

Mauna Luan

Newsletter

November 2019
Edition



EMPLOYEE CHRISTMAS GIFTS—



--- for the people who keep your home clean, safe and beautiful. Although the Board of Directors annually sponsors a catered employee party and food gift certificates from Safeway; if it is your custom to give a Christmas gratuity, it also helps us to provide our employees with a better holiday season

and they really appreciate your extra kindness. Most of our employees here are long-time, dedicated employees who are seldom seen but are here 365 days a year. Some of our more highly visible employees receive a lot of small gifts from residents but it takes 30 full-time people to keep the Mauna Luan going in the condition it is. All monies received from donations will be divided evenly among our employees and you will be acknowledged to them. Checks made out to “**Mauna Luan Xmas Fund**”, or cash, will be gratefully accepted at the Management Office; or non-resident owners can send a separate check to the Management Office. We do appreciate the fact that everyone’s financial condition is different, but any help you can give to your hard working employees in making their Christmas this year a little more enjoyable will be greatly appreciated by all of them!



FORTY-FOURTH ANNUAL OWNERS’ MEETING

A reminder to all Mauna Luan owners that the 44th Annual Owners’ meeting is scheduled to be held on **Wednesday, November 6, 2019** at 7:00 p.m. in the Mauna Luan West

Lobby. Sign-in starts at 6:15 p.m., and the meeting will begin promptly at 7:00 p.m. All owners are invited to attend if you have the time. **PLEASE NOTE: If you have not turned in your proxy, the deadline for submission is 4:30 p.m., on Monday, November 4th.**

NOVEMBER HOLIDAY REMINDERS

The Management Office will be closed on **Monday, November 11th** in observance of the **Veteran’s Day holiday**; and, **Thursday, November 28th** in observance of the **Thanksgiving Day holiday**. Please contact Security at 395-7422 if you require any assistance.



USE OF UBER AND LYFT

We wanted to pass on some information related to anyone who uses car services such as Uber and Lyft to help ensure there are no problems with getting your rides. All vehicles entering our property must provide security with the last name and apartment of whoever they are visiting, picking up or dropping off. We have had some instances in the past where the Uber driver only has the street address (e.g. ‘521’) but does not know the other information. They must then pull over and make a call to find out this information before being permitted to drive up to the buildings. If you contract for one of these services, to help ensure there are no problems with them coming onto property, **PLEASE** call security at 395-7422 and let them know you are expecting a pickup. That way if the driver

doesn't know all of the information, if security is expecting them, they can send them up to the building to pick you up. Your help in this will be greatly appreciated and will make sure you are not delayed because the driver needs to go find the information. Mahalo.

TRASH DISPOSAL

We are still receiving reports of residents throwing away their trash in the trash chutes outside of the regular disposal hours. Please remember that the trash chutes are only to be used between the hours of 7:00 a.m. and 10:00 p.m., daily. Use at other times greatly disturbs other residents whose apartments are right next to the trash room. We would appreciate everyone's consideration with this.

POWER OUTAGES AND ELEVATORS

As everyone should be aware, HECO had some problems with their transmission lines this past Wednesday which left a large amount of their customers without electricity for many hours. In most cases this would not cause great concern here due to our generators; however, this past Wednesday our East generator malfunctioned which left it unable to run and provide the electricity we needed for basic items, especially our East elevators. We also unfortunately had residents trapped inside of an elevator and it took quite a while to get them out. Our biggest issue when there is no power to elevators is not knowing if someone is trapped. Without power our cameras will not function so we cannot see the interior of elevators nor did we know where the elevator was located. Fortunately, another resident heard a person calling from inside of the elevator and notified us and the fire department. The trapped residents were eventually released but they were inside the elevator for quite a while before anyone knew they were there and then have someone get to them. In the future if there is an instance where we have a power outage that affects the elevators due to a generator malfunction, there will be someone checking each floor to see if anyone is inside of an elevator but it would help us to find you sooner if you could either call out or use the alarm bell inside the elevator so we know someone is there and it would speed up finding the floor where the elevator is sitting so someone could be with you if trapped. You don't need to hold the alarm button constantly but ring it on a regular basis so whoever is checking can judge where you are. Hopefully this will not happen again but just in case, try to keep the above in mind. If anyone has any questions please contact the Management Office.

ITEMS PERMITTED IN HALLWAYS

During our floor walks we often find a large number of miscellaneous items placed outside the apartment doors at some apartments as decoration. Many of these items are not permitted under our house rules. As a reminder, the only items permitted in the hallways are a doormat and plants. That means that you may not put small statues, pieces of coral, watering cans, bags of potting soil, etc. All of these types of items must be taken back inside the apartment. Also, any doormats must be of a size no wider than the doorway and if made of carpet, have bound edges. You may have a maximum of 4 plants in front of any unit with the exception of the "J" units which may have 6. Finally, empty plant pots are not the same as plants. Anyone who has an empty pot(s) needs to either have them planted or they need to be removed from the hallway. We are passing this information along since future floor walks that find unauthorized items in the hallways will have notices issued. Please help out by checking any items in front of your apartment and taking corrective action, if necessary. Mahalo for your help.



NO-SMOKING PROPERTY



A reminder that smoking or vaping is prohibited anywhere on Mauna Luan property, including inside of apartments. We would also like to ask that residents inform guests that no one will be permitted to smoke or vape on the property. If anyone has any questions, please contact the Management Office at 395-7544. Mahalo.

HOLIDAY GUESTS

As the holidays approach many of our residents will be having family and friends visiting from the mainland or outer islands. Please remember that any visitors/guests who will be staying in your apartment for more than an overnight visit should be registered with our Management Office. As a registered guest they will be permitted to use our recreational facilities without a resident host in attendance; plus, if they are locked out or need some other service from us, they can be accommodated.

As always, we solicit your comments, suggestions and even complaints to help keep the Mauna Luan one of the finest places to live in Hawaii.

Did you know that we have a web site? Please visit us at: www.maunaluan.com to find more information about the Mauna Luan. Mahalo!

