

Q4 NEWSLETTER

MAHALO

To our members and sponsors
for a great year!



2022 WRAP UP

- ✓ 1 - ZOOM SEMINAR!
- ✓ 5 - IN-PERSON SEMINARS!
- ✓ 1 - SUCCESSFUL TRADESHOW
- ✓ 2 - SUMMER HOT TOPICS SESSIONS
- ✓ 1 - PAU HANA MIXER
- ✓ 1 - SPONSOR HOLIDAY PARTY

"Helping To Build Stronger Community Associations on Maui"



Dear CCM Membership,

Merry Christmas and a Happy New Year to Everyone! What a year 2022 has been. Thanks to you all, CCM was able to come out of the Covid-19 pandemic quicker and stronger than we could have ever hoped for. CCM was one of the first community organizations to hold large, in person seminars in the State. Seeing all of our old friends and meeting some new ones has truly been a pleasure, and a welcomed sign that things are returning to normal.

Not only was CCM able to return to in person seminars, but thanks to your support we were able to try new events. The new Pau Hana Mixer and revamped Trade Show taught us that the CCM membership is always looking for new ways to interact and learn.

With the foundation laid in 2022, we look to build on this success and make 2023 CCM's most successful year yet. In 2023, CCM Director Lisa Cano will be returning as Board President. Lisa is the perfect person to Guide CCM into a new post-pandemic era by strengthening our current traditions and building new ones. We are all excited to welcome Lisa back as President!

Personally, it has truly been an honor to serve as CCM President this year. The Community Association industry is not just my job, it is my passion to work with all of you to make community living better for everyone. I look forward to continuing to serve this community as a CCM Director, and more importantly, to seeing you next year as a friend.

Here's to a better and brighter 2023! Mele kalikimaka and hau'oli makahiki hou

Sincerely,



Rebecca Filipović

FRONT COVER	Mahalo for a great year! 2022 Wrap Up
Page 2	President’s Message
Page 3	Table of Contents
Page 4	SAVE THE DATE! February 10th 2023 – “What is a Board Member to do?!”
Page 5	SAVE THE DATE: 2023 SCHEDULE and 2022 Board of Directors
Page 6	WELCOME 2023 Board of Directors
Pages 7-9	November Tradeshow & Sponsor Holiday Party Recap
Page 10-12	Qualities of a Good (or Great!) Property Manager By Hawaiiana Management
Pages 13-14	Preparing for the Unexpected, Q&A with Premier Restoration By Alexander Stuart, Premier Restoration
Pages 15-16	The Perfect Storm for Construction Defects By Bill McKeon, Esq. and Kyle Pineo, Esq - Berding Weil LLP
Pages 17-20	Mahalo Platinum Sponsors
Page 21	2023 Membership Sign Up & Early Bird Special

HAPPY
holidays

SAVE THE DATE

FEBRUARY 10TH, 2023

9:00 a.m. – 1:00 p.m.

King Kamehameha Golf Course

Board Training Seminar

**Presenting will be Board President
Sharon Heritage and IREM's
Accredited Residential Manager Bill
Richardson!**

More Speakers to be announced.

Buffet Lunch and Vendor Giveaways!

Registration will begin soon.

**Watch your email for the registration
announcement.**

**Happy Holidays and Blessings for
the New Year!**

SAVE *the* DATE

2023 Seminar Dates

February 10

September 8

March 10

October 6

April 21

November 17



Board of Directors

BIG MAHLO TO OUR

2022 CCM BOARD OF DIRECTORS

President: Rebecca Filipovic
Vice President: Elaine Gascon
Secretary: Della Nakamoto
Treasurer: Robert Miskae
Director: Greg Gaudet
Director: Maxwell Kopper
Director: Philip Nerney
Director: Lisa Cano

Emeritus: Al Andrews
Hot Topics Chair: Tom Boomer
Newsletter Chair: Max Kopper
Newsletter Editor: Elaine Gascon
Website Admin.: Rebecca Filipovic
Seminar Coordinator: Eunise Kunishige (non-Director)



Board of Directors

WELCOME TO OUR 2023 CCM BOARD OF DIRECTORS

Lisa Cano
President



Elaine Gascon
Vice President
Newsletter Editor



Della Nakamoto
Secretary



Robert Miskae
Treasurer



Rebecca Filipovic
Director
Website Administrator



Maxwell Kopper
Director
Newsletter Chair



Greg Gaudet
Director



Philip Nerney
Director



Al Andrews
Emeritus

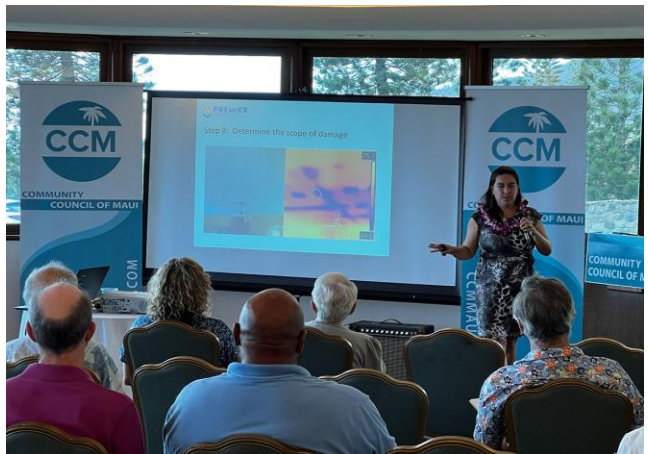


Tom Boomer
Emeritus
Hot Topics Chair



Eunise Kunishige
Seminar Coordinator







Qualities of a Good (or Great!) Property Manager



Article courtesy of Hawaiiiana Management Company, Ltd.

Whether you're a resident manager, general manager or managing agent, there are some universal qualities that make a good property manager.

Excellent communication skills

- Practice two-way communication. The ability to communicate is the single most important quality that makes a successful property manager. While being able to convey thoughts and ideas is important, the ability to *listen* is equally, if not more important to building a relationship of mutual trust and cooperation, and emphasizing that we are all on the same team.
- Provide timely communication and follow-up with board members, keeping them in the loop on property happenings and projects.
- Establish trust by consistent response times to questions and concerns.
- Have a "thick skin," and take nothing personally.
- Practice patience and use diplomacy.
- Present the truth – even when it's not popular. Agreeing with board members to "score points" is a bad idea, and can backfire. When the board changes, they may change you as well!
- Stay as objective as possible, and never take sides in a board dispute.

Proactive awareness

- Be on top of things! Be the eyes and ears of the property, watching and listening to all that is going on around you. Listen carefully to what owners are saying, good or bad.
- Be aware of any community needs – both present, and those expected in the future. An ongoing maintenance checklist and calendar dates for inspections is especially important.
- Be aware of special projects happening at the property. Be especially cognizant of all contractors on site, and make sure they are fulfilling their terms of the contract.
- Know and understand the directives of the board, and make sure that they are carried out by all those working for, or on behalf of the property.

Clarity on your role - and the roles of others

- Know the chain of command at your property, and the specific roles and duties of each.
- Be aware of board expectations, and cognizant of their concerns. Provide information to the board so that they can make solid, informed decisions about the issues at hand.
- Site managers should keep the managing agent in the loop, and vice versa.

Great organizational skills and follow-through

- Create a “to-do” or action item list after every meeting or walk-through, and give items a calendar deadline.
- Coordinate your action item list with all others involved.
- Be accountable to the board to provide details of the projects.

Technical skills and knowledge

- Know the technical aspects of your job, and when you don't know, find out who to ask. Whether it is understanding how the boiler on your property works or learning about a new communication system for your residents, technical skills help! But keep in mind, no one knows everything, so don't be afraid to seek out help when needed. Sometimes, the best assistance can come from fellow managers who have “been through it.”

Integrity

- Be true to your word and accountable. Be known as someone who can be trusted to do what you promise.

Know that ours is a service business, and consider it a privilege. Attitude is everything, and others will pick up on your willingness to assist them. Consider the big picture, and realize that everyone is working towards a common goal!



Hawaiiiana Management Company, Ltd. provides association management services to nearly 750 associations on six Hawaiian Islands. For more information on Hawaiiiana's services, please contact: Mele Heresa, CCIM, CPM, RB 21752, at meleh@hmcmgt.com or (808) 593-6827.

Mahalo!

At the close of another year, we would like to express our deep appreciation to our clients. We are grateful for your continuing support and trust, and pledge our continuing support to you in 2023 and beyond! We are all moving forward together!

With Much Aloha,
Hawaiiana Management Company, Ltd.



Mahalo to Our Maui County Clients:

- Aina Nalu
- Coconut Grove on Kapalua Bay
- Cottages at Kulamalu
- Emerald Plaza Place
- Haiku Town Acres
- Hale Kamaole
- Hale Ono Loa
- Hale Royale
- Hokulani Golf Villas
- Honokowai East
- Honu Alahaie
- Ho'olea Terrace at Kehalani
- Ho'ananea at Lahaina
- Hotel Hana Maui Condominiums
- Island Sands
- Ka'anapali Royal
- Kahana Village
- Kai Malu at Wailea
- Kalama Terrace
- Kamalani
- Kamani at Kehalani
- Kamaole Beach Royale
- Kamaole Grand
- Kamaole Heights
- Kamaole One
- Kamoku Condominiums
- Kana'i A Nalu
- Kanani Wailea
- Kanoa Resort
- Kapalua Golf Villas
- Ke Ali Ocean Villas
- Keala o Wailea
- Kehalani Community Association
- Kepuhi Beach Resort
- Kihei Beach Condo
- Kihei Garden Estates
- Kihei Kauhale Nani
- Kihei Villages
- Kiohaha Kai Vistas
- Kiohaha Waena
- Koa Resort
- Kua'aina Ridge
- Kulamalu HOA
- Lahaina Roads
- La'i Loa
- Lanikeha
- Leinani Apartments
- Luana Kai
- Ma'alaea Banyans
- Ma'alaea Kai
- Ma'alaea Mermaid
- Ma'alaea Surf
- Ma'alaea Yacht Marina
- Mahana Estates
- Mahanaluia Nui HOA
- Mahina Surf
- Mahinahina Beach
- Makai'i at Wailea
- Makena Surf
- Maui Banyan
- Maui Kaanapali Villas
- Maui Lanai Community Association
- Maui Parkshore
- Meadowlands HOA
- Milowai-Maalea
- Molokai Shores
- Napili Point Resort, Phase I
- Napili Point Resort, Phase II
- Napili Bay
- North Shore Village
- Opukea at Lahaina
- Pacific Shores
- Paki Maui
- Paradise Ridge Estates
- Pohalani Maui
- Pu'unoo 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 IV
- 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 and Residences (Andaz Hotel)
- Wailea Golf Estates
- Wailea Golf Estates II
- Wailea Golf Vistas
- Wailea Highlands
- Wailea Kai Homesites
- Wailea Kialoa Homesites
- Wailea Pualani Estates
- Wai'eie Ridge
- Wailuku Heights Ext. Unit II
- Waiolani Community Assn.
- Waipuilani
- Wavecrest Resort
- West Kulaia Meadows



Preparing for the Unexpected



A Q&A with Premier Restoration Hawaii

With the day-to-day issues that come with managing and operating a building, preparing for an unexpected emergency gets pushed to the bottom of to-do lists. However, buildings are not immune to issues like aging infrastructure and unpredictable weather that can cause major damage. Alexander Stuart, general manager at Premier Restoration Hawaii, answers the following questions to help you prepare now for the unexpected.

What can I do now to prepare my building and teams for an unexpected disaster?

If you already have an emergency response plan in place, you're steps ahead. If you don't have a plan, set aside time to put one together and commit to completing your plan within a month's time. Planning ahead can save time and money when an unexpected disaster strikes.

Once you have your full emergency plan in place, condense the plan into one-page, event-specific checklists for easy reference. This includes a checklist for fires, hurricanes and flooding due to weather or pipe breaks. The full plan can serve as additional detail to reference once the initial assessments have been made and primary people have been contacted.

What should go into an emergency plan?

1. Identify who your emergency response lead will be and a backup in case your lead is not reachable. The lead should have an intimate knowledge of the building's systems and infrastructure. Oftentimes, this person is your building's site manager, maintenance manager or member of your engineering team.
2. List out critical activities and the resources needed to support those activities, along with alternatives. This includes access for emergency response teams, elevator access and alternatives, and entry and exit ways.
3. Compile a list of select vendors and meet with those vendors to establish agreed-upon point people and response times. The actual emergency shouldn't be the first time you speak with a vendor. Vendors can include remediation companies, insurance agents, insurance claims adjusters and contractors. Include phone numbers for each of your vendors on the one-page checklist.
4. Be sure to review your plan annually to keep it updated. Ensure that all employees involved in emergency response are also included in the review, along with their backups.

What steps should I take in an emergency situation?

First, ensure everyone's safety and contact first responders if needed. Next, refer to your event-specific checklist. Inspect critical building systems to ensure they are operational and turn on anything that was preemptively shut off. Inspect the exterior envelope of your building and interior common areas for damage.

Contact remediation experts to prevent issues such as fire or water damage from worsening. Small amounts of water can cause significant damage and oftentimes the damage goes unseen without the right tools and equipment. Similarly, the toxic smell of smoke from fire damage can linger and licensed remediation experts can clean up and assess potential long-term impacts.

What types of questions should I ask when choosing a remediation and restoration company?

When establishing a relationship with a remediation company, ask about response times and how soon you can expect them to arrive on site. Find out what types of licenses and certifications your remediation team has. Confirm they are properly licensed and certified for the services that will be needed.

Lastly, inquire about additional services they can provide such as assistance with insurance claims processes. Some remediation companies offer this to take the burden off of their clients.

Does remediation, and then reconstruction, have to be handled by two different companies?

Once you have worked through the initial damage assessment and remediation, getting your property back to its pre-disaster state is the final step in disaster recovery. Typically, a remediation company's job ends once any damage has been mitigated, but there are exceptions.

Hiring one company to handle both the remediation and reconstruction is possible and can provide many benefits. By working with a team that already understands the cause and extent of damage, a remediation and reconstruction company can create efficiencies, potentially saving you time and money. Even the smallest detail such as working with familiar faces through the entire project can provide assurance and peace of mind that your project will be completed without any gaps.

Emergencies strike when we least expect it, but there are steps you can take now to mitigate loss. Build your team of key support personnel early, including on-site and external experts. During a disaster, know that better days are ahead, and that properly trained, certified and licensed gh each step of the
way.



Alexander Stuart is a general manager at Premier Restoration Hawaii, one of Hawaii's largest and most respected restoration and construction companies. Locally owned and operated, Premier Restoration provides 24/7 emergency response on Maui, Oahu, Kauai and Hawaii Island. Contact Premier Restoration at info@premhi.com or (808) 694-3552.

THE PERFECT STORM FOR CONSTRUCTION DEFECTS

BERDING | WEIL

By Berding Weil LLP Attorneys William McKeon and Kyle Pineo

The critical issue in new housing continues to be the lack of sufficiently trained labor and a shortage of suitable materials. This was exacerbated by the building boom and red hot housing market that ended in early 2022. Residential housing, especially those built over the past three years, will suffer from quality issues that will lead to litigation if the builders aren't willing to repair them. These initial construction problems will lead to long term increased repair costs after the building is complete.

Multi-family buildings are complicated to build. It takes training, experience, and familiarity with various tasks to build them correctly so that they are structurally sound, do not leak, and will last for the expected 50 plus years. When the labor market is tight, especially as it has been the past two or three years, trained workers are scarce, so substitutes are often recruited. Labor untrained in specific trades cannot be relied upon to perform tasks correctly and there never is enough supervision to watch over every worker.

When the supply chain is interrupted, the usual building materials can be in short supply. Builders search for replacement products that may not be suitable or of the same quality. These shortcuts and substitutions result in failures that show up as leaks and cracks in the short-term, and rot, mold, deterioration, and other compromises to building safety over the long-term.

Through the pandemic and beyond, low interest rates and housing inventory gave rise to high demand for new housing which encouraged builders to rush product to the market sometimes without adequate quality control or sufficiently trained labor. These quality issues may take a few years to manifest themselves but as they do, owners experience leaks, mold, rot, and other building issues expensive to repair, or worse. Rot destroyed the balcony structural supports of a multi-family building in Berkeley, California in 2015 and killed six students. The 2021 collapse in Surfside, Florida that killed 98 occupants appears to have been the result of that moisture seeped into concrete defectively waterproofed and corroded the reinforcing steel.

Because builders typically will not adequately repair these defects, or will do it in a substandard way, it leaves owners with little choice but to retain counsel to sue the builders for necessary repair funds.

Construction defect litigation can raise money for homeowners and let them repair their homes. But that remedy is only available for, at most, ten years from construction of the building. After that, owners are on their own. Long-term decay or other deterioration often exists in building locations not easily detected with normal inspections and can gradually compromise building safety.



Condos are built like rental apartments except that the individual units are sold at a high price. This means that the ongoing cost of maintenance falls on individual unit owners instead of investor groups or apartment building owners who can pass the cost on to renters. Among individual condo owners there are different needs and expectations. Some owners rent the unit for a profit, and their profit margin is thin since they paid a high price. Others are retirees on a tight budget. It is often difficult to reach a consensus on the amount to be spent for critical maintenance. Individual owners will push back on attempts by the board of directors to raise maintenance assessments so needed projects are short-changed, or deferred, sometimes for many years. If ongoing maintenance costs are put to a vote of individual owners, that usually means that needed repairs are underfunded and hidden damage is not inspected and discovered.

Long-term damage from original construction defects can also depend a lot on location. In wet or high humidity areas, like Hawaii, vulnerabilities in a structure, like mis-lapped building paper or inadequate window flashing will result in rot and mold becoming apparent faster than in drier, less humid areas. Moisture is the enemy of wood frame buildings and the reinforcing steel in concrete buildings and poor construction in a high humidity and rainy environment puts more stress on vulnerable building assemblies not adequately waterproofed.

The point is construction defects can and should be discovered and addressed early in a building's life when a claim is still available to raise funding for repairs. If they are detected later, as the building ages, the owners themselves must provide the funding which can be difficult to raise. In either case poor initial quality control, untrained labor, and materials in short supply during construction will plague buildings and their owners long for years to come.

BERDING | WEIL

"Helping To Build Stronger Community Associations on Maui"

We would like to Express our Appreciation and Gratitude to our

2022 Platinum Sponsors



Structural Concrete Bonding
& Restoration Inc.
www.scbri.com



Ameritone Maui
www.ameritonemaui.com



CIT – Community Association
Banking
www.cit.com/CAB



Bellissimo LLC
<http://bellissimo-tile.com>



Premier Restoration Hawai'i
www.premhi.com

We would like to Express our Appreciation and Gratitude to our

2022 Platinum Sponsors



Hawaii Inspection Group

www.hawaiiinspectiongroup.com



DESTINATION MAUI INC.
Property Management

Destination Maui, Inc.

www.destinationmaui.net



Kawika's Painting

www.kawikaspainting.com



Cleaners Warehouse

www.cwmaui.com



Hawaiiana Management

www.hmcmgt.com/page/579~491419/

[Hawaiianas-Maui-County-Office](#)

We would like to Express our Appreciation and Gratitude to our

2022 Platinum Sponsors



BERDING | WEIL
ATTORNEYS AT LAW

Berding & Weil LLP
www.berdingweil.com



ALLANA BUICK & BERS
Making Buildings Perform Better

Allana Buick & Bers
www.abbae.com



Atlas Insurance Agency
www.atlasinsurance.com



Associa Hawaii
www.associahawaii.com



Benjamin Moore®

Da Kine Paints LLC
<https://benjaminmooremaui.com>

We would like to Express our Appreciation and Gratitude to our

2022 Platinum Sponsors



Bank of Hawaii

<https://www.boh.com>



Ikehu Utility Solutions

www.ikehusolutions.com



Insurance Associates

www.insuringhawaii.com



Waste Pro Hawaii, LLC

www.wasteprohawaii.com

EARLY BIRD 2023 MEMBERSHIP DISCOUNT JOIN CCM NOW!

Sign-up by **December 31st, 2022** and receive a 20% discount on your membership fees!

It has been an exciting year as we welcomed back in-person seminars and the Annual Trade Show!

Future-proof
your laundry.

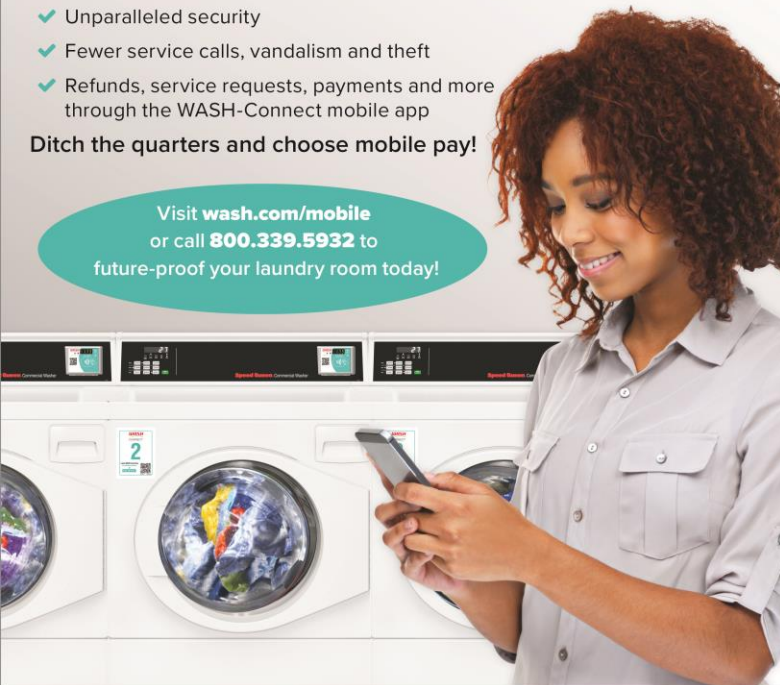
WASH

Keep your residents happy with WASH's digital laundry room solutions.

- ✓ Mobile pay, credit card and laundry card options
- ✓ Unparalleled security
- ✓ Fewer service calls, vandalism and theft
- ✓ Refunds, service requests, payments and more through the WASH-Connect mobile app

Ditch the quarters and choose mobile pay!

Visit wash.com/mobile
or call **800.339.5932** to
future-proof your laundry room today!



As 2022 comes to an end, we thank you for your support and look forward to seeing you in 2023!

Have a Safe and Happy Holiday Season!!!

JOIN NOW! TIME IS RUNNING OUT!

**[CLICK HERE FOR
ONLINE MEMBERSHIP
APPLICATION](#)**