

HPHA, AMP 50, PALOLO VALLEY HOMES RESIDENT/COMMUNITY MEETING

September 17, 2008

Response to (Written) Questions read by Jan Ii, Vice President. Copy of Questions provided by PVH Resident Association.

1. Why do repairs and REAC Repairs take so long?

Emergency work orders are expected to be done in 24 hours. Other work orders are expected to be done in 25 days. If this standard is not being met, please contact the manager, and if not satisfied, please contact Stephanie Fo. Maintenance is currently staffed by on-loan employees from Central Maintenance Services Section (1) Building Maintenance Worker and General Laborers. As needed, Maintenance Staff from Kalakaua are deployed to Palolo. If you have any incomplete work orders, please call the Palolo Valley Homes Office and we will follow up on the status.

When repairs are done, but not requested by tenant, is there a work order to be signed?

Tenant shall sign all work orders completed in tenant unit.

2. What is the definition of common area? Maintenance has said that the mail box area and sidewalks is not their responsibility. Who is responsible for the play ground?

Management is responsible to maintain mailboxes, sidewalks and playground. The mailboxes are now owned by the HPHA. Still, the best thing is for everyone to help clean and maintain the neighborhood and make it a source of pride for everyone.

3. Could you tell me if under Project Rules, 3rd Paragraph "Yard" are those 3 correct? Is the back and front yard considered a common area?

The back and front yard are tenant assigned areas. Tenant is responsible to upkeep assigned areas in a safe, hazard free condition in accordance to the Yard Rules.

4. Under PVH Parking Rules and Regulations:

- #1 What happens to cars not registered with management? *Please clarify this question. Residents are only required to register vehicles which they intend to park in the parking lots. Ahe Street is a public street monitored by the City and County of Honolulu.*

- How many cars are allowed? *Families may own multiple cars. Only 1 parking stall is assigned per apartment in the parking lots.*
- #2 What can tenants do if unauthorized cars are parked in tenant's stall? *Please provide the date, time, location, license number, make and model of vehicle to the management office for follow-up.*
- #4 Who is the towing company and telephone number? *Currently there is no towing contractor. The last contract with 24-7 Towing expired in 2005. A contract will be initiated as soon as proper signage is purchased, installed and stall markings are painted with an identifying number.*
- #5 Who is responsible for abandoned, junked, or cars used for storage parked in stalls?
- *The Rental Agreement states tenant shall not store unlicensed, inoperable or abandoned vehicle on the Project Premises; and if the vehicle is required to be towed by Management, upon billing, tenant shall pay for any charges incurred by Management. Management may tow abandoned vehicles left on property with proper notification to the last registered owner, without a towing contract.*
- #6 Can you clarify #6, which states residents are responsible for cleaning and maintaining stalls, including grease build up. What about weeds? Painting of lines?
The parking lots are in poor condition and are identified in the 5 Year Plan for improvement. In the interim, management's plan is to re-number and semi-stripe to mark stalls. Since the parking lot is in poor condition, Tenants may keep their assigned stalls free of litter and remove weeds.
- #8 What can be done to cars parked in hatched marks?
Please provide the date, time, location, license number, make and model of vehicle to the management office for follow-up. The Resident Association is encouraged to come up with suggestions.

5. How will Management address Unauthorized Tenants?

Your assistance is requested to provide information of the unit #, who is/are the person(s), what you know, where you saw, when you saw and how you know the family is permitting unauthorized persons to occupy their unit and management will take appropriate action, such as verifying the facts of the report, notifying the alleged resident of the complaint, verifying household membership and residential addresses and conducting confirmatory inspections. Management's action on non-compliant residents is confidential, therefore, specific information of action taken cannot be released to concerned neighbors. However, management should be able to say where the issue is being addressed and residents should be able to see results of management actions.

The Rental Agreement states, Tenant shall not permit any person to occupy the unit other than persons listed on the most current household composition forms. A person, who you permit to do activities of daily living at your unit such as regularly eating, bathing, napping, storing personal items and using your address for their mail and residence address is considered an unauthorized occupant.

If you would like to add a member to your household, please contact the management office. If you are permitting unauthorized persons to occupy your unit, in order to comply with the Rental Agreement, you shall ask them to move out of the unit.

6. Is there an update on the bed bug infestation issues that was presented to Stephanie Fo?

Management may assist you to hire a contractor to exterminate bed bug infestation in your unit at your expense according to the Rental Agreement which states, tenant shall keep the unit and such other areas as may be assigned to Tenant, in a clean, sanitary and safe condition. Tenant shall pay for repair of all damages to the dwelling unit in excess of ordinary wear and tear. You may obtain a copy of information provided by Department of Health Vector Control on how to exterminate bed bugs and how to prevent re-infestation from the Management Office.

7. In regard to the Honolulu Advertiser Article on 8/19/08, Page A3, "Public Housing Already Keeps Out Registered Sex Offenders and Those Convicted of a Crime in the Past Three Years, What has management done about this matter? ((5) Persons named and (3) Unit Numbers identified?

An investigation of the persons identified will be conducted and appropriate action will be taken. If you have knowledge of neighbors in violation of the Rental Agreement, please provide information of Who, When, What, Why, Where and How to management and appropriate action will be taken. Please contact Jan or Kamalani at the office, if you would like to provide information on this matter. You may provide a written statement, make an appointment to meet, and discuss by phone at 733-9113.

8. Another article (HPHA) "Has strived for a more open Department that includes tenants in decision." When HPHA took over in 10/07, how come the board and tenants were not included into the decision?

It was a business decision based on HPHA's financial condition.

9. Another part of the article, "Proposing Tougher Screening Procedures for New Application. I agree that there should be a big push for proposing tougher screening because (2) out of (4) new tenants who moved in after the take over, are adding to the problems at PVH. ((2) unit numbers identified)

Your assistance is requested to provide information on the tenants of the (2) units identified for management follow up. Please contact Jan or Kamalani at the office, if you would like to provide information on this matter. You may provide a

written statement, make an appointment to meet, and discuss by phone at 733-9113.

10. Last part of article, “Turnaround plan to address delinquent renters”. In the BOD minutes for 8/08, delinquent (rents) are taken care of 90 days late, then 60 days, then 30 days. In 4/30/08, 900 units were delinquent, in 5/31/08, 778 delinquent units. Has units with delinquent rent declined further? What is that number as of 9/17/08?

*AMP 50: # of residents who owe between 30 and 90 days of back rent = 9
Backrent owed between 30 and 90 Days = \$5,777.42*

*# of residents who owe over 90 Days = 4
Backrent owed over 90 Days = \$2,766.01*

*Statewide: # of residents who owe between 30 and 90 Days of back rent = 645
Backrent owed between 30 and 90 Days = \$371,555.41*

*# of residents who owe over 90 Days = 275
Backrent owed over 90 Days = \$913,638.38*

11. Our biggest issue is “Chronic Houses” (2) in our Project. (2) units identified. What is being done by management? Can anything be done to the tenants as well as other tenant users, their children, partners or relatives? Do you consider this issue a priority or is delinquent rent precedence: This is a detrimental effect on the tenants and the project’s environment.

Your assistance is again requested to take responsibility to make your community safe and peaceful. If you observe any criminal activity, call 911 (the Honolulu Police Department) and HPD will respond. Inform management of the incident, who, what, when, where, why and how. Provide a statement to HPD if requested. As Major Green stated, call 911. If the perpetrators leave then return, call 911 again. Take responsibility and complete a report to the HPD and management.

Your assistance is requested to contact management to discuss your complaints. You may provide a written statement, make an appointment to meet, and discuss by phone at 733-9113.