

March 23, 2017
The Collection Board of Directors Meeting
General Manager's Update
Submitted by Al Guzman

ADMINISTRATION

1. Kaiaulu 'O Kaka'ako Owners Association Meeting

Held Feb 28, 2017 11am
660 Ala Moana Blvd Suite 148
Honolulu, HI 96813

Present:

- Robert Oda, Sr. Planning & Development, KS
- Gary Evora, Asset Acquisition, KS
- Les Chang, Asst VP, Hawaiian Properties
- Kristi Hirota-Schmitt, VP of Business Development, Hawaiian Properties
- Kanani Kaopua, VP, Hawaiian Properties
- Al Guzman, GM, The Collection
- Victoria Chai, Exec Asst., The Collection
- Steven Sullivan, President 400 Keawe

Aside from ratifying auditor (Sean Wilson, CPA), attorney (Ekimoto and Morris) and insurance agent (Sue Savio), future plans for the community were discussed. The general vision was to service the community as a whole, to include cultural events, movies in the park, community clean ups, concerts etc.

Dues will be about \$3 per unit, per month. Members will include:

- Flats at Pu'u nui
- Keauhou Place
- 458 Keawe
- Salt
- Keauhou Lane
- The Collection
- 400 Keawe

2. Noise Complaint – SALT Amplified Music

Met with acting General Manager, Staci Balmoja (Collier's VP) regarding the amplified music after hours during their Salt Functions. Explained musicians are ending well after the posted end times as well as playing their music loud.

Balmoja related KS spent the last 2 years marketing the Kaka'ako Area to potential homeowners and businesses to be a spirited and lively community with many amenities and venues to offer its' residents.

Outcome - During live performances where amplified music is used:

- SALT will make every effort to face any speakers towards the Diamond Head direction during future events; away from The Collection.
- SALT will adhere to the local government noise ordinances.

Additionally, Balmoja related they will be open to future feedback and suggestions.

3. Site walk Alliance Risk Consulting

On Feb 21, 2017, Alliance Risk Consultant, Patrick Kogoma, toured the site to insure The Collection did not pose any major loss prevention risks. Site walk lasted 4-5 hours which included: Roof top, Compactor Room and Trash Rooms, Fire and Booster Pumps, Rec Deck, Fitness Rooms, Garage, Fire Sprinkler System etc.

Formal report forthcoming but initial verbal report was satisfactory.

4. Certificate of Liability

Obtained COIs from the following:

- ThyssenKrupp Tower Elevator
- Hawthorne Emergency Generator
- Honolulu Disposal Trash Hauling
- Tow Jams Towing Contractor
- Between Detailing Car Detailing Service
- All Hydraulics Hawaii Trash Compactor
- Schindler Lofts Elevator
- Pacific AquaScapes Pool / Spa

5. Residential Specialists Quiz

As part of our on-going training, the Residential Specialists will be given periodic quizzes on various topics (see attached – pg 10), ranging from The Employee Handbook, Amenity Reservations, House Rules and Facilities. Quizzes will help insure continued retention of information.

6. Manager’s Update to Residential Specialists

See attached – pg 13

7. Fire Alarm System Re-training

On 2/28/17, We scheduled re-training on the Fire Alarm System. Island Signal and Sound technician provided an hour long refresher course for the Residential Specialists.



Pull Station Reset



Fire Panel

8. Newsletter

Will be distributed to ownership on Apr 1, 2017.

9. The Collection Website

www.thecollectionhonolulu.net will go live on 4/1/17. Owners and Residents will be able to log onto the site and will be able to access such items as:

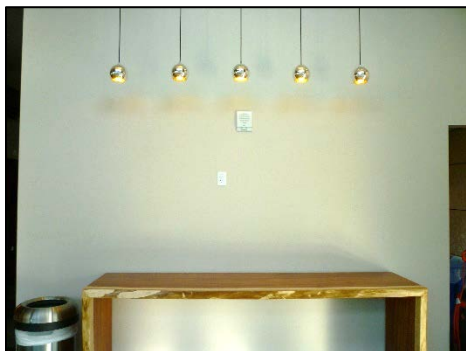
- Governing Documents
- Approved Minutes (owners only)
- Financials (owners only)
- Forms
- Board of Directors
- Staff
- Building Information
- News and Announcements
- Photo Gallery
- Classifieds
- Amenities Reservation Calendar



Website Screen Shots

10. Message Board

A 62" monitor or Message Board will be installed in the Lobby near the Mail Room. It'll give us the opportunity to post information on what's happening at The Collection.



Location



Sample Screen Shot

11. House Rule Violations

Many friendly phone calls have been made to owners regarding house rule infractions. Most understand and comply immediately (smoking on the lanai, door propped open, allowing cooking odors to exit etc.). The violations in the table below were sent due to the severity of the violation.

Date	Unit	Violation	Outcome	Fine	Comments
1/25/17	XXXX	Pets and Srvc Animals	1st Violation Letter		
2/22/17	XXXX	Exposure	1st Violation Letter		
3/6/17	XXXX	Pets and Srvc Animals	2nd Violation Letter	yes	
3/9/17	XXXX	Short Term Rental	1st Violation Letter		Will appeal

Unit #s and names omitted for privacy reasons

12. Off Site Storage for Attic Stock Glass

The Collection’s attic stock exterior glass info:

- About a 20-foot container’s worth of glass.
- Some pieces are loose, some are palletized.
- Forklift needed to move palletized glass.
- Ideally, movement of glass should be handled by glaziers to prevent damage.
- Glass should be stored indoors to prevent long term hard water stains
- Value - \$34,000

Off Site storage has been arranged for the time being with Kalu Glass. Pasha Hawaii and Kalu Glass were asked for warehouse pricing. The chart below is a comparison of the pricing offered.

	Monthly Outdoor Storage	Monthly Indoor Storage	Glass Transport
Pasha Hawaii	\$733	\$1,047	\$417
Kalu Glass	n/a	\$628	\$2,304

OPERATION

1. Pest and Rodent Control

On Feb 16, 2017 Xtermco performed their quarterly, common area service. During the quarterly services, they also schedule unit interior service for residents, billable directly to the resident. On Feb 16, 2017, **25** residents participated. Xtermco related this was a very good start, as most new building residents do not participate until there is a problem.

2. Window Washing

From Feb 20 to Mar 3, 2017, World Wide Window Cleaning performed their first service at The Collection.



Before



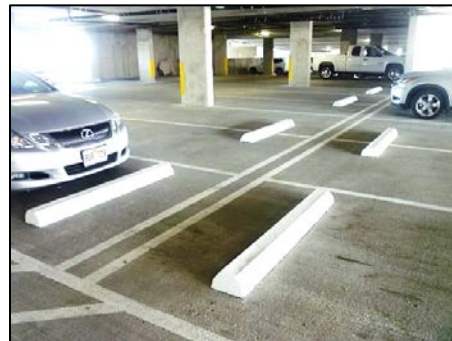
After

3. Garage Wheel Stops and Pillar Corners

Wheel stops and pillar corners were painted for higher visibility. This will help prevent vehicle scrapes and trip and falls from occurring. Approximately 430 corners and 120 wheel stops were painted. All work performed in-house.



Wheel Stops Before



After



Pillar Corners Before



After

4. Wall Protection

Heavy Gauge Stainless Steel Kick Plates, Rubberized Crash Rails and Wall Protection has been installed around the site to prevent costly damage from Movers, Contractors and Commercial Tenants. All installation worked performed in-house.



Before: Lofts Commercial Corridor



After: Crash Rails & Wall Protection



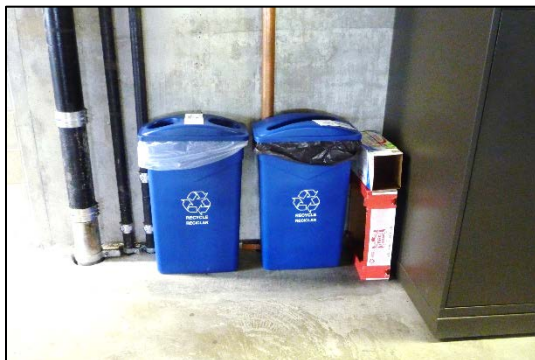
Before: Tower Trash Bin/Movers Corridor



After: Crash Rails & Kick Plates

5. Garage Recycle and Trash Bins

Some residents have commented that the recycle bins on the garage lobby landings are too small and are quickly filled. Requests have also been made to have regular trash bins as well so the smaller recycle bins were removed and replaced them with 40 gallon bins for both bottles/cans and trash with proper labeling. Received positive comments.



Before



After: Bin volume has increased significantly

6. Porte Cochere / Open Top Bins

The Porte Cochere (PC) was open for use on Monday, Mar 13, 2017. The PC is a One Way only, heading in the direction of Keawe Street and it has a side lane for active drop off and pick up. Prior to opening the PC, several things had to occur:

- Timing and Scheduling of the relocation of the open top bins to the Loading Dock Ewa Bay.
- Thoroughly cleaning the area where the bins sat for 3 months.
- Pressure washing the PC.
- Cleaning the white walls.
- Clean and polishing the marble walls.
- Giving residents advanced notice.
- Creating Temporary Signage.

7. Back Flow Preventer Repair

On Mar 10, 2017, The Collection's Backflow Preventer sprung a significant leak at a rate of about ½ gallon per minute. On Mar 13, 2017, the Tower's water was shut down and repairs were made. Notices were posted prior and residents were informed via email. It was determined that a small pebble wedged itself between one of the seals, causing the leak.



8. AED Installation

Installed at the Tower Mail Room Area and Fitness Center.



9. Positive Alarm Sequencing (PAS) **Board Action Requested**

Currently, when the Fire Alarm System is activated, the general alarm will sound in all units and common areas. Depending on the location of the activated device and what that device does to the elevators, it may take several minutes to confirm if the alarm is false or not. During this time, hundreds of residents will be

evacuating the building. It may turn out to be a false alarm; someone hanging a heavy object on a unit interior sprinkler head and having the head burst, or someone vaping on the 35th floor elevator lobby etc.

If installed, the PAS system will only activate the general alarm on the floor the activated device is located on, one floor above and one floor below. This will minimize nuisance alarms and having hundreds of people evacuating needlessly. The system is programmed such that if the cause of the activation is not determined within 3 minutes, then the General Alarm will automatically sound for the entire project.

The Honolulu Fire Department has approved The Collection’s Request for the installation. See attached – pg 14.

PAS Cost: \$7,281.
 Installers: Island Signal and Sound (ISS)
 Comment: ISS was The Collection’s installers of the entire fire alarm system for The Collection.

Recommendation: To have The Collection Board of Directors approve the installation of the Positive Alarm Sequencing at a cost of \$7,281.

WARRANTY

1. Tower Garage Ponding

Since opening, there have been a few rainy and windy days. During these occasions, ponding has been noticed on floors 6 through 4 of the Tower Garage, Makai side, entering through the open areas visible to daylight.

The 4th floor does not have as much daylight visibility, however, the ponding on that 4th floor is caused by the 5th fl ponding leaking to the 4th floor.

A & B and Hawaiian Dredging agreed to install additional drains on the 6th and 5th floors as well as epoxy the 5th floor so water does not leak to the 4th floor.



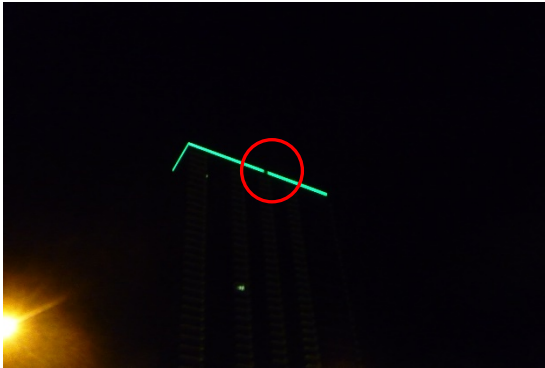
6th fl Ponding



4th fl Ceiling Leak

2. LED Crown Lighting

A 12’ ribbon of LED lighting, above the 05 stack failed on the rooftop perimeter. Hawaiian Dredging, A1Alectric and Safeway Scaffolding mobilized to make the repair on 3/8/17.



Before: 12' Section Unlit



After

3. Pool / Spa Heat Pumps

The Rec Deck Pool and Heat pumps haven't been performing properly. The designers are looking at a re-design, either by relocating existing equipment or using a replacement system.

There have been many warranty submittals to date, however, reporting on the above as they are high visibility repairs.

The Collection Residential Specialist Quiz Feb 2017

Date _____

Name _____

A. Employee Handbook and related

1. At the very minimum, how many days notice, prior to the start of your vacation, must you provide in order for your vacation request to be considered?
2. A Doctor's Note is required after how many consecutive days of calling in sick?
3. For Full Time Employees, how many vacation (hours) **must** you take each year?
4. What specific 2 days must an employee work in order to receive Holiday Pay?

B. Reservations

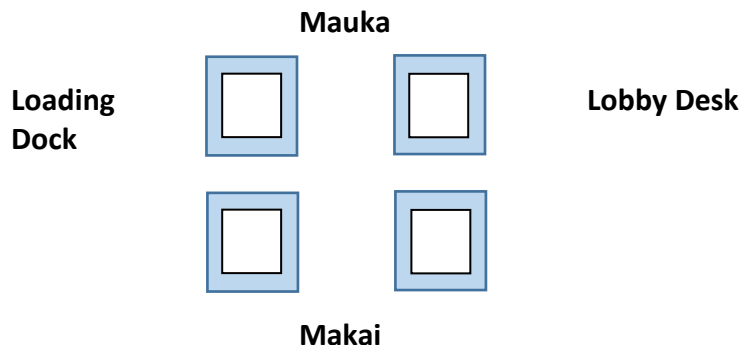
1. How many amenities can a resident book for the same date and time.
2. After an owner completes their res form, the info booked in CRM and the confirmation sent, how should you file the completed form in the binder (circle correct answer)?

Alphabetically By Booking Date By Which Amenity By Month / Date of Event

3. What is the maximum number of guests an owner can host at a cabana reservation?

C. Facilities

1. Identify each elevator (1, 2, 3 & 4).





2. What is the name of the area that serves as The Collection's Evacuation Site?

3. A tall truck accidentally hits a fire sprinkler line in the garage on the 3rd floor. Water is gushing profusely from the fire sprinkler line. Where is the shut off valve for the 3rd floor garage?

4. The Lobby Desk phone stops working (everything is plugged in). Who do you contact?

5. Aside from the smoke detectors and pull stations in a typical floor hallway, where else are the fire devices located on a typical floor? (There are 2).

6. Identify the following:

Code Red
Code Blue
Code Green

D. House Rules / By Laws / Declaration/Memos/Info

1. Which 2 of the following animals are allowed as pets at The Collection (Circle 2 correct answers).

Mongoose Duck 65lb Dog Gold Fish Goat Rat

2. List the 2 most important steps to take prior to assisting an owner with a lock out (*there are more than 2, however, list the 2 that protects The Collection and the owner/resident*).

3. Unit X's owner asks to know the contact name and phone number of Unit Y. Do you provide the contact name and number to her?

4. What is the minimum age one must be to enter the Pool, Spa and Fitness without being supervised.

5. What is allowed in a Unit Parking stall?

6. What days and between what hours are owners' contractors allowed to perform construction activity related to interior alterations, modifications or changes to any residential unit?

7. Residence are either *allowed* or *prohibited* from keeping the below items in their unit. Indicate “A” for Allowable or “P” for Prohibited next to each item.

Fireworks	Firearms	Full Waterbeds	Charcoal Grills
Spear Gun	Live Iguana	Electric Guitar	Live Christmas Tree

8. Who is responsible for the care and maintenance of the following items? Write “H” for Homeowner or “M” for Management next to each item, depending on who is responsible.

Unit 1505 Bathroom Exhaust Fan
Garage Locker 465
Unit 705 Kitchen Smoke Deterctor
Unit 801 Lanai Railing
1005 Unit Exterior Light Fixture
Unit 2005 Front Entry Door Frame
Unit 2502 Sliding Glass Door Locking Mechanism
Unit 1207 Bedroom Fire Sprinkler

9. An owner explains that he is installing shelving but won't be on site to let his contractor into the unit. He asks you to do it. Do you open the resident for the contractor?

Manager's Update 03.03.17

Amenity Check In/ Out

It is crucial that you complete the check in/ out when assisting Residents with their Amenity Reservations. This step helps to keep our amenities in good condition and holds our Residents accountable for damages incurred. If the area is left unacceptable and damaged please inform the Resident, take a picture and report it in your shift report.

Refuse & Recycles

- Parking Garage 1 – 7: New recycle bins and a trash bin has been added to each parking garage floor including the Lofts
- Open top bins:
 - The current open top bins will be removed on **TUESDAY**.
 - Porte Cohere will open for use after bins are relocated and pressure washed.
 - A 4cy cardboard bin will be delivered on **MONDAY** and staged in the loading dock. (Please see the attached document for reference of bin location.)
 - Move ins will continue to take place so patrol – it can be an unsafe situation.
- Townhomes: Trash bins have been delivered today for the Residents that currently reside in the Townhomes.
 - Trash pickup every **TUESDAY**
 - Trash bins are to be kept out of sight until pick up day. Please let Ops know if there are any issues.

Patrols

Patrol Fitness room often. When patrolling, refill water, re-rack weights, empty trash, refill paper towels, straighten blinds etc. Extra supplies can be found in the storage room.

Ponding

When we experience heavy rains, the parking garage tends to pond in various areas. If you see ponding in areas where Residents frequent, please squeegee. However, this is a big job so if need be, leave note for management.

Staff Parking Relocation

At the end of the month we will no longer be able to use the commercial parking on Keawe St. We temporarily secured parking in the commercial area off South St. Stalls #1079 - #1086. We will notify all staff when we need to make the move.

BUILDING NEWS

LED Crown Lighting

The LED Crown Light will be repaired on **March 6th – 7th** Keawe St. will be partially closed for a drop zone.

Crash Rail & Door Kick Plates Installation

The below crash rails and kick plates have been installed in high traffic areas to help preserve our walls/ doors from the everyday use and moves.



Garage Gates

Both the Tower and the Lofts Garage Gate tracks have been revamped to improve durability as vehicles continually pass over it.

RESIDENT CORNER

Loft Residents

ALL Loft Residents need to register their vehicles and receive a decal. Please submit all registration forms to Victoria's inbox.

Lock out fees starting April 1st

UPCOMING MEETING/ EVENTS

MANDATORY Residential Specialist Meeting

March 21, 2017

1:00PM – 2:00PM

Blood Borne Pathogen Training

March 21, 2017

2:00PM – 3:00PM

Customer Service Training

March 30 & 31, 2017

HONOLULU FIRE DEPARTMENT
CITY AND COUNTY OF HONOLULU

636 South Street
Honolulu, Hawaii 96813-5007
Phone: 808-723-7139 Fax: 808-723-7111 Internet: www.honolulu.gov/hfd

KIRK CALDWELL
MAYOR



MANUEL P. NEVES
FIRE CHIEF

LIONEL CAMARA JR.
DEPUTY FIRE CHIEF

February 7, 2017

Mr. Al Guzman, General Manager
The Collection
600 Ala Moana Boulevard
Honolulu, Hawaii 96813

Dear Mr. Guzman:

Subject: Request for Positive Alarm Sequence
The Collection
600 Ala Moana Boulevard

In response to your letter dated January 23, 2017, regarding the above-mentioned subject, the Honolulu Fire Department approves your request to implement a positive alarm sequence for The Collection.

Should you have questions, please contact Acting Battalion Chief Jarin Wong of our Fire Prevention Bureau at 723-7151 or jwong1@honolulu.gov.

Sincerely,

A handwritten signature in blue ink that reads "Socrates D. Bratakos".

SOCRATES D. BRATAKOS
Assistant Chief

SDB/SY:bh