



2019  
HAWAII RESIDENTIAL  
BUILDING OF THE YEAR AWARD



Nomination Form Deadline:  
October 1, 2019

IREM<sup>®</sup> Hawaii Chapter No. 34  
2019 HAWAII RESIDENTIAL BUILDING OF THE YEAR AWARD

CALL FOR ENTRIES

This competition awards excellence in the management of condominium and townhouse projects. All facets of a building's operations are evaluated, including resident relations programs, community involvement, emergency evacuation procedures, continuing education for building personnel, and overall service.

Any building of any size within the state of Hawaii can compete in the Residential Building of the Year Award as long as it meets the eligibility requirements. Categories will be divided by size and building age. The categories will consist of buildings opened prior to 1993 and buildings opened in 1994 or later.

**Categories:**

**High Rise:**

- Under 199 units
- 200 – 399 units
- 400 units and over

**Low Rise or Townhouse:**

- Under 199 units
- 200 – 399 units
- 400 units and over

**Eligibility Requirements:**

- The building must be managed by an ARM<sup>®</sup>, ACoM<sup>®</sup>, or CPM<sup>®</sup> Member, or AMO<sup>®</sup> Firm\*
- Member must be good standing with IREM<sup>®</sup> Headquarters and the Hawaii Chapter.
- Building may not have won the award with the same manager in the past 5 years.
- Building must be at least 2 years old from the date of occupancy of the first tenant by the application submittal date.
- At least 90% of the building space must be used as residential condominiums.
- Each building may enter in only one category.
- Must score a minimum of 70 points to qualify.
- A \$125.00 entry fee must accompany each submission.

Check made payable to:  
IREM Hawaii Chapter  
91-1039 Kaihi Street.  
Ewa Beach, HI 96707

*\*if the building is managed by an AMO<sup>®</sup> Firm, the Manager/Property Manager must hold an active IREM Certification.*

**Deadlines:**

- Applications must be submitted by **October 1, 2019**.
- On site inspection will take place by appointment.
- Winners will be announced on November 2, 2019 at the IREM® Hawaii Chapter Annual Awards Gala.
- Please note the presentation will be limited to IREM® business only. Due to time constraints, we cannot allow property management companies to honor individual recipients at this meeting. Thank you for your understanding.
- Winners will automatically be invited to participate on the selection committee for the 2020 awards.

**Deliver application and supporting materials by October 1, 2019:**

Davie Felipe, ARM®  
*ARM Committee Chair*

Anaha  
1108 Auahi Street, Suite 220  
Honolulu, HI 96814  
Phone: 808.600.2272

**IREM Hawaii contact:**

Lauren Kagimoto  
Association Executive  
iremhawaii@gmail.com

# COVER SHEET

Category \_\_\_\_\_

Association Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

Management Company \_\_\_\_\_

Property Manager \_\_\_\_\_

Residential Manager \_\_\_\_\_

Name of Person  
Submitting Application \_\_\_\_\_

E-mail Address \_\_\_\_\_

Phone Number \_\_\_\_\_

## CONTENTS

Materials must be submitted in a standard 3-ring binder, including tabs for the following headings:

➤ <b>General Information</b>	
➤ <b>Administration</b> .....	<b>5 POINTS</b>
➤ <b>Financial Management</b> .....	<b>10 POINTS</b>
➤ <b>Resident, Employee and Owner Relations</b> .....	<b>15 POINTS</b>
➤ <b>Training Information for Building &amp; Board Personnel</b> .....	<b>5 POINTS</b>
➤ <b>On-Site Manager Primary Responsibilities</b> .....	<b>20 POINTS</b>
➤ <b>On Site Manuals</b> .....	<b>10 POINTS</b>
➤ <b>Energy Management Systems &amp; Procedures</b> .....	<b>10 POINTS</b>
➤ <b>Maintenance &amp; Structural Preservation</b> .....	<b>10 POINTS</b>
➤ <b>Condominium Documents</b> .....	<b>5 POINTS</b>
<b>Overall Presentation</b> .....	<b>10 POINTS</b>
<b>TOTAL POINTS</b> .....	<b>100 POINTS</b>

## GENERAL INFORMATION

Age of Association: \_\_\_\_\_

Type of Association: \_\_\_\_\_ High Rise    \_\_\_\_\_ Low Rise    \_\_\_\_\_ Townhouse

Number of Residential Units \_\_\_\_\_

Number of Commercial Units \_\_\_\_\_

Percentage of Resident Owners \_\_\_\_\_

Management Type:

\_\_\_\_\_ Self managed

\_\_\_\_\_ On-Site Manager

\_\_\_\_\_ Professional Management Company

\_\_\_\_\_ Homeowner Controlled Association

Number of Employees

Full Time \_\_\_\_\_

Part Time \_\_\_\_\_

Administrative \_\_\_\_\_

Site Manager: \_\_\_\_\_ ARM®    \_\_\_\_\_ CPM®    \_\_\_\_\_ CPM® Candidate    \_\_\_\_\_ ACoM®

Property Manager: \_\_\_\_\_ ARM®    \_\_\_\_\_ CPM®    \_\_\_\_\_ CPM® Candidate    \_\_\_\_\_ ACoM

## ADMINISTRATION

Association holds annual membership meetings.....Yes No

Owners receive agenda prior to annual meeting.....Yes No

Association holds annual election of officers.....Yes No

Number of candidates for Board seats at last election..... \_\_\_\_\_

Number of members on Board of Directors ..... \_\_\_\_\_

Number of years of Board of Directors' terms..... \_\_\_\_\_

Board members terms are staggered.....Yes No

Managers, board officers, directors and committee chairs  
regularly participate in appropriate educational programs.....Yes No

Board Member Packet is given to all new board members.....Yes No

Board of Directors meets: \_\_\_\_\_ Monthly \_\_\_\_\_ Quarterly \_\_\_\_\_ Other

Board has never failed to have a quorum present at a meeting.....Yes No

Association exercises its authority to remove Board members  
who fail to attend meetings.....Yes No

Board meetings are open to all members except for  
executive sessions.....Yes No

There is opportunity for owners' input before or  
during Board meetings.....Yes No

All meetings are conducted in accordance with  
governing documents.....Yes No

Minutes are kept for all meetings.....Yes No

New resolutions are incorporated in the minutes.....Yes No

Owners receive copies of meeting minutes.....Yes No

Book of Resolutions is maintained.....Yes No

Board provides welcome packages to new owners and  
Board members.....Yes No

Volunteer involvement is solicited through committees.....Yes No

Number of Committees..... \_\_\_\_\_

Average number of members on committees..... \_\_\_\_\_

Committees report to Board in writing..... Yes No

Association publishes a newsletter.....Yes No

Frequency of publication (please attach 3 issues)..... \_\_\_\_\_

Newsletters are sent to: \_\_\_\_\_All Resident Owners

\_\_\_\_\_All Non-Resident Owners

\_\_\_\_\_All Non-Owner Residents



## BUDGETS, STATEMENTS AND COST CONTROL

Association annual budget.....\$ \_\_\_\_\_

Owners receive financial reports and budgets.....Yes No

Owners are informed in writing of the budget at least  
30 days prior to implementation.....Yes No

Method of distribution \_\_\_\_\_

Association is in full compliance with state regulations for  
disclosures, audits and reserve funding..... Yes No

Site Manager's role in budget preparation, please explain:

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Association accountant conducts an audit..... Yes No

Association accountant conducts a review..... Yes No

Association contracts for periodic professional reserve study..... Yes No

Reserve study is performed every:    \_\_\_\_\_ 1-2 years    \_\_\_\_\_ 3-4 years    \_\_\_\_\_ 5+ years

Association has funded reserves as recommended in  
latest reserve study.....Yes No

Association has levied a special assessment in past three years.....Yes No

Amount and reason for assessments:

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List capital improvements and replacements made within the past three years. Note scheduled or  
emergency repairs; exclude routine maintenance items.

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List capital improvements or replacements anticipated in the next three years.  
Note whether funds are provided for in budget or reserve account.

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Association solicits competitive bids for products and services.....Yes No

Association attorney reviews all contracts prior to execution.....Yes No

Association attorney reviews contracts that exceed.....\$ \_\_\_\_\_

Certificates of insurance required from contractors prior to contract award.....Yes No

Number of signatures required on association checks..... \_\_\_\_\_

Minimum amount requiring two signatures, if applicable.....\$ \_\_\_\_\_

Required signatures on association checks: \_\_\_\_\_ Management Company Agent

\_\_\_\_\_ Executive Board Member

\_\_\_\_\_ Board Member

Cost control methods currently in place:

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**RESIDENT, EMPLOYEE AND OWNER RELATIONS**

Association has written architectural guidelines.....Yes No  
Please attach a copy

A resident handbook is provided to all owners and tenants.....Yes No  
Please attach a copy

Explain how residents and homeowners receive written notice of all changes affecting their lifestyle and ownership responsibilities:

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Association has written procedures or guidelines for handling rule enforcement procedures.....Yes No  
Please attach a copy

Owners in alleged violation have opportunity to address board.....Yes No

How does your association most often resolve disputes? Do you use alternative dispute resolution?

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Indicate the number of unresolved disputes regarding rule violations \_\_\_\_\_

Indicate the number of violations requiring ADR/court action:

Past year \_\_\_\_\_

Past 3 years \_\_\_\_\_

Does the Association have written procedures or guidelines for handling delinquent owners?.....Yes No  
Please attach a copy

Percentage of owners more than sixty (60) days overdue in assessment charges..... \_\_\_\_\_%

Describe procedures for notifying delinquent owners

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Charging late fees

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Instituting legal proceedings

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Collecting assessments more than 90 days in arrears

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What method is used when communicating with attorneys, accountants, labor relations professionals and your association management company?

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### **RESIDENT AND EMPLOYEE ACTIVITIES**

Please answer these questions on a separate sheet of paper.

1. Describe social events, charitable activities and community spirit-enhancing programs you have sponsored in the past 12 months. Include all proactive efforts on the part of management working with tenants as well as a summary of tenant/employee amenities (health facilities, child care, special events, dances, fundraising drives, block parties, children's activities, etc.)
2. Explain how employees participate in these functions. A maximum of three photos per event are allowed.
3. Describe any special services your association provides (transportation, rental management, unit repairs, accommodations for aging or disabled residents, etc.)
4. Describe your association's environmental programs (recycling programs, Earth Day observances, landscaping/neighborhood beautification projects, etc.)

### **TRAINING FOR BUILDING AND BOARD PERSONNEL**

Please answer these questions on a separate sheet of paper.

1. List of qualifications for building staff.
2. Describe on-going training programs for staff (seminars, continuing education, professional organizations and designations).
3. Provide a building organization chart.
4. What programs and training are provided for Board Members and Committee Members?
5. What has been done or is being done to provide the Association with the latest in technology and how is the technology being used?
6. Describe educational, public service and public affairs events sponsored in the past 12 months (voter registration drives, participation in the political or regulatory process, zoning issues, etc.).

**PRIMARY RESPONSIBILITIES OF THE ON-SITE MANAGER**

On a separate sheet of paper, please explain the primary responsibilities of the on-site manager.

**EMERGENCY EVACUATION PROCEDURES**

1. Summarize the procedures and programs for fire and life safety for occupants.  
You may include a manual in addition to the summary.
2. Discuss how your association addresses safety and security issues.  
(Neighborhood Watch programs, gates, patrols, etc.)
3. Discuss your disaster plan for fire, flood, earthquake and hurricane.

**BUILDING ACCESSIBILITY**

1. Describe required or voluntary efforts to afford accessibility for disabled persons.

**MANUALS MAINTAINED ON SITE**

Employee Policy Manual maintained.....Yes No  
Please attach a copy

Employee job descriptions maintained for all positions.....Yes No  
Please attach a copy

Property Manual maintained.....Yes No  
Please attach a copy

Standard Operating Procedure Manual maintained.....Yes No  
Please attach a copy

ENERGY MANAGEMENT SYSTEMS AND PROCEDURES

1. Describe programs and measures taken to conserve energy throughout the life of the building.

MAINTENANCE AND STRUCTURAL PRESERVATION

1. What written procedures are in place for each of the following types of maintenance?
  - a) Preventative
  - b) Corrective
  - c) Routine
  - d) Deferred
  - e) Emergency
  - f) Cosmetic

CONDOMINIUM DOCUMENTS

The following documents are maintained on site:

Declaration.....	Yes	No
By-Laws.....	Yes	No
House Rules.....	Yes	No
Condo Guide.....	Yes	No
The Directors Guide to Hawaii Condominium Law.....	Yes	No
Landlord Tenant Code.....	Yes	No