

# Maui Lea Time Interval Owners Association

## September 2023 Newsletter

### **PRESIDENT'S REPORT – ROBERT JACALONE**

First, our thoughts and prayers go to those that lost loved ones, homes and businesses to the devastating fires and a shout out to the many volunteers and donors that showed the true Aloha spirit in this time of need.

Secondly, our annual meeting is scheduled for September 13<sup>th</sup>. The regular board meeting will follow, and all owners are encouraged to attend both, if possible. The following day will be the AOA annual meeting, and all are invited to attend.

Let's go paperless. If you have not signed up to receive your quarterly maintenance fee statement online, now is the time to do it. The form is available on the Maui Lea website or by clicking on the following link: <https://mauilea.com/owner-resources/electronic-billing-maintenance-fee-form/>.

Your Board is looking for ways to keep maintenance fees down. The cost of supplies and postage continue to climb and the more ways we can find to reduce cost the better.

Bob Jacalone

### **MAUI LEA TIMESHARE GENERAL MANAGER'S REPORT**

Aloha from your General Manager and his team! As you are well aware, Maui has suffered a devastating tragedy, and while we were not directly impacted here at Maui Hill Resort, the wildfires and their serious consequences have affected the Maui community as a whole. While people are drawn to visit and vacation and invest in Maui initially due to its beauty, it is really the Aloha spirit that sets us apart in these islands: the generous warmth and hospitality of our people that create the feeling of a "home away from home" for our valued owners and guests. The spirit and the soul of the people is what makes this such a special place, and that is what draws people back here time and time again. In a very real way, this disaster has happened to all of us, as we all feel a tremendous sense of ohana (family), kuleana (a sense of responsibility, especially to one another), and kokua (extending help to others). While it is important for us to all look forward to and plan for the future in a positive way, it is both necessary and respectful to remain mindful it will take many years to rebuild and to restore our Maui community.

On a personal note, I want to take a moment to say how very proud I am of my staff, and how deeply I appreciate their efforts to ensure that, even with the rapid turnover of guests and the Resort bursting at the seams to be able to accommodate as many people as we could, they still have gone above and beyond to provide these people with the Aloha service and hospitality for which we are known, doing their part to make this a little less painful for everyone and to show them how much we care and our sincere desire to help in any way possible. I would also like to acknowledge the very generous offer of so many owners (Timeshare and whole ownership) to give up their time interval and units in order that displaced families could have a place to stay in the short term. This was extremely generous, and completely voluntary. It was very heart-warming to witness these acts of selflessness and kindness. We have a special community here at Maui Lea at Maui Hill Resort, and I am very proud to be a part of it.

We have been busy continuing to maintain the property to the highest possible standards. Please allow me to advise you all of projects we have been undertaking over the past quarter:

- The installation of the split air conditioners is complete as you all are aware. These have been a very welcome addition to all units, but it is important to note there is maintenance necessary every 3 months. We have just completed cleaning of the filters in all 76 units on July 27 and 28 and noticed that the filters become especially dirty in the summer months due to the winds and the increased usage.
- We have taken inventory of the drapes in all units, and we are concerned that these are really showing signs of wear and tear, which is noticeable in such an otherwise beautiful property. It will be necessary to replace a majority of the drapes, including: the bedroom area and the sliding glass door in one-bedroom units; glass sliding door in two-bedroom units; and in the three-bedroom units, the downstairs guest bedroom and the upstairs master bedroom. We will be informing the Board of Directors at the meeting on September 13, and hopefully obtaining the approval to move forward to replace those drapes in need of replacement.

- Another area of concern is the replacement of screens. With a shortage of manpower with the necessary knowledge of how to replace these screens in-house, and the high cost of having these replaced by an outside company as it is very labor-intensive, we will continue to research this to find a solution. We would like to replace existing screens with pet screens, which, while more expensive, are much more durable and easier to clean.
- We continue to repair holes from the individual window air conditioners, covering these up, putting in new air conditioner sleeves, and also putting on new drywall, wonder board water proofing then texturing and painting. This is an ongoing project, as we are working on this when labor permits and units are vacant.
- We continue to have our housekeepers do a general clean of the units whenever possible, and also our maintenance crew do general maintenance: checking window screens; cleaning ceiling fans; cleaning filters in the bathrooms; and cleaning lint screens in washers and dryers, making them not only cleaner and more productive, but also less of a fire hazard.
- Our maintenance crew is now checking water heaters to make sure the temperature is set at the recommended temperature level so we can help alleviate electricity costs.
- Our housekeepers are cleaning the koa cabinets in the kitchens, bathrooms, and bedrooms every three weeks to bring out the luster of the wood. We have noticed that there are areas of concern in some units where cabinets as well as the shelving under the vanity sinks need to be restored or replaced. These areas undergo a good amount of wear and tear, and upgrades are necessary, with the particle board to be replaced with something more durable to last longer so we won't have to replace them again in the future. One of our future projects is to find someone to restore these units to their original condition.
- We are in the process of taking inventory of the lanai carpets and will be replacing carpets as needed. We have also inventoried the lanai furniture, and made note of anything that needs replacement, chairs that need re-strapping, or tables that need to be redone (sandblasted, power coated and painted), on lanais both in front and back of units. If refurbishing is needed, these are sent out to PF Restoration in Wailuku for restoration.

As you can see, we have been very busy and will continue to be in the weeks, months, and years to come to maintain the property to the standards for which we are known.

As communicated separately, Nancy Benson has announced her retirement as Owners Services Representative of Maui Lea Timeshare after 38 years of loyal service, in order to spend more time with her family and with her business, Trading Places Maui. We truly wish her all the best, and sincerely appreciate her dedication and commitment to our owners all these years. Above all, though, we will miss her genuine and caring presence in our office; she has been a very valued member of our team and an important part of our Maui Lea at Maui Hill Ohana. We want to extend a warm welcome to her replacement, Rhea Mae Rosaro. Rhea comes to us with extensive experience and Timeshare knowledge, as well as proven excellent customer service. Please stop by to welcome Rhea to her new position and introduce yourself as a Maui Lea Timeshare owner. Welcome, Rhea! We are so very pleased to have you join us as part of our team. And Nancy, we are so sad to see you leave; but we will still be in touch.

In closing, I wish to express my continued appreciation for the support of all owners; Aqua-Aston Management Company; Co-Plan Managers Mike and Frank Robar; Nancy Benson, Homeowners' Services; and our Board of Directors, working together as a team to maintain the integrity of the Resort to the highest standards. We have a special community here at Maui Hill, and each person is an important part of our success. We all look forward to welcoming you back to your home away from home.

With warmest Aloha,  
Dennis Costa, General Manager

## **MAUI HILL AOA GENERAL MANAGER'S REPORT**

Aloha and Welcome from your General Manager and his team! As you are all well aware, Maui has recently experienced a devastating tragedy. We are so fortunate to not have been directly impacted here at Maui Hill; however, the wildfires and their consequences have had an effect on the Maui community as a whole. While it is important for all of us to continue to look forward to and plan for the future in a positive way, we need to remain mindful of the significant losses: of lives, homes, livelihoods, and cultural history. Amazing strength, resilience, and the spirit of community among residents have already been on display, and we will rebuild and restore our Maui community to thrive once again.

Please allow me to update you all on the projects and maintenance we have been undertaking at the property over the past quarter:

- We have been replacing pole beams, landings, fascia boards, and steps on both the front and back of buildings, as needed throughout the property. We have the upper half approximately 71% complete, and we will be turning next to the lower half of the property. There are certain areas that need our immediate attention; many of you have noticed these areas. Extra lumber has been ordered to undertake any necessary repairs.
- Our sports activities are being enjoyed by all and conveniently centralized in one accessible area, including our putting green, shuffleboard court, cornhole, bocce ball, and tennis court. Our newest amenity, the bocce ball court, is a welcome addition, and it's good to see people enjoying this. We have Mark brooming the court three times per week, as well as spraying water on it to keep it well maintained.
- We have been working with Ram Roofing to do repairs on the roofs and fascia boards on the buildings without solar panels. Ram just returned July 24 to undertake these repairs, so while we hoped this project would be complete by the end of this year, we now expect this to take somewhat longer. I anticipate this project will be completed closer to June 2024. The good news is that for all of the buildings, the solar is now online, and we are hoping to see savings for all of us to enjoy in the very near future.
- We should have our advanced security cameras live and ready to go by September 15.

Of course, there are future projects we would like to discuss, but these will be brought forward by the President of the AOA Association, Mr. Richard Endean, and the Board of Directors, at the meeting on September 14.

In closing, I wish to express my sincere appreciation and gratitude to the entire team: our loyal owners, our supportive Board of Directors, and the Management Companies. I would like to also take a moment to say how very proud I am of my staff during the aftermath of the fires, and how deeply I appreciate their efforts to ensure that they did what they could to provide displaced people with the Aloha service and hospitality for which we are known. We have a special community here at Maui Hill, and I am very proud to be a part of it. It truly takes each and every one of us working together as a team to achieve the kind of ongoing success we have enjoyed at our beloved Resort. The entire Maui Hill ohana remain committed to maintaining Maui Hill to the highest possible standards for the benefit of all.

With warmest aloha,  
Dennis Costa, General Manager

## TRADING PLACES MAUI

**HAWAII'S PREMIER TIMESHARE EXCHANGE COMPANY**



- Personalized customer service
- Receive top priority on internal exchange requests
- Specializing in Hawaii and West Coast destinations
- No Mandatory Membership
- Optional Hawaii Membership program
- Rewards program for early depositors
- Your guest is our guest at no additional costs.

**Call us today, or visit  
tpmaui.com**



Call us today! 1-800-345-7301

## ACTIVITIES ON MAUI

**808-874-5437** 10am-5pm Sat-Sun-Mon-Tue-Wed 9am-5pm Thur-Fri

**Concierge:** *Donya* Izbicki since 1984! [donyaizbicki@bossfrog.com](mailto:donyaizbicki@bossfrog.com)

*Connie* McAboy [missionmaui@gmail.com](mailto:missionmaui@gmail.com)

Aloha all! We are getting back to normal busy times here in Paradise.

Do not wait to book tours until you arrive. There are less people working, more people coming, and activities are sold out months ahead!

Restaurants now are exclusively booked online at [www.Opentable.com](http://www.Opentable.com).

We do not have oceanfront restaurants in Kihei anymore except within the Wailea Hotels. Most reservations are exclusive for hotel guests...

*Food Trucks* are popular. There are three main areas: Across from *Costco*, Piikea St mauka of CVS (Longs Drugs), and nearby at *World mark* Condos...

Are you planning to drive up to Haleakala for Sunrise? Parking permits are mandatory and difficult to get. (If you book a tour, permit is included) <https://www.nps.gov/hale/planyourvisit/permitsandreservations.htm>

Spas in luxury hotels have not opened their facilities for soaking and sauna etc., due to the lingering of Covid attentions. Grand Wailea charges \$200 for massage. During weekly Mai Tai Party, there is a therapist in the Lobby charging \$10 cash for 10-minute neck/shoulder therapy. We book you for one hour massage \$145.

GOLF has remained a separate direct booking for clients. We do not have any discounts.

We do not have LEI MAKING CLASS in Lobby anymore.

We invite you to stop by the desk for personal attention once you arrive to catch up on anything that may have been updated since this memo.

We do post a first morning 'Orientation' INVITATION for new arrivals. So far, it has not been attended very much. We do not give away tours or serve food anymore. But it is good for first time visitors to get an overview of tour options, and a map.

## HOMEOWNER SERVICES

Questionnaire Guidelines:

Your owner's questionnaire can be submitted online via our web site: [www.mauilea.com](http://www.mauilea.com). You only need to submit it once for the current year unless your plans have changed.

If **you are travelling** with guests, please don't register them until you arrive on property.

For owners that are **not** coming but are sending guests **in their place** please be sure to register them in writing via your questionnaire or an email prior to their arrival. This will avoid them showing up unannounced and creating a check in problem for your guests. Once we have your names, you will be mailed, or emailed a confirmation letter which will include the resorts surcharge fees and the states taxes. These fees will be due upon check out.

Owners have the following options each year on how to best utilize their timeshare intervals:

- 1) Use the time you own.
- 2) Bank / Exchange it. We have two affiliated exchange company's: RCI [www.rci.com](http://www.rci.com) TPM [www.tpmaui.com](http://www.tpmaui.com)
- 3) Send a guest in your place.
- 4) Rent your time. You may fill out a rental application online: [www.mauilea.com](http://www.mauilea.com)  
(Rentals are never guaranteed, you have the option to bank it 90 days prior to your start date)

Keep in mind that as an owner, you must authorize the use of your week each year. This form allows you to register your guests, or to let us know if you will be using your time. To bank your time or list it for rental you will need to contact these sources directly.

Keep in mind that if you don't use it, bank it or list for rental and it sits open, **you have lost it!** Planning in advance is always helpful no matter what you decide to do with your week(s).

If you have moved or changed your contact information, please update us. You can do this on the web site:

www.mauilea.com

If you have any questions about your ownership options, please feel free to contact me.

Aloha,

Nancy Benson (B) R  
Owner Services and Resale's  
www.maui.lea.com  
nancyb@mauilea.com  
(808)879-6321ext.5102

## **SALES:**

Our heartfelt thoughts and prayers go out to those who have been impacted by the recent devastating fires.

Prior to these tragic events, I was reflecting on the remarkable fact that many of you have been owners for 40 years or more. Your profound connection with the resort, its staff, the people of Maui has created a strong and resilient owner community. The outpouring of kind messages inquiring about our well-being and extending assistance, truly shows your care and attachment to our Island.

As we collectively navigate the difficult path forward, we extend our gratitude to all of you for your support during this challenging time.

Rest assured your sales team is here to assist and we look forward to hearing from you.

Sharon Paley © (S)  
Cell: 1-808-276-6307  
Fax: 1-808-879-8945  
Lea Properties, Ltd  
[www.mauihillsales.com](http://www.mauihillsales.com)

## **MAUI LEA TIME INTERVAL ASSOCIATION WEEKS FOR SALE**

Don't forget to explore the wide range of available resale weeks offered by the Maui Lea Timeshare Association. To access the current list of options, simply click here [www.mauihillsales.com](http://www.mauihillsales.com) and keep an eye out for special deals!

For further inquiries, please contact:

Tom Von Rosen R (B) at 1-808-879-8802 or [mauihill@maui.net](mailto:mauihill@maui.net)  
Sharon Paley R (S) at 1-808-276-6307 or [Sharon@mauihillsales.com](mailto:Sharon@mauihillsales.com)  
Lea Properties Ltd. at [www.mauihillsales.com](http://www.mauihillsales.com)

Representing buyers, Nancy Holzer-Benson R (B) at 1-808-298-3954 or [nancy@tpmaui.com](mailto:nancy@tpmaui.com)  
Grand Pacific Resorts Hawaii.

Take advantage of this opportunity to explore the available intervals and find the perfect match for your preferences and needs.

## **TRANSFER OF TITLE AND DEEDS**

Your Association would like to remind you to consider adding another person to your title which may prevent problems in future ownership issues.

Maui Lea works with Hawaii Document Service. They are familiar with our property and can assist you in transferring or adding someone to your title. We cannot stress to you enough the importance of keeping your title updated. Taking the necessary steps now can save your family heart ache and money in the future. Please note that there is a cost for this service.

Please contact them at:

Gerald A. Garcia, Attorney at Law  
Hawaii Document Service  
75-5722 Kuakini Hwy., Suite 201  
Kailua-Kona, HI 96740  
808-331-1313; 888-628-9555 (toll free)  
808-331-1393 (fax)  
[www.HawaiiDocumentService.com](http://www.HawaiiDocumentService.com)

## **MARK YOUR CALENDARS**

Below are the board and annual meeting dates. Future meetings will be scheduled at the Organizational meeting after the September annual meetings:

### **AOAO Maui Hill**

Thursday, 09/14/23 Annual Meeting (Maui) 9:00 a.m.  
(Registration 8:30 a.m.)

Tuesday, 11/14/23 Board Conf. Call 9:00 a.m. (HST)

Thursday, 01/25/24 Board Meeting (Maui) 1:00 p.m.

Wednesday, 04/24/24 Board Meeting (Las Vegas)  
9:00 a.m. (Registration 8:30 a.m.)

### **Maui Lea Time Share Association**

Wednesday, 09/13/23 Annual Meeting (Maui) 9:00 a.m.  
(Registration 8:30 a.m.)

Monday, 11/13/23 Board Conf. Call 9:00 a.m. (HST)

Thursday, 01/25/24 Board Meeting (Maui) 9:00 a.m.

Thursday, 04/25/24 Board Meeting (Las Vegas)  
9:00 a.m. (Registration 8:30 a.m.)



## QUESTIONNAIRE

This questionnaire is for informational purposes only.

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ email address: \_\_\_\_\_

Please add me to email notices: \_\_\_Y \_\_\_N

Unit Number: \_\_\_\_\_ Interval Dates: \_\_\_\_\_

Unit Number: \_\_\_\_\_ Interval Dates: \_\_\_\_\_

**We kindly request you do not exceed the occupancy limit of your unit.  
One-bedroom sleeps 4 two bedrooms sleeps 6 three bedrooms sleeps 8**

My plans for the **year** \_\_\_\_\_ are as follows:

We will be using our time and the total number in our party will be: \_\_\_\_\_

We have authorized our guests to use our time. (**Only register a guest name if you will not be coming over**) A guest letter will be sent to you for confirmation.

Guest Names: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

I have or will deposit my time with RCI, by calling (800) 338-7777

I have or will deposit my time with TRADING PLACES MAUI, by calling (800) 345-7301, or by going online to: [www.tpmaui.com](http://www.tpmaui.com) and completing a deposit form.

I have or will put my unit up for **RENT** with Aston Hotels & Resorts, by calling (808) 879-6321, or by going online to: [www.mauilea.com](http://www.mauilea.com) and completing the rental form.

I want assistance with my options, please contact me at:

Phone: \_\_\_\_\_

In case of an emergency while you are at the Maui Hill, please supply us with a name and number of a contact person:

Emergency Contact Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Maui Lea Timeshare Owners Association has units and intervals available for resale. Please visit our website at [www.mauilea.com](http://www.mauilea.com). If you are interested, please check below, and provide your contact information.

Please contact me at \_\_\_\_\_ or email \_\_\_\_\_