

KTOA Winter 2018 Newsletter

Greetings and a Warm Aloha to KTOA Owners!

I am writing from Wisconsin on a cold and rainy day. Temps will reach into the 30s this week with the likelihood of snow before the weekend. How I wish to be looking out from our Kihei condo at the deep blue ocean, listening to calling birds, enjoying the warm, fragrant breeze with a hot cup of freshly-brewed Kona coffee...



As many of you know, we have had a very challenging late summer/fall season at KTOA. Our former management team, PMI Maui, gave us notice of cancellation for management services. Fortunately,

our newly elected president, Susan Eisenberger, volunteered to travel to Maui and facilitate this transition. We are thankful and blessed, through Susan's hard work and networking, to be partnering with Quam Properties, Inc. Quam is Maui-based, family-owned, fully staffed and able to provide the complete A-Z set of management services. Please be mindful and extend every courtesy over the next several months as Quam becomes familiar with KTOA owners, policies and procedures. We are very excited to be working together to provide a superior vacation experience for all KTOA owners and guests.

As a courtesy to our new management team, please do not call Quam with non-critical issues unless immediate attention is required. Sending an email and/or writing a list of concerns to leave on the counter when you depart will be sufficient for the corrections/suggestions to be noted and addressed. We appreciate all feedback and communication regarding your KTOA experience and are always looking for ways to improve.

Thankfully, Kihei was not directly impacted by the hurricanes that caused severe winds and flooding in other areas. The Kihei Akahi grounds and facilities have been well-maintained and are in excellent condition. Over the last year, many of the buildings have been repainted (including D-Building), sections of the parking lot have been resurfaced, sidewalks power washed, pool areas refurbished, gardens replanted and lawn areas edged and groomed. Please remember to check in at the KA office immediately upon arrival. Failure to do so will result in a reminder/visit from KA security.

KTOA Board elections went very well this past September and resulted in the following board of directors list: Susan Eisenberger – President, Ed Norcutt – Vice President, Paul Showstead – Treasurer and Bill Feld – Secretary along with members Rose SooHoo, Mary Hyodo-Polk and Mary Tsang. We are all looking forward to serving our owners in partnership with Quam for many years to come!

We have successfully completed renovating the one-bedroom units on the third floor and will begin 4th floor remodels in 2019. We have set aside two units for remodel in accordance with our schedule. Feedback on the renovations has been overwhelmingly positive. We are continuing with many other upgrades and improvements in all units as time and budget allow.

We are pleased to announce that KTOA will finish 2018 in solid financial condition. Our 2019 budget has been approved and everyone will be happy to know that management fees will remain the same in spite of many expense increases. We understand that the renovation assessment is challenging for many of our owners yet necessary for the much-needed remodeling to continue. We are working hard to eliminate costs and reduce expenses while generating additional revenue wherever possible to avoid another fee increase. Again, any ideas owners may have to help us in this regard is very much appreciated.

Watch for more survey forms to be forthcoming over the next year. We want to hear from our owners and value your feedback. These surveys have provided insight and direction amidst all the uncertainty in our industry. We are grateful that so many care enough to share their thoughts and opinions. Please feel free to communicate with us at any time. We are here to listen. Thank you in advance for all future participation!

We are once again running discounted rates for KTOA-owned weeks that are reserved in 2019 during the months of June, July and August. The promotion includes two weeks for \$1000. Also, we are offering a \$200 reduction off the annual



maintenance fee to all owners when their referral leads to a new owner purchase of weeks. Please contact Quam for details and information: ktoa.maui@gmail.com or phone (808) 665-1315.

Mahalo! William Feld - Secretary