

Maui Lea Time Interval Owners Association September 2019 Newsletter

PRESIDENT'S REPORT – BILL PETRO

I would like to thank Manager Dennis Costa, his Maui Hill Staff, Board of Directors for their hard work and dedication, and you the Owners for your support.

Maui Hill Resort is an Oasis of Tranquility, many local options are available, shopping, water activities, warm sandy beaches, interesting sites, and many Family and Fine Dining to choose from.

Sitting on the Lanai relaxing, enjoying the beautiful gardens, water features, games, the refreshing pool, will add unforgettable memories to your vacation.

The Renovation committees, (AOAO and Timeshare) continually looking to update and improve our resort, inside and out.

Resurfaced the outside of the buildings, replacing wooden posts, steps as needed. The Solar Panel installation almost complete. Looking at adding additional Solar Panels to supplement the high cost of electricity. Pool and surrounding has been refurbished. For your enjoyment, added additional cushions for the pool lounges.

Replaced 122 of the 138 mattresses, (others will be replaced as needed) these are higher quality mattresses. Replaced all the Dining Room Sets which gives the room a clean and brighter look. Refurbishing Lanai Screen Doors when available. All the Door Locks/Handles has been replaced, it looks great and much easier to use.

If your vacation happens to be on Maui around the third week of September, please join us for the Annual Owners meeting. The meeting will be September 25 (Timeshare) and AOA the 26th. Continental Breakfast and Lunch will be served on both days. This would give you an opportunity to meet your Board Members and participate in the meeting. Your feedback is important to us.

Looking forward to seeing you at the meeting and at the Resort.

Thank you.

Bill Petro
President

MAUI LEA TIMESHARE GENERAL MANAGER'S REPORT

Aloha and welcome from your General Manager and his team! We are continuing to be very busy in doing whatever it takes to maintain the integrity of the property to meet the expectations of our owners and our guests. I would like to provide you with an update of what has been done this quarter.

Maui Lea Time Interval Owners Association
September 2019 Newsletter

- All new Cal-King and Queen-size mattresses and box springs have been installed for those beds purchased during or prior to 2015.
- We have installed all the new dining room chairs, tables, and bedroom chairs in all timeshare units. These look wonderful and provide a nice new, fresh and updated look to the units. We have received many favorable comments from owners and guests alike. While it was our intention to offset some of the costs by selling the old tables and chairs, we were able to get only \$1,000 for these.
- We are continuing with repainting the screen doors in the living rooms and bedrooms, including thresholds and doorframes, as well as the French glass doors. We have 36 more units to go to complete this project and will hopefully have this done by the first quarter of next year, depending on occupancy.
- We have completed the replacement of the locks on all the screen doors, as well replacing those on the glass French doors in the living rooms and bedrooms with updated, brushed nickel locks that are also ADA-compliant.
- As vacancy of units permit, we continue to have all lanai tables, chairs, and chaise lounges resurfaced by powder coating and then repainted to maintain their appearance and durability.
- We continue to replace the indoor/outdoor lanai carpets as needed with a more durable, high-end product.
- When units are vacant, we have our housekeeping staff do a general cleaning to ensure that units are fresh and clean when owners come to their units. We also have the timeshare maintenance person clean out the drains in the vanity sinks and the showers, as these get clogged over time.
- We continue to proactively inspect all water heaters throughout the timeshare units on a regular basis to ensure they are in good working order. We have replaced a few that were starting to show evidence of leaking, so it is fortunate that we installed a panel under the water heaters, as these make it easy to detect any leakage before it causes any damage in the units or in the units below.
- It has been a very hot summer, and we have needed to replace quite a few air conditioners with newer, more powerful and efficient models with 12,000 BTU's.
- As mentioned in my last report, we have been utilizing the carpet cleaning services of Maui Refresh, who provide a more detailed and thorough cleaning, including odor removal and sanitation, which we consider has been well worth the extra expense. Carpets look fresh and new again, and this service has made such a difference that it should be a few more years until carpets need replacement. Also, as they do such a good job, we find that carpet cleaning does not have to be done as often. We can use our in-house personnel to do spot treatments for high traffic areas, and when deeper cleaning is required, we will have Maui Refresh come out during our service periods twice per year.
- We continue to do cleaning and restoration of all woodwork with Orange-Glo wood polish and conditioner in all units to maintain and revitalize the luster of the wood.
- We recently purchased second-hand golf carts for the Housekeeping department and for the timeshare maintenance person. These purchases were necessary due to the wear and tear of the golf carts over time.
- Future upgrades, including the possibility of changing lamps in the units, will be discussed with timeshare owners.

As you can see, we are continuously and proactively seeking ways to ensure units are kept as meticulous as possible. However, if there is anything you would like us to look after, or should you have any recommendations, we are always more than happy to hear from you and to work with you to keep the units immaculate.

We are so fortunate to have a great Board of Directors who always manage to find ways to increase the integrity of the property and for owners to enjoy their home away from home while on vacation. I would personally like to thank the Board of Directors, all the owners, and the Management Companies for their continued support.

Respectfully submitted,
Dennis Costa, General Manager

MAUI HILL AOA GENERAL MANAGER'S REPORT

Aloha and welcome from your General Manager and his team! We have had another busy but wonderful quarter at the Resort. 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. Our focus and priority over the past quarter has been a commitment to ongoing projects rather than starting any new ones. I would like to provide updates on the following items:

- We continue to replace the deteriorated lumber on support pole beams, landings, fascia boards, and stairs throughout the property. If everything goes according to plan, this should be completed by this time next year.
- Hopefully with replacing all deteriorated lumber and having spot treatments done by Dick's Fumigation, there will be no need to tent the property for termites until next fiscal year. We have been proactive as is necessary with an older property that has a lot of wood in the construction.
- In several units, we have replaced the brick moldings on the front entry door as well as those on the electrical and storage doors with new plastic or vinyl moldings, which was necessary due to deteriorated lumber. This is an ongoing project.
- Next month, we will have a professional licensed contractor come out to give us a bid on painting the entrance doors, storage doors, and electrical doors throughout the property, as well as the deteriorated doorframes. We anticipate this to be completed by the end of this fiscal budget.
- We have replaced a few of the hallway carpets throughout the property as necessary and will continue as needed.
- Mark, in-house personnel, continues to paint the exterior walkways, hallways, and landings on an ongoing, as-needed basis.
- As mentioned in my previous report, it was necessary to close the pool for maintenance during the May service period. Although we were able to open the pool again a few days earlier than anticipated, there were still unfortunately some unfavorable comments left on RCI comment cards. We sincerely apologized, and although we offered to relocate some guests to another property to use their pool, they felt this was too much of an inconvenience. There really is no good time to close the pool as it is such a popular feature at the resort, but it was necessary to

power wash the pool and deck area, and to replace any tiles in need of repair. We appreciate everyone's understanding and would like to thank our in-house personnel Satellite and Allan for their efficient work on this project. By having this done in-house rather than by a professional pool contractor, we were able to do the work at a fraction of the cost. Mark also power-washed and sealed the lobby tiles and bathroom tiles.

- We have repaired several sidewalks throughout the property that were cracked and thereby posed a safety hazard. In front of building J, Units #103-114, we installed a sidewalk area that is wheelchair accessible to allow easy and safe access to the sidewalk from the parking lot. This was done in-house as well to control costs.
- We have had Mark paint all parking lot lines and curbs, sidewalk curbing, and directional arrows. This has really brightened up the property, giving it a nice clean look.
- This July we undertook more extensive tree trimming, which was needed for both safety and aesthetic reasons. We also removed four palm trees and replanted three foxtail palms in their place, thereby reducing the need for ongoing trimming costs in the long term. We also removed two African tulip trees by the housekeeping building.
- We continue to have in-house personnel clean the barbecue grills a minimum of twice per week, or sometimes three times per week, depending on usage and on available manpower. The recommendation to have the grills cleaned more often introduced by Richard Endean, so you may thank him for that.
- We have had many favorable comments about the upgrades to both the area by units #119 up to unit #140, where the bougainvillea plants were trimmed well back and the walls were power washed and repainted, as well as the opposite side from units #79-102, where the bougainvillea hedges were cut down low, and new bougainvillea bushes planted to fill in the hedge. These upgrades have made a big difference aesthetically, as the hedges now look more manicured and provide tropical color on both sides of the driveway, as well as requiring less maintenance for the grounds men to trim.
- We have purchased 9 additional cushions for the chaise lounge chairs, so we now have a total of 17 for the poolside enjoyment of our owners and guests.
- New flowers and colorful plantings continue to be added throughout the property to keep things updated and fresh, and to enhance the tropical ambiance.
- With regards to the issue of parking storage, we have relocated cars that were being stored on the upper half of the property in order to alleviate the crowded, congested appearance, and to ensure more availability of parking in that area for guests.
- We had only three minor roof leaks this past quarter, as we did have some rain, although not as much as we hoped.

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 the Management Companies.

Respectfully submitted,
Dennis Costa, General Manager

TRADING PLACES MAUI



HAWAII'S PREMIER TIMESHARE EXCHANGE COMPANY

Call us today! 1-800-345-7301

- Exceptional service
- Specializing in Hawaii & West Coast destinations
- 2-for-1 Reward Program & more!
- No mandatory membership
- No fees until confirmed

Call us today, or visit
tpmaui.com

trading places
MAUI • HAWAII

HOMEOWNER SERVICES

Questionnaire Guidelines:

Let's go green! Your owner's questionnaire can be submitted online via our web site: www.maulea.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 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 online: www.maulea.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).

Maui Lea Time Interval Owners Association
September 2019 Newsletter

If you have moved or changed your contact information, please update us. You can do this on the web site: www.mauilea.com

Thank you to all the owners that responded to our request to verify your email addresses. Should your email address change, please be sure to let us know to keep us updated for future mailings.

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 Maui Lea at Maui Hill, the timeshare portion of the Maui Hill Resort.

If you are looking to acquire time in our Vacation Ownership Program, we listen to your wishes, fine tune your criteria and match you with a unit and interval(s) that suits your needs.

If you feel it is time to sell, let us explain the simple process and provide a trusted, reliable and knowledgeable platform to assist in bringing you a buyer.

As dual agents, we enjoy nothing more than bringing together excited buyers with appreciative sellers. You are guided from start to finish, safe in the knowledge you are in capable hands!

The intervals for sale and FAQ may be found on our website www.mauihillsales.com

Please contact us if you would like to purchase time or would like assistance in selling;

Tom Von Rosen ® (P)B 808-879-8802 E-mail: mauihill@maui.net
Nancy Benson ® (B) 808-298-3954 E-mail: nancyb@mauilea.com
Sharon Paley ®(S) 808-276-6307 E-mail: sharon@mauihillsales.com

We look forward to hearing from you soon.

Aloha,

Lea Properties Sales Team

MAUI LEA ASSOCIATION INTERVALS FOR SALE

Maui Lea would like to remind all 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, 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.
Carl Kawachi ♦ ckawachi@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

Friday, 11/30/2018 – Board Conference Call
Monday, 01/28/2019 – Exec. Session (Maui)
Tuesday, 01/29/2019 – Board (Maui)
Wednesday, 04/24/2019 – Board (Las Vegas)
Thursday, 09/26/2019 – Annual/Board (Maui)

Maui Lea Time Share Association

Thursday, 12/13/2018 – Board Conference Call
Monday, 01/28/2019 – Exec. Session (Maui)
Tuesday, 01/29/2019 – Board (Maui)
Thursday, 04/25/2019 – Board (Las Vegas)
Wednesday, 09/25/2019 – Annual/Board (Maui)



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 _____