

## **General Manager's Corporation Office, Recreations and Maintenance Report for October 2, 2010 Meeting**

Aloha,

It's that time once again when we meet and share old and new business of the Corporation. 2010 has proven to be a busy and productive year. It is with my pleasure to submit the following staff report to all members.

The office of the Corporation sent out the Annual billing in January 2010. To ensure payments were received, we also did quarterly billings every 90 days thereafter. The 1<sup>st</sup> billing took place in January, 2<sup>nd</sup> billing in March, 3<sup>rd</sup> in June and the final 4<sup>th</sup> billing was mailed in September.

The office mailed out demand payment notices as well as intent to lien notices to any owner that was more than 190 days in delinquency.

As a result of the above, the office of the Corporation achieved the annual budgeted goal set for the year.

Another line item that was successful for 2010 was back dues owed. As of September 29, 2010 the office collected over \$43,000.00 in bad debt and back dues owed.

In an effort to help property owners that live here and are living under the threat of an Albizia tree, the office sent out numerous Albizia letters to out of State and outer Island owners. We also worked closely with Board member and Environmental Program Director Glen Bousquet to meet this task.

T-Mobile Tower update; In early 2009 Board President, Madie Greene requested the office to research the possibility of a cell phone company erecting a tower here in Nanawale. The reason for this was due to continuous member requests because of the lack of cell phone reception throughout the community. The Association office sent out letters to all cell phone companies and T-Mobile was the only company that showed an interest at that time. With over a year of planning, we now have a tower that is currently up and running with better reception for our members that live here. When an initial tower is installed, it is then that most other cell phone companies will inquire about utilizing the tower as well. It is our hope that eventually the tower will host more carriers offering a wider selection and better reception to all cell phone users.

Throughout the year we addressed numerous member's complaints regarding potholes, downed trees, noisy neighbors, loose dogs, barking dogs, roosters, dumping of garbage, wild pigs, goats, abandoned vehicles, illegal structures, burning trash, speeding cars and water pipe leaks.

We continue to provide customer service with general questions through walk-ins, phone calls and e-mails daily.

We continue to work closely with all Board Members assisting with their Program's goals and objectives set for the year.

The Corporation's website is updated on a monthly basis.

The office placed and released liens throughout the year working with select County Agencies to help enforce Hawaii State laws and our CC&R'S. Agencies that we utilize are the Hawaii Planning Department, Sanitation Department, Hawaii Permitting Department and HPD for our abandoned vehicles.

The Association hired and trained all new personnel in 2010. The positions that were filled were Administrative Assistant Kathryn Katada, part-time Recreational workers Salome Lagman and Pablo Martinez and full-time Maintenance workers Rymer Like and Robert Montolongo. The Maintenance workers are now under the direction of our new full-time Maintenance Supervisor Bruce Kuamo'o who follows direction from the General Manager, Robert Berry. Administrational direction is filtered down from Board President, Madie Greene and all Operations are directed from Vice President Francis Malani. The "Corporate Organizational Chart" chain of command was developed by Board Member Eleanor Shannon, Policy Chair and voted on by the Board of Directors as a whole in 2010. Training for all new personnel included but not limited to corporate policies, equipment use, customer service, pool and Recreation use and care. The employees also received annual CPR training in June 2010.

The office was renovated late April and was completed early May 2010. New floors, paint and office furniture were purchased. The renovation was completed under the budgeted amount approved by the Board during their Budget 2010 meeting. Final cost for renovations was done well below the budgeted amount that was given.

Due to the current economy and challenges that we are faced with, the area that the Association was able to control expenses was in payroll. It was with the advice from the office that the Board close the office and facility one day a week to cut on payroll and utility costs. The facility is now closed on Tuesdays. Total savings is over \$16,000. a year.

Managed and executed all annual Recreational events with the help of the Recreation staff, Board Members, Madie Greene Board President, Andrew Daus Board Treasurer and Beverley Godfrey Recreational Program Director. Planned events throughout the year were a Yard Sale, Valentines Day cup cake decorating contest, Spring Time Family Fun, Easter Egg Hunt, Summer Fun Youth Program and After School program. Additional programs that the Longhouse supported and held were the Senior Nutritional program, Arch Of Hilo, and last but not least, Keiki and Me. Our Pottery program continues with the help of our instructor Steven Kirkpatrick, who dedicates his time and Aloha free of charge. To help assist and staff all of the events, the office partnered with

the following agencies; Alu Like, Work Force Development, First to Work and Pahoa Weed and Seed.

Under the direction of our new Maintenance Supervisor Bruce Kuamo'o, the Maintenance crew managed to remodel our community bus stop by opening it up to make it more safe and pleasant to look at. Painting of the office, break room and Kendell Park bathrooms was also done. Repairs were done to the children's playground equipment as well as landscaping at our parks and facility area. New Keiki playground chain link fence is expected to be installed in early 2011.

Aside from the daily maintenance of the Community's roadways, Longhouse grounds and parks, the following is a list of tasks that our Maintenance staff has addressed in 2010.

- °Hauled away and dumped all large, heavy metals, appliances, lumber, plastics, trees, boulders, rubbish etc... that were accumulated on Longhouse grounds.

- °Gutted-out Game, Electrical, and Chemical Rooms and disinfected and reorganized each.

- °Recycled all tires, batteries, televisions, engine oil, etc...

- °Cleaned out and overhauled entire Maintenance Area.

- °Repaired and patched all roofs and walls, doors, gates, etc...

- °Distributed dangerous and harmful chemicals to the proper facilities.

- °Improved and maintained proper storage for fuels, chemical and waste.

- °Reorganized entire Maintenance Department.

- °Installed concrete slab to shop area for safety requirements.

- °Reorganized Maintenance Office for cleanliness and efficiency.

- °Created drainage system around pool and bathrooms.

- °Installed protective covers for bathroom doors to protect from further water damage.

- °Repaired and installed new hardware to Men's and Women's Restrooms.

- °Repaired, prepped and painted the Pool Pump Shed.

- °Landscaped the entire Longhouse Area; removed invasive/harmful plants/trees and planted new varieties.

- °Cut down and removed large Coconut and Albizia trees from Longhouse Park.
- °Created healthy relationships with outside entities to co-create a safe and joyful experience in our community.
- °Removed a multitude of abandoned vehicles and illegal dump sites throughout the neighborhood.
- °Sold old broken down equipment and machinery for money and materials.
- °Improved all machinery and equipment, etc...
- °Repaired, prepped and painted Mailbox Area.
- °Fabricated and installed protective Bulletin Boards with locks.
- °Cut windows, installed trim and painted Bus Stop.
- °Painted several areas/walls white and red to Longhouse.
- °Tore down old Pool Shade Area and painted remaining walls red.
- °Repaired several gutters and gutter downspouts.
- °Painted all Park's Benches.
- °Repaired and improved Office and Break-room and painted, etc...
- °Repairs to Fence and Gates throughout Longhouse and Parks (3).
- °Clearing all trees and debris along entire Longhouse Fence-line.
- °Improved Security and Visibility throughout Longhouse and parks.

We look forward to continue serving you in the following year and wish all of you and your families a prosperous year.

Mahalo,

Robert Berry  
 General Manager  
 Nanawale Community Association, Inc.