

## MAUI LEA TIMESHARE GM'S REPORT

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Aloha and Mahalo from your General Manager and his team! We would like to once again inform you of what we have been working on over the past quarter at the beautiful Maui Hill Resort. As mentioned in my previous two reports, Maui Hill once again received the RCI Gold Crown status for 2017. I would again like to take the opportunity to thank my entire staff who have worked so hard as a team to achieve this prestigious award. Further, for the period from September 2016 to April 2017, I am pleased to report that we are meeting our goals for 2018. Provided we continue on this same path we are on right now, along with the continued support of our owners, the Board of Directors, and the Management Company, we will once again be able to achieve our goal of Gold Crown status in 2018.

- We have so far completed the painting in 52 units of the living room and bedroom French glass doors, installed new ADA-compliant locks and hinges, and painted the interior doors on both sides and jambs.
- We have had our in-house personnel repair or replace some of the living room and bedroom glass French doors, and also repaired some of the screen doors as needed. We are in the process of ordering new screen doors for the 1-, 2-, and 3-bedroom units to be replaced when we do our next project of painting the screen doors and replacing the hardware.
- When ordering door hinges, we have found that by ordering on-line through Amazon has been a cost savings as opposed to going through local vendors here on Maui. We are always looking for ways to cut costs for our owners.
- Also, as units are being painted, we are pleased to report that we have a new contractor who has been touching up the painting of the walls at no additional cost to us.
- We have added in the 1-, 2-, and 3-bedroom unit's new low voltage LED bulbs. Our previous report stated that we added these bulbs in the vanity areas of all units; since that time, we have been adding these bulbs in all the dining room chandeliers as well, and should have this completed shortly. We have also been researching and reviewing a few vendors for purchasing 3-way light bulbs for all units; provided they provide enough light and that we can negotiate a good price, we will be installing them in the units. They were previously \$18 and are now down to \$9; as mentioned, we are hoping to obtain them for a better price as we are working in the best interests of all of our owners to maximize savings. With the addition of the kitchen ceiling fans and the additional LED bulbs throughout the units that we've done so far, as well as having had more rain than usual this past quarter, we have noticed that our electric bill has decreased quite substantially compared to the same time period last year.
- We continue to do a general cleaning while units are vacant, as we want to ensure that when owners come in to the units, the units are fresh, crisp, and clean.
- We have purchased several new beds, refrigerators, air conditioners, and ceiling fans.
- We continue to have our in-house personnel spot clean the carpets throughout the units. However, if there is a situation where the carpets need a professional cleaning to meet our expectations, we have CSI come in to clean the carpets. In addition, we continue to have our in-house personnel clean the windows and screens on a continuous basis.
- As mentioned in my previous report, we have had a professional cleaning company clean and seal the floor tiles in the kitchen, bathroom, and dining areas of all units. We plan to have scheduled maintenance to clean and seal all of the floor tiles in the next service period in May.

- We continue to replace the lanai carpets as needed throughout the 76 units, and we are also refurbishing the lanai tables and chairs whenever needed.
- We continue to replace all lampshades; this project should be completed during the next service period coming up in May.
- We continue to do restoration of woodwork in all units to bring out the luster and beauty of the furniture; this is ongoing by our in-house personnel.
- We continue to do kitchen inventory on an ongoing basis; however, if there is any item that you feel we need to add, please advise me and we will provide it immediately for you.

I would like to thank all the owners, the Board of Directors, and the Management Company for their continuous support throughout the year. We truly appreciate this continued support, and the entire staff is committed to doing our part to maintain the integrity of the beautiful Maui Hill Resort to the standards for which we have become known in the industry.

Respectfully submitted,  
Dennis Costa, General Manager

## MAUI HILL AOA GM'S REPORT

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Aloha and welcome from your General Manager and his team! It has been a very busy quarter and we would like to keep you up to date on everything we have undertaken at the property in our striving to uphold the integrity of the resort and to maintain our excellent reputation in the industry. We are pleased to report that on Trip Advisor, Maui Hill has consistently been ranked in the top 5, and predominantly in the #1 position of 62 properties in the Specialty Lodging in Kihei division. This is an honor of which we are very proud, and I would like to take this opportunity to extend my sincere thank you to my wonderful team for always going above and beyond to do whatever it takes to ensure we remain the vacation destination of choice for our owners and guests alike.

- We would like to inform you that since the last newsletter we have completed 8 buildings in adding the weed preventive mat, blackjack and gravel 2-3 feet away from the buildings preparing for the exterior of the stucco to be resurfaced. We are hoping that this project should be completed in the month of May, so that the color-matching of the stucco can begin sometime in May or the beginning of June. We have had numerous owners and guests compliment how nice and very professional this looks, and adds to the integrity of the property itself. The boys do this project 3 days a week, and on the other 2 days they are doing more weed-eating to maintain the property, then on Saturdays and Sundays we have the other person doing the trimming to maintain the integrity of the property. I must say these boys are doing an excellent job with this project.
- Once this project is completed, I have another project for them that I have wanted to do for years. When people drive up the property, under certain buildings you can see the area underneath the buildings; these areas are an unwanted eyesore as they look messy with wood and other building materials showing that need to be covered from view. We plan to plant some beautiful landscaping hedging to not only cover up these areas but also to add some color to the property. But again, for the next three months, in June, July, and August, it's going to be our hot summer months so we are doing the necessary work to maintain the property, to get ready for the next project starting in September. As you all know, we are always

considering new ideas to continue to improve the property, and with the continuous support of the Board of Directors, we will continue to do so.

- Another major project we will be undertaking this year and in the upcoming fiscal year is continuing to replace all the deteriorated lumber: the support beams, the pole beams, the steps, and landings throughout the property. We are hoping that by this time next year we will have all the deteriorated lumber replaced. Again, this is something that we are having done by in-house personnel. We are very fortunate to have these people to do this project as this adds savings to our owners and our Association.
- We have undertaken the repair of roofs to 15 units at this time, and we are working with a roof contractor who will be beneficial to our Association, as they will come in at no cost to us to do repairs and to supply roof tiles in the case of roof leaks when it rains.
- We have had in-house personnel continue to paint the hallways, walkways and landings throughout the property, as well as the safety areas: the curbs, arrows, and white lines throughout the property.
- We have also been replacing a lot of the spotlights and walkway lights with LED lighting throughout the property.
- We have replaced hallways carpets throughout the property as needed.
- We also have purchased a new power wash machine, and are having our in-house personnel Mark power-wash the steps and walkways as needed.
- Mark also continuously cleans all barbecue grills, replacing brushes as needed, and seals the tiles to keep up the appearance of the grill areas, which are very popular with owners and guests.
- We are also working with the Hawaii Gas Company, having a 499-gallon tank installed by a licensed contractor and an electrician. By doing so, we will have people trained (including myself) to refill our own propane tanks on the property. This will afford us cost savings in the amount of 50%, as instead of paying \$30 for every 5-gallon tank to be refilled, we will be paying only \$15.
- We have repaired some of the concrete walkways throughout the property as needed for both safety and aesthetic reasons; this will be ongoing whenever needed.
- We had our two in-house personnel who clean the pool attend a training seminar so that they are aware of best practices to upkeep the pool and so they are knowledgeable of needed chemicals to keep it sparkling and pristine for all to enjoy. The entire staff has undergone safety training pertaining to their job position, and we also have safety topic reviews. It cannot be stressed enough that safety of our employees, owners, and guests is priority one here at Maui Hill, so we need to ensure we remain well versed in safety protocols.
- We have added new seashore grass in the area across from the office, as well as some colorful impatiens to provide a positive first impression and tropical ambience when people drive up to the property.
- We continuously add new colorful plantings throughout the property, and also by the three waterfall areas to enhance the beauty and integrity of the property for our owners and guests to enjoy.
- As you may have noticed, we have been doing quite a bit of tree trimming, for both safety and aesthetic reasons.
- We are pleased to report that the new shuffleboard court surface has arrived and we are in the process of installing this now. Like the tennis court surface, the center play area of the court is blue and the sides are green. This provides excellent visual appeal when looking from the pool, as the area of the two courts now appears to flow right to the ocean.

In summary, as far as the Association is concerned, besides maintaining the property for the past year, our main focus has been and is currently on repairing the groundwork such as the weed mat, gravel, and blackjack, and also having the exterior of the stucco resurfaced. Another major project we have been working on throughout the year has been the replacing of all deteriorated lumber. These projects are labor-intensive and therefore take time, but we are confident that once complete, they will really enhance the integrity and appearance of the property. Further, once the color-matching of the stucco is done, it is my belief that this will not only improve and enhance the property's beauty and integrity, but will also substantially increase the value of the property for years to come.

Again, I would like to thank the Board of Directors for always thinking of ways to uphold the integrity of the property, for their support of ongoing improvements each year as well as gradual improvements throughout the year. I would also like to express my sincere gratitude for the support of all the owners, and of the Management Company.

Respectfully submitted,  
Dennis Costa, General Manager

## BUDGET FOR FYE 6/30/17

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I would like to inform you of the budget outcome at the Owners Association Board of Directors meeting held in April, 2017.

After many hours of discussions with Maui Hill General Manager Dennis Costa, Co-Plan Manager of Condominium Administration Ruth Okada, Budget Committee members Richard Endean, Robert Jacalone, Tim Ohm and myself Bill Petro, we felt comfortable presenting a budget that would support our Operations and Reserves for FY18.

After a brief discussion, the Budget was presented to the Board and Owners at the meeting, and it was unanimously approved.

### **We do have some concerns and some achievements that I would like to share with you;**

An increase of the Property Tax Assessment last year, approximately 29% by the County of Maui was appealed, and WE WON. This year, the Mayor is asking for a 7.5%, the City Council is proposing a 7.8% increase from last year. Fortunately, we budgeted for a 7.8% increase, and it looks like the 7.8% increase will be approved by the Council.

Medical and Employee Benefits have increased by \$ 910.00 per Month. This increase was also incorporated in the FY18 Budget.

### **We would like to share with you some of the good news concerning the budget;**

The AOA Board worked hard reducing their Budget from 7.82% to 4.01%. The reduction favorably impacted the Timeshare Budget.

The Budget for Electricity was reduced by \$ 2,000.00 a month. Dennis will replace old Air Conditioners with a new, more efficient Units as needed. We installed new Ceiling Fans in the Kitchen, and placed

stand-alone Fans in the Upper Units. These are some of the major factors in the reduction of our power consumption.

We are looking at reducing the Mailing Fees and Office Supplies in the coming years, by incorporating a new Electronic Mailing System, and using it as much as possible.

The bottom line; we did increase the Maintenance Fees, slightly;

**A \$3.00 quarterly increase for the One Bedroom Units, and a \$1.00 quarterly increase for the Two and Three Bedroom Units will go into effect as of July, 2017.**

Thank You for your patience and understanding.

Sincerely

Budget Committee Chair  
Bill Petro

## HOME OWNER 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.

Maui Lea Time Interval Owners Association  
June 2017 Newsletter

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.

Aloha,  
Nancy Benson (B) R  
Owner Services and Resale's  
[www.mauilea.com](http://www.mauilea.com)  
[nancyb@mauilea.com](mailto:nancyb@mauilea.com)  
(808) 879-6321 ext. 5102

## TRADING PLACES MAUI

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## ACTIVITIES ON MAUI

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**MAUI HILL CONCIERGE DESK** open daily in Lobby from 8am-5pm. Please call or email ahead to guarantee your reservations: 808-879-6321 Ext 5104

Donya Izbicki , senior Concierge [donya@hawaiianstyleactivities.com](mailto:donya@hawaiianstyleactivities.com) now has male co-worker, Brent Turner to assist you also.

Stop by the desk for current restaurant lists and optional other activities and coupons.

We invite you to your first morning Island Orientation continental breakfast poolside 8:30am to learn what is new and meet others.

**New Molokini boat!** CALYPSO is 3 deck with glass view ports on level one.

- Easy swim steps gently enter the water...
- Cabin with full size restrooms on level two.
- Hot breakfast (scrambled eggs & ham) & BBQ lunch (pulled pork & chicken)!
- Top deck features 2 waterslides! Optional Snuba. (\$60 pay on board)
- It is beautiful & stable. \$129 less 10%/\$89 kids 7-12yrs
- Daily 7am-1pm from Ma'alaea Harbor

**Dinner Cruise** Sun-Mon-Wed-Fri Buffet style \$69.95 reg \$99

- Menu starts with assorted appetizers and choice of entrée: Prime rib /Fresh catch/Veggie
- Buffet has Polynesian chicken all u can eat and salads/side dishes/Chocolate decadence cake!

**QUICKSILVER dolphin snorkel trip** from Lahaina Harbor

- Guarantees dolphin sightings or you get another trip!
- Also one free kid 12 yrs. with paying adult-\$109 adult/\$55 kid
- Same hot breakfast & bbq lunch

**Nearby luau, Te Au Moana**, Mon-Thurs-Fri-Sat 5-8pm

- \$118 we sell for \$105 includes fresh flower lei greeting, Hawaiian arts & crafts, cocktails,
- Polynesian buffet and show. The long stage is set against the ocean backdrop for
- Priceless ocean view! Children age 6-12 \$75
- Stop by the desk for current restaurant lists and optional other activities and coupons.

**World class Spa Grande massage or facial at Grand Wailea Resort**, is \$205 but we offer it for \$155!!!

- 2 hour package includes one hour Terme, an assortment of luxurious pampering Jacuzzi, sauna, herb tubs etc. to prepare you for the 50 minute massage or facial!!!

**New unique show on private estate in Lahaina, Na Lio** only Thursday evening \$99

- History of horses in Hawaii with storytelling by master slack key artist and picnic dinner.

**Burnin' Love**, starring Darren Lee as Elvis, is the number one activity here on Maui according to Trip Advisor!

- Tuesdays 6:30pm,he accompanies clients to the show in Lahaina from Maui Hill!!!
- You sit in first row of theatre, receive complementary CD, attend post show Meet N Greet in VIP lounge
- \$115 plus one child free per paying adult.

**Maui Ocean Center, the aquarium**, is open daily 9am-5pm.

- We sell week pass \$26 while they sell day pass \$28!!
- It has many indoor/outdoor exhibits

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- A glass tunnel you walk through as if you are in the water!!
- We also give one coupon per client for a souvenir luggage tag worth \$12!

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

## SALES UPDATE

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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](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: 808-298-3954 email: [nancyb@maulea.com](mailto:nancyb@maulea.com)  
Sharon Paley (S) 808-276-6307 email: [sharon@mauihillsales.com](mailto:sharon@mauihillsales.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.maulea.com](http://www.maulea.com).

## TRANSFER OF TITLE AND DEEDS

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Maui Lea Time Interval Owners Association  
June 2017 Newsletter

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 Pro-Docs 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:

Pro-Docs Hawaii  
Grant Ono • [gono@hawaii.rr.com](mailto:gono@hawaii.rr.com)  
P.O. Box 1 • Aiea, HI 96701  
Telephone: (808) 551-1448 • FAX: (808) 487-3627

## MARK YOUR CALENDARS

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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**

September 28, 2017 – Annual/Board (Maui)

**Maui Lea Time Share Association**

September 27, 2017 – Annual/Board (Maui)



# 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: \_\_\_\_\_ email address: \_\_\_\_\_

Please add me to email notices: \_\_\_Y \_\_\_N

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

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

**We kindly request you do not exceed the occupancy limit of your unit.**

**One bedroom sleeps 4 Two bedrooms sleeps 6 Three bedrooms sleeps 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. (**Only register a guest name if you will not be coming over**)  
A guest letter will be sent to you for confirmation.

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

\_\_\_\_\_

\_\_\_\_\_