



KU'AU BAYVIEW

AT PĀ'IA

Date: August 27, 1997

To: Christine Camp (CC)
 Jeff Faulkner (JF)
 Patty Angulo (PA)
 Cindy Diane Mendes (CDM)

From: JoAnn Yee (JY)

Re: Minutes of KBV TQM Meeting - August 26, 1997

Please review the minutes below. If they differ from your understanding, please contact me at 525-8499. Otherwise they will be deemed to be approved. The next meeting is September 9, 1997 at 9:00 at the A&B Maui Office.

Demerits for late comers - \$5 is in the kitty.

1. Homeowners' Association
 - a. Mailboxes – needed for the following lots right away – 15, 14, 86, 79, 713, 84, 85 and 43.
 - ☉ CM to arrange for mailboxes.
 - b. Maintenance – rubbish in the corner (off highway) of the retention basin.
 - ☉ CM to have a key made and left at the Sales Office.
 Picture Perfect Maintenance will go in and clean the rubbish only.
 - c. Street Lights – CM asked when the street lights would be turned on. JF reported a certain number of occupants were required before the City would turn on Phase 3 occupancy.
 - d. Landscape
 - 1) A contract has been entered into with Picture Perfect Maintenance. Rustin will start work on September 1. CC asked that he spruce up the landscaping near the signs and plant, something of color at the entry, and wash down the Ku'au Bayview entry sign of dirt.
 - 2) There are four areas needing sprinkler repair. Lot 18 across from the Pikake Model, Lots 33, 14 and 15.
 - 3) Lock for the Basin
 - ☉ CM will arrange for a key to the basin lock, tag it, put it in an envelope and leave it at the Sales Office.
 - ☉ CM will retrieve key to the control box from Loyal Gardeners.

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e. Maintenance Fees

☉JY to make sure payment is made on behalf of A&B Properties (check for \$2579.00 requested 8/27/97. Cindy to provide back up information via mail.)

2. Miscellaneous

a. Lot 43 -

☉JY to arrange for a 2' x 3' sign to be placed high on the property so it can be seen from the street. The sign will say "\$199,000 - this can be yours. (Proposal from Volcano Signs received 8/28 - cost \$275.)

b. Flags on sides of entry street - Volcano Signs' cost is prohibitive at \$480 per flag.

☉JY to check with Jeff Odom to see if a 3' sleeve could be installed instead of concrete. (Left a message with Jeff's voice mail that I'd like to talk to him about this possibly on Friday when at the Maui Office.) The flags will be ordered from the mainland. (Fax was sent 8/27 requesting quote with air freight; received will save \$8 per flag by ordering from the mainland.)

c. Lot Signs - Available and Sold - It was decided not to have signs with Lot numbers since the price is prohibitive at \$28 per sign.

☉JY will order 10 available signs and "sold" stickers. (Ordered signs 8/27/97. Checking into "sold" stickers.)

3. Sales

a. Status of contracts in escrow - PA provided written report to CC and CC review the report.

4. Marketing

a. Advertising showing Cleaves family completed 8/17.

b. Next ad, 9/7 will be announcing Hula Mae

c. 1,000 Hula Mae flyers were sent out which seemed to generate activity this past week.

d. Focus of 9/14 ad will be handwritten note from child with photographs of children playing in the sand at the beach.

e. Buyers' incentives are being looked at.

f. Photo contest is being coordinated to obtain photos of families for advertising around the holiday season.

g. The group felt a Halloween ad would be appropriate whereby the children could visit the sales office and receive candy, giveaways and possibly have a prize for best costume.

☉JY asked Wagstaff Advertising on 8/27/97 for a quote to design an ad for this. She will check into giveaways.)

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- h. It was suggested that one ad feature a doctor (professional) testimonial.
☉JoAnn will ask F&M to contact Dr. Altura and obtain his photograph and testimonial.
- i. Classified ads will be placed after Patty reviews. (She was able to review on 8/27.
☉JY to place ads.
- j. Mystery shopper
Bill Campbell, Sr. Vice President of A&B Properties, Inc. shopped Curt Thompson. Curt was rated 8 out of 10 max. but follow-up needs work.
☉JY to summarize comments and forward to PA.
- k. Follow up from Sales Agents is mandatory if the agent wants to work the project. PA to work with them. Team now includes Doreen Hanada from Prudential Locations who just joined ERA.

cc: RKS/SMK
Hideo Kawahara

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**Ku'au Bayview TQM Meeting
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List of Follow Up Items**

<u>Item</u>	<u>Deadlines</u>	<u>Person Responsible</u>
Arrange for mailboxes	ASAP	CM
Arrange for a lock the basin, tag it, put it in an envelope and leave it at the Sales Office. (given to JF)	ASAP	CM
Retrieve key to the control box from Loyal Gardeners	ASAP	CM
Make sure payment is made on behalf of A&B Properties (check for \$2579.00 requested 8/27/97. Cindy to provide back up information via mail.)	ASAP	JY
Arrange for a 2' x 3' sign to be place on Lot 43 Proposal requested from Volcano Signs 8/27/97.) Cost is \$275	ASAP	JY
Check with Jeff Odom to see if a 3' sleeve could be installed instead of concrete for flag poles Message left with Jeff's voice mail that I'd like to talk to him about this possibly on Friday when at the Maui Office.) The flags will be ordered from the mainland at a savings of \$6 per flag with freight.	ASAP	JY
Order 10 "available" signs and "sold" stickers. (Ordered signs 8/27/97. Checking into "sold" stickers.)	ASAP	JY
Halloween Ad. Contact Wagstaff (JY asked Wagstaff Advertising on 8/27/97 for a quote to design an ad for this. She will check into giveaways.)	ASAP	JY
Summarize Bill Campbell's comments and to forward to PA. (summarized 8/28/97 to CC for comments.)	ASAP	JY