

A Message from the President

Winter 2020

Dear CCM Members,

As 2020 very slowly comes to an end, your Board of Directors has planned to carry on seminars electronically beginning February 2021. As I type those numbers, I must remind myself this is not a dream or movie, it IS the future as never imagined!

Information regarding membership and our 2021 seminar dates/topics will be sent out very soon. We are prepared to use zoom until we can all gather safely and will provide as much education as we can until that time. For those who depend on CCM for continuing education credits, we will be providing a code or number at the end of the seminars to confirm attendance. Handouts and electronic attendance information will be emailed to all confirmed participants prior to the seminars. Confirmed means you have RSVP'd. We look forward to seeing you on ZOOM until we can provide seminars the old-fashioned way.



Some of you may remember we gave an endowment of \$25,000.00 to Maui Community College several years ago. I am incredibly happy to announce we have several individuals who are benefitting from that endowment and eager to work internships. I know many of you sponsors and businesses are looking to fill positions and build a succession plan. I humbly ask you to please consider working with our local college students who are taking classes in this industry and will work for minimum wage. They are eligible for college credits if they are hired. It is a great way to build loyalty, train properly and support our local community.

If you have any questions regarding CAI credits, proof of attendance or questions regarding interns please contact me at lisahfi@gmail.com

We all wish you a happy and healthy Holiday Season!

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"



Managing Emotions In a Time of Crisis: Real Strategies for keeping your building occupants happy

By Anthony Nelson, President, Premier Restoration Hawai'i

Here at Premier Restoration

Hawai'i, we always place an emphasis on hiring field technicians who have the skills to manage our customers' emotions. I always say, "We can train someone how to dry structures, but we can't train them to be patient while one of our customers is crying." Because property restoration is such a technical trade, we like to think our performance on the job is what earns us those five star ratings on google; however, our ability to manage our customers' emotions is probably the single greatest factor influencing whether or not that customer will leave us positive feedback. Below are some real strategies we employ when managing our customers' emotions through a time of crisis.

Mirroring

When dealing with a water or fire damage emergency, it's common for some people to become very emotional, dare I say almost hysterical. In fairness to them, the single most expensive asset of their life has gone through a catastrophe. One key skill we'll use is called mirroring. If anyone has ever done couples counseling, you've done mirroring. When a customer of ours is done speaking, we'll simply provide a recap of what they're looking for in our own words to reach a point of consensus. A lot of the time this will get our customer to focus on the facts surrounding their issue as opposed to the emotion attached with it.

Example:

Customer – "I'm so sick and tired of my upstairs neighbor always flooding my unit. Doesn't he/she have any respect for me and my personal belongings? I just want this to stop happening"

Our Response – "What I'm hearing from you is if we find a solution to fix the flooding problem, you'd be interested in knowing how."

Recapping

When people are in an emotional state, their capacity to retain information is significantly diminished. Far too often, our technicians onsite will relay key information

about what's going to happen next only to have that information forgotten or lost by the customer. Our coordinators are keen to always recap the next steps on any job every time they're communicating with our customers. On larger or multi-unit projects, we'll take it a step further by emailing updates with a brief overview of what we did that week and what is coming up next. Taking the time to recap information is a huge step in making sure everyone stays informed.

Example: Email to our Customer

Thank you for meeting with us today. Our technician Randy was on site today to perform an inspection of the damaged areas. This information will be relayed to Brett, one of our estimators, to prepare an estimate for repairs. This estimate will be submitted to your insurance carrier for approval. Once the work is approved, we'll be contacting you to sign a contract and discuss when work can get started.

Notes

Communication is the key when people are frustrated. I know I already explained how memory retention dips when people are stressed, but we find that the more frequent our communication is with our customers, the smoother the process usually goes. We have a metric we track called FLIs (Files Lacking Interaction) which indicates which of our customers have not heard from us in 7 days. Usually, a simple phone call, even if it's to say we're still waiting on your cabinets to come in, is very helpful in making our customers feel cared for during their time of need.

Hopefully, these real strategies can help the next time you find yourself surrounded by frustrated occupants. Lastly, never underestimate the power of a \$10 Starbucks gift card not as an apology, but as a tool for relief. When I was a technician, I always kept a few in my truck. Whenever one of my customers was stressed out, I'd hand them a gift card and tell them to have a coffee on me.



What is This?!



Firestop Materials Attack Sprinkler Pipes!

By: Kyle Pineo, Esq. of Berding | Weil LP and William M. McKeon, Esq. of McKeon Sheldon Mehling, LLC

Berding | Weil LP and McKeon Sheldon Mehling LLC sometimes find irony in our construction defect cases. Here's one: building products that together are intended to increase safety turn out to be incompatible, leading to safety system failures.

One such issue involves chlorinated polyvinyl chloride (CPVC) fire sprinkler piping and incompatible firestopping sealants installed around the piping. If CPVC piping is installed in your building, incompatible sealants in contact with the CPVC can cause systemic cracking which will ultimately lead to leaks. In condominium buildings, this defect has resulted in costs of repair approaching several million dollars.

CPVC

CPVC is an upgraded form of the classic PVC pipe. The material is more flexible and can withstand temperatures higher than standard PVC. Because it can withstand higher temperatures, CPVC is commonly used in fire sprinkler systems. Because fire sprinkler systems pass through penetrations in walls, CPVC pipes may be installed in contact with firestopping products that are incompatible with the CPVC.

Firestopping

Firestopping seals openings in buildings through which fire and smoke could pass in a fire. A fire sprinkler pipe may pass through a wall from a common area hallway to a unit interior. When the pipe is installed through the wall, there is a gap between the wall and the outside edge of the pipe. If this gap is left unsealed, fire and smoke could pass through the gap, which could quickly spread the fire throughout the building. If the gap is properly sealed with firestopping, then the fire and smoke cannot pass through the opening. Firestopping is a code requirement that increases the safety of a building.

Incompatibility

In our construction defect practice, we have discovered situations where incompatible materials – which were intended as a safety measure – created a different safety problem. Incompatible firestopping sealants applied around CPVC cause a chemical reaction in the CPVC that can lead to cracks and leaks. Where CPVC fire sprinkler pipe passes through a unit wall, a firestopping product is applied between the sprinkler pipe and the adjacent wall. The firestopping seals the gap like a flexible piece of tape, so it is applied directly around the CPVC pipe. If the firestopping material is chemically incompatible, it will damage the structural integrity of the CPVC by creating an array of microcracks that eventually cause leaks. Fire

sprinkler systems are pressurized at all times, and small cracks can become big cracks under pressure, leading to leaks or a burst pipe. Multiple cracks compound the problem.

CPVC manufacturers publish lists of products, including firestopping sealants, that are incompatible with their CPVC. Builders are generally required to verify that all products in contact with CPVC are compatible, but sometimes the builder or its subcontractor uses incompatible products. If the incompatible products are installed throughout the CPVC system, the risk of a systemic failure increases.

What to Do

Repairing incompatibility issues can become very expensive. In some cases, sections of CPVC must be replaced and new firestopping installed at every unit wall penetration. In high-rise projects or projects with hundreds of units, the repair can run in the millions.

And there is another problem. The damage to the fire sprinkler piping may not be revealed for many years—sometimes long after the time limitation on claims against a developer have expired. Early inspection for incompatible materials is the best way to determine if a future problem exists.

If your association has CPVC piping system for fire sprinklers or potable water, the pipes probably pass through unit walls and are sealed with firestopping. We recommend that the association inspect the pipe penetration to verify if firestopping or another sealant is in contact with the CPVC pipe. The product can be tested at a lab to determine whether it is incompatible with CPVC. If the building is less than ten years old, there may still be time to assert a claim.

Berding | Weil and McKeon Sheldon Mehling are experienced in investigating CPVC incompatibility and, if the project is young enough, pursuing developer claims. Please contact us if this issue presents itself, so safety products at your development do not become safety threats.



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Kyle Pineo of Berding | Weil and William McKeon of McKeon Sheldon Mehling represent associations and property owners in complex construction defect litigation matters with over tens of millions of dollars in recoveries.



Reserve Studies

This year has been difficult for Associations, especially with regards to operating budgets and capital reserve budgets. The condo owners with short term rentals have experienced low or no rental income for most of the year. This has placed a hardship on owners and AOAOs to stretch their dollars.

A lot of AOAOs have postponed their scheduled 2020 or 2021 capital reserve funding study to save money. This approach is short sighted. A good reserve study company can save you money now. A reserve study specialist will inspect the building equipment and property amenities to identify replacement timelines.

A full study with site inspection is recommended every three years. Annual updates are recommended in between full studies. If your property has not been inspected in two or more years, there may be items that require immediate replacement or may be able to be scheduled at a later time.

A Reserve Specialist work with the General Manager, Facilities Manager and Property Manager to grasp the historical property data and ideas to improve the property. Many properties were constructed in the 1970s and 1980s. These properties require more capital projects and may need funding to improve amenities, i.e. pool areas, lobbies, activity desks, etc... Some properties are experiencing yearly spalling repairs or need to identify traffic ingress and egress from crowded roadways. An on island reserve study company can work with the AOAOs on various projects.

Repairs and replacements only cost more if delayed. If the building needs painting now, it will only cost more if postponed due to extra work needed to prep, seal, caulk, sanding, and painting. The same is true for roads, plumbing and roofs. Managers dread the leaky roof or flood phone calls.

Some AOAOs wait until the summer to prepare their reserve study in order to have the Board of Directors review and approve their budget by the fall. Studies can be performed anytime of the year. Completing the funding study earlier, will allow more time for projects to be scheduled and for the Board to allocate more time in the fall to prepare for the next year.

Bottom line: A good Reserve specialist can save you money by identifying repairs / replacements needed immediately and scheduling future projects.

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The Next Energy Technology After Solar

Willy has traveled from being a space engineer to designing solar hot water heaters to PV systems to his current focus on energy monitoring and analysis. He has found that monitoring and analysis is less expensive than solar, usually has a better return on investment and sometimes even reduces the utility bills more than solar. He has also found that a solar system installed after making the operational and equipment changes recommended by monitoring and analysis can often be smaller and less expensive, resulting in direct savings.

What is Energy Efficiency?

Willy describes energy efficiency as reducing energy use and utility bills by making operational changes or equipment upgrades without deprivation. In fact, often when analyzing energy use in detail, he finds and corrects problems that result in a better owner/guest experience. Examples of this would be more consistent hot water and air temperatures and better lighting. Rebates from Hawaii Energy help to promote electric energy efficiency as it is a big part of the goal to eliminate oil from the production of electricity in Hawaii. They currently have increased rebates available for a short time to help organizations recover from Covid related problems.

Examples of this are lighting, hot water production, air conditioning, pool water circulation and heating, building ventilation and basically anything that uses electrical energy.

How Do You Determine the Best Way to Save Energy?

Willy has found that the current procedure appears to be where an individual visits your building or home or advertises a particular technology that they can make a profit on. They offer it as an opportunity for saving money on your energy bill, which it usually will. However, is this the best technology to use as the first step for the optimum investment in energy for the

building? The truth is, through monitoring and analysis Willy has found zero or low-cost ways to make changes that could reduce the utility bill. He then ranks equipment changes by return on investment and other factors for consideration by the owners. He uses a technology developed in the space program to monitor satellites that is now cost effective for everyday earthling activities called **Detailed Monitoring and Analysis**.

How Can Detailed Monitoring and Analysis Help?

Monitoring data can show where the biggest energy users are if it is performed in enough detail. For instance, if most of the circuits in a condo common area are monitored instead of just looking at the energy bill, the manager and an energy efficiency professional, Willy, can see where the most energy is being used and focus on that first. He then investigates what changes can be made to reduce the electric bill and/or make them perform the task they were meant to do better. Then the other energy using devices can be investigated to find smaller cost-effective changes. Then solar systems or equipment upgrades can be installed that will be smaller and cost less than if the energy usage reduction had not been performed first. Also, Willy is helping PV (solar electric) or solar water heating system owners determine why they are not getting the bill reduction they expected and to determine how to correct that.

How About Other Utility Bills?

Willy reports that monitoring can also result in savings on propane and water bills. Inefficiencies in water heating solar systems with propane backup have been found with analysis and monitoring that reduced utility bills of 4 condos by an average of \$36,000 a year, including a \$12,000 yearly water bill reduction on one condo. The monitoring systems then usually remain in place to maintain that efficiency.

Is Monitoring Cost Effective?

Monitoring has been found to be very cost effective, resulting in an annual return on investment of 100% or more which is much better than a typical condo association savings account interest rate of 1%. Also, the savings stay year after year because alerts are sent when problems occur so that corrections can be made before large utility or repair bills appear or complaints occur. Examples of this can be viewed at www.ecamaui.com.

How About Homes?

Monitoring of electricity has been found to be cost effective for homes with an electric bill over \$1,000 a

month. Monitoring of electricity in homes has resulted in bill reduction of 15% to 50%! There is a new technology available now for monitoring home water usage that was described in the August CCM newsletter.

Summary

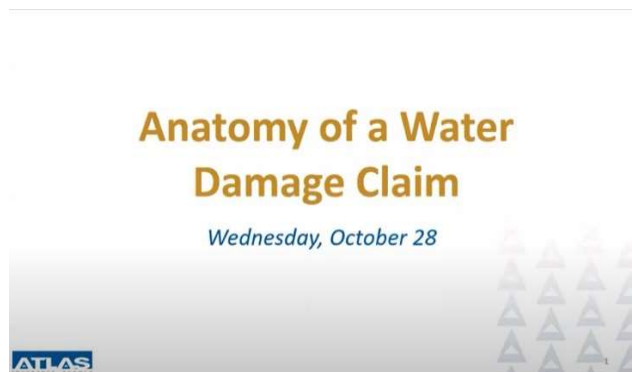
Willy is using **Detailed Monitoring and Analysis** to assist condo associations and homeowners to find out why their utility bills are so high and how to reduce them in a cost-effective manner. He asks that this information be shared so that more people will be aware of this technology and its ability to cost effectively reduce energy usage and help the environment of our beautiful island and planet.

On October 28th, 2020, CCM partnered with the Atlas Insurance AOA team, along with Premier Restoration and John Mullen and Company to outline the best practices for navigating the insurance claims process. The webinar covered:

- A real-life case study of a water damage claim
- Best practices for filing and managing the claims process
- The advantage of risk control and claims management
- Developing a claim process checklist

Here is the link to the recording:

<https://www.atlasinsurance.com/news/anatomy-of-a-water-damage-claim-webinar-recording-2>



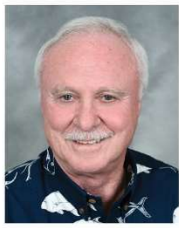
Hawaiiana Named “Best Workplace” for Second Consecutive Year

Al Pattison Awarded Top Human Resources Honor, “Workplace Champion”



Shown are employees from Hawaiiana Management Company’s Oahu office. Hawaiiana has nearly 250 employees, including those from our Big Island, Kauai and Maui offices. Hawaiiana was recently honored by PBN as a “Best Workplace,” ranking #1 in Hawaii among large businesses.

Hawaiiana Management Company was named as the 2020 “Hawaii Best Workplace” in the category of large businesses (over 100 persons) by Pacific Business News. This is the second year in a row Hawaiiana has received this honor.



Al Pattison
Executive VP
Hawaiiana

In addition, Al Pattison, Hawaiiana’s Executive Vice President, was named by PBN as “Workplace Champion” for companies over 100 employees. This honor is bestowed upon outstanding Human Resources professionals in Hawaii.

While grateful to be named “Best Workplace,” employees of Hawaiiana are not surprised! Here are some first-hand comments:

“I have never felt so cared for, or been taken better care of by any employer – ever! Hawaiiana is “ohana” – family to me!” RW

“Hawaiiana people are great to work with! They are a super source of information, which they share freely with one another.” JS

“Hawaiiana has been flexible in accommodating employee schedules, especially during this pandemic.” AL

“I love working at Hawaiiana because everyone is friendly, from my co-workers to the “big bosses.” HE

“Here at Hawaiiana we are not just colleagues and co-workers; we are family.” MA

“Hawaiiana is a fun place to work! I receive lots of support from co-workers and supervisors alike!” RC

“Coming to work is like coming “home” – a place of sharing, warmth, family and love; everyone is recognized, acknowledged, appreciated and accepted.” MS

“It is the people we work with which make us who we are, a “Best Workplace!” CT

“Every year at Hawaiiana only gets better because of the relationships we form with one another. Working for a company with great people makes our job easier and more enjoyable each and every day!” CV

“I love Hawaiiana because this ohana welcomes everyone.” DS

“Hawaiiana is my second family. You can always count on someone in the company to help you whether it be personal or business.” LW

“Any time I have a question, someone has already “been there and done that,” and can share their insights.” MW

“Aloha is sincerely practiced and spoken here, without a second thought. It’s genuine, and I’ve never seen anything like it elsewhere!” AC

“I love working for Hawaiiana! Even though we are an essential business, Hawaiiana has shown concern for employees by allowing parents to work from home while their kids are distance learning.” KP

“I love working with my Hawaiiana team! We strive for excellence in customer service, and have a common goal of taking care of our clients, our vendors and each other.” JL

“Hawaiiana’s work environment is very positive and cheerful. My co-workers and

I are inspired to excel in every aspect of our job. I feel very fortunate and proud to be a part of the Hawaiiana family.” LU

“The people at Hawaiiana have become my family, and they are the reason why I enjoy coming to work every day. Each task, whether big or small, is handled with teamwork and great enthusiasm.” PI

“What makes the workplace special to me is being acknowledged with a friendly hello and pleasant conversation with all co-workers, to the highest level of management. It makes me feel like Hawaiiana is family.” RW

“Hawaiiana is “home,” and it’s nice to be “HOME!” GW

Since 1964, Hawaiiana has had the privilege of providing association management services to condo and community associations in Hawaii. Hawaiiana employees currently serve over 750 associations state-wide. We are truly thankful to have one of the best jobs in the world – “managing paradise!”

For more information on Hawaiiana’s award-winning services, please contact: Mele Heresa, CCIM®, CPM® at meleh@hmcmtg.com or (808) 593-6827.

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 **HAWAIIANA**
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Coalition for a Tobacco-Free Hawaii'i
Hawaii'i Public Health Institute
December 8th, 2020

Aloha Community Council of Maui,

The Coalition for a Tobacco-Free Hawaii'i (CTFH), a program of the Hawaii'i Public Health Institute (HIPHI), is dedicated to safeguarding tobacco-free communities through social justice and health initiatives, such as smoke-free air laws that protect everyone's right to breathe clean air. We have long recognized the need for smoke-free multi-unit housing policies to help protect the health of residents, visitors, and staff, and we support any efforts to reduce secondhand and thirdhand smoke exposure.

With the current pandemic keeping more people home this year than ever before, secondhand smoke exposure continues to be exacerbated in multi-unit housing settings where up to 65 percent of air is shared between units. The Department of Health Tobacco Prevention and Education Program and CTFH have both experienced an increase in secondhand smoke exposure complaints from residents of multi-unit housing complexes this year, and have been working diligently with those directly impacted to support smoke-free policies that can help protect health. Starting as early as 2007, sixty-four jurisdictions in California have passed smoke-free multi-unit housing ordinances. We hope that Maui County might be next, and the first county in the state of Hawaii'i to pass such a clean air law, which will protect the health of all multi-unit housing residents, visitors, and staff.

To help educate our community and our policy makers on this issue and gain support for smoke-free policies in general, as well as a Maui County smoke-free multi-unit housing ordinance specifically, CTFH has developed an issue brief synthesizing the problem, the data, and the solution.

Mahalo for the opportunity to submit our issue brief to your newsletter consideration.

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ISSUE BRIEF MAUI COUNTY SMOKE-FREE MULTI-UNIT HOUSING ORDINANCE

GOOD FOR HEALTH. GOOD FOR BUSINESS.



FOR MORE INFORMATION ON CREATING HEALTHY SMOKE-FREE HOUSING IN HAWAII', VISIT HAWAIIISMOKEFREEHOMES.ORG

TOP REASONS TO PASS A SMOKE-FREE MULTI-UNIT HOUSING ORDINANCE:

- THERE IS NO SAFE LEVEL OF SECONDHAND SMOKE
- SMOKE-FREE MULTI-UNIT HOUSING IS GOOD FOR HEALTH & GOOD FOR BUSINESS
- VENTILATION AND FILTRATION IS NOT AN EFFECTIVE SOLUTION
- SMOKE-FREE POLICIES PROTECT PROPERTY VALUE AND OWNERS
- MAUI COUNTY RESIDENTS AND MANAGERS SUPPORT SMOKE-FREE MULTI-UNIT HOUSING
- CHANGING RULES TO PROHIBIT SMOKING IN CONDOS AND APARTMENTS IN HAWAII' CAN BE A BURDENSOME CHALLENGE
- THE ONLY WAY TO EFFECTIVELY PROTECT ALL MULTI-UNIT HOUSING RESIDENTS FROM THE DANGERS OF SECONDHAND SMOKE IS A 100% SMOKE-FREE BUILDING

MULTI-UNIT HOUSING IS A CLASSIFICATION OF HOUSING WHERE MULTIPLE RESIDENTIAL UNITS ARE CONTAINED WITHIN ONE BUILDING OR MULTIPLE BUILDINGS, SUCH AS APARTMENT AND CONDOMINIUM COMPLEXES. MULTI-UNIT HOUSING IS DEFINED BY THE SHARING OF WALLS BETWEEN UNITS IN A BUILDING.

WHAT IS A SMOKE-FREE MULTI-UNIT HOUSING ORDINANCE?

A smoke-free multi-unit housing ordinance is a smoke-free air law that would protect residents, visitors, and staff from the harmful effects of involuntary exposure to secondhand smoke in all multi-unit housing developments across Maui County. The passage of a smoke-free multi-unit housing ordinance for Maui County would mean that all multi-unit housing developments, including apartment buildings, condominium complexes, and individual units and lanais, would be smoke-free.

WHY IS A SMOKE-FREE MULTI-UNIT HOUSING ORDINANCE IMPORTANT?



WHEN ONE PERSON SMOKES, THE WHOLE BUILDING SMOKES

“My child and I have been suffering from second hand smoke exposure for years in Kīhei complex. As a neighbor to someone who smokes, we cannot avoid being seriously impacted in our unit.
- Kīhei complex resident and mother”

GOOD FOR HEALTH.

GOOD FOR BUSINESS.



- There is **NO SAFE LEVEL OF EXPOSURE TO SECONDHAND SMOKE.**



- Smoke-free policies protect nonsmokers from an additional **20-30% RISK OF HEART DISEASE, STROKE, AND LUNG CANCER.**



- Up to **65% OF AIR IN ANY GIVEN UNIT IS SHARED** from other units and common areas.



- **38.9% OF HAWAII'S POPULATION LIVE IN MULTI-UNIT HOUSING.** Maui county has the second highest volume of multiunit housing in the state.



- Many residents who live in multi-unit housing are especially vulnerable to the effects of secondhand smoke exposure, including **KEIKI, KUPUNA, AND THOSE WITH UNDERLYING HEALTH CONDITIONS,** and **THE MAIN PLACE YOUNG CHILDREN ARE EXPOSED TO SECONDHAND SMOKE IS IN THE HOME.**



- Smoke-free buildings **HELP PEOPLE WHO ARE TRYING TO QUIT** smoking succeed.



- It is easier to rent or sell smoke-free homes, and **86% OF MAUI COUNTY RESIDENTS WOULD PREFER SMOKE-FREE HOUSING** to housing where smoking is permitted (Ward Research, 2019).



- Smoke-free policies **IMPROVE AND PROTECT PROPERTY VALUE,** resulting in **LESS MAINTENANCE COSTS** associated with smoke damage, cleaning, repair, painting, furniture replacement, and other maintenance and administrative costs.



- Going smoke-free **LOWERS THE RISK OF FIRE AND DAMAGE,** as fires caused by smoking result in more deaths and property damage than any other cause.



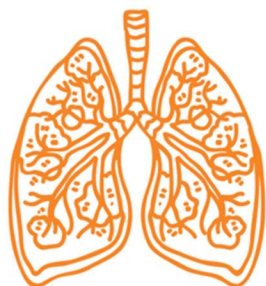
- Smoke-free multi-unit housing policies **REDUCE POTENTIAL LEGAL LIABILITY.** Without smoke-free buildings, a housing provider may face legal claims from tenants who suffer harm from exposure to secondhand smoke on the premises.



- **A NO-SMOKING POLICY IS NOT A NO-SMOKER POLICY.** Everyone is welcome, but smokers will have to step away from the building to smoke.

WHY DOES MAUI COUNTY NEED A SMOKE-FREE MULTI-UNIT HOUSING POLICY NOW?

- Of the 76 Maui County multi-unit residents surveyed by Coalition for a Tobacco-Free Hawai'i (CTFH), **87% SUPPORT A SMOKE-FREE MULTI-UNIT HOUSING ORDINANCE.**
- **VENTILATION AND FILTRATION IS NOT AN EFFECTIVE SOLUTION.** Ventilation systems cannot eliminate exposure to secondhand smoke. In fact, these systems can distribute secondhand smoke throughout a building.
- **CHANGING RULES OR BYLAWS** to prohibit smoking at individual condominium and apartment complexes in Hawai'i can be a **BURDENSOME CHALLENGE.** Many efforts fail due to people not voting.
- **NEARLY 50%** of the Maui County multi-unit housing residents surveyed by CTFH indicate that they **ARE EXPOSED TO SECONDHAND SMOKE IN THEIR OWN UNITS DAILY TO WEEKLY.**
- **OVER HALF** of Maui County multi-unit resident respondents surveyed by CTFH report that secondhand smoke exposure causes symptoms that are bothersome, while several even require medication to manage or **MAY HAVE LIFE THREATENING CONSEQUENCES.**
- **LUNG HEALTH HAS NEVER BEEN MORE IMPORTANT.** COVID-19 has exacerbated conditions where people are involuntarily exposed to secondhand smoke in their homes.



“ I am a condo owner in Kihei where one of the owners has rented her unit to smokers, and it has been drifting into my unit night and day, which is causing me chest pain, coughing, headaches, and hoarseness. I am now one of the many who suffer from asthma and must live on inhalers due to daily second-hand smoke exposure.

- Tina Oman, Kihei resident and condo owner

“ Being a parent of four young children, I was appalled that the condominium complex that my family was living in allows smoking anywhere on the complex grounds, including the balconies and in the units. My daughter's bedroom is right above the lanai of the unit below us, and every night the cigarette smoke would go into her room. When I called the property management company, they said that nothing could be done. This should not be able to happen in any multiunit dwelling for the sake of clean air for everyone.

- Kanamu Balinbin, Kahana resident

“ I support a smoke-free multiunit housing ordinance for Maui County because it would help protect the health of our residents, including our developing children, and help support managers efforts to maintain clean, safe, healthy environments for residents, visitors, and staff. Especially now with the Covid-19 pandemic which is a respiratory virus, it is more important than ever to keep our air clean and our lungs healthy! This seems to me to be one of the easiest ways to battle this virus and slow the spread of Covid-19 in our community.

- Angelika Hofmann, Kihei resident, condo owner and property manager

THE ONLY WAY TO EFFECTIVELY PROTECT ALL MULTI-UNIT HOUSING RESIDENTS FROM THE DANGERS OF SECONDHAND SMOKE IS A 100% SMOKE-FREE BUILDING.

THE FOLLOWING ORGANIZATIONS SUPPORT A SMOKE-FREE MULTI-UNIT HOUSING ORDINANCE FOR MAUI COUNTY:



MAUI DENTAL GROUP



- Kaiwahine Village Apartment Rentals
- John A. H. Tomoso, Episcopal priest and social worker

MORE ENDORSEMENTS COMING SOON!

We are currently in the process of gathering endorsements. To be listed as an endorser, please email Katie Folio at katie@hiphi.org



LEARN MORE ABOUT THE HAWAII PUBLIC HEALTH INSTITUTE AT WWW.HIPHI.ORG

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2021 Seminars are forthcoming. Please look for our Save The Date email.

Property Spotlight: *Attention Associations, we would like to feature your property in our Property Spotlight section. Due to the pandemic, we are unable to visit each other. Tell us what you have been doing during this time. Send us an article and photos of your beautiful property!*

Non-Profit Organization Spotlight: *If you are passionate about a non-profit organization and want CCM members to learn about their needs and services, please send us an article or connect our Newsletter Team to them!*

NOTE: Deadline for March Newsletter Article Submission is February 20, 2021.

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