

Mauna Luan

Newsletter



February 2020
Edition




SPECTRUM CABLE BILLINGS


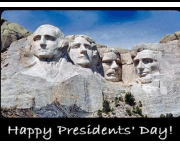
We wanted to send out a note to all of our residents who have multiple cable boxes and DVR service through Spectrum Cable. Recently we have been receiving calls from residents who have been seeing additional charges on their billings for items that are covered under our bulk contract with Spectrum. As a reminder, under our contract, every resident is now entitled to two cable boxes at no cost and four DVR services at no charge; along with free high speed Internet up to 400 Mbps. If you do wish to have more than two boxes you would need to pay \$7.99 per month for each of them. However, the DVR service should be at no cost. Some of our residents have noticed that they were being charged for the third and fourth DVR services. Spectrum seems to be having a hard time adjusting to our contract since they normally only provide two DVR services. So, we wanted to ask everyone to check your account with Spectrum, especially if you use automatic payments, to be sure you are not being charged for something you should not be. If you notice anything on your billing that does not appear correct, please bring a copy of your billing to the office so we can check with Spectrum to make sure everything is as it should be. If you have any questions on this service, please let us know. Mahalo.

will not go down the trash chute without causing a blockage somewhere below. All boxes must be broken down flat and brought to the ground floor trash bin for disposal. This goes for many other over-size items that we oftentimes find inside the trash chute when clearing blockages. I know some residents might think it too inconvenient to take these items down to the ground floor, but please consider that someone from our staff must work inside that trash chute to remove the items that were carelessly dropped down. There is an extreme danger to our employees from objects falling from above while they are trying to clear these blockages. We would appreciate everyone's help and consideration in not placing items in the chute that should not be there.

 *NOTE: Don't forget that special someone on Valentine's Day, Friday, February 14, 2020!!!* 

USE OF TRASH CHUTES

During the holidays, and unfortunately even now, we had a great deal of problems with our trash chutes being blocked by items being put in the chute that did not belong.  ← **THIS**

 **HOLIDAY NOTICE** 
The Management Office will be closed on Monday, February 17, 2020 in observance of the President's Day holiday. Please contact Security at 395-7422 if you need assistance. Have a safe and fun holiday!

 **SMOKING RESTRICTIONS** 

A reminder that in mid-2018 an amendment to the Bylaws was enacted by the owners that **prohibits smoking anywhere on the Mauna Luan property**, including inside of apartment units. Although many residents who do smoke have been abiding by the new rules and smoking off property, we do still have a number of

residents who continue to smoke in their apartment and other unauthorized areas. We would like to ask that those residents who are still smoking begin abiding by the no smoking rules so everyone can enjoy a smoke-free environment. Also, this restriction does apply to marijuana, including medical marijuana, as well as any of the electronic cigarettes or other vaping devices. Please help out by not conducting any of these activities on the premises. Your cooperation will be greatly appreciated. Mahalo.



POOL/JACUZZI USE REMINDERS



We wanted to pass on a few reminders regarding the use of some of our recreational facilities due to some recent incidents:

1. Flotation devices may only be worn in the pools or jacuzzies **if they attach** to the body. No flotation rings or rafts.
2. All guests must be accompanied by a host resident when using any of our recreational facilities.
3. No food or beverages are permitted **within 6 feet** of the pools or jacuzzies. No glass items are permitted outside of the Recreation Building or barbecue areas.
4. There is no ball playing permitted in any of the recreation areas, including the pools and jacuzzies.
5. Water guns or cannons are not permitted in the pool areas.

NOISE FROM RENOVATION WORK

As most residents are aware, we seem to have apartment renovations in progress around the Mauna Luan pretty much all the time. Because these renovations generate a lot of noise at certain times, we do require that all owners notify the Management Office whenever they have work scheduled that will generate noise so we can provide notice to surrounding apartments making neighbors aware that they might want to plan on being out at those times. Most of the noisiest projects tend to include removal/installation of flooring; demolition of old cabinets and installing of new ones; remodeling of bathrooms; etc. So, if you are planning any type of renovation work, other than painting, please contact the office at 395-7544 and let us know the dates of work and we will send notices to your neighbors to help get through that work. Thank you for your attention to the above.



PLEASE REMEMBER TO USE HEADLIGHTS AND OBSERVE SPEED LIMITS & ALL STOP SIGNS AT ALL TIMES WHILE IN THE PARKING STRUCTURE AND OTHER AREAS OF THE PREMISES! THIS IS ESPECIALLY IMPORTANT AT THE BOTTOM OF THE GARAGE RAMP! MAHALO.

BOOK LIBRARY

For those residents who may not be aware, we do have a reading library located in the corner of the West Lobby just before you pass through the glass doors on your way to the West Pool. This is a self-serve library and you can take as many books as you wish to read at a time. We do ask, however, that you return them when finished reading. Also, if you have books cluttering up your apartment you may bring them down to add to the collection. Please stack them neatly on the shelves provided. Mahalo!



TELEVISIONS AND HOME ENTERTAINMENT SYSTEMS



With all of the smart televisions and surround sound systems available today, we wanted to pass on some reminders regarding the use of these types of entertainment systems in a condominium. As most of you are probably aware, noise is one of our biggest issues here at the Mauna Luan. Most of that is due to the manner in which our buildings were constructed and does require a lot of consideration and attention to what we do in our apartments. In recent years, the home entertainment system has become a big item because it can provide sound similar to that in a movie theater. Unfortunately, in a high-rise building the sound will reverberate throughout due to the concrete slab between apartments being a great transmitter of sound and vibration. If you have a home entertainment system or a surround sound system in your apartment we need to ask that you pay particular attention to the volume, and even more importantly, the bass settings. Although high volume is an issue, the bass settings if too loud, actually send vibrations through the concrete and is very disturbing to neighbors. In most cases, a neighbor will not hear the sound from your system, only the vibration from the bass and can actually be more disturbing than a loud volume. Please be aware of this whenever you use your entertainment systems so everyone can enjoy their environment. Mahalo.

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!

