



General Manager's Report June 2022 – July 2022

INCIDENT REPORTS:

1. **6/13/2022 / PROPERTY DAMAGE** / On Monday, June 13th, 2022 at 1313 hours, a Hokuia resident reported that the main vehicle exit gate was not working properly. Hokuia RS and Maintenance went out to investigate and observed the gate as not opening all the way but only partially. There was also hydraulic fluid on the ground and observed as leaking from the gate. Hokuia Maintenance turned off the gate motor and left it in the open position for vehicles to exit. A sign was posted and Hokuia's service provider called for repair. After further investigation, it was found that a vehicle had hit the gate upon exiting causing the damage. The vehicle owner and their insurance company were contacted regarding the exit gate. An incident report with photos was made for Hokuia records.
2. **6/14/2022 / TRIP & FALL** / On Tuesday, June 14th, 2022 at 1305 hours, Hokuia RS observed a resident trip and fall in the front circle drive area. The RS immediately went out to assist the resident. The RS observed the resident as back on their feet upon arrival and asked the resident if he was injured. The resident stated that he was "ok" and that he had a sore arm and elbow. The resident refused medical treatment but did speak with Hokuia management about his concerns regarding the slow-rising curb in the circle drive. An incident report was made for Hokuia records.
3. **6/28/2022 / THEFT** / On Tuesday, June 28th, 2022 at 2002 hours, a commercial employee reported to the RS that a stranger had been inside their space. The RS immediately responded to the space and spoke to the employee. After further investigation and CCTV review, it was found that an unknown male had entered the commercial space through an open unlocked back door. This unknown male took clothes and other items before leaving property. Honolulu Police were called and a report was filed by the commercial space employee. Hokuia RS assisted with DVR footage of the suspect. An incident report with photos was made for Hokuia records.
4. **7/3/22 / CODE GREEN** / On Sunday, July 3rd, 2022 at 1413 hours, a Hokuia resident called the RS and reported water on the ground in her laundry room. The RS issued a Code Green water leak emergency with all available staff responding. Upon arrival, the RS observed towels on the ground in the laundry room with minimal excess water. The resident explained that water had come from the hose area in the wall. The RS gave the resident several plumbing companies to call with a technician arriving shortly thereafter. The plumber confirmed a clogged drain line, clearing it at that time. The washer was tested and functioned normally thereafter. The RS checked for damages to the below units with negative findings for any moisture. An incident report with photos was made for Hokuia record.
5. **7/8/22 / THEFT** / On Friday, July 8th, 2022 at 1333 hours, a Hokuia resident reported that her bike was missing from the main bike rack in guest parking. The RS proceeded to investigate using a DVR footage review. Upon review, it was found that an unknown male had walked to the bike rack, and circled it one time while taking the resident's bike off the rack. The male proceeded to ride the bike off the property. During follow-up, it was found that the resident's bike was not locked to the rack. This allowed the male to quickly take the bike and leave the property in less than a minute. The resident called HPD and made a police report. An incident report with photos was made for Hokuia record as well.

6. **7/16/22 / EMPLOYEE INJURY** / On Saturday, July 16th, 2022 at 0609 hours, a Hokua employee tripped and fell while working in the pool area. The employee was immediately assisted by other employees who were there on the scene. The employee who fell injured his ankle and was assisted down from the deck while given an ice pack for swelling. The employee refused further medical treatment. An incident report was made for the Hokua record.
7. **7/21/22 / CODE BLUE** / On Thursday, July 21st, 2022 at 0853 hours, a Hokua resident called and reported that another resident in the building required medical assistance. The RS issued a Code Blue medical emergency with all available staff responding. 911 was called for an ambulance and EMS service. Upon arrival, the RS observed the resident as conscious and laying down in her closet. The resident stated that she felt extremely dizzy and nauseous. The RS stay with the resident keeping her calm until EMS arrived shortly thereafter. EMS took care of custody of the scene and proceeded to evaluate the resident. After soon time, the resident was assisted downstairs and taken to Straub Medical Center via ambulance. An incident report was made for Hokua records.

COMMERCIAL / APARTMENT ISSUES:

- N/A

SECURITY & LIFE SAFETY TRAINING:

SEMINARS ATTENDED:

HAWAII HOTEL & VISITORS INDUSTRY SECURITY ASSOCIATION (HHVISA)

- July 29, 2022 – 9 AM

Attendees: Hokua Assistant Manager – *Ryan Benavente*

INSPECTIONS:

- **Checkpoint Fire Protection** – Monthly Fire Pump Testing (June 14, 2022, and July 12, 2022)
 - Conditions Normal/Pump Operating Normal.
- **Alert Alarm** (June 21, 2022, and July 19, 2022)- Monthly Maintenance of all CCTV CAMERAS & ACCESS POINTS, CARD READERS, and MONITORS.
 - **Service Calls** – NA
 - **Kone Elevators:** Weekly check for faults, alarms, and complaints – (June 2, 9, 16, 23, 30) (July 7, 14, 21, 28)
 - **Kone Service Calls** – NA

ALARM ACTIVATIONS: - NA

ALERTS: - NA

TRAINING:

Hokua RS with monthly training on Code Red response and dispatching. Fire extinguisher locations and responding on the scene with an extinguisher in hand was the main review point in the discussion. Dispatching clearly and concisely while repeating the transmission twice was the main point for the person in RS Control.

Hokua RS going over house rules regarding the pool area in anticipation of its reopening. Roundtable and scenario discussion on the different incidents that have happened in the pool area and on the terrace deck.

RS with ongoing Code Red shift drill training for any emergency with fire or our fire system.

NEIGHBORHOOD SECURITY COMMITTEE: - NA

OCCUPANCY

- **On-Site Owner-Occupied Units: 99** **Percentage of On-Site Owners: 40%**
- **Off-Site Owner Units: 100** **Percentage of Off-Site Owner Units: 40%**
- **Rented Units: 44** **Percentage of Rented Units: 18%**
- **Units For Sale: 5 (Report attached)**
- **Total Units: 248**

Current Pet Occupancy

Total: 24

- Dogs: 20
- Cats: 4

Guest Suite Usage Report

Billing Period	Total Amount Billed
2013	\$151,950.00
2014	\$176,350.00
2015	\$163,050.00
2016	\$172,250.00
2017	\$181,611.66
2018	\$163,628.78
2019	\$190,584.19
2020	\$56,130.32
2021	\$63,372.85

2022 - Billing Period	Total Amount Billed
January	\$15,562.94
February	\$11,766.71
March	\$20,230.51

April	\$13,211.77
May	\$15,069.67
June	\$15,069.66
July	13,005.32
Total	\$103,916.58

MAINTENANCE REPORT

1. Maintenance Project List
2. Maintenance Newsletter
3. BGC Meeting Notes

FOR YOUR INFORMATION

1. Electricity Report (see attached)
2. Neighborhood Board Meeting – June & July Agendas (see attached)

Respectfully Submitted,

Duane A. Komine, ARM®,
Hokua General Manager