



June 2020 (Newsletter)

From the TCAW President

I have noticed homeowners taking advantage of the Governor’s stay at home order by the increase in the number of walkers, ACC requests and much more end of the month bulk pick up. Any improvement to your home is an improvement to the association as a whole – so keep it up!

Those homeowners not on “Surepay” are encouraged to sign up. The process is easy, no more checks to write, nor more end of the month reminders, and the process less than 10 minutes.

<https://hawaiianprop.com/Page/16790~754248/Online-Services>

Attached is an Owner/Resident Information form for homeowners to fill out and return. Many management companies have this information on file already, but the information they have might not be current. Please take a few minutes to update your information and turn this form into Ms. LaFrance.

One last item, Oahu has seen an upward spike in crime, and unfortunately The Crest fell victim to it (stolen mail, vandalism). Owners will find a few articles in this newsletter with information on ways not to become a victim. If you see something, report it.

Continue to improve your properties, get those ACC requests in early, and be aware of your surroundings!

Until next time...

Mike

Scheduled Projects

- Pine tree removal (along Kaahumanu St)Apr
- Fire Hydrant TestingApr
- Light pole projectJul
- Annual tree trimmingOct
- Areca/Money PalmSep

- Replacement
- Sidewalk leveling projectOct
- Annual Budget ApprovalOct

Scheduled Homeowner Meetings

- June 24th (If the WRA opens The Lodge)
- July 22nd
- August 26th
- September 23rd
- October 28th
- November 25th
- December (TBD)

Mail Security and Recent Car Break-Ins

There have been several incidents of car break-ins and stolen mail within the Crest neighborhood. Home security cameras have images of the car and suspects which police are reviewing. Protect yourself against mail theft and remove your garage FOB from your vehicle nightly.

<https://www.uspis.gov/tips-prevention/mail-theft/>

- Promptly retrieve your mail daily.
- Deposit outgoing mail at post offices/blue collection boxes close to pick up time.
- Inquire about overdue mail you were expecting directly with sender-credit card, checks, etc.
- Don’t send cash.
- Arrange alternative for prompt pickup/USPS Hold.

KSBE Conservation Land (what you may not know)

What homeowners may not know... Kamehameha Schools Bishop Estate’s (KSBE) Conservation Land surrounds nearly all of the Crest’s property. KSBE’s property at various points in a survey map butts directly against the Crest’s fences. The majority of the property the Crest landscapers have cleared and maintained for years behind the perimeter homes is actually on KSBE’s Conservation Land. For about a year now KSBE had directed The Crest not to trespass on their property and the upkeep ceased. KSBE Land Management personnel only recently provided the Association permission to resume

maintenance on the property pending a written agreement between The Crest and KSBE.

In addition, fallen trees, branches and other debris frequently reported by homeowners actually lie on KSBE Conservation Land. These trees and branches are in the conservation area and will not be removed by the association unless they pose a safety hazard to owners or property.

During the last half of April, (KSBE) contractors worked to eradicate 55 trees, the majority of Albizia trees bordering the Aiea side of The Crest's perimeter on KSBE's Conservation Land. Albizia trees in general pose a safety hazard to property and people, and inhibits the growth of indigenous plants and trees throughout the island chain.

KSBE in conjunction with The Crest's Board of Directors (BOD) has developed an active partnership to identify trees that might pose a threat to homes bordering the conservation land. In addition, to mitigate and lessen the hazards posed by fallen tree limbs and trees, the BOD contracts an arborist yearly to walk the Crest's perimeter and document those trees growing near homes. As "higher risk priority 1 & 2" trees have now been removed, the "priority 3" trees will be addressed in our future discussions with KSBE. The arborist's inspection report will be posted on the Crest website and will be used by the Board as a management tool to address any potential perimeter safety issues.

Another important point, as the KSBE contractors cleared and pruned Albizia trees, they reported that it appears Crest homeowners have dumped greenery, drained water, and have grown plants in the conservation land which potentially could lead to a fine of up to \$2,000. Homeowners along the perimeter must understand that this property is "conservation land" and should be treated as such.

Pine Trees

Kendall Landscaping removed five Cook Pine trees from the hillside along the Aiea side of Kaahumanu Street during the first week of May. Removal of these pine trees is an annual project.

Architectural Application Process

During this time of COVID-19, the stay at home orders have left many people with extra time to handle all sorts of home projects. Now is a great time to review the ACC application process so that your applications can be approved quickly and easily.

Please submit a complete package with the following elements:

- A fully completed and signed ACC Modification Exterior Modification Form
- A written request clearly explaining the modifications that are being requested.
- A blueprint, plot map and/or other supporting documentation that clear indicates where the work is being done.
- Construction Guidelines signed by your contractor. You will note that there is no signature line on the form, however please ask your contractor to sign on the last page
- Any supporting documentation (e.g. samples, pictures, brochures, etc.)
- For painting applications, please also include the Painting request form.

For your convenience, the complete list above can be found on the ACC Exterior Modification Form

All of these forms can be accessed quickly and easily from the website at www.crestatwailuna.com under resources.

The Governing documents allow the ACC 60 days to complete their review. Here are a few tips to help ensure that your application can be reviewed and approved quickly.

- Submit your package in its entirety at one time. It slows the process if you submit your application in bits and pieces as it takes time to assemble it by the ACC or the property manager. If you receive your application back as incomplete, resubmit it in its entirety
- Read the Bylaws and House Rules to make sure you submit your application in conformance.

- Send your application to our property manager Donna LaFrance at donnal@hawaiianprop.com or mail the application to Crest at Wailuna, c/o Donna LaFrance, Hawaiian Properties, P.O. Box 38078, Honolulu, HI 96837.

Thank you to everyone taking this time to make improvements to your property. Crest at Wailuna is a beautiful place to live and your enhancements only improve that beauty.

Fraud/Scamming Caution

From an FBI alert (<https://www.ic3.gov/media/2020/200320.aspx>):

“Scammers are leveraging the COVID-19 pandemic to steal your money, your personal information, or both. Protect yourself and do your research before clicking on links purporting to provide information on the virus; donating to a charity online or through social media; contributing to a crowdfunding campaign; purchasing products online; or giving up your personal information in order to receive money or other benefits.” Some ways this is happening:

- **Fake CDC Emails:** Be on the lookout for emails claiming to be from the Center for Disease Control and Prevention (CDC) or other organizations with supposed information on COVID-19.
- **Phishing Emails:** Watch out for phishing emails asking you to verify any personal information in order to receive a stimulus check from the government. Also be on the lookout for phishing emails related to charitable contributions, general financial relief, airline carrier refunds, fake cures and vaccines, and fake testing kits.
- **Counterfeit Treatments or Equipment:** Be cautious of anyone selling products that claim to prevent, treat, diagnose, or cure COVID-19.

Here are some informational links that have been verified by the FBI:

- Information on unapproved or counterfeit PPE: www.cdc.gov/niosh

- U.S. Food and Drug Administration: www.fda.gov
- Environment Protection Agency: www.epa.gov
- Report counterfeit products: www.ic3.gov

Center for Disease Control (CDC) COVID19 Website

Useful information and current updates provided by the CDC:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Hurricane season is here (June-November)

It is June and hurricane season has started! Please be prepared by having on hand 2 - 3 weeks of essential supplies like food, water, medication and sanitation products in the event we need to shelter in place. Hawaii is a state that could suffer the effects that impacted the residents of Puerto Rico.

Here is a helpful link for Oahu Hurricane preparedness tips:

<https://dod.hawaii.gov/hiema/public-resources/preparedness-information/>

Information for Pet Friendly Emergency Shelters closest to the Crest: Aiea High, Highlands Intermediate, Pearl City High. Please remember to bring a crate or carrier that's large enough to accommodate the pet comfortably. Bring the pets ID tag, collar and leash as well as a weeks supply of food, medication and litter for cats. For fish a small generator for running the air pump if electricity goes out or a battery operated aerator. In a disaster listen to radio and tv broadcasts since not all shelters may open.

Sure Pay

SurePay is the only way to go... seriously. The majority of homeowners at the Crest are current participants in this program. What is "SurePay"? SurePay is an automatic payment of your maintenance/association fees – no more late fees, no more overpayments, no calendar reminders, no stamps, and no need to write a check – it is automatic and easy to setup. Sign up here:

<https://hawaiianprop.com/Page/16790~754248/Online-Services>

If you haven't signed up, what are you waiting for?

Be Proactive about Safety

We encourage residents to directly report any hazardous situations you see that the city and county is responsible for:

You can report concerns about:

1. Abandoned, derelict vehicles
2. Dangerous city sidewalks - Crest backstreets are not C & C dedicated streets so those sidewalks are excluded
3. Potholes on C & C streets
4. Refuse collection and disposal

Website: <http://www.honolulu.gov/csd/concern.html/>

Phone: Call (808) 768-4381

Download: Honolulu 311 app on iPhone or Android

Email: complaints@honolulu.gov

Online form:

http://www11.honolulu.gov/cityhallonline/DIT0200/DIT0200_frmProblemReportFormInitiate.asp

Crest Property Manager

Please contact the property manager directly with your suggestions, concerns or questions.

Donna LaFrance

Hawaiian Properties

Email: Donnal@hawaiianprop.com

Phone: 808 539-9722

Fax 808 521-2714

Emergency/Utility Telephone Numbers

Emergency	911
Crest – After Hours Emergency Number	808 539-9777
Wailuna Security	282-7299
HECO	(855) 304-1212
Board Of Water Supply	748-5000
Hawaii Gas Company	535-5933