

ASSOCIATION OF APARTMENT OWNERS

MAKAHA VALLEY PLANTATION

MINUTES - Board of Directors Meeting

Date: September 29, 1992

Place: Makaha Terrace, Sheraton Makaha Resort

Present: Blythe Thomas, Tom Youngblood, Virginia Eskola, Dick O'Donnell

By Invitation: Charles Houtchens, Resident Manager;
Marie Calder-Clayton, Hawaiians Management Co.;
Emerald Souza, Assistant Manager;
Hope Coper - Administrative Assistant;
Capt. John McFarland, Security;

Betty Thomas - 181-A:	Ruth Swinney - 118-A:
Aldene Doherty - 184-B:	Dorothy Smith - 34-A:
M/M Cliff Weber - 163-A:	Michael Hall - 72-C:
Ernest Brooks - 56-B:	Joan Sullivan - 66-A:
Marcey White - 83-A:	Bob Eskola - 87C:
Tom Powers - 88-A:	Charles Andrews - 37-C:
Gladys Singleton - 55-A:	Hilda Llorens - 86-C/97-B:
M/M William Figgis - 193-A:	Betty O'Donnell - 196-A:
Wagne Thompson - 130-B:	Nicolas Esperitu - 105-A:
Marshall Claiborne - 94-A:	M/M Sid Goren - 147-D:
M/M Bob Houser - 29:	Evelyn Bindel - 10-C:

A quorum being present, President Thomas called the meeting to order at 7:00 PM.

The Minutes of the meetings of June 23 and August 21 were approved unanimously as distributed.

Correspondence

- 1) Akahi Services - Contract - to Unfinished Business
- 2) Insurance Factors - re Smoke Detectors
- 3) C&C Honolulu - changing Ala Mahiku from Street to Drive - Information
- 4) T R Enterprises - to

Reports of the Officers

Reports of President Thomas, Treasurer Eskola, Resident Manager Houtchens and Security Captain McFarland are attached.

Unfinished Business

- 1) Akahi Contract (Landscaping) Moved by Tom Youngblood that we accept the contract with an increase of \$492.71 per month, tax included. Motion carried by Mr. Youngblood, Mrs. Eskola & Mr. Thomas. Mr. O'Donnell voted against.

2) Back Walk-In Gate Hours - Present hours are 6:00 AM to 6:00 PM. Mrs. Eskola asked that we change the hours to be from "dawn to dusk". A sign is to be posted, advising gate users that gate will be open during daylight hours only.

New Business

1) Accident-Free Days - June - Hope Cospen; July - Black Month; August - Frances Sabagala.

2) Change of House Rules - to be held for further discussion.

3) Additional Fence - Proposed that we extend the fence from the 707 area to Hulpu Drive and along Hulpu Drive, with the last 585 feet to be green vinyl-coated. Moved by Dick O'Donnell that we extend the fence as shown in the proposal diagram. Carried unanimously.

4) Refuse Contract - Bids were received from Alii Refuse, Waste Management and BFI. The lowest bid with the most benefits was proposed by BFI. Motion made and carried unanimously to accept the 3-year contract from BFI (Browning Ferris Industries).

5) President Thomas, with the approval of the Board, appointed Cliff Weber as Chairman of the Budget Committee. Mr. Weber to select any assistance he requires.

6) New Computer - Michael Hall, owner of MDH Associates, presented a proposal for a new computer system for MVP. This would be an IBM compatible system, and will save considerable man-hours in the office. Moved by Tom Youngblood that we accept the proposal of MDH Associates for a new computer system. Carried unanimously.

7) Sun 'N Fun Pool Teeter-Totter - Mr. & Mrs. Weber had noted teeter-totter was dangerous. Discussion followed. It was decided that we remove the teeter-totter and Mr. Eskola and Mrs. Houser will attempt to find something to replace it.

8) Removal of Old Gas Burners - Our old gas burners must be removed due to bad connections and causing problems with water flow. TR Enterprises bid to cap the gas flow and water flow to the old boilers and TR Enterprises and T&T Ocean Industries jointly bid to remove and dispose of 16 gas boilers. Moved by Dick O'Donnell that we accept these bids. Carried unanimously.

Next meeting will be held on Tuesday, October 27th, 1992, in the Makua Room, Sheraton Hakahe Resort & Country Club at 7:00 PM.

The Board went into Executive Session at 9:10 PM to discuss employee problems.

The meeting was adjourned at 9:25 PM.

W. Blythe Thomas, President/Secretary

Report of the President

As most of you now know, Charles Houtchens resigned as President of the Association, and the Board then hired him as the new Resident Manager. I was asked to take the dual role of President and Secretary until the next Annual Meeting.

Since that time, Charles has put in more hours than we can possibly imagine. He has coordinated working conditions, and it is my sincere belief that most of our staff will do almost anything he asks. He must also deal with resident complaints, complaints from the Board of Directors, Staff problems and situations with the suppliers. To the best of my knowledge, he has been able to handle all of these very well - possibly not to the satisfaction of some of our people, but to the satisfaction of our rules and regulations.

In this, my first report as your President, I find myself with a lot of thanks on my hands. A couple of weeks ago, the power to the common element in 687 area failed. A few throws of the master breaker restored the power. Without further failure that evening, it was assumed the trouble had been cleared. Unfortunately, that was not the case. The following evening the power again failed, and we called out A&E Electrical Service, and Hawaiian Electric. It was found that the meter base had burned out and no base was available. Resident Manager Houtchens, after much haranguing, convinced Hawaiian Electric Co. to allow us to jumper out the meter base. This was done with Hawaiian Electric screaming "but we'll lose revenue". The meter base was not actually installed until two mornings later. Our thanks go out to Resident Manager Houtchens, A&E Electric and Hawaiian Electric along with several of our employees who assisted in this problem.

A few days later, along came Hurricane Iniki. The Resident Manager will be reporting on the damage - but I am very thankful that we had no injuries and no major structural damage. Our biggest problem is the loss of some plants and trees. Again, our employees showed their extreme loyalty. Off-duty employees were called in to duty, and all of those who could do so, responded. We had extra Security and Maintenance on duty whenever we needed them. Captain McFarland spent many extra hours coordinating staffing - a major introduction to a new position, and one which was exceptionally well-handled. On behalf of our 572 owners, I want to thank all those employees who left their own homes and families and came to work to help protect us.

During times when the Plantation is without electricity, it is the policy to refuse entry to visitors after dark. While this is an imposition on many residents, it is done for the good of all the residents of the Plantation, and we will continue to enforce this policy which appears to have worked well, with only a couple of incidents being reported to Security. Again, it is unfortunate that a few of the residents could not understand, and caused problems for some of

the Security Staff. I must state right now, that any interference with or the use of strong language against our employees in the performance of their duty, will not be tolerated, and we will enforce our by-laws and house rules.

At our June Meeting, Ruth Swinney was appointed Chairman of the Building Committee. True to her word, Ruth turned in a list of items which she had noted requiring attention. These items have all been looked after, and I hope that Ruth will continue to list anything she notices which require attention. Thanks very much for your assistance, Ruth.

Finally, I want to thank Charles Houtchens for three and a half years of pleasure. Because that is what it was to work with Charles as our President. I have already had an opportunity to work with him as a Resident Manager, and anyone who can handle a disaster such as Hurricane Iniki can certainly handle our day-to-day problems easily. Thanks again, Charles.

Parking fees were as follows: July \$ 3,419.00; August \$ 4,003.00 and September \$ 4,154.50.

Blythe Thomas, President.

Report of the Treasurer

August, 1992

Total Receipts		\$ 117,265.05
Operating Expenses	82,662.59	
Major Improvements	21,734.45	
Total Operating Expenses		104,397.04
Total Operating Surplus/(Deficit)		34,602.46
Total Association Cash & Reserves		327,005.76

Virgina Eskola, Treasurer

Report of the Resident Manager

I'm sure that most of you know by now that I resigned as President of the Association, and later was hired as your Resident Manager on August 21, 1992. I

would like to say that for the past three and a half years as President and working with the Board of Directors and especially with Blythe Thomas, I have had a very rewarding experience in my life.

As some of you may have noticed, we now have the guard shack at the back gate in presentable shape once again. This was done in order to allow the Security Officers an opportunity to watch the back gate, during the time we were having problems. Bougainville has been planted in the bare spots, and in short time should look very nice. The cost of the siding and the glass came to \$101.02, and two days of labor.

At the June Meeting, the Board passed Sealmasters proposal to repair the blacktop at the back gate and add one speed bump at the front gate. This was completed at a total cost of \$1484.38.

Since the June meeting, the radio base station at the Front Office gave up the ghost, which left both the Front Office and the gate without proper communication. This was replaced by Oceantronics at a total cost of \$2104.96 for both equipment and labor.

Also a new item - the new channel 2 Electronic TV Bulletin Board. We finally got this into operation, and I have had nothing but compliments from the TV watchers. All new tenants are being advised to watch Channel 2 for announcements. We already have some commercials, and I am told that Mr. Thomas has sent out in excess of 30 notices to local merchants in hopes that we may garner some of their advertising budget. The total cost for this project was approximately \$5750.00.

This past week, we had problems with the Quiet Pool jacuzzi. It seems like that jacuzzi has been jinxed. The company who first refinished that pool, ended up refinishing it five additional times at their cost. We finally decided to use a company with good qualifications to have the whole thing fibreglassed and tiled. This was approximately \$3500. Apparently someone stepped in it when they did it before it dried. This past week, they returned to refinish it - again!! Hopefully, we won't have any further trouble. Incidentally, the State Law requires a maximum setting of 104 degrees.

Since Hawaiian Telephone Company occasionally connects telephones on Sunday, the telephone employees were frequently looking for either Mr. Thomas or myself to get a key to get into the office. Since we had a boarded-up window in the back, adjacent to the telephone equipment, we had the bright idea to install a door where the window was located. A key is accessible at the Guard Shack, so that the telephone employees can get in anytime it is necessary. This cost \$110.00, and one days' labor including a locking knob between the telephone equipment and the office

It's quite obvious that our new golf carts have finally arrived. Even though they are not painted the Plantation colors, they are a beautiful green and white. They run, handle and charge to a degree greater than we had ever suspected. They are the pride of the staff, at a total cost of \$41,104.60.

Also the fence which was approved at the June meeting for the Sun 'N Fun Pool was completed at a cost of \$4,870. By this weekend we hope to have the gate completed and the lock installed.

This is something that I believe everyone remembers - Hurricane Iniki II Friday, September 11th, as the radios were advising of the approaching storm, our Security and one each of our Maintenance and Janitorial Staff along with myself and Mr. Thomas made preparations. Not only did we have our regular Security members, but several off-duty officers also reported. Although the eye of the storm never actually hit O'ahu, we were about as ready as possible. Even with the portion of the storm that hit, lots of problems were caused on the Plantation, including a loss of electricity. Everything seemed to go quite well until darkness set in. At that time, we had more problems. With the heavy use of the golf carts, the batteries started to die. Our radios started to fail, as they, too, lost battery charge, halting much communication. In the late evening hours of that night, we had a report of a break-in to a vehicle which we were able to stop. There was also a report of three suspicious characters attempting to climb the fence. Our Security members really went into action, patrolling closely with flashlights. I even got my automobile and used my heavy-duty spotlight. I believe that if anyone was ready to loot the second night, they were well aware from the first night that we would not give them a chance. I would like to personally commend Milton (Make) Watts of our Maintenance Staff who was by my side whenever I needed him. Also, commendations to Piilani Pepee who worked at the Front Office, since neither of our regular staff was able to make it in. She answered telephones, assisted tenants and visitors alike and referred people to me when they had a need. It was unfortunate for us that both Assistant Manager Emerald Souza and Maintenance Foreman Paul Bailey were on vacation. Hope Cosper, Administrative Assistant, had to leave due to the fact that the military were closing the road through the Pass to Schofield. Security Captain John McFarland had his baptism under fire, and handled the whole ordeal as a true professional. Last but not least, I would like to thank my true friend and our President, Blythe Thomas, for the many hours he spent with us trying to make sure our Plantation was secure. We also had several residents who offered to help patrol through the night, but I felt it would have been confusing to know who was doing right and those who were doing wrong. As has been policy in the past when we had no electricity, we denied entry to visitors after dark to keep

less people on property and to ensure that we didn't have any looters. Another member of the Board of Directors, Dick O'Donnell assisted in numerous ways - my sincere thanks to him.

Early the next morning, the 22nd, I contacted Guy Hogue, the President of Akahi Landscaping, at home. I questioned if he had a cleanup crew available. He immediately went to work gathering his crew. In addition, I asked him if he could supply us with a couple of more generators so that we could charge our batteries. Within a short time, Mr. Hogue, crew and generators arrived on the scene. The cleanup from Hurricane Iniki had begun !! This would last for six full days. On Sunday, the City and County of Honolulu tried to put a damper on the works by refusing to allow all rental trucks from dumping their loads in the landfill. However, this was overcome on Monday. Broken fronds were hanging dangerously from the palm trees, and Joe's Tree Trimming Service was called into action. Joe and his crew took three days and trimmed some 231 trees. On Sunday morning, I contacted Tom Horner at home to find out if any of the tree damages could be charged off on our insurance. Tom called the insurance adjuster who came out on Wednesday, and looked the situation over. By this time I had already called Rainbow Roof Maintenance to come out and repair some shingle damage. When I questioned the adjuster if we could get reimbursed for tree damage, he said no. I then questioned him re the cleanup and he promised to contact the head office on the mainland and report to me the following day. In the meantime, I had some bills and some ballpark figures which came to just over \$20,000. This included the bad damage in the 757 area at 2-6. The next day he called me and said that the insurance would take care of all cleanup and damages, less our \$1,000 deductible. With all this in our past, I believe we have a great deal for which to be thankful. There was a total of 35 large truckloads of debris removed from the Plantation during the two weeks following the hurricane. Thanks goes to everyone who helped, including anyone I may have missed

This completes my first report as the Resident Manager. I would like the Board to consider my recommendation to sign the landscaping contract with Akahi Landscaping and with BFI for the refuse contract. Since my last report, Akahi Landscaping has improved to a great extent. I believe that both companies will be an asset to Makaha Valley Plantation.

Charles Houtchens, Resident Manager.

Report of Security

September 1992

Since the Board of Directors appointed me to the position of Security Captain, I wish to thank them for their confidence in my ability.

I have had several meetings with the Security Staff, and I am working very closely with them.

The Plantation is a beautiful and serene place to live. Our present security staff is working constantly to ensure that it stays that way. I am working to make improvements so that we may render better service to the residents.

You have probably noticed some new faces. These are our new recruits who, along with the long-timers, will try to ensure that this property remains safely secured. The way things are presently progressing, we will have ample people to respond to any emergency as well as those who will continue on their regular duties.

On behalf of the Security Staff, I would like to thank all of you for the fence along Kili Drive, and the fences around both pools, along with the new golf carts. All of these have made our job considerably less stressful, and again, allows us to better serve MVP.

John McFarland, Security Captain.