

## REQUEST FOR ACTION

<b>To</b>	The Collection Board of Directors				
<b>Subject</b>	Installation of a Two-Way Stop at The Second Floor Garage Intersection Due to Lack of Enforcement of Association Rule 5.13 by The Collection Management and the Board of Directors. Hiring an Outside an Outside Traffic Engineering Group to Evaluate All Garage Safety Issues, and Provide Recommendations for Improvement.				
<b>Preparer</b>	Debra Ishihara-Wong				
<b>Date</b>	07/02/18. Initial request submitted through multiple emails, the beginning of June 2018. I was informed I needed to submit an RFA to get the attention of the board.	<b>For Board</b>	x	<b>Action</b>	<b>Info</b>

### EXECUTIVE SUMMARY

See attached.

### RECOMMENDATION

See attached.

### RATIONALE

See attached.

Exhibits (If applicable)	Index	Title

**FOR BOARD USE ONLY**

**CERTIFICATE OF BOARD ACTION**

Approved	Declined	Noted	Returned	Deferred	Withdrawn
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**Stipulations**

**Coordinating Instructions**

**Distribution Instructions**

Recording Secretary		Action Date		RFA No.	25-2018
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## REQUEST FOR ACTION

INSTALLATION OF TWO-WAY-STOP AT THE SECOND FLOOR GARAGE INTERSECTION DUE TO LACK OF ENFORCEMENT OF ASSOCIATION RULE 5.13 BY THE COLLECTION MANAGEMENT AND THE BOARD OF DIRECTORS. HIRING AN OUTSIDE TRAFFIC ENGINEERING GROUP TO EVALUATE ALL GARAGE SAFETY ISSUES, AND PROVIDE RECOMMENDATION FOR IMPROVEMENT.

### EXECUTIVE SUMMARY

From the opening of The Collection in November 2016, many owners have complained to The Collection Management (TCM) that the Tower Garage was unsafe due to vehicles speeding, driving without their headlights on, and the garage mirrors not being properly positioned. The mirrors did not allow you to see the oncoming vehicle(s).

The Board of Directors (BOD) were notified on many separate and distinct occasions of the safety issues in the garage during the Owners' Open Forum at the Board meetings, with the owners requesting that the dangerous situation be resolved immediately. To date, the current situation has not improved, but actually worsened.

### RECOMMEDATION

Request that that the BOD approve:

1. Changing the one-way stop on the 2nd floor garage to a two-way stop by adding a stop for vehicles descending from the 3<sup>rd</sup> floor.
2. Hiring an outside traffic engineering group to evaluate all garage safety issues, and provide recommendations for improvement.

### RATIONALE

The Collection Tower garage design is a two-way traffic flow, and consists of a multitude of turns to drive from one level to the next. The width and angle of these turns frequently do not permit most vehicles to travel simultaneously in both directions at the turns and intersections. The lighting in the garage, in addition, to the inappropriate positioning and size of the garage mirrors, fail to allow drivers to see oncoming vehicle(s), especially if the driver(s) do not have their headlights turned on. This is flaw is most readily apparent on the second-floor garage, at the required stop.

Though the Collection Association Rules, section 5.13 states that, "Resident shall at all time while in the parking garage maintain safe and proper speeds and use of headlights," many drivers do not turn on their headlights. The Collection management and the BOD have been made aware of the existence of this violating behavior, and the resulting dangerous situation on many occasions through verbal complaints to The Collection management staff and statements at the Owner's forum. While it is doubtful that any action was undertaken by The Collection management or the BOD to rectify the issue, the continued existence of the

dangerous situation has proved that any action that was taken has failed to address the safety concern.

Individuals and groups of frustrated owners constantly reported these and other unsafe garage problems such as, speeding, no car registration decal, driving without headlights, driving in the middle of the two-way lane, etc., to The Collection Governance Committee, BOD, and Collection management throughout calendar year 2017. The group observed no significant or noticeable improvement, thus, it has been inferred The Collection management and the BOD were not able to resolve this issue. Thus, the BOD and Collection management have failed to carry out their duty to the residents and owners of the Collection to maintain a safe environment.

In response to inaction by The Collection management and BOD, a group of owners decided to tackle this problem head on by monitoring the situation themselves from July-August 2017, hoping to show The Collection management and the BOD the extent of the problem, so that the Collection management and BOD would acknowledge the seriousness of this unsafe situation, and take appropriate and necessary action.

From July to the end of August 2017, this group reported over 16 vehicles driving without their headlights turned on. The sample was small, since the data was collected only when the owners entered and left the Tower Garage, an average of twice a day per owner driver. From these reports, the The Collection Management issued eight violation letters to the owners. (See attached General Manager Report November 30, 2017). The group of owners concluded their activity at the end of August 2017. They felt that nothing was being done, and it was a waste of their time, energy and money to continue the monitoring. The owner group undertaken many actions which included purchasing a Pro Cam, and Car Dash Cams, to further report any incidences.

From September 2017 to May 2018, the GM report indicated no violations letters for driving without headlights, were issued to violating individuals. A statistically significant correlation exists between the existence of the owner-based monitoring activity and the issuing of violation letters by Collection management. While correlation does not equal causation, there exists a near perfect statistical correlation between the existence of monitoring by the owner group and the amount of violations issued. Therefore, we can also establish that the lack of monitoring by the owner group is linked to the lack of issued violations.

It is notable that the many owners have also continued to notice and be subject to other drivers disregard for the established rules. These owners have noticed, on a near daily occurrence, the continued lack of headlight use. Therefore, it is easily deducible that the dangerous situation has not improved, thus the lack of violations cannot be attributed to a complete lack of dangerous activity. It could be reasonably concluded that the lack of violations is a direct result of the Collection management and BOD refusal to act, on their own, in accordance with their duty to the Collection owners' and residents, such inaction, while aware of the dangerous situation, could easily be classified as negligence.



November 30, 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
2017 September	1196
2017 October	1300
<b>Total</b>	<b>13,569</b>

### 2. Association Rule Info

116 Association Rule Violation Letters issued – this includes 26 fines.

<u>Violation Letters Issued</u>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Smoking on Lanai	0	0	0	1	2	4	2	0	1	0	0
Storage on Lanai	0	0	0	0	10	3	0	1	0	0	0
Vacation Rentals	0	0	0	0	2	1	0	2	1	0	0
Speeding	1	0	0	1	0	0	0	0	0	0	0
Noise	0	0	1	0	0	0	0	0	0	0	0
No Vehicle Decal/Registration	0	0	0	0	0	19	11	5	0	3	17
No Headlights	0	0	0	0	0	0	4	4	0	0	0
Other	0	1	1	2	1	3	1	3	1	1	5
Total Letters Issued	1	1	2	4	15	30	18	15	3	4	22

### 3. Halloween Spooktakular / Pot Luck

On Thursday, October 26, 2017 about 100 residents and guests participated in The Collection's first annual Halloween Spooktakular. Everyone, kids and adults alike, enjoyed the food and fellowship. Attendees brought chili, vegetable platters, dim sum, musubis and other delicious food. The activities included a pumpkin carving contest, parade and costume contest! Mahalo to the Volunteers who made this possible!!



**4. Food Bank Donation**

For a period of 30 days, The Collection residents (Tower and Lofts) donated non-perishable food to be donated to the Hawaii Food Bank. On November 17, 2017, the donations were delivered to the Hawaii Food Bank. 394 pounds were collected and delivered. **THANK YOU ALL** who contributed and for helping needy families enjoy this Thanksgiving!



5. Gm Report Operational Year End Highlights – attached, see page 6

6. Holiday Unit Door Decorations – **Board Action Requested - RFA – See page 12**

## 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.

### 2. Positive Alarm Sequencing (PAS)

During the week of October 30, 2017 Island Signal and Sound installed The Collection's Positive Alarm Sequencing. The purpose of the PAS is to minimize unnecessary evacuations due to nuisance alarms.

### 3. Signage – Pool

Replacement signage for the pool has been ordered. In addition to the existing language, the following 3 items have been 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.

### 4. Utility Savings

#### a. Lighting Timer Adjustment Exterior

The lighting timers at the Rec Deck and 7<sup>th</sup> floor Garage Parking have been adjusted. These lights include:



*7<sup>th</sup> Fl Garage Lights*



*Bollard Lights*



*Eyelids*



*Downlights*



*Decorative Cabana Lights*

Fixture	Count	On per day <b>FROM</b>	On per day <b>TO</b>	Utility Cost <b>From</b>	Utility Cost <b>To</b>	<b>Annual Savings</b>
Rec Deck Eyelids	62	12	6	\$743	\$371	\$371
Bollard Lights	21	12	6	\$252	\$126	\$126
2" Downlights	22	12	6	\$176	\$88	\$88
Cabana Decorative	6	12	6	\$60	\$30	\$30
4" Downlights	9	12	6	\$90	\$45	\$45
7th Fl Garage	31	24	12	\$3,963	\$1,981	\$1,981
	151	74	42	\$5,283	\$2,641	\$2,641

**Comment:** Calculations performed using Hawaii Energy’s formula driven worksheet and using The Collection’s average kWh cost of 22.8 cents (provided by HECO). Illustrated above is a simplified version.

**b. Tower, Lofts Garage Stairwell Lighting Motion Sensor Adjustment**

Energy Efficient LED light fixtures were installed in the Tower, Lofts and Stairwell #3 in the Garage. If motion is detected, the lights will illuminate to 100% brightness. **After a 30-minute delay**, the fixtures will dim significantly (if no motion is during that time).



*Lofts Stairwells*



*Tower Stairwells*



*Garage Stairwell #3*

To save on electricity costs, we **will reduce the delay from 30 minutes to 10 minutes**. After no motion is detected, the fixtures will dim significantly after only 10 minutes. The fixture count is listed below.

Location	Count
Lofts Stairwell 1	10
Lofts Stairwell 2	8
Tower Stairwell 1	86
Tower Stairwell 2	88
Tower Stairwell 3	20
<b>Total</b>	<b>212</b>

**c. Irrigation**

Much of The Collection's Landscaping has taken root and is growing nicely. Additionally, cooler weather season is upon us. As such, the frequency of Sprinkler Timers automatically watering the landscaping have been reduce by half. Will monitor.

**d. Fluorescent Lighting Retro Fit**

Fluorescent lighting exists in several areas. There are approximately 600 fixtures, primarily in the garages where fluorescent fixtures have been installed. In the coming months, proposals will be obtained to retrofit those to LED fixtures; which will save the association on electrical expenses. Design Chair, Director Kamo, has been made aware of this project and will be consulted.

**5. Commercial Space Construction Activity**

Commercial Space 1 is under construction and is due to open in December. Coordination with their contractors have been ongoing to insure construction work (Concrete pours, electrical work and Fire Sprinkler tie ins) have been performed safely and with as minimal impact to our residents as possible.



*Concrete Pour*



*Duct work and fire sprinkler installation*

Preliminary work for Commercial Space 4 began. At this time, only prep work for the installation of an electrical transformer has been completed.

## The Collection Year End Operational Highlights

line	Administration		
1	Date	Event	Comments
2	11/7/2016	Staff hired and training begins	
3	11/11/2016	The Collection's Blessing	Kahu Kordell Kekoa blesses the building with A&B and The Collection's staff present.
4	11/16/2016	First Bulk Key Pick-Up: Lofts, 3-12	
5	11/22/2016	Second Bulk Key Pick-Up: 13-26	
6	12/7/2016	Third Bulk key Pick-Up: 27-39	
7	12/14/2016	Fourth Bulk Key Pick-Up: 40-43	
8	1/14/2017	Tower Homeowner Fair	190 homeowners in attendance to meet with The Collection's vendors and warranty to learn how to care for their home.
9	1/17/2017	Inaugural Meeting	Inaugural Meeting at Cupola Theater at Inspiration. 9 members elected including 1 Loft and 1 Commercial representative.
10	1/17/2017	Surfboard and bicycle bays (Tower) lottery	Lottery held to distribute 77 bicycle racks and 61 surfboard racks.
11	1/25/2017	Newsletter	The Collection's first quarterly newsletter was distributed to all owners, residents and property managers.
12	2/11/2017	Lofts' Homeowner Fair	A few Lofts owners were in attendance to meet with The Collection's vendors and warranty to learn how to care for their home.
13	2/28/2017	Kaiaulu 'O Kaka'ako Owners Association meeting	General Manager, Al Guzman and Executive Assistant, Victoria Chai attending the association meeting to learn about the vision for the community.
14	3/1/2017	SALT amplified music	Met with acting General Manager, Staci Balmoja (Collier's VP) regarding the amplified music after hours during their Salt Functions. Explained musicians are ending well after the posted end times as well as playing their music loud. SALT will make every effort to face any speakers towards the Diamond Head direction during future and SALT will adhere to the local government noise ordinances.
15	3/1/2017	Residential Specialist Quiz	RS given periodic quizzes on various topics, ranging from The Employee Handbook, reservations, association rules and facilities. Quizzes encourage retention of information.
16	2/28/2017	Fire Alarm System Re-Training	Island Signal and Sound technician provided an hour long refresher course for Residential Specialists.
17	4/1/2017	The Collection Intranet	thecollectionhonolulu.net goes live. The Intranet helps resident access important information such as financials, minutes, forms, amenity calendar, classifieds and more.
18	Apr-17	Message Board Installed in Tower Lobby near the mail room. Up to date information and reminders posted.	

## The Collection Year End Operational Highlights

19	3/21/2017	Bloodborne Pathogen Training	Staff attended annual Osha required training by Irene Bayudan of Crestek so that they are more informed when having to clean vomit and other bodily fluids.
20	4/1/2017	Crime Reporting Network BOLO	The Collection has joined a few neighboring properties and have begun a network with respect to on site crime reporting so that everyone is informed of what's occurring and what to prepare for.
21	6/1/2017	Disaster Preparedness Resident Handouts	Hurricane Season is from June 1 - November 30. Information and handouts made available to residents at Lobby Desk.
22	6/5/2017	Residential Specialist HPD Meeting	HPD's Community Policing Division Representative, Officer Alan Ibrao was on site to assist the staff with the handling of security situations pertaining to Situational Awareness, Removing Criminal Opportunity and Handling Agitated Individuals.
23	6/1/17	Debit Card Authorization	Board approved 4 debit cards, drawing from a single account with initial balance of \$5000 to be used for purchases for tools, supplies, materials, etc.
24	6/1/17	GM Spending Limit	Operational spending limit of \$2500 established for the GM to promote timely repairs and enhancements of the property and to prevent misuse of association funds.
25	6/28/17	GM Superblock Meeting	The Collection hosted the GM superblock meeting, a group where prestigious properties meet to listen to speakers and share insight on issues going on in the different properties. Vendors including Hawaiian Telcom and Spectrum.
26	7/1/17	Na Kupuna Makamae (Senior Center)	Management team visited Historic Kaka'ako Pump Station to meet with Na Kupuna Makamae's staff and learn about activities and classes offered for the community.
27	9/5/17	Amenity Cancellation No Show Fee	Board approved no show fee for amenity cancellations to discourage residents from cancelling reservations without notice and to provide other residents the chance to use the amenities.
28	8/1/17	Lofts Surfboard and Bicycle Storage	Surfboard and bicycle racks were installed, and the storage room painted. 8/16/17 - Lofts' surfboard and bicycle lottery occurred for use of 14 surfboard bays and 18 bicycle bays.
29	9/1/17	Transient Accommodations	Private investigator approved by the board and was successful in confirming short-term rental operations.
30	9/1/17	"USE HEADLIGHTS"	Vinyl lettering stencils have been placed strategically in the tower garage to remind residents to use their headlights
31	9/1/17	Parking Signage	Revised Association Rules to 4-hour parking time limit. Signage installed to reflect changes.

## The Collection Year End Operational Highlights

32	9/1/17	Monthly Fire Drills	Management conducts monthly fire drills for the staff for each of 3 shifts so that staff is prepared in case of fire or water flow.
33	10/6/17	Landscape Architects	Landscape Industry Council of Hawaii held its' annual meeting which included a landscape tour of Symphony, One Waterfront, Anaha and The Collection.
34	10/1/17	Housekeeping/Maintenance Quiz	Housekeeping and maintenance departments were quizzed on topics such as safety data sheets, personal protective equipment, employee handbook and general knowledge questions.
35	10/1/17	Employee Drug Testing Policy	In order to create a safer environment for staff and residents, random screening and reasonable screening policy language was added to the Employee handbook and distributed to the staff.
36	10/1/17	Vendor List	Vendor list compiled for residents to use to assist them with their home care needs.
37	Operation		
38	1/19/2017	Storm Drain Clean Out	Performed to keep Storm Drains Clear
39	1/1/2017	Preventative Maintenance Program established.	
40	1/1/2017	Pest Control	Monthly pest control for common areas implemented with Xtermco.
41	1/1/2017	Rodent Control	61 bait stations placed throughout the property to prevent rodent infestation.
42	2/13/2017	2nd Garage Floor Stop Lines Installed	Provides for Safer Intersection
43	2/3/2017	Kamehameha Middle School Tour	120 students toured The Collection and given information on construction, cost of living, and various systems and equipment needed to maintain and keep the property safe.
44	2/16/2017	Xtermco performed common area servicing and also conducted quarterly service offered to residents. 25 residents participated.	
45	3/3/2017	Window Cleaning	World Wide Window performed their first service at The Collection
46	3/1/2017	Garage Wheel Stops & Pillar Corners	Wheel stops and pillar corners were painted for higher visibility, preventing vehicle scrapes and trips or falls. 430 corners and 120 wheel stops were painted by in-house maintenance.
47	3/1/2017	Wall Protection	Crash rails and kick plates were installed in the tower's trash bin/service corridor and in the Lofts' commercial corridor to protect from movers, contractors, etc.
48	3/1/2017	Recycle and Trash Bins	Small bins were replaced with 40 gallon bins for bottle/cans and trash at each garage entrance.
49	3/13/2017	Porte Cochere Opens	The porte cochere was opened for use as a one way out to Keawe Street and as an active loading area.

## The Collection Year End Operational Highlights

50	3/13/2017	Back flow preventer repair	Backflow preventer sprung a significant leak on 3/10/17 and was repaired during the building's water shut down.
51	3/1/2017	AED Installation	AED's installed at the Tower mail room area and Fitness Center. Equipment assists with life safety
52	4/1/2017	Hallway AC Filter Replacement	Tower/Lofts residential hallway ac filter replacement. 48 filters replaced for tower, 6 filters replaced for the lofts.
53	4/1/2017	Graffiti Removal	Ala Moana Blvd, Auahi Street
54	4/1/2017	Paint Touch-Ups	Maintenance staff repainted highly used areas that were scuffed such as the pool deck look out, pool planters and the porte cochere.
55	4/1/2017	Visitor Parking Cleaning	At 5am on April 2 and April 9, visitor parking areas were scrubbed and washed down.
56	5/1/2017	Tower Roof Cleaning	Maintenance staff conducted annual roof cleaning to help maintain the UV protection qualities of the roof membrane,
57	5/1/2017	Honolulu Fire Department Knox Box	Knox Box installed for HFD. During emergencies, they will open the box which was a fob for the building and a list of residents who are unable to descent the stairs.
58	5/1/2017	Slow Down Patrols	Drivers exceeding 12 mph are cited and given violation letters. Residential Specialists encouraging garage safety by having residents slow down as they drive through the garage.
59	5/1/2017	Door Sweeps	For additional rodent protection, 22 ground floor doors with large gaps were identified, and door sweeps were added to prevent rats and mice from entering.
60	5/1/2017	Porte Cochere Painting	Porte Cochere walls and columns painted with glossier finish for easier cleaning.
61	5/1/2017	Tower Garage Exit Stop and Pedestrian Walkway	"STOP" stenciled at immediate exit area; Speed hump installed to slow vehicles as they approach the exit; Pedestrian walkway painted to guide pedestrians to a safer walk area; and fish eye garage mirror to assist pedestrians and drivers to see each other.
62	6/1/2017	Lofts Roof Cleaning	Debris and dirt left over from construction. Cleaning prolongs the useful life of the roof and UV protection qualities.
63	6/1/2017	Stairwell #3	Stairwell #3 had corrosion occurring due to mixture of raw metal and gap in the 7th floor entry door which allowed rain to enter. Maintenance team installed a door sweep to prevent rain. Rust inhibitor, primer and paint were applied to the landings, steps, railings and undersides of the steps to prolong its' useful life and make it more visually appealing.
64	6/1/2017	Furniture Refinishing	Exterior lobby furniture and recreation deck were fading due to spills, stains, the sun and other elements. All pieces were refinished.

## The Collection Year End Operational Highlights

65	6/1/2017	Garage Sweeping	6/5/17-6/16/17, a riding sweeper was rented to sweep/vacuum the Tower, Lofts and Commercial Garages. Approximately 500 lbs of fine dust was swept up.
66	6/1/2017	Cigarette Ash Urns	Ash urns placed around building perimeter to lessen cigarette butts around the building.
67	6/19/2017	Landscaping	Performance Landscaping begins their term.
68	7/1/2017	Lofts' Stairwell #1	Maintenance team sanded, prime and painted Lofts' stairwell to beautify and protect the stairwells.
69	7/1/2017	Furniture Refinishing	Staff refinished additional pieces to prolog the beauty of the recreation deck
70	7/1/2017	Hallway Patching and Painting	First wave of hallway patching and painting occurred after initial bulk of move-ins. Approximately 120 small dings were touched up to keep the hallway appearance looking new.
71	7/13/2017	Tower Trash Compactor Cleaning	Interior of compactor was scraped, pressure washed and garbage accumulated behind the blade was removed. Bi-annual cleaning of the compactor will prolong its useful life, reduce odor and reduce pest infestation.
72	7/1/2017	Porte Cochere Planter	Makai planters of porte cochere were not training, and clogged. Planters were excavated and larger drains were installed.
73	9/1/2017	Tower Garage Pavement Marker Installation	Reflective markers installed on the straightaways of tower garage.
74	9/1/2017	Furniture Refinishing	2nd cycle of furniture refinishing completed.
75	9/1/2017	Elevator Landing Carpet Extraction	Elevator carpets are vacuumed regularly and extracted annually. Higher traffic areas such as elevator landings 2-6, are extracted more frequently.
76	9/17/2017	Pressure Washing / Scrubbing	High traffic areas such as pedestrian walkways on the exterior of the building are cleaned and scrubbed.
77	9/2/2017	Glass Attic Stock	Attic Stock for the glass was returned to The Collection by Kalu Glass and stored in newly purchased storage unit. The Collection no longer pays monthly storage fee of \$623 for it.
78	8/25/2017	Tree Trimming	Coco palms trimmed along The Lofts (Ala Moana Blvd) for the first time. Going forward, they will be trimmed tri-annually.
79	9/1/2017	Hau Tree Trimming (Rec Deck)	To prevent high winds from blowing and uprooting the trees, structural pruning performed by Performance Landscape.
80	9/1/2017	Lofts Window Cleaning	Performed 2 times a year.
81	9/1/2017	Lofts Corner Guard Install	Elevator landings at The Lofts were made of soft sand stone which is very brittle and easily damaged. Heavy gauge steel corner guards were installed to protect walls.
82	10/17/2017	Pool Tile Scrubbing	Pool tiles scrubbed weekly to minimize scale build up.

## The Collection Year End Operational Highlights

83	10/1/2017	Cabana Lighting	2 fixtures per cabana were added to provide more lighting for users to enjoy.
84	9/27/2017	Honolulu Fire Department Inspection	Inspector Zapata of HFD conducted Inspections, and returned on the week of 10/30 for follow up.
85	10/1/2017	Fitness Room Signage	Additions to fitness room signage was installed to reflect the new association rules.
86	Warranty Highlights		
87	11/4/2016	Common Area Warranty Period Begins	
88	1/1/2017	Completed Warranty Items:	
89		Leaking fire pump plumbing	
90		Debris embedded in pool plaster	
91		Cracked parking stall	
92		Exposed Energized Circuits	
93	3/1/2017	Tower Garage Ponding	A&B agreed to seal 5th floor, and install additional drains on 5th/6th floor to relieve ponding/
94	3/8/2017	LED crown lighting repair	12' ribbon of LED lighting above the 05 stack failed on rooftop perimeter. Hawaiian Dredging and A1Aelectric mobilized to repair.
95	4/1/2017	Plumbing Vibration	Commercial Plumbing installed rubberized spacers between touch points of plumbing pipes that were the cause of vibration and noises from floors 20-29 during high volume water usage.
96	5/1/2017	Porte Cochere Drain Relocation	Original design was unable to be completed, so ponding occurred during heavy rains. The developer re-routed the lines away from the porte cochere.
97	7/1/2017	Commercial Space 4 Scuppers	Gutters installed on exterior of commercial 4 to prevent additional staining of the walls that was occurring during heavy rains.
98	9/1/2017	Recreation Deck Planter Box Leak	Drainage issues corrected by Takano Landscaping and Commercial Plumbing to drain water and prevent plants from perishing.
99	8/1/2017	Washing Machine Drain Hose Inspections	To insure drain hoses are secure, Servco provided residents with free drain hose inspections on August 18, 19 and 21, and came back a second time on September 22 and 25.
100	9/21/2017	Sub metering Inspections	Multi-Family and A1Aelectric performed their final inspections on floors 7, 4 and 3 to insure each units' meter was being read correctly. Notices were mailed to the affected residents.
101	10/16/2017	Spa Heaters	Final assembly completed.
102	10/19/2017	Tower Crown Lighting	Repairs completed.

May 24, 2018  
 The Collection Board of Directors Meeting  
 General Manager’s Report  
 Submitted by Al Guzman

## ADMINISTRATION

### 1. Annual Meeting

The Collection’s Annual Meeting was held on April 26, 2018 at Salt’s Barn. There were 5 positions open. Pictured below are the Board Members, their positions and term expiration.



**President**  
 Howard Kam Jr. 2020



**Vice President**  
 Carleton Ching 2019



**Secretary**  
 Ryan Kamo 2019



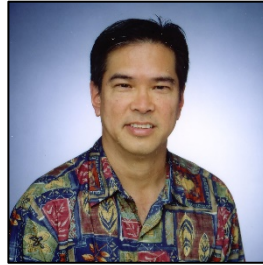
**Treasurer**  
 Taylor Nguyen 2021



**Director**  
 Joseph Krahulik 2021



**Director**  
 Dr. Henry Lew 2020



**Director**  
 Rodney Funakoshi 2019



**Director**  
 Wei-Kung Wang 2021



**Director**  
 Sandra Billington 2020

### 2. 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

### 3. Violations

Below chart are the year to date violation letters issued.

2018						
<b>Violation Letters Issued</b>	January	February	March	April	May	Total
Smoking on Lanai						0
Storage on Lanai						0
Vacation Rentals			3	1		4
Speeding						0
Noise						0
No Vehicle Decal/Registration						0
Resident in Guest Parking		3	1	2		6
Parked in Wrong Stall	1					1
No Headlights						0
Oil Stains			18		11	29
Other		1				1
<b>Total Letters Issued</b>	<b>1</b>	<b>4</b>	<b>22</b>	<b>3</b>	<b>11</b>	<b>41</b>

### 4. Easter Party – March 24, 2018

The Collection organized this year’s Easter Party and included Salt, Keola La’I, Keahou Place, and Waterfront Towers. The event included an Easter movie, Carnival like games, music, Easter Bunny Picture taking, hot dogs, popcorn, cotton candy and a caricature artist. About 350 – 400 keiki and family attended and the event was enjoyed by all. I’d like to express my appreciation to all the volunteers (staff, staff’s family members and Mr. Aguda, Collection Owner) for their hard work (Planning, Setting Up, Execution and Clean up).





**5. Staff Meeting**

Regular Meetings are held to continually train our staff. We insure positive feedback is given so they are aware that their hard work matters. During this meeting, ThyssenKrupp was asked to provide elevator operation training.



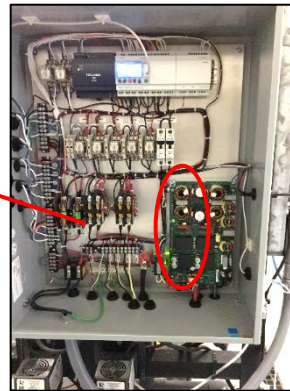
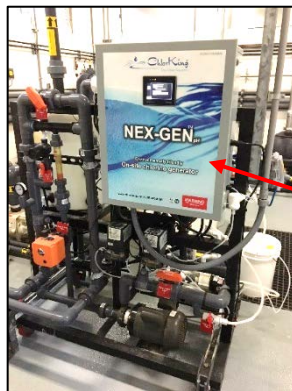
*Staff Meeting*



*ThyssenKrupp Elevator Training*

**6. HECO Reimbursement**

On Monday, February 19, 2018, a power outage shorted out the power board to the Next Gen Chem Feeder at the pool. Cost to replace was \$4,023. The Collection filed a claim with HECO and in April 2018, HECO reimbursed The Collection about \$2,816, or 70%.



## OPERATION

### 1. Auahi Street Parking Entrance

Cars have been parking illegally, either for waiting to pick up someone or for longer. This practice made it difficult for residents leaving to see oncoming traffic. The resident's line of site is minimized when this occurs. As such, the curb was painted red to dissuade drivers from parking close to the driveway entrance (this area was already a no parking zone). It has been quite effective.



### 2. Tower Compactor Room Camera Install

In late December 2017, The Symphony located at 888 Kapiolani Blvd., experienced a fire event originating near the bottom of their trash chute in the ceiling of their compactor room. The smoke travelled to several floors of the building and activated smoke detectors on several levels, making it difficult to determine the origin. Precious time was spent trying to locate the source of the fire.

So that our staff can respond to a Trash Compactor Room Fire quicker, a Security Camera was installed; as approved during the March 22, 2018 Board Meeting.



*Installation*



*After – Camera View*

### 3. Tower Second Floor Garage Door

In late March 2018, the Tower 2<sup>nd</sup> floor garage door operator and window were installed.

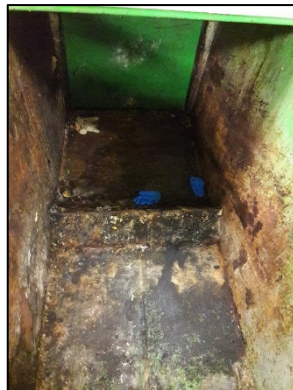
#### 4. Rec Deck Round Table

Per request, the round table has been returned to the stand-alone cabana at the Rec Deck. It replaced the 5 benches.



#### 5. Compactor Bin Cleaning

To help decrease foul garbage odors, The Collection's Compactor bins are cleaned quarterly. This helps minimize pests and odors.



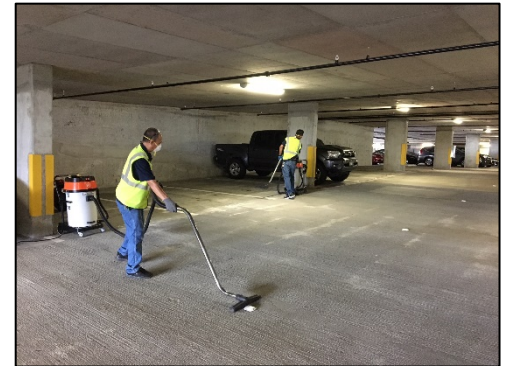
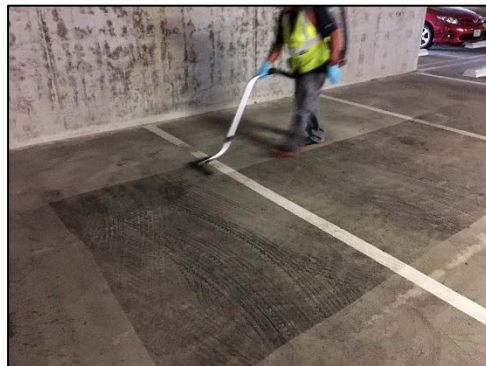
*Before*



*After*

#### 6. Garage Sweeping

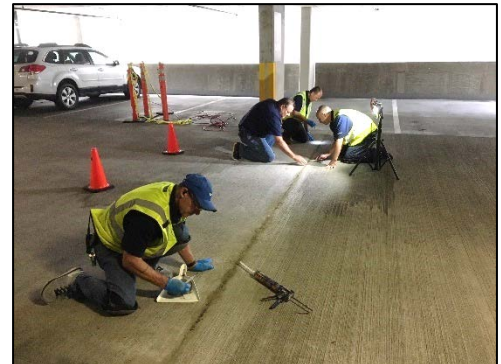
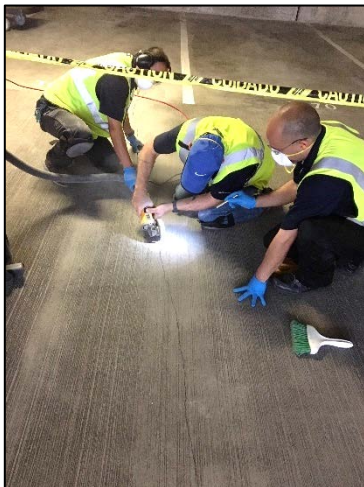
Over time, as vehicles traverse the garage, the tires wear and the subsequent dust settles onto the straightaways, turns and in stalls. From time to time, the dust is removed. About 450 lbs of dust was removed.



## 7. Garage Cracks / Leaks

Since opening, The Collection has experienced many heavy down pours. During heavy, wind driven rain, water enters the garage on the Mauka, Ewa and Makai sides. The large ponds and leaks were repaired during the Warranty period. There are several smaller leaks we have identified and repaired. Although small, over time, water will corrode the re-bar and post tension cables causing spalling. Repairs would be costly.

*Small ceiling leaks*



- *Water entry area is grinded open to allow the epoxy to sink in and seal leak.*
- *Epoxy is applied.*
- *Dust coating is then applied to blend the repair to the surrounding concrete.*

### 8. Perimeter Electrical Outlets

For utility access, The Collection was built with several electrical outlets in areas visible to the public. These have attracted undesireables to charge their mobile phones. To prevent this, outlet covers have been installed.

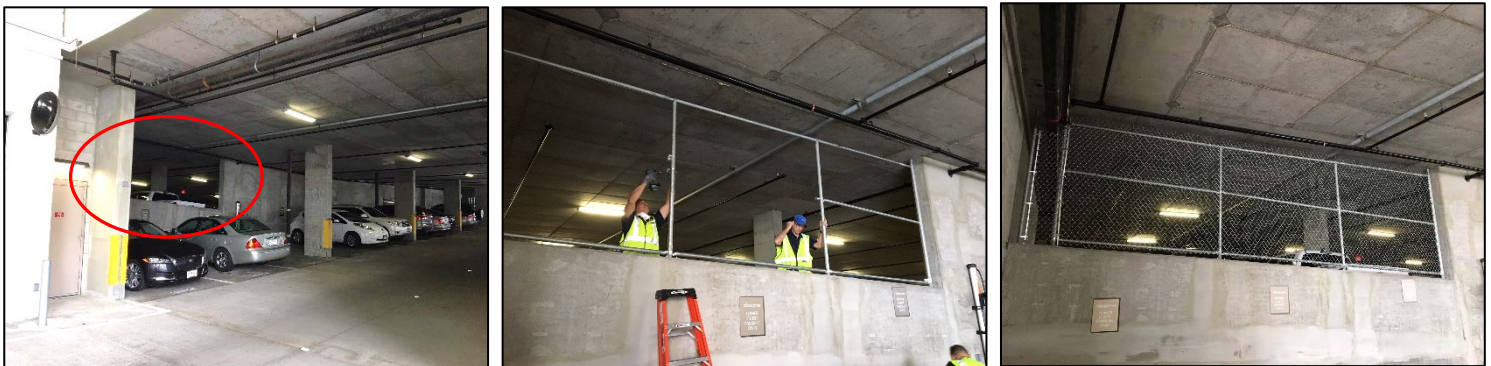


### 9. Tower Elevator #3 Update

On May 11, 2018, ThyssenKrupp completed installing the finished cabinets in Elevator #3. There is one discrep that they will correct at a later date.

### 10. Chain Link Fence Install

A Chain link Fence has been installed in the visitor parking area. Residents related they have seen people climbing into the garage and there have been reported thefts. To deter this behavior, the fence was constructed by our inhouse maintenance staff.



### 11. Commercial Parking Sprinkler Repair

In January 2018, Commercial #4 Tenant began receiving and storing their restaurant supplies. While using a fork lift to transport their items from a container to their storage, the forklift driver hit and damaged the common area sprinkler line. The cost to replace the damaged sections was \$1,346 and the repair was performed by Commercial Plumbing. Tenant was invoiced for the reimbursement.



### 12. South Street Bus Stop Cleaning

The bus stop on South Street was filthy. The Staff took some time to pressure wash.



### 13. Stainless Steel Polishing

If not properly taken care of, the stainless steel on The Collection's equipment, flashings and finishes must be cleaned and polished. This will help protect and prolong their useful life.



*Lofts Flashing Before*



*After*



*Lofts AC Mount Before*



*Tower Exhaust Hood Before*



*Tower Unit AC Penetration Box Before*



*Lofts AC Mounts After*



*Tower Exhaust Hood After*



*Tower Unit AC Penetration Box After*

#### **14. Tower Petra OAU and Lofts Aaon OAU**

Although The Collection partnered with Dorvin and Leis to Maintain the Tower and Lofts Common Area AC systems, the staff provides additional cleaning and care to prolong the useful life of the equipment.



*Tower 10-ton OAU*



*Wipe Down*



*Screen rinse*

### 15. Rec Deck Pre-Cast Walls

The Pre-cast walls are prone to mildew and stain build up. To keep them bright and new, the walls are pressure washed from time to time.



### 16. Photo Voltaic

Revolusun Owner, Josh Powell walked The Collection Site and is preparing a proposal for the Board.

### 17. Garage Fluorescent Lighting Retrofit Update

An RFA was submitted to the Building, Grounds & Design Committee recommending that 1,238 fluorescent lamps be replaced with LED lamps. Hawaii Energy was consulted and reviewed the proposals of those contractors who submitted proposals and related that the energy savings claims were reasonable. Savings would amount to about \$27,800 annually and the return on investment would be from 6 months to 2 years. Depending on the contractor selected. Cost of the project ranges from \$13,700 to \$66,000.

### 18. Gas Grill

Prior to opening The Collection, the construction General Contractor, Hawaiian Dredging (HDCC) met with The Honolulu Fire Department (HFD) who inspected the site. The primary focus of the of the inspection was to insure the Fire Alarm System was working properly. Although the Department of Planning and Permitting approved HDCC's construction plans, the Fire Department mentioned concern over the proximity of the BBQ Grill being too close to the building (structure). As such, HDCC advised The Collection Management not to put it in use.



The grill was removed but since then, several requests have been made to relocate it.

This writer contacted HFD Inspector, Ricardo Zapata to inquire which section of the Fire Code re-installing the grill to its' original location would violate. Zapata referred to the reference below.

*Chapter 20*  
*FIRE CODE OF THE CITY AND COUNTY OF HONOLULU*

*10.11.6.1 For other than one- and two-family dwellings, no hibachi, grill, or other similar devices used for cooking, heating, or any other purpose shall be used or kindled on any balcony, under any overhanging portion, or within 10 feet (3 meters) of any structure without the AHJ's approval. Emphasis added.*





The existing location is within 10 feet of a structure. However, Inspector Zapata related that the spirit of section 10.11.6.1 of the Fire Code was to dissuade users from using **portable** propane tanks and grilling near a structure. Propane leaks could occur which could result in an explosion. In The Collection's case, the gas is piped in and there are several safety shut off valves in place should leaks occur.

When The Collection scheduled a subsequent HFD inspection with Zapata in September of 2017, Zapata saw the grills and **did not cite it as a violation**.

Zapata related to use his Fire Inspection Report as confirmation that the grill location is satisfactory. See attached.



Honolulu Fire Department  
**FIRE INSPECTION REPORT**

Inspection Date: **09/27/2017**  
 Report #: **17-72750**  
 Current Status: **Satisfactory (SAT)**

Name/DBA: **TOWER - THE COLLECTION**  
 Address: **600 ALA MOANA HONOLULU, HAWAII 96813**

Location Type: **Building**  
 Occupancy Type: **R1 - Residential - Condos, and Apartments with 4 or more stories**  
 # of Floors: **43**

Inspection Visits: (3)

#	Date	Type	Violations	Status	HFD Inspector	Owner/Agent
3.	12/01/2017	Re-Inspection	0	Satisfactory (SAT)	Ricardo Zapata	Al Guzman
2.	11/27/2017	Re-Inspection	3	UnSatisfactory (UNSAT)	Ricardo Zapata	Al Guzman
1.	09/27/2017	Building Inspection	5	UnSatisfactory (UNSAT)	Ricardo Zapata	Al Guzman

Violations: (0)

#	Violation	Location	Identified	Status
1.	<b>Provide annual service tag for fire alarm systems, and display on fire alarm panel.</b> (Fire Alarm System)	Floor: Location:	09/27/2017 RZ	RESOLVED 11/27/2017 RZ
2.	<b>Provide annual service for sprinkler system, documented on tag displayed on riser or other approved location.</b> (Water-based Fire Suppression)	Floor: Location:	09/27/2017 RZ	RESOLVED 11/27/2017 RZ
	<b>Date</b>	<b>Comment (Inspector)</b>		
	09/27/2017	Combined sprinkler & standpipe (RZ)		

#	Violation	Location	Identified	Status
3.	<b>Provide 5-year flow-test for dry standpipe systems, documented on tag displayed at approved location.</b> (Water-based Fire Suppression)	Floor: Location:	09/27/2017 RZ	<b>RESOLVED</b> 12/01/2017 RZ
	<b><u>Date</u></b>	<b><u>Comment (Inspector)</u></b>		
	09/27/2017	Combined sprinkler & standpipe (RZ)		
4.	<b>OTHER - Water-based Fire Suppression Violation</b> (Water-based Fire Suppression)	Floor: Location: <b>SEE COMMENTS</b>	09/27/2017 RZ	<b>RESOLVED</b> 12/01/2017 RZ
	<b><u>Date</u></b>	<b><u>Comment (Inspector)</u></b>		
	09/27/2017	floors 34, 32, 23, 19, 10 (electrical rooms), 6 (pkng mauka ewa corner) : remove tape or protective piece from sprinkler (RZ)		
5.	<b>OTHER - Fire Extinguishing; Systems and Portable</b> (Fire Extinguishing; Systems and Portable )	Floor: <b>5</b> Location: <b>PARKING EWA END</b>	09/27/2017 RZ	<b>RESOLVED</b> 12/01/2017 RZ
	<b><u>Date</u></b>	<b><u>Comment (Inspector)</u></b>		
	09/27/2017	fire extinguisher has low pressure, must be recharged. (RZ)		

#### Fire Appliances: (4)

#	Appliance	Location	Service Date	Company	Frequency	Comments
1.	<b>Combined - Sprinkler/Standpipe</b>		<b>10/2017</b>	ELITE FIRE SERVICES INC.	Annual	Sprinkler System annual test
2.	<b>Fire Alarm System</b>		<b>11/2017</b>	ISLAND SIGNAL & SOUND, INC.	Annual	Normal
3.	<b>Fire Extinguishers (Common Area)</b>		<b>10/2017</b>	808 FIRE PROTECTION CO.	Annual	
4.	<b>Fire Pump</b>		<b>10/2017</b>	ELITE FIRE SERVICES INC.	Annual	

By signing below I certify to the Honolulu Fire Department that I am authorized, on behalf of this establishment, to receive this report as official notice of the matters set forth herein. I also certify that action will be taken immediately to correct any and all defects and violations listed. I understand the establishment's failure to do so may result in administrative, civil, and criminal liability.

**AGENT:**



Al Guzman 09/27/2017  
TOWER - THE COLLECTION, General Manager  
636-9460

**INSPECTOR:**



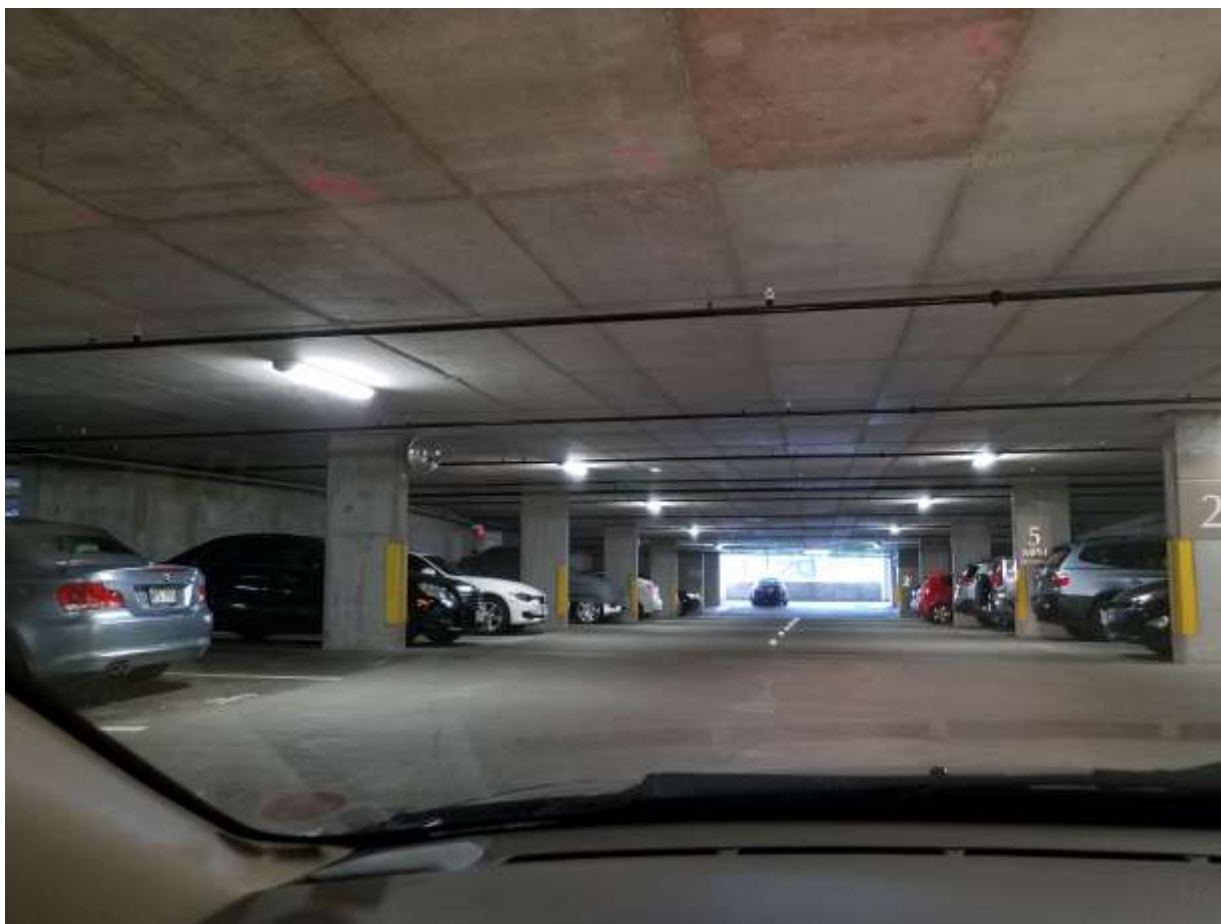
Ricardo Zapata 09/27/2017  
HONOLULU FIRE DEPT.  
808-620-3234  
rzapata@honolulu.gov

## The Tower Garage Second Floor

Drivers parked on the second-floor tower garage, heading toward the exit garage gate, are currently required to stop at the three-way intersection to provide the right of way to drivers coming down from the third floor. At the stop, a solid concrete wall blocks the driver's sight of vehicles coming down. (See picture below)



Thus, the only way a driver can see an oncoming car is looking at the garage mirror. The garage lighting and the size of the mirror, does not allow a driver to see an oncoming car if their headlights are not turned on. (See picture on next page)



There have been many occasions when I, and other individuals, have stopped, looked at the mirror, saw no vehicle coming down, thus slowly inched forward, and almost were hit by an oncoming car with their headlight not turned on.

Since the problem resides with drivers coming down from the upper floors without their headlights turned on, and no effective action was implemented to stop this behavior, I am requesting that this intersection be changed to a two-way stop. I also request that that the BOD exercise their required due diligence to hire an outside traffic engineering group to evaluate all garage safety issues, and provide recommendations for improvement. Such recommendations should, in the interest of increasing safety and limiting liability, be provided to owners and residents.

Stop signs are among the oldest methods of controlling traffic at intersections where the normal application of the right-of-way rule is insufficient to ensure safety. These signs continue to be the most valuable and effective method of controlling traffic. The current placement of the stop sign fails the common-sense test as it is unreasonable and impossible to require vehicles from the second floor ensure the way is clear since they are unable to see. Thus, the change is necessary to have drivers that have best sight distance to conflicting traffic to stop.