

Hokua

1 2 8 8 A L A M O A N A



General Manager's Report January 2022 – March 2022

INCIDENT REPORTS:

1. **1/17/22 / CODE GREEN** / On Monday, January 17th, 2022 at 1404 hours, a Hokua resident reported water on the ground in their laundry room. A Code Green water leak emergency was issued with all available Hokua staff responding. Upon arrival, the RS observed a small amount of water on the ground in the laundry room and no visible active water leak. After further investigation, it was found that the unit washing machine needed to be replaced. The resident was advised not to use the washer to avoid further leaks. All excess water was cleaned with the unit below checked and found dry with no discrepancies. An incident report was made for the Hokua record.
2. **1/20/22 / CODE GREEN** / On Thursday, January 20th, 2022 at 1315 hours, a Hokua employee reported a major water leak in stairwell #2. A Code Green water leak emergency was issued with all available staff responding. Upon arrival in the stairwell, staff members observed water “raining” down from the above floors. After tracking the water, it was found to be coming out of a stairwell wall on the 30th floor. After further investigation, it was determined that the water was coming from a sprinkler line within the wall. The 30th-floor fire sprinkler water line was turned off at this time. Hokua staff proceeded to vacuum and dry as much excess water as possible while a water mitigation company was called and en route. A fire sprinkler pipe repair technician was called and proceeded to replace the faulty pipe which caused the leak. At this time the water mitigation company arrived on site and started the drying out process. In all, the water traveled down over a dozen floors contained mostly inside the stairwell and common area hallways. There were a handful of residential units that required service for moisture as well. Repairs for the common area hallways and stairwell are ongoing at this time. An incident report with photos was made for the Hokua record.
3. **1/29/22 / ELEVATOR ENTRAPMENT** / On Saturday, January 29th, 2022 at 1816 hours, the RS received a report that a resident was stuck inside one of the tower elevators. An RS was dispatched to the floor where the elevator was sitting to make contact with the resident inside. The resident was reported as ok with no discrepancies, sitting calmly waiting for help. The elevator company was called to confirm that a technician was on the way. At 1912 hours the elevator technician arrived on site and was issued keys and a fob. At 1921 hours the resident was let out of the elevator in the main lobby. The technician adjusted certain elevator parameters and changed out an internal elevator board. The elevator was tested and reported as running normally thereafter. An incident report was made for the Hokua record.
4. **2/4/22 / PROPERTY DAMAGE** / On Friday, February 4th, 2022 at 1500 hours, a Hokua guest reported that her vehicle had been damaged in the Circle Drive. The RS investigated and found that the vehicle windshield had a small crack in the middle top area. After further investigation and DVR review, it was found that a small baby coconut had fallen and damaged the vehicle. An incident report was made for the Hokua record and forwarded to the AOA insurance provider.
5. **3/16/22 / CODE BLUE** / On Wednesday, March 16th, 2022 at 1334 hours, a resident called and reported that her husband wasn’t feeling well and needed an ambulance.

Hokua RS issued a Code Blue medical emergency with all available staff responding. At the same time, RS Control called 911 for EMS assistance. Upon arrival at the unit, the RS observed the male resident laying down in bed. He relayed that he had the chills and was dizzy. The female resident reported his fever to be very high at 104*. EMS technicians arrived on the scene shortly thereafter. After some initial treatment in the unit, the resident was brought downstairs to the ambulance and transported to Queen's hospital for further treatment and observations. An incident report was made for the Hokua record.

6. **3/16/22 / CODE GREEN** / On Wednesday, March 16th, 2022 at 1610 hours, Hokua RS discovered a slow water leak in stairwell #2 on the 19th floor. A Code Green water leak emergency was issued with all available staff responding. Upon arrival, the leak was confirmed, reported as a slow drip, and observed as coming from a pipe in the ceiling belonging to the fire sprinkler system. Hokua's fire sprinkler service provider was called for a repair and scheduled for the following morning. The water leak was contained in the stairwell by a bucket with the RS checking on it throughout the shift. The next day, the faulty pipe was replaced with no further discrepancies. An incident report with photos was made for the Hokua record.
7. **3/21/22 / CODE GREEN** / On Monday, March 21st, 2022 at 1100 hours, a Hokua guest reported discoloration of the tile grout in Hokua Guest Suite #1. Hokua RS and maintenance investigated this report and suspected water as the cause of the discoloration. A plumber was called in for service and found that the shower cartridge was leaking in the wall of the bathroom. The plumber changed out the cartridge and found it to be working properly. A water remediation company was called in for service and reconstruction, completing both phases of their work on April 4th. An incident report with photos was made for the Hokua record.
8. **3/26/22 / CODE GREEN** / On Saturday, March 26th, 2022 at 0310 hours, a Hokua resident reported her closet carpet as being wet. Hokua RS issued a Code Green water leak emergency with all available Hokua staff responding. Upon arrival, the RS confirmed the closet carpet as wet and observed the moisture as coming from the unit bathroom possibly through the wall. The RS used towels to soak up some of the water and called a remediation company for service. The RS checked the below units for moisture with negative findings. A plumber was also called to find the source of the leak arriving shortly thereafter. It was found that water had run out of the shower due to a clogged drain, gone through an opening in the baseboard, causing the carpet in the closet to be wet. The plumber unclogged the drain and found the water draining normally thereafter. Repairs for the unit are pending. An incident report with photos was made for the Hokua record.
9. **3/31/22 / PROPERTY DAMAGE** / On Thursday, March 31st, 2022 at 1605 hours, Hokua RS reported that a vehicle had hit the Propark entry arm. At this time a Hokua resident came to the Propark booth and reported that she had hit the arm while coming in to charge her vehicle. The resident stated that she accidentally stepped on the accelerator while taking the entry ticket. Hokua RS observed no damages to the resident's vehicle. Upon request, the resident was given Propark's office number to communicate about repairs to the entry arm. An incident report was made for the Hokua record.

COMMERCIAL / APARTMENT ISSUES:

- N/A

SECURITY & LIFE SAFETY TRAINING:

SEMINARS ATTENDED:

2/23/22 - Superblock Meeting: at 87Zero

General Manager - *Duane Komine*
Assistant Manager – *Ryan Benavente*
Executive Associate – *Kristin Mori*
Administrative Assistant - *Cynthia Minn*

3/18/22 – Hokua Annual Owners Meeting – **RESCHEDULED**

General Manager - *Duane Komine*
Assistant Manager – *Ryan Benavente*
Executive Associate – *Kristin Mori*
Administrative Assistant - *Cynthia Minn*

INSPECTIONS:

- **Checkpoint Fire Protection** – Monthly Fire Pump Testing (January 11, 2022) (February 8, 2022) (March 8, 2022)
 - Conditions Normal/Pump Operating Normal.
- **Alert Alarm** (January 18, 2022) (February 15, 2022) (March 15, 2022) - Monthly Maintenance of all CCTV CAMERAS & ACCESS POINTS, CARD READERS, MONITORS.
 - **Service Calls** – NA
- **Kone Elevators:** Weekly check for faults, alarms, and complaints – (January 6, 13, 20, 27) (February 3, 10, 17, 24) (March 3, 10, 17, 24, 31)
 - **Kone Service Calls** – See Incident Report

ALARM ACTIVATIONS: - NA

ALERTS: - NA

TRAINING:

All Hokua RS are renewing their State of Hawaii Guard Cards with the DCCA. Renewal involves a 4-hour refresher class on basic security principles and common safety practices.

Hokua RS reviewed and trained on emergency evacuation procedures in preparation for Hokua’s full evacuation drill scheduled for April 28th.

NEIGHBORHOOD SECURITY COMMITTEE: - NA
OCCUPANCY

➤ **On-Site Owner-Occupied Units:** 99 **Percentage of On-Site Owners:** 40%

- **Off-Site Owner Units: 101** **Percentage of Off-Site Owner Units: 41%**
- **Rented Units: 44** **Percentage of Rented Units: 18%**
- **Units For Sale: 4** (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
Total	\$47,560.16

MAINTENANCE REPORT

1. Maintenance Project List
2. Maintenance Newsletter

FOR YOUR INFORMATION

1. Electricity Report (see attached)
2. Neighborhood Board Meeting – January, February, & March Agendas (see attached)

Respectfully Submitted,
 Duane A. Komine, ARM®,
 Hokua General Manager