

TO: Owners of Waipuilani, 1002 So. Kihei Rd., Kihei, HI 96753
FROM: Donald Biagi – Board of Directors [BOD]
SUBJECT: Bulletin #1
DATE: May 10, 2011

Aloha Owners;

It has been six weeks since being elected to the Waipuilani Board of Directors. It is my intention to work hard for the association and Waipuilani in general as well as to keep you informed and respond to your concerns.

This is the first of many bulletins that will be posted by me via the Waipuilani website, which is maintained by BOD, Tim Lawler. Please make sure your contact information: address, contact number and email address are up to date. The BOD and Aloha Properties have had some trouble contacting owners because of inaccurate information.

I have been an owner since November, 2009 and have looked upon my condominium as a 2nd home. I consider myself a Hawaiian resident when I am on Island as I have many ways I contribute to the economy, community, banking institutions, county of Maui and the State of Hawaii. My purpose is to treat this home just like I treat my other home on the mainland- that is “With Pride.”

When I first came to Waipuilani and saw what I purchased, I looked over the grounds, pool, structure, met some fellow owners, etc.. I was glad I became part of the Waipuilani family. There are many outstanding qualities here at Waipuilani and I am glad I chose to become part of it. I was amazed at what was to be revealed to me and I worked to not draw the inappropriate conclusions. At times it has a very friendly family atmosphere and other times I felt like an unwanted mainlander. I do not like feeling unwanted and no one else should, let’s change that feeling and bring in congeniality.

That aside, I evaluated my unit and had it inspected, especially the remodeling, and found that there was much poor quality work that was done and I had to spend extra funds to repair and replace poor workmanship by someone who had pride in their work. It took a while but I found the right person. Now, I really feel at home and my family and friends really like it when they come to visit.

The following are areas I plan to review: property management issues, off site manager, landscaper professional, board of directors training, financials, Waipuilani entrance & parking lot, maintenance fee, vehicle’s, relationships and common courtesy. There could be other areas I have left off but, there will be other bulletins.

- 1- **Property Management:** Aloha Properties, the management company contracted with Waipuilani AOA, have not met my expectations in their quality of service. They have come across as the owners of Waipuilani and think they have sole authority as to everything dealing with Waipuilani. They either ignore questions or give vague answers to questions. They deny access to documents when a member of the BOD request them and do not provide consistent documentations of financials. They change or leave out the specific names of the projects and pertinent details.
- 2- **Off site manger:** Leslie, our new manager is still learning what the Waipuilani complex is about and what needs to be done. Some members of the BOD will sit down with him and go over what we would like him to keep up on. He needs to publish, by-weekly, a bulletin about what he has been doing and send it to BOD, Tim Lawler, Secretary, to be published on the Waipuilani website. I know he will get everyone updated soon on the website.
- 3- **Landscape professional:** Kimo does our landscaping for the AOA and his job consists of the lawn, hedges, flowers, park and watering. He has been working to make it more presentable and have a warm feeling upon entering the complex. Getting rid of the brown spots in the grass has been a problem and getting the plants to flower all year round is important to create a warm feeling for us and our visitors. Kimo is expected to have a work bulletin in Tim Lawler's hands to be placed on the website, at the first of each month so all can see and board members can have information of ongoing problems. Then we can correct issues dealing with the landscape. Kimo needs to update his monthly reports on the website. I also would like that he and Leslie to take photos of completed projects and problems and send the information to Tim Lawler to be posted.
- 4- **BOD Training:** Board members, new and returning members, should go through a review training seminar, on a yearly basis, to update them and go over terminology, financials, employee duties, and those who oversee projects contracted by outside companies. During the training any new document, created by the BOD, shall be added to the submitted reports. This training can bring forth a better relationship and understanding between a Management Company and the BOD who represent Waipuilani AOA.
- 5- **Financial Reports:** There needs to be some changes made to all documents so they will reflect accurate numbers as well as names, dates, amounts, work done to reflect the titles in other documents. Case in Point: the Hawaiian Inspection Company issues its recommendations in a report, a company contracted to evaluate the Waipuilani complex and list all the necessary items that will need attention and give recommended immediate work dates, longevity dates, cost estimates and etc. We pay for this service.
The documents are evaluated by the BOD and they decide what should be done and if any extra assessments are needed to complete necessary work. Well, the 2010 recommendations report cannot be found under the same headings in the Aloha Properties financial report. At this time, I cannot tell if any of the 12+ listed projects for 2010, were ever completed, by whom and at what cost. It is ineffectual to have a report presented in this format.
We need to gradually build up our reserves for projects so we have the financial ability to complete and care for Waipuilani
- 6- **The Entrance and Parking lot:** The Waipuilani Entrance does not resemble a warm entrance as it is dusty, dull and unappealing. We as owners need to take more pride and seek to have a

positive visual representation so that when words are spoken, they reflect positive comments. Flowers blooming, neatly cut grass and hedges, clean parking lot and disposal area are expressions of warmth are essential to our image.

- 7- **The Maintance Fee:** This fee is our life blood, so please make sure your payments are on time. We need working capital and the BOD does not ever want to fine anyone for breaking of the Waipuilani AOA contract each of us lives by. We do have some owners who are not paying to the tune of several thousand dollars a month and this cause's a hardship. So, please recheck your payment schedule and if you **know anyone who is delinquent please get them to pay their late fees.** Each of us is responsible for the success of Waipuilani.
- 8- **Vehicles:** We seem to have owners or tenants with several vehicles and some that go against the Waipuilani contract for the complex. Also, some are parking in areas not designated for owner use. It keeps friends from being able to park and visit. Please, reconsider what you or your renter is doing and follow the contract.
- 9- **Relationships and Courtesy:** Waipuilani inter-relationships and courtesy occasionally are lacking between each other. I know not everyone feels comfortable with each other. Even in families there can be problems, but there must by civility for the **"Common Good"** of Waipuilani. If you resent others that don't agree with you and create bad feelings this negativity builds and becomes very dangerous. Example: someone at Waipuilani was very discourteous to my daughter and her husband when they were visiting Maui and staying in our Hawaiian home. That should never happen and I hope it never happens again. If you are an owner- you should never do this and if you have a renter they have no right to be rude. **Take time to smile and say hello.**

In closing, I, as a Board of Director will make decisions solely in the best interest of all owners of Waipuilani. I enjoy being on Island and enjoy everything about Hawaii especially Maui and my Waipuilani family.

Mahalo,

Donald Biagi

Board of Director, 2011-1013