

JUNE 2011

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GENERAL MANAGER'S REPORT - MAUI LEA TIMESHARE

Aloha from the General Manager. We continue to pride ourselves in doing whatever it takes to meet your expectations, and to remind all of you that we are here for you. We've been very busy this past year, and want to thank you for your support, especially in connection with the upgrading of the 76 timeshare units. To date, we have not received any negative comments regarding the upgrades that were done. We want to express our sincere gratitude to you the owners, the Board of Directors, and the management team in allowing us to complete the upgrades.

Further to many previous discussions on this topic, we wish to advise that we are in the process of looking into the possibility of replacing the mini-blinds in all living rooms and front bedrooms to make them more user-friendly, to adhere to ADA standards, and to ensure they are capable of withstanding daily wear and tear. This is one area where we're hearing repeated concerns from our owners. The current blinds are noisy and hard to operate and therefore it is a priority to resolve this particular concern.

We are happy to say we have also installed in each timeshare unit a California King bed in one-bedroom units, in the master bedrooms in two-bedroom units, and in the master bedroom downstairs in three-bedroom units. These are brand new with new headboards and new bedding chosen expressly to provide a tropical look. We've also refurbished both the small cocktail lanai tables and the large lanai tables, and are continuing to do this project as needed. We've replaced in several units, as needed, the indoor-outdoor lanai carpets. New air conditioning units have been purchased as needed due to both rust caused by moisture in the salt breeze and due to wear and tear. The air conditioning units that we're purchasing now are more eco-friendly and lighter. We are ensuring that the units being installed are the correct model for the high and low mounts to ease accessibility.

Maui Hill Resort
2881 South Kihei Rd
Kihei, Maui, Hawaii 96753
Phone (808) 879-6321
Fax (808) 879-8945

Concierge Desk
(808) 879-0180

Owner Services
(808) 879-6321 ext 5102

Sales Office
(808) 879-8802

Trading Places Maui
(800) 345-7301



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We're also starting to provide regular maintenance to the glass blocks in the showers as well as sealing the granite throughout the units by in-house housemen. We hope to do this particular project twice per year to maintain the integrity of the glass and granite, and to ensure that no water marks are evident. Whenever units are available, our in-house staff is presently doing any necessary touch-up painting or repairs before owners arrive. During the May service period we had the units detailed as far as cleaning of units, shampooing carpets, and any necessary preventative maintenance. At that time, we also had min-wax applied to the cabinets to give them a crisp new look.

In closing, we ask all of our owners for your continued support, and should anything needing fixing arise, please advise either myself or front office staff so that it can be taken care of immediately. We want to maintain the property with utmost integrity, and, with your support, we can continue to make it happen.

Respectfully submitted,
Dennis Costa, General Manager

GENERAL MANAGER'S REPORT - AOAO

Your Maui Hill team is happy to announce that there have been and continue to be many positive changes that have increased our owners' and guests' satisfaction as well as serving to enhance the appearance of the property.

Replacing of walkway area poles and support beams was done by in-house carpenter Del in the area of following units: 71, 73, 91, 92, 93, 94, 115, and 116. The painting of the fascia boards throughout the property has been completed, which really gave an updated feel to the property. Our in-house staff has been painting the beams, poles and landings throughout the property and all of the arches of the buildings have been painted as well. On a temporary basis, we have replaced the pool tiles at the water line which were damaged. We have had a licensed contractor install four new pool lights and fixtures.

We have completed a new project: the construction of new walls around barbecues on the property. In the past, we have had reports of flames being extinguished due to wind, or the sprinklers coming on while guests were grilling. To alleviate these problems, we contracted the construction of hollow-tile walls finished with stucco around the barbecues to match the buildings. These not only provide more visual appeal, they will also make the experience of guests more enjoyable. In addition, two new barbecue grills have been purchased.

We're having Christopher power-wash exterior stucco walls throughout the buildings to remove the Maui red dirt. We've had a licensed contractor trim all coconut and fan palms throughout the property. Our in-house groundsman have been recently planting colorful hibiscus and impatiens to add color throughout the property. Our in-house maintenance is preparing for the hot summer months ahead in order to maintain the property and to keep the property lush and green. During the recent rainstorm we experienced, we received only two reports of roof leaks. Hopefully we're getting down to the very end and we'll have no leaks whatsoever reported during the next rainstorm.

We have recently purchased a second-hand golf cart for Maintenance for Gary. In addition a new golf cart has been ordered. Maui Disposal recently delivered all new trash containers. These containers are plastic with lids that are so much lighter for owners to use as compared to the heavy lids they had to deal with in the past.

Finally, we have also adjusted all hallway and walkway lights to conform to the sun setting later in the evening.

Respectfully submitted,
Dennis Costa, General Manager

BUDGET FOR FYE 6/30/12

Your Board of Directors along with the management team of Maui Lea worked diligently on the budget for the upcoming fiscal year. The



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continued strain in the economy has once again contributed to a very difficult budget process. The County of Maui also made changes to the view designations and values of some of the units which caused a positive change in the real property taxes owed. Refunds of prior year's real property tax paid was also received and credited to the appropriate unit category on the budget. Due to the method of calculation of fees primarily relating to real estate taxes, changes effective 7/1/11 to the fees varied as follows: one (1) bedroom - \$2 per quarter increase; two (2) bedrooms - no change; three (3) bedrooms - \$8 decrease per quarter. A copy of the fees by interval type and the approved budget are attached to this newsletter.

The following additional areas impacted the budget:

- Interest Income – Due to the continuing downturn in the economy, interest rates continue to be low.
 - Salaries Taxes & Benefits – With the completion of the unit renovations an additional houseman was added to the budget and the shared salaries were adjusted back to normal allocations.
 - Bad Debt – A higher amount has been added to the budget due to the increase in uncollectible amounts.
- Land Rent – Increase in accordance to the lease terms.

Many thanks to Dennis Costa, and his great staff, in controlling costs and continuing to maintain the quality of our operation at a high standard.

If you have any questions on the budget, feel free to contact any Board member, Dennis Costa or Ruth Okada, Co-Plan Manager.

ADMINISTRATION BUILDING RENOVATION

The AOA will be commencing a \$130,000 renovation of the administration building. This work is targeted for commencement in June 2011.

It is a much needed improvement. The good news is that it is being accomplished WITHOUT a special assessment. The following outlines the general areas that will be renovated:

- Reconfiguration of the front desk area and counter
 - Add new offices & reconfigure existing offices
 - Renovate restrooms to be updated and ADA compliant
 - Tile lobby floors
 - Carpet in office areas
- Purchase new furniture for the lobby and offices

ACTIVITIES DESK

We are now **HAWAIIAN STYLE ACTIVITIES** for all your activity wishes and bookings. We offer great discount prices and first class service, including massage appointments, golf tee times, and dinner reservations. Underwater rental cameras, snorkel and beach gear and *Maui Jim sunglasses* are available at our desk located in the Lobby of beautiful Maui Hill.

Open daily from 8am to 5pm, stop by or call ahead to pre book conveniently: Call 808-879-6321 and ask for Ext 5104.

Upon arrival, guests are invited to attend the first morning Island Orientation 8:30am, poolside. Pastries, juice, coffee & fruit are enjoyed while the tour guide describes the optional activities.

New: **Quicksilver** dinner cruise aboard a lovely double deck catamaran out of Maalaea Harbor, features live music, prime rib and/or Polynesian chicken, fresh croutons in Caesar salad, new potatoes and stir fry veggies-Optional eggplant parmesan for the veggie. Chocolate decadence cake for dessert and 2 cocktails included for a fabulous ocean cruise. **Molokini**, the highly rated marine reserve, is available on **Quicksilver** (\$95) or **Frogman** (\$79), depending on your budget: 2 or 3 stops, bbq or deli lunch, glass bottom & slide?



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Ziplining is still the most popular request, and there are many to choose from \$95 & up. The newest is **Treetop** (\$165), where you access ziplines from treetop to treetop via suspended bridges, never touching the ground!

Island hopping for the day is a great option: **Pearl Harbor** on Oahu has 3 tours to choose from:

(A) All day in History at Ford Island includes more than just the Arizona Memorial-USS Bowfin Submarine, Pacific Aviation Museum & USS Oklahoma Memorial (B) Arizona Memorial tour followed by a drive to the North Shore, Dole Pineapple, Byodo Temple, Pali Lookout, and admission (includes buffet lunch) at Polynesian Cultural Center or (C) Arizona Memorial tour followed by city sights & Waikiki beach with free time for shopping option. These packages include round trip jet airfare \$300 & up.

Day boat trips to **Lanai** Island offer exceptional snorkel/beach experiences:

Weekdays only, **Trilogy**, (\$189) hosts you on the dolphin habitat shoreline with a short van tour & bbq for the beach lover-Tidepools for the non swimmer. **Golfers** may take a shuttle boat at 6:30am or 9am (\$270) and play the **Challenge** or the **Experience** courses, where Bill Gates married!

Molokai, Mon-Tues-Wed-Fri only, takes tourists for the day while residents come to Maui to work! Made famous for the Leprosy colony, Father Damien, was canonized in Rome recently, and the tour guides share the story. This tour appeals to the cultural historian...as most native Hawaiians live on Molokai.

Luaus are dinner shows well priced for the 3 hour event: Dinner buffet, cocktails and Polynesian revue. **Te Au Moana**, at the Maui Marriot has an awesome panoramic ocean setting and also a sumptuous brunch-like buffet dinner with complimentary cocktails and fresh flower lei greeting. **Honua'ula**, at the Grand Wailea Resort, also is oceanfront, and an equally impressive nearby choice, with cocktails, buffet dinner and fresh flower lei greeting. They are both offered Mon-Thurs-Fri-Sat \$95.

Other evening shows are **Circ Polynesia**, performed in an open tent on the grounds of the Hyatt Regency in Kaanapali. This amazing show stars the incredible Wallenda family. It is reminiscent of the circus days minus the animals! Refreshments are cocktails cotton candy & popcorn, or you may opt for a pre dining package within the resort.

For the theatre buff, **Ulalena**, (\$59/Standard seats & up) appeared at Carnegie Hall, ranking it among the top shows, with aerialist gymnasts and mimers portraying various Historical skits such as Captain Cooke discovering Hawaii, trading with the native Hawaiians with fire & guns for their crafts. Weeknights only, in a 10 million dollar theatre. There are dining packages available starting at \$98 which includes the best VIP seats.

Alooha, from the in-house activity desk! Look forward to hearing from you!

Donya & Karen

808-879-6321 Ext 5104

808-874-5437

Please ask for a Maui Hill Agent to best service you!

WEB SITE UPDATE

Our web address is: www.mauilea.com. Please keep this information for future reference.

We hope you visit our website. Owner feed back is important to us. Please feel free to share your thoughts of what you would like to see or not see on your web site. You may email me with your suggestions at: nancyb@mauilea.com.

SOFTWARE UPDATE

Maui Lea has updated the software program we use to keep the timeshare records updated. If you would like to add information to your ownership records such as email address, cell phone numbers, fax numbers, emergency contact information, please feel free to do so. You may do



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this update by visiting the web site and filling out the owner's questionnaire, or by mailing it in via this news letter. AS A REMINDER, WE REQUEST THAT YOU LET US KNOW IF YOU ARE COMING TO USE YOUR TIMESHARE WEEK. It is **required** that you put it in writing to authorize a guest to use your time. This can also be taken care of by using the owner's questionnaire form which is enclosed.

EXCHANGE TIPS

Owing a timeshare is supposed to be fun because it is all about your vacation. Many owners have shared their frustrations with me when it comes to the exchange process. Often the vacation dates or destinations are not available when the request is placed. When the vacation dates are ready to be confirmed it may be too late to take advantage of securing a decent air fare.

Sound familiar?

You have heard it before, **bank early and request early**. Why do we drill this into the ground? It is simple; it keeps the wheels in motion. When owners bank early, owners requests are confirmed early. The wheels come to a sudden halt when owners decide not to bank until they get what they want, or to place their unit for rental. So for our owners who like to exchange their time and wish to keep their timeshare investment working for them, remember to keep the trade wheels turning by simply planning early.

Mahalo,
Nancy Benson
Owner services & Resale's
Trading Places Maui

TRANSFER OF TITLE & DEEDS

Your Association would like to remind you to consider adding another person to your title which may prevent problems in future ownership issues.

Maui Lea works with First Hawaii Title Corporation. They are very familiar with our property and can assist you in transferring or adding someone to your title. We cannot stress to you enough the importance of keeping your title updated. Taking the necessary steps now can save your family heart ache and money in the future. Please note that there is a cost for this service.

Please contact them at:

First Hawaii Title Corporation
Colleen Kibler v colleenk@firsthawaii.com
P.O. Box 208 v 310 Ohukai Road #319 v Kihei, HI 96753
Telephone: (808) 879-1585 v FAX: (808) 879-7179

MARK YOUR CALENDARS

AOAO Maui Hill

September 21, 2011 - Annual/Board (Maui)
Fall 2011 – Board telephone conference call – TBA
January 20, 2012 – Board (Maui)
April 16, 2012 Board (Las Vegas)

Maui Lea Time Share Association

September 20, 2011 – Annual/Board (Maui)
Fall 2011 – Board telephone conference call – TBA
January 20, 2012 – Board (Maui)
April 17, 2012 Board (Las Vegas)

