



One Waterfront Towers

415 South Street, Honolulu, Hawaii 96813

email: onewaterfront.towers@verizon.net

Board Members



Several days before the meeting you will receive an agenda with background information on the topics to be discussed. You can express your views on whatever is discussed and vote according to your best judgment.

February 2004

**Operations Staff
(Security) 24hrs-7 days
808.531-6589**

**Office Hours
Monday-Friday
730a.m. - 4:30p.m.
808.599.5708 Phone
808.531.2578 Fax**

**Property Manager
Chuck Ray
Hawaiiana Management
808.593.9100 Office
808.593.6333 Fax**

**Residential Manager
Jennifer Gerard**

**Executive Assistant
Tanya Correia**

**Maintenance Manager
Joel Pasay**

**Operations Lead
Juan Ruckman**

Mahalo to the Board of Directors.

Owners can add value to their unit by participating as an active, productive volunteer member of the One Waterfront Towers Board of Directors.

A well-functioning board enhances the property by facilitating appropriate improvements and monitoring the overall quality of life for residents of the buildings, as well as protecting long-term interests.

Some owners may believe that it takes too much of their time or they feel that they have little to contribute. The time commitment is actually minimal, with board meetings on the 3rd Wednesday of each month, 5 p.m. in the conference room.

Elections for new directors take place in March at the Association's annual meeting. We are seeking owners who want to take responsibility for the functioning of the Board as Directors.

Just send a brief letter of interest outlining your qualifications to the attention of our property manager Mr. Chuck Ray, Hawaiiana Management Company, Ltd. c/o our Resident Manager, Jennifer Gerard.

The next annual meeting is scheduled for **Wednesday, March 10th 2004.**

Tweet Coleman was elected Board President by the Board of Directors at the March 2003 Annual meeting. Due to her work related traveling schedule she has submitted her resignation as Board President.

A new Board President will be elected at the next Annual Meeting. Mr. Ken Zelinsky who has been our Vice President is now serving as acting president until the March meeting. The Board applauds Tweet for her contribution to the Association. Mahalo

Annual Meeting

DATE: Wed. Mar 10th

**TIME: 7:00p.m.
*Registration begins at
6:30p.m.***

**WHERE:
419 South Street,
Suite 140, Same as last
year (dance studio)**

**All owners of record
are invited and
encouraged to attend.
As a homeowner,
please ensure your
proxy has been prop-
erly completed in order
to establish a quorum.**

Lobby Redecoration- This update has been provided by Martha Hash

As you may have noticed there are still a number of items remaining to be completed for the lobby redecoration. Following are those items remaining and the plans for completion.

- The pots on the palms will be replaced with pots more in keeping with the lobby colors and décor.
- Pots and plant dressings are still to be completed for the large plants in the lobbies.
- New lighting must be installed in the mail rooms since the current lighting distorts the color of the walls in the room. The paint color in the mail rooms is the same as in the lobbies, but appears to be yellow due to the lighting.
- In the elevator lobbies on the lobby and 1st floor levels, new lighting will be required due to distortion of the colors on the wallpaper in these areas.
- Pillows will be installed on the couch.
- One of the red chairs in the Makai lobby is being worked on by the manufacturer's representative and should be back in place shortly.

Completion of these items was delayed due to the holidays. We expect to have all items completed within the next three weeks.

Did you know that your employees have worked at One Waterfront Towers a combined total of **116 years!**

The Annual Employee Holiday Fund was a wonderful success in its first year. Our residents were pleased that an organized way of distributing gifts to the employees was established.

The employees were happy to see the results of residential appreciation. Gifts were distributed at the annual employee Christmas party.

OWT Employees



Mahalo from the Staff of One Waterfront Towers

The gifts were provided from residents as well as vendors and each employee went home with a holiday gift!

This past year has been a busy one for our staff as job descriptions have been written to accommodate the daily tasks of this community.

This year an SOP (Standing Operating Procedures) will be written and The Employee Handbook will be revised.

Employee evaluations are now provided on an employee's anniversary date.



FIRE ALARM TESTING: The fire alarm system testing has been scheduled for four (4) times this year. The alarms will be tested throughout the day on the dates listed on the back page of this newsletter. Always be prepared and review evacuation procedures with your family members.

Air Conditioning Units

OWT provides a semi-annual service to individual apartment a/c's. Written authorization from the resident is required, these notices will be distributed to the residents approximately one month prior to start date. If you want this service please return the signed notice to confirm your schedule.

The service includes filter replacements, adding algae tabs to prevent algae build up, vacuuming of the drain lines and interior

walls of the unit and cleaning the inside cover.

This is a *courtesy service* and in no way takes the place of a professional service.

OWT Management recommends that you contact a trained service technician to inspect your a/c units on a regular basis.

The trained technicians can identify coils and valves that may be in need of cleaning or replacement. He checks your motors to ensure they are running properly.

The coils or drain pans in you're a/c unit may have serious corrosion in which individual owners are responsible. If drain pans are corroded leaks will result.

It is the owners responsibility to keep track of individual a/c maintenance.

The OWT office only keeps track of the courtesy service which does not correct corrosion, defective valves or mold in the a/c units. This is beyond the scope of service that your OWT association provides.

OWT Newsletters

Aloha, The OWT Newsletters have been written (since Mar 03) by Jennifer Gerard, your Resident Manager. Mahalo to Cathy Beres for her Kokua.

I try to keep the newsletters informative and hope they are a useful tool to residents and non-resident owners of One Waterfront Towers.

If there is subject matter you would like to have more information about or if you have useful information you would like to contribute, please contact me directly at the OWT Management Office 808.599.5708, or via email jen.gerard@verizon.net.

Visit our Web Site - Go To

www.onewaterfronttowers.com for general information and past newsletters.

OWT pet owners have expressed interest in exchanging "Pet Info" with other OWT pet owners.

If you would like to participate, please leave your information with the management office.

If enough interest is generated an organized group will be formed.



Congratulations!

Jennifer Gerard was awarded "Hawaii Residential Manager of the Year" for 2003, in the category of High Rise Condos with 250-350 Units.

This award is sponsored by the Institute of Real Estate Management Hawaii Chapter 34 and the Hawaii Accredited Residential Manager Committee, in recognition of outstanding accomplishments and contributions.

In her first year at One Waterfront Towers, Jennifer has created job descriptions, structured employee evaluations, updated procedures and has saved money for the AOA.

Last year Jennifer was awarded "Building of the Year" for 1350 Ala Moana for 2002 in the category of High Rise Condos over 350 units.

She is pictured above with Emory Bush, President of Hawaiiiana Management Company, Ltd. along with Don Higgins and Richard Larson who were awarded "Manager of the Year" for their categories for under 100 units and 100-250 units. Their buildings are also managed by Hawaiiiana Management Company, Ltd.

Mahalo to Managing Agent Chuck Ray for his support.



Security Access



Board Members and Management have spent over a year in finding the best security and access system for One Waterfront Towers.

The access system and cameras will interface with the office computers to give an overall improvement on building access and surveillance.

Cameras will be placed at several locations in the towers and common areas including the lobbies, loading zones and garage.

One of our main goals is reducing the possibility of unauthorized persons entering the project.

A "Fob" will replace the keys. Residents will exchange their registered entry key with a fob. One of the advantages of the new fob will be the ability to delete the assigned code if it is lost or stolen. The original access entry key will be phased out and the new fob will be used for entry.

Procedures for the new system will be distributed to residents when confirmed.

As a part of the new system all residents will be enrolled and due to limited office space in the Makai Tower an alternate location in the Mauka Tower may be used.

During this process we will be updating all information.

It's The Law

Chapter 521-43(f) of Hawaii Revised Statutes, dealing with rental agreement disclosures, states that the owner/landlord of a property who does not live on the same island must designate an agent who lives there. That person does not have to be a licensed real estate agent. It could be a relative or acquaintance. In addition, the law states that the tenant must be informed of such an arrangement within 10 days of signing an agreement or a change in status involving an agent. This information should be provided to our management office in case of any emergency situation.

The residential apartments of One Waterfront Towers are to be used only for residential purposes. Residential apartments may not be used for transient or hotel purposes, which are defined as rental for any period less than thirty (30) days.

Keep It Dry & Clean

The Rules & Regulations recommend all pets be carried in the common areas.

We continue to mop up wet areas caused by dogs. Even though the owners are required to dry up accidents immediately.



Carry an extra paper towel with you to dry up accidents immediately and then report the accident to management for a good mop up!

Please be a good pet owner, clean up after your pet! Please help us keep the common areas clean & dry!

Drain Lines

It is the responsibility of owners to have the drain lines from the kitchen sink, the clothes washer, the bathtub and shower in your units cleaned out by a professional plumber *at least once a year*. This will prevent possible leaks and backups! Your drains could back up, overflow and damage could result unless maintained.

IMPORTANT REBATE INFORMATION will be inserted in this issue. Please provide your order information to the Management Office. **599-5708**

Scheduled Events 2004



This is a list of scheduled Association Meetings, Maintenance Service and Observed Holidays for 2004.

This list will be updated as other projects are confirmed.

Please remember moving, deliveries, work or repairs within your apartment cannot be scheduled on Sundays or Holidays.

Board Meetings are scheduled for the 3rd Wednesday of each month.

Notices of any changes or cancellations will be posted in advance.

Feb 16	President's Day <i>Holiday Observed</i>
Mar 10	Annual Meeting
Mar 11	Fire Alarm Testing
Mar 15-19	Makai Window Cleaning (weather permitting)
Mar 15-25	Makai A/C Courtesy Service (No service on Sat/Sun)
Mar 22-25	Mauka Window Cleaning (weather permitting)
Mar 26	Kuhio Day <i>Holiday Observed</i>
Mar 29-Apr 9	Mauka A/C Courtesy Service (No service on Sat/Sun)
May 31	Memorial Day <i>Holiday Observed</i>
Jun 9	Fire Alarm Testing
Jun 11	Kamehameha Day <i>Holiday Observed</i>
Jul 4	Independence Day <i>Holiday Observed</i> - Monday July 5th
Jul 12	Makai Window Cleaning (weather permitting)
Jul 19	Mauka Window Cleaning (weather permitting)
Aug 30-Sep 10	Makai A/C Courtesy Service (No service on Sat/Sun)
Sep 6	Labor Day <i>Holiday Observed</i>
Sep 8	Fire Alarm Testing
Sep 13 - 24	Mauka A/C Courtesy Service (No service on Sat/Sun)
Oct 31	Halloween
Nov 8-12	Makai Window Cleaning (weather permitting)
Nov 15-19	Mauka Window Cleaning (weather permitting)
Nov 11	Veteran's Day <i>Holiday Observed</i>
Nov 25	Thanksgiving
Dec 8	Fire Alarm Testing
Dec 24	Christmas Observed (Friday)
Dec 25	Christmas Day



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