

November 29, 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
2018 Mar	1,255
2018 Apr	1,195
2018 May	1,398
2018 Jun	1,585
2018 Jul	1,468
2018 Aug	1,302

### 2. Violations

Below chart is the year to October violation letters issued.

Violation Letters Issued	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	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	19	27
Resident in Guest Parking		3	1	2	1	1					8
Parked in Wrong Stall	1	1			1						3
No Headlights					2		26	6	4		38
Lanai Storage						1		1		1	3
Oil Stains			18		11	7	2		7		45
Amenity Cancellation								2	1		3
Other							1	2		1	4
<b>Total Letters Issued</b>	<b>1</b>	<b>4</b>	<b>22</b>	<b>3</b>	<b>21</b>	<b>14</b>	<b>33</b>	<b>15</b>	<b>19</b>	<b>23</b>	<b>155</b>

### 3. Halloween 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. Food Drive

The Hawaii Food Bank helps over 287,000 people a year and they regularly run short of food. This year, The Collection residents donated 707 lbs. of food to the Hawaii Food Bank. In 2017, 397lbs of food were donated. They will make sure those who have fallen on hard times receive your generous donations. Thank you everyone for your kindness.



## 5. Newsletter

On November 2, 2018, The Collection’s Holiday Newsletter was sent to the ownership. It contained among other things:



- Friendly reminders (guest parking passes, vehicle decals, holiday décor).
- Salvation Army toy drive
- Halloween Party pics
- Employee Holiday Fund
- Events around town

## 6. Pool Sign

The new pool signs (3) have been installed. Three bullet points below are what was added.



- Only competent swimmers or those supervised by competent swimmers are allowed in the pool.
- No food or beverages, other than water in plastic containers, are allowed in the pool area.
- 3 guests are allowed in the pool area per unit.

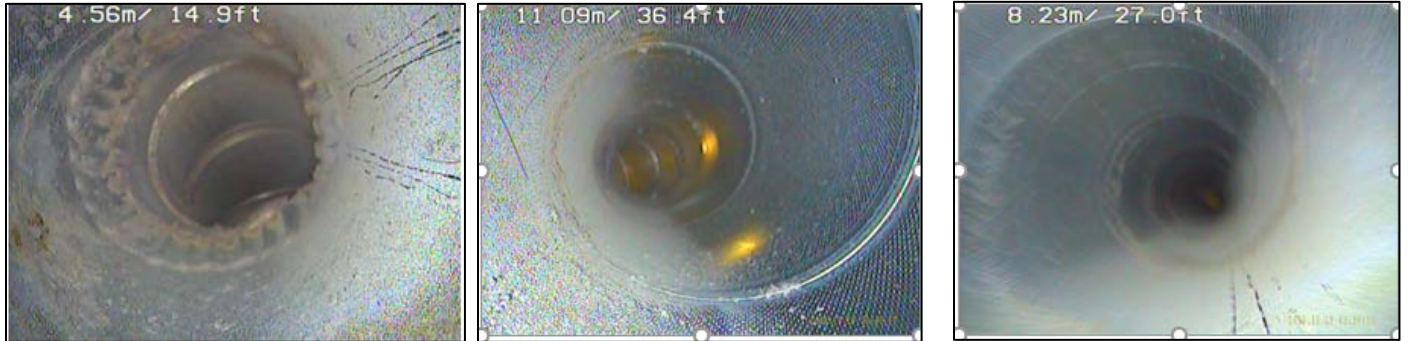
## 7. RFA Policy Revision

A standardization for requests of The Collection’s Board of Directors was approved by the Board on March 23, 2017. Any requests for action by the Board from any owner, management representative or board member would be documented on a Request for Action Form (RFA). The individual making the request would complete the form and submit it to the management office or managing agent. The RFA would then be presented to the Board.

On September 24, 2018, The Collection Board of Directors approved to amend the RFA procedure to include a less cumbersome method for owners to submit simpler requests. Requests that may not need the attention of the Board. A draft revision has been submitted for approval.

## 8. Dryer Duct Inspection

Lint and debris build up in the residential dryer ducts. This can create a dangerous situation that can lead to fire. The property has been open for 2 years and to insure the residential dryer ducts were not posing a fire hazard, on October 18, 2018 Air Pro was hired to inspect 10 residential Dryer Ducts in the Tower and Lofts. The units that were chosen consisted of families with children who typically would do more laundry than those without. Below are screen shots of video that was taken of the duct interiors.



Per Aipro, after inspecting and gathering all necessary information for the dryer duct system it has deemed that cleaning is not needed at this time. It would be the responsibility of each unit owner to have their dryer ducts cleaned.

## OPERATION

### 1. Rec Deck Eyelid Fixtures

We have 63 eyelid fixtures to illuminate the walkways during the evenings at the Rec Deck. Recently, paint chipping and corrosion were noticed. The fixtures were sanded and recoated with marine paint.



## 2. Convex Mirror Install

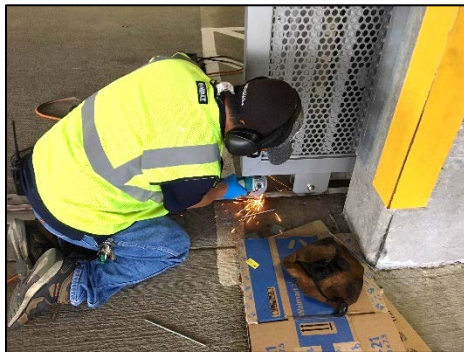
For added safety in the Fire Lane between the Townhomes and The Collection Garage, a convex mirror was added. This was per the request of RFA 39-2017.



The Fire Lane now includes the convex mirror, 5mph signs, high visibility corner guards and the depth perception striping to increase safety.

## 3. Gate Track Weld Repair

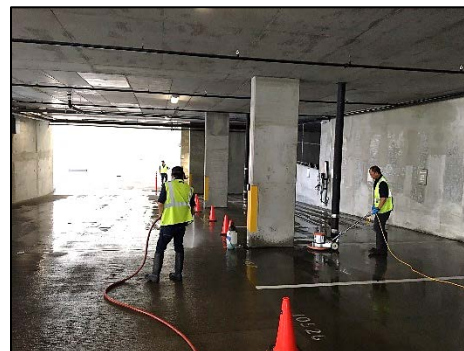
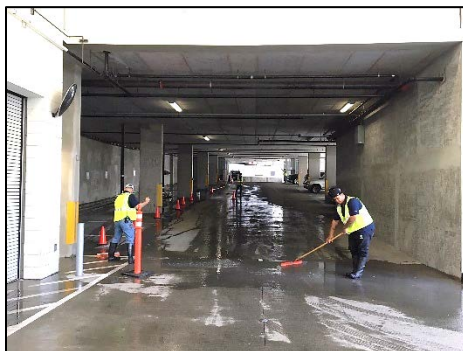
High traffic in and out of the gates, especially for the Tower, will eventually loosen the welds on the gate tracks. Welding repairs performed in house.



*Grinding the weld flat for smooth gate operation*

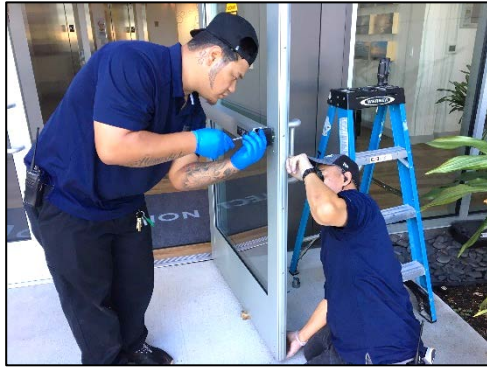
## 4. Guest Parking Cleaning

From time to time, the Guest Parking Garage is cleaned for good appearances for our visitors. All traffic and safety precautions taken.



## 5. Mechanical Door Repairs

From time to time, the mechanical doors are in need of repair. For safety and security reasons, the doors need to perform properly. On many occasions, the repairs are performed in-house, saving the association hundreds of dollars. Outside contractors are only called for the more difficult programming or electrical issues.



*Mechanical door not securing 100% of the time. Ground fault issue was discovered and corrected.*

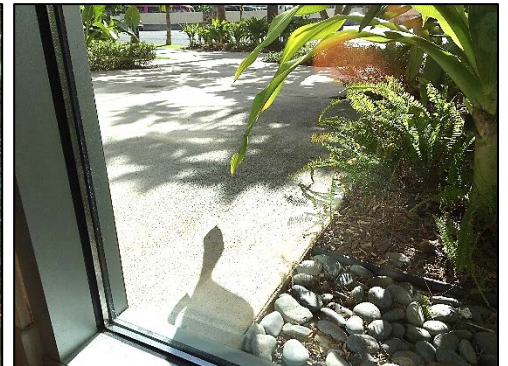
## 6. Fire Pump Training and Testing

From time to time, Vendors and Contractors provide the staff with training on important pieces of equipment. Pictured below are Eddie of Pacific Boiler and Mechanical and Keoki and Brad of Elite Fire Services and Island Signal and Sound sharing their knowledge with the staff on the equipment they specialize in.



## 7. Storefront Glass Cleaning

Honolulu's water contains minerals that will dry and cake onto surfaces, especially glass. After several months of irrigation water being blown onto the storefront glass, cleaning is required to maintain the glass. Worldwide Window Cleaning would charge The Collection \$90 an hour for this service. Instead, it is performed by our Housekeeping Department using Diamond Magic and a cordless drill with a soft pad.

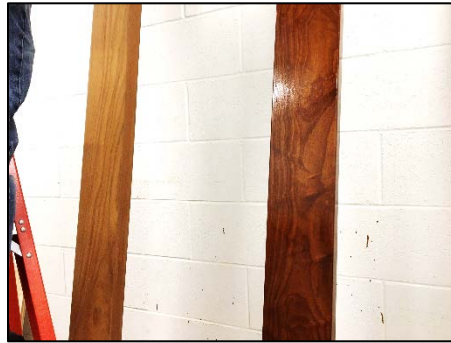


*Before*

*After*

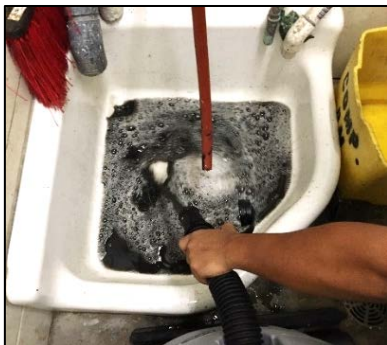
### 8. Trellis Refinishing

The Rec Deck furniture is constantly used. The wear and tear on it necessitates the need to properly upkeep and maintain the finishes.



### 9. Carpet Extraction

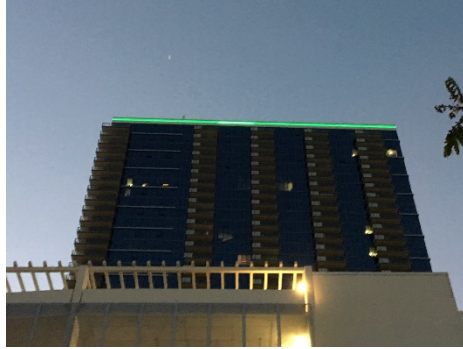
Carpet extraction removes dirt and residue from the hallway carpets. It's not good to extract too often, as the carpet fibers would weaken. Best practice is to extract the hallways once or twice a year and the more heavily used areas as needed. Below is a picture of the extracted water after the Lofts Mezzanine and Tower elevator lobbies on floors 2- 6.



*Extraction water*

**10. Tower Crown Lighting**

On the Ewa side of the Tower, one 24' ribbon of the Crown Lighting isn't working properly.



Submitted the discrep to A1A Lectric who is checking with the manufacturer. This same section failed during the warranty period and was replaced at that time.

**11. Landscape Ground Cover**

The ground floor ground cover did not take root since opening. Some areas are sparse. Ground cover is important to retain the soil. Working with Ryan Kamo, Landscape Architect Benn Lee and Performance Landscaping, new ground cover plants and mulch were added to retain the soil, retain the moisture to the plants and to keep weeds from flourishing. In the long run, maintenance of the areas won't be as costly to maintain.

*Before*



*After*

