



Welcome

to

HAWAIIAN

VILLAGE



WELCOME TO HAWAIIAN VILLAGE

MESSAGE FROM THE PRESIDENT

Welcome to Hawaiian Village! We hope that the materials in this welcome package ease your transition into our community.

My guess is that you may have many questions about Hawaiian Village, such as: *Where do I get parking and pool passes? Whom do I contact if I have a problem in my unit, etc?* Hopefully the answers to most of your questions are found within this packet. If not, I recommend that you visit our web site at www.hawaiianv.com for additional information or feel free to contact me via email (radsearch@aol.com) or at 410.356.6483.

We are very proud of our complex and feel that it is one of the most desirable properties in Ocean City. We have won numerous beautification awards from the city. I believe that among the key reasons for the success of our property are having an active Board of Directors and a number of unit owners who volunteer their time to help the board.

We are always looking for fresh ideas and an extra set of hands to help out. If you would like to be tuned into the pulse of our community, then please attend board meetings or run for the board when the next opening is available.

In closing, I would like to thank Jan Edelman of the Outrigger for putting together this "Welcome Package"

See you at the beach!

Richard Dannenberg
President, Council of Unit Owners
Hawaiian Village Condominium Association
RH #305



OVERVIEW

Buildings

Hawaiian Village is a unique condominium complex located in North Ocean City. The complex comprises three separate residential buildings that were constructed in the late 1980s and early 1990s.

The **Outrigger** building, located at the corner of 141st Street and Coastal Highway, consists of 28 one-bedroom units on two floors. Assigned parking is located underneath the building. Most units have a partial ocean view from their north or south facing balconies. The Outrigger was first occupied in December 1987.

The **Royal Hawaiian** is the largest of the three buildings with 88 mostly two-bedroom units on four floors. Units in the Royal Hawaiian are accessed via two centrally located elevators and multiple stairways. All units are entered from air-conditioned/heated hallways. As in the other buildings, assigned parking spaces are located underneath the building and in an overflow lot. The pools, exercise room, sauna and meeting room are located in this building.

The **Waikiki** building was the second building constructed and occupied. The Waikiki building is directly on the beach and is located on the corner of 142nd and Wight Streets. There are 24 two-bedroom units, all with balconies overlooking the ocean. The four floors are reached via an elevator accessible from the underneath parking lot.

Amenities

In addition to its close proximity to the ocean, the Hawaiian Village complex has amenities that distinguish it from many other condominium buildings in Ocean City. Owners of all three buildings can take advantage of the amenities which include:

- **Outdoor pool with lounge chairs and tables**
Pool is open from Memorial Day through Labor Day. Posted hours are currently 10:30 a.m. to 8:00 p.m. (Operating hours for the pools, spa and saunas are subject to change.)
- **In-door heated lap pool**
Lap pool is open seven days a week all year-round. Off-season hours are 10:30 a.m. to 5:00 p.m. Summer hours are the same as the outdoor pool. Owners of Waikiki and Outrigger units can enter the Royal Hawaiian building using access codes and/or key.



- **Spa (whirlpool)**
Spa operates on the same schedule as the lap pool.
- **Saunas**
Saunas operate on the same schedule as the lap pool
- **Exercise equipment**
Exercise equipment, including a treadmill, elliptical trainer and exercise bicycle, is available 24 hours a day. Exercise room is located at the far end of the first floor hallway in the Royal Hawaiian building beyond the entrance to the pool area. The building key is used to access the exercise room.
- **Bicycle storage area**
Bicycle storage area is located under the Royal Hawaiian parking deck. Bicycles must be registered with the property management company. A nominal fee is charged. Space is limited.
- **Meeting room**
Meeting room is located on the second floor of the Royal Hawaiian building above the indoor pool. The room is available for private functions upon request.

Other Notable Features

- **Landscaping that consistently wins awards**
Talented and dedicated owners oversee and maintain the landscaping at levels that exceed most other OC condominiums.
- **Active Board of Directors**
Governing board consists of owners knowledgeable about building construction and maintenance, budgeting and cost control, condominium law, the property's by-laws, insurance and many other areas important to the proper oversight of a large condominium complex.
- **Competent property management company**
Company hired and continuously evaluated by the Board to maintain the property, execute contracts, perform role of owner liaison, and generally ensure the property receives proper care.
- **Adequately funded reserve**
The Board initiated an independent reserve study to plan for the funding of future replacement and maintenance projects. Plan is reviewed annually and is for the most part followed.
- **Rules and regulations enforced**
Contributing to the quality of life are rules and regulations that are communicated to owners and renters alike. In-season a security guard helps to ensure that vacationers behave appropriately so that all may enjoy their stay at the beach. Copies of the rules and regulations are available on the web site.



CONDO OWNERSHIP 101

New to Condo Ownership?

If you have never owned a unit in a condominium community, you might want to spend a few minutes reading this section about condominium living at Hawaiian Village

Purpose of the Condominium Association

A condominium is a legal arrangement whereby individuals own not only the space within the walls of their unit but also have an interest in the common areas of the entire property.

The Hawaiian Village (HV) Condominium Association exists to govern activities with respect to the maintenance and management of the complex. The primary focus is on maintaining the common areas, but the association is also concerned about maintaining the quality of life through the communication and enforcement of rules and regulations.

All owners are automatically members of the HV Condominium Association.

Roles and Responsibilities

The Condo Association elects five owners to serve on the Board of Directors. Each Board member serves a three-year term. The election of Board members is staggered so that one or two Board members are chosen every year.

The primary responsibilities of the Board members are to:

- Manage the annual budget.
- Plan future projects.
- Identify cost-effective solutions.
- Monitor project progress.
- Control spending.
- Deal with the unexpected.
- Vote on decisions related to the above.
- Communicate status and issues to all unit owners.



The primary responsibilities of the other members of the Condominium Association (i.e. individual owners) are to:

- Elect Board members that will serve the best interests of all unit owners.
- Vote on budgets.
- Vote on allocation of resources to fund capital/reserve projects.
- Maintain your unit.
- Follow the rules and regulations.
- Communicate relevant information to rental companies.
- Participate on committees, if interested and available.

Owners that would like to be more involved but cannot commit to the requirements of Board membership can become members-at-large or building representatives.

Meetings

- The Annual Meeting of the Condominium Association is held on the first Saturday of November.

Primary objectives are to approve budgets and capital expenditures for the following year, to review accomplishments and plans, and to elect new Board members.

- Board Meetings are held several times per year. Dates are posted on the web site, www.hawaiianv.com.

Unlike many condo associations, HV Board meetings are open to all owners. Owners may participate in the discussions, but only Board members are permitted to vote, as stated in the by-laws.

- Committees are formed as needed and meet on an ad hoc basis.

Occasionally committees are formed to address current issues (e.g. pool repair planning) or building-specific matters (e.g. redesign of Waikiki entrance). Opportunities to participate in committees are posted on the web site.

Fees and Assessments

The quarterly condominium fees are used to pay the ongoing expenses of the condominium complex. The fees are set annually according to the budget and capital requirements of the subsequent year. The entire Association (i.e. all owners) votes on the budget. The budget determines the amount of the fees.



Historically the fees have been raised by reasonable percentages (e.g. cost of living), and increases may but do not necessarily occur every year.

Fees are prorated by unit type according to a formula described on page 18 of the by-laws. (A 100% vote in favor of a by-law change is needed to alter the fee percentages. Practically speaking, this will never happen as this means that all property owners or respective mortgage companies must vote in favor of the change.)

Although infrequent, special assessments are sometimes needed. These may affect all owners or on occasion owners of a single building. The by-laws state the following with respect to special assessments:

“... the Board may levy in any fiscal year a special assessment or assessments, for the purpose of defraying, in whole or in part, the cost of any construction or reconstruction, unexpected repair or replacement of a capital improvement at the condominium, or for such other unusual or extraordinary cause, as the Board may find makes such special assessment necessary or appropriate. Any special assessment shall be authorized by a majority of Unit Owners present in person or by proxy (provided that a quorum shall be present at such meeting) at a special meeting of the Council of Unit Owners, advance written notice of which shall have been sent in accordance with these By-Laws...”

Importance of Participation and Involvement

Although condo ownership may seem straightforward, you as a new owner should keep in mind that the Association through the Board makes decisions that affect your investment. Because of the unique nature of the HV complex (i.e. three very different buildings), Association participation is almost essential if you want to ensure that your interests are adequately represented.

However, not everyone has time to be involved, and logistically practically every HV owner is an absentee owner. Therefore the following suggestions may be the easiest way to keep informed about events or decisions that may affect your investment or budget:

- Periodically check out the web site to get the latest news.
- Provide your email address with other contact information to the property management company.
- Read communications sent by the Board or property management company.
- Get to know the Board members as well as your building representative.
- Try to raise questions prior to meetings to allow the Board and/or the property management company sufficient time for research.



- Contact the property management company with any questions, concerns, issues, complaints, and even compliments. The Board needs to know what you are thinking.
- And, if you have some spare time and the inclination,
 - Run for the Board.
 - Become a member-at-large or a building representative.
 - Sign up for a committee.
 - Participate on Clean-Up Day and building inspections.

Please keep in mind that when you purchased a Hawaiian Village condominium, you became an owner of a lot more than just your own unit.



CURRENT CONTACT INFORMATION

Property management company

Ocean Point
Steve Kenny
9923 Stephen Decatur Highway, Suite D-6
Ocean City, MD 21842
410.213.7144 (office)
410-213.2644 (fax)

oceanpoint@msn.com

Board members and building representatives

See the Hawaiian Village web site (www.hawaiianv.com) on the Owner's Page for current Board of Directors contact information.

Emergency and local numbers

See page 16 of this Welcome Package for Town of Ocean City emergency numbers. Dial 911 for police, fire and medical emergencies.

Communications

- Hawaiian Village web site.

The condominium's web site, www.hawaiianv.com, is the primary way that the Board and the property management company communicate with owners.

- Email

Email messages may be sent out periodically by the Board or the property management to directly communicate topics of a time-critical or urgent nature. Owners should provide current email addresses to the property management company so that they can receive such communications.

- Newsletters

Periodic newsletters and other communications may be sent to unit owners by regular mail. The mailing sent out prior to the annual meeting is especially important as it contains budget as well as election information.



FREQUENTLY ASKED QUESTIONS (FAQ)

1. What utilities, if any, are included in the condo fee?

The only utilities paid for directly by the unit owner are those affecting the unit. These include power (electricity), cable, water and phone. All other utilities servicing the complex are covered in the condo fee.

2. How do I get phone and cable service?

Most people simply use their cell phones. Or you may contact Verizon or an Internet phone company to provide phone service to your unit. Cable is provided through Comcast.

3. Where do I park? When must parking tags be displayed?

Each Unit has one or more designated parking spaces depending on the size of the Unit. Spaces are clearly marked. Each owner receives numbered parking tag(s). In season (Memorial Day through Labor Day) you must display your parking tag in a visible location in your vehicle. In season, the security will be checking for valid parking tags. Unauthorized vehicles will be towed at the vehicle owner's expense.

4. Where my guests park?

Guests may park in the designated spots that come with the unit, or they may park on the street.

5. What should I do if someone is parked in my assigned space?

It is best to leave a note on the vehicle. If this continues to be a problem, you may have the vehicle towed by calling the management company. There is no guarantee that the vehicle will be towed immediately since towing is subject to time of day and management's schedule.

6. Can I park a trailer in the parking lot?

No. The parking lots are for passenger vehicles only, no trailers or oversize/commercial vehicles.



7. If I rent my unit, what information do I need to provide to the rental company?

The rental companies have their own sets of guidelines, and they will be happy to provide you with information about requirements as well as going rates. Most importantly, you must have a license from the Town of Ocean City in order to rent your unit. You should also post the condominium rules and regulations.

8. What security is provided for the buildings?

During the summer season (from Memorial Day to Labor Day), a security guard is on the premises. If you see a problem off-season or if the guard is not reachable, call 911. Monitored security cameras have been installed in many locations on the property.

9. What do the buildings have in the way of fire prevention? Do we have fire drills?

The three buildings in the complex have a monitored fire alarm system. Each of the buildings has sprinklers in the common areas, and the system is tested daily. You are responsible for having a working smoke detector in your unit. There are never any fire drills. So when you hear an alarm, get out and away from the building. Then call 911 as a double-check that the fire department is en route.

10. Does the Royal Hawaiian building have carbon monoxide detection?

Yes. The system in Royal Hawaiian building meets code requirements. The Waikiki and Outrigger buildings do not require such detection before they are enclosed and thus do not have a central air system.

11. For what is the property management company responsible?

The property management company handles condo fees and paying the bills for the association. The property manager advises the board and carries out the board's requests. This includes ensuring the property is properly maintained.

12. Can I use a grill on my balcony?

Never. It is against the fire code of the Town of Ocean City.



13. Must all units have the same color window treatments?

No, although most units have window treatments that are white or beige on the side facing out. This is encouraged for the sake of uniformity of appearance.

14. How old are the buildings? How often are they inspected?

The first of the three buildings was built in 1986. They are inspected twice a year if not more often. If you see a problem, please let the property management company know.

15. Do all units pay the same condo fees?

Fees are prorated by unit type. See the by-laws of the association for the percentages for each type of unit.

16. How often have special assessments occurred?

The board determines whether a special assessment is needed, and the association must approve. The board tries to avoid special assessments by allocating money in the reserve account with each yearly budget. While special assessments can occur, the board tries to keep them few and far between.

17. How do guests obtain access to the pool and spa areas?

Guests must obtain that information from the unit owner or the rental company.

18. How do I arrange for package or furniture delivery?

You make those arrangements with your shipper.

19. How do I arrange for work to be completed inside my unit?

You make those arrangements with your contractor.

20. How can I obtain assistance moving in or out?

You may contact a professional moving company.



21. How often do condo fees increase?

Generally, they increase yearly.

22. Are there restrictions on outside furniture or decorations?

Yes. With few exceptions, nothing can be hung on the outside of the buildings. For further information, please read the condominium rules and bylaws. The Condo Association suggests that furniture be moved indoors when you are not at your unit.

23. How can I obtain information on the master insurance policies?

Contact the property management company.

24. Do I need to obtain flood insurance?

No, flood insurance is paid for out of your condo fee. You may obtain additional insurance for your contents by contacting your insurance company.

25. How are budgetary and expenditure decisions made?

The board reviews the expenditures from the prior year and recommends the budget for the subsequent year. The association approves the budget at the annual meeting in November.

26. Are fines issued for violation of rules?

The board may take legal action for any violation of the rules. The owner is responsible for any legal costs incurred. So please read the condominium documents (by-laws and rules) to help ensure that you and your guests are in compliance.

27. What do I do if neighbors are noisy?

Talk to the neighbors about the noise, or contact the owners of the unit. If the problem persists, contact the security guard when on duty or the management company. If necessary, call the police department.

28. Is the property management company or whoever collects the condo fees bonded?

Yes.



29. What are owners permitted to do with respect to common areas? (Examples: sweep the hallways, clean the bugs out of the outside lights, water the plants, etc?)

Owners may certainly sweep and clean and water plants. Any modifications to the outside though will need approval by the board --- in writing. A professional cleaning company is responsible for the overall maintenance of the property. From Memorial Day through Labor Day they clean the property on a daily basis.

30. Who is responsible for limited common areas, such as balconies (including railings, flooring, lights, and outside walls)?

The association makes maintenance decisions, and the property management company complies.

31. Who is responsible for Unit doors, sliders and windows?

The Unit owner is responsible for maintaining Unit doors, sliding doors and windows and replacing if necessary. Replacement doors and windows must conform to standards. In the event an owner does not properly maintain his/her doors or windows, the Association may schedule the replacement at the owner's expense.

32. Can I paint my door if it needs it?

Yes. The color is on file at the MAB store in Fenwick Island, and some of the MAB paint codes are recorded on the web site. Consult MAB or a painting contractor for the specific type of paint to use.

33. How often are "unreachable" outside windows washed?

This is currently not handled by the association. If the windows need to be cleaned, you may hire a licensed and insured contractor. You may contact Ocean Point Ltd. for a current list or look directly in the Yellow Pages.

34. Is preventive pest control performed? How often?

Yes, the pest control is contracted with a professional firm. This is a yearly contract, and service to the common areas is provided monthly or more frequently if a problem arises. Contact the management office if such service in an individual Unit is needed.



35. Where do I get parking and pool passes?

Contact the management company.

36. Where do I get a sticker so that I can keep my bike in the bike room?

From the management company. However, space is limited.

37. What does it cost to have a bike in the bike room?

\$25 a year and \$10 for additional bikes.

38. What are the rules regarding pets?

Owners may have up to two pets. Owners must register and obtain a pet tag for each pet. The tag must be available to show to the security guard if requested.

Renters are not allowed to have any pets.

39. Whom do I call if I have a water leak in my unit?

Call the management company immediately. Renters should call their rental company. Water leaks in the past have occurred primarily due to the failure of aging appliances, hoses and water lines. Preventing problems is the best course of action. Detailed recommendations are available on the web site. The board also strongly suggests turning off the water to your unit when it is not occupied.

40. How do I turn off the water in my unit?

Contact the management company.

41. How often do the entry codes change?

Once a year, usually in April and are communicated via newsletter.

42. Whom do I call if I need to have a service technician get on the roof?

Contact the management company during normal business hours to obtain a key to the roof.



43. How often are the board meetings? Who can attend?

Dates of meetings are posted on the web site. Owners are welcome to attend any meeting unless it is an executive or work session.

44. How do I get a copy of the annual financial audit or the association by-laws?

You may request a copy from the management company. There is a fee for the paper version.

45. May an owner use the meeting room for a private function?

The meeting room is available for unit owners' private functions at no charge. A refundable \$100 security deposit is required.

46. What is the best way to make suggestions to the Board?

E-mail your suggestions to the property management company and/or attend a Board meeting to discuss your recommendations directly with the Board of Directors.

47. Does Hawaiian Village have a web site?

Yes (www.hawaiianv.com), and the following information can be found there:

- Rules and regulations
- Meeting dates
- Certificate of insurance
- Officers of Association
- Past newsletters and minutes
- Additional general information about the complex



OCEAN CITY NUMBERS TO KNOW

EMERGENCY

Police, Fire, Medical.....	911
Marine Police.....	410-548-7070
Maryland Poison Center....	1-800-222-1222
U.S. Coast Guard.....	410-289-7559

CITY OFFICES

Airport.....	410-213-2471	Police (non-emergency).....	410-723-6610
Beach Patrol.....	410-289-7556	Public Works.....	410-524-7716
Billing & Tax Information.....	410-289-8833	Public Works Maintenance..	410-524-0391
City Hall General Information.	410-289-8221	Public Relations.....	410-289-2800
City Hall Fax.....	410-289-7385	Recreation & Parks.....	410-250-0125
City Manager.....	410-289-8887	Solid Waste Department....	410-524-0318
City Solicitor.....	410-723-1400	Recycling.....	410-524-5356
Convention Center.....	410-289-8311	Tennis Center.....	410-524-8337
Eagle's Landing Golf Course.	410-213-7277 or 1-800- 2TEETIME	Transportation Center.....	410-723-1607
Engineering.....	410-289-8845	Visitor Information.....	1-800-OC- OCEAN
Fire Dept. (non-emergency)...	410-289-4346	Water Department/Billing....	410-289-8833
Mayor.....	410-289-8931	Water Department.....	410-524-8388
OC Life-Saving Station		Wastewater Department....	410-524-6760
Museum.....	410-289-4991		

OTHERS

Animal Control.....	410-723-6610	Life Crisis Hotline.....	410-641-HELP
Atlantic General Hospital.....	410-641-1100	Legal Aid Bureau Inc.....	410-546-5511
Chamber of Commerce.....	410-213-0144	MD State Employment Service.....	410-341-8533
Comcast Cablevision.....	410-524-3401	OC Hotel-Motel-Restaurant Association.....	410-289-6733
Coastal Association of Realtors.....	410-208-6944	Public Defender.....	410-632-1933
Consumer Protection Agency	410-713-3620	OC Public Library.....	410-289-7297
District Court.....	410-723-6935	Weather.....	410-548-9262
Downtown Association.....	410-289-1413	Youth Health Center.....	410-289-4044
Humane Society.....	410-214-0146		



HAWAIIAN VILLAGE ACCESS INFORMATION

BUILDING:

UNIT:

OWNER:

- My parking space is #_____ and is located _____.
- My mailbox is located _____.
- My code to enter the main (Royal Hawaiian) building is _____.
- My pool tag number is _____.
- The code to enter the indoor pool area is _____.
- The code to enter the outdoor pool area from the outside is _____.
- Other: _____

At settlement, I received the following:

- Keys to my unit
- Key to my mailbox
- Key to the main building
- Pet tag(s) for owner's pet(s) if any
- Pool tag
- Parking tag
- Condominium rules
- Condominium by-laws

If you did not receive or need any of the above information or items, contact the property management company.