



KEOLA LA'I

Welcome Home!



This serves only as an introductory guide. If you are in doubt of any of the current regulations or procedures, please contact the Management Office. Be sure to read Keola La'i House Rules and building policies.

Security Office (Available 24/7): 808-544-9660



Management Office

Management Office: 808-524-0600

General Manager: Fernando Bastos – gm@keolalai.com

Assistant Manager: Elizabeth Amato – assistant@keolalai.com

Understanding a Condominium Association

Keola La'i is a non-profit corporation registered with the State of Hawaii and managed by a Board of Directors who are elected by the membership of the homeowners' association. Its purpose is to maintain all common areas and to govern the community in accordance with the provision of the legal governing documents. All homeowners are members of the Keola La'i association by virtue of their ownership.

House Rules & Policies

Current rules and regulations are available on our website: <http://www.keolalai.com>

Elevator Reservations

As a rule of thumb, any item that is too large to transport on a standard pushcart requires an elevator reservation.

Reservations are permitted Monday - Saturday, 8 AM - 4 PM, except for holidays.

You can schedule a move or delivery with Security at 808-544-9660.



Commercial Elevator

Due to multiple vandalism attempts in the outdoor/commercial elevator, a lockbox has been installed over the button to prevent unauthorized persons from accessing it.

To use this elevator, please enter the code "4000" and press the OK button. Then turn the square knob clockwise and pull open to unlock the box.

Once the button is exposed, you can press it to open the elevator. Please secure the lockbox after you have called the elevator.



Utilities

Electricity is already provided to your unit; there is no need to contact Hawaiian Electric Co. Each unit has their own sub-meter and your electricity costs will be billed as a separate line item on the monthly maintenance fee statement. If you are a renter, you will likely receive an electric bill from your rental agent or landlord.

Water, sewer, standard digital cable television, and internet services are included in the maintenance fees.



You will need to contact HawaiianTel at 808- 643-6001 to set up your service. Any upgraded television or internet services will be billed separately to you by the provider. For any questions or concerns regarding your television and internet services, contact the Hawaiian Telcom directly.

Wi-Fi

Wi-Fi is available for residents and guests in the main lobby, 4th floor mezzanine, and the recreation deck.

The network name is Keola Lai and the password is 600queen.

Mail & Packages

The mail is delivered to the building every day except Sunday and on Federal Holidays. Articles too large for the mailbox are stored in parcel boxes under the mailboxes. A key to the parcel box will be left in the mail box. Oversize parcels will be left in the security office.

Deliveries from FedEx, UPS, DHL, etc. will be delivered to your door. If you are not home to receive your package, a notice will be left on your door by the delivery personnel and packages will be held for you in the Security Office.

Enterphone



The building is equipped with an entry phone system to allow you to grant your guests entrance to the building from your phone. Contact Management to program your phone number.

To use the entry phone, your guests must enter your 4-digit unit number. (For floors below 10, you must put a "0" in front of the unit number. For example, unit 555 would be entered 0555.)

Once you identify the caller as your guest, you may grant them entrance to the building by pressing 9 on your phone. You will hear a beeping in your phone to let you know the guest now has access to the building. You may then hang up the phone. This will also unlock the elevator to your floor.

Lockboxes

Management does not have copies of any unit keys. If you get locked out of your unit, you must contact a locksmith to gain access. It is recommended that you keep a lockbox with a spare key to your unit for such an event.

Additionally, Security is not able to accept keys to give to guests or contractors. If you have a lockbox, you can provide your guests with the combination for convenient access to your unit in your absence.



Lockboxes are available for purchase in the Management Office for \$15 and are stored in the Security Office on the 3rd floor. Please be sure to mark your lockbox with an identifying sticker, ribbon, keychain, etc. so that you will be able to recognize it later.

Trash Disposal

Every floor has a trash room. The trash chute can accommodate trash bags which are 13-gallon size or smaller. Larger bags must be taken to the main trash room on the 1st floor.

Please be sure to properly package all garbage to prevent it from leaking in the corridors. Make sure to push trash bags all the way into the trash chute until they drop. Trash chute violations may result in high fines depending on the severity.



Small recyclables may be left in the trash room and our staff will collect it. There are 3 bins on each floor to sort your recyclable items: glass, cardboard, and plastic. Boxes must be broken down and taken to the main trash room on the first floor. Do not put boxes in the trash chute.

We have two red Salvation Army donation bins against the right wall in the main trash room on the 1st floor. You can leave donatable items in these bins to be picked up weekly.

Bulk items such as appliances, furniture, construction materials, etc., must be disposed of off-site.

Key Fobs



Replacement key fobs are available in the Management Office. Round proximity key fobs are \$50 each and the garage remote control fobs are \$75 each. Payment may be made by check or money order only. Renters must have permission from the homeowner or rental agent to purchase.

Our key fobs use radio frequencies to activate the door panels. Therefore, if your garage remote fob opens the doors using the panel but does not work for the garage gate, then your key fob is likely having a battery issue. The remote control fobs use a 2032 battery which are available at many local stores for under \$2. Management does not supply or sell batteries. The round proximity fobs do not use batteries.



If you find that there is blue/green corrosion inside of your key fob remote, then it has been exposed to water. In the case of water damage, it is unlikely that replacing the battery will solve the problem and the key fob should be replaced.

Remodeling

If you are planning to do any type of construction or remodeling in your unit, including replacing flooring, you must first apply for approval from the Board of Directors. Please check the Keola La'i Rules and Regulations for compliance and application processes.

It is important to note that Keola La'i is constructed using post-tension cable concrete floor/ceiling slabs. **Please use extreme caution when drilling holes.** For safety reasons, do not exceed 5/8" depth. Deeper holes could cause the post-tension cables in the structural slab to snap and could cause *serious injury or severe structural damage.*



Issues Within the Unit

Members of Keola La'i staff are not allowed to enter any unit except for emergencies and to investigate water leaks. The association manages only the common elements of the building and not the residential units. Issues within the unit are homeowner responsibility.

Local Representation

Keola La'i House Rules require that any homeowner who will be away from their unit for 30 days or more appoint a local representative to act on their behalf when necessary. This may be a trusted friend, family member, neighbor, or hired agent.

Although it is not required that you register a local representative if you live here full-time, it is recommended that you do. This will allow us to work directly with your appointed contact if an emergency arises when you are not able to be reached.

Emergencies



An emergency evacuation list is kept in the Management Office. In case of emergency, the responding emergency team (such as the Fire Department) will be given the evacuation list to notify them of any residents requiring assistance to evacuate. Be sure to inform Management if you would like to have a resident of your unit added to this list.

Bike & Surfboard Storage

Bicycle & surfboard storage is available on the first floor of the parking garage. All stored bicycles must display a decal which is available at the Management Office. Stalls are first come, first served. Registration for surfboards and bicycles is required, including photos. No other personal items may be stored in the storage room. Management does not assume any responsibility for stolen or damaged property kept in these storage areas.



Smoking



Keola La'i is a STRICTLY NON-SMOKING property, including electronic cigarettes.

House Rules prohibit smoking and vaping of ANY SUBSTANCES anywhere on the premises, which includes all residential units (including bathrooms and lanais) and all common areas (including the recreation areas, parking garage, grounds, elevators, hallways, and stairwells). In short, any resident or guest that wishes to smoke can be no closer to the building than the sidewalks that mark the perimeter of the Keola La'i property.

Immediate fines up to \$500 will be issued for a first offense of this rule without prior warning. Owners and residents are responsible for any violations of the no-smoking rules by their guests and will be fined accordingly.

If you smell someone smoking, please contact Security immediately so they can investigate.

Lanais



Only furniture and small plants approved by the Board may be placed on lanais. The lanais shall not be used for storage of any kind. This includes boxes, exercise/sports equipment, bicycles, toys, beach equipment, cleaning supplies, etc.

Rugs, towels, mops, or clothing shall not be hung in or draped over doorways, windows, or lanais and shall not be visible in any manner from outside the unit.

The lanais should be kept in clean. It is important that you make sure no liquids drip over the edge of your lanai, especially when cleaning or watering plants. Plants must have appropriate water catchment trays beneath them.

Pet Rules

Dogs must remain on a leash at all times while in transit through the common areas. They are not permitted to sit on the furniture.



Please train your dog to relieve itself away from common areas of the building. If your pet has an accident in the common areas of the building, you are responsible to clean after your pet. If you are unable to do so **immediately**, contact Security to let them know. Do not dispose of doggie waste bags in the trash cans by the elevators.

Fitness Center

The Fitness Center is open 24 hours a day. Guests are limited to 2 per unit and must be accompanied by a resident. Phone calls are not permitted in the Fitness Center and phones should be silenced.

Use of the Fitness Center is at your own risk. Proper attire, including closed-toe shoes, must be worn for safety reasons. After use, be sure to wipe clean all equipment, return dumbbells to their racks, and lower weight stacks to their start positions.

BBQ Grills & Pavilion



The BBQ Area is open from 9AM until 10PM. In consideration of other residents, quiet time in the recreation areas begins at 9PM.

The BBQ Pavilion may be reserved with Security. A reservation is limited to 20 people and 4 hours. Guests must be accompanied by a resident at all times. Residents are responsible for the behavior of their guests.

Pool & Spa

The pool is open from 5AM until 7AM for lap and exercise swimming only. From 8AM until 10PM, the pool & spa are open for recreational use. The pool is closed between 7AM – 8 AM for cleaning.

There is no lifeguard on duty, therefore weak swimmers must be accompanied by someone who can ensure their safety.

Toys and flotation devices are not permitted (except for safety equipment such as water wings). Absolutely no running, pushing, diving, or horseplay of any kind is allowed. No food, alcohol, or glassware is allowed in the pool area. Drinks of any kind are not permitted within 20 feet of the pool or spa.

A maximum of 4 people may use the jacuzzi at a time. Use should be limited to a maximum of 20 minutes if there are others waiting.

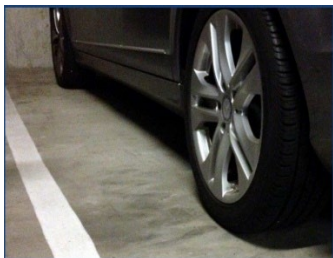
Guests must be accompanied by a resident at all times. Residents are responsible for the behavior of their guests.



Parking Garage

All vehicles must be properly registered, including license plate number. Your parking stall is considered part of your unit and is therefore your responsibility to maintain and keep clean.

Parking stalls may not be used for storage of any kind.



Due to the tight conditions in the parking garage, it is very important that you ensure your car is parked appropriately within the stall, not on or over the white lines, so that your neighbors are able to get in and out of their vehicle.

For the safety of all residents, please be sure to use your headlights when driving in the parking garage and always obey the 5 MPH speed limit. Drivers departing the garage should yield to arriving vehicles at level transitions.

Please note that the garage entry gates do not have weight or other sensors; the gate is programmed to close behind each vehicle that drives through. Therefore, each individual driver must stop and use their fob to activate the entry gates. Tailgating may result in damage to the gates and/or your vehicle.

For their safety, pedestrians must use the garage doors to enter or exit the building. Do not walk through the roll up gates. Citations and fines will be issued for re-occurring violations.



**Observe
speed limit**

Be aware that our House Rules do not allow for any vehicle to be left unattended in the driveway for any amount of time. However, a car can wait up to 5 minutes parked in the driveway as long as the driver remains with the vehicle.

Guest Parking

Guest parking stalls are not to be used by residents at any time. Parking in a guest stall is limited to 5 hours. An extended parking pass may be requested at the Security Office.

Guests must register their vehicles at the podium in the lobby.

Guest stalls are available first come, first served. Parking can not be reserved and is not guaranteed to be available (this includes contractors). At peak times, it may be necessary to park off-site.



EV Charging

Keola La'i has an electric vehicle charging station for use by residents only. The system uses the ChargePoint phone app.

There is a strict time limit of 4 hours for charging and the stalls are only for vehicles *actively charging*.



Any resident interested in using the charging station should request further information by emailing Management at assistant@keolalai.com.

Violations



Keola La'i governing documents:

- State Condominium Law— Chapter 514B
- Declaration of Condominium Property Regime
- Bylaws of the Association of Unit Owners
- House Rules and Regulations
- Policies & Procedures

House Rules & Building Policies are posted on the association's website (www.keolalai.com). Please be sure to check back regularly for newly published policies.

Section VII. of the House Rules explains the process for any violation of the governing documents.

If a rule is broken, the Management Office will first issue a written citation on behalf of the Board of Directors. All subsequent violations within a 12-month period are subject to fine. Some violations, such as smoking carry immediate fines without warning.

Dry Cleaning

Marie Louise drycleaners offers discounts for services to residents and pickup & delivery from the Security Office. Please contact Security for registration forms.



Responsibility & Registration

The homeowner is responsible for any guests, contractors, or tenants who come on the premises on behalf of their unit.

All residents, including guests visiting 10 days or more, must be properly registered with Management.

Insurance

The Keola La'i master policy deductible for water leaks is \$25,000 per unit. Your homeowner's insurance policy must cover up to this deductible.

Please be aware that the master policy only covers the unit AS-BUILT. This means they will pay to restore your unit to the original condition/finishes. You are responsible to obtain additional insurance to cover your personal belongings or any upgrades you made to your unit such as flooring, cabinetry, appliances, furniture, etc.

The deductibles for the HO6 homeowner insurance policies are variable. Please be aware that the water leak policy does not ensure recovery of any deductible paid over \$1,000, regardless of the source of the leak. This means you will be responsible to pay any part of your insurance deductible that exceeds \$1,000 in any water leak event that affects your unit. Therefore, it is recommended that the deductible for your insurance policy be no more than \$1,000.

Water Leaks

If you notice a water leak in your unit, immediately contact Security and your property manager if you are renting.

Security will try to help identify the source of the leak, but you may need to contact a plumber to investigate if it is not immediately obvious.

All affected units will need to open a claim with their HO6 insurance, regardless of fault. If costs exceed \$25,000 for each unit, management will file a claim with the master policy.

Please refer to the flow chart to the right for the water leak process. For more details, the complete Water Leak Policy and other relevant information can be found at <https://keolalai.com/resource-category/water-leaks/>.

