

October 16, 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
Sept 2018	1,420

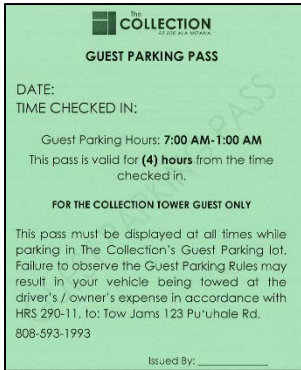
2. Violations

Below chart is the year to date 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
Total Letters Issued	1	4	22	3	21	14	33	15	19	23	155

3. Visitor Parking Pass

To help identify authorized guests who park in the Tower Guest Parking Lot, Visitor Parking Passes were created that must be displayed on the driver's dashboard. This procedure began on 10/15/18.





4. Dog Weight Survey

On 9/28/18, a survey was performed, via Survey Monkey asking owners how they felt about a dog weight limit. The email stated,

“There have been concerns expressed to the Board for the need to establish a dog weight limit for safety and to prevent wear and tear on the building. Others stated they specifically purchased their unit because there was no dog weight limit. While there are many pros and cons, the Board would like your input.

Please [CLICK HERE](#) to complete a brief survey on the dog weight limit. We appreciate your time and efforts”. The owner was then asked the following two questions.

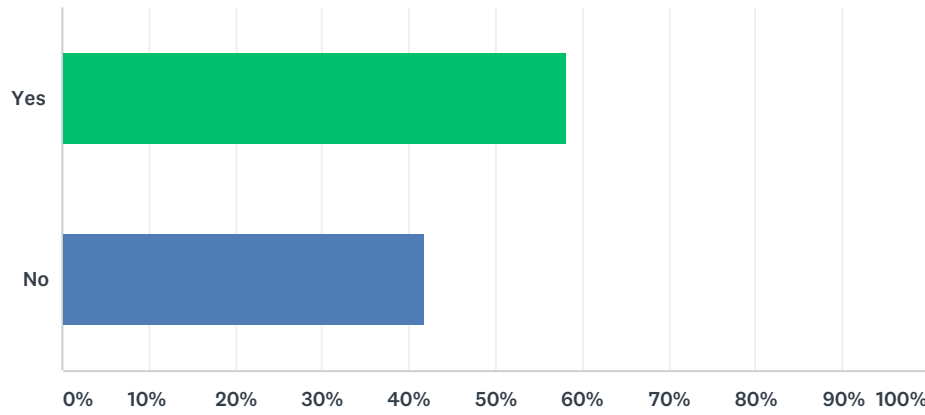
1. Would you like a dog weight limit to be established? 
 - Yes
 - No

2. If yes, what is the maximum dog weight limit you would prefer? 
 - 10 Pounds
 - 20 Pounds
 - 30 Pounds
 - 40 Pounds
 - 50 Pounds
 - Greater than 50 Pounds
 - I do not want a dog weight limit to be established.

Out of the 690 owner emails sent, 212, or 30.72% responded.

Q1 Would you like a dog weight limit to be established?

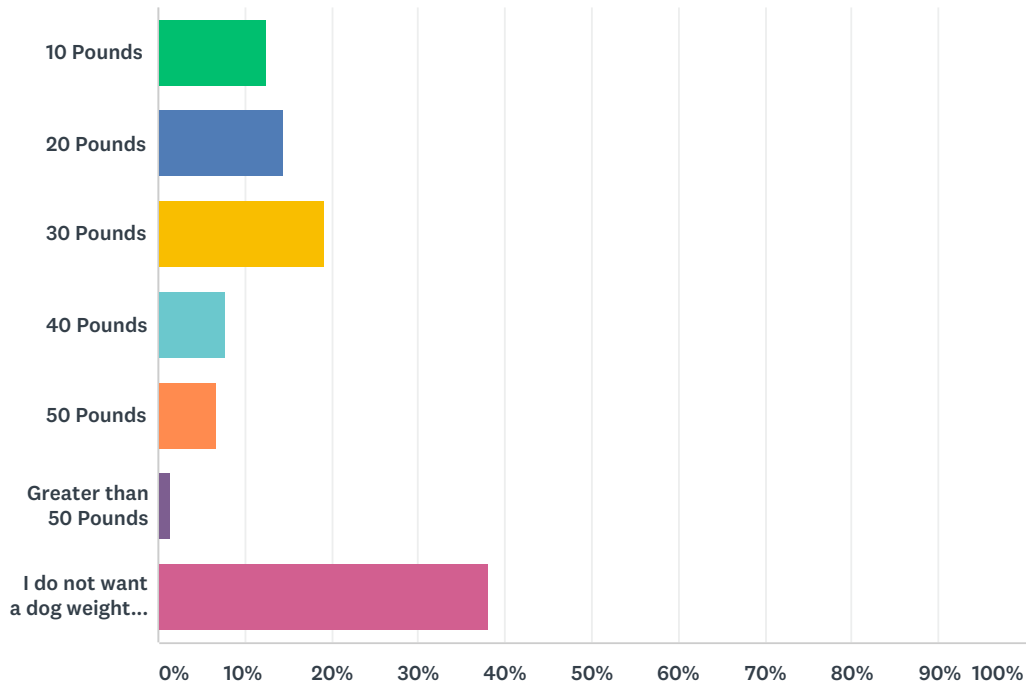
Answered: 208 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	58.17%	121
No	41.83%	87
TOTAL		208

Q2 If yes, what is the maximum dog weight limit you would prefer?

Answered: 208 Skipped: 4



ANSWER CHOICES	RESPONSES	
10 Pounds	12.50%	26
20 Pounds	14.42%	30
30 Pounds	19.23%	40
40 Pounds	7.69%	16
50 Pounds	6.73%	14
Greater than 50 Pounds	1.44%	3
I do not want a dog weight limit to be established.	37.98%	79
TOTAL		208

5. Insurance Response Regarding Flood Insurance

Sue Savio of Insurance Associates was asked what The Collection's Insurance options were in the event of flooding due to tsunami, hurricanes, heavy rains etc...Her response was,

"You have no coverage if a tsunami comes with or without a storm surge or Mother Nature drop 30 inches of rain and gets into the building. The property policy does not provide flood coverage. If a hurricane comes and blows out the windows and rain water enters you do have coverage as there is exterior damage by an insured peril. To secure coverage for a tsunami or storm surge you would need a flood policy."

Jon Hall of Insurance Associates provided the following quote and information.

The only high-rise AOA in the Kakaako/Ala Moana area which purchases flood insurance through the National Flood Insurance Program, even though they are in an "X" zone, (not mandatory to carry flood) is One Waterfront Towers (OWT). Since FEMA requires high-rise residential condominiums to purchase a policy for 100% of the building replacement cost (or \$250,000 per unit; whichever is less) OWT's current flood policy has a coverage limit of \$76,750,000 at an annual premium of \$89,000.

Since at least 2010 Water Front Towers purchased an annual policy through the NFIP. During that period, they paid at least \$600,000 in premiums. During Tropical Storm Darby in July 2016 they did have a loss which FEMA covered and paid over \$63,000 to resolve the flood claim with the AOA. But also keep in mind their annual NFIP premium for flood insurance that year was \$84,500.

Going through the National Flood Insurance Program (NFIP), the cost would be about \$85,600 annually for \$99,250,000 of building coverage, with a \$25,000 deductible.

6. Staff Holiday Fund Authorization

The Holiday Season is typically the time of year where associations express their appreciation for their staff. The Collection has 22 full-time and 4 part time employees. We have an excellent staff that services 450 Units, over 1,000 residents, over 100 registered vehicles, spread out over 2.5 acres.

Much of the work performed is part of their normal responsibilities, however, what makes the staff special is that many other associations would outsource work for much of the same work we perform inhouse.

The Maintenance and Housekeeping staff clean, maintain, repair and enhance the property. Much of the work that many properties hire contractors to do are performed inhouse by our staff. These jobs include large painting jobs, furniture re-finishing, storm drain cleanouts, electrical, carpentry, plumbing and air conditioning maintenance. saving the association thousands of dollars.

I am requesting that the Board approve a request to allow Owners and Residents contribute to the Staff Holiday Fund, to be distributed in December. See complete RFA for details.

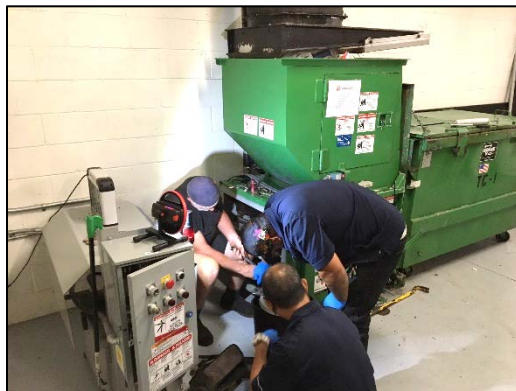
OPERATION

1. Compactor Repair

On 10/24/18, the Tower trash compactor's hydraulic piston failed. The by pass valve, which tells the piston to compact or retract broke. As such, the compactor was out of service for 2 days. Residents were asked to empty their trash in the open top bin in the Loading Dock. All Hawaii Hydraulics, the Collection's service provider, was contacted and fortunately, they had a replacement piston.



Emptying the compactor to troubleshoot



Piston Replacement

2. Patching and Painting

The residential hallways for the Lofts and Tower are regularly checked for needed repairs. The elevators are also checked regularly to address the small scratches and nicks.



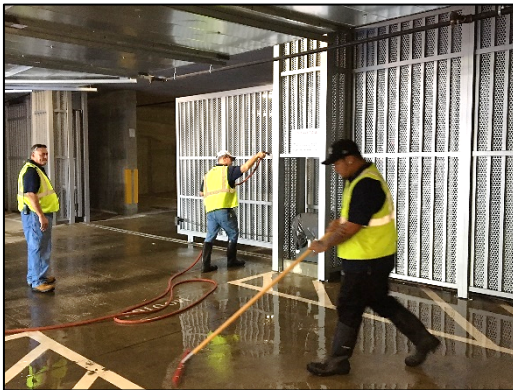
Patch and Painting



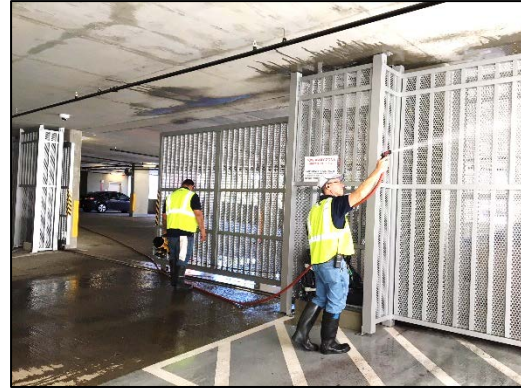
Elevator Nicks

3. Garage Gate Cleaning

The garage gates are subjected to high use as well as significant dirt and dust. On a quarterly basis the Lofts and Tower gates are cleaned and lubricated. Both gates are on a regularly scheduled preventive maintenance service by an outside contractor (Oshiro Doors) to help keep the gates operating properly and to prolong their useful life.



Lofts



Tower

4. Fire Lane Speed Limit

5MPH signs were installed in the Fire Lane between the Towhomes and The Colleciton Garage. This will help minimize accidents.



5. Heating, Ventilation, & Air Conditioning Contractor (HVAC)

This past year, Dorvin and Leis did a satisfactory job in maintaining the HVAC System, however, there were times when it took a considerably long period of time to resolve issues. Dorvin Leis was not the original installers of the system and this contributed to their slow resolution.

Since then, the original installers, Standard Sheet Metal (SSM), created a Service Department and are now equipped to assist customers on the service side. Prior to the creation of their Service Department, new construction was their strength. They now have a team that will be dedicated to servicing customers.

I am requesting that the HVAC contractor be changed from Dorvin and Leis to Standard Sheet Metal. SSM possesses the installation knowledge and familiarity with the buildings. The change would also save The Collection about \$4,000 annually. See complete RFA for details.

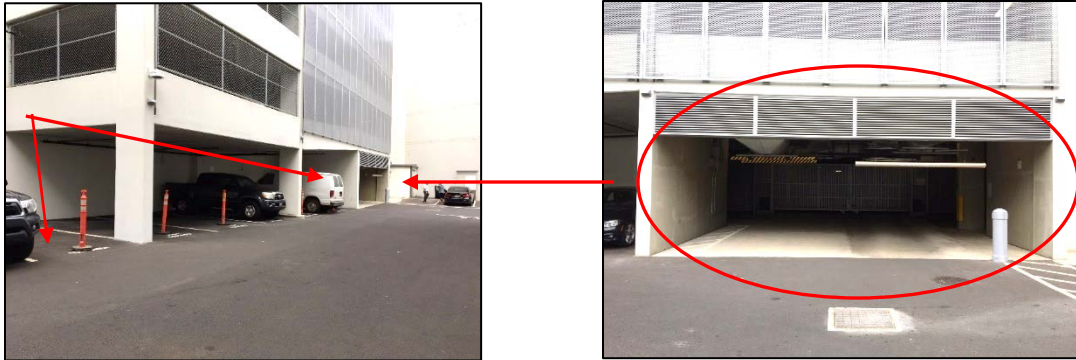
Contractor	Monthly Cost		Annual (tax included)	Notes
	Tower	Lofts	Total	
Standard Sheet Metal	\$780	\$503	\$15,391	
Dorvin and Leis	\$973	\$639	\$19,338	Current Contractor
Heide and Cook	\$1,978	\$776	\$33,047	2018 Estimate
Shobu's	\$883	\$401	\$15,414	2018 Estimate

Note: Servicing will be performed at different frequencies. Monthly cost derived by dividing annual cost by 12.

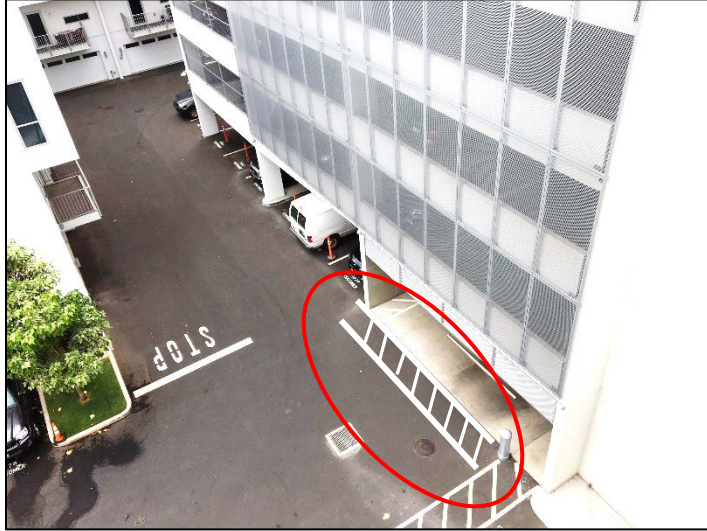
6. Lofts Pedestrian Safety Striping

Interior construction for the Commercial Space located in The Lofts is nearly complete and it'll be open for business soon. 8 of the Commercial Space parking stalls are located in an area where their customers must cross the Lofts Garage Entrance/Exit. Lofts residents exiting the garage may not have adequate time to stop if a pedestrian is crossing the garage entrance/exit.

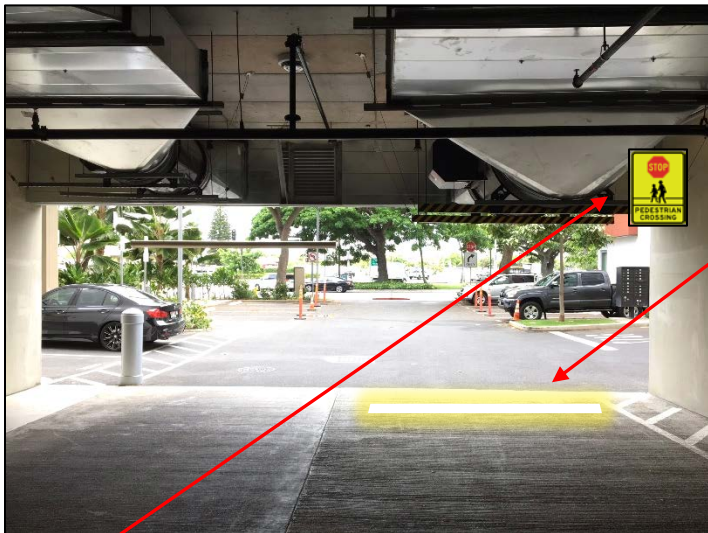
Commercial Parking Spaces



The installation of the Pedestrian Crosswalk Striping and the "Stop – Pedestrian Crossing" sign will reduce the risk exposure to The Collection and assist with the prevention of accidents.



Install Pedestrian Crosswalk Striping to match existing



Hang a reflective "Stop – Pedestrian Crossing Sign on wall at lofts garage exit.

Paint a white stop line



Striping, sign and installation not to exceed \$500. See complete RFA.