



NEWSLETTER



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SCAMS: How To Prevent Becoming a Victim

By John D. McCarthy

Scams are everywhere today. They have always been around. It's just that the scammers are getting better at taking advantage of good people. There are scams for every occasion. You'll need a reference book just to keep up with the terms and definitions used by these bad actors. It's getting harder to keep up with unless you're savvy with that type of activity and keep to a few golden rules. Here are some basic rules to follow to protect yourself.

First, always protect your information. You can't control it totally but do the best you can. Don't give your personal information out to anyone unless it's necessary to do so. Be careful who you give information to. Make sure you can trust the people with your information. Banks and other businesses are guided by law as to how they treat your information and there are penalties for not doing the right thing. Not all businesses do the right thing. Be cautious of Internet businesses and ads that promise unrealistic goods or gains.

Secondly, if it's too good to be true then it is. I've seen ad after ad after ad on social media sites offering great products at going-out-of-business sales, clearance sales or overstocked items. A lot of these businesses are foreign based and have no obligation to you under American law. For example, a foreign-based company offered high quality men's jackets for sale at huge discount rates. People who purchased these "jackets" received cheap trinkets. When they contacted the company they were told it was an error and instructed the buyer to return the items. Those who returned the items lost more than those who didn't. You just weren't going to win with these people.

Thirdly, protect your purchases. Always use a credit card for major purchases or purchases made over the Internet. Even if you have the cash, a credit card offers you protections that cash and debit cards don't. Some cards will even reward you with extended warranties or insurance coverage. Most importantly, you can contest any fraudulent charges or for not receiving the merchandise you ordered. The credit card company will put the burden of proof on the seller and can act against them while refunding you the purchase price.

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The Hawaii Community Associations newsletter is published for association leaders and other related professionals of CAI. Authors are encouraged to submit articles for publishing consideration.

This publication is designed to provide accurate and authoritative information regarding the subject matter covered. It is issued with the understanding that the publisher is not engaged in rendering legal, accounting or other professional services.

CAI Hawaii Community Associations newsletter provides an opportunity for information and/or comment.

Articles do not necessarily reflect the viewpoint of the Chapter. The reader should not act on information contained herein without seeking more specific professional advice.



President's Message



It is a privilege and honor for me to serve as 2024 President of our Hawaii Chapter. As a Board Member for two years and Programs Committee Co-Chair for the last five years, I had the privilege of working with dedicated past presidents (Jonathan Billings, Terry Schulze, Kanani Kaopua, Pauli Wong) who continued to respond to the changing environments to assure CAI Hawaii's vision to consistently be the premier organization in the State of Hawaii for the community association industry providing the education resources for homeowners in associations, board members, and professionals serving associations, including insurance, legal, and financial.

It's hard to believe how many things have changed in the past few years. What hasn't changed is our success that would not have been achieved without the hard work and dedication of its volunteers. This year we said aloha to two board members – Kanani Kaopua and Christian Porter – and we welcomed three new members – John Baleix, Christopher Goodwin, Esq., and Keven Whalen. See page 2 for our 2024 Board. At our 2023 Annual Meeting we presented our service awards. See page # for our 2023 award winners.

Throughout the years before the 2020 pandemic, luncheon seminars were provided by the combined efforts of our Program Committee, member specialists, and the Hawaii Real Estate Commission. Through their leadership and the dedicated volunteer members, we moved from lunch programs on Oahu to virtual programs statewide, continuing the successful relationships with the Hawaii Real Estate Commission, volunteers, and other professionals servicing Associations. Virtual Programs became a standard and CAI is slowly returning to a combination of lunch programs on Oahu and virtual programs that include numerous attendees from the Neighbor Islands, the Mainland, and even Canada and Australia.

2023 brought a different challenge with the devastating wildfires on Maui and CAI worked to contact our Maui members, CAI National extended memberships at no charge, and CAI Hawaii donated a total of \$10,000 to six different organizations.

I'm sure you will find our quarterly newsletters continue to be a wealth of information. Past newsletters are archived on our website and offer

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IREM Awards & Installations Gala

The Institute of Real Estate Management (IREM) held its 2023 Awards and Installations Gala on October 28 at Alohilani Resort. Each year, IREM recognizes the outstanding accomplishments of managers and companies within the real estate and property management industry.

Hawaiian Properties is proud to have several of its managed properties and managers win IREM's prestigious awards.



Photo: Hawaiian Properties' Team at IREM 2023 Awards & Installations Gala



(L-R) Martin Trevino, Brandon Metzler, Rob Johnson

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Hawaiian Properties' Vice President of Business Development, Kristi Hirota-Schmidt, takes the rein as President for her second 2-year term. IREM® is an international institute with the learning, certifications, and networking that property managers need to take on the industry's most dynamic challenges.

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Fourth, if you surf the internet or use email, and who doesn't, protect yourself with a good, up-to-date anti-virus software. Most are priced to be cost effective and offer good protection against those nasty viruses like worms, spyware, phishing attempts and more. Even more so, arm yourself with good common sense and knowledge of the internet. Watch a YouTube video or search for an article on how to properly use the Internet. There is a whole new world out there waiting for you. But remember, there is a whole new criminal element waiting for you to visit their site or take the bait and become one of their newest victims.

One example of a savvy person comes in the form of a current event here in Hawaii. We were all touched by the tragic fires that destroyed so much in Lahaina. Within a few days, fraudsters were out there seeking donations in the name of this tragedy. A savvy citizen would practice good financial health by donating to well known and established social service agencies or financial institutions that get most, if not all, of the money to the victims. The rule is simple: give to an agency or individual you know and trust. There are ways to verify this through direct contact, the government and, you guessed it, the Internet.

These are a few of the basic rules we must incorporate into our daily lives to make sure we never get victimized. This subject matter is vast and ever changing. There's ransomware, romance scams, QR code scams, check washing, and many, many more. There's even a puppy purchase scam. If you'd like to hear more about these types of crimes and how to prevent them: contact me at JohnDMcCarthy@gmx.com. I might not be able to answer each email personally (I might be retired but I'm busier than ever) but I could write more articles or even build a website to talk about this topic.

About the Author:

John McCarthy retired from the Honolulu Police Department in 2021 after 45 years. He spent the majority of his time as an investigator in narcotics and property crimes before retiring as the deputy chief for field operations. He continues to consult on police matters and as an expert witness. You can sometimes catch him on Hawaii News Now where he often comments on crime stories.

2024 Annual Pass

CAI Hawaii's popular annual pass program returns for 2024. Sign up once for 2024 and you get an entire year of webinars and save money! The pass is fully transferable; just let us know who will take your place for any of the programs.

Option 1: six outstanding 90 minute webinars for only \$210 for members and \$245 for non-members

Option 2: add LAC's annual Legislative Update webinar for \$30 for members and \$35 for non-members

Option 3: add the Board Leadership program to option 1 or add it to option 2 for only \$60 for members and \$80 for non-members.

If you own or live in a condominium association that is registered with the Hawaii Real Estate Commission, get a 10% discount for any of the above options.

We know how busy everyone gets, so we automatically register you for each webinar and email a reminder that you're registered.

See back of newsletter for the list of programs.

President's Message

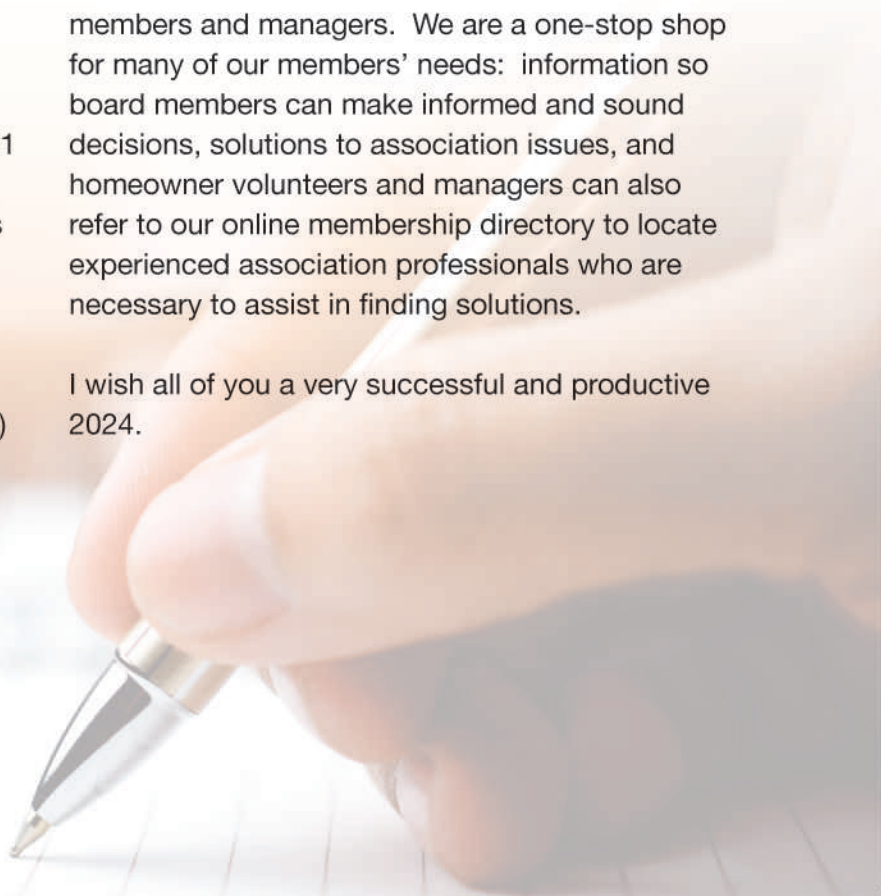
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many approaches and solutions to a multitude of issues facing our communities here in Hawaii. I'm pleased to announce that In 2023, the Hawaii Chapter membership reached an all-time high of 521 members, effectively moving us from the Medium size category to the Large size category of chapters worldwide.

You can view the Hawaii Chapter section of the CAI website at www.caihawaii.org. For member questions, our local chapter can be reached at (808) 488-1133. CAI is the leader in providing education and resources to community associations, board

members and managers. We are a one-stop shop for many of our members' needs: information so board members can make informed and sound decisions, solutions to association issues, and homeowner volunteers and managers can also refer to our online membership directory to locate experienced association professionals who are necessary to assist in finding solutions.

I wish all of you a very successful and productive 2024.



CAI Hawaii 2023 Awards



THE AGNES RINGLE VOLUNTEER OF THE YEAR AWARD: **MICHAEL AYSON**

Presented in appreciation of his dedicated and outstanding service on CAI Hawaii's Board, CAI's Legislative Action Committee, CAI's Newsletter Committee, and as a CAI Webinar speaker.

PRESIDENT'S AWARD: presented by CAI Board President to **Michael Ayson** in appreciation of his outstanding service on CAI Hawaii's Board of Directors, his contributions to all of our committees, and his full support of CAI Hawaii's mission and vision as the premier education organization in the state of Hawaii for the community association industry.



COMMITTEE CHAIR OF THE YEAR AWARD: **MELANIE OYAMA**

Presented in recognition of her dedicated and outstanding contributions as Committee Chair for the Programs Committee, Board Leadership Workshop Committee, and Neighbor Island Committee.



BOARD MEMBER RECOGNITION AWARD: **KANANI KAOPUA**

In recognition of her continuous and dedicated service as Chapter Board Member for two terms, serving as secretary from 2018 to 2021, President Elect in 2022, and President in 2023.

Mahalo to Kanani Kaopua

Kanani Kaopua joined Hawaiian Properties in 2015 as Vice President/Senior Property Manager and was promoted in 2022 to her current position as Senior Vice President

where she oversees the association management division with one other SVP.

Kanani started her association management career at Certified Management, Inc., now Associa Hawaii, in April 2008 as General Manager of a 900-unit single-family home community. In 2010, Kanani was promoted to Account Executive and managed a diverse portfolio of single-family homes, townhomes, and condominiums ranging from 50 to 4,000 units. In 2014, she achieved the industry's highest credential, Professional Community Association Manager (PCAM).

Kanani completed her year as President for Community Associations Institute's (CAI) Hawaii Chapter this year. She also served on the Board of CAI's National Managers Council which assists the CAI Board of Directors by providing recommendations for continuing education/credentials and board resources. Kanani has been a speaker at many of CAI seminars/webinars and was awarded CAI Hawaii's 2019 President's Award for exemplifying leadership amongst her peers through her contributions as a seminar speaker and board officer.

Kanani is Immediate Past-President of the HUGS Young Professionals (HYP) and spearheads Hawaiian Properties' holiday toy drive and gift-wrapping event for HUGS at their HUGS house each year. In 2021, she was a recipient of Pacific Business News Forty Under 40. Kanani volunteers her time outside the association industry as an active Court Appointed Special Advocate (CASA)/Volunteer Guardian Ad Litem (VGAL), for the State Judiciary, which serves to protect abused and neglected children, and has earned her bachelor's degree in business management from the University of Phoenix.



CHAPTER INDUSTRY APPRECIATION AWARD: **BENEDYNE STONE**

In recognition of her support of and contributions to the State of Hawaii's Community Association Industry and CAI Hawaii's Education programs.

Benedyne Stone is a long-time condominium specialist focused on condominium association living and administration.

Born and raised here in Hawaii, Bene has over 20 years working for the Real Estate Commission ("Commission") and its educational programs but has dedicated her entire professional working life to bettering the lives of people in the state.

Throughout her career and throughout the state, she has helped all who have contacted her work through everyday challenges and tirelessly advocated for those needing assistance, most recently through providing free ongoing educational opportunities and administering a vibrant mediation program for registered condominium owners. As education for associations grew, the Commission and the condominium community were fortunate to have stolen her away as she has won multiple awards from the Association of Real Estate License Law Officials and the Condominium Associations Institute – Hawaii Chapter.

Bene's well-deserved retirement and growing family needs will take her away from us, but it will not take away the indelible mark and blueprint she has left in assisting those who need education. She will be missed.

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Community Associations Institute National Sponsors Successful 2023 Large-Scale Managers Workshop

By Kanani Kaopua and Dela LaFleur

Oahu was the place to be last October for large-scale managers from across the country. Annual large-scale workshops have been offered for more than 20 years in a number of different states. They are organized by the host communities in coordination with and under the leadership of the Community Associations Institute. Workshops are intended to include opportunities for participants to network with their peers, tour community facilities, and learn from expert presentations on a variety of relevant and timely topics. Registration is capped at 120 attendees and the event is typically a sellout. New connections are made, bonds are strengthened, and lessons learned are shared and built upon.

We were fortunate to have three growing communities agree to open their doors to showcase

amenities, highlight best practices, and offer insights.

Kaipo Ho, founder of Inspiring Aloha, LLC, started off our Thursday morning with a Hawaiian blessing. He then made a presentation on Hawaiian principles for thriving relationships. There were many gems in his presentation. A couple that stands out are entering with humility and patience & engaging with kindness and gentleness. This was a wonderful start to a whole day of group activities.

Our first community tour was to Ewa by Gentry, the initial master planned community in the Ewa plain. It is built on land that until the late 1970's was used for sugar cane production and plantation housing. Occupancy began in 1988 and there are now more than 8,000 homes and multiple amenities. Build-out is expected

to be complete before the end of 2025. The Association includes a mix of single family and multifamily subdivisions. Ewa by Gentry boasts three large community parks, several smaller pocket parks, two community centers, miles of walking paths and a community pool.

Board President Sue York, Executive Director Dela LaFleur, and Assistant General Manager Kevin Cory led buses through the major areas. Each guide highlighted the benefits and challenges of overseeing a community that is both aging and still growing. They showed off the new community center with its outdoor recreation areas, hula mound, multiple meeting spaces and auxiliary offices. The facility is still being outfitted for gatherings, events, and classes. Attendees visited the original community

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center and office spaces and asked lots of questions about the recently completed retention basin behind the pool. This project was required in response to emerging issues of climate change and sea level rise. Post pandemic staffing challenges, aging trees and infrastructure, boundary walls, and street parking were topics of interest. Attendees toured the large and small dog parks and preliminary plans for expansion. Managers from mainland communities were able to commiserate on some of the challenges, offer suggestions from their experiences and take back some ideas about the things that work well.

Ho'opili, a DR Horton development which borders Ewa Beach and Kapolei, was our next stop. The first homes were sold in 2016 and occupancy started in 2017. The community is approximately 25% completed with 3,000 homes. An additional 9,000 homes are anticipated over the next several years. It is the first community built around the rail system and

the closest to the University of Hawaii West Oahu. There is already one community center, several partnerships with nearby resources and multiple additional areas in the works. The vision includes an outdoor workout space, a community garden, and a basketball and pickleball park.

Justyna Fic, Director from Hawaiiana Management Company, Thomas Chernin, General Manager, and Manny Shelly, Assistant Operations Manager took attendees to visit Festival Street, a mixed-use area that can easily be closed off for farmers markets, block parties and more. It was developed with the infrastructure elements to facilitate such activities. Participants also stopped at SOHO, their very active community center. While there, managers toured the pool area, stopped by the shave ice truck, watched a hula show performed by one of the community halau, and engaged in an educational session on their tree inventory and maintenance program. This was a lot to pack into an afternoon

session!

The final day of property visits included Hoakalei Resort Community Association (HRCA), managed by Hawaiian Properties, Ltd.'s Sr. Community Portfolio Manager (CPM), Barbie Hatcher, PCAM®. HRCA consists of over 720 acres in Ewa Beach, and currently consists of 1,440 units. The tour of HRCA included learning about the Hawaiian meaning of its name, "Reflection of a lei", and the Hawaiian legend it is derived from.

Attendees accessed special areas throughout HRCA, including Kauhale Preserve and Wai Kai. Archaeologist Kim Kalama provided in depth historical and cultural information about the land and the native Hawaiians who dwelled on the land many centuries ago. She provided information about the native plants and their use, along with sample replicas of fishing instruments currently used today.

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AED Institute	Eco Clean Hawaii	Island Storm Drain Maintenance	RMA Sales
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Community Associations Institute National Sponsors Successful 2023 Large-Scale Managers Workshop

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Another stop in HRCA included the Ka Makana Swim Club, which features their fitness center, tennis/pickleball court, gazebos, and more. Their management staff provided valuable information about maintenance and replacement needs specific to the architecture and climate. A fun group photo was taken under one of the site's gazebos. Photo below:

The final stop was Wai Kai Lagoon where attendees dined for lunch and were gifted with tropical views of the lagoon, fun water activities, and a popular attraction – deep-water standing surf wave.

We closed out the event on Saturday morning with an interactive presentation on the Five Behaviors of Cohesive Teams, facilitated by Cindy Sakai, co-owner of TH!NK. It was a great way to finish off a full litany of activities and provided lots of

concrete takeaways to build on.

Tom Skiba, CAI CEO, provided a legislative update. Evening activities included a trip to Paradise Cove Ocean Garden and a private event on the USS Missouri. We also honored Ed Robinson, the 16th person to achieve the Large-Scale Manager (LSM) designation, and we believe the first in Hawaii, who recently retired.

We appreciate industry leaders from CAI National, including CEO Tom Skiba and Crystal Wallace, Senior Vice President, Membership & Chapter Relations, for attending this event and supporting our CAI Hawaii Chapter. Many people, including multiple business partners, association and management company professions, developer representatives and more, assisted in front of and behind the scenes

putting together this event. Our large-scale ohana did an amazing job showcasing our island and making this a successful event.

About the Authors:

Dela LaFleur CMCA, AMS, PCAM, LSM is the Executive Director for Ewa by Gentry Community Association. She is a member of the National CAI Large-Scale Committee and participate on the Education and Mentoring Committees for the Hawaii CAI Chapter. She can be reached at dlafleur@ebgca.net

Kanani Kaopua, PCAM® is the 2023 CAI Hawaii Chapter President. She is Senior Vice President at Hawaiian Properties, Ltd., and assisted CAI National with the workshop tour of Hoakalei. She can be reached at kananik@hawaiianprop.com.



From left to right: Kanani Kaopua, Tom Skiba, Dela LeFleur, Lisa Fox, and Barbie Hatcher

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From L to R: Steven Saito ARM® General Manager, Ko Olina Kai Golf Estates and Villas,
Leilani Manmano CMCA®, AMS® Senior Community Association Manager, Associa Hawaii,
Chentelle Brooks CMCA® AMS® PCAM® Director, Management Services-Oahu, Associa Hawaii,
Casey Obatake ARM® General Manager, Capitol Place, Associa Hawaii

ASSOCIA HAWAII-MANAGED PROPERTIES TAKE TOP HONORS!

Associa Hawaii-managed Properties take top honors at Hawaii Real Estate Event. Associa Hawaii-managed properties recently took top honors at the Institute of Real Estate Management's 2023 Awards.

The prestigious event recognizes excellence in management of condominium associations.

Capitol Place luxury highrise and Ko Olina Kai Golf Estates and Villas luxury resort of single-family homes and town home villas both won Building of Year.

Capitol Place's management team is led by Casey Obatake ARM® general manager, Joyce Oleshansky, president and Chentelle Brooks CMCA® AMS® PCAM®, Director, Management Services-Oahu, Associa Hawaii

Ko Olina Kai Golf Estates and Villas's management team is led by Steven Saito ARM® general manager, Pamela Daut president and Leilani Manmano, senior community manager, Associa Hawaii

"Associa Hawaii congratulates Capitol Place and Ko Olina Kai Golf Estates and Villas on this monumental recognition," said Associa Hawaii President Pauli Wong PCAM®, RS®

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Deferred Maintenance - Act Now or Pay Later

By Daira "Dee" Carrillo

The day-to-day needs of a residential building, rental community, or other commercial property can pile up quickly, especially in older buildings. In some cases, maintenance items may fall to the bottom of a priority list or slip through the cracks altogether. This can cause a problem when put-off tasks, also known as "deferred maintenance," linger too long on the to-do list. As the old saying goes, "An ounce of prevention is worth a pound of cure," and that saying certainly holds true when it comes to maintenance. Seek out the experts to avoid potential deferred maintenance disasters and to recover if you do experience a loss event.

Deferred maintenance is defined as "maintenance and repairs that were not performed when they should have been or were scheduled to be and which are put off or delayed for a future period." Maintenance could be deferred for a variety of reasons including:

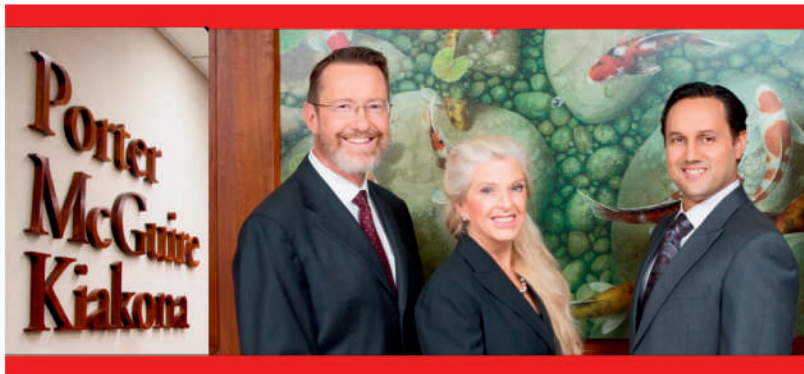
- Not being visible or being missed during routine inspections
- A lack of funds to carry out necessary repairs
- Insufficient staffing to conduct necessary work
- An abundance of higher-priority tasks that take precedence

Delaying maintenance for any of these reasons is not, in and of itself, a major concern. The trouble arises when these deferred maintenance tasks are put off for the long term and they compound into larger, costlier problems.

For example, during the time when a property manager has scheduled routine checks of unit smoke detectors, he may be faced with an urgent and unforeseen plumbing issue that is threatening to cause costly water damage in a unit. As a result, he may put off checking the smoke detectors and changing their batteries. Unfortunately, if this simple maintenance task is deferred too long, it could result in a fire going undetected, leading to catastrophic damage to the property and possibly endangering the residents.

Some maintenance tasks may be deferred simply because they go unnoticed or seem insignificant until it is too late. Even if they are noticed, more visible or revenue-generating issues may be given priority.

Concrete or brick facades may experience "spalling," which is the breakdown of these materials due to naturally occurring chemical or mechanical processes. Surfaces frequently exposed to water may have water seep into small cracks and



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imperfections, eventually causing chipping, cracking, peeling, or crumbling of the facade materials. Because the initial cracks may go unnoticed, necessary maintenance in these areas is sometimes deferred until it is too late. While this damage may seem insignificant at first, it can result in serious structural problems if left too long. These issues are frequently seen on patios, porches, or lanais, which are constantly exposed to the elements.

Failure to address deferred maintenance tasks is one of the most frequently cited regrets of property owners and managers after a loss event. While some of these issues may seem insignificant at the time or may be put off because of the initial cost, deferring them can create significantly more costly damage and repairs down the road. Even worse, deferred maintenance could be seen by insurance companies as a failure to mitigate potential problems, meaning

difficulty in the claims process, or having claims rejected altogether.

About the Authors:

Daira "Dee" Carrillo is a regional account manager at First Onsite. Her primary focus is mostly AOA condominiums and multi-family associations on Oahu and the neighbor islands. Daira has attended many water, fire, and biohazard classes. She has taken CAI courses such as M100 and is a IICRC Water Restoration Technician to provide better service her clients as a resource for any restoration questions. Having been around construction almost her whole life is a benefit with First Onsite's Reconstruction team. She is experienced on bidding upcoming building projects as well as simply going over small repairs after a small water loss. For more information, please contact Daira at (808)460-5010 or email: daira.carrillo@firstonsite.com.



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How Shriners Cares For Kids and Helps Build Stronger Families: A Short History of Shriners International

By Pauli Wong

Founded in 1872, Shriners International is a social and fraternal organization based on fun, fellowship, and the Masonic principles of brotherly love, relief, and truth. With nearly 200 local chapters and thousands of clubs on six continents, Shriners are known for their fellowship, brotherhood, compassion, and generosity. Shriners distinguish themselves by helping good men become even better leaders, husbands, fathers, friends, and community contributors.

Today, nearly 200,000 Shriners globally help and support one another personally and professionally, while providing philanthropic support to children and families in need. Shriner membership encompasses virtually every segment of society. From U.S. Presidents and famous actors to business owners and blue-collar workers, their members have represented a broad swath of backgrounds and life experiences throughout the organization's 150-year history.

Notable American Shriners have included: actors John Wayne, Ernest Borgnine, and Roy Rogers; astronaut Buzz Aldrin; Supreme Court Justice Earl Warren; General Douglas MacArthur; and former presidents Gerald Ford and Harry Truman.

The Shriners are dedicated to helping children and families in need. Their goal is to provide expert medical care for children with no financial burden to the patient or their families. They do so through the Shriners Hospitals for Children, a network of 22 healthcare facilities throughout the United States, Canada, and Mexico. Any child under age 18 can be admitted if a doctor determines they can be treated. There are no restrictions based on religion, race, or Shriner membership.

Shriners Hospitals for Children is a 501(c)(3) nonprofit organization. Until 2012, all medical care at Shriners Hospitals was provided without charge to patients and their families. Unfortunately, losses in the stock market saw a reduction in the size of their endowment. As a result, Shriners Hospitals made the decision to bill patients' insurance companies. But they continued to offer free healthcare to those children without insurance. Shriners Hospitals waives all costs not covered by insurance.

The medical team at Shriners Children's Hawaii provides high-quality pediatric care to children throughout the state and Pacific Basin each year. In partnership with satellite facilities and partner clinics, they offer specialized 24-

hour care in the areas of scoliosis and spine conditions, orthopedics, orthotics, and prosthetics. In this capacity, their goal is to help create a better community for all, while enriching the lives of residents through hope, healing and aloha.

Associa Hawaii is a proud partner of Shriners Children's Hawaii. The company supports the hospital through its annual fundraising golf tournament, which benefits both Shriners Children's Hawaii and Associa's own nonprofit affiliate, AssociaCares, which is dedicated to helping families whose homes have been damaged or destroyed due to a natural or man-made disaster. Associa Hawaii provides volunteers for the event and helps recruit additional sponsors through the company's extensive vendor partner connections.

To learn more about Shriners Children's Hawaii and how you can support their ongoing efforts to help care for kids, please visit [click here](#). To learn more about Associa Cares and to support their efforts, please visit www.AssociaCares.org.

About the Authors:

Pauli Wong is branch president of Associa Hawaii, a leading provider of community management services. She can be reached at Pauli@associahawaii.com.

Unlocking Potential: How to Convert Tennis Courts to Pickball Courts

By Michael Gill

In recent years, a sport that was created in 1965 on Bainbridge Island, Washington, has been quickly gaining popularity, capturing the hearts of people of all ages and skill levels. If you don't already know, that sport is pickleball. Here at Mott-Smith Laniloa, it started around November 2020 when two residents started to play pickleball on our tennis court. Over the next several months it grew to a few dozen residents starting to play pickleball, and kept increasing.

Some residents donated a few nets, balls, and chalk to draw the pickleball lines. Whenever anyone wanted to play, they could borrow the equipment, set up the net and draw the court lines with chalk. This went on for about a year until some residents inquired about having permanent lines for pickleball installed on the tennis court.

The Board of Directors checked with legal counsel who advised that based on the current language of the Declaration, in order to install permanent pickleball lines on the tennis court, a Declaration Amendment approved by 67% of the owners of common interest would be required.

In November 2021, a letter along with a written consent ballot was mailed out to all owners to vote on a Declaration Amendment for the Association to be authorized to modify the tennis court as necessary to also allow its use as a pickleball court.

After a few reminder letters, the Amendment passed and we proceeded to install ghost lines for the pickleball court. Ghost lines allow you to play other sports on your court without taking away or distracting from the court's main focus. Our tennis court surface is blue, so we used a darker shade of blue for the pickleball court lines.

The residents who play pickleball were extremely appreciative of having the pickleball lines added and it has added an additional amenity to our building for

less than \$2,000.

Pickleball is a great sport for bringing people together from all walks of life and fosters a sense of community. For those associations fortunate enough to already have a tennis court, adding pickleball lines is a great way to get additional use out of your tennis court at a minimal expense and I am sure your residents will enjoy it as much as ours.

About the Authors:

Michael Gill is Resident Manager at Mott-Smith Laniloa condominium in Makiki.



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Hawaiiana Celebrates Award-Winning Properties & Managers at IREM's® Gala Event



Shown left to right are: Bob Sage, Board President, Anaha; Davie Felipe, ARM®, General Manager, Anaha; Jon McKenna, President, Hawaiiana Management Company; Soane Lino, ARM®, Resident Manager, Terrace Towers; Albert Cloutier, Senior Management Executive, Hawaiiana Management Company; Sloan Namba, ARM®, General Manager, Ko Olina Hillside Villas; Fernando Bastos, ARM®, General Manager, Keola La'i; Jo Ann Sivils, Supervisor, Design Review & Covenants, Hawaiiana Management Company; Mele Heresa, CPM®, Vice President, Hawaiiana Management Company and President, IREM®, Hawaii Chapter.

"Vintage Hawaii" was the theme for the Institute of Real Estate Management's (IREM's®) most recent Hawaii Chapter gala event, held at the Alohilani Resort Waikiki Beach. The event, complete with a live hula performance by members of the organization, was held to honor Hawaii's top residential condominium buildings, community associations and residential managers. Hawaiiana Management Company's Vice President of Business Development & Marketing and IREM® Hawaii Chapter president (2023), Mele Heresa, CPM®, presided over the event.



Alan Chun, ARM®, Operations Manager at Kō'ula at Ward Village, received the IREM® Hawaii President's Award for his extraordinary Lahaina relief efforts. The award is presented by Chapter President Mele Heresa, CPM®.

"Hawaiiana congratulates the award winners, and thanks the Institute of Real Estate Management for its long history of dedication to the real estate management industry," said Hawaiiana Management Company President Jon McKenna.

A Manager of the Year award (high-rise under 199 units, 1993 and earlier) went to Soane Lino, ARM®. Soane is resident manager for Terrace Towers. Another Manager of the Year award (low-rise under 199 units, 1994 and later) went to Sloan Namba, ARM®. Sloan is general manager for Ko Olina Hillside Villas. Hawaiiana extends its heartfelt congratulations to both Soane Lino, ARM® and Sloan Namba, ARM®.

Winner of Building of the Year in the category of High Rise: 200 - 299 Units (1994 and later) was Anaha. Congratulations to Davie Felipe, ARM®, Anaha's general manager, along with Anaha's board of directors and Hawaiiana President Jon McKenna.

A highlight of the evening was the recognition of Fernando Bastos, ARM®, winner of IREM's® Real Estate Management Excellence Award (REME) at IREM's® Global Summit event. The award recognizes individuals who show exemplary leadership and property management expertise. Fernando was chosen out of a field of 65 applicants from around the world.

Hawaiiana has more than 750 associations under contract on six Hawaiian Islands, including residential, commercial and resort association clients. Hawaiiana has strong local roots, with 100% of employees based

in Hawaii. Hawaiiana is the only Hawaii management company nationally accredited by both the Institute of Real Estate Management and the Community Associations Institute. Hawaiiana serves its clients through its offices on Oahu, Maui, Kauai and Hawaii Island. Hawaiiana was recently named a "Best Workplace 2023" by Pacific Business News.

For more information on Hawaiiana's award-winning services, please contact: Mele Heresa, CCIM®, CPM®, RB21752 at meleh@hmcmt.com or (808) 593-6827.



Shown are Renee Savage, IREM 2023 President with Fernando Bastos, ARM®, 2023 winner of IREM's® Real Estate Management Excellence Award (REME)

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2024 Calendar of Events

January 24*

**Get your Act Together—Tips for
a successful Annual and Board
Meeting Season**

**Kanani Kaopua, Rachel Glanstein,
Co-Chairs**

March 7*

**Ask the Consultants and
Contractors**

**Milton Motooka, Bernie Briones,
Co-Chairs**

May 16*

**Association and Homeowner
Insurance Policies Explained**

**Josh German, Mike Ayson,
Co-Chairs**

June 22, 29*

**Board Leadership
Development Workshop**

*(two half day webinars covering the
basics of board leadership responsibilities)*

**Melanie Oyama, Keven Whalen,
Co-Chairs**

July 18

Legislative Update

**presented by the Legislative Action
Committee**

August 22

Reserves and Budgets

**Jonathan Billings, Carol Rosenberg,
Co-Chairs**

September 26

**Employment/Labor Law—Hiring,
Firing, and Supervising**

**Paul Ireland Koftinow, Melanie
Oyama, Co-Chairs**

October 24

**Covenant Enforcement:
Case Law Update**

Anne Anderson, Chair

November 1

Annual CAI Membership Meeting

*This seminar or educational presentation is entirely or partly funded by funds from the Condominium Education Trust Fund (CETF), for condominium unit owners whose associations are registered with the Real Estate Commission. The CETF is administered by the Real Estate Commission which is attached to the Department of Commerce and Consumer Affairs, State of Hawaii, through the Professional and Vocational Licensing Division.