

Maui Lea Time Interval Owners Association

September 2020 Newsletter

President's Message - Bill Petro

Aloha Maui Hill Timeshare Owners.

My hope and prayer are that you and your loved ones are in good health.

The past 7 months have been challenging for all of us, the COVID-19, the uncertain job situation for a lot of us, the loneliness of not able to be around our loved ones and the restriction of travel.

I have been sending out a monthly letter and updates from the Hawaiian Governor David Ige after his press release, extending the 14-day quarantine month after month. The quarantine is in effect until the end of September 2020. **The earliest as of October 01, 2020**, if you show a negative COVID-19 test result, you may avoid the 14-day quarantine. Logistics of this is still being worked on. As of August 27, a 14-days stay at home, work from home policy was enacted on the Island of Oahu, by governor Ige.

Our Maui Hill Resort open with restrictions, such as the 14-day quarantine when you arrive, the social distancing and the mandatory face covering when in public will continue after your quarantine.

Dennis our General Manager has made many changes as far as our employees is concerned. He is performing deep cleaning and disinfecting in and around our units. Using available personnel to repair and replace damaged wood around the doors and steps. Limited Renovations will continue, one being the Screen Doors. The other, bottom of the kitchen cabinets that are being damaged by the heat and steam of the coffee makers and the toaster.

Nancy our Homeowner Services is talking with owners daily, trying to save their Interval time, and scheduling future visits for our Maui Hill Owners.

I'm happy to report, that the Budget Committee presented a **"0" increase** in our maintenance fees for the coming year.

Again, as it was in April 2020, we will have our Association Meeting via Conference call. In person, face to face meeting due to the 14-day quarantine, and other restrictions are impossible.

The Health and Safety of our owners and staff is our number one priority.

In every September, our meeting has two parts.

The first meeting is the "Annual Meeting" one item being, the Election of Directors, and officers. This meeting will adjourn to January 2021. To adjourn the meeting to January, we must have a quorum. The second meeting is the Regular Board of Directors Meeting, which will be held remotely on September 15, 2020.

We ask that you to submit your Proxy as soon as possible, reaching a quorum of 15% is important.

Thank you for your support, understanding and patience during these challenging difficult times.

Be Safe and stay Healthy.

Bill Petro, President

MAUI LEA TIMESHARE GENERAL MANAGER'S REPORT

Aloha and welcome from your General Manager and his team. As I write this, the sun is shining, the birds are singing, the gardens are blooming, but the most important element of what makes this resort so special – the positive energy and happy laughter of owners like yourselves enjoying their vacation in their home away from home, gathering together and connecting with friends and family, making lifetime memories – is missing. These are unprecedented times, and none of

us could have foreseen this situation we're facing now, but we want to assure you that we are doing everything in our power to keep everyone safe and healthy. On behalf of the entire team, we look forward to the day we are able to welcome you back, and rest assured that until then we are doing all that we can to protect your investment.

I would like to take this opportunity to sincerely thank your Board of Directors and the Management companies for their support during these trying times; we have been able to keep most of the staff working, some with reduced hours, to attend to the needs of the resort and to maintain ongoing projects. The entire team is so very appreciative for this display of support and confidence during troubled times, and this loyalty is not taken lightly nor will it be forgotten.

We would like to keep you up to date on everything we have undertaken at the property since the last quarterly newsletter in our striving to uphold the integrity of the beautiful Maui Hill Resort.

- We are continuing to do extremely deep cleaning, even more so than has been done in the past, to address the Covid-19 situation. We are sanitizing every nook and cranny so that when owners return, the units will be safe and sanitized for you to enjoy. This has been our main focus and priority and no detail has been overlooked or left unaddressed.
- We have had all of the carpets professionally cleaned and disinfected by Maui Refresh, and have re-stretched the carpets from the dining area to where they meet the tile in the kitchen area in units as needed throughout the property.
- We have cleaned the recliners and repaired any recliners as needed.
- We have replaced dishwashers that were in need of replacement, which has amounted to 40 out of 76 units. Thank you to the Board for approving this project, and as these were installed using in-house personnel, this was a large cost savings.
- We have replaced several ceiling fans throughout the units.
- Several vanity mirrors throughout the units that were discolored from wear and tear have been replaced.
- We are doing ongoing general maintenance in taking the time to check everything top to bottom to ensure everything is working order and with meticulous attention to detail.
- In one-bedroom units, we have rearranged the furniture in the living room to provide a more inviting look. We won't discuss here what we've done specifically, but we look forward to your reaction and feedback once you arrive. We hope you will appreciate this more welcoming, cozy, and family atmosphere.
- We are continuing to refurbish the lanai tables and chairs.
- We are continuing to replace the lanai carpets throughout as needed and have vacuumed all lanai carpets front and back.
- The wall clocks in the kitchen area have been adjusted so that they are now above the door trim and not overlapping the trim; this provides a cleaner, more detailed, and intentional look.
- We have cleaned the floors under the refrigerators and stoves in all units, as well as the sidewalls of both refrigerators and stoves.
- All windows and screens have been cleaned.
- We have almost completed the painting of all screen doors and bedroom doors as well as the thresholds and trim; this project should be completed by September 14 for all 76 units.
- We are currently investigating with a contractor the possibility to replace kitchen and bathroom vanity shelving due to deterioration.
- We continue to take kitchen inventory to ensure units are well equipped.

Please allow me to express my appreciation as always to the entire team here at the resort, to our valued owners, to the Management companies, and to the Board of Directors for their unwavering support and trust in me to steer the resort through these times. There is one thing I know for sure as the General Manager of this resort for the past 37 years: there is nothing we can't handle if we stand together and believe in better days to come, where we will enjoy the resort as we have always done, and will gather together to make new memories of treasured times with family and friends. The entire staff is committed to doing our part to maintain the reputation and standing of the beautiful Maui Hill Resort to the standards for which we have become known. We all look forward to welcoming you back home to enjoy beautiful Maui Hill again soon.

Until then, respectfully submitted,

Dennis Costa, General Manager

MAUI HILL AOO GENERAL MANAGER'S REPORT

Aloha and welcome from your General Manager and his team. As I wrote in our last newsletter, these are unprecedented and challenging times we're all dealing with, the likes of which I have never seen in my 37 years as General Manager of the Maui Hill Resort. None of us could have foreseen this situation, but by standing together, thinking positively towards better days to come where we will once again gather together at the resort and enjoy treasured times with family and friends, we will get through this better and stronger than ever with a new appreciation of all that we have.

Rest assured, Maui is waiting for you when it's safe to welcome you back. Maui Hill is fresh and clean, the grounds are manicured, the pool is sparkling and inviting – all we need is you! We can't wait to welcome you back to your home away from home very soon.

We would sincerely like to thank your Board of Directors and the Management companies for their support in being able to keep the majority of our staff working during these uncertain times; this understanding and teamwork is a display of loyalty and confidence in the resort that is not taken lightly nor will it be forgotten once we are all able to return to more normal times.

We would like to keep you up to date on projects and maintenance we have undertaken at the property in the past quarter to keep it standing tall:

- We are continuing to ensure attention is paid to detail in *all* areas as much as we possibly can while ensuring we are mindful of keeping the costs down during these times, we're all facing.
- We have been planting additional colorful plants and shrubs throughout the property to ensure a beautiful, lush, tropical ambience: hibiscus; palm trees, petunias, and bougainvillea.
- We have had a recent delivery of lumber so we can now continue to work on the pole beams, landings, side lanai fascia boards, and steps throughout the property. This is an ongoing project, and within the next year the majority of the landings should be completed, and we will then continue to do bits and pieces throughout the property. This is a major cost savings by having our in-house personnel do the repairs.
- We have installed new hallway carpets as needed.
- We have refurbished and painted the four logo whales on the signs on the property: two at S. Kihei Road; one as you drive up the property on the left side by units #47/48; and one as you enter the office on the right hand side.
- We have purchased some new sports equipment such as tennis rackets, corn holes, putting green flags, and a "4 in a Row" game set.
- One of the projects we're hoping to start once details are worked out is to sand and paint the 334 front entrance and electrical storage doors throughout the property, as well as replace all hinges for these. We are hoping to get this project started within a couple of weeks. This is a major project, but once completed will give a great uplift to the property in conjunction with the recent stucco refinishing/resurfacing, that will really add to the integrity of the property. Once again, thank you to the Board for supporting ways to maintain the integrity of the property.
- We have a couple of other projects that will be getting underway; these will be announced in the near future.

In closing, it is important for all of us to realize we have so much to be thankful for. I would like to once again express my appreciation to your Board of Directors; working alongside your Board, we all do whatever we can to maintain the property to the very highest standards to keep it standing tall and to ensure you are all very proud of the Maui Hill Resort. It is the *teamwork* that makes it all possible.

Until then, stay safe and healthy.

Respectfully submitted,

Dennis Costa, General Manager

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ACTIVITIES ON MAUI

Donya Izbicki, senior Concierge donya@hawaiianstyleactivities.com

HOMEOWNER 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 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.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

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)879-6321ext.5102

SALES:

At this stage of the pandemic I'm often asked if anything is selling and the answer is YES! Since late March 2020, we have sold 10 timeshare intervals and while this is less than in pre Covid-19 times, it speaks volumes about how customers trust and value our program.

Vacation Ownership has always met our clients desire to invest in something long term and known. Now more than ever, with so many unknowns, having something you can count on and look forward to matters.

The number of owner weeks for sale is slightly down from normal, as some have chosen not to relist until there is more market stability. However, the resilience and credibility of the resale program is something you can always have confidence in.

Feel free to contact me with any resale questions you may have. I'm always happy to hear from you.

Sharon Paley ® (S)
Cell: 1-808-276-6307
Lea Properties, Ltd
www.mauihillsales.com

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, 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
737 Bishop Street, Mauka Tower, Suite 2200 ♦ Honolulu, HI 96813
Telephone: (808) 522-0356 ♦ FAX: (808) 522-0355

CONDOMINIUM ADMINISTRATION – NEW OFFICE RELOCATION

The Aqua-Aston Hospitality Condominium Administration office has moved to their new office. Listed below is the new office address and facsimile number with their contact information.

820 Mililani Street, Suite 600, Honolulu, Hawaii 96813
Phone: (808) 931-1577
Facsimile: (808) 931-1534
Email: propmgmt@aqua-aston.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:

AOAO Maui Hill

Tuesday, 09/15/2020 – Annual @9:45am (HST)
Wednesday, 09/16/2020 – Board @9:00am (HST)
Wednesday, 01/27/2021 - Annual @9:30am (HST)

Maui Lea Time Share Association

Tuesday, 09/15/2020 – Annual @9:30am (HST)
Tuesday, 09/15/2020 – Board @10:30am (HST)
Tuesday, 01/26/2021 – Annual @9:30am (HST)



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 _____