



September 24, 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 date violation letters issued.

2018 Violation Letters Issued	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Smoking on Lanai						1	1	1		3
Over Watering on Lani						1				1
Failure to Register Guest					2			2	1	5
Short Term Rentals			3	1	2	2	1			9
Speeding						1				1
Open Door							1	1		2
No Vehicle Decal/Registration					2		1		5	8
Resident in Guest Parking		3	1	2	1	1				8
Parked in Wrong Stall	1	1			1					3
No Headlights					2		26	6	3	37
Lanai Storage						1		1		2
Oil Stains			18		11	7	2		7	45
Amenity Cancellation								2		
Other							1	2		3
Total Letters Issued	1	4	22	3	21	14	33	15	16	129

3. Alexander and Baldwin reimbursement for Counter Top work

Alexander and Baldwin agreed to pay for cutting the Rec Deck counter top for the BBQ grill installation. The invoice will be forwarded to A & B upon receipt.

4. 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 request 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.

5. Housekeeping Meeting

Periodically, meetings are held to reinforce procedures and to address staff concerns. On August 30, 2018, a Housekeeping meeting was held. Topics included Safety, Chemicals and Operations. Activities that promote interaction are used to re-enforce knowledge.



OPERATION

1. Hurricane / Tropical Storm Lane and Olivia

On August 23 and September 11, 2018, the National Weather Service issued a Hurricane Warning for the State of Hawaii for Lane and Olivia. Preparation for the storms included:

- Trimming loose tree branches
- Closing the Rec Deck
- Removing the Rec Deck Furniture
- Weighting down the wood pavers
- Turning off the Pool/Spa Heaters
- Shutting off the gas to the Rec Deck
- Insuring the Emergency Generator was fully fueled
- Removing all loose items from the Roofs of the Tower, Lofts and Annex
- Checking and clearing storm drains
- Having Schindler and Thyssenkrupp inspect elevators
- Prepping food for the staff
- Several Notices posted and Email Blasts were sent keeping residents informed.



Tree trimming at the Lofts and Tower



Sweeping and clearing Drains



Storing loose furniture



Weighting wood pavers

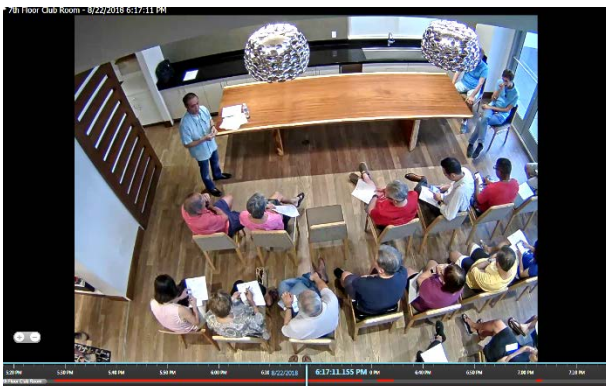


Storing furniture



Checking Lanais – 75 calls made

Since the Summer BBQ and Town Hall Meeting were canceled due to the pending storm, Director Funakoshi suggested holding a Hurricane Preparedness Meeting instead on 8/22/18. The meeting was attended by about 50 residents. All were given prep information and were informed of the various systems at The Collection that would assist during the storm. President Kam also donated food for the staff in the event roads were closed. Several residents also offered to volunteer in the event it was necessary. Thank you, Mr. Funakoshi, Mr. Kam and to all.



Hurricane Preparedness meeting

Due to the safety of their employees during the storm, Honolulu Disposal did not pick up Trash on 8/25/18. The Housekeeping and Maintenance staff bagged the trash and held it until the next scheduled pick up.



2. Trash Compactor Cleaning

To keep pests under control as well as odors, the trash compactor room is cleaned periodically.



3. Pool Deck Chaise Lounges

The Rec Deck Pool is consistently used throughout the year, particularly in the summer months. Due to the wear and tear, the chaise lounges will eventually fray. These past several months, a few lounges at a time were reupholstered with a strong sling. The new fabric has also been coated to protect it from the UV rays, sun tan oil etc.



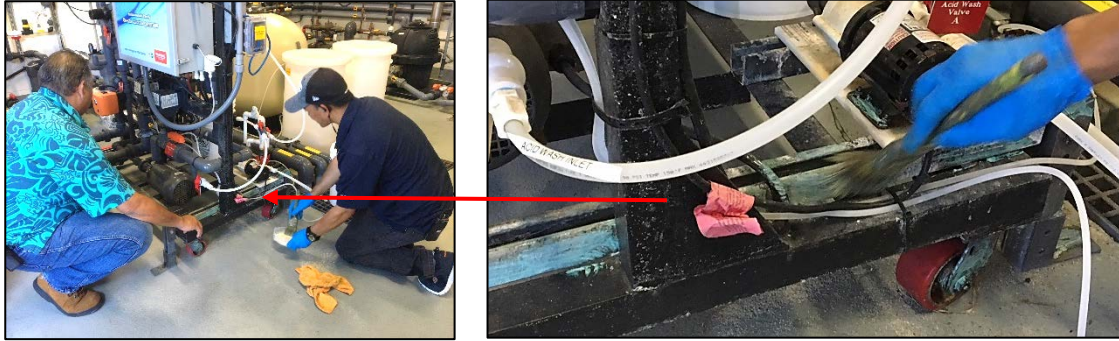
Before



After

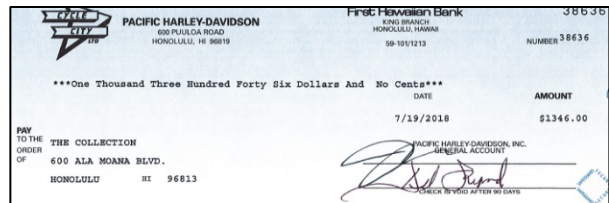
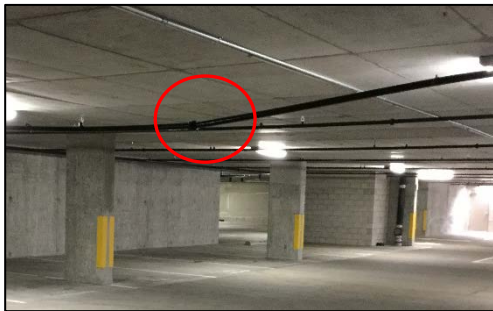
4. Pool Equipment Room Corrosion Treatment

The harsh chemicals in the pool equipment room will quickly corrode the exposed metal frames and brackets. It will eventually need replacement; however, we treat the metals with corrosion inhibitor to prolong its' useful life.



5. Fire Sprinkler Damage Reimbursement

On April 16, 2018, Commercial #4 Tenant staff damaged The Collection's Fire Sprinkler in the Commercial Parking area. Their forklift driver hit the sprinkler pipe a few times causing a significant bend. Commercial Plumbing made the repairs and The Collection was reimbursed the repair cost of **\$1,346**.



6. Fire Lane Depth Striping (RFA #15)

Painting of the gray stripe and yellow corner highlight has been completed.



Before



Prep



After

7. Roof Top Scrubbing

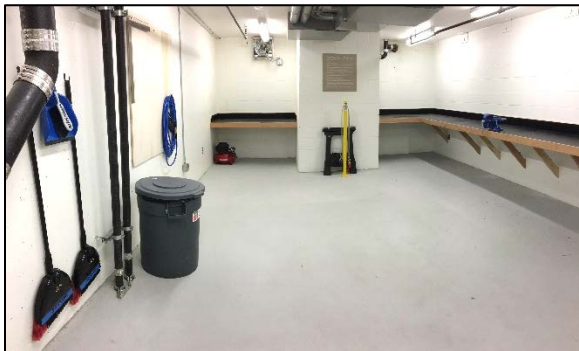
To maintain the ultraviolet protection coating and to keep drains and equipment free of debris, the Tower and Lofts roof tops are washed and scrubbed periodically. This helps prolong the useful life of the roof and equipment.



After / Before of initial wash

8. Workshop

Clean up equipment, a compressor and vice were placed in the workshop.



Equipment / tools includes compressor, vice grip, t-square, saw horses and brooms, dustpan and trash can.

9. Elevator Tower Contractor

Prior to opening, Alexander and Baldwin paid for a two-year contract with ThyssenKrupp (TKE) that serviced the 4 Tower elevators. That contract is expiring in October 2018. Schindler, Otis Elevators and TKE were asked to provide proposals to service the Tower Elevators for the next 5 years (industry norm). I am recommending that the Board select TKE Elevators to service the Tower elevators for the following reasons:

- TKE was the original installers and are familiar with the construction plans, electrical set up, emergency generator set up etc.
- The elevator systems and components were manufactured by TKE.
- They are on site more frequently.
- They have more on call technicians – response to entrapments or emergencies are quicker (Otis has the same # of on call technicians).

See complete RFA for details.

10. 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.

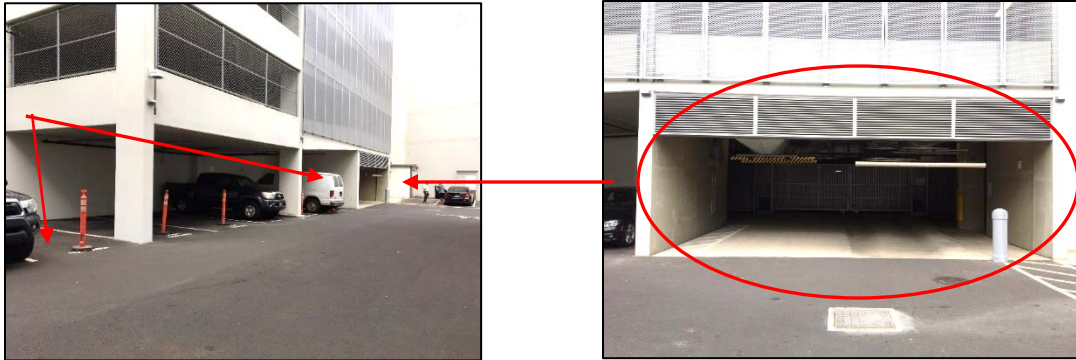
Contractor	Monthly Cost		Annual (tax included)	Notes
	Tower	Lofts	Total	
Standard Sheet Metal	\$780	\$503	\$15,391	
Dorvin and Leis	\$973	\$639	\$19,338	Current Contractor
Heide and Cook	\$1,978	\$776	\$33,047	2018 Estimate
Shobu's	\$883	\$401	\$15,414	2018 Estimate

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

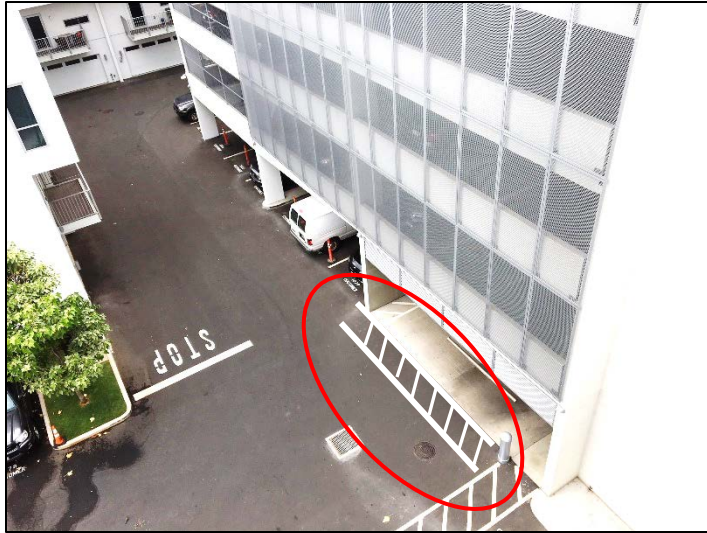
11. Lofts Pedestrian Safety Striping

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.

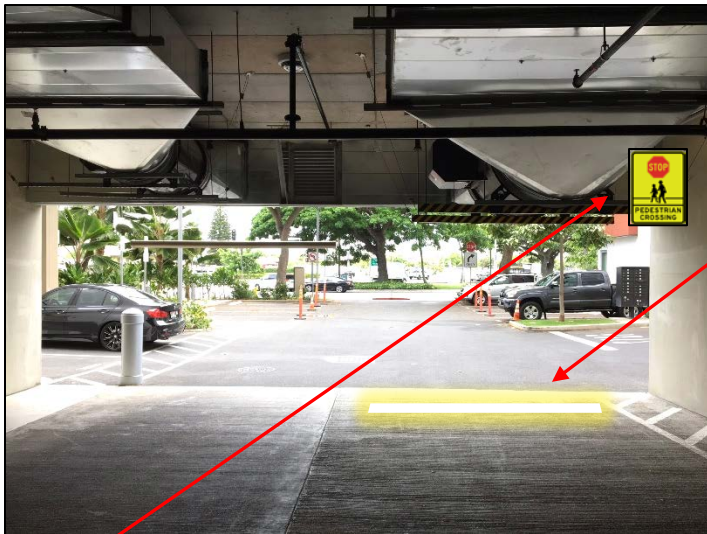
Commercial Parking Spaces



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.