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Message from the President

Dear CCM Membership,

It's hard to believe we're already halfway through 2025 — and halfway through our seminar series for the year! Time flies when we're working together to build stronger, more resilient community associations across Maui.

We're proud to share that our spring seminar series concluded on a high note with our final session on **Disaster Preparedness**. This timely topic drew **recordbreaking attendance**, welcomed an inspiring group of **new speakers**, and saw full support from our **Platinum Sponsors**. From emergency planning strategies to realworld lessons learned, the seminar equipped board members and managers with tools they can apply immediately to protect their communities.



Looking ahead, our **fall session** is shaping up to be just as exciting. The upcoming **Legislative Update Seminar** will deliver our annual deep dive into all the new legislation from the 2024–2025 session that could affect condo and community associations. In addition to our comprehensive review, this year's program will feature a **special legislative panel** with **several active Hawai'i lawmakers** scheduled to attend and who have graciously offered to share their insights and engage directly with our membership. They'll discuss what's happening at the Capitol, what's on the horizon, and how CCM and our members can be part of shaping future policy.

As always, these seminars are more than just educational—they're an opportunity to **connect with peers**, **exchange ideas**, and **build community**. Whether you're a board member, managing agent, or industry professional, your voice and experience are critical to the strength of Maui's community associations. We mahalo you for your continued support and participation. Keep an eye out for seminar registration details coming soon—and we look forward to seeing you this fall!

Mahalo Nui Loa!

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SAVE the DATE **2025 Seminar Dates**

> September 5 **Legislative Update**

October 10 **Structural Concerns**

> **November 21 Trade Show**

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Zisky Business Corner Warning! Fire! Fire! Fire!

- By: Keane Muranaka
- Everywhere you look lithium batteries are now commonly used every day, everywhere. Electric Vehicles, E-Bikes, home PV power storage, cell phones, power packs, portable power tools, headphones, earbuds, portable speakers, you name it, most portable devices use a type of lithium batteries small or large. How many of us plug in our devices overnight or at work and never give it a second thought. We all need to be careful about how we take care of our devices and how we dispose of them. Here is a very recent incident involving a lithium battery fire locally:

Garbage Truck Forced to Dump Load Due to Lithium-Ion Battery Fire

- A trash fire in Kāne'ohe on the morning of March 31, 2025 caused by a common household item prompts a message from officials to properly dispose lithium-ion batteries to prevent a potentially dangerous situation. HFD fire inspector Thomas Inouye said fires from those batteries can be very difficult to put out and the smoke it produces is extremely toxic.
- · To safely dispose of lithium batteries, never throw them in the trash or recycling bins, instead take them to designated recycling or household hazardous waste collection points and consider taping the battery terminals or placing them in separate plastic bags to prevent fires.
- Here is what the City & County of Honolulu recommends regarding use and purchase:

LITHIUM-ION BATTERY SAFETY TIPS

- The Honolulu Fire Department offers the following lithium-ion battery safety tips:
- When purchasing a device, make sure it has the Underwriters Laboratories mark, which shows the product has been safely tested.
- Follow the manufacturer's instructions for charging and storage. Always use the cord and power adapter made specifically for the device.
- Do not charge a device under a pillow, on bed or near combustibles.
- batteries/devices Keep room temperature. Do not place in direct sunlight.
- Store batteries away from anything flammable.
- Do not toss loose lithium-ion batteries in the trash.



SAFETY TIPS

Risky Business Corner

Warning! Fire! Fire! Fire!, Cont.



By: Keane Muranaka

How should we properly dispose of old Batteries:

Auto batteries:

Dealers are required to accept and recycle your old batteries when you purchase a new one.

- Drop off at city convenience centers or transfer stations.
- Drop off at Going Green recycling drives.

Standalone Lithium, lithium-ion, NiMH, NiCad: DO NOT DISPOSE IN TRASH!

- Drop off standalone rechargeable and single-use lithium,
 lithium-ion, NiMH, and NiCad batteries to any city convenience center or transfer station. Please tape the terminals and place in a clear plastic bag.
- Rechargeable batteries used in power tools, cell phones, and laptops may be taken to Home Depot or Battery Bill's.
- Check with battery dealers like Interstate Batteries, Battery Bill's or T&N Computer Recycling.
- Visit our e-waste page for more information.

Alkaline (AA, AAA, D, 9V etc.): Dispose of with regular refuse.

What should I do with a damaged or swollen lithium-ion battery?

Damaged lithium batteries pose a fire hazard and require special handling, storage, and disposal. Damaged batteries should be disposed of quickly but if you need to store them temporarily, they should be kept in a dry place away from flammable materials, and ideally in a fire-resistant container.

Always use best practices and keep you, your co-workers and ohana safe.







More Important Than Ever

Providing Value-Added Services for Condominium Residents

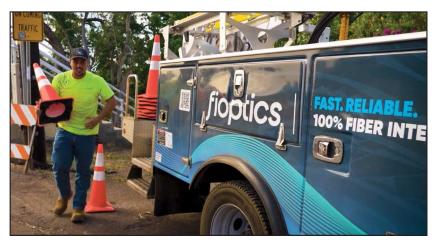
By Jill Kobayashi

ardly a day goes by without hearing a condominium resident bemoaning the significant increase in their maintenance fee or being surprised with an unexpected special assessment fee. It is causing many Maui condominium residents as well as those throughout our islands to be financially stretched and strapped like never before.



The insurance crisis is impacting all of us. Property management companies and association board members often feel stuck in the middle. Insurance companies are unabashedly issuing new coverage requirements with accompanying skyrocketing premiums that ultimately must be passed on to condo owners or their tenants. And condo owners, who may feel they have no options, may corner board members and property managers and put on the spot as owners plead with them for viable solutions.

This is occurring against a backdrop of less than favorable conditions on Maui There is reduced visitor arrivals on Maui, with a full recovery of Maui's visitor count not expected until 2028, at least three years away. This challenge is



coupled with projects being put on hold because of the uncertainty created by the abrupt shifts in federal policies, including tariffs on building materials that could curtail development or renovations. Some economists predict these telltale signs indicate a mild recession could be on the way.

Game-changing Fiber Infrastructure

Enabling your property with fiber provides added value to condo residents that can offset some of the negative aspects of condo ownership and offer welcome relief for property managers and board members.

With traditional internet service, condominium residents who access internet service at the same time, everything can come to a virtual standstill. It's different with fiberoptic cables.

Fiber internet service that is connected directly to individual condominium units can be gamechanging for Maui residents. Fiber can accommodate multiple users, even those in the same building, without impacting internet speed and reliability. With fiber directly to each unit, it's like giving each condo dweller their own personal digital freeway. They no longer have to worry about getting stuck in internet traffic.

Speed is of the Essence

Ultra-fast internet service, both upload and download speeds up to 3 gigabits per second, the fastest speed currently available in Hawai'i, is viewed as a necessity, with Al and other new applications that require broader bandwidth to transmit more data as seamlessly as possible. This is especially important as technology continues to evolve and our digital expectations also increase.



PeakTime Redefined

Today, peak internet traffic knows no boundaries. In the past, peak time was confined primarily to evenings, when everyone was home from work and school. However, the definition of "peak time" has evolved, especially with many working remotely from home, taking online educational courses, or relaxing with a streaming movie or video game.

More people want and need to be connected at all times. Peak time is now 24/7. Buffering, frozen faces in virtual calls, video games that are too slow, and important documents that seem to take forever to send or receive are all things of the past with fiber.

For the first time, those who live in condominiums can escape from that feeling of being stuck in traffic and going nowhere when they are online and can instead enjoy a latency-free experience with uninterrupted, lag-free connectivity.

Increased Property Value

Fiber offers another advantage for those who own their condominium units. Condo units equipped with fiber are especially appealing and this enhances the value of the unit. A study by the Fiber Broadband Association, the only trade association dedicated to the advancement of fiber broadband deployment, showed that homes equipped with fiber internet are valued slightly higher than those without fiber internet.

With the demand for more smart amenities, especially among techsavvy buyers and tenants, condo association boards and developers are paying careful attention to what could be a new standard for condo living. Fiber has much broader applications than computers, phones, and TVs. Appliances, lights, thermostats and smart home systems also demand ever-faster internet speeds and bandwidth. The Internet of Things will integrate artificial intelligence, virtual reality, and augmented reality will require super-fast internet speeds. Fiber is likely to become a must-have essential for a connected life, today and into the future.

Environmental Benefits

Condo dwellers and associations concerned about the 'āina and sustainability will also find fiber internet the ideal solution to reduce their condo's overall carbon footprint. Fiber is more energy efficient than other types of broadband services, including copper. This requires less maintenance, reduces the building's environmental impact, and can lower costs for the association and individual units, helping to make living in Hawai'i more affordable.



TOP-RATED INTERNET BY CONSUMERS



BEST GAMING EXPERIENCE HAWAII



Jill Kobayashi is Director of Multi-Dwelling Units for Hawaiian Telcom, the only organization in the state that provides 100% fiber internet service. Hawaiian Telcom is investing \$1.7 billion to make Hawai'i the first fully fiber enabled state in the nation by the end of 2026. To date, Moloka'i, Lāna'i and Kaua'i have been fully fiber enabled. Maui will be completely fiber enabled by the end of the 2025. Hawai'i Island and O'ahu will be fully fiberenabled by the end of 2026.

In June 2025, the Fiber Broadband Association (FBA) recognized Hawaiian Telcom with multiple industry awards: the coveted Star Award, which recognizes a person, community, or company that has gone above and beyond to advance fiber to the home and the Community Impact Award, given to an organization that is making a significant impact through its fiber expansion initiatives. Hawaiian Telcom has been named the "Top Rated Internet by Consumers" and "Top Gaming Experience" by Ookla.

Visit hawaiiantel.com



Hawaiiana Recognition Highlights:

- PBN Best Workplace
- Honolulu Star Advertiser
 "Top Workplace"
- #1 PBN's Condominium Association Managers List

What Makes an Award-Winning Management Company?

Its People

At Hawaiiana Management Company, we truly believe the key to our success lies in our people. Hawaiiana has received many accolades over the years, and the reason is clear: our award-winning staff.

Here's what our clients say:

Our management executive provides quality guidance and comprehensive assistance to our association because of her thorough knowledge of our property's needs and objectives, and her professional skills. GM

Hawaiiana is a great company with a thorough understanding of Hawaii AOAO management. I am thankful for our management executive, as I can email, call or text her, and always get a quick response and a solution to a question or problem. SD

I'm very impressed with our Hawaiiana management executive, and appreciate his sensible, professional service. HT

Although we are probably one of her smallest association clients, our management executive treats us like we are her only priority and like family. CB

I am very pleased with the whole group of professionals assigned to our property. All are excellent in customer service and followthrough! KK

At Hawaiiana, success is measured by the value we are able to provide to those we serve. We are grateful for the opportunity to serve over 750 associations in Hawaii, translating to approximately 120,000 residences – all with a stellar client retention rate above 96%.

For more information on Hawaiiana's awardwinning services, contact: Mele Heresa, CCIM®, CPM®, Real Estate Broker RB-21752, at meleh@hmcmgt.com or (808) 593-6827.



Mele Heresa, CCIM*, CPM*; RB# 21752 Phone: (808) 593-6827

Email: meleh@hmcmgt.com Or visit: www.hmcmgt.com





Pipe Replacement Is Coming to a Community Near You

It's official. The aging drain, waste, and vent (DWV) infrastructure problem that has been building in Honolulu for over a decade has reached the shores of Maui. There has been a surge of interest from property managers and AOAOs, and pipe replacement projects are kicking off across the island. What's driving the increase?

Continued Leaks

The old saying that "pipes don't fix themselves" really is true. As they start to fail, the condition of your pipes only goes in one direction—which is to get worse. Once pipes start to leak, communities inevitably see an uptick in both the frequency and severity of those leaks. As the problem escalates, communities experience more damage, inconvenience, and frustration.

Rising Insurance Costs

Every claim your AOAO files for a plumbing leak has a magnified impact on your community's insurance rates. Replacing your pipes can help stabilize those cost increases, giving your community the peace of mind that comes with a brand-new, worry-free piping system.

Mālama

To "care for, protect, and preserve" our homes and communities is an essential value for the people of Maui and Hawai'i as a whole. In the wake of the tragic wildfires in Lahaina last year, preserving our communities is forefront in our minds as we think about our families, neighbors, and taking care of our natural and built environment for future generations.

So, as the pipe replacement market emerges here in Maui, it's important to prepare for when your community may need to undertake its own piping infrastructure project.

Following a few basic steps can ensure your community is ready for what lies ahead as your pipes eventually age out.

Get Informed

Planning ahead is always the most important aspect of a potential pipe replacement project. Repiping is an expensive process, and unless your community is flush with reserves, it's important to begin the planning process early.





Ready Before the Storm: How Maui Businesses Can Weather Hurricane Season with Confidence

As hurricane season approaches, Maui businesses are once again reminded of the critical importance of preparation. Whether you're a small family-run shop or a large commercial facility, having a hurricane preparedness plan isn't just a smart business move—it's essential to protecting your people, property, and productivity.

At Premier Restoration Hawaii, we've seen firsthand how advance planning can make all the difference in a business's ability to bounce back after a storm. From safeguarding key assets to minimizing downtime, hurricane preparedness is something every business—no matter the size—should take seriously.

Here are some key strategies that Maui business owners can implement today to be better prepared tomorrow:

1. Assess Your Risks and Prioritize Protection

Every business is different, which means your vulnerabilities will be too. Do you have expensive equipment? Are you storing important customer data onsite? Do you lease space in an older building or operate in a flood-prone zone?

Conducting a risk assessment helps identify what needs the most protection. Some simple steps include:

- Inspecting roofs, windows, and doors for weak points
- Elevating inventory or sensitive equipment off the ground
- Backing up data and securing important documents digitally

If you're unsure where to begin, consider connecting with a local restoration professional to walk through your facility and point out areas of concern. Think of it as a check-up before the storm.

2. Create a Business Continuity Plan

Disasters don't wait for convenient timing. When a storm hits, will your team know what to do? A well-thought-out continuity plan ensures that operations can resume as quickly and safely as possible.

Key components to include:

- A clear chain of command and employee contact list
- · Remote work options or alternative location strategies
- Backup suppliers and emergency vendors
- Communication templates to inform customers, clients, and partners

The best plans are those that are written down, shared with your team, and practiced regularly.

3. Prepare Your Property for Impact

Before a hurricane is even named, there are proactive steps you can take to secure your property:

- Trim trees and remove loose outdoor items that could become projectiles
- Anchor fuel tanks, signage, and HVAC units
- Invest in storm shutters or board-up services
- Consider installing water alarms and sump pumps in flood-prone areas

Having a trusted contractor or restoration partner in place before the storm also means faster support when you need it most.

4. Review Your Insurance and Documentation

Now is the time to dig up that insurance policy and really understand what's covered—and what's not. Business interruption insurance, in particular, can be a game changer in the event of closures or significant damage.

Also consider:

- Taking current photos of your property and assets
- Maintaining digital copies of receipts, inventory lists, and maintenance records
- Knowing your deductible and claim process ahead of time

This documentation will be critical for faster claims processing and financial recovery.

5. Build Relationships Before Disaster Strikes

One of the most overlooked steps in hurricane preparedness is forming partnerships *before* you need them. At Premier Restoration Hawaii, we encourage businesses to identify go-to vendors in advance—from board-up and cleanup crews to electricians and IT support.

Being on a priority list can mean the difference between a same-day response and waiting days or weeks after a major storm.

6. Stay Informed and Empower Your Team

Lastly, make sure your team feels empowered and educated. Regular hurricane drills, safety meetings, and communication refreshers go a long way in ensuring that everyone knows what to do when a watch or warning is issued.

We also recommend following local emergency management offices, the Central Pacific Hurricane Center, and organizations like the Maui Chamber of Commerce for real-time updates and community resources.

A Final Word

Hurricanes are unpredictable, but your response doesn't have to be. As a locally owned and operated restoration company with teams on Maui and across the state, we're proud to help local businesses strengthen their storm readiness and recovery plans.

Because at the end of the day, it's not just about protecting buildings—it's about protecting the people, livelihoods, and community that make Maui such a special place to do business.

For questions or resources on business preparedness, restoration support, or storm planning consultations, feel free to reach out to Premier Restoration Hawaii or visit www.premhi.com.

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