

## MAUI LEA TIMESHARE GM'S REPORT

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Aloha and welcome from your General Manager and his team. I can't believe another quarter has gone by so quickly! We are continuing to be very busy in doing what it takes to maintain the integrity of the property to meet our owners' and our guests' expectations. I would like to provide an update of what's been done this quarter.

As you all know, we are well under way with our refurbishing of the units, and we are, in fact, ahead of schedule with the carpets and furniture being installed within 13 months. I'm happy to report that installation of all sofa sectionals and recliners has been completed, and the new carpeting has been installed in all 76 units. It is worth noting that since installing the carpets, we have received minimal complaints about noise transfer between upper and lower units. Maybe by adding the new carpets, thicker pads, and by screwing down the joists, it has resulted in alleviating this problem somewhat.

The only project still remaining is the painting in the 76 units. 34 have been completed to date by in-house painters. As the painting is going to take more than the projected 2 years for this project, we have decided to expedite the process by hiring painting contractors to finish the remaining 42 units. As this project has been underway, I am pleased that we have had many favorable comments from owners as to how nice the units look. We continue to do a general maintenance of the units and do whatever is necessary to maintain their integrity. We have been replacing all the electrical outlets with the new rocker arm type of electrical plates by in-house personnel. We have found it necessary to order some new air conditioners. Although last summer was hot, this year has been the hottest in a decade for Maui. Throughout the property for the timeshare units, we have been replacing the 10,300 BTU air conditioners with upgraded, more powerful 12,000 BTU models. These are much more effective in cooling the units more quickly and they will hopefully save energy and, therefore, costs for the Association in the long term. These new models do have remote controls to set the amount of time, instead of having to run them continuously for 24 hours, which is an unnecessary waste of energy and money. We have had concerns expressed by owners and guests in upstairs units that they take longer to cool in the hot weather, and it is hoped that these new more powerful models will help to alleviate some of these concerns. We will continue to research with the Board as to additional means to resolve this issue. We have installed oscillating power fans and an accompanying small portable tabletop fan to all upper units. These have also helped eliminate concerns of heat in the units and also assist in circulating the air. This was a great suggestion that was provided with the approval of the Board. We have had to replace a number of screen doors in the last quarter, and as a follow up to my last report, we are still investigating the cost of replacing these doors rather than just repairing screens damaged through wear and tear. It is likely more cost effective in the long run to put out the expense

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now of replacing the doors entirely. We will also be adding ADA-compliant hardware to all screen doors.

As always, we are trying to maintain the property to our usual high standards without exceeding our expenses. We have replaced refrigerators in several units, as needed, due to the compressor going out as well as regular wear and tear. These refrigerators are 20+ years old, so they have certainly served us well. We also replace appliances only as needed, replacing just two stove ranges in the past year. With the installation of new carpets and pads, contract services have been minimal with respect to carpet cleaning. In addition, the new carpeting chosen will not show dirt as easily as with the previous Berber carpets in the units. As painting is being completed in the 1 and 2 bedroom units, we have been cleaning the popcorn ceilings in the living room and bedroom areas on the bottom floors. This has given these units a fresh, crisp, new look. We are preparing to do a general maintenance of units, with both housekeeping staff and the maintenance person as well, to ensure the units will look like new upon the arrival of guests (with the exception of the units still to be painted, of course). We continue to do kitchen inventory, and I ask again that if there are any items you feel need to be added, please bring this to my attention immediately so that I may ensure you enjoy your home away from home. When cleaning the units, we continuously check to see if shower and glass blocks need any refurbishing, or if any repair or re-grouting needs to be done. We try as much as possible to be proactive in this, so we want to stay on top of continual inspection and doing what needs to be done right away. In the past several months we did notice a few units that needed to be done. Of course, during the service period, we will continue to look into this area to ensure we maintain our high standards. With regards to internet access in the units, we advise that the decision was made among Aston properties to terminate the contract with Shaka-Net, as it was not proving cost effective. Travelling guests expect reliable and convenient internet access, and although employees were assisting as much as possible, we have installed a desktop computer kiosk in the lobby for the use of our owners and guests. This has resulted in improved guest satisfaction, so we thank the Maui Lea Board of Directors for approving this addition, and the AOA Board of Directors for allowing this to be placed in the lobby for the enjoyment of all. It looks like we are once again going to receive our Gold Crown status in 2015. Thanks to the refurbishment and upgrades, our scores continue to meet the expectations of the Gold Crown standards.

There are future projects to consider that may be discussed at a later date, but for now the top priority is to complete the painting of all units. Once again, I would like to thank all of our owners and our Board of Directors for having the vision of doing what it takes on a yearly basis to continue to maintain the integrity of Maui Hill.

Respectfully submitted,

Dennis Costa, General Manager

## MAUI HILL AOA GM'S REPORT

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Aloha from your General Manager and his team! As you will see after reading my report, the staff here at Maui Hill has been very busy in maintaining the integrity of our beautiful resort. We would like to inform you of what has been happening for the past quarter.

There are several important, ongoing projects that are being undertaken. One of our priorities is replacing deteriorated lumber throughout the property. We have mainly the stair treads to replace, as well as the steps, landings, fascia boards, and pole support beams in some areas. This is being done by two of our in-house staff members, addressing areas in order of priority. We are starting with Units #103-106, and then it will be the area by Units #1 & #2, then by Units #43-44, #45-48, and #63-64. This is a labor-intensive project so it will take a while, but for safety reasons this is our top priority for the rest of the year, as well as into next year. We are also having Gary inspect all exterior lighting and spotlights, and replacing these as needed throughout the property. We have replaced the string lights on the monkey pod trees across from the office. We have added a new water feature by Building G, with many resulting favorable comments from people as to how all the waterfalls bring out the ambience of property, especially when the torches are lit at night. We have also had our yard people fertilize all grass areas throughout property, between the back area of building K, Unit #115, to building L, Unit #139. The grass has now grown in back there and with the addition of some tropical colored plantings, it really has made a big improvement. The owners in those areas have commented on how nice it looks with these updates. We are also some improving the area by building G by Units #67-101. Once again, we have received very favorable comments, especially by the new owners of Unit #101, who have remarked that with the new grass growing in, it is now like a nice yard. We plan to add flowers to make it even more of a tropical setting in the near future. We have had the coconut and fan palms trimmed by a licensed contractor for both safety and aesthetic reasons. Once again, we have had Mark doing some painting of curbs, parking lot lines, and on the island across from the office area. We have also cleaned the stone in the pool in the deck area with an electrical scrubber, and sealed the pool deck with in-house labor to help save some costs for the Association. Some repairs on the pool deck are needed, which we will consider undertaking in near future. In my previous report, consideration of tenting the units for termites was discussed. We have been very fortunate this past summer as we have not had as many callbacks as in the past, so our current level of maintenance seems to be working. We will, of course, continue to monitor this, and will revisit this issue, discussing it at our meeting in January. There will be other additional future projects to be undertaken, but our main concern right now is to extend our lease. Once this has been resolved, future projects will be prioritized between the Board of Directors and myself in the near future.

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As always, I would like to thank the Board of Directors and the and management company for their support in allowing me to do whatever it takes to maintain the integrity of the property to the high standards for which it has become known in this industry.

Respectfully submitted,

Dennis Costa, General Manager

## MARK YOUR CALENDAR

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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**

January 22, 2016 (Maui)

April 25, 2016 (Vegas)

September 15, 2016 – Annual/Board (Maui)

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

January 22, 2016 (Maui)

April 26, 2016 (Vegas)

September 14, 2016 – Annual/Board (Maui)

## MAUI HILL ACTIVITY DESK

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Aloha from Donya and Brent at the Activity Concierge Desk, open daily 8 a.m. – 5 p.m.

On your first morning, be sure to attend the continental breakfast and 'refresher' orientation, poolside, at 8:30 am. There are always new tours and one or more activities will be given away! You will receive dining certificates, a current restaurant list, plus a cloth shopping bag, helping to decrease plastic.

We offer a QUICKSILVER DINNER CRUISE at \$68 (Retail is \$90)! Enjoy live music, whale watching, and a buffet dinner that includes 2 cocktails. This cruise runs on Mondays, Wednesdays, Thursdays, Fridays, and Sundays from 5 – 7 p.m. at the Maalaea Harbor.

Burnin Love, the show featuring Darren Lee, who is an outstanding Elvis impersonator, runs on Monday, Tuesday, Thursday, and Friday at 8 p.m. The show takes place in a 10-million-dollar theatre and is \$85. It is rated by Trip Advisor to be the best activity on Maui! It is an energetic show circa the 70's when he performed in Honolulu. Maui Hill clients will get one adult ticket or one child ticket FREE with any other activity purchased!

Please book all your tours with us! We guarantee satisfaction.

For super service and discount prices in advance, please contact us

808-879-6321 Ext 5104  
donya@hawaiianstyleactivities.com

## ANNUAL OWNER'S MEETING SUMMARY

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Congratulations to Loren Knott and Paul DiMarchi on their re-election to the Board of Directors. They will both serve for 3 year terms.

## POSSIBLE SALES TAX DEDUCTION

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Under The American Jobs Creation Act of 2004, taxpayers who itemize their deductions have the option of claiming either state and local income taxes or state and local sales taxes. The portion of Maui Lea assessments (i.e. maintenance fees plus special assessments) that qualify for the state and local sales tax deduction is 4% of the amount actually paid during the year.

Maui Lea interval owners are advised to seek the advice of their own tax counsel as well as Internal Revenue Service publication #600 to determine if this possible deduction is applicable to their personal tax returns.

Frank Robar  
Co-Plan Manager

## PROPERTY TAXES

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Real property taxes for the year 2015 are as follows:

1BR = \$122.57  
2BR = \$132.79  
3BR = \$167.14

## HOME OWNER'S SERVICES

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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 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:

- 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)

(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](http://www.maui.lea.com)  
[nancyb@mauilea.com](mailto:nancyb@mauilea.com)  
(808) 879-6321 ext. 5102

## SALES UPDATE

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

We have created a new web site! Please visit us at: [www.mauihillsales.com](http://www.mauihillsales.com)

If you are an interested buyer, you will find a list of units and intervals for sale.

If you are a seller, you will find answers to your questions and all the forms you need to complete to list your unit for re-sale.

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](mailto:mauihill@maui.net)  
Nancy Benson (R) B 800-345-7301 or cell: 808-385-9082 email: [nancyb@mauilea.com](mailto:nancyb@mauilea.com)  
Sharon Paley (R) 800-345-7301 email: [Sharon@tpmaui.com](mailto:Sharon@tpmaui.com)  
We hope to hear from you soon.

Aloha,

Lea Properties Sales Team

## MAUI LEA ASSOCIATION INTERVALS FOR SALE

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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)

## TRANSFER OF TITLE AND DEEDS

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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 Old Republic Title & Escrow of Hawaii. 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:

Old Republic Title & Escrow of Hawaii  
Deni Kawauchi • DKawauchi@ortc.com  
34 Wailea Gateway Place, Suite A-201 • Kihei, HI 96753  
Telephone: (808) 875-9110 • FAX: (866) 698-9870



# QUESTIONNAIRE

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This questionnaire is for informational purposes only.

To bank your week with an exchange company please contact them directly.

Name: \_\_\_\_\_

Phone (home): \_\_\_\_\_ Phone (work): \_\_\_\_\_

Your Unit Number: \_\_\_\_\_ Interval Dates: \_\_\_\_\_

And Unit Number: \_\_\_\_\_ Interval Dates: \_\_\_\_\_

**We kindly request you do not exceed the occupancy limit of your unit.  
One bedroom sleep 4 Two bedrooms sleep 6 Three bedrooms sleep 8**

My plans for the year \_\_\_\_\_ are as follows:

- We will be using our time and the total number in our party will be \_\_\_\_\_
- We have authorized our guests to use our time, please register their names at the Front Desk

Guest Names: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- I have or will deposit my time with RCI, by calling (800) 338-7777
- I have or will deposit my time with TRADING PLACES MAUI, by calling (800) 345-7301
- I have or will put my unit up for **RENT** with Aston Hotels & Resorts, by calling (808) 879-6321
- I want assistance with my options, please contact me at phone: \_\_\_\_\_

In case of an emergency while you are at the Maui Hill, please supply us with a name and number of a contact person:

Emergency Contact Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_