



A Publication of the AOA of Hawaiiki Tower, Inc..

IMPORTANT NAMES AND NUMBERS

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BOARD OF DIRECTORS

- Pat Kawakami, President
- Serena Benson, Vice President
- Jeff Dickinson, Treasurer
- Moe Masuda, Secretary
- Linda Keller, Director
- Douglas Hung, Director
- Mike Chapman, Director
- Attilio Avino, Director
- Robert Gens, Director

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

2024 ANNUAL MEETING

The 2024 annual meeting of the AOA of Hawaiiki Tower, Inc. was held on Monday, March 25th at 6:00 pm in the level 3 lobby.

Serena Benson, Jeff Dickinson and Attilio Avino were elected to three year terms and Mike Chapman and Robert Gens were elected to two year terms.

The Association thanks these candidates for their willingness to contribute their time and expertise to help Hawaiiki maintain and enhance its position in the Honolulu Community Association market.

Immediately following the meeting there was a nice, emotional farewell gathering for Paul McCurdy who retired after 25 wonderful years. We wish Paul all the best as he starts his new profession as a retiree. The Board also welcomed Michael Beauchemin as the new General Manager for Hawaiiki Tower. Michael comes to us with 20 years experience managing Harbor Court, a luxury condominium in Downtown. He is excited to be here and is looking forward to building long term relationships.

REFRIGERATORS, AIR CONDITIONERS, AND WASHER/DRYERS

THE INSURANCE DEDUCTIBLE IS \$75,000

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As the building ages, owners are deciding to replace old appliances in their apartments. Washer/Dryer sets, the refrigerator, and air conditioning units are the most typical fixtures being replaced.

If you're thinking about replacing your washing machine, the first thing to do is to test your water shut off valves. If you don't test them first, when the delivery folks arrive to install your new machine, they won't be able to complete the delivery. They'll try to turn off the water and disconnect the hoses. If the valves don't shut off the water, the workers can't disconnect the hoses and they will leave without installing the new machine. This is inconvenient but being aware of this could save a lot of aggravation.

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## REFRIGERATORS, AC UNITS, WASHER/DRYERS

*(Continued from page 1)*

To test if your valves are working properly, close your water supply valve(s), set your washing machine to warm water and turn it on. If the machine starts to fill with any water, the valve(s) is/are broken and needs to be replaced. Even if you're not planning to replace your washer/dryer, this is a good test to see if your valves are working properly. If they aren't working properly, they are at risk of leaking and it is recommended to replace them. Symmons is the brand of shut off valve for the washing machines.

When ordering new air conditioning units, you or your air conditioning installer will be ordering them from Norman Wright Mechanical. Norman Wright Mechanical is the local distributor for ClimateMaster, the manufacturer of our AC units. Katelyn is the current person who orders our machines. She knows which parts needs to be included in the new machine. Most important is the normally closed valve (motorized zone valve). This valve must be included in all new machines. This is really important. This valve controls the flow of water through your machine when it starts and stops. Together with our system controls, this valve helps minimize the cost of operating our system.

When ordering a new refrigerator, the first thing to test is the ice maker/water dispenser shut off valve. This valve is typically located on the back wall above the refrigerator machinery. In a few units, the valve is located under the kitchen sink. To test this valve, close the valve and then try to dispense water from the refrigerator. If water comes out the valve is broken and should be replaced BEFORE the new refrigerator arrives.

## HOW TO HANDLE A LEAK

Leaks happen, whether a building is new or old. Some are minor while others can be catastrophic. We've experienced both at Hawaiiki Tower especially since many units are not occupied full-time.

The two most common leaks in the building are from toilet supply lines or fire sprinkler heads. When a leak occurs, the priority is to stop the leak and get the damaged areas repaired. Most times, this involves hiring a restoration company to dry up the walls and carpet to prevent mold growth and further damages. It's imperative that this process happen immediately. If you have or see a possible leak, contact security right away as they are likely able to identify a way to stop or reduce it. Our maintenance staff is on site most of the time to assist. We also have access to a professional and reasonably priced remediation company that can start the drying process right away.

If your unit has a leak or is being leaked on, you should contact your homeowners insurance to report it. We have building protocols in place to handle the rest including the drying process and any needed repairs. Once all the mitigation and repair work is complete, we will pay the invoices, then send copies of the invoices and the incident report to Hawaiiana. They will then charge back the owner of the unit where the leak originated. If the mitigation (drying process) and repairs exceed the building deductible of \$75,000, then a claim will be filed with our AOA insurance carrier and they will deal directly with the insurance companies of all units affected.

This is why you have insurance so you can trust that you are properly covered, as well as your personal property, when you most need it.

## APARTMENT REMINDERS

1. **Flushables**—Please do not throw “flushable” wipes of any kind down the toilet. They may disappear from your view and go down the drain but they do not disintegrate and will clog our pump system. This goes for Swiffers, dryer sheets, sanitary napkins, baby wipes, scented hand wipes, etc.
2. **Piping Issues**—Please remember to notify anyone who works on your bathroom fixtures to close the ceiling valves BEFORE working on any bathroom fixture for ANY reason. Failure to close the ceiling valves may result in your apartment getting flooded and flooding several apartments below you.
3. **Water Drips**—Please immediately report any water you see dripping from any fixture or anywhere in your apartment or common area.
4. **Bugs**—Cockroaches are unwelcome occupants of Hawaiki Tower. They are impossible to prevent from coming in the building. Every time someone moves in they come in the boxes or from the moving company warehouse. Roach bait stations are available at no cost from the administrative office.
5. **Inspection**—If you are an absentee owner or travel a lot, please remember to hire someone to check on your apartment not less often than every two weeks. Our insurance policy does not cover leaks that occur for more than 14 days. If you leave for extended periods of time, it is a good idea to close the bathroom water supply valves located in the ceiling access panel, close the washer dryer hot and cold water supply valves and the kitchen sink hot and cold water supply valves. This not only helps prevent water leaks, it exercises the valves. These valves operate better and for longer periods when they are opened and closed more frequently.
6. **Insurance Required**—Please remember that every owner is required to purchase their own insurance. State law and our project documents require this. The building deductible is now \$75,000.
7. **Agent Info**—If you are an absentee owner or travel a lot, please update your local agent information on Condo Control or with the Administrative office. State law requires non-resident owners to appoint a local agent/contact person to assist the Association in the event of an emergency. Even if you are a resident and travel a lot, it is a good idea to have a local contact person to back you up while you are away.



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## SECURITY ISSUES

As much as we would like to be, the Association can never be free of crime. For example, it is possible for someone to enter the property under false pretenses to commit crimes, for residents to commit crimes against their neighbors, for guests of residents to commit crimes and for employees to commit crimes. As a result, the Association is not and can never be free of crime and cannot guarantee your safety or security. You should NOT rely on the Association to protect you from loss or harm—you should provide for your own security by taking common sense precautions such as carrying insurance against loss; keeping your doors closed and locked; refusing to open your door to strangers; asking workmen for identification; installing a security system; locking your car and bicycle; etc. Please report any suspicious activity immediately to security (589-1347) or the Honolulu Police Department (911).



## HAWAII IMPROVEMENT PROJECTS

### Pool Retiling

The swimming pool and spa pool retiling project is finally coming to an end. We will be meeting with the contractor very soon to discuss final punchlist items and hope to get the pool back open by the end of April.

We realize it has been a very long time for this project to finish and appreciate your patience and cooperation during this time.

### Entrance Controls

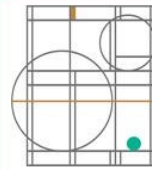
The entrance control system, the one that operates all our secured doors with fobs and cards, will be replaced soon. We are upgrading to current technology. A part of this project is to add electronic locks to other perimeter doors, including the lobby entrance.

## FREQUENTLY ASKED QUESTIONS (FAQs)

### Q: Where can I buy air conditioner filters for my apartment?

**A:** Air conditioning filters are available in the Administrative Office. Two types of filters are available. A fiberglass filter and a pleated filter. The fiberglass filter and two algae tablets cost \$10 per set. The pleated filter and two algae tablets cost \$15 per set. If you want to purchase the algae tablets separately, they cost \$5 for two. If you want to purchase the fiberglass filter separately it costs \$5. If you want to purchase the pleated filter separately, it costs \$10.

No cash accepted. Please bring a check payable to "Hawaii Tower"



**BRETT HILL**  
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General Contractor License - BC22668

### Condo & Air Conditioner Maintenance

**For information on rates and services or to schedule an appointment**

**(808) 864-5833**

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**Hawaii Tower, Suite 303**  
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**[www.brethillcompanies.com](http://www.brethillcompanies.com)**

### Q: Where can I obtain an air conditioner float valve?

**A:** Air conditioner float valves are available in the Administrative Office for free. We give them to owners to encourage them to install them. This device turns the air conditioner off before the condensate drain pan begins to overflow and flood your apartment and the apartments below. It is a safety device to minimize potential liability. It is highly encouraged that owners take advantage of this free product and have it installed.

### Q: Do I have to buy my own insurance for my apartment?

**A:** Yes. All owners are required to purchase their own insurance policy for their apartment at Hawaii Tower. Please consult with your insurance agent for the appropriate amount of coverage for your situation. Inform your insurance agent that the Association's deductible is \$75,000 and ask about the loss assessment rider.