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このニュースレタには、お住まいに□する大切な情報が記載されています。
必要な場合、□してもらってお□みください。

HURRICANE PREPAREDNESS

June 1 signals the start of the Central Pacific hurricane season. To help you prepare, the Hawaii State Civil Defense provides a template for creating a family emergency plan. One of the first steps you can take toward preparedness is the creation of a family disaster supply kit. This will help families get through the first few days after a disaster. Public shelters after a disaster may not offer some of the basic necessities. The development of a kit will make a stay in a public shelter more comfortable, should it be necessary. Store the kit in a convenient place known to all family members. Store items in airtight bags or containers. Replenish the kit twice a year. Include six basic items; food, water, first aid kit, tools and supplies, clothing and bedding and special items. Please refer to <http://www.scd.hawaii.gov/> for more information on the preparedness kit and a host of other topics.

A very comprehensive handbook for emergency preparedness and a detailed list of components of a family disaster supply kit can be found at the Federal Emergency Management Agency's website - <http://www.fema.gov/txt/library/eprhb.txt>. The basic disaster kit recommendations from FEMA and Red Cross can be found at the following link: <http://www.ready.gov/build-a-kit>.

According to Dr. Scott Norville, P.E., PHD, Chair and Professor of the civil engineering department of Texas Tech University, it is important that **all windows of the building be CLOSED** in the event of a hurricane. Insurance losses can go up by 40% - 60% when windows are broken or left open and there is no other structural damage.

Please include in your hurricane preparedness checklist a note to **CLOSE AND SECURE ALL WINDOWS IN YOUR APARTMENT BEFORE YOU LEAVE.**

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RECREATION DECK ISSUES

During the summer months of July and August our second homeowner and visitor arrivals increase significantly. This increased use of the recreation areas by these owners and guests negatively impacts the occupants and neighbors living near and above the recreation area.

The primary cause of the problems are the adults who allow their unsupervised children to engage in boisterous and inappropriate behavior for a residential project.

Allowing children to scream and squeal while running and jumping into the

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COMPLAINING EFFECTIVELY

If you are unhappy with a product or service, do you know how to express your dissatisfaction effectively to achieve the best outcome? What information should you include in a complaint letter or e-mail? What tone should you use when stating your case? Should you ask for a repair, a replacement or a refund?

The Consumer Action Website of the Federal Citizen Information Center provides clear, step-by-step guidelines for resolving product and service disputes. From advice on escalating unanswered complaints to tips on what information and documentation you should include in correspondence with company representatives, the site empowers consumers to address problems effectively.

Visit www.consumeraction.gov for sample complaint letters and e-mails, information on where to file complaints—including contact information for corporate consumer affairs offices, Better Business Bureaus, state and local government offices and federal agencies—legal help and other useful resources to help get your complaints across more effectively.

For business owners, be glad customers complain to you. In Jim Temme's book, Total Quality Customer Service, he states, "Be glad customers come to see you with the complaint. If customers don't tell you why they're unhappy, they will likely tell someone else, which not only strips you of the opportunity to fix the complaint but also drives potential customers away."

Consider the widely quoted statistics from the White House Office on Consumer Affairs, Technical Research Program:

Ninety six percent of unhappy customers never complain to you (they tell everyone else).

Ninety one percent of those who don't complain won't buy again from the business that offended them (In a government or nonprofit business, a customer may have no choice, but the customer is likely to be unfriendly and uncooperative).

Rebecca Morgan's book Calming Upset Customers points out that an unhappy customer will share the negative experience with at least *eleven* other people. And those



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eleven will in turn tell five more people so that sixty-seven people are eventually aware of the original complaint ($1+11+55 = 67$).

Thirteen percent will tell more than twenty people ($1+25+125 = 151$).

The average happy customer will remember a positive customer experience for 23 1/2 months.

The average unhappy customer will remember the negative customer service experience for 23 1/2 YEARS!!

Be glad that unhappy customers tell you so that you can do something about it.

Some people are chronic complainers. However, most people speak up only if they have a legitimate concern. And when a number of customers complain about the same thing, that tends to validate the complaint. At that point, you had better take some corrective action.

HAWAIKI ACHIEVES ENERGY STAR CERTIFICATION



June 6, 2015, Honolulu, Hawaii

Hawaiki Tower, has earned the U.S. Environmental Protection Agency's (EPA's) ENERGY STAR certification, which signifies that the building performs in the top 25 percent of similar facilities nationwide for energy efficiency and meets strict energy efficiency performance levels set by the EPA.

"Hawaiki is pleased to accept EPA's ENERGY STAR certification in recognition of our energy efficiency efforts," said Paul McCurdy, Resident Manager. "Through this achievement, we have demonstrated our commitment to environmental stewardship while also lowering our energy costs."

Commercial buildings that earn EPA's ENERGY STAR certification use an average of 35 percent less energy than typical buildings and also release 35 percent less carbon dioxide into the atmosphere. Hawaiki improved its energy performance by managing energy strategically across the entire organization and by making cost-effective improvements to its building.

"Improving the energy efficiency of our nation's buildings is critical to protecting our environment," said Jean Lupinacci, Chief of the ENERGY STAR Commercial & Industrial Branch. "From the boiler room to the board room, organizations are leading the way by making their buildings more efficient and earning EPA's ENERGY STAR certification."

To earn the ENERGY STAR, Hawaiki took the following actions:

- Aggressively reduced electricity consumption by modifying the air conditioning system and retrofitting lighting in the tower, garage and grounds.
- Eliminated natural gas consumption by recovering heat from the air condition system to obtain hot water essentially for free.



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Give us a call or stop by Hawaiki #301 in the lobby to find out how we can help!

English & 日本語:

(808) 596-8801

info@sachihawaii.com



EPA's ENERGY STAR energy performance scale helps organizations assess how efficiently their buildings use energy relative to similar buildings nationwide. A building that scores a 75 or higher on EPA's 1-100 scale may be eligible for ENERGY STAR certification. Hawaiki scored 99 in its certification process.

ENERGY STAR was introduced by EPA in 1992 as a voluntary, market-based partnership to reduce greenhouse gas emissions through energy efficiency. Today, the ENERGY STAR label can be found on more than 65 different kinds of products, 1.4 million new homes, and 20,000 commercial buildings and industrial plants that meet strict energy-efficiency specifications set by the EPA. Over the past twenty years, American families and businesses have saved more than \$230 billion on utility bills and prevented more than 1.8 billion metric tons of greenhouse gas emissions with help from ENERGY STAR.

All of the energy consumption of Hawaiki apartment occupants is included in the score for certification. Each resident can help maintain and improve Hawaiki's certification score by conserving energy in their apartment. Thank you for your continued efforts.

REC DECK ISSUES (cont'd)

(Continued from page 1)

pool and back and forth from the pool and spa pool is a violation of the House Rules and clearly disrespectful to others who may be in the pool or spa pool, on the deck relaxing or in their apartment. Infants and toddlers should not use the spa pool at all. The high temperature has been proven to be unhealthy for these small children as well as pregnant women and persons with a history of high blood pressure or respiratory illness.

Large floating toys or toys being thrown from person to person in the pool are inappropriate for the pool. A flotation device that aids in swimming while exercising is appropriate.

The swimming pool and other recreation facilities are not a place to “run wild” and “let the steam out”. Parents whose children need to exhibit that type of behavior should take their children to the park or beach across the street.

The tennis court is for playing tennis and not a general purpose playground for other activities. The Project Documents specifically state the common elements are to be used only for the purpose they were designed for. The tennis court lights are to be turned on only when playing tennis. The lights are not to be used to provide background lighting or so other games can be played on the tennis court surface.

The Board of Directors authorized additional staff to patrol the recreation deck area during the weekends from Memorial Day to Labor Day. The purpose of this extra staffing is to maintain a presence on the recreation deck and enforce the above guidelines and other House Rules relevant to the recreation area.

Occupants who disregard the rules or the instruction and requests of staff can expect to receive administrative follow up in an effort to correct the inappropriate behavior. Management certainly hopes this won't be necessary and that all occupants will comply with the spirit and letter of the Rules.



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FREQUENTLY ASKED QUESTIONS (FAQs)

1. Can I rent an additional parking stall?

Answer: The Association does not have additional stalls to rent. Unused parking stalls must be rented directly from the owner. If you want to rent or purchase an additional parking stall, or have one to rent or to sell, bring your information to the office and we'll prepare a notice for posting on the bulletin board by the mail boxes.

2. How and when can I make BBQ or other facility reservations?

Answer: Reservations can be made no more than three months in advance. For small gatherings (less than 8 people) no reservation is required. For larger functions, a reservation agreement form must be submitted 14 days in advance of the function. A maximum of 12 guests are allowed for one BBQ (BBQs cannot be combined to exceed this limit) and 25 guests at the Winter Garden. No reservations are allowed on major holidays (Memorial Day, July 4th, Labor Day and New Years Day).