



SEPTEMBER 2011

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## MAUI LEA GENERAL MANAGER'S REPORT

As mentioned in my previous newsletter, you are all aware that we've completed all 76 of our timeshare renovations, and we are happy to report that the last special assessment for renovations will be in October of this year. I would personally like once again to thank the owners that voted to have these renovations done, and to thank the Board of Directors for taking the lead and seeing to it that we did the upgrades for all of our 76 units, including: kitchen upgrades, flooring, kitchen counter, lighting, full-size dishwashers, showers, and installation of new ADA compliance toilets and tubs. It's been a really rewarding time for me and our staff. We have had many wonderful positive comments, and not one negative comment, from the owners as to the outcome of the renovations. We want to thank each and every one of you.

We have also made other great improvements; including the addition of King size beds, new headboards and new tropical bedspreads in each unit to upgrade the decor. We are in the process on an ongoing basis to replace all televisions in the bedrooms to HDTV 32 inch flat screen TV's. In the future, we will be replacing the 32 inch TV's in the living rooms as well. Again, improvements we would like to see in the future include replacement of the mini blinds we now have in the living rooms and bedrooms. We have been working on this initiative for quite some time. As we are all aware, the current mini blinds are not secured on the bottom and are thus affected by our Kihei winds, with the resulting banging noise that occurs day and night creating a nuisance for owners and guests. Several licensed contractors have been providing us with ideas and proposals to replace these blinds, but we want to ensure the choice made is going to be a benefit for our owners and will maintain the integrity of the units. We are con-

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tinuing on an ongoing basis to replace screens and to paint screen doors to spruce up units whenever possible. Having installed new granite countertops and tiles, we are continuing to research to ensure we are maintaining these improvements with the highest level of care possible.

We have hired a new houseman, who will on a daily basis go into rooms and not only do general maintenance such as cleaning of walls, cleaning glass blocks, sealing granite countertops, polishing sinks, and revarnishing the koa wood cabinets, but hopefully we will have him clean the carpets as well. We have found that it has been a large expense to have carpets cleaned by a licensed contractor, and we would like to wherever possible have cleaning done in-house to provide a cost savings for our owners, and to utilize the resulting savings toward future upgrades in the units. We would also like to update the light switches throughout units to rocker switches instead of the old flip switches we have now, to update the door handles to match the brass nickel fixtures, and to install door handles for living room, bedroom, glass doors and screen doors. In the future, once we are able to replace the TV's in the living rooms, we would like these to be 42 inch TV's, and if possible, have them hung on the wall. The armoires currently housing TV's in the living rooms will not accommodate these larger-size TV's, but our proposal would be to move the armoires to the master bedrooms to house the 32 inch TV's in those rooms. We would welcome any feedback you may have on this proposal.

In our attempts to continue with preventive maintenance in the rooms, we are now doing more intensive cleaning of air conditioning units where we not only clean the cover and filter, but also the grills and the vents of the air conditioner itself to remove dust and lint to prevent the possibility of mould building up. Although this is more time-consuming, we believe this will be more efficient in maintaining these units to make them last

longer and thus will be more cost effective in the long term.

Lanai tables that have become discolored with wear and tear have been repainted, and chaise lanai chairs that needed repair have been re-strapped and repainted. We have also replaced lanai carpets in several units. This is an ongoing project as needed.

We have purchased lampshades on an as-needed basis. We have been replacing CD players, as needed, with smaller decks that require less space and are more up to date. In the future, once the clock radios in units need to be replaced, we will be doing so with clock radios that have iPod docks, to be in tune with updated technology. We have replaced or refurbished several recliners due to wear and tear. Finally, we continue to install new kitchen shelving and vanity shelving as needed throughout the units, for those that have been compromised by wear and tear.

Wow – Maui Hill Resort is 30 years old – isn't that unbelievable? And it still looks like a new property. We want to thank your Board of Directors for continuously working to maintain the integrity of the property and to maintain your investment to a high standard.

Respectfully submitted,  
Dennis Costa, General Manager

### **AOAO General Manager's Report**

We installed two heat pumps for the pool at the end of September last year, and had them running from September through March. The decision was made to shut them down during the hotter months between April and November as the temperature averages around 80 degrees during those months and we felt it was unnecessary to heat the pool. In addition, we are reluctant to run



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the pumps for 12 months of the year due to the high cost of energy. However, we may possibly turn them on again when the climate changes in November through March. We have also recently installed a new jet blower, and heat pump for the spa. The new blower is much quieter and more efficient, and the new heat pump is under warranty so should not need replacement for the next 5 years. Both pool and spa motors have been replaced with more efficient models which are quieter for guests' enjoyment. In addition, Chris has scrubbed and resealed the pool deck, at a substantial savings to all of us as it was not necessary to hire an external company to complete this service. He worked on this at night from 9 p.m. until 5 a.m. to ensure there would be no inconvenience to guests due to closure of the pool.

The lobby office and restroom renovations are now completed. We have ensured they are fully in compliance with ADA (American Disability Act) requirements. As mentioned in a previous newsletter, these renovations include new offices, new carpeting installed in the offices, updating the front counter area, removing wallpaper and repainting the walls, replacing the popcorn ceilings in the lobby, and a renovation of the restrooms in the back of the lobby in the pool area. We have a blessing of the lobby and pool restrooms scheduled for September 22 at 5 p.m.

As previously mentioned, the pool will be shut down during the three-week period of October 1-23 to replace pool tiles around the water line and the bench areas, to install non-skid tiles on steps entering the pool, and to replace the marked numbers.

An inspection of all sidewalks throughout the property was recently undertaken by me and two Board members, Loren Knott and Rich Endean. We have repaired the areas that were considered potential safety concerns for our owners and guests. While there are a few additional areas

that may need repairs in the future, the decision was made that these may be postponed for the time being without jeopardizing safety. During an inspection of the shuffleboard court, Board President Loren Knott questioned the discoloring of the new surface product. This has been followed up with the company who originally supplied the court surfaces. They have sent us two new surfaces for the courts for no charge (fully covered under warranty). We have placed these new court surfaces in storage for now, and will replace the shuffleboard courts when deemed necessary to maintain the integrity of this popular guest activity.

Throughout the property, hallway carpets have been inspected. We have had a licensed contractor replace these carpets and accompanying metal trim as needed. Del, Russell, and I have inspected all step treads and have replaced them with non-skid step treads in areas that required replacement.

New water well pump and equipment was acquired at a cost of \$28,000. We installed the new well in 2003 for irrigation water. Unfortunately, this required replacement this past month. The new pump is an irrigation well pump with a 3-phase motor, new submersible pump cable, and new galvanized column piping and couplings. We anticipate the average savings by installing this pump to be between \$36,000 and \$42,000 per annum and thus is a good investment with savings amortized over the life of the new pump.

All of the blue whale sculptures on the property have been washed and cleaned by Arthur. This includes the whales on the main sign on the Kihei Road entrance, on the buildings, in front of unit #47, in the office area, and in the pool area. Our in-house carpenter Del has been very active with repairing portions of the exterior buildings, such as the stairway beams, the landings, and the steps throughout the property. He has recently completed the areas by units #115 through #118. The



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next area for stairways and beams to be addressed is by units #43 & #44. We are fortunate to have Russell, our in-house painter, who is painting the brown exterior paint on the property: on steps, pole beams, landings, and stairways to give an updated fresh look, at a substantial cost savings to all of us. The floors, walls, and trellises in the trash room areas have been repainted. Also, painting has been done on speed bumps, bumper curbs, fire hydrants, and parking lines throughout the property, as well as white lines on sidewalks to ensure guest safety. The painting of doors at the front entrance and storage areas throughout the property is being done on a continuing basis.

We've had a licensed contractor paint all the arches throughout the 12 buildings as well as replacing all the fascia boards that needed to be replaced due to wear and tear throughout the years. The next project we plan to undertake is to wash, stain treat, and repaint the bottom 3-5 feet of all exterior buildings with stucco paint to blend in with the exterior walls. Unfortunately, over the past 30 years, red dirt has stained these areas. We endeavor to improve the beauty of the buildings, to give them an updated look and hopefully to ensure that repainting of the buildings in the future will not be necessary due to preventive maintenance now.

With respect to gardens throughout the property, additional flower plantings have been made by units #115 through #139. We have undertaken the removal of coconut and fan palms throughout the property due to cost preventive maintenance. We have planted plumeria trees and banana trees, and plan to return to a cherished Maui Hill tradition where the bananas are cut and hung on the pool area tree until ripe so that owners and guests can enjoy ripe bananas from our property. Of course, we're continuously trimming and fertilizing throughout the property when needed, to keep it manicured and to maintain the standard for which we have become known.

We added walls to the fifteen barbecue grill locations on the property to help prevent the extinction of flames on windy days, and to block sprinkler spray from the barbecues, as well as to provide aesthetic appeal. We've had many positive comments regarding these new additions. In-house labor has been replacing the spotlights as needed with more efficient, cost-effective lighting throughout the property. Finally, we have purchased a heavy duty golf cart for grounds men, which they truly appreciate.

As you can see, we've all been very busy, and we would sincerely like to thank the AOA Board of Directors for their continued support in enabling us to maintain the beauty and integrity of the Maui Hill Resort. I personally would like to thank all of the employees of the Maui Hill for doing a wonderful job, but I especially want to express my gratitude to the grounds and maintenance people who work tirelessly throughout the year to maintain the property, sometimes in very hot weather, especially during the summer months. Your hard work does not go unnoticed and is very much appreciated.

Future projects to be considered include the following:

- resurface or repair tennis court surface
- reseal and repair areas throughout parking lot on the property
- replacement of front doors, to replace the old lock and key technology with an updated electronic code, thereby removing the problem of lost keys, providing convenience for guests in not having to carry keys, and to be more technologically advanced

Respectfully submitted,  
Dennis Costa, General Manager



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## **FROM THE ACTIVITY DESK**

Aloha from the ***Hawaiian style* Activity Desk**, located conveniently in the Lobby to assist you **daily from 8am to 5pm**, with all your social and tour requests.

We have a complementary service, starting with your first morning **Island Orientation**, poolside at 8:30am. Refreshments served: Maui Gourmet coffee, passion orange juice, fresh baked chocolate & blueberry mini muffins, our exclusive guava & pina colada Island pound cake, and assorted Island fruits such as pineapples, oranges, strawberries.

This is your chance to be updated on the latest tours. We offer a ***special price sheet*** with lots of **discounts** to our valued Maui Hill attendees.

On Thursday, 3pm, Mani will have a fresh flower lei class, just \$10 each.

New this year are the great **underwater video/camera** rentals for just \$30 per day/\$60 per week. This includes a DVD we burn for you with up to 2 hours of video/827 still shots!

Also new, we are selling the highly acclaimed **Maui Jim sunglasses**....Known world wide for their crisp polarized vision 99.9% glare free!!!! They are the perfect souvenir to remind you of our beautiful Island....

**QUICKSILVER** is the state of the art catamaran featuring double deck, full size ADA compliant rest rooms, fresh water shower, glass bottom view, water slide, smooth stable ride, continental breakfast, BBQ lunch, snorkel gear & lesson, and a staff of dedicated crew, sure to please you...

**MOLOKINI**, the partially formed dead volcano 3 miles offshore, is the famous destination, where you will be in awe while viewing the variety of fish,

turtles, and manta rays in the 20 to 150 foot crater....After Molokini, you will snorkel in **turtle town** among the large graceful sea turtles.

Finally, you will head South to the **dolphin habitat**, where 5 species of up to 500 dolphin are known to frolic!

**DINNER CRUISE** on Quicksilver is convenient from Maalaea Harbor, just a half hour drive. The Quicksilver is the only dinner boat with tables & chairs! The menu is great: Tender prime rib, smoked to perfection, is carved on board, chicken stir fry, fresh grilled veggies, new rosemary potatoes, Caesar salad with homemade croutons, and chocolate decadence cake for dessert....2-3 complementary cocktails. Vegetarian and other dietary requests are available if requested in advance.

Offered on Mon-Wed-Fri-Hawaiian guitarist and on Sunday, the owner himself, Phil Kasper, plays music!!!!

**LUAUS** nearby are gorgeous-On the lawn areas of either the Wailea Marriott, **TE AU MOANA**, or the Grand Wailea's, **HONUA'ULA**, are both excellent. They are offered on Monday, Thursday, Friday, and Saturday from 5pm to 8pm. Included in the \$94, is fresh flower lei greeting, sumptuous Polynesian buffet, open bar (free drinks), and beautiful show. For the active visitor, spice up your routine If you have never attended **OLD LAHAINA LUAU**, you are missing a Historical journey as this luau is not allowed to be discounted, and it is owned by the Hawaiians.

Please call or email us to reserve in advance as this luau is always sold out by the time you arrive!

**ZIP LINING!** There are now 9 packages to choose from! Prices are \$90 and up...Locations & length of lines vary, in all cases general good health, no fear of heights, no pregnant, no neck/



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joint problems, and closed toe athletic shoes are required.

We look forward to seeing you soon!

Donya Izbicki  
Karen Sadowski  
required.

### **TRADING PLACES MAUI TIMELINE REMINDER**

Our intention at Trading Places Maui is that your vacation experience is always easy and fun.

We know how busy you are and time has a habit of getting away from all of us. So here are a few simple timelines to keep in mind when exchanging with TPM.

- 2 years: The time in advance that you can deposit your week, or request a vacation exchange.
- 2 years: The shelf life of all deposited weeks, starting from the check-in date of the time you are banking.
- 1 year: The shelf life of all Reward Weeks. These weeks are given for any Hawaii week traded in more than a year before it starts. This credit expires one year from the date you deposit your Hawaii week.
- 1 year: The time you gain by extending an expired regular week, (Reward Weeks are not extendable).
- 90 days: The furthest out that you can redeem a Reward Week via the website, the shortest being 24 hours in advance.
- 60 days: The minimum time prior to your week starting to be guaranteed credit, the maximum is two years.

- 30 days: The minimum notice required to cancel a reservation and have the vacation time used for the trade be deposited back into your account.

If you have not already done so, we encourage you to sign up (no charge) to receive e-mails highlighting our current open availability, please click on the *newsletter* tab found on the bottom of our website [www.tpmaui.com](http://www.tpmaui.com).

Specials can also be found by friending us on Facebook or following us on Twitter.

Don't forget, if you're looking for a discounted car rental rate while in Hawaii, be sure to stop by our website and click on the Budget, Thrifty, or Enterprise logos, where our lower rates can be found.

Trading Places

### **RCI UPDATE**

For those owners that are RCI members, you are probably aware of the changes that have taken place recently. RCI has launched their RCI Weeks Enhancements program. If you would like to learn more about this new program, you can obtain more information at the following website: <http://rci.com/weeksenhancements>.

### **SALES UPDATE**

Lea Properties LTD is the onsite real estate company for the Maui Hill Resort. We specialize in timeshare resales and whole ownership unit sales.

Monthly updates of what is currently for sale are sent via email. If you would like to be added to this email blast, please send your email address asking to be included, or we can simply email our inventory for your review. Sellers are considering



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all reasonable offers, this is a great time to add to your ownership or refer a friend.

Please contact us if you would like to purchase or need assistance in selling.

Tom Von Rosen (PB) 808-879-8802  
email: mauihill@maui.net  
Nancy Benson (R) B 800-345-7301  
cell: 808-385-9082  
email: nancyb@mauilea.com

Sharon Paley (R) 800-345-7301  
email: Sharon@tpmaui.com

We hope to hear from you soon.

Aloha,  
Lea Properties Sales Team

### MAUI LEA ASSOC. INTERVALS FOR SALE

Maui Lea would like to remind all of our owners that the association has inventory for resale. Prices are very reasonable!

To receive a list of what is being offered please contact one of our sales representatives with Lea Properties, or go to the following website to view our inventory: [www.mauilea.com](http://www.mauilea.com).

### HOME OWNER SERVICES

Questionnaire Guidelines: Let's go green! Your owner's questionnaire can be submitted online via our web site: [www.mauilea.com](http://www.mauilea.com). You only need to submit it once for the current year unless your plans have changed.

If **you are travelling** with guests, please don't register them until you arrive on property.

For owners that are **not** coming over and sending guests **in their place**, please be sure to register them in writing via your questionnaire or an email prior to their arrival. This will avoid them showing up unannounced and creating a check in problem for your guests. Once we have your their names, you will be mailed, or emailed a confirmation letter which will include the resorts surcharge fees and the states taxes. These fees will be due upon check out.

Owners have the following options each year on how to best utilize their timeshare intervals:

1. Use the time you own.
2. Bank / Exchange it. We have two affiliated exchange company's: RCI [www.rci.com](http://www.rci.com) TPM [www.tpmaui.com](http://www.tpmaui.com)
3. Send a guest in your place.
4. Rent your time. You may fill out a rental application on line: [www.mauilea.com](http://www.mauilea.com)
5. *(Rentals are never guaranteed, you have the option to bank it 90 days prior to your start date)*

Keep in mind that as an owner, you must authorize the use of your week each year. This form allows you to register your guests, or to let us know if you will be using your time. To bank your time or list it for rental you will need to contact these sources directly.

Keep in mind that if you don't use it, bank it or list for rental and it sits open, **you have lost it!** Planning in advance is always helpful no matter what you decide to do with your week(s).

If you have moved or changed your contact information, please update us. You can do this on the web site: [www.mauilea.com](http://www.mauilea.com)

If you have any questions about your ownership options, please feel free to contact me.



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Aloha,

Nancy Benson (B) R  
Owner Services and Resale's  
www.maui.lea.com  
nancyb@maulea.com  
(808) 879-6321 ext 5102

### **TRANSFER OF TITLE AND 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 · colleenk@firsthawaii.com

P.O. Box 208 ·  
310 Ohukai Road #319  
Kihei, HI 96753

Telephone: (808) 879-1585  
FAX: (808) 879-7179

### **MARK YOUR CALENDARS**

Below are the board and annual meeting dates. Future meetings will be scheduled at the Organizational meeting after the September annual meetings:

#### **AOAO Maui Hill**

September 21, 2011 – Annual/Board (Maui)

#### **Maui Lea Time Share Association**

September 20, 2011 – Annual/Board (Maui)

