

Aloha, Everyone!!

**UPCOMING SCHEDULE:**

Window washing is now completed – PLEASE let us know if you see/have any issues with the window washing. We need to know all negative and welcome positive feedback, so we can improve the service. If you have already expressed your concerns, you do not need to express them again, but if you have had a negative, or positive experience, please let us know!

**September 9, 2023:** 7<sup>th</sup> floor is reserved for a large party of 20 people, or less from 1:30pm – 5:30pm.

**September 10, 2023:** Meet and Greet. Sunday, Sept. 10, 2023, at 4:30pm on the 7th floor patio. Bring a dish, bring yourself, meet, greet and socialize with your fellow neighbors. Mahalo, Craig and Pam for putting this event together!

**September 11, 2023:** Elevator No. 3 repairs will FINALLY begin! This work can take up to one full week. I will let everyone know when all three elevators are in working order – I cannot begin to thank you all for your patience while waiting for the cables needed to fix the elevator to come in.

**September 23, 2023:** 7<sup>th</sup> floor is reserved for a large party of 20 people, or less from 5pm – 9pm.

**September 25, 2023:** Board meeting scheduled for September 25, 2023, 5:30pm. Location: 7<sup>th</sup> floor, and via Zoom. We encourage all owners to attend the meeting.

**Wednesday, October 4, 2023:** Water shut off for the entire low zone.

**Thursday, October 5, 2023:** Water shut off for the entire high zone.

We will continue to have two separate days for each, the low zone and high zone. All shut downs will be from 8:30am – until all work has been completed (we will send out a blast when the water is back up). We appreciate your patience as we allow owners in the building do necessary repairs in their units. If there is no scheduled work, there will be no water shut off scheduled.

When scheduling work, please provide detailed information to the office, to ensure the proper systems are turned off. **If you do not notify the office, the water shut off may not be available to you.** Mami works very hard to ensure that all owners are notified of the water shut off, for the various areas, so please email the office, if you have a scheduled plumber and need the water shut down for your unit. The office email is: [office@canterburyplace.net](mailto:office@canterburyplace.net).

**OWNER REQUESTS:**

Owner looking for a rental in the building, starting January 1<sup>st</sup>, for a family member who is visiting for a 30-day rental. Please reach out to the office if you have anything available.

Owners and tenants are looking for parking stalls to rent from owners who have available parking stalls. Please reach out to the office if you have anything available.

**WEBSITE UPDATES:**

Our website continues to have new updates/documents added. We are currently working on new registration form, which will be ready within the next week or so. Check out the details here: [www.canterburyplace.net](http://www.canterburyplace.net). Governing Documents, Minutes, and financials are being added for all owners to review.

**CANTERBURY PLACE STICKER FOR ALL VEHICLES AND BIKES:**

A lot of owners have come to the office to get the stickers for their vehicles – if you have not done this,

please do so! Especially if you are parked in Commercial stalls. Last call! **If we see that there are bikes without stickers, we will be removing those bikes, as all bikes need to be registered. We will be removing the bikes after August 30, 2023 – please register your bikes today!**

**SURFBOARD STORAGE:** There are a number of surfboards that are unused, and new owners who are requesting space in the storage. To attempt to have a record of who owns what surfboard, the office will need to get an inventory. If you have a surfboard in the storage, please email: [office@canterburyplace.net](mailto:office@canterburyplace.net). Those Boards that are not registered by **September 15th** will be removed, to allow others to utilize the space. **If you have already reached out concerning your board, no other correspondence needed.**

**NEW ISSUES:**

**Trash rooms:** Please do not stack boxes, and bags into the trash room. The door needs to be able to open, and people do need access to the trash chutes.

Items that do not belong in the trash chute that have been detected in the past 30 days:

1. Plastic drawers – yes, Rubbermaid plastic bins/drawers.
2. Paint containers
3. Construction material
4. Large items

Big and bulky items: if the item is larger than the trash chute door, and you have to squeeze the item to make it fit through the door, it will get stuck and cause potential damage to the trash chute. If the trash chute breaks, it will be shut down, meaning, all owners would have to temporarily bring down the trash to the trash room. I have seen this in many buildings, please help us keep the trash chute in good orderly function!

**We have had a lot of owners bringing down items that do not belong in our residential trash bins. If we are caught with bulky items, not only will the Association be charged for the item, but our building will be flagged, where the trash company looks for items that should not be in the bin. Please follow the guidelines on the doors of the trash room.**

**If you have a big and bulky item that needs to be scheduled, and need help, please call the office: 808-947-7221. We will make your appointment and remind you to take your large/bulky item to the curb for your scheduled pick up.**

**COMMERCIAL:**

Commercial has really improved the smell in the parking structure, by increasing the trash service/pick up.

Kan Sushi is running hard, there is often a long wait time to be seated and a line forming on Friday and Saturdays. Over the holiday – there was over a 2 hour wait! If you have gone to experience the INSANE all you can eat, take a moment and do a positive YELP review.

The pizza portion of the Commercial should open sometime in September. I look forward to sending out an email blast closer to the opening date.

**ONGOING PROJECTS:**

Maintenance have now moved onto to all safety concerns on each of the floors in the building. We will begin working on the safety issues first, followed by aesthetic defects moving forward. If you do see something wrong on your floor, i.e., carpet that is tearing from the wall, marks on the wall, etc., please email: [gm@canterburyplace.net](mailto:gm@canterburyplace.net) or the office at, [office@canterburyplace.net](mailto:office@canterburyplace.net).

Pool and Spa general repairs will begin within the next month. Please note, there may be a pool closure for 24 hours, as some of the repairs needed, may require the pool and spa shutdown. We will post notice and

attempt to give you all ample amount of time/notice before the work is scheduled.

Maintenance staff will be doing a repair to one, or two floors, to see the extent of the pricing for the wallpaper in the corridors. As some of you may know, the fire life safety evaluation did require all wallpaper to be removed. Maintenance has completed floors 18 and 19, and are moving to 17, 16 and 15. Once these floors have been completed, we should have an understanding on whether or not this project will be done in-house, or by a third-party company.

*Repeat from the July GM report, because people still are asking:* **What Maintenance Staff does for Canterbury Place:**

It has been brought to our attention that there is confusion on what the maintenance staff does here at the Canterbury Place, and we have been asked to include this in the next GM report.

- Maintain the common areas – NOT maintain individual units
- General repairs to the common areas – NOT general repairs in individual units.

The staff is not allowed to do any type of work in units, while not on the clock, due to insurance and liabilities. If you need a handyman service, you will need to utilize a handyman.

The housekeeping staff should also not be working in individual units as well, again, due to the insurance and liabilities. This is not the GM who is making this decision – this is recommended by the Insurance Agent – and the Board who is following the recommendation.

**If you do not reside in your unit, you should have someone maintaining the unit, REGARDLESS if you rent out the unit, or not! Running water, flushing toilets, shower and faucets, to ensure the pipes in your unit do not dry out, and crack. This is the most common leak in the building, and it is the owner pipes that are cracking, which is owner responsibility.**

If you do not have someone doing this type of service for you, you are running the risk of leaking on the owner(s) below you, once you return and use your unit.

**Leaks:** Leaks are a growing concern in the building. **FYI - it does not matter who or what caused the leak – ALL claims, are handled the same.** This is how insurance claims work in almost ALL buildings, including the Canterbury Place.

1. AOA Master insurance is primary – for ALL claims, regardless where or what caused the damages, the master will always be the primary.
2. Homeowners insurance is secondary – for ALL claims, regardless where or what caused the damages, the master will always be the primary.
3. If the claim is below the \$75K deductible, the homeowner's insurance will need to pay out on the claim, as it is below the master AOA deductible.
4. If the claim is above the Master AOA deductible, the master will pay, less the AOA deductible, and the homeowner's insurance will pay towards the deductible amount.

Example: if the claim is \$76K in damages, the master insurance will pay out \$1,000 (less the \$75K deductible), and the homeowner's insurance will cover the \$75K deductible. If the claim is \$74K, the homeowner's insurance will cover the damages, less your homeowner's insurance deductible (varies, depending on the coverage you have selected for your unit).

It is not your neighbor's responsibility to cover your deductible, nor is it the Association. If you wish to request that your neighbor pays for your homeowner's insurance deductible, you certainly can request it,

but it is not their responsibility. If the Association or building is the cause of the leak, you can write to the Board, requesting for the reimbursement of your homeowner's deductible, but it does not mean, the Association is required to pay this.

Leaks happen – it is unfortunate, but it is why we are mandated to hold insurance.

Each owner is mandated to cover the deductible, which is \$75,000, any upgrades in their unit, and their personal items. Owners who leak and damage a unit(s) below, do not hold insurance for your upgrades, or your personal items, etc. Each owner will need to open a claim with their homeowner's insurance, and seek reimbursement from their insurance company.

Each unit has pipes in the walls that belong to the Association pipes, and individual owner(s) pipes. **Individual unit pipes run from each unit, into the ceiling of the unit below.** Your neighbor below will know that there is a leak in your pipes, as damages will appear on their ceiling, indicating there is a problem above.

**What should you do if there is a leak below:**

1. Contact the office: 808-947-7221 – and/or email: [office@canterburyplace.net](mailto:office@canterburyplace.net) or [gm@canterburyplace.net](mailto:gm@canterburyplace.net) – we can and will send a maintenance person to your unit to initially see if they can find the problem.
2. **Contact a plumber immediately.** If the plumber finds that there is a problem within the building, they will send the invoice to our office for payment. If they find the problem is within your unit, they will give you an estimate for the repairs.
3. Contact your insurance Agent, and let them know that you need to open a claim with your insurance.
4. General Manager will notify the Master Insurance Agent, but no claim will be filed until it appears that there is over \$75K of damage to the unit(s).

Be gentle with your neighbors, it is not enjoyable to be leaked on, but it also is not enjoyable to be the culprit leaking on their neighbors. Remember, be a good neighbor – regardless of which person you are in the scenario. Accidents happen – which is why we need to work together to get it all resolved!

Please reach out if you have any questions, or concerns!

Mahalo,  
Jesi Keala Anderson-Park  
General Manager