super-premium product and the new product costs 50% more. This would take the contract price up by \$8,000 or 10%. Now let us consider the old product would have lasted 7 or 8 years and the new super-premium will last 10-11. That 10% increase in your total price just gave you a lifespan increase of 43%! Not only do you save money in the long run, you have residents who are not being inconvenienced by another construction project sooner than necessary.

The super-premium products available in the market are without doubt, some of the best seen in a very long time. They can be formulated to have great UV resistance, abrasion resistance, flexibility, ability to clean easily, have great sealing properties, and many other important characteristics. As each manufacturer develops their own proprietary resins and colorant systems, they are in constant competition to create the best products possible for each situation. Today’s consumers are now seeing the benefits of this new technology with longer lasting paints, more vibrant colors that last, and paints that are much easier and safer to apply than in years past.

When speaking to your chosen expert, challenge them with questions. What makes product A better than product B? Why is that important? What limitations does your product have? Where have you used this system/product in the past? How long do you expect this paint job to last? Ask anything else you might be curious about, after

all, it's our job to answer questions like this and address concerns. Don't be afraid to get a second opinion either, but if you get conflicting information, you might seek the advice of someone who doesn't have anything to lose or gain from the project.

Remember, the best paint used in the wrong place doesn't do any good. Seek the advice of a professional and follow it to the best of your ability.

Nick Sonoda is the Area Sales manager for Benjamin Moore in Hawaii. He has 11 years of industry experience and enjoys helping people to gain a better understanding of paint and why it's so important.



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*Welcome!
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April Lum, CMCA, AMS
Office Coordinator &
Management Executive,
West Maui

Hawaiiiana's West Side Clients Include:

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Lanikeha
Mahanalua Nui
Mahina Surf
Mahnahina Beach
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Napili Point I
Napili Point II
Opukea at Lahaina
Paki Maui
Pohailani Maui
Puunoa
Royal Kahana
The Summit at Kaanapali
Valley Isle Resort
The Ironwoods at Kapalua
The Villas at Kahana Ridge
Vintage at Kaanapali

Hawaiiiana Opens New West Side Office at Kahana Gateway Professional Building

Hawaiiiana Management Company is pleased to announce that the doors to their new office in the Kahana Gateway Professional Building opened on August 1, 2019. Hawaiiiana's West Maui Office serves as a satellite office to their primary location in Kihei, and will provide convenience for the company's 30-plus association management clients on the west side of Maui. Hawaiiiana's association management clientele includes some of the area's most prestigious properties, including Kapalua Golf Villas, Royal Kahana and Kaanapali Royal. The office features a meeting room where boards of directors can convene.

April Lum, CMCA®, AMS®, who joined Hawaiiiana in January, serves as Office Coordinator and Management Executive for the office. April is known to the West Maui community for her work as Executive Assistant to the President and Office Manager for Management Consultants of Hawaii in Lahaina, where she served for over 17 years.

Hawaiiiana, Hawaii's largest association management company, currently serves 106 associations island-wide, and 740 throughout the state. For more information about Hawaiiiana, please contact Mele Heresa, CPM® at (808) 593-6827 or meleh@hmcmtg.com.



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Associa's app TownSq provides updated info in REAL TIME and is Fully Integrated into our software. Condo Board President calls Associa's TownSq app a "lifesaving communication tool."

"We're all new to TownSq, but we immediately discovered the value of this life-saving communication tool during the severe weather from Hurricane Lane and Tropical Storm Olivia. While we were fortunate to have avoided the brunt of the storms, our very real preparation and reporting processes were more efficient and effective thanks to TownSq. Not only was our Associa manager able to post useful storm preparation steps and procedures, but she also armed us with useful links and phone numbers in the event of damage from the storms. Equally impressive is the phone application - if the power was down, we could still pass updates to each other through the phone app. Associa, the board, and all the residents were able to quickly account for each other and our property, as well as provide live updates about the loss of the community cable services and the cable provider's repair progress.

TownSq formalized the communication process so that all the information we needed was in one location and was current with the latest information and updates. A big thanks to Associa and Marin for bringing TownSq to our community and empowering us to tackle any adversities that come our way."



*- WILLIAM GUM, BOARD PRESIDENT
WAIKALUA BAYSIDE*



**FOR MORE INFORMATION ON ASSOCIA HAWAII'S AWARD-WINNING SERVICES, CONTACT
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Upcoming Seminars:

November 8 – Roofing / Trade Show

2020 Save The Dates

March 7: Topic to be announced

March 13: Insurance Seminar

April 17: Legal Seminar

May 15: Disaster Preparedness

September 11: Legislative Update

November 13: Trade Show

We hope to see you at the remaining [2019 CCM seminars](#). You will receive emails from CCM in advance of all seminars with instructions and reminders to register. Please be on the lookout and don't miss the deadlines. ***If you have any suggested topics for 2020 CCM Seminars, please let us know.***



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