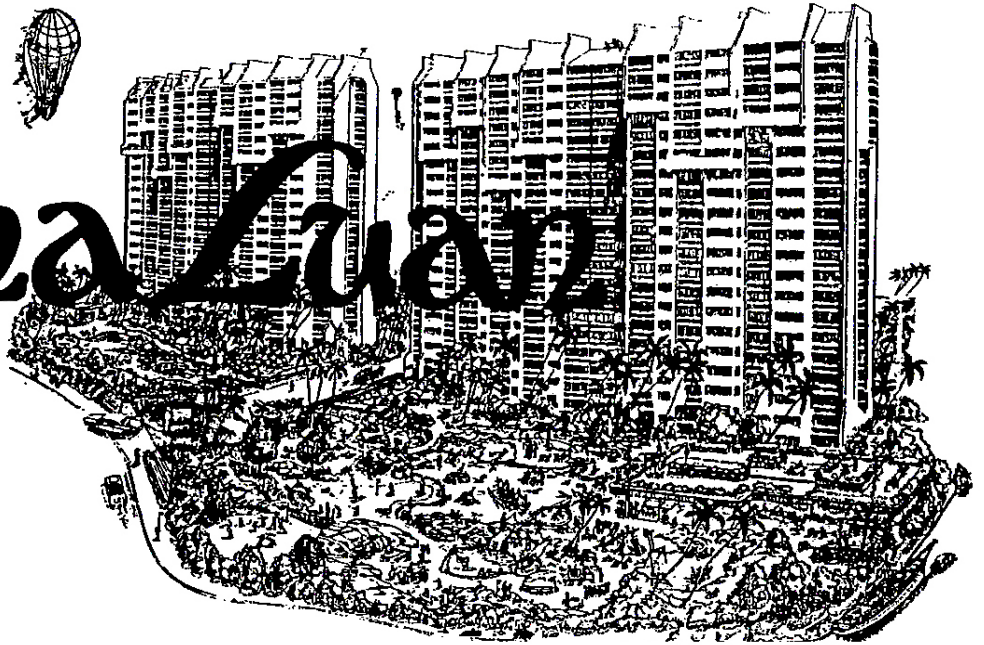


Mauna Luan

Newsletter

April 2018
Edition



NEW! **NEW PEST CONTROL CONTRACTS** **NEW!**

Just a note that we have the new pest control contracts available in the Management Office for calendar year 2018/2019. The vendor is still Kilauea Pest Control. Their rates remained the same at \$45.00 per treatment or \$180.00 for the entire year. This is for quarterly treatments inside of the apartments. Please stop by or give us a call and we can have one delivered to your apartment or emailed to you. You can also download a copy from our web site. Also, we will need everyone on the contracted service to sign a new Entry Authorization Form if you want them to use our set of keys for entry to your apartment. If there are any questions regarding this service or what you need to do please contact us at 395-7544.

NEW TV & INTERNET CONTRACT



We wanted to let everyone know that the Board of Directors approved a new contract with Spectrum at their 3/28/18 meeting. Spectrum is preparing the contract now and we hope to have all of the provisions implemented by May 1st. Spectrum has stated that they

require that time to be sure that all of the provisions are in their system for our residents. This new contract will provide all of our residents with both television and Internet service at their apartments. If you are currently paying for your Internet service, those charges will be removed from your bill with the effective date of the contract. If you can wait until the new contract is signed, we urge you to do so to avoid being charged for items and/or service during this interim period. Those of you who utilized the analog service for your television in the past and saw it go away on March 27th, will be able to pick up a digital cable

box at no charge so that you can once again watch that television. Again, if you call customer service prior to our getting everything set in place, they will not be aware of these new services until the final contract. If everyone can be patient for the next month or so, we should have everything in place. If there are any questions, please contact the Management Office at 395-7544. Mahalo.



FIRE PREPAREDNESS COMMITTEE



The Board of Directors has appointed a committee to research our preparedness in the event of a fire or other disaster that would affect all of our residents. That committee is currently seeking volunteers from our residents who may be interested in helping our with research and making recommendations to the Board about policy and procedures at the Mauna Luan to help make everyone as safe as possible in the event of a disaster. If you are interested in being a part of this committee and helping out, please contact the Management Office and we will place you in contact with the committee.



POSTAL DELIVERY REMINDERS

We wanted to pass on some reminders about our mail/package deliveries:

1. **Box Full of Mail.** If you are unable to pick up your mail from your box for a few days, please make arrangements with friends or family to pick it up for you. Otherwise, you should place a "hold" on your mail until you return. If your box

PAINTING PROJECT UPDATE



Eko Painting is still working on the front of the West Building, at apartment stacks “H” thru “L”, and have recently moved their rigs over in front of the “F” & “G” apartments. As we noted before, part of the painting work is also the repairing concrete prior to painting. The concrete repair unfortunately does require them to chip out any bad concrete and then patch it. That causes a great deal of noise and vibration in some cases which can continue on periodically throughout an entire day. *We have been receiving a number of calls about suspected renovation work in surrounding apartments but has actually been the painters performing this concrete repair. Please note that you might be 4, 5 or more stacks away but the noise and vibration will be transmitted through the concrete and sound like it is near you.* Unfortunately, this is a necessary part of the repainting project so we need to ask all of our residents to try to plan around this noise. We realize that it is an inconvenience for those who have to stay in their apartments but the painters are on a schedule and need to get this work done as soon as they can. They will be working on the “H” thru “L” apartments probably into early April; and, the “G” & “F” apartments toward May. We will post notices on the elevator landings when they move their equipment as a reminder. Please watch for notices of any closures. Mahalo.

becomes full and the mail is removed by the postal carrier, it will not be redelivered. You will need to go to the Hawaii Kai Post Office and pick it up.

- Parcel Lockers.** At present, there are about 12 parcel lockers for about 108 apartments. They are for parcels only and the parcels need to be removed within 2 days. After that all parcels will need to be picked up at the Hawaii Kai Post Office.
- Hold Mail.** Mail can only be held by the Post Office for a maximum of 30 days. If you request delivery of held mail, you must be home to accept it. Held mail cannot be placed in the parcel lockers due to the volume of parcels received on any given day.
- Mail That Is Not Yours.** Most of you have probably notices that many times you will see a pile of mail sitting on the ledge by the mailboxes. We need to ask all residents to not leave unwanted or mis-addressed mail on the ledge. If it is addressed to your apartment but that person no longer lives there, please draw a line through the address and place it in the outgoing mailbox. If it was put in your box by mistake, again, please place it in the outgoing mailbox for re-delivery. That will help prevent important mail from being taken by the wrong person.

BED BUGS

As we have mentioned in the past, there had been a problem with bed bugs in our lobby areas. Inspections have not found any bugs over the past month so we are hopeful that this hurdle has been passed and corrected. One continuing issue though is that these bugs were brought in to the lobbies originally by someone using those areas. We recently observed in one of our trash bins, a couple of blankets that had bed bugs on them which came from one of our apartments. We also are aware of some apartments that have undergone treatment for this over the past six months or so. If you have, or think you have, a bed bug problem in your apartment, please contact our Management Office and we will help direct you to someone who can help. All information received will be kept strictly confidential so help us prevent the spread of these bugs. Thank you for your attention to this.



SMOKING PROHIBITION



As a reminder, more than 2/3 of our owners recently approved a non-smoking amendment to the Bylaws that makes the Mauna Luan a totally smoke-free property. This prohibition does also include the apartments. We are in the process of having signage made up to reflect this change and around the beginning of June 2018 this prohibition will begin to be enforced. Again, we will be posting notices soon with the effective date of the new regulations. Everyone’s help and cooperation will be appreciated to make this transition as smooth as possible. Mahalo.

House Rule Reminder

Please remember that when coming from the swimming recreation areas, all dripping bathing suits and wet feet **must** be sufficiently dried so as not to drip water in any of the elevators. This will help prevent slips and falls with other residents and also minimize damage to the elevator from the standing water. Mahalo!

EAST POOL REPAIR WORK

Over the past month we have had two of our East Jacuzzies out of service due to underground leaks in the piping which need to be found and repaired. A contractor has been working on #3 the past few weeks and has exposed all of the piping. Once we have #3 repaired we will have them move over to #1. We apologize for the inconvenience this work is causing and appreciate everyone’s patience and cooperation. Please exercise caution when walking past these work areas as there may be open trenches being worked on.

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!

