

The Villa Voice



Annual Newsletter for The Villa on Eaton Square

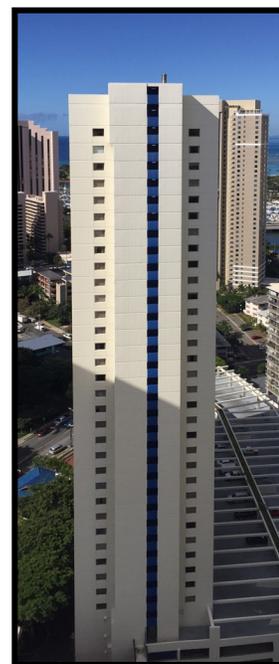
2016

Letter from the Board

Over the past year here at the Villa we have seen a great deal of change and we've come a long way. Please join us in welcoming Lawrence Kam as your newest Director. Lawrence brings with him some fresh ideas concerning the execution of projects in our Capital Reserve. Also re-elected to the Board during the March Annual Meeting are Faith Scheideman, Bob Dale and John "Chad" Griffith. Your new Board of Directors: Kirk Hummel-President, Bob Dale-Vice President, Chad Griffith-Treasurer, Carol Mann-Molay-Secretary, Michael Warren-Director, Faith Scheideman-Director and Lawrence Kam-Director. As your new Board, we are pleased to report that the state of the Association's finances is vastly improved this year.

We now feel that we have a stable condition from which to conduct Capital Reserve projects as well as address repair and maintenance issues as they arise. Our current stability comes from an ability to consistently contribute to the Reserve Fund as well as from the outstanding job that is being done by our new management team. For those of you who have not yet had the opportunity to meet them, we would like to take this opportunity to introduce your General Manager John Pampalone and Assistant Manager Cathy Hotta. John and Cathy come to us after serving as General Manager and Leasing Manager respectively for Forest City Military Housing here on Oahu. While there, they administered a 2300 unit housing community with an annual operating budget of more than \$10 million.

In the short time John and Cathy have been with us, they have proven to be tremendous assets to the Villa. Immediately after arriving, they implemented a process improvement program that has saved the Villa almost \$16,000 in administrative and supply costs alone. Furthermore, the resultant savings from their efforts is projected to exceed \$27,000 annually. They didn't stop there either. Through attention to detail and a relentless drive to find better ways to operate, they saved the Villa an additional \$50,000 on Capital Reserve repair projects. If you haven't yet had the chance to do so, please join the Board in thanking John and Cathy for doing a truly remarkable job. We look forward to their steady leadership and continued efforts in transforming the Villa into one of the most desired places to live in Waikiki. Please read on and find out what they've been up to.



Can You See Me Now?

Oceanic Digital Cable subscribers can view guests calling from the Enterphone on channel 902 on their televisions before allowing the person(s) entry through the lobby door. All others should use channel 57 on their televisions.

If you would like to set up Enterphone access for your unit, please stop by the Security desk to update your contact information. The Enterphone system will soon have the ability to call long distance phone numbers. We are looking forward to this system enhancement.

From the General Manager & Team

Aloha! I would like to take this opportunity to provide owners an overall status of the building, completed projects for 2015 and an overview 2016 projects. In addition, I want to touch on a couple of projects that are ongoing or projected to commence this year.

During mid-March our contract with Universal Protection Services ended and we are happy to welcome back our core security associates. The Villa retained six of these security associates and we welcomed two new additions to the team.

New Assistant Manager

I would also like to take an opportunity to introduce Cathy Hotta, Assistant Manager, and Danette Crane, Housekeeper, to The Villa team. They both joined us Sept/Oct 2015. (See team pictures on next page)

Weather-Damage Repairs

In August and September 2015, the building experienced some rain damage. After a thorough investigation issues were identified with the recreation deck and parking garage. On the recreation deck, the blue carpeting was compromising the recreation deck membrane, contributing to leaks in residential units below. Some of the recreation deck drains date back to the building's original construction and are now beyond their normal life cycle. In addition, the exit tower stairway roof had a cracked drain, leaks, weather-damaged concrete, and aged storm water drain piping that had burst. The exit stairway repairs have been completed and work on the recreation deck is currently underway.

Pool Maintenance

Management identified additional safety items related to the pool and general routine maintenance that needed to be addressed.

Garage Repairs

The assessment of the garage identified a number of issues. During heavy rains the parking garage consistently experienced flooding. After exhaustive investigation by the team, it was discovered the main storm drain was cracked below ground level. A three-foot section of cast iron pipe ruptured, leaving no place for the heavy volume of water to go

other than back up the drains. I am pleased to announce repairs of this storm drain have been approved by the Board of Directors and this work is slated to commence in May of this year.

Preventive Maintenance

You may have noticed associates from The Villa performing routine maintenance throughout the building. This is necessary to keep common areas looking good in appearance and functional. This work ranges from stripping and waxing the Lobby tile floor, routine air conditioner service, cleaning the residence hallway carpet, and maintaining the trash compactor.

Mahalo!

Friendly Reminder

House Rules state that animals are not allowed in common areas, including the Motor Court, Recreation Deck and Parking Garage.

Animals may be physically carried for the purpose of transporting the animal on and off The Villa property. Exception to this rule is made for guide dogs, signal dogs, or other service animal specifically utilized to assist a disabled Resident or Guest.

The Villa Team



Pictured Front Row (L-R): Clarita Cortez, Nancy Villanueva, Angel Agonoy, and Apolonio Monte
Back Row: Cathy Hotta (Assistant Manager), John Pampalone (General Manager)
Not Pictured: *Danette Crane* and *Benny Gabriel*

The Villa Security Team



Pictured (Top L-R): Mario Miranda, Alec Asis, Joseph Soumwei, & Joseph Mao
(Bottom L-R): Ruben Marcos & Paulo Fogamoni
Not Pictured: Randall Stewart

Before You Move It Move It

The movement of large furniture, major appliances, or large quantities of household goods must be scheduled in advance at the Security Desk. All reservation requests are on a first come, first served basis and are subject to the availability of the Freight Elevator. Hours are Monday - Friday between the hours of 8:30

am and 5 pm, or by prior arrangement with the Management Office. All delivery vehicles are to use the loading dock area next to the dumpsters, accessible from Ala Wai Blvd. All drivers must move their vehicles immediately upon request to allow deliveries to Eaton Square Shopping Plaza.

Water Shut Off

Do you have any upcoming plumbing repairs? If so, you may need a water shut off. Scheduled water shut offs occur on Thursdays between the hours of 9 am to 1 pm. To schedule your unit for a water shut off, please stop by the Security Desk with the name of the Licensed Plumber completing the repairs and the location of the repairs. The Security Officer will provide you with the next available scheduled shut off date for your stack.

Please be aware that our maintenance team will begin shutting off stacks at 9 am. Each plumber must check in with the Security Desk to confirm a specific stack has been shut down. Once confirmed, the plumber should



begin to drain the water lines within the unit prior to beginning repairs. When repairs are completed, the plumber must advise the Security Desk. Water restoration will not occur until all units within the affected stack(s) have confirmed that repairs are complete. All plumbers must be on site for the restoration of water to confirm there are no leaks.

Mahalo for your cooperation!

Air Conditioner Preventive Maintenance

Your courtesy air conditioner preventive maintenance program is underway. If you are still waiting for your unit to receive service, please be assured that you will receive notification at your door prior to your scheduled date.

During the appointment, The Villa's Maintenance Technician will complete the following:

- Inspect and vacuum around the drain pan and surrounding area to alleviate blockage.
- Place algae tablets in the drain pan to impede algae growth.
- Complete a visual inspection of your system for possible items for referral to a licensed HVAC Contractor.
- Change the air filter.
- Provide a written report of any obvious Air Conditioning component concerns.

Note: This work is not a replacement for licensed professional air conditioner service.

Mahalo for your cooperation!



Keep an eye out for your appointment notice for details.



Repairs Underway on the Recreation Deck

Building Improvement Projects

The Board of Directors was pleased to have the following projects completed during the 2015 calendar year.

LED Hallway Lights

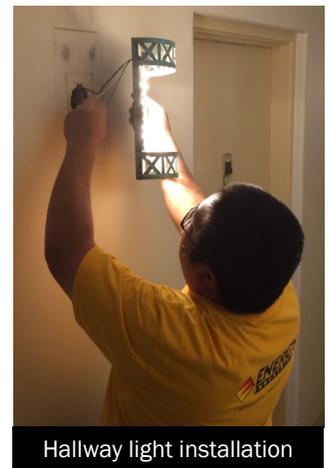
During the month of December, Energy Industries retrofitted 242 hallway sconces to help in our efforts to reduce the overall energy consumption for the building. In addition, all exit stairways lights with traditional CFLs were changed out with LED bulbs. Overall this will reduce our energy costs enough to pay for this project in less than 2 years. We will also receive a rebate of approximately \$7,200.

Chilled Water Condenser Pump

In late August 2015, a chilled water condenser pump sprang a leak due to normal wear and tear. The primary purpose of this pump is to circulate water through the chilled water system to provide air conditioning to individual units. The cost of total repair to the AOA was over \$14,000. In addition, the backup pump was revived to ensure the chilled water system performs as expected.

BBQ Grills

The grills received some attention in 2015. The majority of the individual burners, manifolds, and the individual control knobs were replaced. These replacements made the grills work more safely and



Hallway light installation

Continued on next page

effectively.

Recreation Tables Tops

The tops of nine tables on the Recreation Deck were replaced. Due to cracking these tables were no longer safe to use.

Backflow Preventers

After failing to pass the required annual inspections, the main and back-up domestic water backflow preventers were rebuilt. Following this work they were retested and passed the required inspections.

2016 Projects

The Board of Directors is pleased to report the status of the following 2016 projects.

Recreation Deck Project

This 2016 project commenced with the removal of the blue carpeting . The work is moving along as scheduled and the work that is being performed will protect the roof for years to come.

Several of the roof drains will be replaced due to sheer age and diminished effectiveness. Along with the removal of the carpet and membrane a visual inspection is performed and all cracks and previous sealing will be redone and refreshed to ensure an effective moisture seal. The anticipated completion date is late May or early June.

Pool Maintenance

In February this 2016 project started when the pool was taken out of service for some much needed routine

maintenance. Major highlights of the repairs were to address an old water leak behind the tile water line, replace missing grout, address a small patch of deteriorated concrete in the top tile step, and perform some minor repairs to the skimmers. Management also took the opportunity to add and replace safety items around the pool. This included the new drain that keeps the pool compliant with required drain laws, install additional top deck depth markers, no diving tiles, and adding two anti-suction devices. Lastly, we gave the capping stone two fresh coats of paint and refreshed the red stripe.

Ewa Exit Stairway Project

Following the torrential rains in 2015, it became apparent that the 37th and 38th exit stairway was experiencing a persistent water leak. It was determined the roof, drain, and deteriorated concrete had contributed to water entering an owner's unit and pooling in the stairways. Given the sense of urgency the Board approved immediate repairs. This project was completed in February 2016. It involved multiple vendors including roofers, plumbers, electricians, and a water proofing company diligently working to complete the following repairs:

- Removal of the old roofing material and installation of a new roof
- Replacement of the broken/ cracked drain with a new drain
- Installation of new electrical conduit for a new all-weather exit sign
- Addressing several areas of con-



Roof Repairs

crete spall and new paint

Building Safety Recap

Earlier this year The Villa team performed the annual alarm testing and annual fire extinguisher and firehose checks. All discrepancies were corrected. The team also performed monthly smoke detector and hallway emergency lighting checks.



Recreation Deck



Spall - degraded concrete

Bulky Trash

For your convenience, we provide weekly bulky trash collections. For your trash to be collected, please be sure to follow the rules below:

- * Bulky trash items may be left out no earlier than 6 pm on Friday and no later than 6 am Saturday.
- * Place all bulky trash items on the small concrete island located by the yellow chain post at the right side of The Villa service driveway entrance. This is off of Ala Wai Blvd.
- * Elevator #2 will be available on Fridays from 6 pm-8 pm for movement of bulky items only.

Did you know?

The Villa's House Rules are available at: www.TheVillaonEatonSquare.com/Documents

Smoking, including electronic smoking devices, are prohibited in lanais and common areas, including the parking garage and recreation deck at all times.



Don't Let Your Money Go Down the Drain



Studies show that a leaky toilet can waste 200 gallons of water per day. Because the water flows down the toilet, there may not be outward signs that the toilet is leaking. That adds up to over 6,000 gallons of water per month which can lead to a big water bill.

Find out more at:

www.dwuwater.com/check-for-leaks

Drop off/Pick up



The Motor Court

The Motor Court is available for pick up and drop off of The Villa Residents. The Villa Residents may also utilize specified areas of the Motor Court for 15 minute parking, on a first come, first served basis.

The Villa Resident must register their vehicle with Security and provide a valid phone number. Vehicles that remain parked on the motor court longer than 15 minutes, or that have not been registered, are subject to tow at the Owner's expense.

Trash & Recycling Information

All trash deposited in the trash chute must be securely bagged or wrapped. No bulky or flammable objects shall be placed in the trash chute. These items are to be taken directly to the trash dumpsters located on the ground level, next to the loading dock.

Recyclable items such as bottles, newspapers, and aluminum cans shall be placed in recycle bins located on each trash room floor. Once placed in the trash room, these items become the property of The Villa and may only be removed by The Villa employees. Funds earned from the recycling program are contributed to the Annual Employee Holiday Fund. Please use care when carrying

trash in the hallway so as not to accidentally spill on the carpeting or trash room floor. All trash deposits must be made after 7 am and before 10 pm.

