

March 22, 2018
 The Collection Board of Directors Meeting
 General Manager's Report
 Submitted by Al Guzman

ADMINISTRATION

1. The Collection Visitor Counts

Month	Count
2017 Jan to Dec	15,260
2018 Jan	1,296
2018 Feb	1,143

2. FYI - Farmer's Market – Courtyard at The Flats at Pu'u Nui – Wednesdays, 4pm – 7pm



3. Slow Down Patrol

Slow Down Patrols. Most residents are appreciative.



4. **Easter Event**

“Easter Party” is scheduled for March 24, 2018 at Salt, from 9am to 12pm. We reached out to Waterfront, Keahou Place, Keola La’i to partner with The Collection to hold the event at Salt. All condo’s contributed resources to hold the event and Salt agreed to host the event at their site. Various stores will be participating by handing out Easter treats for the keiki.

5. **Annual Meeting Location Confirmed**

Salt’s Barn has been secured for The Collection’s Annual Meeting. Agreement has been signed, Certificate of Insurance provided and check in the amount of \$381.16 made for rental of 100 chairs and 8 tables.

50 additional chairs will be rented to accommodate the anticipated count and refreshment has to be ordered as well. Sound system will be provided by the Collection.

6. **Staff Quizzes – see attached from page 10**

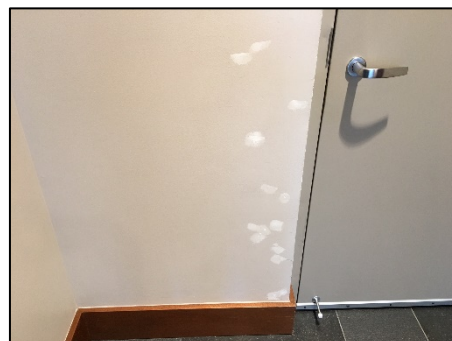
To assist with information retention, the staff are quizzed periodically on various topics which include Personal Protective Equipment, Association Rules, amenity Hours of Operation, Emergency Procedures, Power Outage Procedures, Employee Handbook etc. This in turn, helps them better service our residents.



OPERATION

1. **Patch and Paint**

To help keep the building looking good, about twice Annually, a sweep is made of both Tower and Lofts to repair the small dings and scrapes along the hallway walls.



2. Window Cleaning

The Tower and Lofts were cleaned by Worldwide Window Cleaning during late February and early March.



3. Fire Pump Testing

The Collection is equipped with a Tiger Flow Series FPS 7000 Fire Pump. When in use, the pump can generate up to 750 gallons per minute to supply the Fire Sprinkler System. The Fire Pump is tested monthly to insure it is operating properly. During the testing, it is cleaned and lubricated to prolong its' useful life.



Fire Pump Room Next to Loading Dock

4. Tower Second Floor Garage Door

Installation of Door Operator (and window install) is scheduled for Tuesday, March 20, 2018. Electrical has already been roughed in.

5. Tower Elevator #3 Update

Arrival of custom elevator cabs and finishes have shipped on March 15, 2018 and will arrive by the end of March. ThyssenKrupp will schedule installation during the beginning of April 2018.

6. Elevator Track Cleaning

Typically, the most common elevator technician calls are due to elevator malfunctions due to debris and dust in the elevator tracks, as well as dirty elevator door sensors. On a monthly basis, our preventive maintenance

includes, Brushing the tracks with a steel brush, scraping the tracks with a razor blade, vacuuming and polishing the tracks as well as cleaning the door sensors. These are tasks we perform to minimize cost.



7. Furniture Refinishing

From time to time, roughly every six months, the wood furniture is refinished. Those pieces that are exposed to the sun get significantly weathered. We tried several products and found one that lasts the longest.



8. Lofts Trash Room Trash Chute

The configuration of The Lofts Trash Room was such that the trash bin could not squarely fit under the trash chute. Frequently, garbage would be strewn on the walls and floor of the trash room, creating a labor intensive clean up effort.

A piece of sheet metal was formed and attached to the chute to direct the trash into the bin. Clean up takes significantly less time. Work was performed in-house.



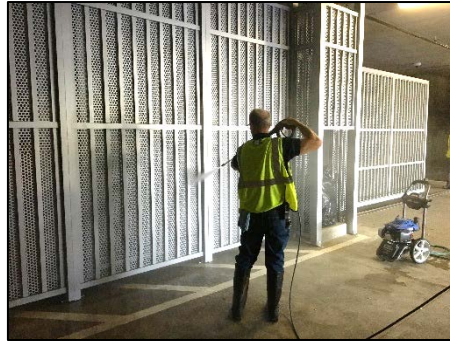
9. Various Cleaning

There are numerous items included in our Preventive Maintenance Cleaning Programs that keep the property clean and maintained. Below are examples.

High Dusting



Pressure Washing Gates



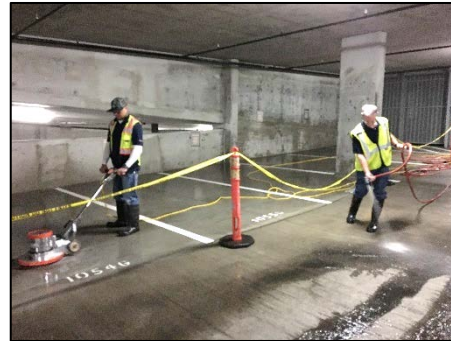
Pool Plaster Scrubbing



Trash Compactor Cleaning

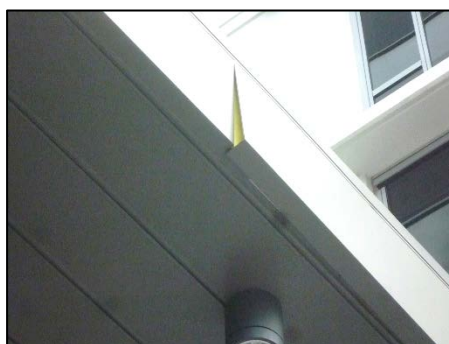


Visitor Parking Cleaning



10. Porte Cochere Flashing Repair

During perimeter checks, it was noticed that the decorative flashing on the Keawe Street exit of the Porte Cochere was loosened due to the recent high winds. Installers, Jayco Construction, performed repairs at no cost even though the Warranty Period expired.



11. Spa Tiles

One long lead item was the finish paint at the spas. During rainy weather, water would collect where the spa water proofing paint met the rec deck floor. Water would wick up behind the paint causing it to bubble. After an unsuccessful repainting attempt, a moisture barrier was applied and decorative tile was used to replace the paint.

Before



After

12. Emergency Generator / Elevator / Power Issues

After discussing with HECO, ThyssenKrupp (TKE), Hawthorne (Emergency Generators), as well as 400 Keawe, Waterfront, Restaurant Row and Keahou Place, I have the following preliminary report. There are 3 components that may be contributing to The Collection's Electrical Power/ Equipment issues. They are:

- Power Fluctuations from HECO
- Emergency Generator
- Tower Elevators

Per HECO Commercial Account Manager, Randall Lui-Kwan,

"Apologies for inconveniences due to these events:

- *Wednesday, 2/14 – outage on primary circuit due to cable fault.*
- *Monday, 2/19 – outage on the primary circuit due to equipment failure.*



- *Tuesday, 2/20 – frequency drop on the grid due to loss of a generating unit at Kahe. The entire island felt this.*
- *Wednesday, 2/21 – outage on the primary circuit due to similar equipment failure as 2/19 that should now be resolved.*

These were all unanticipated events. In times of outages, power should only be out momentarily as service should automatically transfer to the alternate circuit within 12 seconds. Let me know of any disparities to this.”

During these outages, we observed, among other things:

- The emergency generator activates as it should.
- It will remain on for 30 minutes once power returns.
- After normal power resumes, 2 elevators do not respond. Once the generator shuts down, 2 elevators are still down, 1 will resume some time later, but always, TKE must be called to reset; this is not normal.

Generator contractor, Hawthorne, as well as Elevator contractor, TKE, are stating their respective equipment are performing normally. As such, a simulated power outage is tentatively scheduled for March 29; both Hawthorne and TKE will be present and a determination can be made of what the issue(s) are.

I have conveyed our disappointment with our elevator performance to TKE. And at their cost, I had them install additional equipment to help minimize downtime as well as requested their lead software tech to perform diagnostic testing on the elevators to insure optimal performance – this will occur later this month. During the simulated power outage, there will be no TKE cost to The Collection.

I will provide the board with more information once the issues have been identified / resolved.

13. Garage Fluorescent Lighting Retrofit Update

The following companies were asked for proposals to retrofit The Collection’s fluorescent lights:

- A1A Lectric
- Nakata Electrical
- AE Solutions
- Energy Industries
- Paradise Lighting
- Pono Solutions
- Siu’s Electric
- Pioneer Electric

Those who have responded are: AE Solutions, Energy Industries, Paradise Lighting and Pioneer Electric.

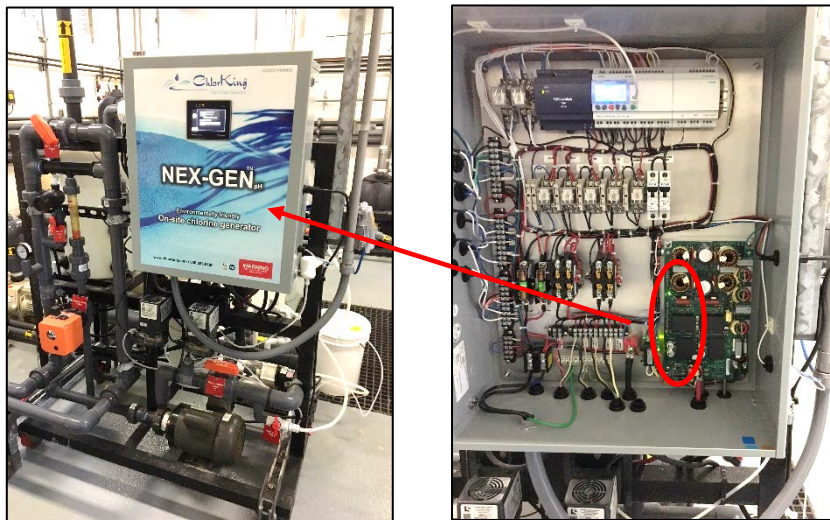
After reviewing the Collection’s Lighting Schedule, the request will be refined to retrofit Only those fixtures that are constantly used. For example, the lighting on the Data and Electrical rooms on each of the Tower’s residential floors are rarely used but constitute a significant number of the retrofit fixtures. Revised counts and hours of operation will be sent to AE Solutions, Energy Industries and Pioneer Electric.

14. Photo Voltaic Update

Revolusun will be providing a competitive proposal for the installation of photovoltaic cells at The Collection. Project Developer, Mr. Julian Richey performed preliminary work to identify any structural or electrical system challenges. Their proposal will be forthcoming.

15. Pool Equipment Room Replacement – See RFA

On **Monday, February 19, 2018**, the Next Gen chemical feeders power supply board failed. There are two chemical feeders. One is for the Pool and one is for the Spas. The power supply board for the one for the pool failed. The Next Gen produces chlorine and automatically feeds it to the pool.



Since the pool's power supply board failed, chlorine is now purchased and manually fed and balanced by the staff. The virtues of the chemical feeder are that it saves on manual labor and since it measures the chlorine produced, it saves on chemical costs as well. The cost to replace the chemical feeder power supply board is \$4,023.

It was noticed that the failure came after a significant power outage. HECO was contacted and the following was reported. Outages occurred on:

Wednesday, 2/14 – outage on primary circuit due to cable fault.

Monday, 2/19 – outage on the primary circuit due to equipment failure.

Tuesday, 2/20 – frequency drop on the grid due to loss of a generating unit at Kahe. The entire island felt this.

Wednesday, 2/21 – outage on the primary circuit due to similar equipment failure as 2/19 that should now be resolved.

As such, a claim was filed with HECO.



16. Tower Trash Compactor Room Camera Install – See RFA

In late December 2017, The Symphony experienced a fire event originating near the bottom of their trash chute in the ceiling of their compactor room. The smoke travelled to several levels of the building and activated smoke detectors on several levels, making it difficult to determine the origin. Precious time was spent trying to locate the source of the fire.

The Collection's Trash Compactor Room is equipped with 4 high pressure Fire Sprinklers. Each is designed to activate once temperatures reach 160 degrees; at 160 degrees, the sprinkler's glass bulb bursts thus activating the pressurized water. Since the sprinkler heads are located about 20 feet off the floor, the Trash Compactor Room would have to be engulfed in flames before the sprinklers are activated.

There is no code requirement (in a fully sprinkled building) for a smoke detector in the Trash Compactor Room, therefore one was not installed. Historically, smoke detectors in areas such as this are subject to false alarms due to the "dirty" environment. Use of a heat detector in lieu of a smoke detector does not provide much "early warning" capability because for the heat detector to be activated, there would need to be a sizeable, flaming fire in progress.

As an added safety measure, during the February 15, 2015 Board of Director's Meeting, the Board requested to know the cost to install a Security Camera in the Trash Compactor Room.

Island Signal and Sound quoted a price of \$1,725 for camera and installation.



The Collection Residential Specialist Quiz February 2018

Date _____

Name _____

A. Employee Handbook and related

1. List the components of a complete RS Uniform.
2. You witness one employee mistreating another. What are a few things you could do?
3. If an undershirt must be worn, what are the acceptable 2 colors?
4. A Doctor's Note is required after how many consecutive days of calling in sick? _____
5. 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?
6. If you are unable to personally call to advise the appropriate party of your absence, what should you do?

B. Reservations/ Situations

1. In what circumstance would you allow guest/ delivery personnel up to the unit/ Rec Deck?
2. True / False : Residents may check in and sign the Function Request form at the Lobby Desk.
3. True / False : Residents who cancel less than 72 hours prior to the event will be cited and issued a violation letter.

4. A resident wishes to book 2 amenities simultaneously. (Choose the best response)
 - a) Absolutely not. That's against the rules!
 - b) Go away.
 - c) Absolutely. Would you like to book 3?
 - d) I am so sorry, residents are only allowed to book one amenity at a time.

5. Dominos Pizza arrives for Unit 401. They mention to you that they already called the Resident. What do you do?

C. Facilities

1. What floors will go into Alarm if a pull station is pulled on the 21st floor?

2. How quickly must the Positive Alarm Sequencing button be acknowledged on the Fire Panel before the building enters into General Alarm?

3. How much time do you have to investigate the alarmed site and reset the system before the General alarm is activated?

4. What device at what location(s) would recall the Tower elevators to the 1st floor?

5. Which location (only one location) would recall all the elevators to the 3rd floor in a General Alarm?

6. What is the name of the evacuation site for our residents?

7. How Many Smoke Detectors are in the Compactor Room?

8. Unit 2301's hot water supply line to the kitchen sink ruptures and it is necessary to shut off the hot water to the unit. Where is unit water shut off valve located?



9. There are 10 keys that are on every RS Key Set. List them.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

D. Association Rules

1. What are The Collection's Quiet Hours Sunday through Thursday _____
Friday through Saturday _____
2. What are the hours the trash chute may be used?
3. Dogs outside of Units shall be carried or on a short leash the length of which being no more than _____ feet from the handler's feet.
4. Tower Guest Parking time limit _____ Lofts Parking Guest Parking time limit _____
5. List the 2 most important steps to take for a Lock Out (There are more than 2, however, list the 2 that protects The Collection and the owner/resident).
6. True / False: Washing or repairing of Motor Vehicles in any parking stalls is prohibited.
7. After _____ months, a paid fine shall be removed from a Resident's record and shall not be used in calculating subsequent violations.
8. What are the days and hours Residents may perform construction in their units?



9. Circle the item residents may store in their units or storage areas.

- A. Gun Powder B. Gasoline C. Guns D. Explosives

10. Are Water Beds allowed in the units?

11. Circle the "Pets" that are allowed at The Collection

- A. 11 Goldfish B. 3 Parakeets C. A baby Mongoose D. a 75lb German Shepard



The Collection Hskg & Maint Quiz February 2018

Date _____

Name _____

A. Employee Handbook and Related

1. You have an important all-day event to attend during your normal work day and want to request to change your shift with a co-worker. What do you need to do?
2. 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?
3. A Doctor's Note is required after how many consecutive days of calling in sick?
4. What specific 2 days must an employee work in order to receive Holiday Pay?
5. You witness one employee mistreating another. What are a few things you could do?

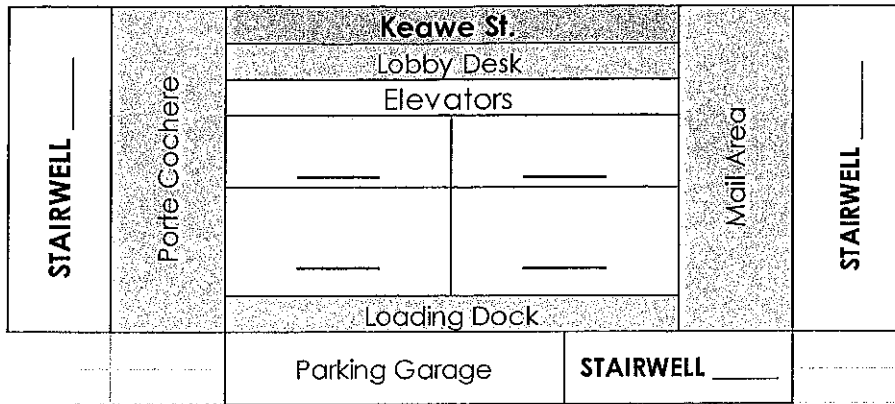
B. Safety

1. What are the 2 major DON'T's when using a ladder?
2. When working in the parking garage what PPE's should be worn?
3. When lifting a heavy box or item, what safety precautions should be taken?
4. After a heavy rain, the main lobby entrance and porte cochere entrance is wet. What can you do to make these areas safe?

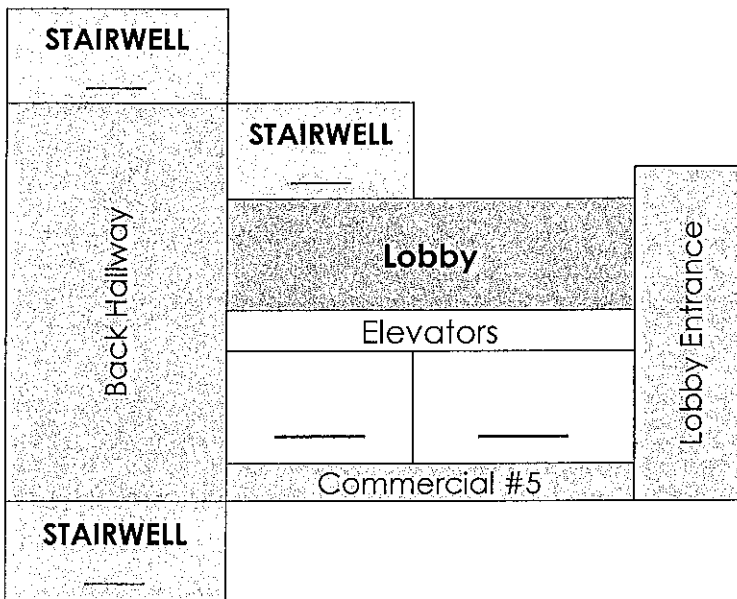
C. General

1. Label the below Stairwells and Elevators.

Tower



Lofts



2. Identify the following:

Code Red means:

Code Blue means:

Code Green means:

3. CODE RED is called over the radio, what is your (Maintenance/ Housekeeping) responsibility?

4. Is listening to music using earbuds permissible while working? _____

MAINTENANCE SECTION

A. Facilities

1. Unit 2301's hot water supply line to the kitchen sink ruptures and it is necessary to shut off the hot water to the unit. Where is unit water shut off valve located?
2. The Tower ground floor Sprinkler System needs to be drained. Where is the drain valve located?
3. What PPE is required when Leaf Blowing?
4. What PPE is required when using an impact drill?
5. What is the last chore to do before the last maintenance person leaves for the day?
6. List the components of a complete Maintenance Uniform.

HOUSEKEEPING SECTION

A. Facilities

1. What is the proper portion of Lemon Clean to put in a mop bucket?
2. What are the proper PPEs to wear when cleaning up after someone who "threw up"?
3. What do you do if you notice smoke coming out of the Lofts Trash Bin?
4. A dog urinates in the elevator. What product do you use to clean it up?
5. You need to polish the 7th floor glass doors. What product do you use?
6. List the components of a complete Housekeeping Uniform.