

A Message from the President

SUMMER 2020

Dear CCM Members,

As we all adjust to our new "normal" your Board Members are meeting monthly to stay informed on the slow process of opening Maui. 2020 has allowed us to focus on CCM's direction and commitment to education. Our Board of Directors unanimously agreed to subsidize the first 10 participants for the IREM Class, Accredited Residential Manager (ARM) certification. There was a total of 19 participants with 6 of those from Maui. I was fortunate to take the course via zoom. IREM had to accommodate a virtual classroom and responded quickly to our needs. We all had a great time and even had break out rooms to do some of the activities in our training books. Our facilitator Jay Kacirk was knowledgeable, professional, and the perfect person to be the first live virtual facilitator! Mahalo Jay! In this newsletter there are comments from the participants so please take a moment and see what they had to say.

As soon as King Kamehameha Golf Course can open, we will be rescheduling seminars and e-blasting all of you with the dates! As we all learn to practice "social distancing" your CCM Board will be working closely with King K to ensure safe practices for our members. In the meantime, if you have any questions, concerns or suggestions please feel free to reach out to us. We miss you and are looking forward to seeing all of you soon!

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

IREM – NEWS FROM MAUI

The week of May 4th, six CCM members completed the ARM Course, Accredited Residential Manager. This was held as the first of its kind on-line learning, due to the current state of affairs with COVID-19. The CCM board offered a subsidy to the first 10 members to sign up and confirm attendance. We believe it is our obligation to support continuing education opportunities from other reputable outside sources such as IREM, Institute of Real Estate Management to have a presence on Maui. This organization is international and while they are a learning entity certifying our association managers, they also provide a network of support.

We look forward to more opportunities for our CCM members.

2020 CCM Board

REVIEWS FROM THE ARM CLASS

Dave Martin, Pacific Shores AOA

I enjoyed the course and learned a lot from it. The ARM textbook and the various example forms were extremely helpful and detailed. The instructor was friendly, patient, knowledgeable, and caring. The whole thing was a smooth and rewarding experience that I am extremely glad I took part in. I feel better prepared and more knowledgeable in my work, plus the ARM logo and designation looks great next to my name on business cards and email signatures. I will continue to use IREM for continued education and the many resources they provide for our line of work. A fantastic experience!

Aloha Lisa, I wanted to thank you and the CCM so much for arranging for and providing scholarship funding for the IREM ARM training and certification. With your support and that of my Board here at Kai Makani, I am happy to tell you that I not only learned a lot about residential management, but I also passed the test and am now taking the final step to full certification. I would not have even know about this training option if it was not for CCM. I would highly recommend the training as it covers every aspect of residential management.

Mahalo,
Mike Fahnert
Site Manager
Kai Makani Beach Villas



The Ironwoods

Jeffrey Roberts
May 15, 2020

Lisa
President
Community Council of Maui
P.O. Box 1742
Wailuku, HI 96793

Aloha Lisa:

Thank you for organizing the IREM – Accredited Resident Manager (ARM®) program for Maui managers this month.

I believe this program would be beneficial for any manager with under ten (10) years' experience. The program has excellent information on Board meetings, budgeting and interviewing. I will personally start putting several elements into practice over the next several months.

The Community Council of Maui (CCM) had offered several very good seminars and this one is one of the best. I look forward to being able to attend future CCM events

Mahalo,

Jeffrey Roberts



COVID-19 Best Practices as Amenities Re-Open at AOAOs

At this time, property managers and boards are being advised to follow directions from state or federal health and government officials. The rules about what you can and cannot do will vary depending on where you live.

Best interests of the community

When deciding about whether to reopen a non-essential amenity, carefully consider if the pros outweigh the risks. If you manage a small HOA, you have the resources and tools to ensure the pool will be cleaned properly and frequently, and you are confident that owners will comply with all rules for the foreseeable future, then you can move forward with a concrete reopening plan. However, if you manage a very large community with hundreds of residents, is it reasonable to ask that only 20 people use the pool at a time? Will residents comply with these rules? And do you have the funds to invest in extra cleaning services and supplies? ***If you are doubtful about being able to safely manage non-essential amenities, then it is best to wait.***

Rules and restrictions

- The reopening of non-essential amenities should be subject to strict guidelines and conditions, many of which will be addressed by local officials of the state of Hawaii.
 - For example, participating 1 on 1 sports with caution of reopening tennis and outdoor racquet facilities.
- The reopening of these recreational activities is subject to compliance with the guidelines from the Center for Disease Control and Prevention, and Hawaii has placed additional recommendations on each activity.
- Amenity use will need to be regulated, and it will not be possible for everyone to use the facilities whenever they please.
- Management may want to look at designing a signup schedule for amenities or shared outdoor spaces to establish a fair and organized process

- They will also need to ensure that every resident who uses a non-essential amenity understands and agrees to follow the rules.
- ***Temporary rules should be properly documented and stored somewhere that all members can read and review them.***
- Consider sharing the rules through email, on your community website, or through a communication feature available on your property management software.

Best Practices to Reopen Amenities

Clubhouse

- If your clubhouse has been unoccupied for seven or more days, it will only necessitate normal routine cleaning to reopen the area, as the virus that causes COVID-19 has not been shown to survive on surfaces longer than one week, according to the CDC.
- Because occupancy for resident events should be limited to fewer than 10 people at a time, it is recommended that virtual events are held instead until these restrictions are reduced or removed at the federal and state levels.
- Consider reducing operating hours so proper cleaning can take place.
- A strong focus by staff should be placed on sanitizing work areas, public areas and commonly touched places (door handles, elevator buttons, etc.) and placing hand sanitizers in common areas.
 - *The U.S. Environmental Protection Agency (EPA) released a list of EPA-registered disinfectant products that are qualified for use against this strain of coronavirus through the agency's Emerging Viral Pathogen program.*
- The CDC recommends reducing the risk of exposure by making long-term changes to practices and procedures to include reducing the use of porous materials used for seating, leaving doors open to reduce touching by multiple people, opening windows to improve ventilation and removing objects in your common areas such as coffee-creamer containers.



- If food and/or drinks are offered as refreshments for residents and prospects, consider only offering prepackaged foods.
- Elevator button panels should be disinfected at regular intervals throughout the business day.

Swimming Pools

- According to the CDC, there is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, spas or water-oriented play areas.
- Strict and frequent maintenance of these facilities should stop the coronavirus from surviving in the water.
- In addition to ensuring water safety and quality, owners and operators should follow the interim guidance for businesses and employers for cleaning and disinfecting their community facilities.
- The pool water is constantly being disinfected by chlorine, but there may be a need for extra disinfecting of items outside of the pool, such as:
 - Door handles inside and outside
 - Handrails and pool ladders
 - Restroom doors, faucets, sinks, soap and paper towel dispensers, toilet flush levers and baby changing stations
 - Drink dispensing equipment and water fountains
 - Light switches
 - Telephones and emergency shut-off buttons on spas, dials for spa jetsIn addition to posting notices that the social distance policy is to be observed at the pool, pool owners may want to limit the number of people allowed inside the pool area at any one time.
- Residents may be assigned specific days to use the pool and must stand or sit in spots marked out on the surrounding pool deck, maintaining safe distances.
- Limiting the length of time residents can stay at the pool increases the total number of people that can use the pool each day.

- The best way to execute this is to designate blocks of pool time available for people to visit the pool each day.
- An additional consideration is the removal of some deck furniture to further encourage social distancing.
 - Because pool furniture cannot be reliably disinfected between each user, consider having residents bring their own chairs each time they come to the pool.
 - If you choose this option, the pool furniture can be stacked and locked up with a coated cable and padlock.
- There has been discussion among owners in certain municipalities about needing to hire pool attendants to help monitor social distancing, so it is advised to check on all legal requirements ahead of any openings.
- Enforcing occupancy standards and social distancing regulations may be the most difficult aspect of operating a pool this year.
- There are several options to consider for handling this situation, depending on budget, available technology and staff time.
 - Use technology tools to offer residents access to an online scheduling platform to reserve time at the pool
 - Post occupancy limitations and allow residents to self-enforce this rule
 - Pool staff can limit the number of people on a first-come, first-served basis
 - Set hours or days for use by specific groups based on their address or last name
- Locker room and shower facilities shall remain closed.



- Restrooms shall be cleaned and disinfected regularly throughout the day.
- Soap and water or hand sanitizer and/or disinfectant wipes shall be provided in each restroom.
- Pool deck seating or lounging shall be restricted to ensure social distancing in accordance with CDC Guidelines.
- If possible, one or more facility staff or management must be present at each facility location to monitor and ensure compliance with the restrictions within this order.
- Experts also recommend implementing a no-guest policy this summer, as well as eliminating pool parties, games, swimming lessons, swim meets, and water fitness classes.
- If you are planning to hire a lifeguard, their main responsibility should be watching the people in the pool, not managing the behaviors of residents practicing social distancing.

Tennis Courts

- Similar precautions should be taken with tennis courts as with the pool area.
- Residents may need to sign up to play, and spectators should not be permitted on the courts.
- Only singles play is acceptable.
- Locker rooms and shower facilities should stay closed.
- Restrooms must be cleaned and disinfected multiple times throughout the day.
- Soap and water or hand sanitizer and/or disinfectant wipes shall be provided in each restroom.
- It is the responsibility of management to ensure residents comply with the rules.

Fitness Center/Gym

- The gym may be the most beloved amenity, but it will also be one of the hardest to reopen. Equipment is close together, and gyms are, well, kind of sweaty.
- Opening your fitness center should first address strength and cardio areas, where you can ensure

proper social distancing will be observed by staggering workout times.

- Gyms may need to be reconfigured to increase the space between equipment, and capacity limitations should be considered, as well as alternating machine use to maintain rigorous cleaning schedules.
 - Equipment will need to be wiped down between each use.
- Placing markers on the floor to indicate where residents can stand to remain six feet apart will assist in reinforcing the importance of social distancing, especially if your fitness center typically experiences high traffic.
- Condo and HOA gyms are seldom staffed, therefore residents would have to properly clean the equipment and cleaning supplies would always have to be available.
- Send an email to residents with new guidelines to include social distancing information, hours of operation, where to sign-up, if applicable, and guidance on sanitizing equipment after use.
- Increasing the frequency of daily cleanings is advised and can be achieved by scheduling gym closures throughout the day to allow cleaning crews or your maintenance team to thoroughly clean the equipment and floors.
- It may be best in the early stages to eliminate 24-hour gym availability to ensure that fitness centers receive a complete cleaning at the end of each day.
- To avoid risking your warranty coverage, be conscious of the guidance from your equipment manufacturer and their recommended procedures for cleaning and disinfecting.
- Following instructions ensures that the maintenance schedule is in line with maximizing product life.
- For the time being, gyms should stay closed.

Party/Game Rooms

- Residents generally must book party or game rooms anyway.
- Management should restrict or minimize available booking times.
- Limits on how many people can use the room at one time.



- Up to management to ensure that residents comply with the rules.
- These shared spaces will need to be thoroughly cleaned after every use.

Outdoor Spaces

- Outdoor areas generally require normal routine cleaning and do not require disinfection.
 - The targeted use of disinfectants can be done effectively, efficiently and safely on outdoor hard surfaces and objects frequently touched by multiple people.
- The CDC recommends not using playground equipment because it is typically situated in lower traffic areas and is not regularly cleaned properly.
 - It may be best to resume opening outdoor spaces such as playgrounds by following local park openings in the local area.
- Community gardens are safe to open so long as social distancing rules are observed.

Routine Maintenance

- Some communities will begin completing routine service requests again if they have not already started.
- Strengthened communication between office and maintenance teams is critical.
- The employee taking service requests should ask detailed questions about the issue in the resident's apartment.
- This will assist the maintenance team to bring only the tools and parts they need to complete a task, thus limiting the equipment they need to disinfect after each job.
- Prior to a member of the maintenance team entering an apartment, it is advised to ask the resident three questions as outlined in the COVID-19 protocol, to include:
 1. Has anyone in the apartment home traveled internationally?
 2. Does anyone in the apartment home have a fever?
 3. Is anyone in the apartment home taking care of someone has been sick?
 - If the answer to any of the above questions is "Yes," the team

member can politely refuse to enter the apartment home.

- The organization can decide if the work should be completed while the resident is not in the home or if it should be rescheduled for a later date after the isolation period has passed.

- Work orders should be prioritized based on the level of urgency with the understanding that there is a limit to the number of service requests the maintenance staff can safely handle daily.
- Management should communicate with residents when to realistically expect a member of the maintenance team to address their request.
 - The maintenance team should follow COVID-19 protocol regarding CDC guidelines while utilizing proper PPE.

Signage

- Legible signage should be placed in all shared common spaces.
- Signage may include floor markings to assist with social distancing requirements.
- Fitness center signage should include who is responsible for cleaning equipment and, if residents are responsible, it should clearly state the location of the cleaning products and should be regularly replenished by onsite staff.
- There should be signage in all common areas outlining hours of operation and occupancy restrictions to include maximum occupancy allowed during this pandemic.
- If PPE such as face masks are required of all visitors, please note that on signage as well.
- Having signage that clearly communicates information assists with proper observance of protocol and enforcing consistent standards to all who enter

Liability Waivers

- As you navigate what a soft reopening looks like at your property, you may want to consider proactively taking steps to protect against possible future liability for COVID-19 exposure claims from residents and their guests; these steps may include the use of liability waivers.



- A liability waiver is an agreement between two (or more) parties, where one party, in this case, your residents and/or their guests, acknowledge the potential risks associated with participating in an activity or agreeing to receive services.
- By signing a liability waiver, your residents and their guests will be voluntarily relinquishing their right to sue your company for any damages or injuries that arise from participating in an activity or receiving services, such as using amenities or participating in property events or services.
- Liability waivers are only meant to limit your company's exposure to lawsuits; they do not prevent claimants from filing lawsuits against you.

Seek Legal or Board Assistance First

- Before reopening any non-essential amenities, boards should consult legal counsel to confirm their ability to safely manage these facilities.
- The liability associated with reopening without being able to properly comply could be a costly and dangerous mistake.
- A lawyer can help you determine which amenities you can reopen, and which ones should remain closed.

Get In Touch

For more information about reopening your amenities, [speak with our Risk Control team](#) for needs specific to your situation or visit us on the web at www.atlasinsurance.com.

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Business Continuity, Are you Ready?

The events of the past few months have prompted many to reevaluate how their business operates. Is all or part of your staff working remotely? What modifications did that require? Did you have the resources needed to make it happen smoothly?

Business owners often understand the importance of business continuity but are seldom fully prepared to meet the challenge. In an era when margins are compressed, and competition is increasing, technology is one way companies can adapt. Amid the unfolding pandemic, it's important that management companies embrace technologies to simplify their back-office operations, lower costs and potentially increase revenue.

Industry-specific software can provide a multitude of efficiencies for management companies. One great example is the opportunity to connect business partners by linking your systems with theirs. Integrations with HOA-specific banks include accounts receivable posting, account-to-account transfers, daily reconciliation and much more. Other platforms offer compliance, work order and architectural integrations, which can drastically reduce manual data input and help boards make administrative decisions more quickly.

Accounts receivable lockbox integration can process every type of homeowner payment that comes in, whether it is accepting checks, ACH, e-check or credit card payments. The payment information is provided to the management company the very next day, improving association cash flow, and ensuring necessary expenses are being paid promptly and accurately.

Similarly, an accounts payable lockbox eliminates the task of manual invoice entry. With accounts payable lockbox, all invoices are emailed to a centralized location where they are scanned and uploaded to an online dashboard for board and management review and approval. Once approved, payments to vendors are made via check, ACH or merchant card. Accounts payable lockbox software can also automatically assign general ledger codes, further increasing accuracy and saving time.

For escrows, most industry-specific accounting software will have some level of integration with the leading providers of online resale documents. This can be a tremendous help to your escrow team by allowing them to process more packages in less time.

Integration means owner-specific information, such as balance owed and outstanding violations, can be pre-populated to the demand forms in real time. More escrows completed more quickly means more revenue for the management company! If you are still manually assembling escrow packages, explore technology-based options for optimizing the process, reducing paper and supply consumption and potentially grow your bottom line.

As you can see, there are multiple ways to leverage technology to increase accuracy and efficiency, reduce costs and build business volume. The current circumstances may offer the ideal opportunity to upgrade your technology that helps your business work through the challenges of the present and position itself for greater success in the future.



Christine McGuire is a regional account executive for CIT's Community Association Banking Division, supporting property management companies and homeowner associations in the state of Hawaii. The views and opinions expressed in this article are those of the author and do not necessarily reflect the views CIT.

Tough Times Can Bring Out the Best in People

While the current times are unprecedented, challenging and for many heartbreaking, taking some time to see the good can help balance the pressures of the difficult. We are learning to be thankful for what we have, to empathize with others, and just how many things we can do from home! Many have had the delight of catching up with old friends and learning how to use technology in ways we never dreamed possible. Some are learning how to cook, to sew, and how to relax rather than to rush. And hopefully, we are all learning to cherish our friends and loved ones, and to care for strangers in need.

In addition, we are learning that kindness is an inherent trait in so many. Below are a few “silver lining stories” collected from association management firm Hawaiiana Management Company, involving both clients and employees of the organization:

“One of Hawaiiana’s employees did some research and found a company that would deliver free meals to residents in need at one of our buildings. Those who wished to participate are now having meals delivered to their door by building staff wearing gloves and face masks. It feels great to be able to do things like this in such difficult times!” Bev F.

“In one of the buildings I manage, board members, their spouses, and a few other residents made over 120 fabric face masks for the Institute of Human Services staff.” Keola K.



“One of our ‘snowbird’ residents, Linda Selbert of Keala o Wailea (Left picture), purchased a sewing machine on island and ordered a bolt of filter fabric, just so she could sew masks. I am sure she has made hundreds by now and is sharing them with people on Maui as well as in her home state of Michigan.” Carol G.

“Recently we asked residents at Kaimana Lanais to donate a dollar per unit to help the Hawaii Foodbank. We were hoping for \$114 but ended up with over \$700!” Ruth T., Board President, Kaimana Lanais (Oahu)

“One condo board voted to give owners a break on one full month of their maintenance fees, just to provide them with economic relief. There are good people out there doing good things!” Lourdes D.

“Our company has made a sizeable donation to Hawaii Foodbank, and plans to do more for the community after making sure all of our employees are taken care of. I am so proud to work for a company like this!” Naina O.

Deemed an “essential business,” property management firm Hawaiiana Management Company has maintained normal business hours in its Lahaina and Kihei offices, as well as offices on Oahu, Kauai and the Big Island, but has restricted in-person visits until recently. Most employees are on a rotating schedule which includes some work-from-home days. When in the office, all are required to wear face masks and practice “social distancing.”



Mele & Michelline Mask

Able to find the fun in everything, employees have made their masks into a fashion statement, carefully color-coordinating with their day’s outfit. Shown are Mele Heresa (left) and Michelline Balisbisana (right) from Hawaiiana Management Company, Ltd



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Silver Lining During this Time Period

David Dunham - President, Kawika's Painting Inc.

Everyone has been impacted during the recent pandemic and had their carefully laid out plans disrupted. In uncertain economic times, some building owners, AOA's and managers are prone to put off needed repair or scheduled maintenance projects until the economy shows strengthening. They may hold off on required re-painting, spall repair, waterproof coating, window sealing, garage repairs, deck coating etc. for a year or more due to uncertain financial issues.

As we had been in such a boom with peak tourist and occupancy numbers climbing for the past few years, many buildings have had a hard time balancing use with maintenance. It was costly to shut down operations or offer discounts for the disruptions. This has led to some deferred maintenance, smaller phases or just addressing emergencies when they arose. This approach can be more costly than a complete project.

SO.....where's the silver lining?

The current situation presents an opportunity for getting work performed now versus when you are near full occupancy. Barricading, coordination with tenants, public access can be much easier in times of low occupancy. In the current time safety may be greatly improved due to lack of pedestrians or occupants in some of our empty hotels and commercial building. This could make projects safer and quicker. We are doing a painting and spall repair project which became so much safer as there are no longer hoards of people underneath our scaffolding. The barriers are much simpler for the client. We now have access to some units through the interior rather than having to hang a rig on the exterior, which is more costly.

Just think of the work that could be done in parking garages at this time when there are fewer cars present. We are currently working on a hotel garage that is thrilled to have this work completed now when there are minimal disruptions to their current operations.

Again, this time could be a very advantageous time to do work on some of our lower occupancy buildings and garages.

If funding is an issue, the building owner or AOA might consider taking out a loan to fund high-priority maintenance and repair projects. Several local Hawaii banks have lending programs specifically geared to this need. Given today's current low interest rates, a loan today will likely save the building owners and residents money in the long-term. Deferred maintenance is expensive!

For our AOAs that find everyone home, it may be a good time to plan for your projects. Some contractors might be concerned with their back log due to unknown future economic impact and be willing to offer a discount if they can schedule into the future gaps in their schedules.

Think positively and creatively for your needs. We need to make lemonade out of the current situation!

Please feel free to contact us at 808-848-0003 or oahu@kawikaspainting.com if you need any help making lemonade! We are prepared and licensed to help you with painting, spall repairs, roof coatings, water proofing, carpentry, walkway coatings and resinous flooring.



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Restoring the Lives, Businesses & Communities of Hawai'i
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Protocol for Businesses: Re-Opening and On-Going Recommended Cleaning Procedures

Re-opening our communities requires all of us to move forward together by practicing social distancing and other daily habits to reduce our risk of exposure to the virus that causes COVID-19. In addition, as businesses and workplaces continue to open for operation, there is an increased need for employers to implement various practices to reduce the risk of exposure to COVID-19 on their premises. This document is designed to focus specifically on enhanced cleaning and disinfection procedures, that are targeted towards the type of facility you operate – whether that be a retail store, food establishment, daycare center, shared/congregate housing complex, or another type of facility that is generally visited by the public at large. Cleaning and disinfecting public spaces including your workplace and business will require you to:

- Develop your plan
- Implement your plan
- Maintain and revise your plan

The virus that causes COVID-19 can be killed if you use the right products. EPA has compiled a list of disinfectant products that can be used against COVID-19, including ready-to-use sprays, concentrates, and wipes. Each product has been shown to be effective against viruses that are harder to kill than viruses like the one that causes COVID-19. ([https://www.epa.gov/pesticide-registration/list-n-](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

[disinfectants-use-against-sars-cov-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2))

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This document provides a general framework for cleaning and disinfecting practices. The framework is based on doing the following:

1. Normal routine cleaning with soap and water will decrease how much of the virus is on surfaces and objects, which reduces the risk of exposure.
2. Disinfection using EPA-approved disinfectants against COVID-19 can also help reduce the risk. Frequent disinfection of surfaces and objects touched by multiple people is important.
3. When EPA-approved disinfectants are not available, alternative disinfectants can be used (for example, 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions). Do not mix bleach or other cleaning and disinfection products together. This can cause fumes that may be very dangerous to breathe in. Bleach solutions will be effective up to 24 hours.

A Few Important Reminders about Coronaviruses and Reducing the Risk of Exposure:

- Coronaviruses on surfaces and objects naturally die within hours to days. Warmer temperatures and exposure to sunlight will reduce the time the virus survives on surfaces and objects.
- Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection. EPA-approved disinfectants are an important part of reducing the risk of exposure to COVID-19, as well as the alternate disinfectants mentioned above.
- Store and use disinfectants in a responsible and appropriate manner according to the label. Keep all disinfectants out of the reach of children.

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- Do not overuse or stockpile disinfectants or other supplies. This can result in shortages of appropriate products for others to use in critical situations.
- Always wear gloves appropriate for the chemicals being used when you are cleaning and disinfecting. Additional personal protective equipment (PPE) may be needed based on setting and product. For more information see [CDC's website on Cleaning and Disinfection for Community Facilities](#).
- Practice social distancing, wear facial coverings, and follow proper prevention hygiene, such as washing your hands frequently and using alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available.

Develop A Plan

Evaluate your place of business to determine what kinds of surfaces and materials make up that area. Most surfaces and objects will just need normal routine cleaning. Frequently touched surfaces and objects like light switches and door knobs will need to be cleaned daily and then disinfected to further reduce the risk of germs on surfaces and objects.

- First, clean the surface or object with soap and water.
- Then, disinfect using an EPA-approved disinfectant or equivalent.

Consideration should also be given as to what items can be moved or removed completely to reduce frequent handling or contact from multiple people. Soft and porous materials, such as area rugs and seating, may be removed or stored to reduce the challenges with cleaning and disinfecting them.

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It is critical that your plan includes how to maintain a cleaning and disinfection strategy after re-opening. Develop a flexible plan with your staff and adjust accordingly as federal, state, or local guidance is updated and if your specific circumstances change.

Determine What Needs to be Cleaned

Some surfaces may only need to be cleaned with soap and water. For example, surfaces and objects that are not frequently touched should be cleaned and may not require additional disinfection. Additionally, disinfectants should typically not be applied to items used by children, such as in a childcare facility – especially any items that children might put in their mouths. Many disinfectants are toxic when swallowed. Please refer to the [CDC's "Guidance for Childcare Programs that Remain Open"](#).

Is the area outdoors?

Outdoor areas generally require normal routine cleaning and do not require disinfection. Spraying disinfectants on sidewalks and pavement is not an efficient use of disinfection supplies and has not been proven to reduce the risk of COVID-19 to the public. Maintain existing cleaning and hygiene practices for outdoor areas.

The targeted use of disinfectants should be done on outdoor hard surfaces and objects frequently touched by multiple people. Certain outdoor areas and facilities, such as bars and restaurants, may have additional requirements. Please refer to the FDA's website on [Food Safety and the Coronavirus Disease 2019 \(COVID-19\)](#).

There is no evidence that the virus that causes COVID-19 can spread directly to humans from water in pools, hot tubs or spas, or water play areas. Proper operation, maintenance, and disinfection (for

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example with chlorine or bromine) of pools, hot tubs or spas, and water playgrounds should kill the virus that causes COVID-19.

Determine What Needs to be Disinfected

Following cleaning, frequently touched surfaces and objects should be disinfected using a product from EPA's list of products for use against COVID-19.

Are you cleaning and disinfecting hard and non-porous materials?

Determine the most appropriate disinfectant for the targeted surface or object. Pay special attention to the personal protective equipment (PPE) that may be needed to safely apply the disinfectant and the manufacturer's recommendations concerning any additional hazards.

Examples of frequently touched surfaces and objects, commonly referred to as "touchpoints", that will require daily disinfection include:

- Door knobs
- Handrails
- Elevator buttons
- Alarm pads
- Desks and tables
- Desk chairs
- Bathroom counters
- Faucets and knobs

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- Toilets (seat and handle)
- Light switches
- Shared office equipment (copiers, fax machines, etc)
- Breakroom countertops
- Shared breakroom appliances (refrigerator, coffeemaker, microwave, water cooler, etc)

Cleaning of touchpoints should extend past the focused item 3-12 inches. Pre-clean all identified touchpoints, building components and contents via HEPA vacuuming and/or wet wiping with an appropriate detergent solution. Pre-cleaning is critical to ensure pathogens are removed by the disinfectant applied. Apply an EPA registered disinfectant, allowing for adequate dwell time according to the manufacturer label.

Since each business and facility is different, establish a detailed list of items, surfaces, equipment, and locations to be cleaned and disinfected, and a schedule of how often that should occur.

Are you cleaning or disinfecting a soft and porous material or items like carpet, rugs, or upholstered pieces?

Soft and porous materials are generally not as easy to disinfect as hard and non-porous surfaces. EPA has a limited number of products approved for disinfection for use on soft and porous materials. For carpeted and upholstered surfaces apply the following guidelines: **ONLY** use HEPA filtered vacuum cleaners, during daily or weekly cleaning. Periodic deep cleaning should be done via hot water extraction (above 140 degrees F), using EPA registered disinfectants approved for porous or upholstered fabrics.

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Those soft and porous items that are not frequently touched, and that can be laundered, should be done so according to the item's label, and using the warmest appropriate water setting.

What about areas and surfaces that don't have many touchpoints, or are less frequently used?

Less frequently visited areas, or objects and surfaces that aren't frequently touched by multiple people, may require less cleaning and disinfection. Examples could include:

- Storage rooms
- Warehousing areas
- Loft storage areas
- Parking garages
- Equipment rooms

It is hoped that through the approach of routine enhanced cleaning and disinfection of workplace surfaces and equipment, in combination with other risk mitigation measures, business owners can continue to contribute to slowing the spread of the SARS-CoV-2 virus.

Premier Restoration Hawaii is glad to be your partner in this endeavor. The following appendixes will serve to assist you in showing the community your commitment to their health and safety.

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Facility Specific Surfaces and Areas Requiring Weekly Cleaning and Disinfection:

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- **Have we thoroughly inspected all areas to identify key touchpoints?**
- **Have we identified all areas requiring less frequent cleaning?**
- **Have we established a schedule of areas/surfaces to be cleaned, and identified who is responsible?**
- **Have we reviewed the manufacturer's label for the cleaning and disinfectant products to be used?**
- **Have we reviewed the proper effective dwell time for the disinfectant to be used?**
- **Have we established procedures to store, mix, apply, and dispose of any leftover cleaning and disinfection products safely?**
- **Have we reviewed the manufacturer's instructions regarding any required PPE specified, and is cleaning the staff properly trained on its use?**

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- **Have we discussed proper cleaning procedures such as HEPA vacuuming, wet wiping, etc., to include for cleaning 3-12 inches past the focused area?**
- **Have we reviewed proper cleaning techniques for carpets, rugs, and upholstered pieces?**
- **Does the business' cleaning staff feel confident in the plan moving forward?**

I verify as a representative of Premier Restoration Hawaii, that the above checklist is complete, and has been reviewed with the business' appropriate personnel -

Printed Name:

Signature:

Date:

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Covid 19 effect on electric bills

Condos with PV systems leased with a Power Purchase Agreement (PPA) or a fixed lease may be having a difficult time understanding their bills and budgeting for the rest of the year due to the drastic drop in energy usage.

Here are some interesting facts for condos and businesses with a MECO (Now called HECO) Net Metering Agreement (NEM):

1. Many customers that never had a credit from MECO before are receiving credit now that their usage is less than the PV system produces.
2. The MECO minimum bill can be \$500 to \$700 a month for a 100 kW system based on your highest demand in the last 11 months.
3. When your PV system produces more than you use, MECO will give you credit that you can use in future months. However, you still pay the minimum bill as well as paying the PPA or lease owner for the energy.
4. 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. The credit they will give you is limited to the amount your bill would be reduced to if you paid the minimum bill every month during your 12 month period. If this happens, you will have purchased energy from the PV system owner that you cannot use.
5. We can help you understand your current bills and estimate future bills for budgeting purposes.
6. We can also investigate ways to increase your electrical energy usage to reduce or eliminate this loss while reducing your utility bills 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. ECA can help you design these changes.

Written by William Bennett, The Energy Detective, (808) 283-0404

Kimokeo Foundation – Maui’s Non-profit Perpetuating our Hawaiian Culture and Language

At our last seminar on March 13th, Community Council of Maui featured one of Maui’s Hawaiian non-profit organizations, the Kimokeo Foundation. Founded in September 2015, the Kimokeo Foundation was created by Native Hawaiian who may be familiar to many of you, Kimokeo Kapahulehua. Kimokeo created his foundation as a platform in which he could leave a lasting legacy that would continually emulate his passions to preserve and perpetuate the Hawaiian culture within today’s generation and generations yet to come. The Foundation is centered around Kimokeo’s love for the people and culture of Hawai’i and the land and sea that surrounds our island home, Maui, Hawai’i.

The non-profit 501(c)(3)’s mission is to preserve and perpetuate the Native Hawaiian culture, its traditions, practices and language and Maui’s environment through educational programs which benefit the people of Maui.

The foundation’s current goal is driven by Kimokeo’s belief that in order for our Hawaiian culture to thrive and live on in perpetuity, the heart of our culture, the Hawaiian language, must be preserved and the way to preserve it is through our keiki (children). Therefore, the non-profit is currently partnering with the Hawaiian immersion elementary school, Ke Kula ‘O Pi’ilani in Īao Valley, to assist them in improving their current school environment and increase their capacity to double their enrollment for their next school year.

Ke Kula ‘o Pi’ilani is an independent private Hawaiian immersion elementary school, in which all academic and enrichment courses are delivered through the lens and language of our indigenous Hawaiian ancestors. It is the first of its kind in Hawaiian medium education statewide providing ‘āina-driven (land-driven), community-focused education. Grounded in the language, values, and wisdom of our Hawaiian ancestors, Ke Kula ‘o Pi’ilani inspires a lifelong love of learning in an enriching environment where diverse students grow to be united, confident, globally competitive servant leaders who think critically and creatively to contribute to the betterment of Maui, Hawai’i, and the world. Founded in the values of aloha (love), kuleana (responsibility and privilege), and ‘imi ‘ike (a thirst for knowledge), Ke Kula ‘o Pi’ilani creates opportunities for our community of learners to apply traditional Hawaiian wisdom and customs to our contemporary lives.

The Kimokeo Foundation invites you to support its current project which perpetuates our Hawaiian culture and supports Hawaiian immersion education on Maui. Please consider making a donation or volunteering your professional services to this worthy cause and all monetary gifts remain right here on Maui.

Your donation of time, talent or treasure can be used to:

- Provide new evening Hawaiian cultural education classes for the community
- Purchase educational supplies and equipment
- Offset Ke Kula ‘o Pi’ilani’s rent and operational costs
- Improve indoor and outdoor Hawaiian learning environments
- Landscape and maintain Hawaiian native education gardens
- Upgrade electrical and plumbing at the school
- Update infrastructure and construction
- And much more...

To make your tax-deductible monetary or in-kind donation, visit www.kimokeo.org or contact its Executive Director, Joylynn Paman, at kimokeofoundationmaui@gmail.com. Together, we can do our part to uphold our unique Hawaiian culture and the upcoming generation of native Hawaiian speakers.

Kimokeo Kapahulehua has been well-known throughout Hawai'i, especially on Maui, for his tireless efforts to preserve and perpetuate his Hawaiian culture and the land and sea. For decades, he has selflessly dedicated his time toward serving Maui's communities and protecting its land from the mountains to the sea. His accomplishments are vast, spanning from being heavily involved in Hawaiian outrigger canoe paddling and voyaging, to the preservation of Native Hawaiian forests, to the revitalization of an ancient Hawaiian fishpond to educating thousands of youth about the Hawaiian culture and its practices, to raising money for cancer survivors. Kimokeo has touched the lives and hearts of an immeasurable number of people with the expectation that they only take the aloha that they have received from him and share it with others.



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
- Coconut Grove on Kapalua Bay
- Cottages at Kulamalu
- Emerald Plaza Place
- Emerald Plaza II
- Haiku Town Acres
- Hale Kai
- Hale Kamaole
- Hale Royale
- Hokuani Golf Villas
- Hololani
- Honokowai East
- Honu Alahele
- Ho'olea Terrace at Kehalani
- Ho'olei
- Ho'ananea 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 Aii Ocean Villas
- Keala o Wailea
- Kehalani Community Association
- Kehalani Gardens
- Kepuhi Beach Resort
- Kihei Beach Condo
- Kihei Garden Estates
- 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
- Maluhia at Wailea
- Maui Kaanapali Villas
- Maui Lani Terraces
- Maui Parkshore
- 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
- Paiki Maui
- Paradise Ridge Estates
- Pohaiiani Maui
- Pu'unoa HOA
- Royal Kahana
- Sandhills Estates HOA
- Southpointe at Waiakoa
- Spinnaker
- Sugar Beach Resort
- Summit at Kaanapali, Phase I
- Terraces at Manele AOA
- Terraces at Manele Bay, Phase II
- The Ironwoods at Kapalua
- The Mahana at Kaanapali
- The Office Centre
- The Palms at Manele, Phase I
- 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 Kihoa Homesites
- Wailea Pualani Estates
- Waialele Ridge
- Wailuku Heights Ext. Unit II
- Waiolani Community Assn.
- Waipuilani
- Wavecrest Resort
- West Kiuaa Meadows

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Upcoming Seminars:

2020 Save The Dates

March 13: Insurance Seminar

April 17: ~~Legal Seminar~~ postponed

May 15: ~~Disaster Preparedness~~ postponed

September 11: Legislative Update

November 13: Trade Show

Summer Hot Topics

2020 Hot Topics seminars have been postponed due to COVID-19, more information to follow.

NOTE: Deadline for September Newsletter Article Submission is August 20, 2020.

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