

Managers' Report for Wavecrest Board Meeting. 3/15/2018

Our staff continues keeping Wavecrest beautiful by working hard and staying consistent with improvements and daily upkeep. A big Thank You to our Staff!

Buildings:

- Deferred maintenance and other basic maintenance repairs and upkeep.
- Water leaks and emergency plumbing events galore. Approx. a dozen events with time consuming efforts by staff and management in the resolution of these crisis. We have hit record levels of these type of plumbing disasters in this short period. Mitigation work and repairs = all time consuming. Follow up with insurance companies and owners. Some Units that may have been effected or are part of the stack that was involved= C116, C216, C316, A106, A206, A306, C106, C206, C306, B109, B209, C106, C206, C301, C302, C303, C103, C203, C303, A116, A216, A212, A301 Roof, C102, C202, C302, "C" building hot water out, A316, C102, A110, A202, C309, B210 interior plumbing, B105, C209 gas leak, A204, A304, C107, C207, pressurized leak under office.
- Have you heard this before? Numerous repairs addressed, with emergency water leaks and a multitude of afterhours issues. Plumbing repairs or Water damage mediation, drywall repair, painting and restoration. These type of plumbing issues, emergency situations and the extensive mitigation work involved = All of which are affecting the operation greatly. The aging plumbing infrastructure is the number one and most relevant problem at Wavecrest Resort. This should be the number one concern for management, the board and owners. Nothing compares to the level of concern or effect this has on all owners, with numerous levels and degrees affecting all. For example, all it takes is only one single failure for damage of thousands upon thousands of dollars. I recommend the AOAO to have a detailed planning session based only on this topic. Wavecrest needs to truly analyze the long-term costs and effects of the continued deteriorated plumbing infrastructure, the abuse of this system, as well as the effects on our WWTP. What are the budgetary demands as various plumbing emergencies / issues will be more regular over time due to age and abuse of this infrastructure? Everything inter-relates to this= all bathrooms, all kitchens, the pool, the laundry ' washers'', unit's personal laundry, garbage disposals, dish washers, all plumbing = both pressurized and waste, the sewage plant and its operation., irrigation / grounds. Insurance, maintenance, costs of mitigation, reserves, etc.
- More review of the State of Hawaii Sea level rise meeting with management and board member attendance. The hard truth about sea level and the effects of king tides affecting the front eastern corner of the Resort. Extensive research into erosion control strategies allowable by Hawaii law. Under Hawaii's Coastal Zone Management Law, HRS Chapter 205A-2, it is the policy of the State of Hawaii to discourage all shoreline hardening (also known as shoreline armoring) Special Management Areas or Shoreline Setback Areas have stricter policies also. SMA approval is vital.
- Complete remodel to make unit B203 RENT ready. Including complete painting, AOAO owned appliances, ample small repairs. Ceiling, fan, counter, etc.
- Fire Department safety meeting and work on improving the Resorts ability to prevent loss. Thank You Linda Broady for organizing this event.
- Cabana improvements and signage. Misc. improvements working with cabana committee.

- Video security review requests and repairs to system.
- Completed the painting of the tennis court with a rust stop coating for longevity preservation on all sides excluding the WWTP side.
- More cabana roof sealing, to prevent leaks in heavy rains.
- Completed Initial access panel installation in units to facilitate sub- metering project, this part was done in house.
- Unit B203, remodeled with all new paint and lots of small repairs to make Rent Ready.
- Various Administration / Office duties and relations. House rules violations & maintenance request being completed.
- Laundry options to get new service. Lots of work on reviewing vendors with real research and work to properly and ethically negotiate a new contract.
- Outside Contractor orientation packet and rules.
- Nearing a positive / proper completion towards the sub metering project with NPC. Thanks to board president Jack Thornton in his great efforts and time to assure Wavecrest is getting what had been planned on or agreed upon in advance of specific design details for the project. Plus, ample savings negotiated.
- Continued with lots of work on resolving the incomplete sub metering project with NPC. Working to assure the best outcome for the AOA with the design anticipated to address the need for a wireless system, longevity, and functionality.
- New signage for NO Animals at entry.
- Painting of parking lot lines.
- Structural bracing and securing of built components.
- Work on removal of unsightly cable lines running on the exterior of halls and the buildings. Removal of many lines.
- Hauling of various loads of materials for several work projects.
- Insurance dialog and correspondence over claims and responsibility.
- Other various detailed repairs and numerous maintenance preformed throughout the property.
- Budgetary adjustments and proposals, to save money for the AOA.

#### Grounds:

- Removal of invasive weeds throughout the Resort.
- Nursery cultivation of plantings to be planted at shoreline to assist in coastal erosion.
- Extensive trimming and pruning of grounds and hedges, hauling debris.
- Completed= Major flooding on the whole island and Maui county with the stream bed adjacent to Wavecrest following backward at ocean / mouth of stream and inundating the lawn, the pump house and parking lot near A and B buildings. Literally well over 25 Tons of debris / muck. This cleanup was coordinated with the quickest response by staff with all hands aboard. A big thank you for the staff's diligent efforts. This set back normal operations with the detailed clean up being so encompassing and time consuming.
- Numerous irrigation repairs addressed, due to the aging complex and age of the irrigation system there is more frequent major repairs to or system, involving diagnosing and lots of work in trenching and repairs.

#### Wastewater treatment plant:

- Our plant passed our latest inspection- 24 February 2018, inspector wrote very favorable comments
- Continuation of No Bleach. Some paint still being put in drains.
- Lift station servicing no pump failure, in future WE WILL NEED to pump grit from bottom of tank
- Continued education of the owners and residents of the importance of what Not to put down our drains and the delicate balance of our Wastewater treatment plant, our plant is best equated to an aquarium. It is a living environment. We continue to put out both documentation, flyers and emails to educate owners and residents.

#### Swimming Pool and Cabana:

- BBQ and pool floor area cleaned.
- Work the cabana committee on various improvements.
- Pool safety measures and updating to assure compliance with State laws.
- Professional window cleaning kit in use.

#### Scheduled Maintenance

- To be determined as needed and by Board recommendations.