

March 28, 2019
 The Collection Board of Directors Meeting
 General Manager's Report
 Submitted by Al Guzman

ADMINISTRATION

1. The Collection Visitor Counts

Month	Count
2019 Jan	1,399
2019 Feb	1,164

2. 2019 Violations

2019 Violation Letters Issued	Jan			Feb			Mar			Total
	1st	2nd	3rd	1st	2nd	3rd	1st	2nd	3rd	
Smoking	1									1
Over Watering on Lanai										0
Failure to Register Guest	1									1
Short Term Rentals										0
Speeding										0
Open Door										0
No Vehicle Decal/Registration	9			60	9					78
Resident in Guest Parking										0
Parking infraction							1			1
No Headlights										0
Lanai Storage										0
Oil Stains							1			1
Amenity Cancellation										0
Improperly Stored Items	3									3
Other	2			1			2			5
Total Letters Issued	16	0	0	61	9	0	4	0	0	90

2018 Violation Letters Issued

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				3
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	0	1	16

3. Resident Informational Meeting

Residential Informational Meeting was held on Wednesday, March 6 in the Tower Club Room. About 25-30 residents attended. Topics of discussion included Life/Safety (Fire Alarm/Sprinkler System), Garage Safety (speeding, headlights, pedestrian awareness) and Association Rules. The meeting went well and small door prizes were drawn for at the conclusion.



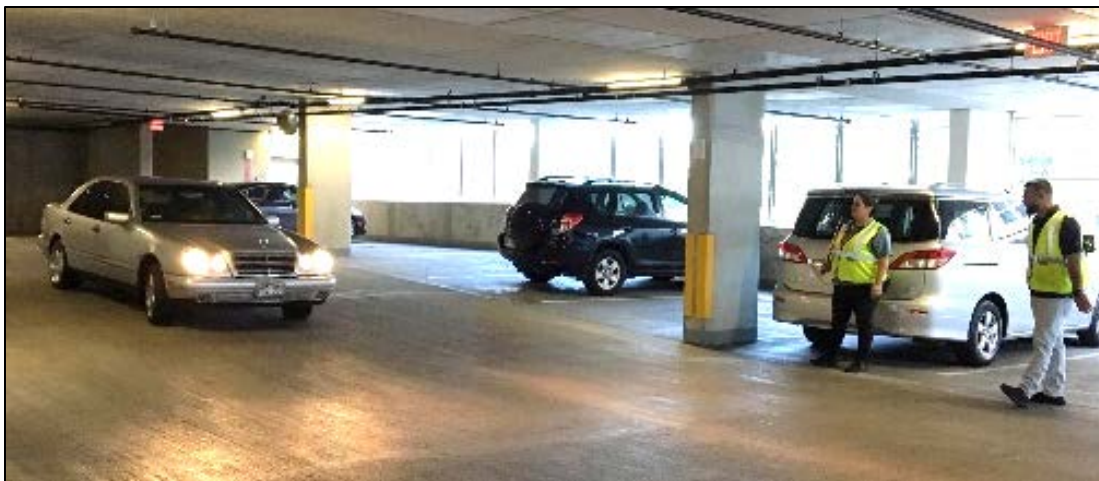
4. Solar Photovoltaic Update

Revolusun, Hawaii Energy and Energy Industries have all submitted their proposals and have answered additional questions by the board and committee members. All 3 have been cooperative and willing to assist. Decision to award is on March 29, 2019.

OPERATION

1. Headlight Patrols

Performing random patrols to remind drivers to use headlights in the garage. Patrols are performed during morning and afternoon rush hours – staff availability permitting.



2. Lofts Door Lock Recall

Manufacturer for the Lofts Residential Entry Doors are confirming hardware compatibility. The initial set of 54 locks were not compatible. Once compatibility is confirmed, they will schedule replacement of all residential door locks at the Lofts.

3. Booster Pumps – Variable Speed Drive (VFD)

On March 14, 2019, the VFD for the Tower High Zone Booster Pump was replaced. All 3 high zone pumps are now operational and can supply the demand needed during peak times. The Collection is fortunate to have 3 low zone and 3 highzone pumps. Many older buildings do not.



4. High Traffic Carpet Extraction

Periodically, the garage entrances to the lobbies are extracted. These are high traffic areas and the periodical cleaning removes the garage dirt and prolongs the useful life of the carpet.



5. Various Preventive Maintenance

Every month, a multitude of preventive maintenance tasks are performed on equipment to prolong their useful life. These include: emergency exit signs, fire pump, carts, bike racks, ac units, light bulbs etc.



Generator PM



Scale Removal



Trash Chute Check (needs to shut after opening)

6. Window Washing

World Wide Window Cleaning performed the window washing during the week of March 3, 2019. All Areas (Tower, Lofts and Annex) were cleaned.



7. Security Camera Upgrade

Contractors (CCSI, Cam Security and ADT) were contacted to provide bids to increase the storage capacity of the security camera video as well as installing cameras from the 8th to the 43rd floor. Several site walks were and are still being performed by their electricians and technical staff to learn the existing system and various crawl spaces and access areas.

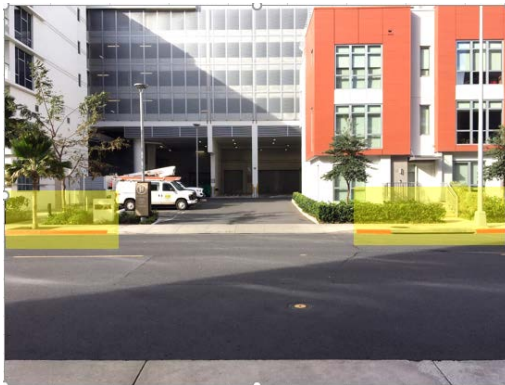
8. Fire Drills

Fire drills are performed regularly so that staff know what to do when various types of alarms are activated (pull station, smoke detectors, water flow). A sign is placed on a smoke detector or pull station and the lobby desk announces the drill. First responders proceed to the area and secondary staff proceed to the lobby for instruction. After the drill, a verbal critique is given and questions are answered.



9. Red Zone Parking

Various postal vehicles block at the red curbs fronting The Collector's property entrance on Auahi. Calls placed to USPS, UPS, Fedex to advise parking isn't allowed there and that it restricts the view of exiting drivers.



10. Kitchen Faucet Hose

Several Leaking faucet hoses have been reported in the Tower residential units. The hoses have a lifetime guaranty and many have been replaced by the manufacturer Grohe. However, the leaks continue to be reported. At The Collection's urging, the installers, Commercial Plumbing, met with the Grohe and the distributor, Fergusson to **a)** make a determination if the hoses are defective **b)** if so, determine a long term solution and **c)** Reimburse those who have already paid for a replacement hose and installation.

Although reimbursement has not been confirmed, we are gathering receipts from residents for our records.