

April 27, 2017
 The Collection Board of Directors Meeting
 General Manager’s Report
 Submitted by Al Guzman

ADMINISTRATION

1. The Collection Website

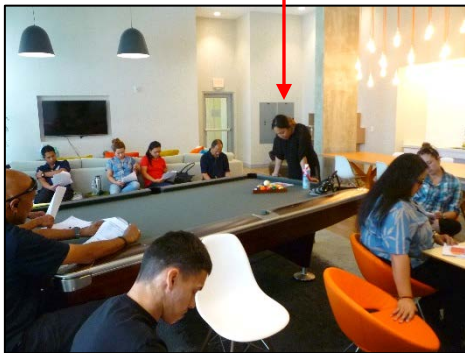
www.thecollectionhonolulu.net went live on 4/1/17. We have been receiving positive comments from the ownership with respect to the Photo Gallery and Amenities Calendar. As of 4/18/17 9am, the website was viewed 367 times.

2. House Rule Enforcement

Ownership notified enforcement would be stricter beginning 4/1/17. To date, 4 cars towed from Visitor Stalls. Both vehicles had registered before and was in our system. Prior to contacting tow company, several attempts made to contact owners of vehicles.

3. Bloodborne Pathogen Training

On March 21, 2017 – The Collection Staff attended Bloodborne Pathogen Training. At times, the staff is called to clean vomit or other bodily fluids, it was important they receive this annual Osha required training. Training was provided by Irene Bayudan of Crestek.



4. Visitor Counts FYI

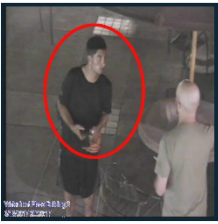
We purchased an Ipad that is synced to our owner database system. The Ipad accesses the database and we can log visitors as they register at the Lobby Desk. The Lobby Desk primarily captures those who park in the Visitor Parking area.

Month	Count
2016 December:	912
2017 January	1282
2017 February	1190
2017 March	<u>1223</u>
Total	4607

5. Crime Reporting Network BOLO (Be On the Look Out)

The Collection and a few of our neighboring properties have begun to network with respect to on site crime reporting; the point of which is to keep everyone abreast of what’s occurring so each can prepare. Pictured below is the info that has been shared.

a.

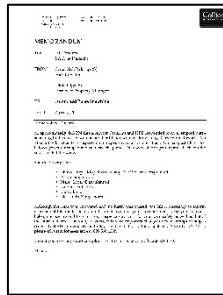


NAME: UNKNOWN
 MALE/FEMALE: MALE
 HAIR COLOR: BLACK
 HEIGHT: 5'7
 WEIGHT: 140
 EYE COLOR: BROWN
 RACE: CAUCASIAN
 BODY MARKS: N/A
 VEHICLE COLOR: N/A
 VEHICLE MAKE/MODEL: SUSPECT ON FOOT
 LICENSE PLATE NUMBER: N/A

b.



c.



d.



- a. Restaurant Row: Possible Bike Thief
- b. The Collection: Loiterer – Trespassed
- c. Salt – Attempted Purse Snatching Incident Report
- d. Hokua – Bike Thief

6. Chief Engineer

The Collection’s Chief Engineer, Mr. James Doral, decided to pursue a different employment opportunity. He was instrumental in getting the building opened and helped in the Warranty Area. I am pleased to have filled the Chief Engineer position with new hire, Mr. Mark Dias. Mark has 29 years of building maintenance experience in Hospitality, Commercial and Government facilities

OPERATION

1. Preventive Maintenance Inhouse – March – April

Listed and pictured below are the behind the scenes tasks of our maintenance and housekeeping staff cleaning and maintaining The Collection’s common areas. Many associations would sub-contract some of these tasks but we are able to perform them inhouse. There will be times when contractors are used but it is our intent to perform as many preventive maintenance duties inhouse.

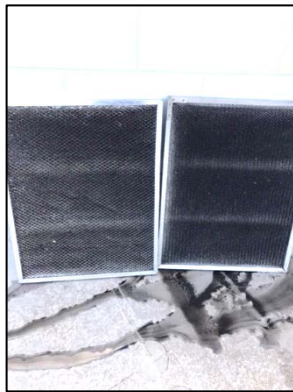
- Cleaning air conditioning diffusers and checking motors.
- Domestic Booster Pump Inspections.
- Golf Cart Inspection.
- Flat Bed, Shopping Cart, Mobile Ice Bin cleaning and inspection.
- Storm Drain Inspection and Cleaning.
- Garage Exhaust Fan Cleaning.
- Emergency Generator Testing.
- Fire Pump Testing.
- Club Room Appliances Inspection
- Porte Cochere, Loading Docks, Hallways, Elevator Lobbies, Rec Deck, Garage and Stairwell Lighting Inspection.
- Toilet Exhaust Fan Inspection.
- Dryer Exhaust Fan Inspection (Lofts only).
- Trash Chute Door Inspection.
- Hallway Baseboard Cleaning.
- Hallway Carpet Extraction (all floors extracted). Heavily used areas such as garage entrance lobbies are performed more frequently.
- Rec Deck Cushions dry cleaned.

a. Tower/Lofts Residential Hallway AC Filter Replacement

The Tower and Lofts Residential Hallway air conditioners are located on the roofs of each building. On a quarterly basis. Clean filters allow for efficient utility consumption and performance as well as less wear and tear on the equipment. 48 filters are required for the Tower unit and 6 for the Lofts.



Filters needing replacement



Clean Replacement Filters



b. Graffiti Removal. 1 on Ala Moana Blvd and 2 on Auahi Street

Before



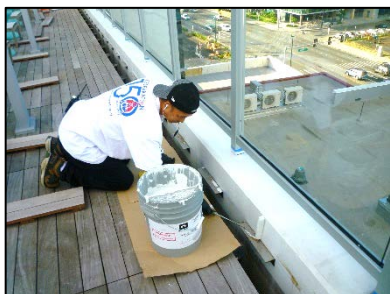
After



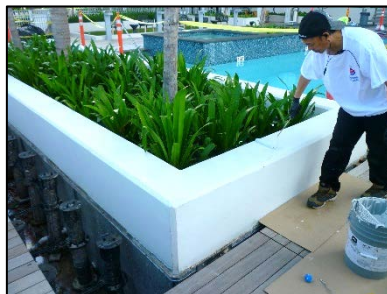
c. Painting Touch Ups

The staff are using the existing attic stock paint to repaint highly used and scuffed areas of the building.

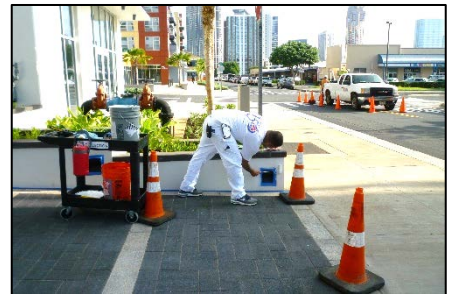
Pool Deck Look Out



Pool Planters



Porte Cochere



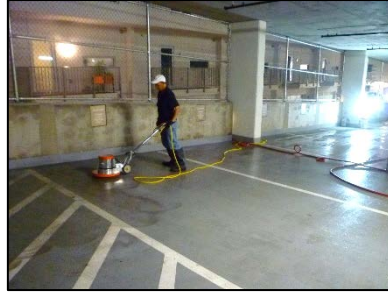


Tower Lobby Entrance

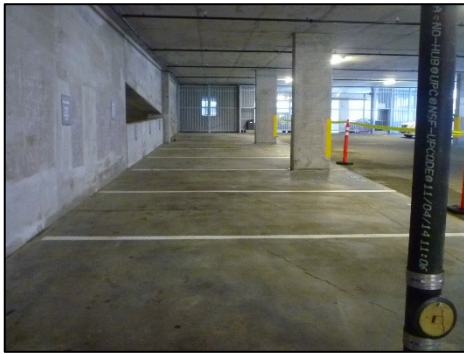
d. Visitor Parking Cleaning

On Sunday April 2 & April 9, at 5am, the highly used visitor parking area was scrubbed and washed down.

Before



After



e. Rec Deck Pavers Scrubbing (Performed every Tuesday)

Constant cleaning is needed on the deck to keep it clean and to not allow the grease to dwell. Pictured below is the weekly cleaning of the pavers at the pavilions and grilling areas.



Weekly Scrubbing Before



After

f. Other Tasks



monthly scale removal



pressure washing as needed



Rust and Red Dirt Removal Before



After



Tuesday Restrooms (5) scrubbing



Lobby Window Cleaning



Unit AC Area Cleaning

2. Positive Alarm Sequencing

Island Signal and Sound will install the PAS during the week of May 15, 2017. It'll take several days. Once installed, the general alarm will sound only on the floor the activated device is on, the floor above and the floor below. The system will give the staff 3 minutes to determine if the alarm is false or real. If false, the system will be reset by the staff and only the residents on the 3 floors will have been affected. If the alarm is warranted, the General Alarm will sound for all floors and the evacuation verbiage announced.

3. **Drip System Installation Board Action Requested**

The irrigation system installed along the Keawe Street Tower Lobby exterior glass and Ala Moana Blvd Lofts exterior glass was in part, a **sprinkler pop up** system.



Keawe Street Tower



Ala Moana Blvd Lofts

When deployed and during windy weather, water is blown onto the glass. The rich silica and mineral content of the water quickly forms and attaches to the lobby glass resulting in a labor-intensive effort to remove.



Scale on Glass Tower and Lofts

Proposals were received from the original installers Takano Nakamura Landscaping and from Performance Landscaping. The chart below is what they proposed.

	Keawe St	Ala Moana Blvd.	Total
Takano Nakamura Landscaping	\$1,843.00	\$2,142.00	\$3,985.00
Performance Landscaping	\$2,908.84	\$3,840.90	\$6,749.74

Recommendation: To have The Collection Board of Directors approve the installation of an irrigation drip system installed by Takano Nakamura Landscaping at a cost of \$4,173 tax inclusive.

WARRANTY

The items listed below are just a few of the warranty items being worked on by the developer and the contractor.

1. Ponding

After opening, it was apparent that ponding occurred during wind driven kona winds on the Makai side of the garage affecting floors 6, 5 and 4. Although ponding may occur in any garage, the volume of water collecting was deemed excessive in our case. The developer agreed to have additional drains installed. Ponding will still occur but the drains will help drain the excessive water.



Ponding on Makai side of 6, 5 & 4th floors



Drain Coring



5 additional drains installed

2. Spa and Pool Heat Pumps

Since opening, we've been having difficulty getting the original heat pumps installed for the 2 spas and pool in the Tower to perform consistently. This has resulted in the spas being cold or luke warm.

After several unsuccessful solutions were tried to remedy the problem it was decided to replace the units. The opportunity presented itself to replace the units with gas operated units which will reduce utility cost to the Association. Installation schedule to be determined.



Spa and Pool Heat Pumps

3. Plumbing Vibration

During high volume water usage, we received reports of vibration and associated noise from the 20th floor to the 29th floor, near the 01 – 05 risers. We found several areas where the plumbing pipes were touching one another or touching nearby drywall. Commercial Plumbing installed rubberized spacers between the touch points that significantly reduced vibration and quelled complaints.



Example of proximity of pipes to one another and to concrete floor.