New Business:

1. A suggestion to put the sign-up book for attending special activities be placed where residents can access it rather than having to ask the Receptionist to look under the desk. Also requested: That the month's special off-campus activities (requiring sign-up) be posted on the bulletin board in the beginning of the month, so residents can plan their medical appointments etc.

2. Behind Michael's office there is a grease collection container that overflows when it rains, resulting in a large patch of grease in the driveway that workers must walk through, and also greece flowing into the city drain.

3. A long discussion took place regarding the duties of the housekeepers. It included insufficient time being spent on an apartment, incomplete areas being tended to, and timing of their arrival. The answer is to contact Stephanie, who manages Housekeeping, who in turn will contact Yanni, who is the supervisor, who will then discuss with the Housekeepers. Stephanie can be reached by calling the Mauka office: 396-0720.

ALOHA MICHAEL

WELCOME LAURA

Submitted by Bobbie Jennings
Chair

MAKAI RESIDENTS' COUNCIL MEETING **MINUTES** **January 15, 2019**

Council members present; Chair Bobbie Jennings, Jan Pieper, Dottie Matting, Ruth Tsukayama, Linda Iwamoto. Kathie Muirhead was excused.

An unprecedented 46 residents attended. They were there to voice their respects to our Assistant General Manager, Joann Aoki, who was terminated last week.

Prior to the business of the Meeting, Chair Bobbie spoke to the residents, recognizing that everyone in the room had been touched by Joann, and that those who knew her longest were still in shock and anger and disbelief. Bobbie said we must accept that she is no longer here and that once we find closure, we must move on and accept whatever Management is going to present us with. To find that closure, dozens of residents handed in cards and notes and letters addressed to Joann that had been collected. We hoped that it would help bring closure to Joann as well. Chair Bobbie offered that if any residents felt they needed to share more about their feelings for Joann, to remain behind after the official meeting was adjourned. Many did. Those comments were personal and not recorded.

Chair Bobbie explained that we Council Members have been frustrated because the same items on the Agendas were appearing month after month. We decided to try to whittle down the 20 or more repetitive items and divide them in half. The "A" items would be priority, with action to be taken immediately or at least in time for the end-of-month meeting with Michael and Management. Then the "B" items would then move up on the priority list. Those items are as follows after the list of accomplishments.

ACCOMPLISHED RECENTLY – WITH THANKS

1. The swmming pool is now heated
2. The windows in the EXR and the MPR have been tinted.
3. The MPR and Library have new flooring.
4. The buses that obscured a safety view were moved.
5. The West Wing Laundry room now has been restored.

STILL ON THE BOOKS – IN THE "A" COMUMN:

1. Ten (10) apartments or cottages reported to Council that they have yet to be taken care of. All have reported it twice as is required, and all are over a "reasonable" time according to Maintenance. Most outstanding is Karen's request for over a year for a dangerous safety issue. Others refer to leaks and water on the floor. The resident attendees questioned the method of signing up in the book and how the list is prioritized. This is Council's number one requirement for action.
2. Jacuzzis: (although Michael moved it to the "B" column) Many residents are very concerned and alarmed at the unsanitary and safety conditions at the pool and jacuzzi in Makai. The green algae and stagnant water that has been allowed to remain there for eight (8) months is both harmful (mosquito breeding) and unsightly to newcomers. Michael's comments at a previous meeting, that the contractor cannot be told what to do first, was boo'd by attendees. Residents are NOT demanding that the Jacuzzis be repaired immediately, but that they be cleaned out right away.
3. Photographs on West Wing first Floor walls. Michael promised two months ago to use that hallway as a sample of what all the hallways will eventually look like. It is a much-needed selling point for everyone.
4. Birds in the Dining Room: Despite the large numbers being trapped, they were not the ones coming inside each day. Residents question the value of the hired bird contractor.

OVER →

PH1 MAKAI RESIDENTS' COUNCIL MEETING **MINUTES** February 12, 2019

Council members present: Chair Bobbie Jennings, Dottie Matting, Jan Pieper, Ruth Tsukayama, and new members Ralph Oshiro and Leanne Carpenter. Absent: Linda Iwamoto.

Twenty-four (24) residents joined the Council Meeting and were heard. It was a congenial group of residents who are interested in our lives here at HKRC, who offered suggestions to the Council as well as questions about the problems that exist. The Council welcomes and urges more residents to attend.

Accomplished since our last meeting:

1. Holes in hallway ceiling covered
2. Both jacuzzies emptied and cleaned
3. PODs removed from parking lots
4. New lanai furniture (very nice)
5. Kiosk repaired

Still in Progress ("A" list only)

1. Apts. and cottages requesting maintenance: With the new "Action Plan" many problems have been taken care of. Residents must write in the Maintenance Book and attend the weekly meetings of the Maint. team in the MPR. Cissy Dawes still has major water problems (including standing water in her shower) that have not been addressed, despite letters to Management.

2. Jacuzzi safety: No "out of order" sign on jacuzzi door, and broken door is not locked.

3. Photographs on hallway walls: Awaiting delivery from Printer to place promised photographs, with lights, on the west wing lower hallways. The full number of photographs will not be hung until the new carpeting is installed (not in the near future).

4. Birds: The family of four doves continues to enjoy our dining room meals. Michael reports that the new automatic lobby door is due to be installed by February 24.

5. Laundry room dryers: An outside contractor will be used to take apart the dryers and clean the hoses from collected lint. We hope this will be an on-going service.

6. Makai Lounge vertical blinds: New track must be ordered. No due date was given.

7. Pathway lights: "sometime in February" we were told, the lights would be repaired and the pathway will once again be safe for the many walkers who walk in early morning or after dark.

8.Outdoor water leaks: The sidewalk to the right of the entrance is still slippery from constant algae build-up. Residents should walk cautiously. The ponding water between the jacuzzi and apartment lawns has not been taken care of.

9. The broken windows in the Dining Room require a new frame. Anyone knowing a reliable jalousie amer, please let Michael know.

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OVER →

5. Laundry rooms: a. not all rooms have been completed.
   b. The collection containers are still overflowing and smelling. Bobbie showed them to Michael last week.
6. Replacement of broken DR windows and handles unable to turn.
7. Makai Lounge was promised window coverings.
8. Pathway lights West Wing: More and more new walkers are complaining loudly about the lights that have been on the Agenda for over a year. The area is unsafe with no security.
9. Pruning of large Monkeypod trees, west wing. This has been on several previous Agendas.
10. Outdoor water leaks collecting slippery mold on sidewalk – near entrance in front of #147. Other water is ponding on lawn near Makai jacuzzi.
11. Holes in ceiling west wing for several months.
12. missing tiles first floor west wing for several months. Although a cone marks the spot, a resident tripped over it and nearly fell. Her walker saved her.
13. Continuation of repairs around pool area. Swimmers are not seeing evidence of any work being done by hired pool company.
14. Dog poo problem: (moved from "B" list to "A" because of recent dog walker violating the rule.
15. Marketing personnel (or Management) not inspecting apartments and cottages before moving new residents in. Several newcomers spoke up and some older residents claimed the same thing happened to them (throughout last year).
16. Activity calendars and table Menu: Communication is needed among those involved with creating the weekly calendar. Residents are missing out on events that are either omitted or listed in the wrong place.
17. Gate to swimming pool: The gate is rusted out and cannot be closed. Violation of codes?
18. Smell in hallway 2nd floor west wing: On the Agenda for many months. Complaints are growing in numbers. There is a rule in our Contract that says we can be dismissed from living here if there is a sanitation problem in our units.
19. Gutters on many cottages (and #28) are not being repaired. Any future rain will cause even more damage. Management said they will look into it – 8 months ago.

WE ALL NEED A SMILE AT THIS TIME, SO HOPE THIS WILL BRING ONE TO YOUR FACE:

A Promiscuous Lady Among Us

Frankly, I have become a frivolous old gal. I am seeing five gentlemen every day. As soon as I wake up, Will Power helps me get out of bed. Then I go and visit John. Then Charlie Horse comes along, taking a lot of my time and attention. When he leaves, Arthur Ritis shows up and stays the rest of the day. He doesn't like to stay in one place for long so he takes me from joint to joint. After such a busy day, I'm really tired and glad to go to bed with Ben Gay.

Submitted by Bobbie Jennings, Chair

Residents' Concerns

Residents' apartments not ready for occupancy by their move in date: things don't work, not cleaned, etc. At least one resident ended up paying her own handyman and house cleaner to make the apartment livable. Another resident is moving out as soon as she finds another place. How many others are planning to move out due to neglect? Negative publicity from disappointed residents may deter folks from even considering moving here. There are already over 20 vacant units in Makai, not even counting vacancies in Mauka. How much longer will HKRC be able to survive when people feel forced to leave, compounded by not enough new people moving in?

Maintenance:
Priorities and backlogs. Paul was the only one who addressed and signed off on requests. What will happen to residents' repair requests now that he's retired?
There is an apparent need for training of maintenance staff to gain required knowledge and skills to properly do their work.

Dining room:

- Understaffed. Sometimes food not served until 1 to 1 and one half hours into mealtimes.
- Louvers broken and missing for over a year, and particles on plates, mugs, glasses, etc. makes this place feel like a dump. How many potential residents view these conditions as a reflection of the overall mismanagement of this place and choose to go elsewhere?
- Meals need to be balanced for good health; meals often contain too many carbohydrates. DASH and other diets for good health divide portions on a plate to ½ vegetables, ¼ protein, and ¼ carbohydrates. The meals currently served fall far short of this healthful guideline.
- Too many servings of fish are mercury-laden marlin, especially bad for this age group of weakened and declining health. The fish being offered needs to be specific, e.g. ahi instead of fish of the day. Currently, we must walk up to the kitchen to ask what kind of fish is being served. A waste of residents' time and irritating to kitchen staff.
- Bird poop a big problem. Poop has landed on people, poop is on tables and chairs and sometimes people unknowingly sit on moist poop that sticks onto their clothes. Why aren't tables and chairs cleaned between meals?
- Meal samples sometimes not available or are displayed too late. Not knowing what the meals are causes delays in ordering as servers are asked to describe them.
- Meals need to be printed in plain language. The recent fancy names, without samples to see, make it difficult to know what to order. We don't need to be impressed with fancy names, just make it plain, simple, and understandable.

Wasted water:

- From fountain in driveway and on nearby sidewalk.
- Toilet near dining room either runs continuously or does not fully flush (reported numerous times over many months)
- Residents' toilets not repaired after requests made.

Atmosphere:
Office door locked and blinds drawn makes us feel unwelcome. The message seems to be, "don't bother us." We sorely miss the Aloha Spirit!
Folks who work here need to be trained to understand the needs of and in working with elderly folks.

PH1 MAKAI RESIDENTS' COUNCIL MEETING **MINUTES** MARCH 12, 2019

Council Members present: Chair Bobbie Jennings, Leanne Carpenter, Ralph Oshiro, Dottie Matting, Jan Pieper, Ruth Tsukayama, and Linda Iwamoto.

Over 40 residents attended, responding to the notice that there would be a special announcement concerning our entire community. That announcement was as follows:

With great regret Chair Bobbie announced that our General Manager, Michael Weider, is resigning. Bobbie pointed out that there is so much that goes on behind the scenes, of which we have no knowledge – but that we have been quick to incorrectly blame Michael for things that are not being done. Read the Minutes items below, and you will see what she is talking about – the need to get action from Corp. before he is allowed to act on many occasions. And too, sometimes when Michael takes our wishes to Corp., they reject them; so once again, Michael gets the blame, despite his effort to support our residents.

On the night of the April 13 flood throughout our community, he saved our community from possible permanent peril, when he reacted quickly and professionally to bring workers here and to find places for the residents who had to vacate their apartments and cottages. It became an overwhelming project, and a lesser GM might have walked off the job.

He was met with a standing ovation at the end of our meeting, when he was invited to come by and say goodbye. Michael will be leaving us on the 27th of this month and moving to Peru, where he will join his spouse. But he will maintain ties to Hawaii, as he has bought a franchise that services the Hawaiian Islands. His "big shoes" will be temporarily filled by Laura Morton, an Assistant General Manager to Lori Colwell, both with Holiday on the Mainland. Laura attended our meeting and answered questions with Michael.

Old Business with Updates

1. Men's Shed: The garage donated for this newly formed activity for our men residents, is now cleaned of stored furniture and appliances and is ready for occupancy. It will be equipped with air conditioning and will have the use of a golf cart for the members.

2. Rain gutters and downspouts: Kelly has examined the locations and is now waiting for proposals to come through.

3. Laundry Room Dryers and washers: Michael and Laura are awaiting approval from Corp. to hire a contractor. The lint hoses in all the dryers (including those in the cottages and apartments), will be thoroughly cleaned. The washers will be checked for proper operation.

4. Pathway Lights: All of the long-awaited repairs have been done. Unfortunately one is already out, and the standing ballasts are not sturdy (same as before).

5. ECOLAB: We are pleased that they are coming to our community once a week again, so if you have a problem with roaches or millipedes or centipedes or wasp nests, sign up in the Pest Control Book at the front desk.

6. Swimming Pool and Jacuzzis: The company hired to do the work (Perfect Pools Hawaii) is now half-way through with pool and jacuzzi repairs. The hold-up now is that another contractor – an electrician – must do some major electrical work, and those who have responded to the big have

chosen not to do the work. Meanwhile, the swimming pool is in perfect condition – new pump, new heater.

The jacuzzi (and the one in Makai) are NOT usable and will not be until the pool man can get on with overhauling the pool area. There will be water in them, so please mind the DO NOT USE signs posted.

The pool gate in Mauka needs a whole new gate. Again a bidding system must be put in place, and despite many attempts to get a bidder, only one bidder has responded.

7. Hallway Art Work (Photographs): Good news! Michael and Laura have met with the photographer and are in the process of choosing the artwork that will adorn our hallways and common areas. Once they are mounted, we residents can voice our opinion as to whether or not each photo needs an individual light to enhance it.

8. Birds: They will be gone once the new automatic front door is installed. Again, it takes three proposals to Corp. before Michael or Laura can move ahead. The hope is that on April 15, the project will be complete. The birds will be at home doing their income taxes anyway!

9. Tree Trimming: An outside contractor is needed to deal with the large Monkey Pod trees. And once again, because of the expense, proposals needed to be sent to Corp. Michael or Laura cannot proceed until they get the green light.

10. Window blinds on Makai Lounge Windows: The glare prevents popular activities that take place in that area from being comfortable. Hopefully by the end of this month, Josh will have bought and installed them.

11. Outdoor water leaks: The one across the sidewalk to the right of the front door, has been discovered to be a sub-terrain leak. This means the lawn area being dug up and pipes replaced. Again, because of the large expense, Corp. must assess the issue and provide the OK to go ahead. In the meantime, Josh will power-hose the sidewalk to remove the slippery mold. There is an orange cone nearby – please be mindful when walking over the wet area.

12. Dining Room Windows: A new frame is needed. No action taken yet. Suggestion is to tape the broken windows to at least make a more pleasing appearance to new people viewing the Dining Room.

13. Weekly and Daily Calendars, posters, menues:

a. Consistancy is still needed to insure all calendars have the same information on them.
b. Although Menus have limited space, use of that space needs improving.
c. "Wat's Da Scoop" (which couldn't be read in the elevator), will now be delivered to each apartment and cottage each month.
d. The elevators will have two proper "sleeves" for the posting of the movies and special announcements.
e. The month's special outing events will be posted on the bull. Board first floor.
f. Request to use the large white board on an easel to be placed at the back of the Dining Room for a special announcement for that day.

14. Game Room: Thanks to Ralph and others, the Ping Pong set is up and running (albeit a net!). The need now is for blinds on the windows, more light in the room, and a poker table

Questions for Lori Callwell January 22, 2019

1 After all you have heard from the residents, and observations you have seen, will Michael be let go or removed and transferred from this property? Yes or no

2 If Michael will not be removed, will a petition with as many signatures from residents as it takes for his removal be accepted? Yes or no

3 If a petition is not enough evidence of disapproval of his mismanagement of funds from the residents, would an organized boycott of unpaid rent be sufficient? Yes or no

4 Has the budget been cut for January 2019? Because that is stated in a memo dated January 2019. Yes or no

5 At the September 2018 Makau meeting Michael stated that a container would be unloaded in 48 hours with enough carpet and laminate to cover the entire property. Is correct?
Yes or no,

If yes then I would like to see that evidence today, with some residents also to witness and verify that this is true, along with the paper work verifying the footage for entire property is already here?

6 Will the funds be allocated to complete the remodel for the entire property be released?
Yes or no,

7 Will the cut hours be reinstated for current employees and hire adequate staff to meet the needs of this community? yes or no

If Michael will not be removed and funds will not be released for above questions, then, I will be contacting Matt Levi at KHON TV as he is an investigative reporter who investigates elderly abuse. He will look into the misuse of funds starting with the fountain re-tile project and marble tile of the elevators. Funds for these two projects should have gone to making the repairs for broken chairs, windows, screens, driveway and walkway lights, hiring more staff and maintaining staff hours. This could be considered financial abuse, physical abuse for leaving the community in such a state of disrepair with many safety issues; this is also psychological abuse, destroying their home. Not to mention all the art work and furniture that had disappeared.

New Business:

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