



## Manager's Message – January 2015

### Aloha!

The Holiday Season has come and gone here at the resort, with a flurry of activity around the front lobby. On Thanksgiving, the staff was treated to a big turkey dinner for both shifts, complete with all the fixings. Ham dinners were enjoyed by the staff that worked the Christmas shift. Every year, right after Thanksgiving, the staff jumps into getting the resort decorated for the Christmas Holidays. Colleen at the front desk has always been the holiday decoration drill instructor, and it was nice to have her back at her old post getting the resort ready and keeping her elves busy. The lights were hung up around the resort, with smaller lighting at the front desk area, to keep the focus on the new lobby. One Christmas tree was a focal piece in the lobby by the porte cochere, and another was located on the center of the island in the pool. Poinsettias brought a festive look to every planter and vase at the upper and lower levels of the clubhouse.



We hosted a Christmas tree lighting party in the lobby with eggnog for all of our guests. On Friday December 12, we hosted our annual picture taking with Santa, where all the local children were invited to come and have their picture taken with Santa Claus and receive a small present. It has become a great way to show support for the community, while giving a holiday photo as a keepsake. The resort also started a Christmas Krispy Kreme fundraiser for Kauai Charity Walk, selling doughnuts on Monday, December 22, 2014. These activities all support the annual food bank donations and charitable events around our community.

The VOA completed the first ever total renovation of all 77 units. After completely gutting the units, upgrading all electrical and plumbing, all of the asbestos was remediated. The units were given all new kitchens, bathrooms, energy efficient lighting and appliances as well as furniture and finishes throughout. John Mahoney, who oversaw this work as our Project Director, is now retiring from the resort that he started at many years ago. We wish him all the best and are extremely grateful for his help. Enjoy golf John! The VOA units have also received all new household goods, artwork, LED TVs and Blu-ray players. A detailed preventative maintenance program is in place and substantial monies are being put away for the future replacement of in-room items to ensure our units stay in top shape for years to come.



The lobby renovation has been completed with a new lobby area that compares to a 5-star resort and still holds the Hawaiiana look and feel that we all love. As part of that project, we also have a new phone system, a new fire alarm system, along with complete refurbishment of our clubhouse's electrical system including new metering. We have added a new fire pit area for guests to enjoy at the overlook area by court #4 and a new fire pit fountain at the front desk area. A new koi pond feature has also been added to the lobby area, along with many colorful new koi. Our resort-wide roofing project is almost complete including the addition of solar panels on many of our rooftops.

The switchgear has finally been installed, and running great. We created a new pool filter system for the upper pool, to replace our old filter that finally rusted out, while replacing broken valves and pipes at the same time. Mahalo to Fritz Leutheuser again for all his help! The grounds crew completed planting of new ground cover around all the buildings, while removing any vegetation touching the buildings. There are new gas lines installed at the BBQ areas for the lower pool area along with new palapas at both the lower and upper pool areas. We have new pool furniture at the upper pool, taking the best of the other furniture to the lower pool. The landscape lights around the pool all have been changed to match the landscape lights on the upper level, with the staff replacing all of our accent lights with new copper lights, matching the copper landscape lights. Looking back on the year, the resort has taken some giant steps towards becoming one of the best resorts in Kauai.



There is still a lot going on at HBR, and we will continue to keep all of you informed about what is happening here at your home away from home through monthly e-newsletters from your Resort Manager. You will also be receiving quarterly Board updates from both Michael Rembis, AOA Board President and Deborah Fraga-Decker, VOA Board President. On behalf of the entire staff at HBR, we would like to give all of you, our owners, a great big Mahalo for the support you have given us this past year. Without your support, none of these wonderful things that we have accomplished would have been possible. We are all in this canoe together.

From our Ohana to yours we hope everyone had a great Holiday Season and we're looking forward to an even better 2015!

Mahalo,  
Scott Pacer & Jim Braman