



SEPTEMBER 2012

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TIME SHARE ASSOCIATION

Maui Hill Resort

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MAUILEA TIMESHARE GENERAL MANAGER'S REPORT

Aloha, from your General Manager and our team! In the last quarter your team has been busy. Listed below are the items we have been working on diligently to maintain the integrity of our spacious and well-appointed units.

We are now in the process of installing LG 47-inch LED HDTV'S in all of our timeshare units. Depending on occupancy, and provided we are able to obtain permission from our owners and guests to enter units in order to install these TV's, we are able to do 1-2 installations per day. We hope to have this project completed as soon as possible. These TV's have been very well received in the units in which they have been installed, as they provide an updated and first-class look and a positive first impression upon entering the unit. We are replacing the entertainment center previously found in the living room in the 2 and 3-bedroom units, with the dresser from the master bedroom. The HDTV's are then mounted right above the dresser, so that they are at eye level when you sit on the sofa. The DVD and CD players are placed on top of the dresser, and there is still enough drawer space available so that owners and guests may utilize them at their discretion. This also gives a clean uncluttered look. Similarly, in the one-bedroom units, we are replacing the entertainment center with the dresser from the bedroom and again mounting the TV's on the wall above the dresser. In all bedrooms in all units, including the master bedrooms, guest bedrooms, and the loft in the 3-bedroom units, there will be a flat screen TV on the dressers.

The next project we're currently undertaking is the removal of the old mini-blinds and replacing them with the new light-rise mini-blinds. These blinds are ADA (Americans with Disabilities Act) compliant and much easier to operate. The old mini-blinds were a nuisance for owners and guests, and also for the housekeepers. With the new blinds, there is less time and effort required. Each blind also has bottom tie-downs to secure them



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and thus prevent rattling. We tried several companies and had several recommendations, but we feel that what we're doing now is the best solution.

A continuous ongoing project we are now doing is to have our housekeeping team maintain the shower glass blocks and tiles, ensuring that the glass blocks are kept clean with no water spots, and that the tiles have no buildup of mildew. We are polishing the granite counter-tops and during our next service periods, we plan to seal all the granite counter-tops in all the kitchens, wet bars, and vanity areas. We also plan to restore the wood with Orange Glow in all kitchen cabinets and bathroom cabinets to bring up the luster of the wood. We also will be inspecting the granite to see if any re-grouting is required. We have replaced several refrigerators which has been necessary due to their age and the fact that the compressor is no longer operable. We are investigating replacing refrigerators with better-quality models that have ice-makers and that are more energy-efficient and durable.

We will also be taking an inventory of the drapes in all the units. Many are starting to show wear and tear and have stains that cannot be cleaned. Therefore, with the Board's approval, we need to replace drapes in the bedroom areas with a better quality blackout drape to prevent light shining into the unit. The new drapes will be ADA compliant, operated by one wand on the side. At that time, curtain rods will also need to be replaced, due to wear and tear and rust from the salt breeze.



Another project that we hope to undertake after the above items are completed is the replacement of the wall switches with rocker switches, as well as replacing the knob-style control fan switches with more updated controls. We are also hoping to eventually change the glass door lanai door knobs and also the screen door knobs and handles to a more updated look and are easier to operate. Please keep in mind that these knobs on the doors are 31 years old; they do function but at times they may not operate properly causing frustration and more labor involved in repairing them.

It was requested of me at the last meeting in Las Vegas to take a survey of all furniture that needs to be replaced. We have done so; however, as the General Manager of the property, my concern is that all of our owners are paying the maintenance fees for their units, and it thus seems unfair to replace furniture in some of the units but not all. We should plan now to replace furniture in all of the units, including the sofa, loveseat, occasional chair, and the dining room chairs. I would say that the bedroom furniture, that is, dressers and nightstands, don't need to be replaced, but the lamps and lampshades could be replaced to provide a more updated look.

Also, we need to start thinking about replacing the carpets in all the units as well, especially in the upstairs units. We should ensure that before the pads are installed in the upper units, that we endeavor to improve soundproofing if possible by ensuring the plywood is secured and screwed in properly, and that a thicker pad be installed to ensure greater comfort.

We need to replace the ceiling fans with a better quality model that is quieter and more efficient. We have ordered lighter, more energy efficient air-conditioners. This has been an ongoing purchase, year after year, due to the amount of use they receive. We have also added some air conditioner timers in units #11 and #126 with time intervals anywhere from 4-6 hours. However, we have had owners express dissatisfaction with these time intervals as the air conditioners turn off during the night, making it necessary for them to get up to turn them back on. Therefore, we need to either find longer-interval timers, or remove them entirely for guest satisfaction purposes.



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Another project that is necessary to alleviate some of the noise from upper units affecting guests in lower units is the replacement of sliding glass door rollers. Due to wear and tear, some of these rollers are down to almost bare metal, and thus the noise they make has been an issue. Another area of concern for homeowners is that at times, especially during timeshare check in and out, housekeepers may notice the carpet is dirty but there's not enough time to have the carpets professionally cleaned as the carpets would be wet when guests check in. By utilizing our in-house houseman to spot-clean carpets on a day to day basis, we are able to ensure that guests will have the good first impression of a nice, clean unit. However, we will still have a professional company come in twice a year to move furniture and do a thorough cleaning in order to maintain the integrity of units to our high standards.

We have repaired and resurfaced some lanai tables, as well as painted and re-straped some of the lanai chairs throughout the units. We have also replaced indoor/outdoor lanai carpets in several units. These are both ongoing projects.

As you can see from the above, Maui Lea has been very busy, and we want do everything possible to ensure we continue to be busy for now and for the future. We would like to thank you for your support, and of course your Board of Director's support, in allowing the Maui Lea team to continue to maintain your investment to the highest standard possible. We welcome any suggestions you may have to better your enjoyment during your stay at your home away from home at the Maui Lea at Maui Hill Resort.

Respectfully submitted,
Dennis Costa, General Manager

AOAO MAUI HILL GENERAL MANAGER'S REPORT

Aloha from the General Manager and our team. As you read this newsletter, you will notice that the team has been very busy, and will continue to be very busy. We have recently installed two new shuffleboard courts surfaces, repainted the sur-

face, and replaced the tiles. As discussed in a earlier newsletter, thanks to Loren Knott noticing on one of his previous visit that the tiles were fading, we called the company from whom they were purchased to have this addressed. They honored the warranty, and sent to us at no charge two new court surfaces. We have had in-house personnel install the new surfaces. They look really nice. We have re-stretched the fence of the tennis court, repaired the two gates and are painting the fence green to blend in with the surrounding foliage. We are now waiting for the contractor, All-Court, to come in and resurface the tennis court. Once finished, the court will have a new look, as the middle of the court will be painted blue instead of green. Also, once the court has been resurfaced, we will have a maintenance contract in place for the tennis court to be maintained on a monthly basis.

We have installed a new swimming pool room door where the pool supplies are kept, as the previous one had been there for 31 years and had rusted. In addition the metal door frame needed to be reconstructed and repainted. We also put on a new door handle which is ADA (Americans with Disabilities Act) compliant. We are having our in-house carpenter replace some pole beams, steps, and landings, from Units #46-65. Also our in-house painter is continuing to paint steps, landings, and the pole beams throughout the property. Having both an in-house carpenter and painter is a savings for all our owners and allows us to continue to maintain the property to our high standards.





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As you all know, we added a new water feature this past year, and added some new plantings to add a tropical, Hawaiian look. We have also replaced several Weber barbecue grills throughout the property. Just as a friendly reminder, as it is too labor intensive to clean all grills on a daily basis, we appreciate all owners and guests cleaning the grills after use. We shall continue to clean all grills on a weekly basis, but if for any reason they need attention immediately please let the front desk know so that maintenance can take care of the needed maintenance right away.



We have repaired some sprinkler PVC pipes throughout the property due to the amount of pressure going through the lines especially by Units #59 and #69. We have called our contractor who installed the new irrigation pump. He came by to lower the pressure so the pipes will not continue to break. So far, this has been a success. We'll continue to monitor the pressure to ensure it's enough to keep the grounds lush and green.

We had a licensed tree contractor come by to trim all the fan palm trees throughout the property. I'm sure that the majority of you are aware that in the past we had a lot more fan palm trees, but due to the upkeep of trimming these trees as well as the liability involved in trimming those trees that were blocking the views, we found it necessary to replace them. The savings we have had has been in the thousands over the past 8 years without any negative comments about their loss. One of the consistently positive remarks on our property is the beauty of our landscaping. This has not been

affected by the removal of these trees. We had a vision when we first undertook this project that it would be beneficial for all parties involved, and this result has exceeded our expectations.

From April through July we have had numerous sightings of termite activity throughout the buildings. This must be addressed. At our annual meeting, this issue will be discussed and a plan put in place in 2013 to tent some of the buildings to deal with this unwanted pest. It is a tropical island so these pests do exist, and we need to resolve the issue. The last time we did any tenting of buildings is 7-10 years ago, so we have exceeded the life of the warranty of 5 years. Another project that we need to do is the replacement of the wood brick mold in the door frame moldings in the entrance doors and in the storage doors throughout the property due to the lumber being deteriorated. We will utilize in-house labor for this.

Of course, with Maui Electric increasing the rates of electricity by 4% as of May 22, it is an ongoing battle controlling electricity costs. We are continuously monitoring our electric clock timers for all exterior building and walkway areas to ensure energy is not wasted by running them excessively while also ensuring the safety of all guests.

There was a safety issue concern to add a hand railing on the lower half of the property, which has been corrected, by the back lanai of Units #49 and #51. A project I'm looking into is the replacement or repair of speed bumps throughout the property by a licensed contractor as many are deteriorating due to wear and tear, thus potentially posing an unsafe hazard for people walking on the property.

Another project we would like to undertake is an addition to our housekeeping and maintenance shop. As the years have gone by, and business has been a lot better, we find that we have a lot more items to store in addition to supplies that we need to store. We need to add a building where we can have more space for these storage items, and also a better room for employees. It is challenging now with the limited space available to have a meeting with staff. It would be nice to have a conference room for employees, where videos about safety awareness etc. could be shown.



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An area I'd like to improve in the future concerns our landscaping, by adding some nice golf-course grass throughout the property that would enhance the beauty and the value of the property. There are many other ideas and recommendations we would like to undertake to improve your expectations while you are here at the property, but these may be discussed at a later date. Of course, we always welcome any suggestions you might have to improve the property. As the General Manager of the property, my goal is to meet everyone's expectations and do the best for everyone concerned, while also ensuring the property is run in an efficient, effective way without undue expenditure that would be a financial burden on our owners.

We thank your board of Directors for your continued support.

Respectfully submitted,
Dennis Costa, General Manager

FROM THE SALES TEAM

And the Winner is!!....

Next time you are at the Maui Hill enjoying the Mai Tai party you will be invited to participate in our new live Auction for a foreclosed unit owned by the Owners Association. Be sure to check the TV monitor in the lobby at check in to see what unit and interval will be auctioned off during your visit.

Looking for more Maui Hill vacation weeks?

We have a variety of units and intervals for sale. Our sellers are motivated and will consider all offers. If you would like the list of what is currently listed for re-sale, please contact us at:

808-879-8802 Tom Von Rosen Principal Broker-
Lea Properties
800-345-7301 or 808-385-9082 Nancy Benson

FROM THE ACTIVITY/CONCIERGE

We take pride in providing you with excellent personal service for you, your family and friends...Let us know what you need to know concerning your tour and activity choices. Please call or email as early as possible so we may prepare your tickets. We appreciate your support which in turn supports Maui Hill.



We have many new restaurants so be sure to stop by to pick up the current area dining & shopping magazines & coupons. You do not need to call ahead to book dining reservations, but if you wish to guarantee an activity or tour, many people do in fact call or email ahead... Otherwise, you should plan to attend your first morning island orientation poolside at 8:30am.

During this brief get together, you will enjoy a lovely sampling of fresh pastries, fruits, juice and coffee. We have a drawing to entice you to stay and possible win a dinner/cocktail cruise on the beautiful catamaran, **Quicksilver!**

NEW: *Hailiimaile General Store* luncheon and **pineapple tour**
9:30am or 11:30am \$75 Cruise through 1,000 acres of field ripening Maui Gold fresh crop pineapples, with samplings....Learn the History of the magical fruit...

OLD: Molokini Snorkel: Choose **Quicksilver**, \$95/\$51, the state of the art double deck power



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cat with full size rest room, glass view bottom window, water slide, easy entry swim steps, BBQ lunch, 2 snorkel sites plus 'dolphin encounter'. \$10 discount and kids free age 6 and under! For the adventurer... **REDLINE**, \$120/\$99, the new fast raft-type vessel, guarantees Molokini plus 2-3 other snorkel spots-Includes deli lunch, snorkel gear, (the only raft with restroom on board). Not for the meek or kids under age 6, or pregnant due to the fast 'bouncy' ride that may occur. Departing from Kihei boat ramp right across the street! 7am-1pm

DINNER CRUISE: Buffet style dinner and 2 drinks, departs from Maalaea Harbor 6-8pm \$89 (Your price \$59!) Smoked prime rib/fresh catch/veggie are main course but also you get Polynesian chicken, Caesar salad, stir fry veggies, herbed new potatoes, choc decadence cake!!!
****Whale sightings start in late October!!!****

LUAUS: If you have never seen **OLD LAHAINA LUAU**, \$98/\$59, you should book this now as it is always sold out up to one month in advance.....It is pure Hawaiian in theme, so the dances are limited to 'hula' at various stages....featuring craft and ancient game stations, and a terrific classic Hawaiian buffet dinner and great exotic cocktails, located on a private ocean-front vista.....**FEAST AT LELE**, \$112/\$79, is the newer version as we imagine it was for the royalty (kings & queens) pampered at a private ocean-front table where the various cuisine courses are matched to the Polynesian dance, including Samoan fire dancers! You are wined & dined for 3 hours!!!

Nearby in Wailea, there are 2 gorgeous LU-AUS: **Te Au Moana**, \$96/\$50, at the Wailea Marriott or **Honua'ula**, \$98/\$52, at the Grand Wailea. They both are on Mon-Thurs-Fri-Sat and seriously are well worth it since you have to eat, try the sumptuous buffets and enjoy the show!!!!

ZIPLINING: The latest rage continues!! We have a chart to show you the choices ranging from 50 feet in length to 3,600 ft and speeds up to 50MPH! There are 12 different packages located either Upcountry or in West Maui priced from \$90 to \$250 each. Requirements are closed toe athletic shoes, weight limits from minimum 40-80# and

maximum 260-275# and we have to say your weight when booked plus you will be weighed there!!!! Also clients must be of good physical condition, able to walk on uneven 'rough' terrain, half mile to 2 miles total distance at an altitude base...No one pregnant or under age 5-10 years....and no existing neck/back/knee problems or surgeries recently.

MASSAGE: You deserve it! You are worth it!!!! SPA GRANDE at the Grand Wailea offers us specially priced packages that include the luxurious pre soaking tub/showers at their Terme rooms \$125 ea. Nearby massage (or facial) salons start at \$90...

GOLF: We can provide you with tee times up to one month in advance but some courses limit this to one week or less. Our discounted rates vary from the current 'deal' at *Elle Air* (\$55!) nearby to \$270, for round trip on *Expeditions* shuttle boat to Lanai Island for the day and green fee to either the *Challenge* or *Experience* Courses at Four Seasons Resort...

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TRADING PLACES MAUI

For all of us, much of our work is now done via technology and our social interactions as human beings are starting to become rewired. Therefore, it's always a treat to meet our clients in person. It's a genuine pleasure to see those of you who seek out our office in Kihei, allowing us to put faces to the voices we've come to know over the years (and vice-versa)! If we could shake each of your hands directly and tell you know how much we appreciate and value your custom, we would!

Collectively, our mothers taught us good manners with 'please' and 'thank you' being at the top of the list. We pride ourselves on translating those ideals into our company and recognize that all our customers want to be acknowledged and thanked for their loyalty.



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So we'd like to take this opportunity and thank you for consistently choosing Trading Places Maui as your Exchange Company. Please continue to do so in the future (lol)!

Call and chat with us about your vacation plans. We are available Monday-Friday 8:30am-4:30pm HST

1-800-345-7301

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 but are 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:

Use the time you own.

Bank / Exchange it. We have two affiliated exchange company's: RCI www.rci.com and 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 us. You can do this on the web site: 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 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 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@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 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.mauilea.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 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 MAUI LEA TIME SHARE ASSOCIATION

September 26, 2012 – Annual/Board (Maui)
September 25, 2012 – Annual/Board (Maui)

