

MAUI | JOURNAL

A NEWSLETTER FOR KAPULANIKAI SHAREOWNERS & FRIENDS



JUNE - 2019

The Maui Journal is meant to keep our shareowners and guests apprised of the exciting things that are going on at Kapulanikai. **Enjoy our inaugural issue!**



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The image below was captured by Steve Speer on the beach directly adjacent to Kapulanikai, Christmas morning, 2018. Says Steve, *"you don't have to travel very far to be immersed in the visual wonderland that Maui offers"*.



PRESIDENT'S MESSAGE

SPENCER MORTIMER



Aloha Caloha shareowners!

It is an honour to be given the opportunity to serve you in the role of President. About a year ago, Caloha informally adopted the mission statement *“To provide Maximum Shareholder Value in all aspects of operations with a vision to enhance the holiday experience at Kapulanikai in a safe and clean environment”*. I commit to continue to focus on this mission.

The Caloha AGM for the past year was held in Calgary on January 26, 2019. The meeting was

well attended and this event marked the first time we were able to provide a live AGM webcast to shareowners. We hope to build on this initial success by expanding the interactive capability of remote viewer participation at future AGMs. Details of the presentations and reserve fund study are available on the website. The strategic planning session held after the AGM provided insight into the issues on the minds of shareowners. Your Board is using the results of that exercise to guide our areas of attention going forward.

There was a significant change to the Board's composition this year. Sylvia Etherington, Gary



Creaser, Shelley Puusepp, and Mark Ambrose chose to step down. I extend to each of them a volcanic Mahalo for their many years of work, dedication, and contributions to our beloved Kapulanikai.

Fortunately, there was considerable interest from shareowners to become involved. Please join me in welcoming Lorraine Redlich, Marlin Schulz, Steven Speer, and Dean Vander Broek, the newly elected members to the Board. Thank you to them for volunteering their time for the benefit of all Caloha stakeholders.

At the Board meeting following the AGM, the current Caloha executive was established. Garry Gray has taken on the duties of Treasurer and Lorraine Redlich accepted the position of Secretary. Each of these assignments requires extra time and effort to fulfill, so on behalf of shareholders, I extend gratitude for your services.

I wish to express a special note of recognition and appreciation to all committee member volunteers. Your humble work in the background shapes Kapulanikai into the amazing paradise we enjoy. Finally, thank you to Chris and Rosalie of ODPM for their continued stewardship of our treasured property.

Speaking of our property, shareowners recently visiting Maui are commenting on the positive improvements to the building, on the grounds, and within the units. One of the Board's main priorities is attending to the structural integrity of the main building. Revenue from the cash call is being put to work in the early stages of

the beam remediation project.

For a final note, I want to comment on the several policy implementations appearing recently. At the core of providing an enjoyable holiday experience while controlling costs is having effective procedures and efficient operations. Please adhere to the times of check-in & check-out and occupancy permit submission deadlines. Cleaning costs and logistics are severely impacted when policies are not followed. Your Board works diligently to develop policies that more fairly distribute "extra" costs to the shareowner(s) responsible for those costs. For example, the RCI fee of \$150 has been removed from the annual invoices. Instead, a cleaning fee of \$200 for each "additional" or "non-routine" cleaning that actually occurs is charged to the responsible shareholder, whether that "non-routine" cleaning cost stems from renting out to multiple parties, RCI usage, or otherwise. For context, the total cost to Caloha for cleaning a single unit is currently in excess of \$200. The Board is taking a measured, incremental approach to fee and policy adjustments and continues to monitor the user-pay strategy closely.

The ask – please pay your annual fees to allow sufficient time to receive an occupancy permit at least 21 days in advance of your planned stay.

As a reminder, the website has grids posted up to year 47. Also, questions or concerns can be sent directly via the web or email to president@kapulanikai.ca

President: Spencer Mortimer

FINDING THE PERFECT PHOTOGRAPH



People travel for various reasons: some to golf, some to hike, some to eat and some to just kick back and relax. I travel to photograph. My first vacation in Maui over the Christmas holidays more than fulfilled my visual expectations.

Whenever I travel, I set myself a loose goal to come home with 10-15 printable images. In order to accomplish this, I set aside specific time to focus on “what I consider” my serious photography time.

When I’m shooting, I like to be completely on my own. I get my best photos when I am in a visual zone and I find I can get there “and stay there” most easily when I am not distracted by other people. I feel a bit anti-social when I am photographing but there is no denying how much enjoyment I get when I am immersed and “in the

moment” of a place. There were a few locations that we visited during family time and I returned later on my own to get some of my most memorable images.

Another benefit of photography is how it extends my enjoyment of visiting a place. I get to enjoy the moments when I am traveling and capturing the original images but I also get to re-connect with my holiday in intimate detail after I have arrived home and am processing and printing my images.

Can it get any better than this!



TREASURER'S REPORT

Dear Shareholders,

We are off to a great start with a stable exchange rate and we are on budget. We are now 100 % on Simply Accounting in Calgary, and accurate detail is provided to the Treasurer and Board monthly. Chris and Rosalie provide us with accurate and timely financials from Maui integrated into our Calgary system. 76% of our shareholders have paid their cash call fee at this time and we appreciate your support. This money is being used for our necessary Capital projects this year and to bolster the Reserve Account.

Premises Committee Update

Well, I am sure we are all glad winter is now behind us and many of you enjoyed a Maui escape this year. We are getting very good feedback with few complaints about the building, the grounds and our on-site management, ODPM. *This is a relief!*

Some of the work we got done this winter is half the carpets and lanai tables and chairs, half the remaining safes, screens and sliders, new sand filter sand, plumbing and electrical repairs, some fans and switches to name a few things. We did extensive work on our underground sprinkler system and supply lines, and this has resulted in a \$500 reduction in our water bill, per month. The exterior painting, power washing and caulking is

We will be invoicing your annual \$1,650.00 fee in June this year so the occupancy permit can be issued on time for the September/October users. We are currently working on next year's budget and do not expect to be raising annual fees as promised at the AGM.

Treasurer: Gary Gray

now in progress and we appreciate support on site as you work around scaffolding etc.

The beam project is coming slowly. We have gone through our final inspections just a few weeks ago and have identified termite and dry rot damage for Engineering on several beams. Some beams (4) will be remediated through the wall into the units. We are working on the Engineering selection over the next 2 to 3 weeks and then the actual design followed by permits which take up to 3 months. Right now, construction is expected to happen in September or October. Many resources are extremely busy in Maui these days, and we are working through this the best we can. That withstanding, we still have several challenges ahead on this project.

We are working on year 44 budget now for next year and some of the projects on our hit list are to replace the west Pagoda lights and exposed wiring, replace washers and dryers, remediate the couches, 5 ceiling fans and switches, bedroom smoke detectors and unit painting. The remaining living room carpets and 6 lounge chairs oceanside, continued plumbing and electrical repairs and possible pool fence painting to name a few other projects!

We have just upgraded the shareholder comment sheets; the booklet is being worked on and will be upgraded very soon. We are also evaluating the AGM feedback from our Strategic Plan and there will be feedback provided. We have already implemented some changes based on the feedback we received!

I would like to identify and speak to some recurring problems on-site and we require your support.

1) While on-site please identify any unit deficiencies to ODPM while you are there rather than after you leave, so they have an opportunity to try to deal with the problem.

2) We have had complaints with families riding their bikes on the property sidewalks and parking lot. To reduce any chance of an incident, please refrain from this practice.

3) Recently, we have had shareholders who leave when convenient for them on turnover. Check-out is not 11:00 to 11.30am; it is 10:00am. ODPM and the cleaners need all the time available to them (10:00 to 4:00pm) and your co-operation is appreciated.

I would like to thank all the Shareholders, our PC Committee, ODPM and Board for their support!

Premise Chair: Gary Gray





CLEANING FEE CLARIFICATION – *EFFECTIVE IMMEDIATELY*

Current policies state:

Effective January 5, 2019, the shortest, non-shareholder rental duration will be limited to 5 days within the standard Saturday to Saturday week)

Effective October 1, 2018, when an additional clean is completed during any 2-week period, a \$200 CDN fee will be assessed, per cleaning, to the shareholder. This does not include those that are RCI members and banked their time with RCI.

- 1) All non-routine cleanings must be scheduled for Saturdays only. Cleaning requests are required to be indicated on the occupancy permit submitted no later than 21 days prior to arrival.
- 2) Shareholders annual fees include one clean per each 2 week period. As long as the number of cleans does not exceed the number of time periods being occupied and the cleanings are scheduled for Saturdays, no additional amount will be charged. Units rented in 1 week or less intervals will require a mid-interval clean on a Saturday and therefore an extra charge. Mid-interval cleans that have been requested on the submitted occupancy permit are at a cost of \$200 CDN which will be invoiced to the shareholder. On the scheduled cleaning day, the occupant must pack up all personal belongs and vacate the unit by 10:00 am to accommodate cleaner's schedule.
- 3) If Cason rents shares on behalf of a shareholder, Cason must advise the shareholder if the rental dictates a mid-interval clean. The cleaning charge of \$200 CDN will be deducted from the rental proceeds paid to the shareholder and remitted to Caloha. If no mid-interval cleaning is required, no additional amount will be charged.
- 4) All Caloha owned share(s) rented out by Cason will be assessed a \$200 CDN cleaning fee, irrespective of the duration of rental.
- 5) Effective Operating Year 44, if a RCI member shareholder's time period is used by an RCI exchange and it results in a mid-interval clean (1 week interval) the shareholder will be invoiced the additional cost of \$200 CDN . This is in lieu of the previous \$150 RCI annual fee. If no mid-interval cleaning is required, no additional amount will be charged.
- 6) Confirmation of extra cleans completed and billed by D&E anticipated to be provided by Rosalie for Accounting to bill.

