



Dear Community Members,

As we all face the reality of devastation to our Maui community it causes us to pause and consider how fortunate we are to be able to do what we do and appreciate what we have. Most everyone I know has found a way to serve the Maui Fires cause and there are many ways to do this. Maui has always come together in times of trouble and supported its residents but what amazes me the most is people most affected by the fires are out there working in donation stations, delivering supplies, and serving food to their fellow evacuees. Emotion overflows me watching our whole Maui community come together.

Community Council of Maui chose to support Maui Economic Opportunity. * A local nonprofit MEO is part of the national Community Action Partnership network and offers more than 40 programs that assist low income people. MEO created the Maui Fires Relief Transitional Housing Program and pays up to 6 months of rent and security deposit for individuals and families displaced by fires. Tenants and landlords arrange and sign a lease and MEO pays landlords directly.

[Helping People... Changing Lives - Maui Economic Opportunity, Inc. \(meoinc.org\)](http://meoinc.org)

Here are two other organizations that are helping fire victims:

GEM Global Empowerment Mission* has mobilized here on Maui to assist victims from the fires. Our team has been putting much effort into getting our new distribution center up and running as fast as possible. So much progress has been made. GEM has committed to contributing to the Maui community for a minimum of 3-5 years, and we are pleased to help those who have undergone regrettable experiences from this natural disaster.

[Global Empowerment Mission - 501\(c\)\(3\) Nonprofit, GEM](#)

Maui Strong (Hawaii Community Foundation*) The Maui Strong Fund is providing financial resources to support the immediate and long-term recovery needs for the people and places affected by the devastating Maui wildfires is working in close collaboration with state and county leaders, nonprofit organizations, and community members to get an understanding of the quickly evolving priorities.

[Maui Strong – Hawaii Community Foundation](#)

CCM also wants to thank the Community Association Institute (CAI) for reaching out to CCM, asking how best they can best serve our Island and where to send their donation. As a result, they too will be donating to the MEO Fire Fund.

The September Legislative Update seminar was led by our own board member Phil Nerney. The agenda was altered to include discussion on the status of Lahaina. Representative Angus McKelvy, who suffered two losses in the fire, joined us to speak to his community. Many of our attendees were displaced Lahaina Residents and board members struggling to know how to deal with the state of their own associations. Kimokeo our Maui Kumu and Hawaiian Cultural Practitioner was there to start us off with an Oli and prayer to Lahaina. Phil was then lei'd by Kimokeo with his maile lei blessing him to serve the Community Council of Maui and its members in the best way possible. All of us were in tears after this opening ceremony. Mahalo Kimokeo!



We are all in the same ocean but in different boats and resolving each association's situation will be different. CCM will be hosting a seminar dedicated to the associations affected by the fire. Affected could mean anything from being burnt to the ground to not being burned to the ground but in the fire zone and unable to get to.

Shannon Sheldon of Berding Weil Attorneys at Law will be heading up this seminar on September 20, 2023, at 9:00 am. We will be emailing all the information for this special seminar as soon as possible.

I have been part of the CCM board since 2008 and have always been proud to serve with the people on this board and serve our members, but never more than now. Thank you to my fellow board members, for all you do, all you give up to serve and especially for those of you housing family members from the fire. You continue to show up and continue to give your time to us.

Mahalo!

With gratitude,

Lisa Cano



**MEO runs the Human Services specialized transportation program for health and dialysis appointments, after-school and youth sports activities and more, and The Maui Bus ADA paratransit system; Head Start preschools and Kahi Kamali'i Infant Care Center; as well as programs that offer kupuna socialization and information; rent, mortgage and utility assistance; Spanish interpretation and translation; entrepreneurial and financial classes and support, including microloans; inmate reintegration into the community after release; youth drinking, drug, smoking, bullying and suicide prevention; and employment training and placement.*

** GEM "We initially began our Maui relief operations out of our new office in Kahului. Our GEM founder, Michael, and his construction team, along with many wonderful volunteers, were able to tear down and remodel the space within 72 hours altogether. We were eager to start assisting families. Operations began with offering housing applications to potentially be given rent abatement, placed in a temporary home for at least a few months, and/or become a part of our eco-village project to put eligible residents into smaller home units. We prioritize completeness by gathering enough information about each Lahaina resident who has been affected. That way, we can carefully assess the most essential methods we need to conduct. We have been distributing our GEM BStrong Cash Cards, each with \$100, distributing the amount deemed necessary to each person/family who applies, with an easy activation system to allow affected residents with little to no possessions to tend to their care. So far, we have given out just over \$346,000 worth of Cash Cards to families of Lahaina."*

** HCF - In 2019, HCF developed a four-phase approach to disaster response. The approach acknowledges both the immediate and long-term recovery needs for the people and places affected by disaster events. Phase One – Risk Reduction and Disaster Readiness To respond quickly to a disaster, the Maui Strong Fund is available with existing funding, to allow grants to be deployed quickly, and with flexibility for high-impact results, as needed by the County of Maui. Phase Two – Rapid Relief and Response In Phase Two, Maui Strong Fund grants focus on meeting the immediate needs of the community. Awards are made to partners that provide rapid response, including the distribution of supplies and execution of services, such as medical care, shelter, and food, as well as grief support and trauma-informed care, to provide relief to impacted communities. Phase Three – Recovery and Stabilization In Phase Three, Maui Strong Fund grants are focused on mid- to long-term recovery and stabilization efforts,*

RESOURCES



Community Distribution Hubs

Please click the link below for an up-to-date list of community distribution hubs for supplies.

[Community Hubs List](#)

Hawaii Children's Action Network - [Maui resources page](#)

[Maui wildfire recovery: Resources and updates for Sept. 5 : Maui Now](#)

Wildfire – Condo Maintenance Fees, What Does a Board Do?

By Richard Emery, RS-8

The West Maui wildfires are an unforeseen humanitarian and economic disaster. Whether or not an owner's unit was damaged or destroyed, there may be economic consequences with loss of income. Technically ep article and is illogical as it may seem, unit owners still must pay maintenance fees. Similarly in 1992, Kauai was ravaged by Hurricane Iniki with property lost or damaged. What lessons were learned?

First, the Board has the authority and duty to make decisions bold based on their association's circumstances. Consider the following:

Amend your 2023 budget now. Eliminate every expense that no longer is applicable. Stop all reserve contributions. Reserve studies are 30-year projections that are likely no longer applicable. Reserve funding can be addressed later once conditions stabilize and the impact from insurance is known. Remember depending on your association's condition, some expenses will continue such as insurance or management fees at a minimum. On Kauai some associations temporarily stopped maintenance fees for a couple months and absorbed the cost from existing cash resources.

As to the 2024 budget, do the same thing. Plan minimal short term expense. As things change amend the budget accordingly, maybe multiple times.

Difficult times require difficult decisions. Boards need to strongly consider owner relief while making decisions to preserve the association. From my Iniki experience there will be many more surprise challenges in the near future. My heart goes out to Maui. Any association that would like to have a direct conversation on ideas or issues, may contact me at Richard.emery@associa.us.



**CORDIALLY INVITES YOU
TO ATTEND**

**NAVIGATING DIFFICULT
TIMES ON MAUI**

Presented by

William M. McKeon, Esq.

Shannon S. Sheldon, Esq.

BERDING | WEIL
ATTORNEYS AT LAW

SEPTEMBER 20, 2023

9:00 a.m. to 11:00 a.m. HST

Free Webinar

Via Zoom

<https://berdingweil.zoom.us/j/87548017217?pwd=RGRtVjdKOVIENks4VmhfQW02Ukdkdz09>

Webinar ID: 875 4801 7217

Passcode: 507037

Bill and Shannon represent multiple condominium and community associations and businesses directly affected by the Maui fires. They will present on issues affecting properties involving insurance, rebuilding considerations, mortgages, maintenance fees and reserves, and permit requirements. They will also discuss issues encountered by all Maui associations including hosting victims of the fire and impact on rentals.

ZOOM LINK

FRONT COVER DEDICATION FOR MAUI WILDFIRES – President’s Message

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REGISTRATION NOW OPEN!

INSURANCE SEMINAR

(Insurance and Contracts)

October 6, 2023

8:00 am - 9:00 am - Check-in & Meet with Vendors
9:00 am - 1:00 pm - Seminar and Lunch



Speakers

Max Kopper – Porter McGuire Kiakona LLP
Della Nakamoto – Atlas Insurance Agency

King Kamehameha Golf Club - 2500 Honoapiilani Hwy, Wailuku

Members: \$60.00 / Non-Members: \$80.00
Buffet lunch included.

Registration Deadline: September 27, 2023
MUST BE REGISTERED TO ATTEND, NO EXCEPTIONS.

Walk-ins will not be accepted.

No cancellation refunds after 9:00 a.m., 7 days prior to the seminar.

SAVE *the* DATE

2023 Seminar Dates

October 6

November 17

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*Based on tests conducted by manufacturers.

Hawaiiana is Maui's #1 Management Company



Doug Leffer, CMCA
Vice President,
Maui Operations

Hawaiiana Management Company, Ltd. currently serves 108 properties 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 fifteen Management Executives and the industry's most experienced accounting, administrative and technical property management staff.

Hawaiiana serves many of its Maui County clients from its primary office in Kihei. In addition, Hawaiiana's West Maui office in the Kahana Gateway Professional Building is conveniently located to serve over 30 west side clients with their association management needs.

Why choose Hawaiiana?

- We serve 108 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
- Haiku Town Acres
- Hale Kamaole
- Hale Ono Loa
- Hale Royale
- Hakulani Golf Villas
- Hanokowai Palms
- Hanu Alahele
- Ho'alea 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
- Kananai Wailea
- Kapalua Place
- 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
- Kihaha Kai Vistas
- Kihaha Waena
- Koa Resort
- Kua'aina Ridge
- Kulamalu HOA
- Lahaina Roads
- La'i Loa
- Lanikeha
- Luana Kai
- Ma'aloa Banyans
- Ma'aloa Kai
- Ma'aloa Mermaid
- Ma'aloa Surf
- Ma'aloa Yacht Marina
- Mahana Estates
- Mahanaloa Nui HOA
- Mahina Surf
- Mahinahina Beach
- Makali'i at Wailea
- Makena Surf
- Maluna Kai Estates
- Maui Banyan
- Maui Kananapali Villas
- Maui Lanai Community Association
- Maui Parkshore
- Meadowlands HOA
- Milowai-Maalaea
- 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'unoa HOA
- Royal Kahana
- Sandhills Estates HOA
- Southpointe at Waialoa
- Spinner
- Sugar Beach Resort
- Summit at Kananapali, Phase I
- Terraces at Manele AOA
- Terraces at Manele Bay, Phase IV
- The Ironwoods of Kapalua
- The Mahana at Kananapali
- 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 Golf Estates
- Wailea Golf Estates II
- Wailea Golf Vistas
- Wailea Highlands
- Wailea Kai Homesites
- Wailea Kialoa Homesites
- Wailea Pualani Estates
- Waialele Ridge
- Wailuku Heights Ext. Unit II
- Wailuku Townhouse
- Waiolani Community Assn.
- Waipulani
- Waiola Maui
- Wavecrest Resort
- West Kuiaha Meadows



April Iam, CMCA, AMS
Director, West Maui Operations



Craig Bode
Senior Management Executive



Doug Jorg
Senior Management Executive



Kathy Seidman
Senior Management Executive



Sharvin Goman
Director, Property Management



Jo Ann Switz
Management Executive & Department Supervisor



Debra Adams
Management Executive



Melanie Alexander
Management Executive



Marilyn Chapman, CMCA
Management Executive



Kelli Guinz
Senior Management Executive



Brian Hense
Management Executive



Laura Howard
Management Executive



Lisa Kahoe
Management Executive



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Plan Ahead. Hurricane Season Isn't Over.



This summer's brush with Tropical Storm Calvin serves as a reminder that the threat of a hurricane in Hawaii is very real. Luckily, there wasn't any major damage this time, but it's important to stay prepared throughout hurricane season and beyond, since storms aren't the only natural disasters Hawaii faces.. The first step, drafting an emergency plan, will allow you to quickly react to disasters and help mitigate damage to your facility or property. Ensure your plan is well thought out, outlines procedures and addresses potential damages, big and small.

Draft a Plan

Your plan should include everything from a designated point-person to critical activities, such as evacuation procedures, post-disaster protocol and clean-up vendors. List emergency contacts for staff to call since hesitation and wasted time can lead to unnecessary damage and injuries. Assign backup contacts should the lead be absent during the emergency.

Outline the before, during and after procedures for the disaster, including safe and unobstructed exit routes, and the contact numbers of response teams. Residents and tenants should have disaster-specific procedures informing them what to do during an emergency, such as sheltering in place or evacuation. You should also include contact information for remediation and restoration specialists, insurance agents, claims adjusters and contractors that will act quickly following the disaster. Make sure you contact the professionals beforehand, so they are familiar with the property and area.

Pre-Disaster Inspection

Pre-disaster inspection can help prevent significant damages and costs later on. Slight cracks can lessen your foundation's integrity and make your building more prone to damage; incomplete or damaged roofing allows water to seep in; and mold can eat away at a building's materials. Note tenants' concerns relating to cracks within dwellings and in common areas, lobbies, maintenance rooms and garages. Rooms with pipes may accumulate moisture and contain mold and corrosion; areas built from wood may show signs of termite infestation.

Water Damage

Water damage may be caused by heavy rains, leading to floods and leaks. Left unattended, standing water can have a devastating impact on a building, compromise building materials and promote mold growth. Mold typically grows 24-48 hours after water-related events and repair costs can triple for each day you wait.

It's recommended that you contact a restoration team immediately after a water event. Restoration procedure involves first removing standing water, then using dehumidifiers and setting up drying systems; the materials will dry until they reach a specified "drying goal." Finally, the restoration team will assess for and remove materials deemed unsalvageable, and hazardous materials, such as asbestos – a common toxic building material in structures built prior to 1985.

Plan Ahead. Hurricane Season Isn't Over.



Fire Damage

During hurricanes, electrical “short circuits” may occur, leading to fires. Trained restoration specialists can inspect, isolate and stabilize fire-affected areas, and prevent further corrosion. Prior to the restoration work, teams will determine the salvageability and removal of items. Items that are unsalvageable, affected by char or emitting odors will be removed before restoring walls, flooring and structural elements to their original condition.

Restoration teams can begin before permits are filed for and obtained, but proper permitting from architects and engineers will be necessary later on; restoration teams can usually assist you in the permitting process.

Post-Disaster Restoration

Rebuilding can be a stressful time for everyone, including the building manager, staff and tenants. Having designated contractors for remediation, restoration, or both, can save valuable time in the recovery process. Using the same contractors allows for a seamless and quick transition process from remediation to restoration, saving time, money and maintenance costs for tenants. Depending on the disaster, tenants may also be affected by power outages lasting days or weeks. Account for recovery time by installing backup generators, which buys time while island-wide electric services are restored; temporary air conditioners can also mitigate hurricane-induced impacts and discomfort for tenants.

While hurricane season is almost over, Hawaii faces threats from natural disasters, floods, earthquakes, fires and more year-round. It's important to stay vigilant, and prepare and finalize emergency procedures, so you can mitigate unforeseen damages. Consult with trained remediation and restoration specialists, and your insurance providers, to learn more and plan ahead.



Matt Barberi is executive vice president of restoration strategic growth at Premier Restoration Hawaii, one of Hawaii's oldest, largest and most respected restoration and construction companies. Locally owned and operated, Premier Restoration provides 24/7 emergency response on Oahu, Maui, Kauai and Hawaii Island. Contact Premier Restoration at (808) 873-8886.

ELEVATE YOUR SUBMETERING EXPERIENCE: QUALITIES TO SEEK



Maui's vibrant communities deserve nothing short of excellence regarding submetering services. The difference between average and exceptional service is evident in the details. Here's a checklist to guide your choice:

1. Personalized Service with a Dedicated Account Manager:

Your property isn't just another account. A leading submetering service will offer you a dedicated expert, ensuring tailored solutions and immediate assistance for every unique requirement.

2. Comprehensive Resident Support:

The best submetering services prioritize resident satisfaction. They ensure timely responses to questions, and clear explanations of billing processes, and are committed to ensuring that residents have a seamless experience.

3. Open and Clear Communication:

Expect proactive updates on everything from meter maintenance to billing cycles. Consistency and transparency in communication are the hallmarks of a service that values your trust.

4. Collaboration Over Conflict:

Efficiency in utility management arises from collaboration. Top submetering companies actively seek input from community managers, creating a synergetic relationship that amplifies results.

5. The Advantage of Local Expertise:

Submetering in Hawaii comes with unique challenges and benefits. A local service not only ensures rapid response and availability but also boasts a deep understanding of Hawaii's distinct utility landscape

ELEVATE YOUR SUBMETERING EXPERIENCE: QUALITIES TO SEEK



6. Commitment to Building Health and Sustainability:

Exceptional submetering providers go beyond billing. They partner with you to optimize energy usage, advocate green practices, and maintain a healthy balance between utility management and eco-consciousness.

In essence, your choice of submetering services has a far-reaching impact on your community. Opting for a provider that ticks all these boxes ensures you not only manage costs efficiently but also cultivate a healthier, happier living environment.

Checklist

COMPARISON CHART

IMPORTANT ATTRIBUTES	IKEHU UTILITY SOLUTIONS	CURRENT	OTHER	OTHER
Dedicated Account Manager	✓			
Resident Support	✓			
Community Collaboration	✓			
Local Service	✓			
System Monitoring	✓			
Priorities Aligned	✓			
TOTAL	100%			

Waterproofing and Spalling Projects

Throughout the years, our Construction Management firm has specialized in managing and monitoring all the phases of construction projects, including those involving waterproofing and spalling on AOA properties. One of our missions is to help Owners and Associations understand their property's issues and drive the process to successfully address them.

Waterproofing and spalling have a cause and effect relationship. Waterproofing is the process of making an object or structure waterproof or water-resistant so that it remains relatively unaffected by water or resistant to the penetration of water under specified conditions. There are a variety of waterproofing methods and materials. A Construction Manager will help evaluate the solutions for that specific property.

Spalling happens to concrete because of moisture entering brick, concrete, or natural stone. It forces the surface to peel, pop out, or flake off. Moisture, and often salt, pushes outward from the inside eventually causing cracking, crumbling, and destruction of the material.

Spalling correction and prevention require diligent maintenance to prevent water intrusion and decreased service life of the concrete or area in question. Developing a plan and setting goals to address and mitigate these water-intrusion issues is an important step to preserve the longevity, safety, and financial value of a property.

One of the first phases of a successful capital improvement project is to have a Construction Manager gather information and assess a building's current status. This often requires a site visit and a review of building-related documents provided by the Association or Owner. This allows a Construction Manager to obtain a general familiarization of the property, a preliminary understanding of the areas needing repair, and comprehension of the various concerns of the building owner and / or occupants.

The next recommended phase is to proactively identify areas that may require additional research, investigation, or due diligence. Evaluation and due diligence help clarify elements needed to define the scope of the project or evaluate the proposed repairs or Improvements. This can be done through a Property Condition Assessment or General Constructability Review and, depending on the areas impacted and age of the building, may also include laboratory testing and analysis.



Waterproofing and Spalling Projects

After completing the due diligence, the project scope is refined to include the features, functions, and items needed to achieve the goals to repair a spalling project. This includes documenting inclusions and exclusions to the proposed scope of work. Once complete, the project scope is presented to the decision makers for approval.

It is important to decide whether a traditional design-bid-build or a design-build project delivery method is best for the project. For a traditional design-bid-build, an experienced team will orchestrate the production of plans and specifications by design professionals. If a design-build project delivery format is chosen, the team will produce a design-build manual to list project requirements of the area in question. For most AOA projects, especially the larger or more complicated projects, a traditional design-bid-build format is preferable and is the most common as this allows for more detailed financial scrutiny of all aspects of the project.

During the bidding phase, a professional construction management firm makes sure prospective contractors provide apples-to-apples bid offerings for the proposed scope of work. By thoroughly vetting and critiquing each contractor and bid, the firm advocates on behalf of the Association by ensuring each contractor and bid not just meets the project requirements, but also is a great fit for the project and property owner.

After reviewing and analyzing the contractors' competitive bids, a Construction Manager should organize and present them to the Association or Owners for their review. Once you select a contractor, your CM Representative will coordinate with the key decision makers to develop an Owner-Contractor Agreement and negotiate the terms with the contractor.

Once the final bids are received and a contractor is selected, an updated project budget is assembled for approval by the Board or Owner. Once approved, the contractor's performance during construction is monitored and the monthly budget is updated, assisting with cash flow forecasting.

If reserves for the repair project are not available and residents want to avoid a substantial special assessment, an Owner's Representative can assist with finding appropriate options for the funding of a renovation or remodeling project. They will research, compile, and present a comprehensive list of funding sources for review and approval.

Assistance with the preparation of permit applications and submission of the construction documents to governing authorities for approval is often the next phase. The construction management team coordinates with the contractor to obtain the requisite building permits. Be aware that approval time by local officials may vary, which can delay a project or adjust its scope.

Waterproofing and Spalling Projects

Pre-construction communication is needed to ensure owners and residents are fully informed of the planned improvements or repairs and how these could impact their daily routine. Town hall meetings can communicate the improvement plan to the members of the residential community. These meetings are typically open to all stakeholders and are held at critical junctures. They are designed to help obtain “buy-in” and ease anxiety surrounding the project, providing peace of mind.

Preparing for construction is an essential phase and one often overlooked by inexperienced or new firms. Before green-lighting actual construction, a responsible Construction Management firm reviews that all the pre-construction elements are in place and in accordance with the defined project scope.

During the construction phase, a Construction Management firm acts as a representative and advocate. Their team monitors the budget and details the contractors’ progress, quality, and overall performance. Construction in a residential building can be especially unsettling for residents and owners. While the inconveniences of construction can never be fully eliminated, an owner’s representative should strive to minimize the inconveniences often associated with capital improvement projects.

During construction, the owner’s representative will monitor and report of the progress of the project. These can include scheduled construction coordination meetings, developing and maintaining a tracking log, and regular site observations.

Upon project completion, a record of the common area project is provided, including key documents, drawings, specifications, the final budget, and applicable warranties and guarantees from the contractor. We have found that providing a brief satisfaction survey for clients allows them to share feedback about our performance.

Each project, each building, and each Owner is unique. Because of this, following a proven process to deliver tailored solutions is the best path to the successful completion of a capital improvement project.

President and CEO of Bergeman Group, Dana Bergeman brings over 25 years of experience in the architecture, engineering, and construction industry (AEC). His vision for the company is reflected in its core values: advocate on your behalf, help protect your investment, defend your interests by helping mitigate risks, and educate clients, enabling you to make informed decisions.



"Helping To Build Stronger Community Associations on Maui"

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Sagewater

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for your support and
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