



Kahana Falls

MAUI

“Aloha Nuhou”

Hawaiian for “Good News”

Kahana Falls Owners’ Journal

2017, Issue 2

From the President



After more than 10 years of leadership of the Kahana Falls Board of Directors, Rich Roll has decided to hand the reins over to others to continue his great work. We are all thankful for Rich’s excellent stewardship of the Board and

the resort for the past decade, and we wish him well in the next chapter of his life.

I’m honored to have been selected by my peers as the next President of the combined IOA and AOA Boards. I have served as Treasurer for the past 10 years, and I welcome the chance to continue the efforts to make Kahana Falls our home away from home.

Our owners are fortunate to have other Board members stepping up to assure a successful continuance of resort efforts and initiatives. Katherine Ivey is our new Treasurer, and Martin Hewitt is the new Secretary. Both individuals have provided their considerable talents to the Board in recent years. The Vice President of the combined Boards continues to be Milt Jantzen. We are augmented by the experience and skills of Karen Cornwell and Kevin Ramage. I am fortunate to be surrounded by such a capable group of individuals.

The Board has four initiatives that it will pursue in the future. Some of these will begin very soon, and some are longer-range goals:

1. The first is a plan to remodel the bathrooms in each unit. Through the ongoing efforts of Martin Hewitt, Milt Jantzen, Kevin Ramage, and resort manager Suzie Moore, we are close to receiving competing bids on the remodel project. This will be a multi-year project and we expect the

result will be a substantially more modern and convenient bathroom configuration.

2. The second initiative is to remodel the kitchens in all units. In order to minimize construction inconvenience and to provide a leveling effect on cash flows, this initiative will likely not begin until the bathroom initiative is completed.

3. The third initiative is to accelerate the sale of non-performing inventory of units. Though not as visible as new bathrooms or remodeled kitchens, this initiative enhances the funding of improvement projects, maintains the financial viability of the resort, and helps to suppress increases in maintenance fees. Through the efforts of Karen Cornwell, and effective November 1, 2017, the Board consummated an agreement with Kaplan Enterprises, which is an experienced marketer of non-performing inventory. The Board will monitor Kaplan’s efforts closely to assure the success of this program.

4. Identifying and operationalizing a plan to position Kahana Falls as an attractive ownership opportunity for a younger demographic. We will be ably assisted by the capable folks at Trading Places International in our efforts to create such a strategy.

My colleagues on the Board and I look forward to furthering the best interests of our fellow owners, and we are excited to pursue these initiatives and those that will follow.

Best regards,
Dr. Jesse Arman



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Manager's Pipeline

Aloha Kahana Falls Owners!

It's that time again – time to find out what has been happening at the resort and what we should look forward to.

May and June were busy months for us, with several of our projects coming in one after another!

The new couches arrived and were installed in the Hale Kipa units. All units now have an upgraded memory foam hide-a-bed mattress for extra comfort at night. Along with the couches, the studio unit Murphy bed cushions were delivered. The new cushions are made with a high-quality fill and are three inches higher than the previous cushions, making them more comfortable as well as more easily accessible to sit down and stand up. Instead of reupholstering the front of the Murphy bed couch frame, we added a wood panel to the front to complete the new look. We also replaced the old mattress in the Murphy beds with a Luminous 9" traditional top mattress.

A couple of weeks later the new bedroom furniture arrived. Replacing the furniture in all of the occupied bedrooms throughout the property was quite a production. The manufacturers did not make it simple, as they sent different pieces in different shipments – dressers and some night stands in one shipment, the rest of the night stands and the chests of drawers in the next, then the headboards along with the mirrors in the last. Needless to say, we had to enter each room 2 to 3 times over a 3 week period. All owners and guests were notified of their change days and what would be changed on that day. On the day dressers and night stands were to be replaced, all had to be emptied before being switched out. New headboards were installed and mirrors were hung during the final week, completing the replacement.

Thank you to all the owners and guests who were staying with us during those three weeks for all their patience, cooperation and understanding.

The final change during these two months were the top-of-bed items. There are no longer comforters on the beds. Instead we have a bright clean look with bed skirts, white decorative top sheets and a blue, teal,

tan and brown striped bed scarf. To complete the update, we added an additional pillow to the top of the bed for a comfy, welcoming look.

We replaced the Kahana Falls sign at the entrance to the property in October. The new sign has a green granite background with pink quartz letters and logo. It is a beautiful updated welcome to owners and guests.

In preparation for our new equipment, the fitness center has been repainted. The new elliptical machine, 2 treadmills, recumbent bike, free standing bike and an FTS Glide multi-exercise system, will be installed during the week of December 11th.

The new dining room sets have been manufactured and are being loaded on the ship. They should arrive at the resort sometime during the first couple of weeks of January. All A Unit and Hale Kipa dining sets will be replaced as well as the B Unit tables and chairs. The sets are custom designed and custom sized to fit well in their allotted spaces.

The bathroom remodel project is getting closer to becoming a reality. We are working toward hiring the right contractor and finding the perfect design for Kahana Falls. The project will be spread out over 4 years, and should begin in the fall of 2018. We will begin by remodeling the 6th and 5th floors of each tower during the first year, the 4th and 3rd floors during the second, the 2nd and part of the 1st floor during the third year and the remainder of the 1st floor and the Hale Kipa units the fourth year. I will include more specific details in the next newsletter, as we are still working on the particulars.

Information on our other 2018 projects will also be in the next newsletter, as we work on the concepts, designs and procurement of the different changes in each unit and around the property.

Come see all of these updates for yourself during your next visit!

Mahalo Nui Loa!

Suzie Moore
Resort General Manager



TripAdvisor® Comments

“Our room was on the pool side at the tree level, just above the little river and the falls. We heard them from our porch and bedroom and we loved it! The bed was so comfortable, and the staff was very gracious, the room was clean, and the grounds and foliage were lush and beautiful.”

“My family had an incredible visit to Maui. We loved Kahana Falls Resort as it has all the amenities you could wish for to rest up before your excursions all over the island. It is a quiet, lovely place”

“The area is Great if you like to be away from busy KAAHAPALI. I don't like crowds so I prefer this area with lots of great places to eat.”

“We stayed at this resort for a week and we're very impressed. Both by the location and the value for money.”

The Board of Directors could use your Communications Expertise

The Kahana Falls Board of Directors periodically reviews the overall skills mix available to the Board. We have identified the need for a volunteer who has superb public communication skills, especially written skills. The individual we seek may have gained these skills during their career in Marketing, Public Relations, or an Executive Leadership position. The desired individual could also be savvy in media research and current social media skills. If you are interested in supporting your Board of Directors in this capacity, please send us your resume or CV and a brief statement (1000 characters) of how your skills make you the right person to support the Board.

CONTACT INFORMATION REMINDER

Have you moved recently? Please remember to update your mailing address with Trading Places International to ensure that you receive important association mailers and billing statements.*

You can update your contact information directly by visiting www.kahanafalls.com/changeofaddress or call 866-889-9369 ext. 1

*Non-receipt of a statement does not relieve you of your financial obligation. Assessments are due January 1 each year or 30 days after billing date. Please reference the association's Assessment, Billing, and Collection policy for more information regarding due dates, penalties, etc.

Payments can be made online at www.kahanafalls.com/pay.



2018 Board Meeting Dates

Wednesday, March 21, 2018
Kahana Falls Resort

Wednesday, October 10, 2018
Trading Places International

Thursday, October 11, 2018
Trading Places International

The **Annual Owners Meeting** will be held on **March 22, 2018** at Kahana Falls Resort.

Contact your board of directors at board@kahanafalls.com

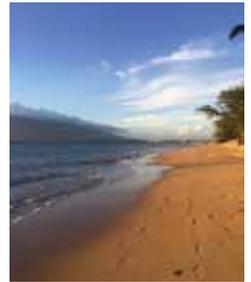
For past board meeting minutes, please visit your Owners Corner at

www.kahanafalls.com/owners

Username: **kahana**/password: **tpi**

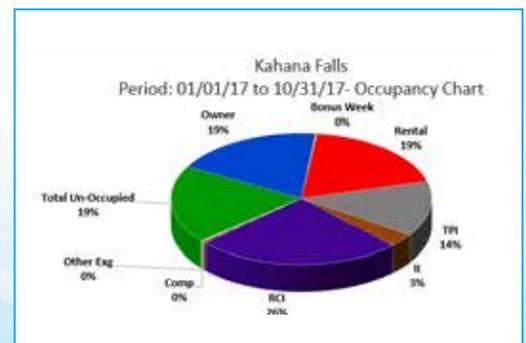
Tell Us Your Story!

We'd love to hear from you. Will you share your comments and vacation photos with us? Please send your story and any beautiful (high-res) vacation shots to Trading Places, c/o DRO admin at 25510 Commercentre Drive, Suite 100, Lake Forest, CA 92630, or e-mail to droadmin@tradingplaces.com.



Who is staying at Kahana Falls? January through October 2017

This graph is based on total available room nights:
Unoccupied: Includes no-shows, late check-ins and early check-outs
Owner: Includes Owner or Guest-of-Owner usage
Rental: Includes Owner and HOA rentals
TPI Exchange: Includes exchanges booked through Trading Places International
RCI Exchange: Includes exchanges booked through RCI
Other: Includes exchanges booked through other exchange companies



Maui Events*

MAUI FRIDAY TOWN PARTIES

Time: 6:00 p.m. to 9:00 p.m.

FREE weekly event featuring live music, sidewalk vendors, food booths, and a beer garden.

Locations:

First Friday - Wailuku

Second Friday - Lahaina

Third Friday - Makawao

Fourth Friday - Kihei

HAPPY HOUR IN LAHAINA

Some will argue to little opposition that every hour in Lahaina is a happy one. Nonetheless, there are always those days when you are ready to start the evening before the clock says it's time to go. Lahaina is the perfect place to go out to enjoy a drink or two before you go out. Here is a guide to a few places that are ready and waiting!

Cane & Canoe bar

1 Bay Dr., Lahaina, HI; 4:30 p.m. - 6 p.m. Everyday

Longhi's Lahaina

888 Front St., Lahaina, HI; 3 p.m. - 6 p.m. Everyday

Sangrita Grill + Cantina Happy Hour & Live Music

2580 Kekaa Dr., Lahaina, HI; 3 p.m. - 6 p.m. Everyday

Aloha Hour at Leilani's - Beachside Grill

2435 Kaanapali Parkway, Bldg. J, Lahaina, HI; 3 p.m. - 5 p.m. Everyday

Kimo's

845 Front St, Lahaina, HI; 3 p.m. - 5 p.m. Everyday

Duke's Beach House

130 Kai Malina Pkwy, Lahaina, HI; 3 p.m. - 5 p.m. Everyday

Captain Jack's Island Grill

672 Front St., Lahaina, HI; 3 p.m. - 6 p.m. Everyday

Bubba Gump Shrimp Co.

889 Front St., Lahaina, HI; 9 p.m. - 10:30 p.m. Everyday

Koa Seaside Grill

839 Front Street, Lahaina, HI; 2 p.m. - 5 p.m. Everyday

Down the Hatch

658 Front St., Lahaina, HI; 2 p.m. - 6 p.m. Everyday

LET IT SNOW!

12/2 to 12/23 • 6:30 p.m. & 8:00 p.m.

Queen Ka'ahumanu Center will once again transform into a giant snow globe with its award-winning snowfall experience returning on Tuesdays, Thursdays and Saturdays. Each snowfall show will last for ten minutes and is orchestrated to festive, holiday music with keiki snowflake wands and free Starbucks hot chocolate for early arrivals.

PHIL LESH & FRIENDS NEW YEAR'S CELEBRATION CONCERT

12/28 to 12/29

The holidays are a time when peace and love are running rampant. Why not indulge your inner hippie at the Maui Arts & Cultural Center and get in on the holiday celebration before the clock strikes midnight and the decorations get packed away for another year?

*TPI & the Kahana Falls Resort are not responsible for events operated by and information provided by third parties. The information is provided as a courtesy to help our guests and owners in planning their vacation experience while at the Kahana Falls. For participation, updates or additional information regarding activities or events, please contact the provider directly.



staff spotlight

Our employee spotlight for this newsletter is Sam Florez, Front Desk Manager. I will let Sam tell you a little about himself and how he became our Front Desk Manager.



I am originally from the San Francisco Bay area. After almost 10 years of banking and 2 consecutive vacations to Maui, I decided that the fast pace of mainland life was no longer for me. I was fortunate enough to have friends and family already on island and enough saved that I did not need to find a job immediately. During my first year on island, I joined the Napili Canoe Club and spent time exploring all the natural and cultural beauty Maui has to offer. When it finally became time to work, I decided that a job in the hospitality industry would be something new and exciting and I was lucky enough to get a job here at Kahana Falls as the Trading Places representative. For three years I enjoyed working with Kahana Falls owners to help set up their vacations. The resort's staff and management were so welcoming and a joy to work with, so when the position of Front Desk Manager became available, it immediately piqued my interest. My previous management experience and background in banking & finance, along with the 3 years working as the Trading Places representative, have been invaluable to me during this last year as Front Desk Manager and I look forward to many more years with Kahana Falls.

We look forward to having Sam here with us for many more years as well ~ Thank you Sam for all you do!

Write to board members c/o TPI at the above address.



Kahana Falls

Kahana Falls Resort

Front Desk: 808-669-1050

Resort Fax: 808-669-1848

E-mail: kfr@tradingplaces.com

Website: www.kahanafalls.com

The Kahana Falls Resort disclaims any responsibility for claims made or the performance of goods and services advertised in this newsletter.

OWNER SERVICES

866-889-9369 ext. 1 | ownerservices@tradingplaces.com

- Book use time / Bank your week (TPI, RCI, II)
- Inquire about your contract
- Learn booking rules
- Pay maintenance fees

Important Maintenance Fee Information

Regular association dues are billed annually and are due and payable per your ABC policy. A statement is mailed to you as a courtesy; non-receipt of a statement does not relieve you of your financial obligation.

Pay Online at www.kahanafalls.com/pay

Questions about your Maintenance Fees or Assessment

Billings? Call the Accounting Department at **866-932-5200**

ext. 7 or e-mail billings@tradingplaces.com

EXCHANGE

866-889-9369 ext. 3 | exchange@tradingplaces.com

- Competitive exchange fees & great destinations
- ONLINE exchange option 24/7

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TRAVEL & CRUISE

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www.tradingplaces.com/TRAVEL CST # 1008862-10

RENTAL

866-889-9369 ext. 4 | rentals@tradingplaces.com

- List your KFR unit for rent
- Rent additional nights at KFR, or other TPI resorts

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www.tradingplaces.com/HOTDEALS

- Great weekly rates... Plan ahead!

www.tradingplaces.com/SUITEDEALS

PROPERTY MANAGEMENT

As your management company, Trading Places is dedicated to making your property the best it can be. Please feel free to contact us at any time.

Aloha from your Kahana Falls Owner Services Department!

Are you ready to book some reservations? Our friendly agents are ready to assist you!

If you haven't already confirmed your plans for 2018 (or 2019!) – please do so now! Call 866-889-9369 ext. 1 to speak with one of our friendly and helpful Owner Services agents today. Or make your reservations online:

www.kahanafalls.com/owners/reservationrequest

Username: **kahana** Password: **tpi**

Please note that reservations are not valid until they are confirmed in writing by Trading Places International.

Can't travel? We have options for you! Deposit your week today with Trading Places and receive a week of credit for exchange to a variety of locations. Please call **866-889-9369 ext. 1** or e-mail ownerservices@tradingplaces.com for further assistance. If you wish to deposit a future week, please remember that the association dues must be pre-paid for the year you wish to deposit.

We look forward to hearing from you soon!
Your Owner Services Vacation Specialists



Solicitation for Nomination!



Kahana Falls
MAUI



We are always looking to add diversity to our Board of Directors. Can you bring something new and fresh to the table? Does your background provide perspective that might benefit the Board? Will your strengths make the Board stronger as a whole?

Serving on the Board of Directors is your opportunity to make an impact on the future of Kahana Falls by becoming involved in the decision-making process. You must be a member of the association in good standing to submit your nomination.

If you have an interest in serving on the board of directors, please contact droadmin@tradingplaces.com or send your request and contact information to the address below. We will be happy to send you the form and consider your nomination for our next election. Thank you!

By mail: Trading Places International, Attn: Dro Admin
25510 Commercentre Drive, Suite 100
Lake Forest, CA 92630