



JUNE 2012

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Maui Hill Resort

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(808) 879-8802

Trading Places Maui

BUDGET FOR FYE 6/30/13

During these continuous economic hard times, the budget finalization is always a very difficult process. Your Board of Directors along with the management team of Maui Lea worked diligently on the budget for the upcoming fiscal year. Dues for the portion of the budget within the control of the Board were not increased. However dues for one and three bedroom intervals increased slightly based on items not within the control of the Board, primarily real estate taxes. Due to the method of calculation of fees, increases between room types are not consistent. Last year the 3 bedroom units also received the benefit of a refund of real property taxes. A copy of the fees by interval type and the approved budget are attached to this newsletter.

The following areas impacted the budget:

- **AOAO Dues:** Increased by 3%.
- **Land Rent:** increase in accordance to the lease terms.
- **Real Estate Taxes**

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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.



Maui Lea General Manager's Report

Aloha from the General Manager and our team! We continue to maintain the Maui Lea timeshare units to the highest possible level of integrity. We also strive to continue to meet your expectations of the property and for your units. We have been very busy in the past year. As you all know we completed the refurbishing of all the units in February 2011. We are now focused on continuing maintenance of your investment. As such, we have

hired a houseman who is responsible for entering units on a daily basis to continuously monitor any needed maintenance, for example, polishing glass blocks and granite, doing any needed spot cleaning, and also interior touch-up painting in areas where required. We would like to thank Richard Endean for bringing an issue to our attention: the cover screws attaching the grab bars in the shower stalls started to rust, as the contractor neglected to use stainless steel screws. We immediately called the contractor who inspected the units the next day to verify this. The Contractor will go through all the units and replace all screws in shower and tub areas as soon as the needed screws are available at no cost to the Association. This should take approximately 7-10 working days to be completed.

As you all know, at one time we used to have Sione doing commercial vacuuming of all lanais. It has been brought to my attention that it would be a good idea to restart this practice, both to preserve the lanai carpets and also to minimize the tracking of dirt into the units, thereby reducing the need to shampoo interior carpets as often. In addition, we are looking into purchasing "Aloha and Welcome" door mats for the front en-



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france of all units to preserve carpets in the units.

We have purchased King sized beds for all units in the past year, and we have also replaced refrigerators when warranted. This refrigerator replacement policy will be continued as needed on an ongoing basis. We are planning to purchase LED TV's for all units that don't currently have flat screen televisions. This proposal has been approved by the Board. We are hoping to order and install these televisions as needed in the next month or so.

We now also have an inventory completed by the Assistant General Manager of items she felt needed to be done in the near future; for example, replacement of some dining room chairs, replacement of some sofas, etc. This inventory will be discussed with the Board to obtain approval to have these improvements undertaken, and at that time, proposals will be obtained. The Board has approved replacement of the current mini-blinds that have a pull-string with a type that does not require pull-strings. These are easier to use, ADA compliant, and have tie-downs at the bottom to minimize noise from the wind. We will replace in groups of units at a time, e.g.

20 rooms at a time, and the rest in phases.

I'm also investigating for three-bedroom units a way to replace the sliding accordion doors to the upstairs loft bedroom. We have found that the replacement sliding style doors are not as durable and do not afford as much privacy as the original accordion doors. Thus, we would like to eventually replace all sliding accordion doors in the eleven three-bedroom units with the original type. We have purchased air conditioners that are lighter and cool more efficiently with less energy. The units that we have purchased are also more easily accessible and have correct high and low mounts to turn them on. We have noticed that during summer months the electric bill for the timeshare units is quite high. The Board has discussed the possibility of installing 4- or 6-hour timers in the units that would minimize





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electric consumption by shutting off the air conditioners after the set interval. We will test these timers in two units to monitor feedback from owners and savings on electricity to help determine if this would be a viable solution.



We have been inspecting units to check the carpet base cove. We replace the cove as needed due to wear and tear. We have also had a licensed contractor do repairs of carpets where they are pulling away from the tile. This is an ongoing project, and repairs will be done when needed in any units. We have replaced the indoor/outdoor carpets in several units. This is a continuing project. We have also taken out both the small and large cocktail lanai tables in several units to have them resurfaced and painted due to fading as well as wear and tear. In several units we also had

to replace some chaise lounges and chairs for the same reasons.

We are happy to report that internet speed bandwidth in all units has been upgraded by Oceanic Cable from 3.1 to 5.1 Mbps. We are hoping that this speed increase will address concerns from owners and guests that the internet service provided is too slow. We noticed in many of the units that a lot of the lampshades were not tightly fastened on to the lamp. We have replaced threads as needed to ensure that lampshades are fully secured onto the lamp. This is a minor detail that needed to be corrected at a minimal cost. We are also having housemen enter units to complete an overall general cleaning and maintenance of the unit. This includes wiping down with Orange Glow wood furniture polish of all wooden furniture: dressers, nightstands, cabinets, and vanity cabinets, as well as cleaning, brushing grooves, etc. on an ongoing basis. The whole unit is detailed before he leaves, and as quality and not speed is always our utmost priority, he will complete 1-2 units per day.

When purchasing new ceiling fans, we are now purchasing higher-end fans which should last longer, are much quieter and cost less to maintain. We are also purchasing new CD players



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which are smaller and thus they will fit in the entertainment centers in the units unlike the old bulky ones we had previously. In addition, they have iPod docks, which will be a popular feature. We have purchased new dishcloths, dishtowels, potholders and linens. Towels will be upgraded in the next order with fluffier, softer, more aesthetically pleasing towels for a nominal additional cost.

As far as future items to be considered, the bedroom drapes in the majority of units need to be replaced. Eventually, we would like to change all light switches to more modern rocker arm switches. Also, we would like to replace the living and bedroom door handles as well as those on the French doors to louver-style door handles which are ADA compliant. We would like to change the door knobs on screen doors as well. Also, some proposed ideas to update kitchens in the units would be to install granite or tile backsplashes behind stoves and sinks, which would add to the updated look of the kitchen. Finally, we would like to replace the caps on railings with wood rather than metal in all one and two bedroom units with these railings. In three bedroom units, the cap on the railing from the living room to the

loft bedroom upstairs should be done also.

Respectfully submitted,
Dennis Costa, General Manager



AOAO General Manager's Report

Staff has been very busy over the past year striving to maintain the integrity of the property. We thank you for your support while we have undertaken these projects. We are continuing to paint the exterior brown paint on walkway landings, steps, support beams and poles, and also the fascia boards. This is a continuing project and while we should have this project completed by the end of April, we will then start all over again to continue to maintain these exterior surfaces. Due to the hot sun and the daily use of the steps and landings, this exterior painting needs to be continuously ad-

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dressed. We have also been working on painting the exterior stucco in certain areas throughout the property to address discoloration by Maui's red dirt over the years, especially on the lower part of buildings. The bottom half of property has been completed and we are now working on the upper half. We are painting with regular stucco paint and feathering to match the upper half of the building. This will of course be far more cost-effective than painting all stucco areas. In addition, having this done by in-house staff is a substantial savings, as the proposal by a licensed contractor to do this work was over \$200K.



We have had in-house personnel replace pole beams, steps, and fascia boards in Units 53-56, 83-86, 90-102, and 115-118 and 139-140. This has been necessary due to dry rot. It will be a continuing process until all areas

that need to be addressed are taken care of. As this work is being done by in-house staff, this is again a substantial savings for owners. We had Christopher paint all the speed bumps, bumper curbs, parking lot lines, and edging of sidewalks and also hand railings throughout the property. We have also installed smokers' outposts by all the barbecue grills for the enjoyment of guests who wish to smoke.

We completed trimming of the 10 monkey pod trees and one rubber tree on the property. We have budgeted to trim the monkey pod trees every two years. This involves trimming of the lower branches, propping them up and tapering them, which also serves to open up the views throughout the property. We have had a licensed contractor trim the coconut trees and fan palms. This is a new contractor. By using this new contractor recommended by Aston we have savings of 10 dollars per tree. Our grounds men have planted many colorful plants throughout the property to enhance the beauty of the grounds. We are continuing to plant banana trees. When the bananas are nearing ripeness they are taken from the trees and hung under the large tree at poolside, for the enjoyment of all owners and guests. We have also planted small flower gardens behind Units 115-



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139 which has added color to the back area of these units. These have been a much-welcomed addition, as we have received many favorable comments about them, especially from people who have not seen these in previous years.

We have replaced sprinkler valves throughout the property due to leaks. As you are aware, some of these valves are 31 years old. We have purchased a new irrigation well pump and controls which has better pressure and thus provides more effective coverage, resulting in the grounds and vegetation looking even more lush and beautiful. In the past, when we needed to drain the spa, it was necessary run a hose from the shower, and attach it to the water faucet to fill up the spa. Understandably, this presented potential safety issues for guests tripping on the hose on the pool deck. Now we have added a



direct line a few feet from the spa, so all that is necessary is to turn on the valve and water goes directly to the spa, which is much more effective and, more importantly, much more safe. During renovations to the pool in October, some pool repairs were done. However, this is an ongoing project, and in the service period in May, we plan to do more repairs to the pool deck.

We have replaced walkway lights and spotlights as needed throughout the property, as well as adding additional spotlights for safety reasons. A project that has been recently completed is the water feature. We have had many positive comments about this. Almost every day people are taking pictures of this water feature with the Maui Hill sign in the background. We have also had a contractor build us a new poolside bar, which is a nice addition to our weekly mai tai parties, as well as adding to the ambience of the pool area generally. With regards to the mai tai parties, we have recently been able to offer additional beverages. Due to Aston rules, employees are not allowed to take any full bottles of beer or alcoholic beverages from the property. Therefore, we have been using any unopened beer or wine left behind by guests or owners

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at our mai tai parties, which has resulted in many positive comments. Of course, any open alcohol left in units is disposed of right away.

In several hallways throughout the property the carpet has been replaced with better grade carpet that is more durable, but actually costs less. During the small amount of rain we had about a month ago, there were no reports of any roof leaks.

The tennis court, as well as painting and re-strengthening the tennis court fence. We are planning on taking out old tiles in the 2 shuffleboard surface courts, replacing them with new tiles, and installing some stainless steel screws so they don't rust. Another future project is for additional pool deck repairs as mentioned, as well as repairing the parking lot with Seal-Coat. We would also like to have additional signage installed throughout the property, as it has been noted that more could be done to facilitate guests finding units when they arrive on our property.

Respectfully submitted,
Dennis Costa, General Manager

FROM THE ACTIVITY DESK

Aloha from the Maui Hill Activity/Concierge Desk,

We invite you to use our complimentary excellent service for booking your tours, dinner reservations, golf tee times and general information such as maps, directions, and coupons.

You are wise to attend your **first morning Island Orientation** poolside 8:30am continental breakfast where we talk about the old and the new value activities of the Season. There is a drawing for an activity!

There is a weekly fresh flower **lei making class** that meets 3pm in the Lobby. You must sign up in advance and prepay \$10 cash for the cost of the flowers. It's a nice get together and the aromas are free!!!





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At the weekly **Mai Tai party** from 4 to 5pm we again have a drawing for 2 activities!

If you would like to receive information in the mail you can request if you are 2 weeks ahead or more of your arrival. For quicker information go to our website www.mauilea.com where you will see the Activity Desk link. Do not book on the website but let us know by email or phone call what you want to book.



SUMMER ACTIVITIES:

QUICKSILVER, the best newest luxury catamaran to MOLOKINI CRATER & Turtle Town goes daily from Ma'alaea Harbor 7:45am-1pm; Continental breakfast, BBQ lunch, blended cocktails with lunch \$1, snorkel gear, lesson, and Dolphin encounter; Kids free age 6 & under; Adults \$10 off=\$85 adult/\$50 age 7-12yrs.

SUNSET COCKTAIL or **DINNER CRUISE** offered Mon-Wed-Fri-Sun from 5 to 7pm from Ma'alaea Harbor; Live Hawaiian or lite rock/jazz & glowing sunsets in Paradise; 2 cocktails & appetizers \$30; Add scrumptious dinner buffet with main course choice of prime rib, fresh catch baked or eggplant parmesan \$20 discount-\$70.

PARASAILING from Lahaina/Ka'anapali Choose your height-600 or 800 or 1200 feet-Solo or tandem; Max combined weight 350-450#; Daily flight from 7am-4pm; \$65 & up/Family pricing available.

JET SKI from Lahaina only-Must be 16 yrs. with valid license to operate and 18yrs to go alone; Up to 2 pas. per wave runner \$98 ea. per hour/Half hour \$70.

ATLANTIS SUBMARINE-Dive 150' along gorgeous natural reef where marine creatures thrive to the ocean floor; One kid free (Min height 36"/no babies in arms) with paying adult (\$50 value) Adult \$109; Daily at 9am-10am-11am-12pm-1pm-2pm.

LUAU-An absolute 'do not miss' activity -You have to eat! Dine Hawaiian style at a lavish Polynesian buffet with exotic drinks (including alcoholic) and fresh flower lei greeting followed by the spectacular hula show complete with fire knife dancers. Nearby are the alcohol free family style luau \$80 at the Maui Lu resort in North Kihei or



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the upscale shows at the Grand Wailea Resort or Wailea Marriot fronting the ocean with panoramic views. \$95 ea./kids free age 5 & under/Age 6 -12 yrs. \$50.

ZIPLINING-So many to choose from. All require closed toe athletic shoes. There are min-max weight and general good health to walk up to half mile total distance between lines-Tours are one to five hours long. Prices range from \$90 to \$249. NEW this year at the Maui Topical Plantation, offering kids as young as 5 years weighing 50# or more a course that is also walkable by the parent. For the adventurer we have extreme courses over mountain valleys with faster speeds and rugged trails.....

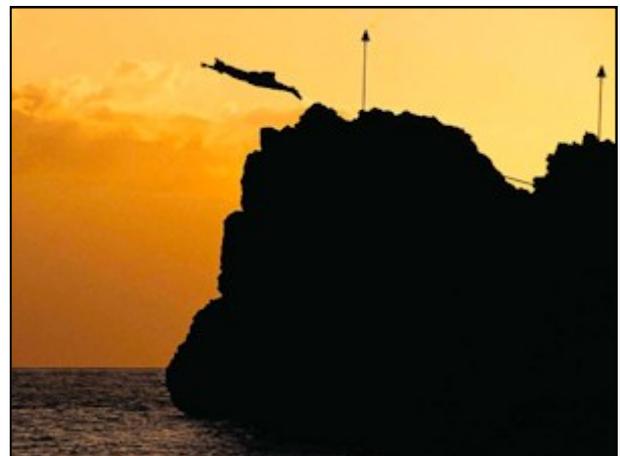
KAYAKING-Personalized 2 person kayaks snorkel daily 7:30am off our South shore at Makena Landing when the waters are calm and perfect for snorkeling \$69-\$79.

REDLINE RAFTING-Newest fastest closest trip to MOLOKINI from Kihei Boat Ramp circumnavigates Molokini & guarantees getting there along with 3 other choice other spots. Includes deli lunch & gear. This is the only rafting trip with a marine head on board!!! \$125 ea. ages 8 & up.

SCUBA DIVING-So many reefs besides MOLOKINI CRATER-A brief refresher beach dive will give you the confidence to return to your passion of scu-

ba diving off a boat-Just \$85. This activity is nearby across the street at Ke'eawakapu Beach. Experienced certified divers who have dove within the last 2 years don't need the refresher.....and they can opt for the **scooter dives** off shore as well....

ULALENA-The beautiful theatre cost \$10 million to build and the acoustics are perfect so you can enjoy the Hawaiian chants and sound effects of this interpretive story of Maui by dance and aerial artistic performers. Dinner packages are quite reasonable and kids specials are offered. Weeknights only 6:30 curtain in Lahaina.



OFF ISLAND ONE DAY TOURS: Pearl Harbor on Oahu includes airfare and a choice of 3 packages \$300 & up Hawaii active lava volcano **Kilauea** by private plane 3 hr. tour \$400 offered morning or afternoon.

For reservations to these and any oth-



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er tours please contact us at 808-874-5437

***This number may go to another desk so be sure to ask for Donya or Karen at Maui Hill 808-879-6321 Ext 5104 Maui Hill Desk in House.

Donya Izbicki
donya@hawaiianstyleactivities.com

Karen Sadowski
karen@hawaiianstyleactivities.com

Trading Places Maui

No matter your vacation destination, once TPM has booked your exchange, there are often still travel related arrangements to be made. We can help!

If you need to rent a car, simply go to www.tpmaui.com and click on any of the car rental logos and our discounted prices are built in to each link.

We all shop online for airline tickets, but if you'd like to talk with a Hawaii expert contact Angie's Travel and Tours here on Maui at 1-808-244-1413 or via e-mail att1@hawaiiantel.net. Even the best laid travel plans can be impacted by the unexpected. We want to remind you that together, CSA Travel and Trading Places Maui offer the option of purchasing timeshare specific travel insurance. Two experienced companies, offering two great plans: **ProtectMe Standard at \$65 and ProtectMe Plus at \$139.**

These affordable policies offer a wide range of coverage including 24-hour emergency assistance, travel and baggage delay, identity theft resolution, road-side assistance, rental car damage, on demand medical and protection from the loss of associated exchange and maintenance fees. In addition, the ProtectMe Plus plan provides the afore mentioned benefits, plus trip cancellation and interruption arrangements.

For additional information on the coverage benefits, limitations and exclusions of each program, please contact CSA directly at 1-866-321-3001. They even offer **10-Day Satisfaction Guarantee** on all our travel insurance plans. You'll have the ability to cancel your coverage and receive a full refund if you aren't completely satisfied as long as you haven't left for your trip.

To purchase a policy, call TPM at 1-800-345-7301. Protect your investment, give yourself peace of mind and go out there and have some fun!

Trading Places Maui: Monday-Friday
8:30am 4:30pm HST
1-800-345-7301

e-mail: vacation@tpmaui.com
website: www.tpmaui.com



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HOME OWNER SERVICES

Questionnaire Guidelines:

Let's go green! Your owner's questionnaire can be submitted online via our web site: 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 up-on check out.

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

- Use the time you own.
- Bank / Exchange it. We have two affiliated exchange company's:
RCI www.rci.com
TPM www.tpmaui.com
- Send a guest in your place.
- Rent your time. You may fill out a

- rental application on line:
www.mauilea.com

** 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 on our website www.mauilea.com. If you have any questions about your ownership options, please feel free to contact me.

Aloha,

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

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SALES UPDATE

Lea Properties LTD is the onsite real estate company for the Maui Hill Resort. We specialize in timeshare resale 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 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 or
cell: 808-385-9082

email: nancyb@maulea.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 ASSOCIATION INTERALS 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.maulea.com.



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



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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

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 26, 2012 – Annual/ Board (Maui)
- Fall 2012 (Board telecom) – TBD
- February 1, 2013 (Maui)
- April 29, 2013 (Las Vegas)

Maui Lea Time Share Association

- September 25, 2012 – Annual/ Board (Maui)
- Fall 2012 (Board telecom) – TBD
- February 1, 2013 (Maui)
- April 30, 2013 (Las Vegas)

