



January 24, 2019
 The Collection Board of Directors Meeting
 General Manager's Report
 Submitted by Al Guzman

ADMINISTRATION

1. The Collection Visitor Counts

Month	Count
2018 Jan to Dec	15,260

2. 2018 Violations

Violation Letters Issued	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Smoking on Lanai						1	1	1					3
Over Watering on Lani						1				1			2
Failure to Register Guest					2			2	1				5
Short Term Rentals			3	1	2	2	1						9
Speeding						1							1
Open Door							1	1	1	1			4
No Vehicle Decal/Registration					2		1		5	18			26
Resident in Guest Parking		3	1	2	1	1					2		10
Parked in Wrong Stall	1	1			1					1			4
No Headlights					2		26	6	4			1	39
Lanai Storage						1		1		1			3
Oil Stains			18		11	7	2		7				45
Amenity Cancellation								2	1				
Other							1	2		2	1	1	7
Total Letters Issued	1	4	22	3	21	14	33	15	19	24	3	2	161
Waived Violations (Mgt. Error)					1					2			3
FINES ISSUED	0	2	2	2	0	3	1	2	1	2		1	16

3. Christmas Party

On Oct 30, 2018, the Halloween Party was held in the Tower Club Room. 145 residents attended. There were Hot Dogs, Hamburgers, Chips, some veggies as well as games and a costume contest. It was fun for everyone; especially the keiki. Thank you to the volunteers! Rodney and Wendie for cooking, Rey for being the MC, Anna and Alexias for assisting with the games and food prep, The Social Activities Committee, Desmond and Kanani doing the heavy lifting for the planning and prepping and the Maintenance Staff for the set-up, decorating and breaking down.

4. Toy Drive

The Collection Residents donated 84 toys that were delivered to the Salvation Army on December 12, 2018. The toys were graciously accepted by the Salvation Army and were distributed to needy families in Hawaii. Thank you everyone!!



5. Home Care Info

A preferred vendor informational sheet is available for owners to use if they wish. In addition, Executive Assistant Desmond Oliveira created a Home Care pamphlet. It includes Vendor information but it also includes information regarding the most commonly asked questions such as how to lubricate the windows, dryer exhaust fan care, pest control residential cost, interior window cleaning cost etc. The pamphlet is available on The Collection's Website and at the Lobby Desk.

FAUCET/HOSE

Check the manufacturer of your kitchen faucet first before a 5 year warranty. If you notice a leak in your home, you may want a plumber. The product number is #4827000. Visit www.globe.com.au/ownerservice/warranty or call (800) 846-7445. A proof of purchase (i.e. a bank clearing statement for you) will not be required to process the claim.

WARRANTY

The General Contractor's limited one-year warranty program, expired on November 3, 2017. However, there are a few items in your unit that are still covered under the manufacturer's limited warranty program. To view these items, visit thecollectionhawaii.com

WINDOWS

We highly recommend that all homeowners also request maintain their windows on a regular basis. The moving window need to be used and operated on a regular basis to prevent them from becoming difficult to operate. If sliding windows or windows pressure is required to open or close a window, you may need a small amount of silicone based product. This is available at hardware stores. Avoid petroleum based products.

WATER ON LANAI

Please take caution when washing plants on your lanai. It is recommended that an appropriate size gutter top is used to prevent the water from over flowing. Other watering systems, to maintain that water is retained. Water that flows off your lanai may cause damage to lanai and adjacent areas.

Questions? Please call
The Collection Management Office
(808) 248-4030

AC SERVICE

The Collection has installed Emerson Small Manist the solution of your residential AC equipment, as a preferred maintenance contractor for your AC. They are very familiar with your AC and will thoroughly check all the various components. They can be reached at (808) 839-0909. Please call them to book. Depending on the usage and how often your air has been cleaned, this unit will give all units (however, once you get on a regular schedule, that unit will be fine).

Regular service will prolong your AC's useful life and enhance energy efficiency. Please only use authorized service without calling.

CONTACTS

A/C Maintenance	(808) 839-0909	Light Bulb Source	(808) 274-2214
Standard Sheet Metal	(808) 227-0346	Locksmith	(808) 843-1415
Center/Household	(808) 576-2445	Motorcycle Locksmith	(808) 923-1124
Greengrass	(808) 425-0226	Plumbing	(808) 248-2211
Maintenance	(808) 840-2800	Pool Cleaning	(808) 352-2795
Cable & Internet	(808) 442-0875	Pool Construction	(808) 591-2222
Hardware/Software	(808) 442-0875	Remodeling/Plumbing	(808) 542-4112
Home Inspection	(808) 442-0875	Pacific Coast Services	(808) 214-1844
Interior/Exterior Painting	(808) 442-0875	Relocation/Move	(808) 847-2211
Landscaping	(808) 442-0875	Relocation & Major Appliance Service	(808) 475-3033
Locksmith	(808) 442-0875	Water Addition/Removal	(808) 534-6164
Plumbing	(808) 442-0875	Window Cleaning	(808) 540-7674
Roofing	(808) 442-0875	Window Installation	(808) 574-0535
Tile/Stone	(808) 442-0875	Window Treatments	(808) 574-0535
Tree Removal	(808) 442-0875	Interior Windows	(808) 574-0535
Yard Maintenance	(808) 442-0875	Low Voltage	(808) 574-0535

DRYER VENT

Note you realized that the Blue LED light in your laundry sign stays on? This usually indicates that the secondary filter has and screen need to be cleaned. A Clean Pull out the filter. Clean/Out on left side and then the filter back in for the housing. The filter handle all out at the position shown below. Locate the breaker block for the red power off, pull it out and turn it on. If it is on, this should reset the LED light.

you completed all of these steps and the Blue light is still present, additional assistance may be required. Standard Sheet Metal, (808) 839-0909 has performed this type of the Collection and/or your unit with this system.

6. RFA Photovoltaic (PV)

Obtained the Request for Proposal (RFP) from Milton Choy of H2O Process Systems outlining the requirements for Contractors submitting proposals for a PV system to be installed at The Collection. The RFP was provided to the Building, Grounds and Design and the Budget and Finance Committees for their review. Comments were compiled and forwarded to Milton Choy for revision.

7. Residential Sink Overflow

On December 3, 2018, a resident reported moisture on his carpet and baseboard in his master bedroom. Upon investigating, it was determined that their neighbor overflowed the guest bathroom sink. Since

they shared a common wall, moisture seeped and entered the neighboring unit. As a precaution, the units below were checked for moisture and no moisture was found. R1 Restoration was called to mitigate and restore and upon completion, their work was checked by the GM and the Chief Engineer to insure the repairs were satisfactory to the 2 residents.

8. Property Management Proposals

Per The Board's request, Property Management Companies were contacted to provide the Board with what they would charge to manage The Collection. Those contacted were, Phyllis Kacher of Associa, Kristi Hirota-Schmidt of Hawaiian Properties and Mele Heresa of Hawaiiana Management.

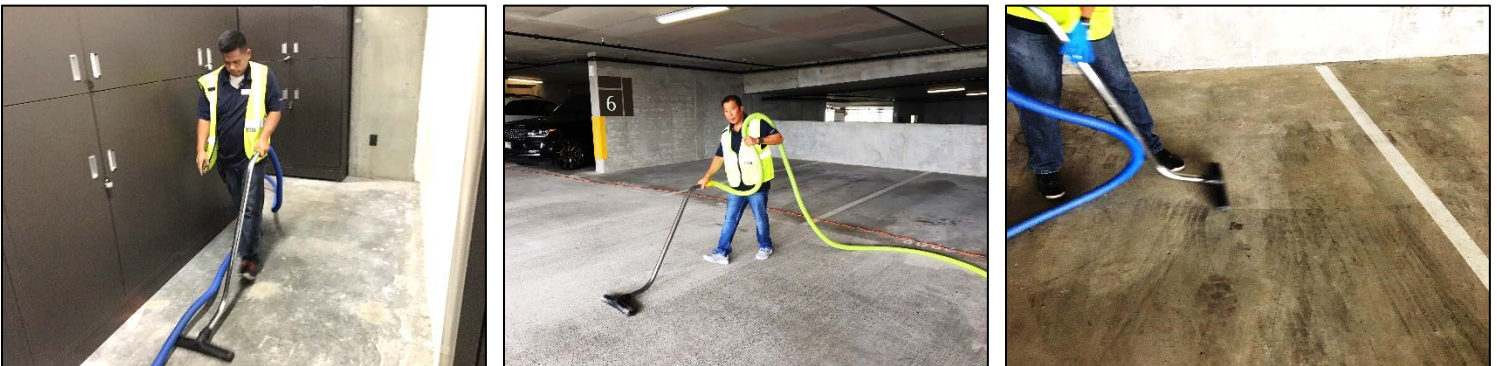
9. 2019 Annual Meeting Location

We reached out to Salt and requested to use their Barn for the 4/25/19 Annual Meeting. Last year's Annual Meeting was held there for only the cost of the chairs and table rental, about \$300. The sound system, refreshments and labor were provided for by The Collection. Since then, the popularity of the barn has increased and they typically rent the space for about \$6,000 for a weekend. However, they have agreed to honor the same arrangement for The Collection, pending the approval by The Collection's Board of Directors.

OPERATION

1. Garage Sweeping

The Tower and Lofts Garage accumulate fine dust primarily from vehicle traffic. The tires wear, leaving behind fine black dust. This dust, if not removed, will be tracked into the garage elevator lobbies and throughout the building. Twice a year, the garage is vacuumed. Renting a riding sweeper costs about \$3,000. The task was performed inhouse at a cost of \$1,260 in labor.



2. Housekeeping Chemical Proportion Dispenser

To keep costs down, a Knight chemical proportioner was installed to properly proportion the cleaning chemicals used by the Housekeeping Department. Over or under estimating the amount of cleaner, for example, could render the solution ineffective when cleaning or cost over runs if too much is used. The

Housekeeping staff were trained by our cleaning chemical supplier, Von Kendric Brushes. The proportioner will save The Collection time and money.



3. Wheel Stops

The parking stall wheel stops were painted for higher visibility and to add to the cleanliness of the garage appearance. In total, 156 were painted.



Before



After

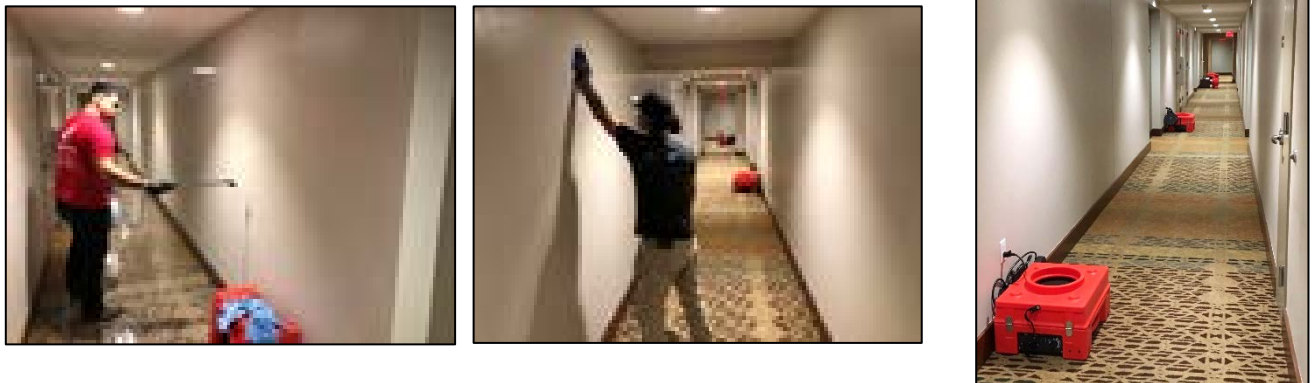
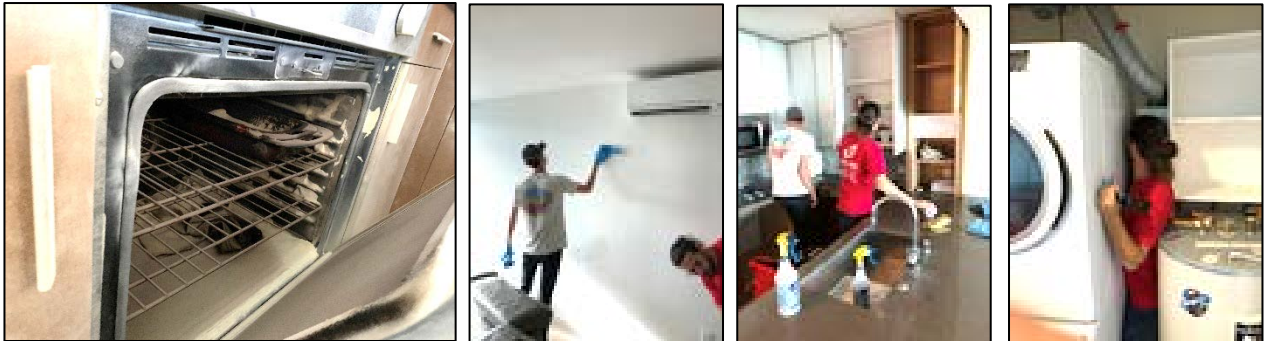
4. Residential Oven Fire

On December 13, 2018, at about 3pm, a concerned resident called the lobby desk and reported hearing a residential smoke detector sounding and smoke exiting from under the entry door. A "Code Red" was broadcasted to all staff who then responded accordingly (first responders, manning the Lobby Desk, assisting residents to evacuate) and the Tower was evacuated.

The oven fire was extinguished by The Collection first responders, the Honolulu Fire Department was called and the Honolulu Police was on site as well to investigate. It was determined that the oven was accidentally turned on and the kitchen towels inside ignited.

R1 Restoration was cleaned up the interior of the unit as well removing any smoke odors from the residential hallways.

An email blast was sent to all owners and residents reminding them of the importance to evacuate once an evacuation announcement is made. We also provided them with information if they are unable to descend the stairwells.



Once the clean-up was completed, on December 20, 2018, Environ Pro took samples of the residential hallway air to insure the air was free of any safety concerns.



5. Tower Elevator Fire Doors

During a fire alarm, the Tower elevators are programmed to recall to the ground floor. The Tower Elevator Fire Doors are programmed to shut so residents will not wait at the elevator lobbies for an elevator.

During normal cleaning behind the Elevators Fire Doors, it was noticed that some doors were sagging and dragged on the carpet. These particular doors would not properly close in the event of a fire alarm.

The installers, Island Pacific Distributors (IPD) was contacted to inspect and repair all defective doors. On December 17 & 18, IPD inspected all 336 Tower Elevator Fire Doors, 9 of them were defective and repaired.



Defective door dragging on carpet



IPD performing repairs

6. Lofts Door Lock Recall

On December 12, 2018, the Consumer Product Safety Commission issued a recall on Dormakaba USA Stanley Commercial Locksets. 54 of the locksets were installed during construction at the Lofts residential units by Island Pacific Distributors (IPD). The recall stated, “the lockset can fail to open, posing an entrapment hazard and inability to vacate a location in an emergency.”



IPD issued the recall information to The Collection and the GM made arrangements with Best Access Solutions, Inc., a subsidiary of Domakaba, for shipment of 54 locksets to replace the 54 locksets at the Lofts.

The GM contacted Kimberly Johnson of Best Access Solutions Inc and asked how many reports existed of the recalled lockset failing to open. Ms. Johnson related that out of about 14,500 locks that were distributed, there have been no reports as of December 19, 2018 of any failures and that the recall was made as a precaution.

Lofts residents were informed of the replacement.

7. Tower Post Tension Cables

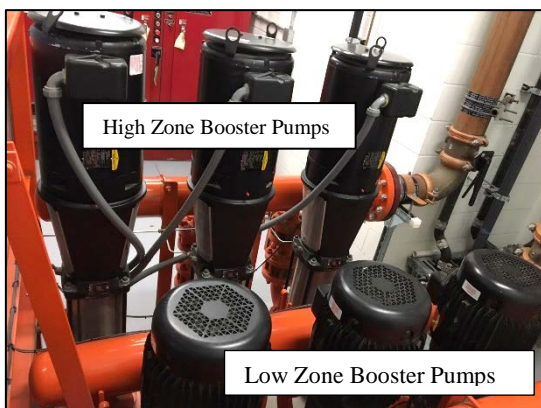
Towards the end of 2018, a scraping noise could intermittently be heard while elevator #4 (freight elevator) traveled up and down. ThyssenKrupp was contacted to investigate and what they found was a bundle of post tension cables (PTC) protruding horizontally from the elevator shaft and scraping elevator #4's counter weight as the counterweight passed. The PTC snapped somewhere along its length and one end was entering the elevator shaft.

Hawaiian Dredging and the structural engineer who assisted with the design of The Collection were contacted to advise. The protruding PTC was cut and the hole plugged. The cable needs to be removed to determine how it was cut and the detriment it may cause.

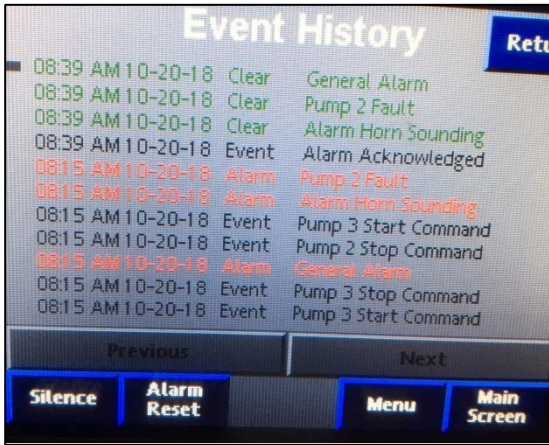


8. Booster Pumps – See RFA

There are 6 domestic water booster pumps in the Tower – 3 for the low zone (floors 1 to 23) and 3 for the high zone (floors 24 – 43). There would always be one pump per zone dedicated to be constantly running. Depending on demand, anywhere from 1 to 3 pumps per zone would be operating.



To reduce wear and tear on any one pump, the pumps were programmed to rotate duty time. For example, there is always one low zone and one high zone pump constantly running. When demand increases, another pump would activate to assist with the load. The system is programmed to rotate the constantly running low zone and high zone pump.



During the next 3 months, several attempts at adjusting the pumps Variable Frequency Drive settings were unsuccessful. The VFD controls the electrical power supplied to the pump. Significant power savings and wear and tear are achieved when using a VFD.



On November 15, 2018, the contractor who performs quarterly maintenance on the system, Pacific Mechanical and Boiler, in collaboration with the system manufacturer, Tigerflow, determined the Variable Frequency Drive (VFD) needed to be replaced. Testing revealed the VFD was not supplying enough power to the high zone #2 pump. If the VFD fails, the pump won't start. Pump #2 was then shut off.

Proposals to replace the High Zone Pump #2 VFD were received from Pacific Boiler and Mechanical as well as Gellert Company.

It is recommended that High Zone Pump #2 VFD be replaced by Gellert Company at a cost of \$4,494.

9. Lofts Club Room AC

The Lofts Club Room and Fitness Room, Mail room and Lobby air conditioners started blowing warm air. On December 29, 2018, Standard Sheet Metal was contacted to trouble shoot. It was determined that the Mitsubishi's mother board, which controls the 5 compressors failed. A new one was ordered to get the lofts amenity areas cool.