

DENNIS COSTA

## TIMESHARE MANAGER OF MAUI HILL

In early 2003 my wife and I did a timeshare trade for Maui. As is my custom when traveling, I always check out as many local timeshares as possible in the event I would like to trade for them sometime in the future. One of those was Maui Hill which is located at the very south end of Kihei where it comes together with Wailea. When we arrived at Maui Hill we were immediately impressed with the lush greenery and it's beautifully kept grounds. This truly looks like a Hawaiian resort. The facilities included a beautiful pool with an ocean view, BBQ's near every unit, tennis court and a view of the ocean from most of the resort and many of the units. I kept thinking that I would like to own here, not just trade for it.

The resort has 140 units; 64 are individually owned and 76 are timeshares. When I arrived home from the trip I began looking on the internet for a unit to purchase at Maui Hill and was fortunate to find a three bedroom three bath. This is a fixed unit with a fixed date each year. Since I was not certain if I wanted to use it every year I called a friend and he immediately agreed to buy it with me. I use the even years and he has the odd years. We have used our unit every even year since 2004 and we never get tired of it. With the help of Nancy Benson and Sharon Paley of Trading Places Maui we are able to trade another Hawaiian timeshare we own and spend a minimum of two weeks there during our even years.

So what makes Maui Hill so special? Obviously the location (across the street from the beach) but more than that; it's the management. The resort Manager is Dennis Costa and he has been managing Maui Hill since 1983 (31 years). Dennis not only manages, he is a resident. His condo overlooks the pool and steps from his office. I have been told by his staff that Dennis shows up at all hours of the night and early morning hours to work. Dennis is a "hands on manager," who knows everything that is going on at the resort. Several years ago we were about to check out when the phone rang at the reception desk. The receptionist handed me the phone and said "it's for you." I couldn't imagine who knew I was there, but it turned out to be Dennis. He saw me coming in from his condo and wanted to tell me that by the time I was there next our unit would be remodeled. My partner in the condo never fails to tell me how happy he is that we bought our unit, and always mentions Dennis as one of the reasons. Dennis is a resort manager that really cares about the resort, and it shows in every aspect including his outstanding staff. I own a total of eight timeshare weeks in five resorts and I can tell you that other resort managers could learn a lot from Dennis Costa.

The next time you are on Maui take a drive through Maui Hill. I guarantee you will be impressed.

Jerry Nisker  
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