

September 28, 2017  
 The Collection Board of Directors Meeting  
 General Manager's Report  
 Submitted by Al Guzman

## ADMINISTRATION

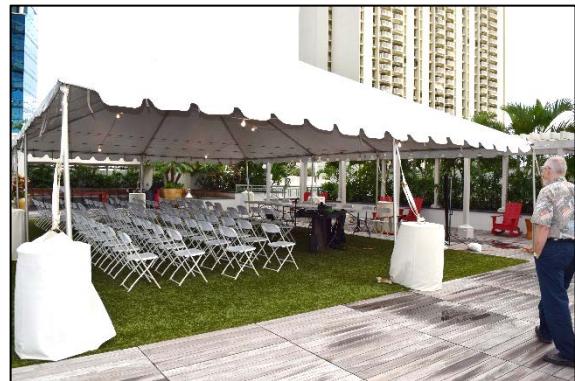
### 1. The Collection Visitor Counts

Month	Count
2016 December:	912
2017 January	1282
2017 February	1190
2017 March	1223
2017 April	1129
2017 May	1322
2017 June	1325
2017 July	1451
2017 August	1239
<b>Total</b>	<b>11,073</b>

### 2. 2018 Annual Meeting

The ideal venue for April 2018's Annual Meeting is at the Tower Rec Deck. It's conveniently located and some overhead cost is avoided.

A quote was obtained from Hawaii Special Events to provide a 20 x 30 Peak Tent, Lighting, 150 seats, set up and break down at the Rec Deck at a cost of \$1,780. Similar tents pictured below.



SALT was asked for a quote. They replied that the event was too far out and to re-inquire in February 2018. They don't book too far out as it may interfere with potential tenants.

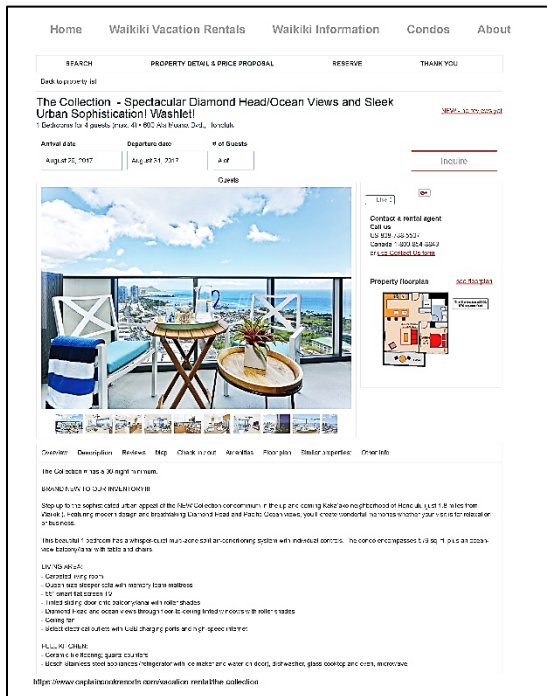
### 3. Association Rule Info

House Rule Violation Letters issued – this includes **13 fines**.

<u>Violation Letters Issued</u>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Smoking on Lanai	0	0	0	1	2	4	2	0	1
Storage on Lanai	0	0	0	0	10	3	0	1	0
Vacation Rentals	0	0	0	0	2	1	0	2	0
Speeding	1	0	0	1	0	0	0	0	0
Noise	0	0	1	0	0	0	0	0	0
No Vehicle Decal/Registration	0	0	0	0	0	19	11	5	0
No Headlights	0	0	0	0	0	0	4	4	0
Other	0	1	1	2	1	3	1	3	1
Total Letters Issued	1	1	2	4	15	30	18	15	2

#### a. Transient Accommodations – Short Term Rentals

The Private Investigator approved by The Board was successful in confirming a short-term rental operation occurring at The Collection that was challenging for us to ID. The owner was notified, informed to immediately have their tenant halt the operation and presented with the investigator’s invoice of \$1,088 to pay.



Additionally, Paydra of Captain Cook Realty was contacted. Several units at The Collection have been advertised on their site and were booked through mid-2018. She related they were abiding by The Collection’s Declaration that all posts stipulated minimum rental was 30 days. Explained that The Collection was under the jurisdiction of the Honolulu Community Development Authority (HDCA) and although The Collection’s Declaration prohibited rentals that were less than 30 days, HDCA’s minimum was 180 days. Paydra understood and removed the ads. **In total, 300 room nights that were booked at The Collection were relocated.** Captain Cook cooperated fully and will not accept Collection units for short term rentals.

*Captain Cook Realty Ad at left. Ads such as these have since been removed.*

#### b. Amenity Cancellation No Show Fee Response

On September 1, 2017, an email was sent to residents advising them of the new cancellation policy and subsequent fines. As a result, dozens of residents have canceled their reservations, freeing up space for those who are serious about booking an amenity.

#### 4. RS Quiz – see attached page 10

The RS's are informed of the Association Rule changes and quizzed to help with retention. Average Score was 80%. The quizzes assist in identifying where each RS needs assistance with.

#### 5. Positive Alarm Sequencing (PAS)

Island Signal and Sound and The Collection's Fire Panel Manufacturer resolved the programming issue for the Positive Alarm Sequencing. Installation scheduled for week of 10/30/17.

#### 6. Signage

Signage has been created informing visitors of the 4-hour parking limit and to 13 "USE HEADLIGHTS" Vinyl Lettering Stencils have been placed strategically in the tower garage.

Revised signs for the pool deck and fitness room will also be created to reflect recent Association Rule changes.



#### 7. Fire Drills

On a monthly basis, the entire staff participates in Fire Drills. Info about the fire alarm system is taught to the staff and different scenarios are practiced.



Scenario above is a Water Flow Alarm (Sprinkler System has been activated). Upon arrival, the first responder notices an Active Fire and instructs the Lobby Desk to Evacuate the building.

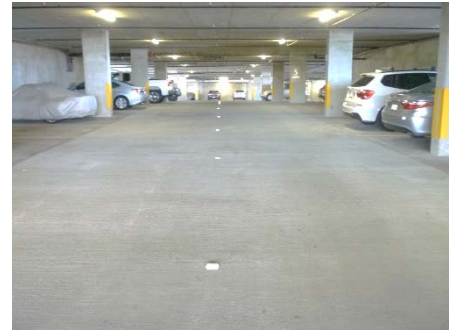
## OPERATION

### 1. Projects

The Collection Staff perform their routine and preventive maintenance (pm) monthly. Regular pm duties include exhaust fan checks, elevator track cleaning, lighting checks, pool scrubbing, fire extinguisher cabinet cleaning etc. Below are a few of special projects performed in-house.

#### a. Tower Garage Pavement Marker Installation

On Thursday, 9/7/17, we began installation of reflective pavement markers on the tower's straightaway driving lanes using 2-part epoxy and 2-way reflective markers.



#### b. Outdoor Furniture Refinishing

Refinishing the outdoor wood furniture will be an ongoing task. We are on our 2<sup>nd</sup> refinishing cycle. The staff has become accustomed and this task is moving quicker.



**c. Elevator Landing Carpet Extraction**

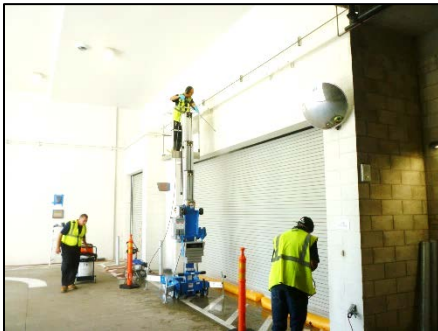
The Collection’s Hallways are vacuumed regularly and are extracted annually. To keep the higher traffic areas clean, garage elevator landings 2 – 6 are extracted more frequently.



At Left: Extracted soil from 4<sup>th</sup> fl elevator landing.

**d. Pressure Washing and Scrubbing**

Various high traffic areas are cleaned and scrubbed.

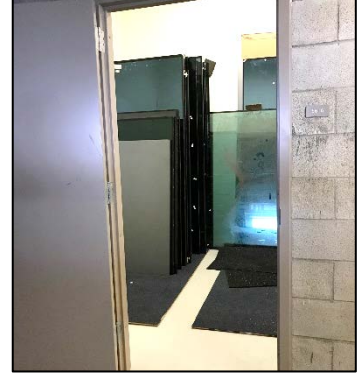


**2. Returning Attic Stock Glass to The Collection**

On Saturday, 9/2/17, Kalu Glass delivered The Collection’s Attic Stock glass. Glass was stored in S616 on the 6<sup>th</sup> floor.

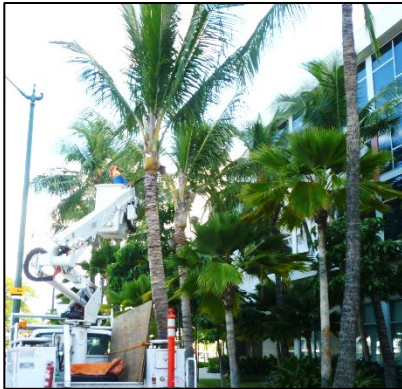
The original quote by Kalu to return the glass was **\$7,630**. Request to reduce cost was approved and cost lowered to **\$7,000**. As of 9/1, The Collection no longer pays the monthly storage fee of \$623.





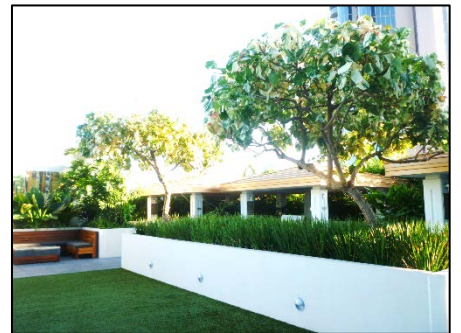
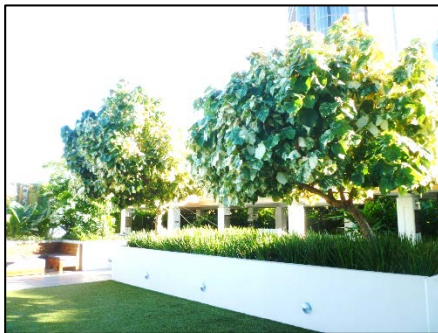
**3. Tree Trimming – Coco Palms on Ala Moana Blvd**

On 8/25/17, Coco Palms trimmed for the first time outside The Lofts, along Ala Moana Blvd. These will be trimmed 3 times annually.



**4. Rec Deck Hau Tree Trimming**

The 4 Hau Trees on the Rec Deck have grown in nicely. The crown is full and acts a “sail.” To prevent high winds from blowing and uprooting the trees, structural pruning was performed by Performance Landscaping.



*Before*

*After*

## 5. Lofts Window Cleaning

Performed twice annually at The Lofts.



## 6. Lofts Corner Guard Install

By design, the elevator landings at The Lofts were made of soft sand stone. It provided a light, decorative appearance and grainy, porous texture. However, the material is very brittle and easily damaged. Much time and labor has been spent making repairs; especially at the elevator landings on all floors.



As such, heavy gauge stainless steel corner guards, customized for the Lofts Elevator Landings and Lobby wall was fabricated and installed to protect the walls.

*Regular Damage at Left*



*Bare corners at all Lofts Elevator Landings*



*Stainless Steel Corner Guards added*

## WARRANTY

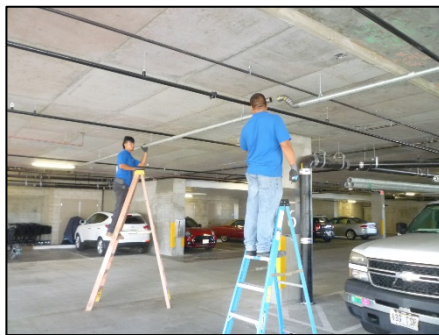
### 1. Spa Heaters Update

Fabrication and installation of the Gas Heaters began. The Gas heaters arrived and work began replacing the existing 3 Spa Heaters that weren't working properly. This replacement involved coordination and planning with A & B, Hawaiian Dredging, Western Water Features, Hawaii Gas, Insynergy, Commercial Plumbing (CPI) Pacific Aquascapes, Design Partners Inc., Standard Sheet Metal, W.E Painting and The Collection Management Team.

Work began removing the existing heaters and exhaust ducts as well as upsizing the existing gas manifold to accommodate both Gas Grills and 3 Spa Heaters.



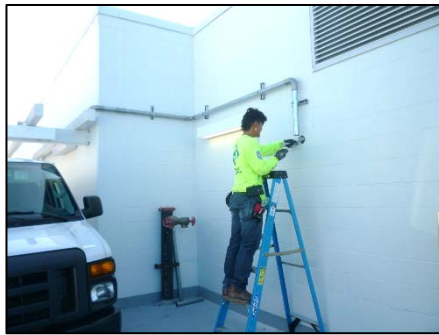
*Hawaii Gas Upsizing Gas Manifold*



*CPI Running New Gas Line to Pool Rm*



*CPI Running Gas Line fr 6th to 7th fl*



*Gas Penetration in to Pool Rm*



*Removal of Existing Spa Heaters*



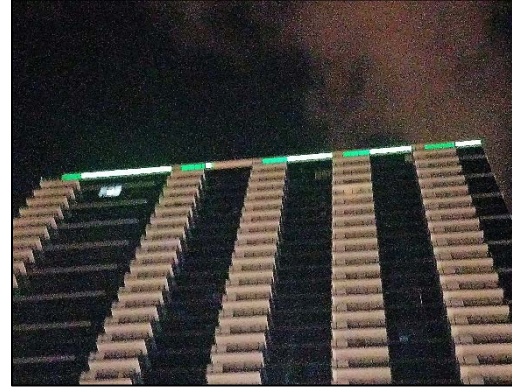
*Placement of 2 of 3 Gas Heaters*

#### Upomcing work will include:

- Removal and redesign of existing exhaust shroud
- Connection of Gas Heaters
- Testing and Balancing of Spa Heaters

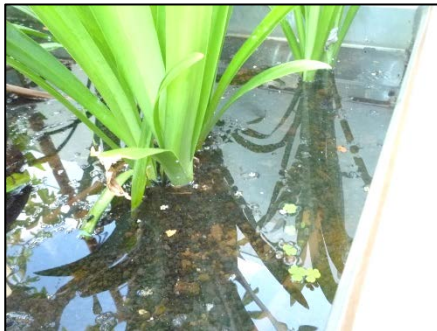
## 2. Tower Crown Lighting

Work continues to correct the crown lighting issue. A1 Electric is getting information from the Manufacturer.



## 3. Rec Deck Planter Box Leak

Drainage issues were corrected to a large Planter Box at the Rec Deck. The Box would fill with water, not drain and the plants would perish. Takano Landscaping excavated and Commercial Plumbing Corrected the drainage issue.



*Planter Box Not Draining*



*Excavation*



*Installing Larger Drain*

## 4. Washing Machine Drain Hose Inspection

In order to insure drain hoses were secure, Servco Hawaii provided residents with free inspections on

- August 18, 19 & 21
- September 22 & 25

The inspections help insure drain hoses are properly secured to prevent them from detaching and flooding unit(s).

## 5. Sub-Metering Inspections

On September 21, 2017, Multi-Family Utility and A1A Electric performed their final inspections on floors 7, 4 & 3 to insure each units' meter was being read correctly. Notices were mailed to the affected residents.



## The Collection Residential Specialist Quiz September 2017

Date \_\_\_\_\_

Name \_\_\_\_\_

### A. Employee Handbook and related

1. A Doctor's Note is required after how many consecutive days of calling in sick? \_\_\_\_\_
2. If you are not coming to work as scheduled, you should advise \_\_\_\_\_ by speaking to him or her on the telephone at the earliest date and time possible in advance of the time you are scheduled to report to work.
3. 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?
4. If you are unable to personally call to advise the appropriate party of your absence, what should you do?

### B. Reservations

1. What is the maximum number of guests an owner can host at a reservation:
  - a) Cabana #1: \_\_\_\_\_
  - b) Cabana #2: \_\_\_\_\_
  - c) Cabana #3: \_\_\_\_\_
  - d) Clubroom: \_\_\_\_\_
2. True / False : Residents may check in and sign the Function Request form at the Lobby Desk.
3. True / False : Forms should be disposed of after reservation is complete.
4. True / False : Residents who cancel less than 72 hours prior to the event will be cited and issued a violation letter.
5. Where on the Function Request Form do you notate a cancellation and no show?  
\_\_\_\_\_



6. 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.
  
7. True / False: The Management Office will be the final determination whether a last minute cancellation or no show is acceptable or unacceptable.
  
8. When checking out Mr. Lee at the clubroom, you notice water foot prints on the floor most likely from the use of the pool. (Choose the best response)
  - a) Mr. Lee, you have left the clubroom in a filthy mess. We will notate this and you will be charged a cleaning fee.
  - b) Hand them a mop and tell them to clean it themselves.
  - c) Mr. Lee, I noticed wet spots while inspecting the clubroom. If you could please have your guests wipe off after using the pool so that they don't track water into the clubroom which could also become a slip hazard. (Grab a dry mop/microfiber towel in the telecom room to dry it up.)
  - d) Say nothing and let them leave.

### C. Facilities

1. Honolulu Disposal services how many bins on Sunday?
  - a. Tower \_\_\_\_\_
  - b. Lofts \_\_\_\_\_
  
2. A Resident drops their keys down the Elevator Shaft. What are their options?
  - 1.
  - 2.
  
3. The BBQ grill in Cabana #2 has a flame shooting up, making it a hazard. What should you do?
  
4. What is the name of the area that serves as The Collection's Evacuation Site?
  
5. A Resident using the pool tells you that they found fecal matter in the pool. What do you do?
  - 1.
  - 2.
  - 3.



**D. House Rules / By Laws / Declaration/Memos/Manager's Updates**

1. 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.
2. Maximum of 6 hours for guest parking at the \_\_\_\_\_.
3. 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*).
4. Which of the below incidents require an incident report. (Circle "Y" for Yes or "N" for No)

- Y / N Unit 604 calls to reports damage on their vehicle in the residential parking
- Y / N Cart fronting Unit 2904
- Y / N Honolulu Disposal drops the compactor bin scratching the Loading Dock walls
- Y / N Resident trips on the 7<sup>th</sup> floor Rec Deck
- Y / N Unit 3609 reports that she fell over the parking stop on the 6<sup>th</sup> floor
- Y / N HPD is called by Unit 302 for a domestic dispute
- Y / N Unit 503 reports their guests vehicle was damaged while parked in guest parking
- Y / N Unit 2504 dropped his FOB & Keys down the elevator shaft
- Y / N An employee falls while pushing the compactor bin in from Auahi St.

5. Place the fine structure in order according to the House Rules.

\_\_\_\_\_ A written citation and \$75.00 fine, which will be assessed against the Unit owner.

\_\_\_\_\_ Subsequent offenses require a written citation and \$250.00 fine for each occurrence, which will be assessed against the Unit owner.

\_\_\_\_\_ A written citation with a copy of said citation being sent to the Unit owner if the offender is not the Unit owner.

\_\_\_\_\_ A written citation and \$150.00 fine, which will be assessed against the Unit owner.

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. Mr. Chu calls to complain about water dripping onto his lanai. (Choose the best answer.)
  - a. Make an entry in the shift report.
  - b. "Thank you for letting us know Mr. Chu. Can we please come up to your unit to take a look at the situation?" (Dispatch the patrolling RS. Have them take a picture of the water evidence. Check the units above to find the origin of the leak. Document each unit and forward to OPS.)
  - c. "Mr. Chu, it's probably rain or someone watering their plants. We will them and tell them to stop." (Make an entry in the shift report)
  - d. "Mr. Chu we called them and they are not home at the moment." (Make an entry in the shift report)
  
9. While on patrol you find a pair of Oakley Sunglasses. What should you do? (Choose the best answer)
  - a. Score! Take it home.
  - b. Log it in the Lost and Found, tag the item and place it in the proper Month box.
  - c. Sell it on ebay.
  - d. Check Shift Reports, Pass downs and Lost & Found Log for reports of missing item. If no reports made, log it in the Lost and Found log, tag the item and place it in the proper Month box.