

Maui Lea Time Interval Owners Association

September 2018 Newsletter

MAUI LEA TIMESHARE GENERAL MANAGER'S REPORT

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 report, we are in the process of repainting living room and bedroom glass French doors (exterior side), adjacent frames, and both sides of the screen doors, as well as replacing the door locks on screen doors with ADA-compliant locks, as units become available. In some cases, replacements of screen doors or French glass doors have been required due to wear and tear, so I have ordered replacement doors for these as well as to have backup ones on hand. I am pleased to report that once all of the screen doors and exterior glass doors are completed, this should be the completion of all the painting in the interior of all units.
- We are continuing to refurbish lanai tables and chairs throughout all units.
- We are in the process of replacing lanai carpets as needed with a more durable high-end product.
- We have ordered new air conditioners with higher BTU's (12,000 compared to the previous 10,300). As these are much more efficient, this should ensure the units cool much more quickly, as well as providing greater energy savings for owners.
- We continue to do kitchen inventory on an ongoing basis, and items are replaced as needed. This includes any needed replacements of china, as we have now received our order of china to match the existing supply. However, if there are any additional items that you feel we need to add, please advise me and I will do my best to have them added to the inventory.
- We continue to do a general cleaning while units are vacant, as we want to ensure that when owners come in to their units, the units are fresh, crisp, and clean.
- We continue to do restoration of woodwork in all units with Orange-Glo wood polish and conditioner to bring out the luster and beauty of the furniture; this is ongoing by our in-house personnel.
- We continue to have our in-house personnel spot clean the carpets throughout the units. However, should there be a situation where the carpets need a deeper, more thorough cleaning to meet our expectations; we have a professional cleaning company come in to clean the carpets.
- We continue to proactively inspect all water heaters on a regular basis to ensure they are working properly.
- On an ongoing basis, the housekeeping staff cleans the laundry rooms; especially the lint trap in the dryers, using a canister vacuum to ensure all lint is removed, as this can be a potential fire hazard.
- With regards to future projects, I would like to implement a new policy for pool towels due to the excessive waste and expense that has been especially noticeable over the past few months. I propose that upon check-in, guests be issued a pool towel card with a supply of higher quality towels, the number issued being dependent on maximum occupancy in the unit. For example, in a 1-bedroom unit, 5 towels maximum will be issued, in two-bedroom 7 towels, and in three-bedroom 9 towels. Guests are welcome to exchange towels as they wish during their stay; however, upon check-out they must return the allotted number of towels along with their pool towel card, or they will be charged a \$15.00 replacement fee for each towel not returned. We would like to implement this new procedure in the next few months before year-end in an attempt to cut down on exorbitant expenses incurred for the laundering of towels, not to mention the cost to the environment and the waste of precious Maui water. We would welcome your feedback regarding this new policy.
- We will also be discussing at our next meeting other additional amenities we are considering to enhance the experience of your vacation in your "home away from home".

I would like to thank all the owners, the Board of Directors, the Management Company Ruth Okada, Co-plan Manager Mike and Frank Robar, and Nancy Benson, Homeowners' Services, for their ongoing 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 GENERAL MANAGER'S REPORT

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.

- The stucco project has been completed, and we are now working with a contractor and their onsite personnel to complete a final walk-through and deficiency list before the final payment will be issued. In my opinion, although the work completed to date is a vast and noticeable improvement, I still feel that I cannot sign off on the project. This will be up to the Board to make the final determination.
- As you all know, we had problems with roof leaks in 2017 and early 2018, and we have had a contractor come to repair all roof leaks throughout the property. I am pleased to report that during our recent heavy rainstorm on August 10, there have been no reported roof leaks. We have an eight-year preventive maintenance plan in place and we will continue to monitor the property for any leaks and address them accordingly.
- We have in-house personnel continuing to repair and replace deteriorated lumber on steps, pole beams, fascia boards, and support beams. They are currently working by Units #45 and #48, and will move upwards once that portion is completed, hopefully within the next week or two. We are taking inventory of what materials are needed to complete this project, but note that costs for lumber replacement have already been included in our budget for 2018-19, and of course using in-house personnel provides substantial savings to our owners and our Association.
- We have installed a new cement bench by the barbecue outside Unit #1 so that our owners and guests are able to comfortably sit and watch the beautiful sunset or breaching whales during whale season while sipping a glass of wine or champagne.
- A new barbecue grill has been installed in front of Unit #89.
- We will be repairing the wire fencing on our border with our neighboring property Maui Kamaole, as the existing one has been damaged from our neighbor's crossing over to our property.
- In-house personnel continue to paint storage doors and those on the electrical buildings; 4 of 12 have been completed to date.
- We have added new recycling containers as needed, as well as new stickers to identify separate bins for glass, aluminum, and plastic items.
- We have repaired bumper curbs throughout as needed to ensure the safety of all our owners and guests.
- We have replaced hallway carpets throughout the property as needed.
- We have installed new high-end quality carpet on the pool deck under the signature tree. Not only is this carpet thick and provides a comfortable feel on bare feet, it is much more durable and thus more cost efficient in the long run.
- New flowers and colorful plantings have been added to the pots in the pool deck area to enhance the beauty and integrity of the property for our owners and guests to enjoy.
- We have added topsoil and planted new grass by Units #139 and #140.
- We have had a professional contractor come to trim the coconut trees and Washingtonian palms, as well as the rubber tree across from the office, for both safety and aesthetic reasons. We are getting ready to decorate the rubber tree for Christmas, which you all know was a real highlight in Kihei last year, the subject of many photos and favorable comments. The lights are costly to install, but the returns in terms of showcasing our property and attracting potential guests it should be considered well worth the cost.
- With regards to future projects, we would like to drain the pool for 5 or 6 days in the first week of October to power-wash the tiles, repair and replace any damaged tiles as well as re-grouting as needed.
- In addition, in the future we would like to replace the entire front entry door and storage door brick moldings with plastic or vinyl moldings, as this material won't be subject to dry rot or deterioration by termites.
- We also want to paint walkway landings, pole beams, fascia boards, and air conditioner housings in order to keep everything looking crisp and polished.
- We are researching the option to upgrade our sidewalks in an effort to make it more efficient for our housekeeping and maintenance staff to enter and exit the units. In addition, we are investigating installing a vinyl protective covering for the entrance steps to the buildings. This should make the steps last longer by protecting the surfaces from suitcases and other wear and tear.
- We want to put forward for consideration the installation of cameras for the safety of all our valued owners and guests. 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.

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

HURRICANE LANE UPDATE

As you are all aware, we recently experienced one of the few downsides to living in a tropical paradise: Hurricane Lane. I am so pleased to report that Maui Hill Resort sustained minimal effects of heavy rain and wind compared to other areas on the island.

I would like to take this opportunity to thank the entire team here at the resort for pitching in, working together, and going above and beyond in so many ways to ensure we were well prepared: moving all of the pool chairs into the office; Kristi getting into the pool to assist the moving of pool tables into the water to avoid them posing any hazard in the wind; removing all the propane tanks from barbecues throughout the property; moving lanai furniture into the units; securing all the trash and recycling bins; securing the furniture from the tennis and shuffleboard courts; and of course, reassuring our guests both in person and by their actions that it's all about team spirit here and the well-known community spirit of the islands in times of crisis to ensure everyone is safe. I am really proud of the entire team, and they made me feel I had a lot of support behind me.

Even though it was overheard that we had "over-prepared", I must say that having been through hurricanes and tropical storms in the past, I don't believe there's any such thing as being over-prepared. These things are unpredictable, and what is paramount to me and to the entire team here is the safety and security of all our valued owners and guests, and the precious investment of our owners. So I take it very seriously, and I will always over-prepare; you need to prepare for and expect the worst, but hope for the best. I thank God that we had minimal damage, only two roof leaks. It is the greatest possible outcome considering it was initially such a strong hurricane and came closer to the islands than any hurricane has in the past 26 years. Well done, team!

TRADING PLACES MAUI

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trading places
MAUI - HAWAII

Trading Places Maui is happy with our new website activity! If you have not set up your online account, this is a gentle reminder to do so. Your email address is your log in, and you will receive a temporary password to get you signed in.

We appreciate the Maui Lea owners, and would like to say MAHALO for your business and continued support.

ACTIVITIES ON MAUI

Aloha from **Donya**, Concierge – Activity Desk
donyaizbicki@bossfrog.com 808-879-6321 Ext 5104

Join us on your first morning for Maui coffee in the Lobby (8am - Noon). Our Concierge service includes wonderful choices of tours and activities: dining information, reservations, coupons, golf rates and/or tee times, farmers markets, swap meets, civic meetings, volunteer opportunities, art exhibits, wine tasting, beach equipment and camera rentals, health clubs, yoga, babysitting, limousine and/or taxi services, bus schedule, maps, and massage appointments. Let us know what you looking for and we will do our very best to assist you! If you are a returnee, and know what tours you want to take, we suggest that you call or email us ahead to assure availability. Otherwise be sure to attend the morning orientation.

LEI CLASS requires 10 students \$10 each prepaid 3:30pm in the Lobby-VariouS days once a week usually.

MOLOKINI CRATER is our gem of the Pacific, rated by National Geographic to be among the top ten marine preserves in the world!!! Its 3 miles off our South shore with interior water depth of 20-150 feet. The top of the partially formed volcano is above water, making a protective cove where corals grow, attracting an abundance of critters that feed off the coral... Around Molokini, the depth is 400 feet deep!!! Snorkel/scuba trips here range from \$80 on a small raft from the small boat dock across the street, to luxury catamarans departing from Maalaea Harbor (half hour drive) Boats depart from 6-7am, returning by 1pm daily. Reservations are required and often are sold out 5 days ahead! **CALYPSO** (\$129)has 2 snorkel sights: Molokini & Turtle Town and is the newest 3 deck boat with glass bottom view area and waterslides off top deck full size restrooms and hot breakfast & BBQ lunch!

REDLINE convenient departure from Kihei Boat Ramp great adventure for adults and kids 8 yrs. + the only raft with a restroom! \$135/\$99 8-15yrs.

HALEAKALA CRATER is a 2-3 hour drive from the resort and will provide awesome views along ranch pastures cascading into the ocean. The summit is 10,023 feet from sea level and ice cold! The 2-lane highway is limited because of the curves to about 10-15 miles per hour. So the downhill **BIKE** ride is very popular!!!! The cool upper climate is perfect for **ZIPLINING** and/or **HORSEBACK** riding with less physical activity. You may choose a **TOUR VAN** with a local expert guide or a fantastic **HELICOPTER** journey! The crater rim is 7 miles across and the floor is 7,000 feet below! 'Sunrise' is the preferred time to go as you witness the sun rising below off the Northeast horizon! You will need a permit through this website if you do not want to book a tour: www.nps.gov/hale/planyourvisit/index.htm

HANA RAINFOREST deserves all day as it takes 3 hours each way to survive the jungles (over 3,000 plants & flower types!) and 57 one way/one lane bridges! Leave the drive to the **VAN** tour guides (\$99) **HELICOPTER** is the ultimate experience (\$135 & up) but **NATURE WALKS/HIKES** are becoming very popular, with a dip in a fresh water pool.

Off Island trips:

LANAI is perfect for the client seeking a beautiful beach day, with shoreline snorkeling, tide pool specimens (dry snorkeling), land tour by a local, barbecue, and trade wind sail/whale watch on the return. Weekdays *Trilogy* (\$218 ea.) 6:30am-2pm or 10am-4pm.

HAWAII still has active lava flowing underground from Kilauea and you may fly in a 9-passenger plane from Maui over the sea and view it!!!! (\$450 ea.)

PEARL HARBOR remains historically interesting and there are 3 different packages to consider \$500 & up includes round trip jet fare.

WHALES!!!! The season is December 15 to May 15. Whale watches are 2 hours with daily lectures all day long!!!! You will see most whales Jan-Feb, but sightings are guaranteed! Last year the estimated population was over 12,000 whales!!!! If you are on any boat, you will see whales!!!! **DINNER CRUISE** is a nice way to view whales!!! We offer our guest a big discount on **CALYPSO** & **QUICKSILVER**, delicious buffet style dinner & cocktails: Lobster tail or Prime rib or fresh catch or chicken or veggie Caesar salad, etc. (\$79 & up)

Restaurant NEWS:

Amigos where Big Wave used to be in Lipoa Ctr--good Mexican.

5 Palms Just across the street in oceanfront (views!) Mana Kau Resort features breakfast/lunch/dinner-Happy Hour from 3-7pm!!! We offer a 15% coupon on regular priced entrees for breakfast/lunch dinner.

Kaanapali Beach Hotel Champagne Sunday Brunch. An older hotel on Kaanapali Beach features local foods worth the drive \$48.

Fabiani's it is great & low priced for pizza, pasta, 7 pastry on Lipoa St.

Kihei Cafe Longtime favorite breakfast stop-order, pay & go to your table-great omelets, banana pancakes etc., will be brought to your table.

Food Trucks have arrived delicious affordable plates!

FIRST FRIDAY has become weekly:

Wailuku	Week #1
Lahaina	Week #2
Makawao	Week #3
Kihei	Week #4

Each of these historic towns is showcased with community culture, food and gift booths-Live music and fun!!! 6pm-9pm. Wear walking shoes!

TURTLE TRACKS Electric open air shuttles from Wailea Marriot to Foodland on S Kihei by reservation \$5 round trip from 1pm-9pm 808-866-9850.

HOME OWNER SERVICES

Questionnaire Guidelines:

Let us 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:

- 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)

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).

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September 2018 Newsletter

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.maui.lea.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 re-sales 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: 808-298-3954 email: nancyb@mauilea.com

Sharon Paley (S) 808-276-6307 email: sharon@mauihillsales.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 Time Interval Owners Association
September 2018 Newsletter

Maui Lea works with Old Republic Title & Escrow of Hawaii, Ltd. 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, Ltd.
Leiana Milho ♦ lmilho@oldrepublictitle.com
900 Fort Street Mall, Suite 890 ♦ Honolulu, HI 96813
Telephone: (808) 522-0356 ♦ FAX: (808) 522-0355

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 19, 2018 – Annual/Board (Maui)
January 28, 2019 - Board (Maui) Tentative
April 24, 2019 – Board (Las Vegas – The Cal Hotel)

Maui Lea Time Share Association

September 18, 2018 – Annual/Board(Maui)
January 28, 2019 – Board (Maui) Tentative
April 25, 2019 – Board (Las Vegas – The Cal Hotel)



QUESTIONNAIRE

This questionnaire is for informational purposes only.

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: _____

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, or by going on line to: www.tpmaui.com and completing a deposit form.

I have or will put my unit up for **RENT** with Aston Hotels & Resorts, by calling (808) 879-6321, or by going on line to: www.mauilea.com and completing the rental form.

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: _____

Maui Lea Timeshare Owners Association has units and intervals available for resale. Please visit our website at www.mauilea.com. If you are interested, please check below and provide your contact information.

Please contact me at _____ or email _____