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THE
SPECTRUM
COMPANIES

Honokowai Kauhale Apartments
Management Compliance Review

September 22, 2011

Page 2

pt 8 000000 2 more in
945 now

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 5 years

Do you plan to renew your lease when it next expires? just did

Can't afford to live elsewhere

1. When was your unit last inspected by management? < 1 year

Any issues? yes

How long before repairs completed? stove burner, tub issue, toilet leak (creek)

Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair?

before that

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Stays to self put in for a 3BR office on upper floor unit, refused it 2 yrs ago
put in bottom list for downstairs unit - husband heard issues

5. How do you personally feel about management in general? Explain.

no issues, thinks she's probably doing the best she can to maintain.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

by [REDACTED] yes

7. How would you describe your overall living conditions at this property?
due to all the rumors keeps kids under cover unless she's out with them

Satisfied as long as rent stays same, over 1K is not affordable

8. Do you have any repair needs at this time?

better fridge, then our sucks too much electric

stove has holes on bottom of oven - old - needs dry pan

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

yes

Fridge - door seal ripped
door rusted + hinges rusted

Stove - has hand drip pans

BR #1 (L) paint peeling @ window due to water coming while raining

Bath - tiles on floor unglazed, loose
base of tub need caulking + all around
under diverter rusted

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 6 years ago when the unit less

Do you plan to renew your lease when it next expires? just renewed in Sept

1. When was your unit last inspected by management? August

Any issues? yes bathroom

How long before repairs completed? left dry

Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? Aug 1st

What was problem? water problem upstairs caused damage under bath

How long before repairs completed? right away

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue? No

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

hasn't due to mouse issues

5. How do you personally feel about management in general? Explain.

good relations

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

good, nice

8. Do you have any repair needs at this time?

shower turn itself on at times but Lisa said nothing wrong

1 kitchen cabinet needs shelf brackets

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

yes

needs new drop pan
ex fan vibrates
~~water~~ burners loose
needs freezer seal

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 5-7 years ago

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? 2³ mos

Any issues? yes - parking

How long before repairs completed? right away

Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? n/a

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? yes With any other authorities?

In general, what was the issue?

Was management responsive? yes

What was the nature of the response?

Satisfied with response? yes

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

not happy - things not getting done or done half assed.

5. How do you personally feel about management in general? Explain.

no complaints w/ this a

wonders why property not kept up

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

Keeps up her unit, she's fine

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

yes

OK

Could use cabinets - edges rough
Carpet looks pretty good - old

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: April

Do you plan to renew your lease when it next expires? yes definitely

1. When was your unit last inspected by management? at move-in, tenant didn't get a report

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? July

What was problem? toilet running

How long before repairs completed? 5 or 6 days

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue? no

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

no problem that she knows of

5. How do you personally feel about management in general? Explain.

nice

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes definitely

7. How would you describe your overall living conditions at this property?

loves it here, quiet, neighbors nice

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

not

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 3 mos

Do you plan to renew your lease when it next expires? probably not

wait list 5 yrs come back by apartment & job

1. When was your unit last inspected by management?

at move in with tenant

Any issues?

no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

2 mos

What was problem?

freezer not w + kitchen lights

How long before repairs completed?

right away

Satisfied with repairs?

yes

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

no

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

no problem

5. How do you personally feel about management in general? Explain.

no problem

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

good

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

no

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 2-3 yrs

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? L 1 year

Any issues? none

How long before repairs completed? few days

Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? n/a

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive? don't know

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain. don't know

5. How do you personally feel about management in general? Explain. no problem

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain. yes

7. How would you describe your overall living conditions at this property? ok - acceptable

8. Do you have any repair needs at this time? no

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 11 years

Do you plan to renew your lease when it next expires? no

1. When was your unit last inspected by management? kids grew up here but unhappy - reason downstairs going missing

yes at lease renewal

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

yes at lease renewal

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

tenant downstairs smoking

management can do better

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

no - car issue - [REDACTED] b5 has 4 cars in driveway

7. How would you describe your overall living conditions at this property?

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

04/04/2020

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE:

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Scare & intimidation

5. How do you personally feel about management in general? Explain.

Scare & intimidation

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?

Scare & intimidation

Scare & intimidation

Scare & intimidation

Scare & intimidation

8. Do you have any repair needs at this time?

Can be better, need rules the same for all

Keep up

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

every repair is charged now, damage a lot

don't fix right - takes several times & charged every time

Property was to be beautiful
used for poor condition
accident loss
nothing more

stuff not good

Knows someone who applied - 2 persons - told they didn't have
enough money - has a photograph

Told there's a wait list yet people who know us are related
to myt get units right away & friends of theirs also

Worried if word gets out people talking there will be problems

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 14 yrs, then unit 5

Do you plan to renew your lease when it next expires? yes & did

1. When was your unit last inspected by management? don't remember

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? 2 yrs

What was problem? fire alarm

How long before repairs completed? right away

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

heard good & bad

5. How do you personally feel about management in general? Explain.

no problem

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

sidewalks, fire in concrete - traps by being not working
Laundry facilities terrible - ongoing problem

8. Do you have any repair needs at this time?

no

Dryer set broken
4 months
owner not working too
long time

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 5 yrs

Do you plan to renew your lease when it next expires? don't know

1. When was your unit last inspected by management? < 6 mos

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? month or so

What was problem? stove

How long before repairs completed? burner broken fixed right away

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? ^{yes} With any other authorities?

In general, what was the issue? downstairs neighbor complaining about floor

Was management responsive? yes

What was the nature of the response? meeting w/ two tenants

Satisfied with response? yes

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

good

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

Satisfied

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 6/95

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? Every year

Any issues? yes wires on stove, leak in bathroom
How long before repairs completed? yes
Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? yes

What was problem? Stove wires
How long before repairs completed? right away
Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? ^{no} With any other authorities?

In general, what was the issue?
Was management responsive?
What was the nature of the response?
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Okay as far as she knows

5. How do you personally feel about management in general? Explain.

[REDACTED] & Suys very nice to her

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

happy

8. Do you have any repair needs at this time?

Smoke chips - ~~long fixed already~~

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? ^{talk down} yes

Laundry room machines broken
don't like repair man

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: *long time ago 20+ yrs*
Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?
How long before repairs completed?
Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?
How long before repairs completed?
Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?
Was management responsive?
What was the nature of the response?
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

Good fix what needs, happy

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes, nice to them

7. How would you describe your overall living conditions at this property?

8. Do you have any repair needs at this time?

roof leak in BR - when heavy rain

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

Yes, a concern, affordability as well

TENANT SURVEY

NAME/UNIT #: [redacted] Tenant

MOVE-IN DATE: over 10 years, the unit once time
Do you plan to renew your lease when it next expires? Yes, just had

1. When was your unit last inspected by management?

Any issues? yes towel rod, stain on floor at toilet
How long before repairs completed? not
Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem? put up curtain rods when she transferred
How long before repairs completed? not
Satisfied with repairs? told mgt didn't do that anyone
2 weeks ago towel rod
needed repair -
still not done

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?
Was management responsive?
What was the nature of the response?
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

don't feel comfortable

5. How do you personally feel about management in general? Explain.

Asked if she would move to a JBR + daughter move in to help her, Lisa told of she wants a 3 she needs to move out + stays on wait list - about 10 years

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

not really

scared here at night - locks all her windows at night

7. How would you describe your overall living conditions at this property?

Loves this place, problem is manager

8. Do you have any repair needs at this time?

towel rod
stain at toilet
broken screen door handle

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

5. Given her a hard time because [redacted] doesn't like daughter
Asked again last week, Lisa told her to stop

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 1992

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes [REDACTED] been awesome never felt intimidated

7. How would you describe your overall living conditions at this property?

Love it here

8. Do you have any repair needs at this time?

Rats in kitchen + bathroom - action - only resolution was to put steel wool under + around - will give traps but exterminator never called

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

yes

toilet rods - [REDACTED] would check over front on tile mold - same thing - checked over

why have to pay for repairs

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 13 years

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management? May

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? any time

What was problem?

How long before repairs completed? pretty

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

pretty low she knows some people have been intimidated by [REDACTED]

5. How do you personally feel about management in general? Explain.

Never had a problem with [REDACTED] - always helpful

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

definitely - yes

7. How would you describe your overall living conditions at this property?

has been embarrassed when mail and visitors come

when place was full, it was an issue, not so much now with vacancies

8. Do you have any repair needs at this time?

no - would love new carpet!

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

had a worker who was on list long time though vacancies. Then rent raised, no longer interested

Derelict cars here for years

When Chauncy Brooks managed the roof was cleaned on a regular basis,
Windows were cleaned yearly
used to have security, lots of theft now

She has foster child - Chauncy Brooks didn't count
Lance Penley did & has since. She called the state & they also
said it counted

Tenants who used to live in [redacted] lived in another unit first.
were moved to [redacted] so they could be closer to the "medium community" as
told by [redacted]

Late fee, different for different units

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 20 yrs this unit 5 yrs in & out (moved out due to roof issue)
Do you plan to renew your lease when it next expires? *wants to move*

1. When was your unit last inspected by management? *July*

Any issues? *no, didn't even test the smoker*
How long before repairs completed?
Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?
How long before repairs completed?
Satisfied with repairs?

needed fix ex

charging repairs - 1 1/2 yrs

3. Have you ever lodged a complaint *yes* with management? With any other authorities?

In general, what was the issue? *upstairs neighbor's noise; noise (current issue)*
Was management responsive? *no - told them if she wrote them they would know it was them who reported*
What was the nature of the response?
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

scared of retribution if anything said

5. How do you personally feel about management in general? Explain.

she's a wicked individual, underhanded

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

no. Had black mold, had to transfer. Was a told tenant verbally not to worry about their stuff they'd provide storage but didn't. Tenant put stuff in laundry area & was told they →

7. How would you describe your overall living conditions at this property?

Gross - right now it's so clean it's lovely. I'd because it used to be a real community. Has friends who can't afford to live here.

8. Do you have any repair needs at this time?

door screen

bath tubs dryer (shower to tub flow) & stuck

patio screen door sticks; bath chest shelf bowed so they fixed themselves

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

*lower 4 call
bust to heart
charged for
repairs*

*Laundry room -
called company responsible for machines
many times but machines still not
working. One of tenants needed out
door to repair harness and by
repair person (LH?) who - wanted
she reported to her - wanted
vacated*

6, could tarp, then told a few weeks later tarp had to be removed. Thousands of
duller stuff, wind + not wouldn't cover (tenant had no rental ins)

Had at least 6 bikes stolen. People have jumped fences to steal.

They were out 18 mos. Finally called state

Still not happy w/ repairs. Replaced only some tiles in bath not all, same with
Kitchen

~~██████~~ tells kids they can't be out after dark. threatens to throw
pants out if they don't go in (heavenly) Not aware of curfew rule
except basketball court.

~~Parking lot~~ sidewalk lights didn't work, now gone

Dead cars in parking lot

Worried about roof - trees overhanging, dead leaves - for roof!

945

28440

Do Bldg 7 on Wednesday

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: Since a child, own unit 6 yrs
Do you plan to renew your lease when it next expires?

yes

1. When was your unit last inspected by management? 3 mos ago - transferred

Any issues? yes - water damage in bath on ceiling, tile old & worn
How long before repairs completed? not done
Satisfied with repairs? no

2. When was last time you contacted office about a needed repair? when moved in

What was problem?

How long before repairs completed?

Satisfied with repairs?

Comfortable contacting mgt about repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue? called on a Friday, smelled a dead bird in unit (I'm not pregnant)
Was management responsive? no, took 2 days later maggots dropping from ceiling
What was the nature of the response? it wasn't an emergency
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.
called health dept, maintenance came Tuesday finally
Close community in general tenants are scared of her
Don't know who to whom to complain because her son is her Dad
5. How do you personally feel about management in general? Explain.

like to face but feels behind back, rent goes up but no upkeep

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

no, not by [REDACTED]

7. How would you describe your overall living conditions at this property?

House is sometimes embarrassing - especially bathroom
keeps her unit clean

8. Do you have any repair needs at this time?

Ceiling in bathroom
bed carpeting

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

yes - Wednesday

[REDACTED] denied her boyfriend being added to lease due to a misdemeanor
DUI when he was 18 (was 23 & working at time)

Feels she has to keep [REDACTED] both to stay on good side

bldg 7

outside of bldg

leaves near basketball court

ditch, fence is down, tree knocked it down

Feels it's a danger

3 - [redacted] told her nothing was found

[redacted] said there was

She had in all additional times because birds were nesting

a few weeks later the hole where birds getting was finally patched

4. [redacted] tells tenants one thing and does another

ex [redacted] told her her boyfriend's flat tire needed to be fixed
or car would be towed yet [redacted] boyfriend has multiple cars
in lot that are disabled.

Husband there since a child - maintenance used to be good, now not
Trees need cutting

Laundry Rm #1 - outside toy broke & removed but sharp metal
remains

Appliances have been denied w/ misdeemeanor records yet her
boyfriend has a felony record.

Now started charging an hourly rate when maintenance comes to
do a repair - ex needed lightbulbs changed - charged for bulb (which
she understood) but also charged for her time (12.7) cost 40- for the
fluorescent bulb - now tries to do own repairs

had a mouse hole behind toilet they filled hole with a dirty sponge.

70 cont.

[redacted] gave [redacted] a unit to stay in so he wouldn't have to travel back & forth - not a tenant

5 maintenance workers at this time yet regular cleaning not being done

When she asked for a downstairs unit ~~and~~ due to disabled child Lisa told her she'd love her lower rent (lower only because an existing tenant - she's married). Then asked for a specific unit near her aunt she was put in a bldg far then away. Lisa picked the unit, no choice

First she asked for a downstairs unit but [redacted] gave her another upstairs unit. Asked if she would want for a downstairs unit & told she'd go to bottom of list (there were units available)

[redacted]

TENANT SURVEY

NAME/UNIT #:

MOVE-IN DATE:

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 16 yrs

Do you plan to renew your lease when it next expires? yes have to

1. When was your unit last inspected by management? Feb

Any issues? built Cuckling

How long before repairs completed? not done, Lisa recommended the 1st time, also

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? while ago

What was problem? 1st floor

How long before repairs completed? had new one put in

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response? no

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.
fear, don't trust [REDACTED] a boyfriend
know neighbor who when she complain get no response
won't let boyfriend in place

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?
recently yes, in past no Boyfriend used to tell wife, call her nasty names, for
no reason at all - accused to know when staff was gone

8. Do you have any repair needs at this time?

just the Cuckling

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

no

7

Thinks boyfriend's crimes included sex abuse of children

6. One time off property at a gas station he yelled out a bad name at her. She confronted him. Nice to her now. They don't trust him though

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 5/2/15

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? every 6 mos

Any issues? screen in BR

How long before repairs completed? right away

Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? recently

What was problem? trees rubbing

How long before repairs completed? don't know

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Don't know

5. How do you personally feel about management in general? Explain.

no issues w/ them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

Satisfied, place is pretty old however

8. Do you have any repair needs at this time?

the tree needs cutting, hangs onto roof

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

tub floor
tub tiles near tub soft-cracked

light switch controlling DR light doesn't work

Irrigation sprinkler new unit don't work

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 10 years

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? 2 mos

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? a while

What was problem?

How long before repairs completed? right away

Satisfied with repairs?

3. Have you ever lodged a complaint with management? no With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

fair he knows OK

5. How do you personally feel about management in general? Explain.

he has helped him a lot - if it wasn't for him he would not be here

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

- yes
7. How would you describe your overall living conditions at this property?

Surdo has needs

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 20 yrs

Do you plan to renew your lease when it next expires? *yes*

1. When was your unit last inspected by management? *year ago*

Any issues? *possibly*

How long before repairs completed? *right away*

Satisfied with repairs? *yes*

2. When was last time you contacted office about a needed repair?

What was problem? *bricks on roof*

How long before repairs completed? *right away*

Satisfied with repairs? *yes*

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

operates on a whim, things are inconsistent

5. How do you personally feel about management in general? Explain.

Kind to them, but corruption there - something not done, questionable

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

needs a lot of improvement - because since day one, gone down hill

8. Do you have any repair needs at this time?

hvac
somebody needs, steps broken

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

no

Some people move right in others held no available

he thinks who gets to live here is his choice no one else

*one basket as long missing x 4 years
Finally replaced by a tenant*

files in kitchen - told she'd replace all, only replaced 3 bricks on

Yd's between 2 tenants has a lawsuit up to tenants to resolve

2 mexican guys good guys! Local Franklin

TENANT SURVEY

NAME/UNIT #:

MOVE-IN DATE: last week 96 Hwy 3rd unit
Do you plan to renew your lease when it next expires?

1 - met 5 years

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

took a very long time fix 2 button steps
leading to unit (up stairs)
needs blinds - wide size - can't find -

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

not everyone follows rules, not for everybody

would like to have those around her as clean as she is

people downstream - trade

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

2nd floor windows can't be cleaned by tenants + aren't cleaned by mgt. 1st floor windows were washed regularly

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

no - actors w/ gun from 8:30 told no - yet other kids out @ midnight with
nally said that she knows of. Same day she was out [redacted] in same place outside

7. How would you describe your overall living conditions at this property?

with record of the forest
trucking

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 16-17 years

Do you plan to renew your lease when it next expires?

definitely

1. When was your unit last inspected by management?

1 yr ago

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

years ago

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

I don't think there are a few people causing trouble. State has to release funds to get things done. Very concerned these people are going to ruin the property.

5. How do you personally feel about management in general? Explain.

fine a lot - fully supportive

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes definitely very happy here

7. How would you describe your overall living conditions at this property?

fine

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

no

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: *since 2003 this unit 5 yrs*
Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues? *no*

How long before repairs completed?

Satisfied with repairs?

*just did
probably won't happen, needs w/d
laundry room and
in good repair*

2. When was last time you contacted office about a needed repair? *4 mos*

What was problem? *sld*

How long before repairs completed?

Satisfied with repairs? *- dripping again*

3. Have you ever lodged a complaint with management? With any other authorities? *no*

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

not kept up as well as it used to be, not as strict with things as used to be

5. How do you personally feel about management in general? Explain.

Really, I don't know. I haven't had any problems so far.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Yes

*since I've had
this other
knows how
painted
walls*

7. How would you describe your overall living conditions at this property?

fair

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

hole in closet door was there @ move in but, not put on inspection
form, not repaired.

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 6 mos

Do you plan to renew your lease when it next expires? *transferring*

*in process of
transferring to
a2BR*

1. When was your unit last inspected by management? *at move in*

Any issues? *no*

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? *n/a*

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? *no* With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

don't know

5. How do you personally feel about management in general? Explain.

pretty good, very nice to them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

upkeep on some units nice, outside pretty good

8. Do you have any repair needs at this time?

*carpet has stains, burn
cove base broken in places*

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

no

*Said they want
things but have
let us over
time*

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 15/15

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? within a year

Any issues? don't remember

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? couple years

What was problem?

How long before repairs completed? right away

Satisfied with repairs?

3. Have you ever lodged a complaint with management? no With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

only recently that he's heard any thing negative

5. How do you personally feel about management in general? Explain.

Like [REDACTED] & crew better than any previous people

Always been responsive

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

enjoys living here

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 14 yrs

Do you plan to renew your lease when it next expires? yes absolutely

1. When was your unit last inspected by management? 6 mos

Any issues? probably

How long before repairs completed? pretty much, not bath ^{floor} tiles - old worn

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Can't remember

What was problem?

How long before repairs completed? typically right away pretty much

Satisfied with repairs?

said to see Glenys

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

~~water for water~~ of work, rent amount paid
sent a long time ago
back billed 700 -

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

People concerned w/ vacancies

5. How do you personally feel about management in general? Explain.

6-10

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

acceptable

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

945

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 12/15

Do you plan to renew your lease when it next expires? just did

1. When was your unit last inspected by management? May

Any issues? light

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem? stove - oven ^{door handle close tight - hinges} ~~needs doorasket~~

How long before repairs completed? not done because oven works told doesn't see & repair

Satisfied with repairs? no

Ceiling in bathroom - water damage due to problem upstairs never taken care of

3. Have you ever lodged a complaint with management? With any other authorities?

no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

They feel place run down, not being kept up - now charging for repairs

5. How do you personally feel about management in general? Explain.

Don't complain have heard she can be difficult - but she pays for maintenance

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes never done anything to them

7. How would you describe your overall living conditions at this property?

not many people live so quiet

8. Do you have any repair needs at this time?

would like unit painted - been 12 years
bath ceiling

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

yes

base of oven pitted - sm holes

bath - ceiling cracked @ ex Fan

tenant says inside fan vent is corroded
tub finish coming off - old hole repair

1042-782

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 14 years, in this unit since Dec

Do you plan to renew your lease when it next expires? yes at move in

1. When was your unit last inspected by management? 1 year

Any issues? yes stove, bathroom

How long before repairs completed? not fixed right both stove & bathroom

Satisfied with repairs?

shower door broken

not straight

2. When was last time you contacted office about a needed repair?

- see back

What was problem?

How long before repairs completed?

gap at bottom of screen door

Satisfied with repairs?

3. Have you ever lodged a complaint with management? yes With any other authorities?

In general, what was the issue? marijuana smell

Was management responsive? no

What was the nature of the response? told they couldn't do anything

Satisfied with response? no

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Dirty, not as clean as it used to be, things aren't fixed like they should be, pretend to fix

5. How do you personally feel about management in general? Explain.

not feel confident in being able to talk to mgt - sometimes responds in about way

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

no - satellite dish - told they can't put it outside yet there are other dishes outside

7. How would you describe your overall living conditions at this property?

If they could move they would - used to be much better here, got more respect

8. Do you have any repair needs at this time?

broken, vinyl floor tile in kitchen

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

yes

guest bath

Shower divider knob comes off - has to be really careful
using it - mant came but still not working right

master bath - divider knob won't stay up when used, can't
show

Centipede problem - reported but felt nothing could be done
when word in tenant took off bath mirror to clean +
centipede behind mirror

6. 5 mos ago she was requested to sign a letter that she and her
sister don't work. Tenant asked why being asked because others
work 3 jobs, told it was none of her business.
Dues + Fee [redacted] is being fair with everybody.
-

Daughter has tried to apply for unit - refused because her husband
has no SS card (he's legal she says) [redacted] said he needs an SS # before
she can rent, he has a letter giving permission to live + work in US.
Says she knows there are others here who are illegal
Pretends like she doesn't know they're illegal just for others

[redacted] told HWA to be careful what she says to me or it could affect
tenants here.

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: Since it opened

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? Never

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? today

What was problem? sink

How long before repairs completed? immediately

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

only concern is laundry room but
need good past couple of weeks (2 weeks)
before that she demand
herself

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

doesn't tell anyone, doesn't gather

5. How do you personally feel about management in general? Explain.

no problem with them new experiences a couple years ago

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes, totally

7. How would you describe your overall living conditions at this property?

rents too high - pay \$1150 - new people pay 1500 (3BR)

8. Do you have any repair needs at this time?

faucet, coming tomorrow to fix

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 6 mos

Do you plan to renew your lease when it next expires? depends, probably

1. When was your unit last inspected by management? at move-in

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? no

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

some love it, one he knows doesn't like

5. How do you personally feel about management in general? Explain.

no problems

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

great, like a home

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 12 yrs in this unit

Do you plan to renew your lease when it next expires?

not if things stay the way they are
actively looking

1. When was your unit last inspected by management? May or June

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? 4 year ago patio screen door needed replacement after 12 yrs just changed also changed for front door

What was problem?

How long before repairs completed?

Satisfied with repairs?

Was it call due to changes & because
doesn't want [REDACTED] in unit

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Unhappy

5. How do you personally feel about management in general? Explain.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain. she's friends w. the [REDACTED] but has watched how she's treated others doesn't trust her doesn't like that [REDACTED] master key w/ his record - he's been mean to her kids & their friends at times

7. How would you describe your overall living conditions at this property? yes except for maintenance changes on few issues in unit not addressed (closets)

8. Do you have any repair needs at this time? shella has always been provided here until the last 3 years or so

one shower door works 1/2 the time

9. Would you allow me to perform a quick inspection of you unit for maintenance issues? yes

Contingencies

ceiling repair in bath - tenant says under the repair was
all black - worried about mold

area around pop up sink leaked

master bath is the one with the diverter problem

Kitchen if you run your fingers under the counter top, sand dust
falls - the material the countertop is made of is crumbling

Friends who have applied told wait list ^{2 years} - 1 about 1 1/2 yrs ago
not a friendly reception other 3-4 yrs ago, dated early this
one won't apply due to manager vented still a yr 1st

window blinds originally provided by mgt/owner no longer provided. Tenants
must replace - there was a memo about that when it happened but why

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 2 yrs

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management?

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. How do you personally feel about management in general? Explain.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. How would you describe your overall living conditions at this property?

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

recommending a
now only sign to
admission - units

Write rules
ago to transfer
to a downstairs
unit - 202 -
due to children
no response from
mgt.

Got letter in August regarding failure to report CS for 1 child
from 2007 - billed 1920 back charges + ~~retro~~ rent

Overall rent not increased however

rent is from 844 to 945

Notice of Contingency Eligibility says back charge for rent is 470

4/08-5/11

297 7/10 - 3/11

69 1/10 - 3/10

297 4/08 - 12/08

231 4/08 - 10/08

396 4/07 - 3/08

66 4/07 - 3/07

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 1991

Do you plan to renew your lease when it next expires? *yes*

1. When was your unit last inspected by management? *6 mo*

Any issues? *yes*

How long before repairs completed? *right away*

Satisfied with repairs? *yes*

2. When was last time you contacted office about a needed repair? *unknown*

What was problem? *fire exit*

How long before repairs completed? *right away*

Satisfied with repairs? *yes*

3. Have you ever lodged a complaint with management? *no* With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Feel betrayed by what's happening right now as problem with mgmt / maint

5. How do you personally feel about management in general? Explain.

Trusts them completely

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

better than most on the island

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 2yrs

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? Couple months

Any issues? Bed on, carpet, light (carpet stain)
How long before repairs completed? right away
Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? n/a

What was problem?
How long before repairs completed?
Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?
Was management responsive?
What was the nature of the response?
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Good

5. How do you personally feel about management in general? Explain.

She's fine - when he goes to office she explains everything

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

perfect

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

yes

finish coming off inside of tub

poor repair of BRD on - pieces of wood glued over hole

poor repair of bath drawer - inside breaking apart, staples to
hold together

TENANT SURVEY

NAME/UNIT #:

[REDACTED] H-unit

MOVE-IN DATE: 4/15

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? a month

Any issues? bathroom - tile issues
How long before repairs completed? yes
Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? 3 wks ago

What was problem? fridge made loud noise
How long before repairs completed? yes
Satisfied with repairs? yes
yes - replaced fridge

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?
Was management responsive?
What was the nature of the response?
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Happy

5. How do you personally feel about management in general? Explain.

fine but vacancies need to be filled

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

8 of 10

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

yes

~~Both GFI won't trip~~ not seen under

9.45 rent

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 13/1/15

Do you plan to renew your lease when it next expires? don't know

1. When was your unit last inspected by management? Hard once again

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? Don't call

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Some feel ok

5. How do you personally feel about management in general? Explain.

It's hard - don't feel they can ask [REDACTED] for anything

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

no - he was told he couldn't fix his car on site yet [REDACTED] husband does mean to him in that way - okay for others, not for him

7. How would you describe your overall living conditions at this property?

Like it but there's a lot of pressure - down to job

8. Do you have any repair needs at this time?

Fluor tile repair/replace and
Broken window in LR - frame missing off

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

Have a friend on
wait list over 24/15
a hell being told not
at top of list

needs new bath floor
new bath cabinets
bath GFI won't trip
Kitchen GFI won't trip

3 of 4 stove burners don't work

There's a disabled truck that's been here 13 years
other towed right away
need to be more fair

Wife's ^{you} ~~father~~ came long enough to pick her up + [REDACTED]
came over + told her to leave or he'd call the police

Not comfortable with [REDACTED] having master key when he's
a criminal (saw that in mail received anonymously)

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: >10 yrs the unit >7 yrs

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? not too long ago

Any issues? stove burner, screen in door, smoke det

How long before repairs completed? right away

Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? last week

What was problem? smoke chirping, even thought tenant changed battery

How long before repairs completed? right away

Satisfied with repairs?

3. Have you ever lodged a complaint with management? ^{no} With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

never heard anything wrong

5. How do you personally feel about management in general? Explain.

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain. ^{they're great any time they needed anything they've been right there}

management, staff
very responsive

7. How would you describe your overall living conditions at this property?

10 years says it all

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues? ^{yes}

fridge & freezer door seals

drink & top of new, sink base cracked

stove needs cleaning

master bath sink also cracked

need carpet

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 8/1/15

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? July

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? couple months ago

What was problem? screen

How long before repairs completed? left door

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Don't know

5. How do you personally feel about management in general? Explain.

Happy with them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

Good

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 1991

Do you plan to renew your lease when it next expires? *yes*

1. When was your unit last inspected by management? *April*

Any issues? *n*

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? *just before now*

What was problem?

How long before repairs completed? *right away*

Satisfied with repairs? *yes*

3. Have you ever lodged a complaint with management? *n* With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

people they know every thing is fine

5. How do you personally feel about management in general? Explain.

Responsive, diligent

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Definitely + lived here 20 years

7. How would you describe your overall living conditions at this property?

Been like a family, everybody watches out for each other

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 5/1/08

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? last week

Any issues? yard - no repairs
How long before repairs completed?
Satisfied with repairs?

2. When was last time you contacted office about a needed repair? never

What was problem?
How long before repairs completed?
Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?
Was management responsive?
What was the nature of the response?
Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

not sure, never heard much

5. How do you personally feel about management in general? Explain.

[REDACTED] stern but fair - does a good job

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes, has known a couple of the guys about 15 years

7. How would you describe your overall living conditions at this property?

fine as long as he keeps his house in check

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

need carpet - stairs

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 5/15, in earlier before

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? 2 mos

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? about same time

What was problem? hot water heater

How long before repairs completed? right

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

has heard the rumors

5. How do you personally feel about management in general? Explain.

no problem but would they not wait up more than once per year

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Landscaping is an issue - I was not watered

7. How would you describe your overall living conditions at this property? yes

very good

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

no

q25 (New P&S 12/20)

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 1 1/2 years, another unit
Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? almost a year, right around renewal

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair?

What was problem? Kitchen light, Fridge drops

How long before repairs completed? light fixed, Fridge still drops

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Some feel threatened, since she knows have moved out because Ray's complaint + nothing happened

5. How do you personally feel about management in general? Explain.

Company at times for other tenants block her car in - she had company one that parked behind her car, not any one else, + the jst told not to do again

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

Overall yes

7. How would you describe your overall living conditions at this property?

Good overall

8. Do you have any repair needs at this time? Carpet was supposed to have been cleaned when they moved in but they didn't. Feel it was so damaged again.

Cave been in kitchen taped + cracked

no

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 3 years

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? / last lease renewal

Any issues? minor

How long before repairs completed? right away

Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? 6 mos

What was problem? toilet

How long before repairs completed? right away

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

don't know, doesn't talk to others

5. How do you personally feel about management in general? Explain.

absolutely no problem with them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

fine - inside outside gone to disrepair

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

Don't want rents going up

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 3 mos

Do you plan to renew your lease when it next expires? depends, don't know that

1. When was your unit last inspected by management? at move-in

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? no

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

5. don't know
How do you personally feel about management in general? Explain.

6. Perfect
Do you feel you've been treated fairly by management and maintenance personnel? Explain.

7. yes
How would you describe your overall living conditions at this property?

8. 7-10
Do you have any repair needs at this time?

9. no
Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 17 years this unit 7 mos

Do you plan to renew your lease when it next expires?

yes

1. When was your unit last inspected by management? move in

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? yes

What was problem? toilet

How long before repairs completed? same day

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Hasn't heard anything about mgt - just the property condition

5. How do you personally feel about management in general? Explain.

Fine with them

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes, she's helpful

7. How would you describe your overall living conditions at this property?

Fine

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 12/15

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? < 12 mo

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? last week

What was problem? G.D. leaking

How long before repairs completed? yes no change

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? no With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

no friends on site

5. How do you personally feel about management in general? Explain.

OK - no problems

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

comfortable

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

no

TENANT SURVEY

NAME/UNIT #: [REDACTED] Hunt

MOVE-IN DATE: *along time, from the beginning*
Do you plan to renew your lease when it next expires? *yes*

1. When was your unit last inspected by management? *1st half of the year*

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? *yes 1st week*

What was problem? *toilet*

How long before repairs completed? *right away*

Satisfied with repairs? *yes*

3. Have you ever lodged a complaint with management? *no* With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

No opinion

5. How do you personally feel about management in general? Explain.

[REDACTED] has always been good about it - the best mgr they've ever had

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

fine, great up till now

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

*[REDACTED] goes out of her way to help the
tenant to the*

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 8 years, also as a child

Do you plan to renew your lease when it next expires? yes

would think
if units lowered
units would
rent

1. When was your unit last inspected by management? every year

Any issues? something minor

How long before repairs completed? right away

Satisfied with repairs? yes

2. When was last time you contacted office about a needed repair? about same time
weeks/months ago

What was problem? screen door came off

How long before repairs completed? right away

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

Haven't heard anything negative & have lots of friends on property

5. How do you personally feel about management in general? Explain.

Thinks they're great If she needs something fixed it's done right away

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain. does additional activities for kids

7. How would you describe your overall living conditions at this property?

Happy

8. Do you have any repair needs at this time?

closed door off track - just happened last night - haven't called yet

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

If going to (name out)
do something
state hands to do them
put

Goodland,
kind people
was upstairs
from [REDACTED]
[REDACTED] as due
to high rent, we
don't have a house
in rent a house
next with good
plus friends who have
refused for this reason.

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 9 yrs in the unit

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? about a year ago

Any issues? no

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? last year

What was problem? front door

How long before repairs completed? next day

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

no problems whatsoever

5. How do you personally feel about management in general? Explain.

Do a great job

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes definitely

7. How would you describe your overall living conditions at this property?

fine, they do a good job

8. Do you have any repair needs at this time?

no

9. Would you allow me to perform a quick inspection of you unit for maintenance issues?

yes

GFI in bath won't trip
computer wire

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 11 years

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? last year

Any issues? yes

How long before repairs completed? no missing floor tile in bathroom

Satisfied with repairs? no

2. When was last time you contacted office about a needed repair? long time

What was problem?

How long before repairs completed?

Satisfied with repairs?

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

think it sucks

5. How do you personally feel about management in general? Explain.

you downhill overtime

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

by [REDACTED] yes no dealing with new guy!

7. How would you describe your overall living conditions at this property?

no problem with Lisa
appearance - journey downhill over time
looks like a slum

8. Do you have any repair needs at this time?

Floor tile in bathroom - really needs a new floor!
tub rusting, pressure. de out

Cabinet door
delamination
bottom

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

yes

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 11 years

Do you plan to renew your lease when it next expires?

1. When was your unit last inspected by management? x 1 year

Any issues?

How long before repairs completed? days for repairs

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? 6 mos

What was problem? hole

How long before repairs completed? right away

Satisfied with repairs? [REDACTED] did it

3. Have you ever lodged a complaint with management? With any other authorities? call [REDACTED] it was not set down, call office not answering

In general, what was the issue? no sense

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

same as here

5. How do you personally feel about management in general? Explain.

favoritism

rules don't apply to all

plays little games

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

no

7. How would you describe your overall living conditions at this property?

Like it, people get along, try to do things themselves

8. Do you have any repair needs at this time?

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT # [REDACTED]

MOVE-IN DATE: 8 yrs

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? every year

Any issues?

How long before repairs completed?

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? early this year

What was problem? stove

How long before repairs completed? few days

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities? no

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

picks on some tenants, throw out friends or relatives

5. How do you personally feel about management in general? Explain.

when [REDACTED] was here things were great
fine

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

maintenance yes
by line too

7. How would you describe your overall living conditions at this property?

generally satisfied 50/50

[REDACTED] would see tenants, rather than her to meet, presumably
due to English
proficiency

8. Do you have any repair needs at this time?

no - but need some floor tiles

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?

TENANT SURVEY

NAME/UNIT #: [REDACTED]

MOVE-IN DATE: 9 years

Do you plan to renew your lease when it next expires? yes

1. When was your unit last inspected by management? last month

Any issues? yes

How long before repairs completed? right away

Satisfied with repairs?

2. When was last time you contacted office about a needed repair? July

What was problem? stove

How long before repairs completed? right away

Satisfied with repairs? yes

3. Have you ever lodged a complaint with management? With any other authorities?

In general, what was the issue?

Was management responsive?

What was the nature of the response?

Satisfied with response?

4. In your opinion, how do tenants feel about the way management runs the property? Explain.

don't know

5. How do you personally feel about management in general? Explain.

good

6. Do you feel you've been treated fairly by management and maintenance personnel? Explain.

yes

7. How would you describe your overall living conditions at this property?

satisfied

8. Do you have any repair needs at this time?

needs fridge door handle

9. Would you allow me to perform a quick inspection of your unit for maintenance issues?



[REDACTED]

Honokowai Kauhale Resident

Tue, Sep 13, 2011 at 3:45 AM

Reply-To: [REDACTED]

To: [REDACTED]

Aloha [REDACTED]

I am a tenant at the Honokowai Kauhale Housing Project. I have been a resident here since 1994. I am very uneasy about sending this email because I really don't believe that the Manager and her boyfriend and his co-felon co-worker will be removed from their jobs or from the property. If that doesn't happen, there will be many tenants, like myself, that will remain scared of what they will do to us when all of this dies down and the property is no longer under a microscope. I have already felt their evil from personal experiences. And because of those issues, my husband and I have had instances when we felt like somebody was in our apartment when we were not home. I can not tell you how many nights I've cried myself to sleep because of these people. Evil and arrogant, that is how I describe them.

I am currently living in a temporary upstairs unit [REDACTED] because on June 4th, my husbands birthday no less, our downstairs apartment [REDACTED] flooded. From my back lanai doors to my master bedroom wall (and into my neighbors master bedroom) the water came down from the vacant apartment directly above us. I do not know how it happened but it did and our world turned upside down. It took the manager over an hour to call us back and another 2 before she got home to come check out the damages. We had to find one of her grounds workers (who was at his sons birthday party) to come shut off the water upstairs and wetvac that unit first. As for my belongings, [REDACTED] told me that I could make a claim for the damages but I HAD to have RECEIPTS to match EVERYTHING on my list of damages. I didn't have receipts for anything worth listing. We threw away my king size bed, pillows, sheets and blankets, 2 dressers, a bookshelf, and a tv stand. I didn't

have the heart to throw out my 2 ruined NFL Junior Seau Autographed Footballs. I managed to save the Autographed Jersey by spraying it with fabreeze and letting it hang dry. I have pictures that are ruined and rugs that are now in my side "yard" because they were so stinky that we couldn't use them inside our temporary apartment. We had to buy a new queen size bed for \$478 because that was the cheapest one we could find on the island. I did not put in a claim because I knew she would not accept it without receipts.

The night when we did our emergency move, while signing the paperwork to claim the other apartment and to receive our keys, she had us sign a letter of agreement that we would like to move back into Apt [REDACTED] unit after it is fixed but we know that with her in charge, it will be years before that happens.

Our temp apartment [REDACTED] wasn't as ready to move into as she said it was. The master bedroom doorknob broke while I was inside and I had to fight to get the door open to get out, the closet doorknob in the bathroom is gonna fall off soon. They have been in to repair the bathroom sink because it was leaking underneath and they were just here last week to fix the toilet twice! The refrigerator was leaking and had to be fixed and there are colored marker scribbles on doors and cabinets. But the mice love it here! There's nothing like having them run over your feet as you are washing dishes or running into the bathroom while your doing your business.


If I could afford to move out, we would in a heartbeat but we live paycheck to paycheck and sometimes I have to juggle really good to make it through each month. That flood set us back financially and for myself, physically, because I ended up in the hospital in July. The stress and my diabetes took it's toll. Now, I have another giant hospital bill to deal with as well as all of the drama that is happening here at the HK Projects.

I would very much like this to be a private complaint because my situation is very unique and if it is published for all to read, [REDACTED] family will know that I have decided to add my issues to the growing list of unhappy, scared residents. She will be livid and will make our lives a living hell, worse than it is now.

Please do not come by my apartment to do a walk-through because the apartment that really matters to me is my damaged unit, [REDACTED] I will not be home to speak to anybody because I work and my husband will not talk to anybody because he's too scared and doesn't want to say anything that will make it worse for us here.

Thank you for your attempts to help save our residence. We do appreciate that we are finally being looked at and I do truly hope that, like the Kona Property, we will soon be free of her and her thugs.

Sincerely,

 Please keep this email confidential. Thank you very much.)



Honokowai Kauhale Client Survey

Tue, Sep 13, 2011 at 1:17 AM

To: [REDACTED]

Aloha [REDACTED]

We received [REDACTED] note about your visit to Honokowai Kauhale today, tomorrow, and Wednesday. We would like to voice our concerns about the state of this property, which we have considered our home since 1993. We do not feel an interview is necessary, but we would like to forward a letter to you, which we recently sent to the Maui lawmakers and the journalist Jim Dooley. This letter sums up our concerns; I will paste it below:

Aloha Maui Lawmakers,

We are writing this letter in response to Jim Dooley's articles in the Hawaii Reporter concerning Honokowai Kauhale. We would like to share our experience of living here.

We moved into an apartment in Honokowai Kauhale in 1993 and have lived there ever since. At that time the housing project was fairly new; most of the units were occupied and the grounds were well taken care of. One or two years after we moved in all the building exteriors were repainted. The outside windows of the upstairs units were cleaned every three months approximately and the maintenance crew cleaned out the gutters regularly. Management was very strict about tenants not leaving possessions outside units or storing excessive amounts of items on lanais. Honokowai Kauhale was an ideal living space for low-income families. Our kids enjoyed playing on the green grass and in the little playgrounds next to the three laundry buildings. There also was a playground with swings and monkey bars for the bigger kids and a beautiful basketball court. The laundry rooms were swept and mopped every morning and the counters and machines were wiped down. All the trees were still small, but after a few years they provided welcome shade for all the tenants. Red hibiscus hedges to hide the chain link fences surrounded the whole project. Different kinds of plants and hedges were growing near all the units and along the wooden lanai fences. An automatic sprinkling system watered the grounds. Most neighbors knew each other and the kids were playing together. There was a long waiting list of local residents trying to move into Honokowai Kauhale.

Eighteen years later our neighborhood looks and feels like a slum. Jim Dooley mentions in his articles that 40% of the units are empty, some of them have been empty for two or three years. Most of the plants and grass are dead near the empty units since the automatic sprinkling system has been shut off for the last few years. One reason for the shut off might be that the initial installation was not well thought through. A lot of sprinklers were positioned a few inches away from the walls and when the water squirted out it mostly hit the wooden wall, which in time got moldy and rotted away; therefore the walls had to be patched up like described in Jim Dooley's article. There was a memo from the management circulating at one time that the sprinklers will be moved away from the walls at least a foot, but this was never implemented. Some of the buildings still have beautiful green areas around them but only thanks to the diligent care and laborious hosing of the tenants. Sprinklers would be more economical and effective, if they would not destroy the buildings at the same time. Also most of the hibiscus hedges have died and the remaining plants are ailing. Some trees were cut for unexplained reasons, others died from lack of water, eliminating the welcome shade. Many trees have not been trimmed for years and the branches of others have been hacked away inexpertly, almost killing the trees in the process. The slopes bordering Highway 30 have eroded in many places because the ground cover, shrubs and trees have died from lack of water. The little toddler playgrounds next to the laundry rooms are devoid of greenery and the grounds are strewn with leaves, dead branches and trash. Most of the equipment in the playground for the bigger kids is inoperable or missing. The building exteriors have not been painted for about 15 years. Some of the wood is covered in mold, hollowed out by termites, or simply falling apart. The upstairs windows and screens have not been cleaned in many years, unless the tenants still occupying some of them have taken it upon themselves to undertake this difficult task. Weeds grow in some of the gutters. Practically all the lights on the two feet high metal posts standing near walkways have been vandalized or broken by accidents. They are quite unnecessary

since there are enough other outside lights on the buildings and in the parking lots; however they are eyesores and should be removed. The laundry rooms are swept once in a while, but hardly ever mopped properly; neither are the tables or the machines wiped down. The maintenance crew only thoroughly cleans and repaints the laundry rooms about once a year.

Not all the deterioration can be blamed on the management or the lack of oversight from the state agencies. The possessions of some occupants are spilling into the areas surrounding their units. Some common areas were used to store towering bags of recyclable bottles and cans for long periods of time. The basketball hoops were often without nets, because the users did not take care of them in the proper way and broke them. Some tenants leave their broken down cars sitting in their parking stalls for years. Many among us throw furniture and other bulky items into the trash containers meant for household trash, while ignoring the container meant for these bigger items, because it is too far away from their unit. Others or the same ones let their kids dump the trash bags when they cannot even reach the openings on top; therefore the areas around trash containers are always strewn with garbage. Many kids and adults litter the grounds out of laziness and disrespect for others. Some current and past tenants have let their unauthorized pet cats go stray. These stray cats and others who have joined them from surrounding areas raid the trash containers, whose covers are left open by laziness or the wind, further increasing the litter. Some of the tenants at Honokowai Kauhale do not take pride in their home and their neighborhood and the management does not enforce most rules that would keep the common areas neat and tidy.

The deplorable state the housing project is in has discouraged some possible applicants from wanting to live here. Also a few years ago management or the state agency decided that prospective applicants would have to pay a much higher rent than tenants who already live here, therefore discouraging even more people. The rents at Honokowai Kauhale had stayed at a very affordable level for over ten years. Then they were raised three times in the last four years, while the services have decreased drastically. Within the last year tenants have been asked to pay for any repairs in their units, even if the damage was caused by wear and tear. We also know of a unit that was occupied by three different tenants during about 18 years. The unit was not repainted and the almost 20-year-old carpet was not changed before the new occupants moved in. This would have been unthinkable under an earlier management.

Last we would like to express our appreciation for [REDACTED], the longtime project maintenance supervisor, who was fired a few months ago. [REDACTED] was always extremely helpful, friendly, and he immediately took care of any maintenance requests we had for inside our unit. We miss him.

We hope the management and maintenance issues will be addressed at long last by the state agencies, which clearly lacked diligence in overseeing this state owned property. We also hope that current and future tenants of Honokowai Kauhale can and will be proud of their home and neighborhood.

We request the information in this letter to be kept confidential.

Mahalo,

[REDACTED]

Unit [REDACTED]
Honokowai Kauhale



[REDACTED]

Honokowai Kauhale

Thu, Sep 15, 2011 at 9:30 PM

To: [REDACTED]

PERSONAL AND CONFIDENTIAL

[REDACTED]

Via e-mail: [REDACTED]

Aloha [REDACTED]

Sorry we missed you while you visited the residents at Honokowai Kauhale recently.

Thank you for taking the time to visit our facility sorry we didn't get a chance to meet personally.

First of all my husband and I along with our children have been residents for the last 15 ½ years. We love the area, the people and staff.

We are fond of [REDACTED] and [REDACTED] and the rest of the staff. [REDACTED]'s still new so we haven't made the connection as of yet.

It made me upset and disappointed to read our beloved place has been in the news lately - I have nothing bad to say about any of the employees including [REDACTED] aka "uncle". There are some truths to [REDACTED]'s statements but it did sound like [REDACTED] was out to get [REDACTED] and [REDACTED] due to his employment status. But that's none of our business, really.

While we (residents) at times don't like what [REDACTED] has to say when an issue arises and she comes to a conclusion - - it is what it is.

I can say that both [REDACTED] and [REDACTED] have been there for the kids - no matter what.

We all make mistakes in our lives and some more severe than others and that's something [REDACTED] has to live with for the rest of his life. Do I trust my kids and grandkids with [REDACTED] and [REDACTED], absolutely! Yes, he was a young man and made a very bad decision hung out with the wrong crowd however; he has not broken any other rules or got into trouble since his release and to me that says something.

Do I think the place is falling apart, yes I do. As you can tell from your visit

visually you can see stairs and side walls are in need of repairs as well as other things, in the article it was stated that cabinets in need of repairs, my unit is one of them I have two that are broken - - it's been over a year and I have to say [REDACTED] does tell me they are working on it, its some kind of bracket mechanism that needs to be replaced and it's hard to find the replacements.

Anytime there was an issue in our unit we'd report it and it would get fixed, if not we are always kept up to date.

Recently we had a few items that needed to be repaired. We were quite shocked to receive a bill for time and materials - something we have never paid for and when questioned we were told due to some Hawaii Revised Statue we took care of the bill immediately.

Thank you for allowing me to take up a few minutes of your time. I would be happy to answer any additional questions you may have, I can be reached at [REDACTED] which is my cellular or via e-mail.

Warmest Regards,

[REDACTED]

*Tenant was
also personally
interviewed.*

[REDACTED]

TO WHOM IT MAY CONCERN:

I have recently received an investigative report anonymously through the postmaster from an unknown source. It is alarming and somewhat personally derived from extenuating circumstances that have personal interest to some and political to others.

Being removed from the allegations contained therein, I was somewhat concerned on the way in which this report was conducted and the information provided appears one sided. I have resided here at Honokowai Kauhale for many years, during which time have experienced many changes in management style and professionalism. In the early years getting management to respond to needs and concerns was a bit difficult with a lot of red tape and inconvenience. However, during the time that [REDACTED] has been here the management approach and response has been efficient and the characterizations of specific individuals and personnel are a business matter for the management to be concerned with and not the residents. Trust is always a factor to be considered and this is well established with [REDACTED] and her staff.

[REDACTED] was definitely an asset to the personnel here as well as his wife while working for Honokowai Kauhale. I believe his motivation in addressing his personal concerns have become evident as this investigative report clearly makes note of. I wish him well in his pursuit and hope the resolve will be satisfactory to all.

I am familiar with the personnel and staff here at Honokoawai Kauhale and have a great trust in their efforts here. The resident pool here is diverse and at times colorful. Neighbors respect the lives of each other and show a genuine concern in community issues amongst each other here. Please place this letter on file in support of [REDACTED] and here staff as they address the issues at hand.

Sincerely,

[REDACTED]

Cc: [REDACTED] 3500 Honoapiilani, Lahaina HI 967611

Subject: Praises to Honokowai Kauhale On-Site Management

From: [REDACTED]

To: [REDACTED]

Date: Sunday, September 11, 2011 10:40 PM

Dear Sir or Madam,

Aloha, my name is [REDACTED] and I have been a resident at Honokowai Kauhale for about 5 years and I want to share my experiences of living at Honokowai Kauhale with you.

First of all, I am grateful that there is a housing program like Honokowai Kauhale which offers a safe, clean and affordable housing for West Maui. In my years residing here, I have experienced a sense of community especially when there are agencies like food banks that come to provide for families in need. When kids come home from school, I notice the smiles on their faces, because they have a safe place to play after school. Residents know each other and always say hi. In essence, residents like myself are proud to reside here and I would like give praises to [REDACTED]'s efforts.

[REDACTED] has always displayed a professional demeanor in managing this property. She has always communicated professionally via letters in advance whenever there is a scheduled inspection, maintenance repair, pest control, fire extinguisher inspection/replacement or other service to be performed to the units. [REDACTED] always goes above and beyond her duty as a manager to ensure that we all have a safe and well maintained unit both inside and out.

Honokowai Kauhale is a successful model for public housing and [REDACTED] is a direct tribute to this. Whenever I brought a maintenance issue to [REDACTED]'s attention, [REDACTED] was prompt to have it repaired at my convenience. [REDACTED] ensures that every resident in Honokowai Kauhale receives the best living conditions that the State of Hawaii has envisioned.

I am proud to be part of this community and I would like to express my gratitude to [REDACTED] and all involved who make Honokowai Kauhale a place where myself and a lot of grateful residents call home.

Sincerely,

[REDACTED]

Subject: Praises to Honokowai Kauhale On-Site Management

From: [REDACTED]

To: [REDACTED]

Date: Monday, September 12, 2011 11:52 AM

Aloha Mai Kakou,

I am writing you as a current resident of Honokowai Kauhale Housing in Lahaina, West Maui. For the past three years, my stay here has been nothing short of spectacular. Our Management has always been wonderful and supportive in every way. The staff that maintains the grounds are courteous and friendly, especially [REDACTED] and [REDACTED] who always smile and say hi. The grounds are carefully maintained on a daily basis, and in recent months the sidewalks have even been pressure washed! Our unit has always had timely inspections, walk-throughs and maintenance on a regular basis.

I feel a great sense of community here at Kauhale and enjoy the friendliness of the staff that tirelessly put a lot of work into maintaining our homes. I certainly notice the liberty that the children here are able to have and are rightfully entitled to in comparison to most other housing models that have many limitations. I can confidently say that I have never felt more safe and secluded in my own home, and I have never experienced or been given a reason to think otherwise.

The Management at Honokowai Housing headed by [REDACTED] do all within their power to keep our residents happy and comfortable each day in all of our homes. I am fortunate enough and grateful to be able to reside here and will continue to support our Management team. I stand for and represent one of the many residents here who have lived and experienced wonderful years in a place we can call "home".

Mahalo,

[REDACTED]

[REDACTED]

September 9, 2011

To Whom It May Concern:

I am a previous tenant and currently re-applying for Honokowai Kauhale.

During my previous tenancy, [REDACTED] was present when I gave birth to my youngest daughter. I had only known her for 5 months at the time. While I was stuck at the hospital for medical reasons, she took care of my 2 older kids at home.

I have seen her take care of the property and especially other tenants children when they had to leave in the middle of the night for an emergency, tend to tenants who have had car issues, watch a child afterschool because a parent was running late to get home when the bus arrived and drive a tenant to the emergency room because she had feared the ambulance.

[REDACTED] also makes sure all the kids in the neighborhood is informed of basketball, baseball and soccer sign up to ensure they are participating in activities afterschool. [REDACTED] also has a weekly art class and ukulele class free of charge. She also had the weekly "Feed My Sheep" which is similar to the Food Bank Program right on site to help those who were struggling in between paychecks so their family would not go without food.

She is an awesome person and landlord – one that my family will also hold close to our hearts.

Yours truly,

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
September 8, 2011

*1. not was
also interviewed
on site*

To Whom It May Concern:

I have lived in Kauhale for about ten years. I met [REDACTED] since she first started managing the property. We have established a very good relationship.

It has come to my attention an article has been circulating in our community where it seems to be directed to discredit the managers ability to manage such property. [REDACTED] has always been very good whenever we have had an issue with any problem that has occurred in the apartments that we have occupied. They have always been very professional and ethical in regards.

Of all the Managers that I have known over the years, [REDACTED] has been the only Manager that I know likes to be involved with the community when it comes to children. Every year she puts up the best egg hunting on Easter Day. She makes a Christmas party and gives presents to the little ones.

[REDACTED] family has been a great example for our community. I have seen their family grow, the way they love their kids and how they always are always involved in their kids' activities whether it is school or sports, they have always been there for their kids.

That is why I am writing this letter because I don't think it is fair for someone to use what had happen in their past to degrade their persona. We should not use the past to Judge a person. For example Council Member [REDACTED] was also convicted for a crime but life has given her a second chance and she is taking full advantage of it. She is a great example of how people can change and be someone good for the community.

I have nothing but good feelings and respect for [REDACTED] and her management team. They have always been very good and professional to me.

Should you have any questions, please feel free to contact me at my residence at the address given to you.

Sincerely yours,

[REDACTED]

Dear Person,

My name is [REDACTED]
I Live in the [REDACTED], I Live here for
8 years. I just wanted to talk about [REDACTED]
She is a nice Person. I never had
Problems with her. She gets worried
if cars goes fast because there's kids
that play's outside and they might ran
over the kids. She's Polite to People and
to her workers. I hope you read this
Letter and consider what this letter
Says. Thanks

From [REDACTED]

Subject: Honokowai Kauhale, Maui HI

From: [REDACTED]

To: [REDACTED]

Date: Friday, September 9, 2011 3:07 PM

*Tenant was
also personally
interviewed*

Thank you for your concern over Honokowai Kauhale, Maui. It is unfortunate that such scandal has made the place we all call home to be frowned upon. I can assure you as a tenant here, it has been great growing up here. I moved into [REDACTED] with my parents seventeen years ago, as a freshmen in high school. When I married I did not hesitate in filling out an application for myself. I currently live in a three bedroom unit with my husband and our three children. Like I said, I loved growing up here, and I can see my children love it too. Creating life long friendships and brotherhoods among the other children and families.

It has not been difficult to raise our children in a safe and active environment since all the children here ride the same bus to the same school, play together, and join the same activities. However, it is mostly possible because of our property manager [REDACTED]. All the children know who aunty [REDACTED] is. Even the children in the complex across the street from ours. She knows every child by name and has earned their respect in a kind manner. She has arranged for there to be special activities in our community hall to keep the children safe and out of trouble. We have arts and crafts day, a day for hula lessons, a day for ukulele lessons, and even special celebrations. Like our yearly Easter egg hunt, Halloween party, Christmas celebration, and our back to school dance. All activities must be merited by good behavior and are paid for by the children's recycling earnings.

[REDACTED] and her boyfriend [REDACTED] have set recycling bins for the children to bring and earn money toward their next event. Keeping our apartments clean and teaching the children to be responsible. Every afternoon, [REDACTED] and or her boyfriend [REDACTED] wait for the children's bus to arrive, and see every child off the bus, and make sure they all go in the direction to their homes safely.

I was saddened to read the way [REDACTED] was introduced to you. All the tenants here know him as [REDACTED], and all the children call him "uncle". They know him well for his famous orange sherbet ice cream he hands out to them sometimes at the basket ball court. Many of us were unaware of his past, however the man you see before you now is not the same. I can assure you of that. He is a kind, responsible, family man. He is always with his family. Whether it be playing with his children, or cooking on the grill with all his family. He is never hesitant to lend a hand, and is very supportive of [REDACTED]'s position. Yes it is true he works here, and that he has access to all of the apartments. However, that just proves even strongly that he has no intention of ruining the life he has now. Never once have we had any concerns of stealing or mishaps because of his employment.

I understand that he has made some strong mistakes in his past, and I also understand that he was in a correctional facility. Isn't that what we expect those facilities to do, correct a persons life? Well, [REDACTED] life has done just that. He's on the right track now, and has a beautiful family to live, and to strive for. The forms we filled out to live here say this is an equal rights and equal opportunity complex. He deserves the right to start over and not to be reminded of his mistakes because of someone else's selfishness.

I understand that all of this scandal has to do with a former employee. However, during the years this person was employed, none of this information was shared, nor did it matter. Never once before was this employee concerned for our living conditions. This person conducted the repairs. Now that everyone is thinking of saving their own skin, begins the tattling and the concerns.

It is not correct to destroy someones life and their children's as well because of selfishness. I hope you reconsider the asset that [REDACTED] and her family are to us, and pay no more attention to the childish behavior that is taking place.

Thank you once again for your concern, and the attention that is being given

[REDACTED]
(Name and apartment number for Official State use only. However, may be quoted anonymously.)

September 8, 2011

To whom it may concern,

My name is [REDACTED] and have been living in Honokawaii Kauhale since September of 2005. I can tell you that [REDACTED] is a very respectable and friendly person. Personally, she has helped me with a lot, she is a hard working woman and loves what she does very much. I have seen that she is always taking care of things that occur in the apartments. As a family, we are very happy living here in Honokowaii Kauhale. Whenever we need something to be done she has been there. We have never had any problems whatsoever with her all the opposite.

Thank you

If you have any questions or concerns please dont hesitate to call my phone number is:

[REDACTED]

[REDACTED]

[REDACTED]

September 8, 2011

To whom it may concern,

My name is [REDACTED], I have 2 kids and I work as a stay at home mother. I just want to express the fact that I live in the Honokowaii Kauhale apartments since September of 2005 and since then have known [REDACTED] personally, who is the manager of the complex.

Since I've lived here, she has been very respectable, friendly, helpful and is always aware of my family including my children who are the same age as hers. The manager has always done her job on time, whenever our apartment needs to be repaired she has been available to help out.

We feel very tranquil and passive living here knowing that the office [REDACTED] always there in case that we need something.

Thank you,

If you have any questions or concerns please dont hesitate to call my phone number is:

[REDACTED]

[REDACTED]

[REDACTED]

September 7, 2011

To whom it may concern,

My name is [REDACTED] and I live in the Honokowaii Kauhale. I've been living here for 8 years. My wife and three kids live with me and are all very pleased to be here. We feel that it is a very safe and peaceful place to be dwelling in and have enjoyed it very much.

What I like about [REDACTED] is that she worries for the families and the security of the property. She is a very friendly person, knows how to run the place, is respectful and I have never had any problems with her. Whenever I need something I know that it will get done, fast and on time.

The maintenance workers here have always treated me with respect, and I have been pleased with the work they do. Once again NEVER have I had any problems whatsoever with any of the workers or [REDACTED] and I am pleased to say that in these 8 years I have lived well and continue to hope to do so for more years to come.

Thank you,

If you have any questions or concerns please don't hesitate to call my phone number is:

[REDACTED]

[REDACTED]

[REDACTED]

September 8, 2011

*Account was
interviewed
personnel*

TO WHOM IT MAY CONCERN:

My name is [REDACTED] and I have lived at Honokowai Kauhale unit [REDACTED] since April 1991 and I think [REDACTED] has never been a better Manager in all the years I've lived here.

I have never had any trouble with her; she has always helped me when I needed something fixed at my place and always here for me when other people park in my parking place.

When the State wanted to remodel my apartment [REDACTED] she found me another place, they said it would take them three months to do it but it took a year.

I know [REDACTED] has a hard job as the people aren't always nice to her and she always has a smile. I know some people think [REDACTED] can do whatever she wants but [REDACTED] has a bigger boss which she has to answer to.

I still say [REDACTED] the best Manager I've had in all the years I've lived here. Why does [REDACTED] get blamed for all the problems at Honokowai Kauhale? She does have bosses she has to answer to, to get approval!

As for the Maintenance Staff – they are very helpful, courteous and repair my apartment immediately. I have no problems with them and of course no fear. Being a single elderly woman – I have trust in them.

Your's truly,

[REDACTED]

September 8, 2011

Honokowai Kauhale
3500 L. Honoapiilani Rd.
Lahaina, Hawaii 96761

To Whom It May Concern:

I am writing regarding the housing situation at Honokowai Kauhale. I was a tenant at Honokowai Kauhale for 10 years. I moved out to live with my daughter and help her financially; once my daughter situation changed I desired to move back to what I considered my home environment.

I reapplied and was contacted a few weeks later by [REDACTED] letting me know that the rent had increased to \$ 1200.00 per month, not including utilities. She stated that I would be able to move back into my previous apartment as all renovations had been completed. As much as I wanted to return I could not due to the high cost of rent.

I did appreciate [REDACTED] attempt to reinstate my mother and I at the Honokowai Kauhale project.

If you have any questions please contact me at [REDACTED]

Sincerely,

[REDACTED]
[REDACTED]

September 8, 2011

Honokowai Kauhale
3500 L. Honoapiilani Rd.
Lahaina, Hawaii 96761

To Whom It May Concern:

I am writing regarding being on the waiting list for housing at the Honokowai Kauhale Apartment Complex. I had been on the waiting list for multiple years and had received follow up phone calls letting me know that unit's were unavailable and then that unit's were coming available. I was very happy to be possibly moving to Kauhale.

I then received the call to offer me an apartment and was told at that time that the rent had gone up to \$ 1200.00 per month. I had to decline because the rent was too high for me and my family.

If you have any questions, please contact me at [REDACTED], M-F 8:30am – 3:30pm.

Mahalo,
[REDACTED]
[REDACTED]

*1. Land Use
Interviewed
personnel*

September 8, 2011

Honokowai Kauhale
3500 L. Honoapiilani Rd.
Lahaina, Hawaii 96761

To Whom It May Concern:

I am writing in regards to [REDACTED] as the Manager at Honokowai Kauhale.

I moved in when I married my wife (who has lived there since 1992) in 2005. I was treated respectfully upon signing the lease and have been ever since. I have enjoyed getting to know [REDACTED] and have appreciated her support for my family.

I have seen [REDACTED] interact with the children of the complex and she has always been kind and interested in their activities. She hosts a teacher for weekly art classes and has sponsored dances in the general hall.

I have requested repairs for my unit and have felt that things have always been taken care of in a timely manner.

I have appreciated [REDACTED] approach to being our Manager and all that it entails.

Please feel free to contact me at [REDACTED].

Thank You
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

September 8, 2011

*Personal
do not
include*

Honokowai Kauhale
3500 L. Honoapiilani Rd.
Lahaina, Hawaii 96761

Aloha,

I am writing in regards to [REDACTED] and her position as the Project Manager at Honokowai Kauhale.

I have lived at the Kauhale for 19 years (come October, 2011) and have dealt with different Managers as time has gone by. I can say that [REDACTED] has always dealt with me with kindness, honesty and integrity. She has been helpful beyond what would normally be expected of a Project Manager in that she has been understanding of late payments and has worked with me in times of my families financial crisis; knowing that payment would be made.

[REDACTED] has been a huge support to my family, even making time during my children's sporting events to stop and compliment them and let them know she cared. Again, beyond what would normally be expected of a Project Manager.

I have never felt intimidated or uncomfortable in expressing the needs of my household, of what has needed to be done to upkeep the apartment or even the property in general. [REDACTED] is the type of individual who is willing to listen and take whatever action she can to rectify any problems.

I have been content to have [REDACTED] as our Manager.

If you need to contact me please feel free to do so at [REDACTED]

Mahalo!

[REDACTED]

[REDACTED]

Thank so
much

To Whom It May Concern:

I am writing in character reference for [REDACTED]. I have known [REDACTED] since he was 16 years old. Although [REDACTED] has been through various hardships in his life, including imprisonment, I have always found him to be good of heart.

██████████ is a hard worker, good father, and someone who has not let his previous mistakes hold him back from growing and becoming a better person.

I believe that at some point in our live all of us make poor choices. It is how we overcome them that show's true strength of character and I believe that [REDACTED] demonstrates that in the way he has conducted his life in the past years after his indiscretion.

I have no reservations letting [REDACTED] interact with myself and my children. I have never felt wary or afraid of having [REDACTED] as a friend to all of us.

I would find it sad if we were all judged and condemned by the actions of our past. I know to be true that [REDACTED] has grown into a reliable and kind individual as well as a dedicated father.

Please feel free to contact me at

Mahalo

.....
September 8, 2011

To Whom it May concern

Dear Sir or Madam:

I am writing this letter to express my strong support of [REDACTED] in her position as the Office Manager of the Honokowai Kauhale.

I have been a tenant of this housing complex since almost the beginning . As a long time resident, I feel it gives me a unique perspective on how "things are going" and how the complex is being managed.

I have always had very positive dealings with [REDACTED] She is friendly, professional and quick to respond to any concern that I may have expressed. She has adapted her schedule in order to accommodate my needs (I work graveyard & thus what works for me, may not work for others). When I have gone on vacation, she has assisted me in making sure that my rent was mailed out on a timely basis.

There are other things that I see [REDACTED] do that have had a positive effect on the property that others may not see (or want to see). I have seen her patrol the property after 10pm.. she has put on an Easter egg hunt for the keiki of the complex, she has put out memos to alert the complex of any possible criminal activity (Lahaina has had a car theft problem).

[REDACTED] always has a smile and a wave as you drive by.. I have always felt that concerns (mine and others) are handled in a confidential manner. I have never experienced any "retaliatory actions" by her, nor have I seen any other resident be treated in a "retaliatory manner". In fact, my experience with her has always been fair for one/ fair for all..

As you can see, I believe that [REDACTED] does a great job. I believe that she has exhibited the personality and character that is needed for the job that she does.

Mahalo for taking the time to listen to a long term resident of Honokowai Kauhale. Please feel free to contact me if you need any further input or comments

[REDACTED]
[REDACTED]
Tenant of Honokowai Kauhale
[REDACTED]

3500 Lower Honoapiilani 9B
Lahaina, HI
96761

*1. confidential
inherent
personal*

.....

Subject: Fw: Honokowai Kauhale

From: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

Date: Thursday, September 8, 2011 12:43 PM

----- Forwarded Message -----

From: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

Sent: Wednesday, September 7, 2011 11:27 AM

Subject: Honokowai Kauhale

To Whom It May Concern My Name Is [REDACTED] A Long Time Resident Of Honokowai Kauhale [REDACTED] Would Like To Voice My Support For [REDACTED] And Staff. They Have Been Friendly And Helpfull In My Dealings With Them Over The Years. As To The Low Occupancy \$1,000.00 A Month Is Not Affordable Housing. Thank You [REDACTED]

To whom it may concern,

The Management of Honokowai Kauhale has always upheld a professional and courteous attitude towards their tenants and maintenance employees. Our resident manager [REDACTED] has continuously and promptly along with the Honokowai Kauhale maintenance team has always made necessary repairs to our place of residence when needed. Her maintenance employees have also up kept and maintained the grounds very well and it looks beautiful; Maintenance employees has also on occasion assisted my mentally disabled wife with some of her special needs, such as teaching her how to operate the laundry room washer machines & dryers. Resident manager [REDACTED] along with the rest of the Honokowai Kauhale staff is very family orientated, and has consistently been working towards making our neighborhood a better place to live.

Mahalo.

9/8/2011 11:59 AM

Subject: revised letter

From: [REDACTED]

To: [REDACTED]

Date: Monday, September 12, 2011 11:34 AM

[REDACTED] letter is the same. I only changed mine. I sent this letter to [REDACTED]

I am writing to you today to voice my concern. I am a resident of Honokowai Kauale. My family and I have lived here happily since 1991.

I recently received a letter in the mail attacking our property manager [REDACTED]. I found the article/letter to be false and an exaggeration of the person I know [REDACTED] to be.

When [REDACTED] came to manage our property the entire community became more family friendly. She organized children's activities such as art class, Easter egg hunts, and community children's parties themed around holidays. Her goal always is to provide safe fun for children as well as bringing the families in our community together.

Whenever I have dealt with [REDACTED] personally regarding my apartment she has always been professional. Any time I have called for something that needs repair I have received prompt attention. When renewing my lease, [REDACTED] has always dealt with my personal information in strict confidence. I have no question about her integrity.

[REDACTED] has a very difficult job in that we all live here as a community that feels like family, yet this is also her job. I have the highest respect for [REDACTED] character and integrity because she has never violated any confidence nor have I ever heard her gossip about any other tenant here.

[REDACTED] has become a friend to our family. I entrusted her to watch my high school age son when I had to go to the mainland for my daughter's college graduation. He stayed overnight at her house and she fed him and was like an aunty to him.

[REDACTED] has also been a positive friend to our family. He taught my son how to drive a standard shift automobile. He has taken my son fishing and diving. He helped us with our son's graduation party. He rescued my husband when his car broke down. He also helped him fix it. We all have things in our past that we wish we could change.

[REDACTED] is someone who may have made a mistake in his youth but is now an upstanding citizen.

I question the intentions, motives, and credibility of the person who sent the attack letter [REDACTED]. I hope that the excellent job that [REDACTED] has done as our property manager will not be questioned or seen in any light other than the truth.

There are always a few people who will jump on a negative bandwagon and complain. I trust that people like you, who are in the position to make powerful decisions, will see the truth and hear voices like mine who know that [REDACTED] is doing an excellent job and I wouldn't want anyone else here as our property manager.

Please don't hesitate to contact me if you have any questions.

Thank you

Sincerely,

[REDACTED]

Subject: letter

From: [REDACTED]

To: [REDACTED]

Date: Thursday, September 8, 2011 10:40 AM

Dear Honokowai Kauhale,

I am writing to you today to voice my concern. I am a resident of Honokowai Kauhale. My family and I have lived here happily since 1991. I recently received a letter in the mail attacking our property manager [REDACTED]. I found the article/letter to be false and an exaggeration of the person I know [REDACTED] to be.

When [REDACTED] came to manage our property the entire community became more family friendly. She organized children's activities such as art class, Easter egg hunts, and community children's parties themed around holidays. Her goal always is to provide safe fun for children as well as bringing the families in our community together.

Whenever I have dealt with [REDACTED] personally regarding my apartment she has always been professional. Any time I have called for something that needs repair I have received prompt attention. When renewing my lease, [REDACTED] has always dealt with my personal information in strict confidence. I have no question about her integrity.

[REDACTED] has a very difficult job in that we all live here as a community that feels like family, yet this is also her job. I have the highest respect for [REDACTED] character and integrity because she has never violated any confidence nor have I ever heard her gossip about any other tenant here.

I question the intentions, motives, and credibility of the person who sent the attack letter [REDACTED]. I hope that the excellent job that [REDACTED] has done as our property manager will not be questioned or seen in any light other than the truth.

There are always a few people who will jump on a negative bandwagon and complain. I trust that people like you, who are in the position to make powerful decisions, will see the truth and hear voices like mine who know that [REDACTED] is doing an excellent job and I wouldn't want anyone else here as our property manager.

Please don't hesitate to contact me if you have any questions.

Thank you.

Sincerely,

[REDACTED]

Subject: Support for [REDACTED] (Honokowai kauhale)

From: [REDACTED]

To: [REDACTED]

Date: Wednesday, September 7, 2011 10:07 PM

To whom it may concern,

I support [REDACTED] who has been the best property manager in Honokowai Kauhale. The property is well kept and everyone is treated with aloha. We are not mistreated in any way nor being violated by her or her staff. We feel safe and secure that we live in Honokowai Kauhale. The buildings are well repaired and are better than other places. [REDACTED] is very understanding when a problem arises. And willing to accommodate or find a solution. You can trust [REDACTED] and her staff that they will make Honokowai Kauhale the best rental property in the state. We are like a big Ohana in Honokowai Kauhale. Have [REDACTED] and her staff keep up the great work here.

MAHALO,
[REDACTED]
[REDACTED]

Subject: Letter received in mail at Honokowai Kauhale

From: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

Date: Wednesday, September 7, 2011 1:16 PM

*1. must also
interviewed
in person*

September 7, 2011

To Whom It May Concern:

I have never witnessed in the 36 years that I have lived on this island, the letters that I read that were sent to me by mail regarding where I have lived off and on for the last 15 years.

I, my daughter, or my grandchildren are not living in this "so called fear for our lives", nor have we ever been or ever heard from our neighbors, that the y have been. I don't even know how to put in words, the bashing you people put on [REDACTED] or [REDACTED]. Why did you have to bring up the ir past lives to us anyway? If the re is or was a problem, why didn't you handle it in a professional manner. This reminds me of people running for office against each o the r. It makes me sick to my stomach!

I have lived in the same unit for 8 years, and [REDACTED] has been nothing but professional to me regarding issues with my unit. Every time I went down to the office, or asked someone for help with an issue, the y were up to my unit that same day. I have no complaints whatsoever on how I was dealt with.

[REDACTED] has always been pleasant to our family, and has NEVER given us any cause for "fear". He is great with the neighbor kids and my grandchildren. He is always concerned about people driving to fast on to the property. He is looking out for our ohana. People make mistakes. They Pay. They deserve to have a second chance. Everyone does.

We do not live in "squalor"! I have a nice place and so does my family. The area is clean and maintained.

I don't know [REDACTED], but he is always pleasant

I want to know what is going on where I live, but can we stick to the business at hand, and not the character bashing. It doesn't help the cause. I love my home!!

Thank you for your time.

Aloha
[REDACTED]

3741 Lower Honoapi'ilani Road - Lahaina, Hawaii 96761 - [REDACTED]

Subject: [REDACTED]
From: [REDACTED]
To: [REDACTED]
Date: Wednesday, September 7, 2011 1:58 AM

*(Sent to
informed
person)*

To whom it may concern, I am writing this letter in regards to the accusations being made against [REDACTED] and [REDACTED]. My name is [REDACTED] and I am a long time resident here at honokowai kauhale. I have currently lived here over 8 years and also lived here before years ago. It dishartens me deeply to hear the accusations being made against them so I feel compelled to write this letter to express my feelings on this matter. In regards to [REDACTED] in my personal opinion and experience she has allways been very professional with her job. Regarding my apartment she has allways kept up on all maintenance issues in a timely manner and allways got the job done, she has done all my yearly inspections right on time and is quick to let me know if something is not to code or needs attention. She is also very good at communicating with honokowai kauhale residents about up commng events like Pest control, laundry room maintenance, and fire extinguisher inspections, also in warning residents when there is danger like when a man had his bike stolen from his lanai or a car was stolen from the parking lot she immediatly sent out flyers informing everyone to be aware of strange people on property and for everyone to keep doors locked. She sincerely cares about the people who live here. When someone is sick or hospitalized she will come and check on you to make sure you are ok or need anything. She is good at solving neighbor disputes and is strict when it comes to rules. She hosts events for our kids like easter egg hunts and back to school, halloween, and christmas dances with cookies and juice and a D.J for music all paid for with money from recycled cans and bottles and on her and kepas own time. She is a reliable and responsible resident manager and I have lived here long enough to see her do her job consistantly and professionally!! In regards to her boyfriend and father of her children [REDACTED] I have known him since grade school and yes he does have a past that most of us are aware of, he made bad choices in the past but thats the past and this is the present and i will only judge him on his actions today. He is a man who has learned from his mistakes and is doing positive things in his life today he has a big heart I trust him completly!! He is very protective of the kids here at honokowai kauhale and is constantly reminding residents and guests to drive slow and watch out for kids playing outside I see him bright and early doing his job everday and allways lending a hand to residents in need. I am a single mom with 3 young children and to them he is [REDACTED] the first one they run to if they brake a toy or to fix their bike, or even giving my oldest son 14 yrs old boys talks about being a good kid and and positive guidance about what not to do and boy stuff since they dont have their dad in their life, he has also given rides to basketball practice and games when im stuck at work and cant make it. He has even taken myself and my youngest son to the hospital once when my son fell and hit his head and another time when i was very ill, he stayed through the long wait both times and brought us home, i have a car but he offered to do it because he was worried for our safety. I am very fortunate to have [REDACTED] both in my life. I received an anonymous letter in the mail regarding the 3 articales written about [REDACTED] and all the accusations made against them and to me its so ridiculous and over dramatized completly! Its also comming from someone who has bad intentions and who is looking for REVENGE because he lost his job. A job that he had many opportunities to keep but lost due to HIS OWN actions. [REDACTED] helped him in his times of need and allways wanted the best for him. He is a good person who we all loved very much but he needed to accept that he needed help and didnt get it. In regards to what was said about "people living in fear" and "71 vacant units" and [REDACTED] having master keys to all units" etc. yes they have master keys to come in your unit when you request them to come fix something and yes we have many vacant units but only because in 2008 they raised the rent and nobody wants to pay \$1,200 for an apartment that is supposed to be "low income" if was like before we would be full with a long wait list!! but how is that [REDACTED] fault?? and i can assure you nobody lives "in fear" aroud here thats ridiculous!! It was all over dramatized to make them look bad if it was such an issue why did it only matter when he got fired?? this is what i mean by bad intentions!! [REDACTED] are very nice family great people with big hearts, sincere, not perfect but human beautiful parents to their kids and great neighbors to me. I am a long time resident here and I care about where I live and raise my kids and honokowai kauhale just would not be the same without them believe me I know. They dont deserve all of this negative stuff and neither do their kids. I feel safe and happy here and that has a lot to do with them. Please contact me with any questions [REDACTED]

Subject: Honokowai kauhale

From: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

Date: Tuesday, September 6, 2011 7:00 PM

*Terrell
informed a
person*

Dear [REDACTED]

I am writing to you because I have received a most disturbing letter regarding the management. I have lived here since October 2010 and I have always been treated well by [REDACTED] any time I have a problem it gets taken care of in a timely manner. The grounds here are beautiful and I enjoy living here. What an awful thing for you to expose [REDACTED] after he already paid for his mistakes it should be over.

I have been in great need of an apartment and the reason I don't qualify is, I don't have a 1600.00 income. People that have that kind of income don't really need one of these apartments as bad as someone like me who is disabled and living on \$550.00.

I truly hope you will allow [REDACTED] to stay in her position as I think she does a very good job with all of it.

Sincerely,
[REDACTED]

9-11-11

*Transcribed
interviewed in
person*

To Whom it may concern:

I [REDACTED] have lived in Honokowai
Kauhale for 5 years and currently reside
there. I have not had any problems with [REDACTED]
or [REDACTED]. As long as I have lived there, I have
had prompt service on any maintenance, I
have never been treated, without respect, nor
do I feel like my house or my family have
been violated in anyway.

I consider [REDACTED] to be a friend, and I trust her
as I would a friend. She has been good and
fair to me and my family. I have no other
reason to feel any differently.

If you have any questions, Please feel free to
contact me.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

09-12-2011

To Whom it may concern:

I [REDACTED] have lived and currently reside in Honokowai Kauhale for the past 5 years. I have been acquainted with [REDACTED] and [REDACTED] for 7 or so years. Neither one of them have ever made me feel uncomfortable, nor have I ever felt that I have been mistreated by either of them.

Anytime I ask for anything as far as maintenance on our unit, is has been promptly resolved. Whether it is a broken screen, plumbing, faucets, etc.

If you have any questions, please feel free to contact me.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Honokowai Kauhale

From: [REDACTED]

To: [REDACTED]

Date: Monday, September 12, 2011 12:03 PM

To Whom it may concern,

I grew up here at Honokowai Kauhale. When [REDACTED] came to be the manager of our property she made everything more kid friendly. She organized kids parties, had Easter egg hunts and art class. Everyone who knows her here calls her aunty [REDACTED].

She became friends with our family. She is like my aunty. I have stayed at her house when my mom and dad had to go to the mainland.

I went to Oahu with them for their son's first birthday. I feel like I am a part of their family. Their kids call me [REDACTED].

I know that if I can't reach my mom that I can always call aunty [REDACTED] if I need help. She also helps my dad with ukulele classes here in the community hall. She is the team mom for his two basketball teams. Every year she calls all the families for his two teams and makes their schedules and snack lists. She has done this for 6 years and she doesn't even have kids on the team. She just does it to help.

[REDACTED] also my friend. He taught me how to drive a standard shift car. I have gone fishing and diving with him. He always helped me fix my car. He treats me like I am like his little brother and looks out for me. He has helped my dad with his car too.

I would be very upset and sad [REDACTED] was no longer the property manager here. It wouldn't be the same. She has made our community here feel like a family, not just with my family but with many other families here.

thank you
[REDACTED]
[REDACTED]
[REDACTED]

Subject: revised letter

From: [REDACTED]

To: [REDACTED]

Date: Monday, September 12, 2011 11:34 AM

[REDACTED] letter is the same. I only changed mine. I sent this letter to [REDACTED]

I am writing to you today to voice my concern. I am a resident of Honokowai Kauhale. My family and I have lived here happily since 1991.

I recently received a letter in the mail attacking our property manager, [REDACTED]. I found the article/letter to be false and an exaggeration of the person I know [REDACTED] to be.

When [REDACTED] came to manage our property the entire community became more family friendly. She organized children's activities such as art class, Easter egg hunts, and community children's parties themed around holidays. Her goal always is to provide safe fun for children as well as bringing the families in our community together.

Whenever I have dealt with [REDACTED] personally regarding my apartment she has always been professional. Any time I have called for something that needs repair I have received prompt attention. When renewing my lease, [REDACTED] has always dealt with my personal information in strict confidence. I have no question about her integrity.

[REDACTED] has a very difficult job in that we all live here as a community that feels like family, yet this is also her job. I have the highest respect for [REDACTED] character and integrity because she has never violated any confidence nor have I ever heard her gossip about any other tenant here.

[REDACTED] has become a friend to our family. I entrusted her to watch my high school age son when I had to go to the mainland for my daughter's college graduation. He stayed overnight at her house and she fed him and was like an aunty to him.

[REDACTED] has also been a positive friend to our family. He taught my son how to drive a standard shift automobile. He has taken my son fishing and diving. He helped us with our son's graduation party. He rescued my husband when his car broke down. He also helped him fix it. We all have things in our past that we wish we could change.

[REDACTED] is someone who may have made a mistake in his youth but is now an upstanding citizen.

I question the intentions, motives, and credibility of the person who sent the attack letter, [REDACTED]. I hope that the excellent job that [REDACTED] has done as our property manager will not be questioned or seen in any light other than the truth.

There are always a few people who will jump on a negative bandwagon and complain. I trust that people like you, who are in the position to make powerful decisions, will see the truth and hear voices like mine who know that [REDACTED] is doing an excellent job and I wouldn't want anyone else here as our property manager.

Please don't hesitate to contact me if you have any questions

Thank you

Sincerely,

[REDACTED]

Hi my name is [REDACTED] i live in
Honokawai kaula e im [REDACTED] years old and i
would like to wright this letter to express my felings
about My manger Aunty [REDACTED]. I think that
she does very well at her job i think that
she works very hard. I think she's so kind
and genourous because when me and my family
moved to [REDACTED] the first
thing that her and her husband told me
and my brother is that we can use their
kids bikes, skateboards, scooters, and other
cool things. Also that night she baked
us a lot of very good pastries. ~~THAT~~ EVER
Since we moved [REDACTED] she has been
nothing but kind & genourous. I think that
Aunty [REDACTED] is a great person and i love her
being not only my manager but my naiborr
as well. These are my feelings about my
manager Aunty [REDACTED].

Unit # [REDACTED]

Age: [REDACTED]

I'm: [REDACTED]

Residence:

Honokawai Kauhale

Out of all my years of knowing [REDACTED] they have been nothing but nice to me & my family. I can go to them for anything. They do so many good things for the people who live in Honokawai Kauhale. I've never once seen them do anything selfish. There always thinking & helping the residents here. I know I can ask them for anything. I think there a great, kind & generous family. My mom is a single mom with 3 kids & at times I need to talk about (guy stuff) stuff since my father hasn't really been in my life. [REDACTED] has been there to give me advice in my time in need [REDACTED] has also been there for me. She treats me & my family like family. She always guides me in the right direction when I'm going down a wrong path. I very much care about this family.

[REDACTED]

TO: KAREN S. SEDDON
HAWAII HOUSING FINANCE
DEVELOPMENT CORPORATION
677 QUEEN ST #300
HONOLULU, HI. 96813

Aloha:

My name is [REDACTED] and I am writing this letter of reference to you and the other folks that are mention in the cc below in regards to Ms. [REDACTED]. I have known [REDACTED] for over 5 years now and regard her as a person of high character. I have also known her boyfriend [REDACTED] almost his whole life. I have been blessed to be involved in starting and running youth sports programs here in Lahaina for the past 29 years. I am currently the President of Lahaina Junior Golf Association and President and Director of West Maui Youth Basketball League. [REDACTED] has been involved in our program for the past 4 years in duties such as a registrar in our basketball program and running the concession along with [REDACTED] the past 2 years. They stay well after our games and clean up the facility for me. I have gotten to know her quite well and have come to the conclusion that she and [REDACTED] have good hearts and are quite genuinely good people. When I have asked them both personally and professionally for their help, they step up with no questions asked. And to me, not to many people do that. I do know that [REDACTED] got in trouble with the law and was sent to prison. He paid for his mistakes, and when given a second chance, as far as I can see, he's turned his life around. I also have only heard bits and pieces of what's going on in [REDACTED] situation with her job, it's a small community in Lahaina so you can't help hearing things. I can't comment on a situation I'm not really involved in, but I can tell you my opinion on her as a person, and I hope this helps you. As a Christian I don't judge people, that's Gods job, and as Jesus has said, he without sin cast the first stone. So I would like to take this time to say thank you for your attention to this letter and may God bless.

Cc: [REDACTED]

Ph.No # [REDACTED]
e- mail [REDACTED]

September 8, 2011

To whom it may concern,

It has come to my attention that there have been a couple of individuals that has questioned the character of [REDACTED]. I am literally dumbfounded that there would even be an issue in the subject. [REDACTED] has exceeded all expectations of a property manager as well as a neighbor. She is a person who conducts a family based character, a good and welcoming personality, as well as performs fairness and professionalism to those around her. She has always made it a point for the safety and well-being of every tenant that resides at the complex, from health standards as well as appropriate living conditions based on family needs. In addition, [REDACTED] has gone beyond my expectation as a property manager. She has makes every effort to provide special activities for the children who reside at Honokowai Kauhale, which is not funded from the state. [REDACTED] encourages all tenants to recycle products so that the complex can offer opportunities such as holiday activities, a study hall, as well as back to school functions for the children. As a property manager, she has never showed a lack in good character, portrayed a judgmental attitude, or showed an unacceptable behavior to any of my family members. She welcomes all tenants as if they are part of her family. Therefore, anyone who considers her as anything less than appropriate for the position that she holds as representing the complex management, would be very inappropriate in stating such a claim.

Sincerely,

[REDACTED]

September 9, 2011

To Whom It May Concern:

I have known [REDACTED] for almost 3 years. We originally met in Honolulu and have recently met up on Maui.

[REDACTED] is a hard-working, patient and sincere person. She will always do for others first before her own. She is unselfishly willing to go out of her way to help others and caring for others even strangers, as if they were a part of her own family. Not just adults but also the children.

Even now that I am on Oahu and away from [REDACTED] when I needed support and help, [REDACTED] is always the first to respond. People like [REDACTED] come a dime a dozen and I am grateful today I was blessed to cross paths with her.

An example of this past Labor Day. I had asked [REDACTED] what she was going to do that day thinking it was a day off and the kids were out of school. She told me, she had to go to the hospital first and then take the kids shopping. So assuming it was a family member, I asked if everything was ok with her family. She said, my family is fine – it's one of my neighbors and he hasn't come home yet. I had to stop and think – How many landlords do that?

[REDACTED] has always been a positive influence for me and having her as my friend and in my life is what makes me live today.

Yours truly,
[REDACTED]

Dear [REDACTED]

As a fellow public servant and friend, I am requesting that any information and comments in this email remain confidential and anonymous. Thank you for honoring my request. You may use the generalities of my letter for purposes needed.

I have been a resident of Honokowaukai Hale for many years. I have had no problems with the current management. In fact, they have been very helpful with any problems or incidents that have occurred.

The previous maintenance manager, [REDACTED], also assisted me on many occasions, including broken screens, doors and refrigerators.

The current maintenance workers, [REDACTED], have also helped me many times, always in a timely manner. In fact, when I had property stolen from my residence the first place I went was to worker [REDACTED]'s house to explain the problem.

As a resident, I feel that Honokowaukai Hale is an extremely safe place to live with management and their employees always looking out for their tenants.

Thank you for your confidentiality, I hope this matter gets resolved.

ALoha

[REDACTED] is the manager of where I live. I like her because she keeps things here running smooth and it a clean complex. She makes shure that all the kids are safe and can play games, when school is over she makes shure that the elementary kids get home safely. She is a friendly lady and she knows almost on everyone on the complex. The kids here are Really happy that she is the manager of where we live because she is easy to talk to and a sweet lady.

I Really Like all the dances she has given it give us a place to enjoy ourself, and be safe.

With ALOha

[REDACTED]

[REDACTED]

[REDACTED]

NO	UNIT NO	UNIT TYPE	MOVE OUT DATE	READY DATE
1	22-E	2/1	06/23/05	08/26/10
2	6-E	1/1	04/05/06	06/05/09
3	6-A	1/1	08/31/06	11/23/09
4	19-G	1/1	01/10/08	06/12/09
5	19-E	1/1	01/17/08	06/12/09
6	20-F	1/1	03/31/08	05/15/09
7	22-D	2/1	04/07/08	07/02/09
8	21-B	2/1	10/08/08	04/16/10
9	2-F	1/1	01/02/09	05/15/09
10	18-G	1/1	01/06/09	05/29/09
11	16-D	2/1	02/09/09	05/29/09
12	1-C	1/1	03/05/09	11/30/09
13	13-G	2/1	05/11/09	05/29/09
14	12-E	2/1	05/11/09	05/29/09
15	14-E	2/1	05/11/09	05/22/09
16	15-D	2/1	05/11/09	05/29/09
17	20-B	1/1	05/11/09	05/15/09
18	12-H	2/1	07/22/09	09/11/09
19	11-H	2/1	07/24/09	10/01/09
20	11-D	2/1	07/28/09	02/11/10
21	12-F	2/1	07/31/09	09/11/09
22	12-G	2/1	09/25/09	04/16/10
23	3-D	2/1	11/12/09	10/06/10
24	9-G	2/2	11/30/09	12/03/09
25	10-A	2/1	01/18/10	01/18/10
26	19-A	2/1	01/26/10	01/09/11
27	1-E	2/1	02/12/10	02/16/10
28	23-C	2/1	02/28/10	04/16/10
29	18-H	2/1	03/10/10	03/12/10
30	8-B	2/1	03/19/10	12/22/10
31	16-E	2/1	05/18/10	05/10/10
32	4-C	2/1	07/31/10	08/04/10
33	23-E	2/1	09/01/10	09/08/10
34	3-G	1/1	09/30/10	10/08/10
35	12-C	2/1	10/29/10	11/05/10
36	14-G	1/1	12/31/10	01/05/11
37	1-G	1/1	01/31/11	01/05/11
38	15-E	2/1	07/20/11	08/01/11
39	5-H	3/2	07/21/11	08/01/11
40	15-C	1/1	07/28/11	08/01/11
41	15-G	2/1	08/31/11	09/02/11

HONOKOWAI KAUAHALE
3500 LOWER HONOAPIILANI ROAD
LAHAINA, HAWAII 96761
PHONE: (808) 665-6103 FAX (808) 665-6105

CONTACT NUMBER

This is an application to rent a 1, 2, or 3 bedroom unit at Honokowai Kauahale Property located at 3500 Lower Honoapiilani R Lahaina, Hawaii 96761. Please print and complete the entire application. Answer each section/item. If not applicable write "N/A" in the space provided. Do not leave any section unanswered. Incomplete applications will be returned. To be eligible to rent an apartment at the Honokowai Kauahale Property, applicants must satisfy the following minimum qualifying factors:

1. MAXIMUM INCOME LIMITS: The applicant must have a total household income, which does not exceed the income limit as determined by the State of Hawaii - Hawaii Housing Finance Development Corporation (HHFDC)

HOUSEHOLD SIZE	ANNUAL INCOME LIMIT	MONTHLY INCOME LIMIT
1	\$50,240.00	\$4,187.00
2	\$57,360.00	\$4,780.00
3	\$64,650.00	\$5,388.00
4	\$71,680.00	\$5,973.00
5	\$77,440.00	\$6,453.00
6	\$83,200.00	\$6,933.00
7	\$88,960.00	\$7,413.00
8	\$94,640.00	\$7,887.00

2. MINIMUM INCOME: In order to assure the landlord that rent payments will be current at all times, a minimum gross monthly income must be at least: (Qualified applicants may be eligible for up to \$175.00 Rental Assistance)

\$1,600.00 one (1) bedroom

\$2,300.00 two (2) bedroom

\$2,500.00 three (3) bedroom

3. SATISFACTORY CREDIT RATING: A current credit report will determine an applicants' credit worthiness

4. ACCEPTABLE LANDLORD REFERENCES: Current and prior landlords will be asked to provide references on the applicants' behalf. The applicant must have a history of prompt rental payments and also demonstrate satisfactory housekeeping habits and compliance with lease and house rules. Applicants must not have an unpaid balance, not have committed fraud, or previously evicted (from) an HHFDC project of government subsidized project.

5. INCOME VERIFICATION: All applicants' receiving any type of earned, unearned income or contributions must be reported and will be verified for status, likelihood of continuation and/or increases and salary confirmation.

6. ASSET VERIFICATION: All applicants' must submit upon request copies of statements of verifications for all assets held by a household members. Six (6) months bank statements are required.

7. CRIMINAL BACKGROUND CHECK: Applicants and household members may be subjected to a criminal background check to verify applicant or its household members have not demonstrated behavior, which may be detrimental to the project, its tenants and staff members.

8. VERIFICATION OF SOCIAL SECURITY NUMBERS: Applicants and all household members must provide verification of social security numbers.

9. OCCUPANCY STANDARDS: The following is a guideline which may be used to determine but not limited to unit type and size: (PLEASE SELECT ONLY ONE) (Qualified applicants may be eligible for up to \$175.00 Rental Assistance)

NUMBER OF PERSONS TO LIVE IN APARTMENT

1 BEDROOM 1 BATH (\$900.00)

2 BEDROOM 1 BATH (\$1,050.00)

2 BEDROOM 2 BATH (\$1,150.00)

3 BEDROOM 2 BATH (\$1,400.00)

The signatures below indicate acknowledgement of the minimum qualifying factor:

APPLICANTS SIGNATURE

DATE

APPLICANTS SIGNATURE

DATE

APPLICANTS SIGNATURE

DATE

HONOKOWAI KAUAHALE
3500 L. HONOAPIILANI ROAD
LAHAINA, HAWAII 96761
PHONE: (808) 665-6103 FAX: (808) 665-6105

HONOKOWAI KAUAHALE RENTAL PROJECT HOUSE RULES

The primary purpose of these Rules and Regulations (the "Rules") is to provide for the continuing pleasure, comfort and security of all residents. These Rules may be amended by the Hawaii Housing and Finance Development Corporation (HHFDC).

The full authority and responsibility for enforcing these Rules may be delegated to the Managing Agent by the HHFDC either directly or through HHFDC directly. All residents and their guest shall be bound by these Rules and by standards of reasonable conduct whether covered by these Rules or not.

I. OCCUPANCY:

1. OCCUPANTS: Occupancy is limited to no more than two persons per bedroom contained

in each apartment. Residents shall be responsible for the conduct of their occupants of their apartment at all times, ensuring that their behavior is neither offensive to any resident of the premises nor damaging to any portion of the housing project. The parking areas and other areas not intended for recreational use shall not be used for recreational activities of any kind. County of Maui ordinances may apply

2. USE OF APARTMENT: The apartment shall be occupied and used only as a private dwelling by the resident(s). The parking spaces may only be used as a parking space for a motor vehicle.

3. PETS: No dogs (except certified seeing-eye dogs, certified signal dogs or service dogs required by handicapped residents), cats, livestock, poultry, rabbits or any other kind of animals whatsoever shall not be allowed on or kept in any part of the premises.

4. WATER FACILITIES: Toilet, sinks, and other water apparatus in the building shall not be used for any purpose other than that for which they were designed, nor shall any sweepings, rubbish, rags or other articles be thrown into them. Any damage resulting from the misuse of any toilet, sink or other water apparatus in an apartment shall be repaired and paid for by the resident of the apartment.

II. GUEST:

1. RESIDENT'S GUEST(S): Each resident shall assume the responsibility for the conduct of their guests, each resident shall, upon request of the Managing Agent, immediately remove, or cause to be removed, any guest(s) whose behavior is considered offensive by the Managing Agent.

III. COMMON AREAS, ENTRANCE AND LANAI:

1. OBSTRUCTIONS; USES: The sidewalks and passages must not be obstructed or used for any purpose other than ingress and egress.

HOUSEHOLD COMPOSITION

HEAD OF HOUSEHOLD #1:

LAST NAME			
FIRST NAME			
MIDDLE INITIAL			
MAIDEN NAME			
DATE OF BIRTH			
PLACE OF BIRTH			
SOCIAL SECURITY #			
DRIVER'S LIC #		ISSUING STATE:	
PHONE:	CELL:	WORK:	HOME:

SPOUSE/CO-HEAD #2:

LAST NAME			
FIRST NAME			
MIDDLE INITIAL			
MAIDEN NAME			
DATE OF BIRTH			
PLACE OF BIRTH			
SOCIAL SECURITY #			
DRIVER'S LIC #		ISSUING STATE:	

HOUSEHOLD MEMBER #3

LAST NAME			
FIRST NAME			
MIDDLE INITIAL			
MAIDEN NAME			
DATE OF BIRTH			
PLACE OF BIRTH			
SOCIAL SECURITY #			
DRIVER'S LIC #		ISSUING STATE:	

HOUSEHOLD MEMBER #4

LAST NAME			
FIRST NAME			
MIDDLE INITIAL			
MAIDEN NAME			
DATE OF BIRTH			
PLACE OF BIRTH			
SOCIAL SECURITY #			
DRIVER'S LIC #		ISSUING STATE:	

HOUSEHOLD MEMBER #5

LAST NAME			
FIRST NAME			
MIDDLE INITIAL			
MAIDEN NAME			
DATE OF BIRTH			
PLACE OF BIRTH			
SOCIAL SECURITY #			
DRIVER'S LIC #		ISSUING STATE:	

2. **LAUNDRY ETC:** Textile items, including towels, bathing apparel and clothing, brooms, mops, cartons, etc...shall not be placed on passages, in windows, or on the lanai so as to be in view from outside the building lanai.

3. **THROWING OBJECTS FROM BUILDINGS:** Nothing shall be thrown from windows or lanai

4. **EXPLOSIVE OBJECTS:** The throwing of firecrackers from windows or lanai and the exploding of any fireworks anywhere on the premises including within the apartment, is expressly prohibited.

5. **DUSTING OR SHAKING OBJECTS FROM WINDOWS:** No rugs or other objects shall be dusted or shaken from the windows or lanai of any apartment or cleaned by beating or sweeping on any part of the premises.

6. **TRASH DISPOSAL:** Garbage, rubbish and other trash shall be disposed of only in receptacles and areas provided. Trash containing food shall be securely wrapped before being placed in a receptacle.

7. **BARBECUING:** No fires, open flames, hibachis or charcoal grills of any kind whatsoever shall be permitted in any portion of the apartment but shall be permitted in the appurtenant yard areas and lanai provided that non-chemical fire starters are used and provided that adequate provisions are made to control smoke and flames so as not to cause hazard or annoyance to other residents.

8. **AESTHETICS:** No unsightliness within the public view is permitted on the premises. For this purpose, "unsightliness" includes but is not limited to the following: laundry lines, litter, trash containers, except as specifically provided; inappropriate, broken, scarred or offensively ugly furniture or plants around the exterior portion of the buildings; non-decorative gear, equipment, cans, bottles, ladders, trash, boxes, barrels etc... stored in or on walkways etc., or unshaded or improperly shaded lights that create objectionable glare; untrimmed grass and or plant life.

9. **HOUSEHOLD GOODS:** No garbage cans, household supplies, excess items, or similar articles shall be placed outside the apartment area in a place where they can be seen from outside the apartment, except as the Managing Agent shall prescribe.

10. **PERSONAL PROPERTY:** No items of personal property, including surfboard, kayaks, motorcycles, mopeds, dirtbikes etc.. Shall be left or allowed to stand on the lanai, entryways or any of the common areas. Articles of any kind left in any of the common areas or common elements will be removed at the resident's risk and expense at the direction of the Managing Agent.

11. **SIGNS:** No resident will erect, affix or place any signs, electrical or otherwise nor post or suffer to be posed any bills or other advertising matter, in form of or on the common elements or visible from any points outside of the apartment except in accordance with these rules and/or determination of the Managing Agent.

IV. PARKING AREAS:

1. **SPACE RESERVED:** Each apartment with the exception of the handicapped units shall be assigned the use of the appurtenant parking spaces. Residents must not use any other parking, which has been assigned to other units. Residents shall not use the visitor parking stalls.

2. **LOADING AREAS:** Car shall not be parked or left unattended at any of the loading areas or in the driveways.

RESIDENTIAL HISTORY

CURRENT RESIDENCE

ADDRESS	
MAILING ADDRESS	
MONTHLY RENT	
UTILITIES PAID	
DATE OF RESIDENCY	
LANDLORD NAME	
LANDLORD PHONE	
REASON FOR LEAVING	

PREVIOUS RESIDENCE

ADDRESS	
MONTHLY RENT	
UTILITIES PAID	
DATE OF RESIDENCY	
LANDLORD NAME	
LANDLORD PHONE	
REASON FOR LEAVING	

PREVIOUS RESIDENCE

ADDRESS	
MONTHLY RENT	
UTILITIES PAID	
DATE OF RESIDENCY	
LANDLORD NAME	
LANDLORD PHONE	
REASON FOR LEAVING	

Has anyone listed on the Household Composition ever lived in Low Income Public Housing/
Honokowai Kauhale? Yes/No. If yes, list member number, name of agency and dates:

Has anyone listed on the Household Composition ever received Section 8 or Rent Subsidy?
Yes/No. If yes, list member number, name of agency and dates:

Has anyone listed on the Household Composition ever been evicted? Yes/No
If yes, please explain

Does anyone listed on the household composition require a unit to accommodate their
special needs? Yes/No. If yes, type of unit

Is anyone listed on the household composition pregnant? Yes/No. If yes EDC

Has anyone on the Household Composition ever been convicted for any offense against
the law? Yes/No. If yes, list member number, offense and date(s):

Is anyone listed on the Household Composition currently using an illegal substance? Yes/No.
If yes, list member number

3. **WORKMEN AND DELIVERIES:** When workmen are performing on any apartment or if any resident orders deliveries of any kind, the resident shall advise them to use his/her parking stall or park on the street.
4. **METHOD OF PARKING:** Automobiles shall be centered in parking spaces so as to prevent crowding of adjacent spaces and/or blocking passages.
5. **GUEST PARKING:** It is the responsibility of the residents to inform their guests not to park in vacant spaces, other than guest parking facilities.
6. **VIOLATIONS:** Violators of parking regulations shall have their cars towed away at their own expense. If the violator is a resident or guest of any particular apartment, the resident thereof shall be held responsible for payment of the towing charge.
7. **WASHING CARS ETC:** Residents washing, cleaning or polishing cars on the premises shall clean the area thoroughly before leaving and shall at no time use any space for such purposes other than their own or a space specifically designated by HHFDC for such use. Car washing must be performed in the designated car wash area only and in such a manner as to minimize water spillage.
8. **REPAIRS: STORAGE:** Extensive repairs of a motor vehicle, boat, surfboard or other equipment and storage of flammable materials are strictly prohibited. Storage of property shall not be permitted in the parking stall nor on any of the common elements.
9. **STALL MAINTENANCE:** Residents are responsible for the cleanliness of their respective stall, including the removal of any grease build-up. No personal items, such as lumber, furniture or crates shall be permitted in the parking stall.

V. LAUNDRY ROOM:

1. Laundry work shall be done only in the rooms provided for such purposes. Residents shall comply with all regulations on the use of the machines and hours of operations as posted in the laundry rooms.

VI. NOISE AND NUISANCES:

1. No nuisances shall be allowed on the premises nor shall any use or practice be allowed which is improper or offensive in the opinion of the Managing Agent or in violation of these Rules or which unreasonably interferes with or is an unreasonable annoyance to the peaceful possession or proper use of the premises by other residents.
2. All residents and their guests shall avoid excessive noise of any kind at any time and shall be considerate of other residents of the premises at all times. Residents shall not cause or permit any disturbing noise or objectionable odors to emanate from their respective apartments.
3. Residents shall hold front doors so as to avoid slamming due to wind.
4. No workmen will be allowed on the premises before 8:00 a.m. or after 4:30 p.m., except in an emergency.
5. Loud playing of audio/video equipment is not permitted at any hour. Unacceptable sound levels are those which create an annoyance or complaint by others as being offensive. The Managing Agent shall have the sole right to determine the reasonableness of any complaints.
6. When guests are leaving at night, noise must be kept at a minimum.
7. Excessive noise at any time should be reported to the Managing Agent so that appropriate action can be taken.

INCOME

EARNED INCOME: (Employment income)

YOUR NAME	
EMPLOYER NAME	
TELEPHONE NO	
HOURLY WAGE/TIPS	
# HOURS PER WEEK	

YOUR NAME	
EMPLOYER NAME	
TELEPHONE NO	
HOURLY WAGE/TIPS	
# HOURS PER WEEK	

YOUR NAME	
EMPLOYER NAME	
TELEPHONE NO	
HOURLY WAGE/TIPS	
# HOURS PER WEEK	

UNEARNED INCOME: DHS, Social Security payments, SSI, Retirement, Unemployment, Work Compensation, Retirement/pensions, VA, child Support, alimony, TDI, Rental Income. All income received by members on your application are required to be reported. Failure to report any income may result in denial of application, eviction from the unit and/or criminal prosecution.

YOUR NAME	
SOURCE OF INCOME	
MONTHLY AMOUNT	

YOUR NAME	
SOURCE OF INCOME	
MONTHLY AMOUNT	

YOUR NAME	
SOURCE OF INCOME	
MONTHLY AMOUNT	

SELF EMPLOYMENT Includes cash jobs. You will be required to submit a copy of your current General Exise Tax Return prepared by a certified Public Accountant.

YOUR NAME	
BUSINESS NAME	
TYPE OF BUSINESS	
MONTHLY AMOUNT	

YOUR NAME	
BUSINESS NAME	
TYPE OF BUSINESS	
MONTHLY AMOUNT	

VII. BUILDING MODIFICATIONS:

1. No structural changes of any type shall be permitted either within or outside of an apartment.
2. No signs, signals or lettering shall be inscribed or exposed on any part of the building, nor shall anything be projected out of any window.
3. No projections shall extend through any door or window opening beyond the exterior face of the building.
4. Draperies visible from the exterior of any unit must be of a color or backing so as to appear neutral from the exterior of the unit. Any other color must be approved in writing by the Managing Agent. Blinds will be removed as unit becomes vacant. Window coverings are the responsibility of the resident and the walls must be returned to original its condition upon vacating.
5. Window tinting is prohibited.
6. Every resident shall report promptly to the Managing Agent, all required repair, maintenance and alteration work within his/her apartment, the omission of which would adversely affect any element or any other apartment. A resident shall be responsible for all loss and damage caused by the resident's failure to report.
7. No resident shall, without the prior written approval of the Managing Agent, install any wiring for electrical or telephone installations, machines or air conditioning units or other equipment, fixtures, appliances or appurtenances whatsoever on the exterior of the property or protruding through the walls, windows or roof thereof.
8. Nothing shall be allowed, done or kept in any apartment or common elements which will overload or impair the floors, walls or roofs of the building, or cause any increase in the ordinary premium rates or the cancellation or invalidation of any insurance maintained by or for HHFDC with respect thereto, nor shall any obnoxious or offensive activity or nuisance be conducted or suffered thereon.
9. No awnings or other projects shall be attached to the outside of any buildings or the exterior portion of any door without the prior written consent of HHFDC.
10. No addition, alterations or improvements shall be made that has the effect of permanently enclosing all or any portion of the lanai or any apartment, including but not limited to, any sliding glass window, panel(s), or doors, or any other device that is presently supported in place by a frame that is anchored or affixed to the ceiling, wall, beam, post or railing of the lanai that has the effect of totally or partially enclosing the lanai.
11. No private outdoor radio, television or other antenna will be erected or installed on the exterior of any building or anywhere on the premises.
12. No alterations or addition to an apartment which is visible from the exterior of the apartment nor any alteration or addition to the common elements may be made without the prior written approval of HHFDC.
13. No plantings shall be made in the common areas, which may damage the common elements of the projects; nor shall any planting interfere with the use and enjoyment of the project by any other resident. No plantings shall be made on the exterior of the resident's fenced area. Plantings are allowed within the enclosure of the fenced area provided plantings are kept no higher than the fence line.

ASSETS

CHECKING ACCOUNTS

YOUR NAME		YOUR NAME
BANK NAME		BANK NAME
BALANCE		BALANCE

YOUR NAME		YOUR NAME
BANK NAME		BANK NAME
BALANCE		BALANCE

SAVINGS ACCOUNTS

YOUR NAME		YOUR NAME
BANK NAME		BANK NAME
BALANCE		BALANCE

REAL PROPERTY/INVESTMENT PROPERTY

YOUR NAME		APPRAISED MARKET VALUE	
TYPE		DATE ACQUIRED	
LOCATION			

STOCKS, MUTUAL FUND, SAVING BONDS

YOUR NAME		DIVIDEND/INTEREST PAID	
COMPANY NAME		VALUE	
AMOUNT OF SHARES		MATURITY DATE	

CERTIFICATE OF DEPOSIT/401K

YOUR NAME		DIVIDEND/INTEREST PAID	
COMPANY NAME		VALUE	
DATE OPENED		MATURITY DATE	

Has anyone on your application sold/disposed of any property, assets in the last two (2) years? Yes/No. If yes:

YOUR NAME		AMOUNT DISPOSED	
TYPE OF ASSET		VALUE	
DATE DISPOSED		MATURITY DATE	

YOUR NAME		AMOUNT DISPOSED	
TYPE OF ASSET		VALUE	
DATE DISPOSED		MATURITY DATE	

Does anyone listed on the household composition hold any other assets not listed above?

Yes/No

If yes, list member number and asset information

VIII. EMPLOYEES:

1. The maintenance employees will use every effort to maintain the grounds effectively. Nonetheless, these employees are not available on a 24 hour daily basis and much of their work time must be devoted to the maintenance and repair of the premises. Accordingly, and in the common interest, every resident is to do his part and to use his influence on all members of his household to do their part towards abating unsightliness on the premises to the fullest practicable extent.
2. Employees are under the sole direction of the Managing Agent, and during the prescribed hours of work they shall in no case be diverted to the private business or employment of any resident.
3. Residents shall not instruct any employee to leave the common elements.
4. Cleaning of individual apartments, yard, including windows is the responsibility of the resident of the apartment.

IX. HAZARDS:

1. The Parking areas or other common elements not intended for recreational use shall not be used for recreational activities of any kind. Parents or legal guardians are responsible for the appropriate supervision of minors at all times.
2. Residents shall not use illumination other than electric lights or use of permit to be brought into the building any flammable oils or fluids such as gasoline, kerosene, naphtha or benzene, explosives and articles deemed extra hazardous to life, limb or property.
3. No activity shall be engaged in and no substance introduced into or manufactured within any building, which might result in violation of the law.
4. No activity shall be engaged in and no substance introduced into or manufactured within any building, which might result in the cancellation of insurance or increase in the insurance rate on the buildings on the premises.
5. Speeding will not be permitted on the premises. Appropriate action will be taken by the Managing Agent pursuant to the letter of the law.

X. GENERAL RULES AND REGULATIONS:

1. Furniture placed in common areas is for use in those specific areas and must not be removed from there.
2. No solicitations or canvassing will be allowed on the premises.
3. The Managing Agent is not required to give access to apartments or buildings without the written permission of a resident.
4. Residents shall file their name, address and phone number and signature with the Managing Agent upon taking occupancy of an apartment, and shall furnish the Managing Agent with such reasonable information as requested from time to time.
5. Each resident shall observe and obey these Rules and ensure that all occupants and guest also observe and obey these Rules. In the event expenses or damages are incurred due to violations of the Rules, the resident shall be responsible for payment of same, including reasonable attorneys' fees.

ACKNOWLEDGEMENT, AUTHORIZATION AND AGREEMENT: The information regarding race, national origin, and sex designation solicited in this application is requested in order to assure the County, State and Federal Government, acting through HHFDC that Federal laws prohibiting discrimination against tenant applicants on the basis of race, color, national origin, religion, sex, familial status and handicap are complied with. You are not required to furnish this information but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, the owner is required to note the race/national origin and sex of individual applicants on the basis of visual observation or surname.

CERTIFICATION: All adults to acknowledge certifications with initials:

1. I/We certify that the information given to the HHFDC - Managing Agent - on this application is true and correct as of the date set forth opposite my/our signature(s) and acknowledge my/our understanding that any intentional or negligent misrepresentation(s) of the information contained in this application may result in cancellation of this application, termination of tenancy, civil liability and/or criminal penalties, but not limited to fine or imprisonment or both: **INITIAL** _____
2. I/We acknowledge that my/our income and assets will be verified every year, and any change of income or assets must be reported to management immediately. I/We understand that HHFDC requires the owners to give preference to applicants who qualify for the Rental Assistance Program to be placed higher on the Waiting List. Those "priority" applicants will be placed into a unit before non-RAP applicants provided eligibility could be verified. However, all applicants who are qualified for RAP are placed only by the date the application is received. **INITIAL** _____
3. I/We certify that I/We Do/Will not maintain a separate subsidized rental unit in another location. I/We further certify that this will be my/our permanent residence. **INITIAL** _____
4. I/We understand I/We pay for a security deposit prior to occupancy. **INITIAL** _____
5. I/We understand that my/our eligibility for housing will be based on applicable income limits and management's selection criteria. **INITIAL** _____
6. I/We certify that all information is true to the best of my/our knowledge and I/We understand that false statements or information are punishable by law and will lead to cancellation of this application or termination of tenancy after occupancy. All adult applicants, 18 or older, must sign application. **INITIAL** _____
7. I/We understand and agree that all members on this application will abide by the House Rules and Regulations of Honokowai Kauhale. Any violations of the House Rules and Regulations will be subject to termination of this application. (House Rules back of application) **INITIAL:** _____

PLEASE REVIEW EACH SECTION OF THIS APPLICATION. INCOMPLETE APPLICATIONS WILL NOT BE ACCEPTED FOR PROCESSING. ALL NOTIFICATIONS WILL BE SENT TO HEAD OF HOUSEHOLD MAILING ADDRESS.

SIGNATURE(S)

HEAD OF HOUSEHOLD

DATE

SPOUSE (CO-APPLICANT)

DATE

(CO-APPLICANT)

DATE

CO-APPLICANT

DATE

6. To facilitate the right of access by the Managing Agent, a key to each apartment shall be retained by the managing Agent. Locks shall not be supplemented or changed without approval of the Managing Agent. No entrances to an apartment shall be barred by a sliding bolt or other device, which renders access by such keys difficult or impossible. If any key or keys are entrusted by a resident or occupant or by the resident's agent, servant, employee, licensee or guest to an employee of the Managing Agent, except pursuant to the provisions of this paragraph, whether for such apartment or an automobile or other item of personal property, the delivery of the key shall be liable for injury, loss damage of any nature whatsoever directly or indirectly resulting therefore or connected therewith. Each resident shall assume full responsibility for protecting the resident's apartment and/or the resident's automobile and the contents therein from theft, robbery, pilferage, vandalism and other loss.
7. At least one day advance notice must be given to the Managing Agent when household goods or large items of furniture are to be moved in order that the common areas can be protected and proper scheduling can be maintained.
8. Each resident will at all times keep the resident's apartment and all common elements in a clean and sanitary condition, and will observe, perform and abide by all laws, ordinances, rules and regulations now or hereafter made by any governmental authority.

XXI. VIOLATIONS OF THE RULES

1. REPORTING VIOLATIONS AND DAMAGES:

- A. All corrective actions regarding violations of the Rules and damages to the common elements or common areas will be enforced by the Managing Agent and shall be reported promptly to the Managing Agent.
- B. Damages to the common elements or common areas shall be surveyed by the Managing Agent at the direction of HHFDC and the cost of repair or replacement and any legal fees incurred may be assessed by HHFDC against the person or persons responsible, including, against residents or occupants for damages caused directly or indirectly by their guests.
- C. Should there be three (3) violations of the same type or a total of five (5) reported violations of any type within a year, the resident's rental lease will not be renewed.

2. THE VIOLATIONS OF ANY HOUSE RULE ADOPTED BY HHFDC SHALL GIVE HHFDC OR ITS AGENTS THE RIGHT TO:

- A. Enter the apartment in which, or as to which, such violation or breach exists and to summarily abate and remove at the expense of the defaulting resident, any structure, thing or condition that may exist therein in violation of these rules and regulations and HHFDC shall not thereby be guilty of any trespass; provided, however, that notwithstanding the foregoing HHFDC or its agent shall have such right to enter only in the instance where such violation or breach constitutes an immediate, substantial and undeniable threat to life, limb or property of any resident, member of his/her family, occupancy, guest, licensee or invitee; or
- B. To enjoin, abate or remedy by appropriate legal proceeding, either at law or in equity, the continuance of any such breach, and all costs thereof, including reasonable attorneys' fees, shall be borne by the defaulting resident.

XIII. AMENDMENTS:

The Rules may be amended by the Executive Director of HHFDC.

HONOKOWAI 08-20-08

DOCUMENTS REQUIRED FOR APPLICATION WITH HONOKOWAI KAUHALE

ANYONE 18 YEARS OR OLDER MUST PROVIDE THE FOLLOWING:

1. SOCIAL SECURITY CARD – ORIGINAL (ALL MEMBERS/AGES)
2. CITIZENSHIP PAPER (IF APPLICABLE)
3. PICTURE I.D. – CURRENT
4. LAST THREE (3) PAY STUBS (IF APPLICABLE)
5. LAST SIX (6) MONTHS BANK STATEMENTS (ALL ACCOUNTS)
6. VERIFICATION OF OTHER SOURCES OF INCOME AND ASSETS (CHILD SUPPORT, ALIMONY, SOCIAL SECURITY, PENSION ETC...)
7. MARRIAGE CERTIFICATE (For verification of name change (if any))
8. DIVORCE DECREE (For Verification of name change, custody and child support)
9. COPY OF CURRENT LEASE
10. NAMES AND ADDRESS OF PREVIOUS LANDLORD FOR PAST 4 YEARS
11. TWO (2) REFERENCE LETTERS – PER ADULT MEMBER
12. CURRENT FEDERAL AND STATE INCOME TAXES AND W-2 (2009,2010)
13. SELF-EMPLOYMENT TAXES FOR CURRENT YEAR (IF APPLICABLE)

SUBMIT ONLY ONE (1) FOR ALL AGES:

1. BIRTH CERTIFICATE
2. PASSPORT (CURRENT)
3. ALIEN/GREEN CARD (REQUIRED IF APPLICABLE)
4. BAPTISMAL
5. HOSPITAL CERTIFICATE

MINOR CHILDREN:

1. PROOF OF CUSTODY (DIVORCE /COURT PAPERS – IF PARENTS NOT APPLYING TOGETHER)
2. SOCIAL SECURITY CARD - ORIGINAL

SECTION 8 APPLICANTS (ONLY):

1. SECTION 8 INSPECTION PACKET
2. HUNTERS CERTIFICATE/APPROVAL FROM SECTION 8

NON-US CITIZEN ONLY:

1. MUST PROVIDE DOCUMENTATION ELIGIBLE TO LIVE/WORK IN THE UNITED STATES

PLEASE NOTE UPON RECEIPT OF THE ABOVE, MANAGEMENT WILL CONDUCT A CREDIT REPORT & CRIMINAL BACKGROUND CHECK.

HAWAII HOUSING FINANCE AND DEVELOPMENT CORPORATION

Rental Agreement for

HONOKOWAI KAUAHALE
3500 L. HONOAPIILANI ROAD
LAHAINA, HAWAII 96761

This document is a residential Rental Agreement between the Landlord and the Tenant named below. The rental of the dwelling unit covered by this Rental Agreement is subject to the requirements of the Rental Assistance Program ("Program") of the Hawaii Housing Finance and Development Corporation.

Part I

Summary of Rental Agreement

A. Date of this Rental Agreement: _____

B. Parties:

Landlord:	Landlord's Managing Agent
HAWAII HOUSING FINANCE & DEVELOPMENT CORPORATION 677 QUEEN STREET, #300 HONOLULU, HAWAII 96813 Phone: (808) 587-0502 Fax: (808) 587-0600	REALTY LAUA, LLC 1505 DILLINGHAM BLVD SUITE 215 HONOLULU, HI 96817 Phone: (808) 665-6103 Fax: (808) 665-6105

Tenant:

Name(s)	Social Security No.	Home/Business Phone

Permitted Occupants:

Name(s)	Age	Relationship to Head

C.

Unit No:		Parking Stall No(s):	
Auto Year, Make, Model, Color, License No.			

(Tenant understands that during the term of this Rental Agreement, Tenant may be required to move to another unit and/or parking stall in accordance with the requirements of the Program.)

D. Rental Term: _____ to _____

E. Rent:

Landlord will provide Tenant with a rent statement. Rent is due on the first day of each month and should be paid with the statement for the month to HONOKOWAI KAUAHALE.

	Contract Rent (unsubsidized)	Rental Assistance	<u>Other Subsidy:</u> <input type="checkbox"/> Section 8 Voucher <input type="checkbox"/> Rental Supplement <input type="checkbox"/>	Monthly Rent (net) (Total Tenant Contribution)
1 st Month				
Regular				

Tenant is obligated to pay the Contract Rent each month. However, the Monthly Rent (net) which Tenant must actually pay may be lower than the Contract Rent because Tenant may be eligible for monthly Program rental assistance payments ("Rental Assistance") which are paid to Landlord on behalf of Tenant.

~~The amount of the "Rental Assistance" may be reduced or increased in accordance with Program requirements. A reduction in the Rental Assistance will result in an increase in the Monthly Rent (net), which Tenant must actually pay.~~

F. Security Deposit: \$ _____

G. Late Payment Charge: \$5% of monthly base rent, for any rent payment, which is not paid by the 5th calendar day of the month.

H. Returned Check Charge: \$25.00 each time a check is returned (bounces). This amount may be adjusted from time to time.

I. Utilities and Services: Tenant must pay for the utilities and services in column 1. Payments should be made directly to the utility company providing the service. The utilities and services in column 2 are included in Tenant's rent.

(1) You Pay Directly	Type of Utility or Service	(2) Included in your Rent
<input checked="" type="checkbox"/> MAUI ELECTRIC CO	Electricity	<input type="checkbox"/>
<input type="checkbox"/> N/A	Gas	<input type="checkbox"/>
<input type="checkbox"/>	Water	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Parking	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Ground Maintenance	<input checked="" type="checkbox"/>

Where the Landlord provides the utilities or if your monthly utility consumption exceeds the utility allowance established you may be charged for any excess utilities consumed.

J. Documents which are a part of the Rental Agreement:

CAUTION: If there is any conflict between the provisions of this Rental Agreement and the provisions of any applicable Program regulation or requirement, including any program regulation or requirement to determine your eligibility or continued eligibility to occupy a dwelling unit in the Project

and re-determination of the "Rental Assistance" which might be paid on your
Rent (net) you must pay, the provisions of the applicable Program regulation or
1. The Rental Agreement is made up of and includes the following documents

- Agreement (including Part I and Part II)
- 1 (Certification of Eligibility/Tenant Income Certification)
- 2 (House Rules)
- 3 (Unit Inspection Report)

Documents: RENTAL PAYMENTS ADDRESS
Documents: _____

DOCUMENT. Do not sign below unless you have read all of the above documents.
By signing, you are admitting and representing that you have read, understand and agree
to the conditions in each of the documents listed.

Head of Household) (Signature of Spouse/Co-Head)

of Co-Head) (Signature of Co-Head)

Management Agent / Owner)

and the determination and re-determination of the "Rental Assistance" which might be paid on your behalf and the Monthly Rent (net) you must pay, the provisions of the applicable Program regulation or requirement will control. The Rental Agreement is made up of and includes the following documents which are attached:

1. This Rental Agreement (including Part I and Part II)
2. Attachment No. 1 (Certification of Eligibility/Tenant Income Certification)
3. Attachment No. 2 (House Rules)
4. Attachment No. 3 (Unit Inspection Report)
5. ☒ Other Attachments: RENTAL PAYMENTS ADDRESS
6. ☐ Other Attachments: _____

THIS IS A LEGAL DOCUMENT. Do not sign below unless you have read all of the above documents. By signing this Summary, you are admitting and representing that you have read, understand and agree with the terms and conditions in each of the documents listed.

(Signature of Head of Household) (Signature of Spouse/Co-Head)

(Signature of Co-Head) (Signature of Co-Head)

Date: _____

(Signature of Management Agent/Owner)

Date: _____

RENTAL AGREEMENT

Part II

Table of Contents

<u>Section</u>	<u>Page(s)</u>
1. Definitions	5
2. Parties, Dwelling Unit and Parking	5-7
3. Term of Rental Agreement; Termination	7-8
4. Rent	8-11
5. Charges for Utilities and Services	12
6. Utility Service	12
7. Charges for Late Payments and Returned Checks	12
8. Security Deposit	12
9. General Provisions	13
10. Alterations, Additions and Improvements	13-14
11. Keys and Locks	14
12. Access by Landlord	14
13. Damages	15
14. Employees and Agents of the Landlord	15
15. Failure to Pay Rent	15
16. Extended Absence of the Tenant	15-16
17. Abandonment of the Unit	16
18. Acceptance of Rent	16
19. Payments to the Landlord	16
20. Legal Fees	16-17
21. Tenant's Personal Property	17
22. Injuries or Damages Caused to Tenant	17
23. Landlord's Right to Deny Access	17
24. Indemnity	17
25. Change in Rental Agreement	17

Part II

Lease Terms, Conditions and Promises

1. DEFINITIONS:

A. Rental Agreement. The Rental Agreement is made up of and includes the documents listed in Paragraph "J" of the Summary of Rental Agreement ("Summary"). The Rental Agreement is a legal document between the Tenant and the Landlord to lease the dwelling unit described in Paragraph "C" of the Summary.

B. Landlord. The "Landlord" is the owner of the Project and is named in Paragraph "B" of the Summary.

If, as of the date of this Rental Agreement, the Landlord is acting by and through an authorized Managing Agent, the identity of the Managing Agent is shown and described in Paragraph "B" of the Summary. The Managing Agent is authorized to manage the Project and to act for and on behalf of the Landlord for purposes of receiving service of process and receiving and receipting for rents and notices.

C. Tenant. The Tenant is the person or persons who sign this Rental Agreement as the "Tenant" and who is renting the dwelling unit and is described in Paragraph "B" of the Summary from the Landlord. In this Rental Agreement, the Tenant is sometimes called the "Tenant" and sometimes "you" or "your".

D. Project. The term shall mean the rental housing project identified in the title to this Rental Agreement and all the land and buildings of the Project, including all improvements, equipment, apparatus, fixtures, and articles placed or installed in or on the land and buildings.

E. Dwelling Unit, Unit or Premise. The terms shall mean the dwelling unit in the Project described in Paragraph "C" of the Summary.

F. Default. The term shall mean a failure in or neglect of an obligation or duty.

G. HHFDC. The term shall mean the Hawaii Housing Finance and Development Corporation of the State of Hawaii.

2. PARTIES, DWELLING UNIT AND PARKING:

A. Parties. The parties to this Rental Agreement are the Landlord and the Tenant named in Paragraph "B" of the Summary.

(1) Co-Tenants. If there is more than one tenant involved in this Rental Agreement, any one of the co-tenants may terminate this Rental Agreement upon the terms as explained below in Paragraph 3. Co-tenants agree that payment of any refund of the security deposit by the Landlord to any one or more of the co-tenants shall relieve the Landlord of the responsibility to all co-tenants.

(2) Principal Residence; Permitted Occupants. You must live in the unit and it must be your only place of residence. You shall use the unit only as a private dwelling for yourself and those Permitted Occupants listed in the Summary. You may permit other individuals to

reside in the unit only after obtaining the prior written approval of the Landlord. Any individual not listed in the Summary or in Attachment "1" as a Tenant or a Permitted Occupant, who intends to stay more than 24 hours with you in your unit, considered a guest and you must obtain the prior written permission of the Landlord to allow that guest to stay in the unit or on the premises.

- (3) Notices. Any notice required in this Rental Agreement must be in writing and be given in the following manner:
- (a) Any notice given to the Landlord by you must be mailed or delivered to the Landlord's Managing Agent, if one has been appointed, or if Landlord has not appointed a Managing Agent, to the Landlord at the address shown in Paragraph "B" of the Summary.
 - (b) Any notice given to you by the Landlord may be:
 - (i) Mailed to you at your dwelling unit;
 - (ii) Delivered personally to you. If there is more than one tenant, the notice may be delivered to any one or more of the co-tenants;
 - (iii) Given to an adult occupant of the unit; or
 - (iv) Attached to your door.

B. Unit. The Landlord rents to Tenant and Tenant rents from the Landlord the unit, which is described in Paragraph "C" of the Summary subject to the terms and conditions of this Rental Agreement and the Program.

- (1) Size of Unit. You understand that subject to availability, HHFDC requires the Landlord's Managing Agent to assign units in the Project according to the size of the household. If you are or become eligible for a different size unit, and the required size unit becomes available, you agree to:
- (a) Move within 30 days after the Landlord notifies you that another unit of the required size is available within the Project; or
 - (b) (If you continue to remain in the unit thereafter) if you do not qualify for the unit you occupy, you understand that you will not be eligible to receive any Rental Assistance and will be charged and must pay the full "Contract Rent (unsubsidized)" shown in Paragraph "E" of the Summary.
- (2) Acceptance of the Unit. You agree that you have inspected the unit and all appliances, fixtures and other articles provided by the Landlord for use in the unit. You admit that the unit is in a clean condition and that all appliances, fixtures and articles provided by the Landlord and the plumbing are in an operable condition and accept the unit "AS IS".

C. Parking. If the section entitled "Parking Stall No." in Paragraph "C" of the Summary shows that a parking stall has been assigned to you, you shall have the privilege of using that parking stall for your motor vehicle (including automobile, truck, motorcycle and motor scooter or moped).

Parking in the Project is a privilege, which will be subject to the following requirements:

- (1) Rules. You observe and perform all rules and regulations regarding motor vehicles and use the parking stalls as described in this Rental Agreement and the House Rules which is Attachment 2 to this Rental Agreement. If you fail to observe or perform such rules or regulations, your parking privilege may be taken away from you by the Landlord.
- (2) Registration. You agree that all motor vehicles owned by you shall be registered with the manager of the Project.

3. TERM OF RENTAL AGREEMENT; TERMINATION:

The initial term of this Rental Agreement is set forth in Paragraph "D" of the Summary. After the initial term ends, this Rental Agreement will automatically continue for successive terms of one month each unless terminated sooner as permitted by this Rental Agreement.

- A. Vacating the Premises when the Term ends. You must vacate the premises on or before the termination of this Rental Agreement. When you give notice of your intent to vacate as required below in Paragraph 3.B, you must move on the date you indicated. If your tenancy is terminated because of your default in the terms of this Rental Agreement, you must move out on the date indicated in the Landlord's termination notice.

If you do not vacate the premises when the term of this Rental Agreement ends or has been terminated, you shall pay rent at the rate of two times the "Contract Rent (unsubsidized)" shown in Paragraph "E" of the Summary and you shall be considered a holdover tenant staying in violation of this Rental Agreement. You may be sued for eviction in accordance with Section 521-71 of the Hawaii Revised Statutes when you are a holdover tenant.

- B. Termination of Tenancy. This Rental Agreement can be terminated in any of the following ways:

- (1) To terminate this Rental Agreement, you must give the Landlord 30-days written notice before moving from the unit. If you do not give the full 30-day notice, you shall be liable for rent up to the end of the 30 days for which notice was required or to the date the unit is re-rented, whichever date comes first.
- (2) Any termination of this Rental Agreement by the Landlord must be carried out in accordance with Project requirements subject to the Hawaii Landlord-Tenant Code and the terms of this Rental Agreement. The Landlord may terminate this Rental Agreement if the Tenant does not do everything the Tenant agrees to do in this Rental Agreement. This means that Landlord can require you to move out of the Project based on:
 - (a) Your material non-compliance with the terms of this Rental Agreement;
 - (b) Your material failure to carry out obligations under the Hawaii Landlord and Tenant Code;
 - (c) Other good cause, which includes but is not limited to your refusal to accept the Landlord's proposed change to this Rental Agreement pursuant to Paragraph 25 below. Termination for "other good cause" may only be effective as of the end of the initial or any successive term.

Material non-compliance includes, but is not limited to non-payment of rent beyond any grace period available under the Hawaii Landlord-Tenant Code; failure to reimburse the Landlord within 30 days for repairs made under Paragraph 13 of this Rental Agreement; repeated late payment for rent; permitting unauthorized persons to live in the unit; serious or repeated damage to the unit or common areas; creation of physical hazards; serious or repeated interference with the rights and quiet enjoyment of other tenants; failure to repay unauthorized rental assistance payments; and giving the Landlord false information regarding income or other factors considered in determining the Tenant's eligibility or continued eligibility to occupy a unit in the project and the determination and redetermination of Rental Assistance if any, which might be paid on your behalf, and the Monthly Rent (net) you must pay.

- (3) Notice of the proposed termination for other reasons must be given in accordance with any time frames set forth in the Hawaii Landlord-Tenant Code.

The termination notice must:

- (a) Specify the date this Rental Agreement will be terminated; and
 - (b) State the grounds for termination.
-
- (c) Advise you that you may, prior to the date of termination stated in the notice, discuss the proposed termination of tenancy with Landlord. If you request the meeting, the Landlord (or Landlord's managing agent) agrees to discuss the proposed termination with you; and
 - (d) Advise you of your right to defend the action in court.

C. Termination of this Rental Agreement. When this Rental Agreement is terminated you agree to:

- (1) Clean the unit;
- (2) Clean the appliances and fixtures installed in the unit; and
- (3) Peacefully leave the unit.

You will be considered to have officially left the unit when you completely vacate the unit and have returned all of the keys to the unit to the manager of the Project.

4. RENT:

The monthly rent you agree to pay is set forth in Paragraph "E" of the Summary under the heading "Contract Rent (unsubsidized)". The amount of the "Contract Rent (unsubsidized)" may be adjusted during the term of this Rental Agreement.

If the term of this Rental Agreement does not start on the first day of the month, you agree to pay the "Initial" partial month's rent shown in Paragraph "E" of the Summary. After that, you agree to pay the "Regular" full monthly "Contract Rent (unsubsidized)" shown in Paragraph "E" of the Summary. If this Rental Agreement is terminated, if the effective date of termination falls in the middle of the month and if you are not in default under this Rental Agreement, you will pay only a portion of that month's "Contract

Rent (unsubsidized)" since you will have lived in the dwelling unit only a portion of that month. The Landlord will advise you of the amount of the "Contract Rent (unsubsidized)" due for the final month.

The rent shall be paid by the first day of each month to the company named in Paragraph "E" of the Summary or such other place as may be established by the Landlord.

- A. Monthly Rent (net). The amount which you must actually pay each month for rent is shown in Paragraph "E" of the Summary under the heading "Monthly Rent (net)". The "Monthly Rent (net)" is due and payable on the 1st day of each month. Based on information which you have provided to the Landlord, you may be entitled to "Rental Assistance" under the Program. If you are eligible for "Rental Assistance", the amount which you must actually pay for monthly rent ("Monthly Rent (net)") will be less than the "Contract Rent (unsubsidized)".
- B. Adjustments in the Monthly Rent (net). The "Monthly Rent (net)" may be adjusted during the term of this Rental Agreement if the "Contract Rent (unsubsidized)" or the "Rental Assistance" shown in Paragraph "E" of the Summary are also adjusted. The initial "Monthly Rent (net)" which you must actually pay, is shown in Paragraph "E" of the Summary. If the "Contract Rent (unsubsidized)" or the "Rental Assistance" amounts shown in Paragraph "E" of the Summary are adjusted, the "Monthly Rent (net)", which you must pay will be determined in accordance with the following formula:

$$\text{Contract Rent (unsubsidized)} - \text{Rental Assistance} = \text{Monthly Rent (net)}$$

If the amount of "Rental Assistance" is reduced and/or the amount of the "Contract Rent (unsubsidized)" is increased, your Monthly Rent (net) will increase.

You agree and understand that the amount of Rental Assistance that the Program pays on your behalf may be changed during the term of the Rental Agreement if:

- (1) HHFDC determines, in accordance with Program procedures, that an increase in the "Contract Rent (unsubsidized)" is needed;
- (2) Changes are permitted in accordance with Program procedures in determining the allowance for utilities or services in computing the "Contract Rent (unsubsidized)".
- (3) The income, the number of persons in the Tenant's household or other factors considered in calculating the amount of Rental Assistance under the Program changes;
- (4) Changes in the Rental Assistance are required by HHFDC's recertification or Rental Assistance termination procedures;
- (5) HHFDC's procedures for computing the Rental Assistance or rent change; or
- (6) If it is later discovered by HHFDC that the Tenant failed to provide information on the Tenant's income, household composition or other factors as required by the Landlord or by the Program.

The Landlord agrees to implement changes in the "Contract Rent (unsubsidized)" or "Rental Assistance" only in accordance with Program procedures set forth in HHFDC's handbooks, instructions and regulations related to administration of the Program. Tenant agrees that Tenant has read and agrees with the terms and conditions in Paragraphs 4.C., 4.D., 4.E., 4.F., and 4.G.

immediately below. The Landlord agrees to give the Tenant at least 45 days advance written notice of any increase in the "Contract Rent (unsubsidized)" and/or any decrease in the "Rental Assistance" except as noted below. The notice will also advise the Tenant that the Tenant may meet with the Landlord to discuss the rent change.

Effective August 21, 2008 – Section 4(B) does not apply to any new move-in to the Honokowai Kauhale Property.

- C. Regularly Scheduled Recertification. Periodically, but not less than once each year, the Landlord will request you to report the income and composition of your household and to supply any other information required by the Program for the purposes of determining your eligibility for "Rental Assistance," the amount of such "Rental Assistance," if any, and your "Monthly Rent (net)." You agree to provide true and accurate statements of this information and to do so by the date specified in the Landlord's request. The Landlord will verify the information supplied by you and use the verified information to recompute the amount of the "Rental Assistance," if any, and your "Monthly Rent (net)."

- (1) If you do not submit the required recertification information by the date specified in the Landlord's request, the Landlord may take the following action. The Landlord may implement such action in accordance with Program procedures and requirements.

Landlord's remedies include:

- (a) Require you to pay the higher, "Contract Rent (unsubsidized)" set forth in Paragraph "E" of the Summary for your unit or then in effect.
 - (b) Implement any increase in "Contract Rent (unsubsidized)" resulting from the recertification processing without providing the 45-day notice otherwise required by Paragraph 4.A. immediately above.
- (2) You may request to meet with the Landlord to discuss any change in the "Rental Assistance" from the recertification processing. If you request such a meeting, the Landlord agrees to meet with you and discuss how your "Rental Assistance," if any, was computed.

- D. Reporting Changes Between Regularly Scheduled Recertification. If any of the following events occur, you agree to advise the Landlord immediately.

- (1) Any household member moves in/out of the unit.
- (2) An adult member of the household who was reported as unemployed on the most recent certification or recertification obtains employment.
- (3) The household's income increases by more than \$200.00 per month after:
 - (a) Landlord has reduced the "Monthly Rent (net)" because of a decrease in income reported pursuant Paragraph 4.D.(4) below.
 - (b) You submitted certification information showing an average monthly household income less than \$_____ per household member.

- (4) You may report any decrease in income or any change in other factors considered in calculating the "Rental Assistance." If the decrease in income or change in other factors will last more than 90 days, the Landlord will verify the information and make the appropriate adjustment prospectively and not retroactively.

If you do not advise the Landlord of these interim changes, the Landlord may increase your rent to the "Contract Rent (unsubsidized)" shown in Paragraph "E" of the Summary. The Landlord may do so only in accordance with the procedures of the Program.

You may request to meet with the Landlord to discuss how any change in income or other factors affect your "Rental Assistance," if any. If you request such a meeting, the Landlord agrees to meet with you and explain how your "Rental Assistance", if any, was computed.

- E. Termination of Rental Assistance. You understand that "Rental Assistance," if any, which is made available on your behalf may be terminated if any of the following events happen. Termination of "Rental Assistance" means that the Landlord may make the "Rental Assistance" available to another Tenant and your "Monthly Rent (net)" will be recomputed to the "Contract Rent (unsubsidized)." In addition, if the "Rental Assistance" is terminated because of criteria 4.E.(1) or 4.E.(2) below, you will be required to pay the "Contract Rent (unsubsidized)" then and from time to time thereafter in effect.

- (1) You submit false information on any application, certification, recertification, or request for interim adjustment for the purpose of obtaining higher "Rental Assistance."
- (2) You do not provide the Landlord with the information or reports required by Paragraphs 4B or 4C, immediately above, within 10 calendar days after the receipt of the Landlord's notice of intent to terminate your "Rental Assistance."
- (3) The "Monthly Rent (net)" equals the "Contract Rent (unsubsidized)."

The Landlord agrees to give you written notice of the proposed termination. The notice will advise you that, during the 10 calendar days following the date of the notice, you may request to meet the Landlord (including Landlord's managing agent) to discuss the proposed termination of assistance. If you request a discussion of the proposed termination, the Landlord agrees to meet with you.

Termination of "Rental Assistance" shall not otherwise affect your other rights under this Rental Agreement, including the right to occupy the dwelling unit. If "Rental Assistance" is terminated pursuant to Paragraphs 4.E.(2) or 4.E.(3), immediately above, "Rental Assistance" may subsequently be reinstated if you submit the income or other data required by Program procedures, the Landlord determines you are eligible for "Rental Assistance" and "Rental Assistance" is available.

- F. Tenant Obligation to Repay. If you submit false information on any application, certification, recertification or request for interim adjustment or do not report interim changes in household income or other factors and as a result, receive more "Rental Assistance" than you are entitled to, you agree to reimburse the Landlord for the difference between the "Rental Assistance" you received and the "Rental Assistance" you were entitled to.

- G. Penalties for Submitting False Information. If you deliberately submit false information regarding income, household composition or other data on which your eligibility or rent is determined, the Landlord may require you to pay the higher, "Contract Rent (unsubsidized)." In addition, you could become subject to penalties available under Hawaii law. Those penalties include fines up to \$5,000 and imprisonment for up to two years.

5. CHARGES FOR UTILITIES AND SERVICES:

The chart shown in Paragraph "I" of the Summary describes how the cost of utilities and services will be paid. You agree that the chart accurately describes the utilities and services paid by the Landlord and those paid by you.

6. UTILITY SERVICE:

You agree that the Landlord shall not be responsible for the temporary failure of electricity, gas, water, or other kind of utility. The Landlord is responsible for maintaining all appliances provided by the Landlord.

You understand that you will not be permitted to install any air conditioning equipment.

7. CHARGES FOR LATE PAYMENTS AND RETURNED CHECKS:

Rent is due and payable on the first day of each month. If you do not pay the full amount of the rent due and payable under Paragraph "E" of the Summary by the end of the 5th calendar day of the month, the Landlord may collect a late fee in the amount shown in Paragraph "G" of the Summary on the 6th day of the month. If you do not pay the rent on time or any other amount which you are required to pay under this Rental Agreement, you will be in default and the Landlord may terminate this Rental Agreement in accordance with the Hawaii Landlord and Tenant Code. The Landlord may collect a fee each time a check is not honored for payment (bounces) in the amount shown in Paragraph "H" of the Summary. The charges discussed in this Paragraph are in addition to the regular monthly rent payable by the Tenant.

8. SECURITY DEPOSIT:

Upon signing of this Rental Agreement, you agree to pay to the Landlord as a security deposit the amount shown in Paragraph "F" of the Summary. The security deposit will be held by the Landlord as security for the full and faithful performance and observance of all the terms and conditions of this Rental Agreement. No interest will be paid on the security deposit. The security deposit further serves to secure the Landlord against any costs or expenses which may result if you fail to meet the terms and conditions of this Rental Agreement. If any part of the security deposit is used by the Landlord to pay the Landlord for amounts owed by you to the Landlord, you will pay the Landlord within 10 days after you receive written notice from the Landlord the amount necessary to restore the security deposit to the original sum.

The Landlord agrees to refund your security deposit no later than 14 days after you have officially moved out of the unit and returned your keys. The Landlord will deduct from your security deposit the amount necessary to pay for any of the following:

- A. Losses or damage to the premises, appliances, fixtures and other equipment caused by you, your household or guests;
- B. The cost of cleaning and repairing the unit, appliances and fixtures for re-leasing to a new tenant; and

C. Any and all sums which you owe the landlord under the provisions of the rental agreement.

You understand the Landlord will not count the security deposit toward the last month's rent or toward repair charges owed by you.

9. GENERAL PROVISIONS:

You agree to:

- A. Keep your unit clean and in good working condition by maintaining proper practices and maintaining your unit and fixtures in a proper manner;
- B. Use all appliances, fixtures and equipment in a safe manner and only for the purposes for which they are intended;
- C. Not litter the grounds or common areas of the project;
- D. Not destroy, deface, damage or remove any part of the unit, common areas, or project grounds;
- E. Give the Landlord prompt notice of any defects in the plumbing, fixtures, appliances, heating equipment or any other part of the unit or related facilities;
- F. Remove garbage and other waste from the unit in a clean and safe manner;
- G. Not keep pets of any kind in your unit or the Project;
- H. Not sublet or assign the unit, or any part of the unit;
- I. Not commit or allow the commission of any unlawful activities in the unit, the common areas or the Project grounds;
- J. Not make or permit noises or acts that will disturb the rights or comfort of your neighbors. You agree to keep the volume of any radio, stereo, television or musical instrument at a level which will not disturb your neighbors; and
- K. Not consume alcohol in the common areas of the Project.

10. ALTERATIONS, ADDITIONS AND IMPROVEMENTS:

You are not permitted to make any alterations, additions or improvements to the Premises except as follows:

- A. You will not make any alterations, additions or improvements of any kind or install any fixtures on or in the unit without the prior written approval of the Landlord. The Landlord may withhold consent regarding any alteration, additions, renovations or improvements ("alterations") if you cannot show that:
 - (1) You have made financial arrangements to pay all costs for the proposed alteration; or
 - (2) You have the money readily available to pay for all costs of the proposed alteration.

- B. Any alterations shall not be paid for on credit. The Landlord shall not be held responsible for any non-payment of bills on your part for any alteration.
- C. Any alterations made without the prior written consent of the Landlord must be removed at the Landlord's request. It will be your responsibility to pay for both the removal of all alterations and the cost of restoring the unit back to its original condition.
- D. The Landlord may from time to time make alterations in and about the unit and the premises. These alterations shall be paid for by the Landlord. You agree to allow the Landlord and any of Landlord's agents or contractors to enter the unit during reasonable hours.
- E. You agree that the only claim you may make against the Landlord, Landlord's agents or contractors shall be for loss and damages caused by their negligence or unlawful conduct.

11. KEYS AND LOCKS:

You agree not to install additional or different locks or gates on any doors or windows of the unit without the written permission of the Landlord. If the Landlord approves your request to install such locks, you agree to provide the Landlord with a key to each lock. When the Rental Agreement ends, you agree to return all keys to the dwelling unit to the Landlord. If you do not return all keys, you will be charged \$10.00 for each key not returned or the actual cost of rekeying or replacing the lock.

12. ACCESS BY LANDLORD:

- A. You agree to permit the Landlord or manager to enter the unit for the purpose of:
 - (1) Making periodic inspections of the unit;
 - (2) Making necessary or agreed repairs, decorations, alterations or improvements;
 - (3) Supplying services as agreed; and
 - (4) Showing the unit to prospective buyers, mortgages or tenants.
- B. You agree that the Landlord or manager may enter the unit for any of the purposes listed above after giving you written notice at least 48 hours before he/she intends to enter the unit. You agree that he/she may enter the unit after giving notice regardless of whether you are in the unit or not.
- C. The Landlord and manager agree that:
 - (1) They will not abuse their right of access nor use it to harass you;
 - (2) They will give you at least 48 hours notice of their intent to enter the unit, except when emergency situations make such notice impossible.
 - (3) They will enter the unit only during reasonable hours, except in cases of emergency.
- D. The Landlord and manager further agree that they will have no other right to enter the unit, except by court order, unless you appear to have quit the premises.

- E. You agree that you will pay to the Landlord the cost of any damages caused by your unreasonable refusal to allow the Landlord or manager access to unit.

13. DAMAGES:

Whenever damage is caused to any portion of the unit or any part of the Project (including all fixtures, appliances, and any other equipment) by you, your household or guests, you agree to pay for the cost of replacement or repair within 30 days after receipt of the Landlord's bill for repair charges.

Please note that this does not apply to damage caused by normal and reasonable wear and tear.

You further agree to pay rent for the period the unit is damaged whether or not the unit is habitable. You understand that HHFDC will not pay "Rental Assistance" for any period during which the unit is not habitable. For each such period, you agree to pay the HHFDC-approved "Contract Rent (unsubsidized)" rather than only the "Monthly Rent (net)" shown in Paragraph "E" of the Summary.

14. EMPLOYEES AND AGENTS OF THE LANDLORD:

If you request an employee or agent of the Landlord to perform a service for you, and the service is not one which the Landlord is required to perform for you, that employee or agent will be considered your employee or agent. The Landlord will not be responsible for damages to property or injury of any kind to any person related in any way to the service being performed for you by that employee or agent.

15. FAILURE TO PAY RENT; EVENTS OF DEFAULT:

- A. You understand and agree that the unit is rented to you on the condition that you will not:

- (1) Fail to pay your portion of the rent within 5 days after it is due; or
- (2) Fail to observe or perform any of the other terms of the rental agreement. If the landlord notifies you that you are in default, the default must be corrected within 10 days after you have been notified.

- B. If you fail to comply with any of the above conditions, you will be in default and the Landlord may, with prior notice or demand;

- (1) Enter upon and take possession of the unit;
- (2) Terminate the rental agreement;
- (3) Start a court proceeding to have you evicted.

16. EXTENDED ABSENCE OF THE TENANT:

If you plan to be away from the unit for any extended period of time, you agree that;

- A. You will give written notice to the Landlord of your intent to be away from the unit for any extended period of time.

- B. During any extended absence, the Landlord or manager may enter the unit for the purpose of inspection and maintenance.
- C. If you fail to notify the Landlord of your intent to be away from the unit for an extended period of time, you will be responsible for any damages resulting from your absence.
- D. The Landlord shall be responsible only for the damages caused by acts or the neglect to perform what the law requires (omissions) by the Landlord or Landlord's agents.
- E. You understand that if you do not personally reside in the unit for a period exceeding 60 days, for reasons other than health or emergency, your rent shall be raised to the "Contract Rent (unsubsidized)" shown in Paragraph "E" of the Summary for the period of your absence exceeding 60 days. You also understand that should any "Rental Assistance" be suspended or reassigned to other eligible tenants, you are not assured that "Rental Assistance" will still be available to you upon your return. You also understand that, if your absence continues, Landlord may take the appropriate steps to terminate your tenancy before or at the end of the lease period. You understand that this provision shall apply only if you are in basic compliance with the other conditions of the Rental Agreement. If you fail to pay rent, abandon your unit, or default in any of the other conditions of the Rental Agreement, your tenancy may be terminated in accordance with Paragraph 3 of this Rental agreement.

17. ABANDONMENT OF THE UNIT:

If the unit remains unoccupied for a continuous period of 20 days, and the Landlord has not been informed of your extended absence from the unit, or if there has been evidence of abandonment, the unit shall be considered abandoned and the Rental Agreement shall be terminated. The Landlord may, without prior notice, enter the unit and remove and place in storage all your personal belongings.

18. ACCEPTANCE OF RENT:

You understand that if the Landlord accepts your rent, it will not mean that the Landlord approves of and therefore dismisses any nonperformance by you on any part of the Rental Agreement. It further will not eliminate from the Rental Agreement the provision that is not being performed.

19. PAYMENTS TO THE LANDLORD:

In applying the tenant payments to delinquent rent and damage charges, the Landlord shall apply collections first to interest, then to unpaid rent and damage charges. The oldest unpaid accounts shall be paid first. You agree to pay interest at the simple annual rate of one percent per month on all unpaid balances due to the Landlord upon receipt of the Landlord's bill.

20. LEGAL FEES:

If the Landlord employs an attorney to collect unpaid rent or any other amount owed by you to the Landlord, you agree to pay reasonable attorney's fees, as allowed by law, plus court costs and interest at the simple annual rate of one percent per month, on all unpaid balances, until the amount owed is paid in full. You understand that you will not be required to pay for attorney's fees or other legal costs if a court determines you are not responsible for such payments. You understand that the Landlord may begin court proceedings to correct any nonperformance of your part of any provision of the Rental Agreement. The Landlord may begin and conclude any court proceedings against you regardless of the following:

- A. Whether your rent has been accepted by the Landlord; or
- B. Whether the Rental Agreement has been terminated.

If you vacate the premises in violation of the Rental Agreement, the Landlord may collect from you the equivalent of one month's "Contract Rent (unsubsidized)" shown in Paragraph "E" of the Summary as liquidated damages. You understand that liquidated damages are completely separate from any other damages to which the Landlord may be entitled due to your loss or destruction of the Landlord's property.

21. TENANT'S PERSONAL PROPERTY:

You agree to keep all your personal property (including your automobile, household furniture, valuables, etc.) in or around the unit or premises at your own risk. The Landlord will not be responsible for loss or damage to your personal property caused by theft, fire, water damage or any other cause.

22. INJURIES OR DAMAGE CAUSED TO TENANT:

The Landlord shall not be responsible for any injuries or damage caused to you, your household, guests or agents while in the unit or on the premises, unless the injury or damage is a direct result of any act or omission on the part of the Landlord in carrying out its responsibilities under the Rental Agreement.

23. LANDLORD'S RIGHT TO DENY ACCESS:

You agree that it will be the Landlord's right to deny any and all undesirable persons access to your unit or any part of the premises at all times.

24. INDEMNITY:

You agree that while you, your household and guests use or live on the premises, the Landlord shall not be held responsible for:

- A. Any kind of damage (including damage to property, personal injury and wrongful death);
- B. Accident or fire on the premises;
- C. Any kind of nuisance; or
- D. Any failure by you, members of your household or your guests to observe the provisions of the rental agreement.
- E. Provided none of the above results from acts or omissions whether intentional or negligent on the part of the landlord in carrying out landlord's responsibilities under the rental agreement.

25. CHANGE IN RENTAL AGREEMENT:

The Landlord may, with the prior approval of HHFDC, change the terms and conditions of the Rental Agreement. Any changes will become effective only at the end of the initial term or a successive term of this Rental Agreement. The Landlord must notify you of change and must offer you a new Rental Agreement or an amendment to the existing Rental Agreement. You must receive the notice at least 60 days before the proposed effective date of the change. You may accept the changed terms and conditions by signing the New Rental Agreement of the amendment to the existing Rental Agreement and returning

it to the Landlord. You may reject the changed terms and conditions by giving the Landlord written notice that you intend to terminate the tenancy. You must give such notice at least 30 days before the proposed change will go into effect. If you do not accept the amendment to the existing Rental Agreement, the Landlord may require you to move from the Project, as provided in Paragraph 3.

MAILING ADDRESS FOR RENT PAYMENT:

**HHFDC/HONOKOWAI KAUAHALE
C/O REALTY LAUA, LLC
ATTN: TRANSACTION PROCESSING
PO BOX 1120
HONOLULU, HAWAII 96807-1120**

MAKE MONEY ORDER/CHECKS PAYABLE TO:

HONOKOWAI KAUAHALE

MAKE SURE YOU HAVE YOUR UNIT NUMBER ON PAYMENT