



# ONE WATERFRONT TOWERS

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## HAPPY NEW YEAR & WELCOME 2003!

**Aloha & Welcome 2003!** This is an exciting time for **One Waterfront Towers** as we look forward to another busy and challenging year.

We would like to begin the year by saying “Mahalo” for the Holiday Gifts from our residents to the **One Waterfront Towers** Employees. The employees continue to provide quality and friendly service to our residents and guests throughout the year. In 2003, an Employee Holiday Fund will be established. Residents and owners may donate to the Employee Holiday Fund in lieu of giving individual gifts. This tradition is not new to most large condominiums in Hawaii, and is a great way to show your appreciation.

The Employee Holiday Fund is a strictly voluntary solicitation through our newsletter to Residents, owners and vendors. In November 2003, a reminder will go out to our Residents and owners with a deadline date for that year. All donations will be distributed at the employee party usually a week prior to Christmas.

As always, we thank you and the **One Waterfront Towers** Board of Directors for your continued cooperation and support throughout the year. *Mahalo*

### JAN-FEB 2003 NEWSLETTER

**Office Hours: Monday - Friday**  
8:00 a.m. – 4:30 p.m.  
(808) 599-5708  
(808) 531-2578 Fax

**Operations Staff (Security)**  
(808) 531-6589

**Residential Manager**  
Jennifer Gerard, ARM, AMS

**Executive Assistant**  
Tanya Correia

**Operations Manager**  
Joel Pasay

**Property Manager**  
Chuck Ray  
**Hawaiiana Management**  
(808) 593-9100 Office  
(808) 593-6333 Fax

## OWT Employee Titles

As we enter the new year, the same way of doing things in our **One Waterfront Towers** Community, may not necessarily be conducive to today's environment. Adjustments in job descriptions and job titles will be made as we improve and become more defined in our specific duties.

We ask our employees to ensure that a large number of people can use and live in this facility in diverse ways as conveniently as possible.

When you think about what you want from an employee, primarily it is to provide a service. The current security position is a service staff position that spends most of their time in providing service to our residents in the “hands on” involvement in the operations of this facility.

Replacing the “Security” title with the “OWT Operations Staff” title of will better define what the “security” staff actually does on a daily basis.

The Operations Staff are the facilitators in the day-to-day operations.

Their duties and responsibilities involve responding to building emergencies, enforcement of house rules and surveillance of the common areas.

We must look at **One Waterfront Towers** as a small community with people coming in and out, and actually living their lives here. With the new title the Operations Staff will become more actively involved with the daily operations of keeping our small community running smoothly.

Although our staff is involved in safety and security issues, they are not a police force. The best security remains the eyes and ears of our resident community.

**OWT** employees will fall under three groups: Management, **OWT Operations Staff** and **OWT Maintenance Staff**.



### ANNUAL MEETING

**The 2003 Annual Meeting** will be held on Tuesday, March 18th 2003.

**Registration will begin at 6:30p.m.** for all owners of record.

**The location of this years Annual Meeting** will be posted when confirmed.

# Messages from the Board

## Community Living

Condominium living is a unique way of being able to conveniently place many homes for many individuals in a rather small community.

Rules & Regulations are established to prevent chaos, promote harmony and to provide a safe and pleasant environment to come home to.

The Association of Apartment Owners of **One Waterfront Towers** has established the Rules & Regulations for all Residents.

The Association of Apartment Owners hire a staff to maintain the daily operation of your home and to enforce these established Rules & Regulations.

The employees have no authorization to change a rule, the homeowners (through proper channels) do. It is the responsibility of all homeowners and residents to understand and adhere to these established rules.

When we come to live at **One Waterfront Towers** we agree to abide by these Rules & Regulations.

Please know the Rules & Regulations. If all residents know and follow these rules and if all employees do their jobs by enforcing these rules, as established — a greater continuity is created for our **One Waterfront Towers** Community. *Mahalo*

## UPCOMING EVENTS

**Window Washing:** Please be aware of window washers outside your windows, during the times listed below.

**Feb. 3 Makai Tower**

**Feb. 10—Mauka Tower**

**A/C'S:** The maintenance of the Air Conditioning unit in your apartment is the responsibility of each owner. **As a courtesy**, OWT provides a service that consists of changing the filter and vacuuming the A/C unit. Each apartment will receive a notice of your appointment date and time. Please return the bottom portion of this notice with your signature to confirm your appointment. This slip must be received 2 days prior to your scheduled service date so we may expedite all requests, If we do not receive this portion of the written notice you will not be a part of the March schedule. This service is recommended to help prevent leaks.

**Mar. 3 Makai Tower**

**Mar. 10 Mauka Tower**

### **HPD HAS REPORTED SEVERAL CARS STOLEN FROM THE STREET PARKING SURROUNDING OWT.**

This is a secure property please do not allow unauthorized individuals inside the building. If you see something suspicious please contact the Operations Assistant on duty.