

MAUI LEA TIMESHARE GM'S REPORT

Aloha from your General Manager and the Maui Hill Resort team! We would like to inform you of what we have done in the past quarter to maintain the integrity of the beautiful Maui Hill Resort. As you all know we are undertaking refurbishing of the units. At this time we have started the painting using in-house painters, which is a substantial savings for all of us. The next project will be to install carpets, and then the furniture: loveseats, sectional sofas, and two recliners in each unit. The chair tops on both the dining room and bedroom chairs will be replaced if needed. We



will be replacing all wall switches. The doorknobs on the screen doors will be replaced with new brass nickel hardware. We will be installing wider shelves in the closets as well as new wooden rods for a more updated look. We are also replacing fans as needed with higher quality, quieter models. Air conditioners are being replaced as needed with more energy efficient, quieter models that have the added benefit of a programmable timer to set the hours of operation. We are hoping guests will take advantage of this feature so that the air conditioners don't have to be continuously running, causing an unnecessary expense. This entire refurbishing project will take us about two years +. I would like to express my feelings to all of you that the guidance and due diligence of our Board of Directors in this undertaking is sincerely appreciated; they have really done an outstanding job as far as keeping costs at a minimum without having to implement a special assessment, while still maintaining the integrity of the units.

We continue to have an In-house employee clean the carpets throughout the units, which is a great savings for all. However, at times our in-house equipment is not sufficient due to the condition of the carpets, and it is necessary in those situations to call in a licensed carpet cleaner. In the May service period we did general maintenance of all units, including polishing the granite countertops with Pro-Tex-All, which not only cleans but seals the granite; polished the wood in both kitchen and bathroom cabinets, as well as the dressers and end tables with Orange-Glow cleaner to bring out the shine and luster of the wood. We inspected all the glass blocks and grout in the bathrooms as well as granite countertops to see if any re-grouting was necessary. We also did a thorough kitchen inventory for all units to ensure they are well equipped. We have added a knife sharpener in all of the units, due to multiple

requests from guests that these were needed. We also inspected all appliances as well as all water heaters to ensure all are working well or need replacement. This preventive maintenance is especially important with the upstairs units to avoid the possibility of costly and damaging leaks. We continue to inspect and replace lampshades when needed.

I would like to once again thank your Board of Directors for ensuring the necessary maintenance and changes are undertaken to hold our resort to the high standards for which it is known in the industry.

Sincerely,

Dennis Costa, General Manager

MAUI HILL AOA GM'S REPORT

Aloha from the General Manager and the entire team at the Maui Hill Resort! We would like to inform you of what has been happening at the property for the past quarter. As you all know, we installed a waterfall across from the office over a year ago, and after doing so we found it has been the most picturesque sight on the property and very popular with owners and guests alike. Since then, we have added another spectacular three-tiered waterfall located on the slope outside the pool facing the putting green, next to the two heat pumps. We have also added beautiful landscaping surrounding the waterfalls, with two groups of three tiki torches on each side of the waterfalls in addition to beautiful foliage. This has become one of the most popular spots for picture-taking, both during the day and in the evening. We are certain that this will be a perfect backdrop this year at Christmastime when Santa lands on the putting green for the enjoyment of families and kids alike. When we first put torches on the property, we started with 4, then 7, then 10, and we now have a total of 16 torches throughout the property. Keep in mind when we have these torches lit at night to provide a romantic, tropical, authentic Hawaiian atmosphere, it comes along with the increased use of propane, which has been adjusted in our budget.

We had our in-house pool attendant Mark come in on a night shift to scrub, clean, and seal the pool deck, lobby restrooms, and lobby tiles. Having this done in-house is a cost savings for all of us of at least \$1700 each time this work is done. We have hired a new carpenter and a new painter who have been quite busy with doing repairs, replacement and painting of support beams and steps, and securing walkway railings throughout the property. We have ordered more of the support poles, beams, and fascia boards that need to be replaced throughout the property. Replacement of these items will be an ongoing project.

From November through the month of March, we have had an unprecedented amount of rain not before seen in my 31 years here at Maui Hill Resort. As a result of this rain, we have had

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roof leaks, so we called in a contractor to do repairs as needed. His recommendation to us at this time is to do repairs right away if there are any leaks throughout the property, which we shall continue to do this as preventive maintenance should prevent the necessity of replacing the roofs at this time. An area that we are concerned about and thus continuously monitoring is the spot treatment for termites. Whenever we do have a problem we have Dick's Fumigation come by with special equipment that they use called a Terma-trac Detector to treat the problem immediately. This is the second year we have been using Dick's. We have found that there have been minimal callbacks after treatment. We're monitoring this very closely, and if this continues to be a success as we hope, it will prevent us from having to tent all the buildings and thus save us approximately \$150,000 the longer we prolong having this done.

We have trimmed the monkey pod trees throughout the property again. This is a major expense because this involves the trimming itself as well as topping and shaping the trees. Fortunately, this maintenance is required only once a year as compared to the fan and coconut palm trees which we do every quarter. Again, this will be done to keep up to maintain the integrity of the property. Our grounds crew continues to plant new and varied colorful plantings throughout the property to improve and upgrade the look, enhance the beauty, and keep it fresh. We are also having our in-house painter paint the parking lot lines, speed bumps, bumper curbs, and railings throughout the property.

We are also continuously inspecting sidewalks and repairing areas right away that could potentially cause slips and falls. Safety is job one at Maui Hill Resort. It is our priority to ensure the safety of owners, guests and staff. If any of you see an area of concern, please bring it to my attention and I will deal with it immediately. We are also adding new improved ground light fixtures and we will continue to do this as an ongoing project to improve the lighting for safety as well as aesthetics.

Future projects that we will be doing and hopefully will have completed by the end of this year are called Project Green & Color, Phase I and II. We will start in the areas from Unit 115 up to Unit 140. What we plan to do is to remove all the ground cover, level the areas, add topsoil and some grass, and then plant some different colorful plantings throughout the area. This will make it more of a lush garden-like setting to improve the look of the back of those units. Once we have Phase I done, we will start with Phase II, undertaking the same treatment and planting from Unit 69 up to Unit 102. This will serve to ensure the upper half of the property will now have the attention it has been lacking for quite some time.

My wish list of projects that we would like to see in the future includes having hairline cracks in all the exterior stucco of the buildings sealed and painted. Concerns have been raised that once the stucco is painted it will necessitate having to do this continuously; however, we haven't done this for 33 years and some areas are desperately in need of a fresh look. This would be primarily needed on the upper half of the property where the buildings receive

more sun, but ideally the whole property should be done. I would also to have the front entrance doors, storage doors, and trim painted in an accent color to provide an updated look and freshen up the property. The asphalt parking lots are in need of resealing for both safety and aesthetics, and the pool deck should be repaired in the near future for the same reasons. As you drive up our property by the whale sign by Unit 47, I would like to remove all of that oleander hedge as it is now a continuous project of trimming, and replace the oleander with Areca palms which we would keep low to still ensure privacy between us and our neighbors while maintaining a tropical look. If that project is too costly, at minimum the oleanders need to be cut down several feet and the sparse areas replanted with new bushes to allow the hedge to grow together. This was done by Units 1 through 8 and has been successful there. In the short term, we may face complaints from our neighbors with respect to privacy being compromised; however, we have a vision that in time the hedges will grow higher and thicker which will be better in the long term. Another area we would like to consider is for each building to have an outdoor shower structure where people can wash sand off their feet and off beach chairs. We have found that when guests have borrowed beach chairs, they are often put back into the closets in the units full of sand. This would alleviate that problem. One another suggestion would be for a cabana-type structure with benches and a roof for the comfort of guests waiting their turn for the tennis court. The tennis court has been very popular in the past year, more so now than in the past, and this would provide comfort and enjoyment of guests waiting their turn to play. I would recommend this be placed on the lower side of shuffleboard court where it would not obstruct any views.

In closing, thank you to the continued support of the Board of Directors, and for their foresight and vision to maintain the integrity of the resort to uphold our reputation in the industry.

Dennis Costa, General Manager

FROM THE ACTIVITY/CONCIERGE

Aloha from **Donya**, Concierge at Maui Hill, since '84! May I introduce you to my new associate **Linda Lambert**. We are a team dedicated to provide you with personalized attention to your perfect vacation.

I would like to remind you of our weekly schedule. Upon check in you will receive an invitation to attend your first morning **Island Orientation**, poolside at 8:30 a.m., where you will enjoy Island fresh brewed coffee, juice & gourmet mini pastries, while learning about our exclusive discount tour options. We have a drawing for a free activity including the hot new **Burnin' Love** featuring *Darren Lee*, a remarkably talented *Elvis* impersonator, and **Ulalena**, the beautiful **Circ-De-Solei** like production, sensual story if Maui's creation with awesome sound and visual

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effects, plus a **sunset Quicksilver** dinner or cocktail cruise, all valued at \$100! Be sure to attend....

If you would like to shop for activities in advance, to guarantee availability of high-demand events such as the **Old Lahaina Luau**, please visit our website: www.maulea.com and click on the Activity link.

Do not use the online booking! Please email back if you wish to pre-book anything. We will process your tickets here at the Maui Hill desk and they will await your arrival. You can also call **808-879-6321, ext 5104**.

In addition to booking your tours/activities, we are at your service to assist you with dining reservation, golf packages, nanny, spa packages, etc. We offer the **Grand Wailea Spa** for \$135, a \$30 discount! You bask in the Terme Salon's assortment of mineral baths, steam, and sauna, to prepare you for the massage or facial.

Check out the latest in restaurants and coupons:

Sorry to say that some favorites have closed: *Waterfront, Bada Bing, Stella Blues, Alexander's, Aroma de Italia, Melting Pot, Scoreboards, David Pauls Lahaina Grill...*

New: *Saltimboca, Fabiani's, Fleetwood's, Amasia, Monkeypod, Cafe Carmen.*

Lei Making Class is offered one afternoon each week in the Lobby with a small fee paid in advance.

Looking forward to seeing you soon!

Thursday from 4pm-5pm, there is a complimentary **Mai Tai Party** featuring live music, beer, wine/refreshments, and a giveaway drawing!

DONYA
donya@hawaiianstyleactivities.com

TRADING PLACES MAUI

As you know Maui Lea is a fixed time property. You hold deed and title to a unit and set of interval dates that are yours every year to enjoy. When the vacation plans find you needing to change around those fixed dates, Trading Places Maui is here to assist you.

Trading Places Maui is committed to the Maui Lea owners to provide an internal exchange program that gives you the owner top priority on switching your dates around for your home resort.

Planning in advance is always key in a successful exchange. Keep in mind you can bank and request two years in advance.

We also provide the option of upgrading the size of your unit for a larger one for any given year. This makes an affordable way to allow friends and family to join you in paradise. All of our fees are on our web site, as well as our current availability and reward weeks for those of you who banked your time a year in advance ☺ www.tpmaui.com

Mahalo from your Trading Places Maui Team

Nancy, Sharon and Corina

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 traveling** 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 TPM 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
(Rentals are never guaranteed, you have the option to bank it 90 days prior to your start date)

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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

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.

We have created a new web site! Please visit us at: 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

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 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.

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 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

34 Wailea Gateway Place, Suite A-201
Kihei, HI 96753

Telephone: (808) 875-9110
FAX: (866) 698-9870

dkawauchi@ortc.com

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:

BOARD MEETINGS

AOAO Maui Hill

September 16, 2014 – Annual/Board (Maui)

Maui Lea Time Share Association

September 15, 2014 – Annual/Board (Maui)

BUDGET FYE 6/30/2015

Your Board of Directors along with the management team of Maui Lea worked diligently on the budget for the upcoming fiscal year. An increase was unavoidable. Due to the method of calculation of fees, increases between interval types are not consistent. A copy of the fees by interval type and the approved budget schedules are attached to this newsletter.

The following areas impacted the budget:

- Interest Income – Due to the continuing down turn in the economy, interest rates continue to be low.
- Salaries Maintenance – Increased to be able to perform some of the unit refurbishment in house such as painting.
- AOAO Dues – Increased by 2.4%.
- Real Property Taxes – Increased by 16.8% due to increased property assessed valuations from the Maui County.
- Lease Rent – Increased by 1.74%.
- Capital Reserves – Increased to adequately fund future slated projects.

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.

SPECIAL NOTICE

In order to keep your investment up to your standards, we are scheduling painting of the timeshare units.

We request that owners and their guests work with us during this time. Should your unit be scheduled during your up-coming visit, we need your support and understanding on unit re-location.

Mahalo,

Nancy Benson & Dennis Costa

QUESTIONNAIRE

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: _____