



Your Unit #:	_____
Your Phone #:	(808) 951-33 _____
Emergency Call:	(808)951-3381 _____
Follow Instructions on Answering Service	

2003 ALA WAI BLVD.
 HONOLULU, HAWAII 96815

PHONE: 951-3300 FAX: 949-2063 E-MAIL: INFO@ALAWAIKING.COM

Aloha and welcome!

We are thrilled that you have chosen Ala Wai King Apartments as your new place of residence.

We hope that your will stay with us will be pleasant and memorable.

This introductory handbook was developed to acquaint you with our community. In every community, it is necessary to establish a framework in which each resident’s rights and responsibilities are clearly outlined.

Upon checking in, a copy of your Rental Agreement, house rules and any other applicable documentation was provided to you. **Please read through these carefully.** If you need further clarification, we would be happy to assist you.

We sincerely believe that each resident is deserving of our utmost attention and we constantly strive to improve every residents’ quality of life while at Ala Wai King Apartments. As such, we ask that you inform us of any malfunctions, breakdowns, leaks or other problems that might arise. We will respond to the matter at hand in a timely and professional manner.

Please take the time to go through this handbook. It outlines our basic community policies and provides quick answers to “Frequently Asked Questions.” If you have any further questions, or suggestions, please feel free to contact us.

Once again, welcome!

Ala Wai King Apartments.

GENERAL POLICIES

Rent must be paid, in full, on or before your due date as written in **paragraph 6** of your Rental Agreement. Ala Wai King Apartments accepts pre-printed, **local** personal checks, money orders, cashier's checks, traveler's checks and cash. *We do not accept out of state checks or credit cards for payment.* If you try to pay with an out of state check it will be returned to you. If a resident has issued a bad check in the past, we will no longer accept personal checks from that resident. Failure to pay rent on time, or having your personal checks returned to us for insufficient funds or any other reasons will result in additional late and legal fees being charged to you.

Security deposits may not be used to pay rent under any circumstances. Your security deposit will be returned to you after successfully checking out, minus any charges against it (see **paragraph O** of the Standard Terms of your Rental Agreement), within fourteen (14) days. **Security deposits may not be used for your last month's rent.**

The Inventory Form is very important as it will be used in checking you out of the property. Any damaged or broken items not listed on the inventory form at check in will be assumed to have been caused by you, and you will be responsible for the repair or replacement of such items.

Insurance for your personal belongings is strongly encouraged. Ala Wai King Apartments' insurance policies do not cover your personal property under any circumstances. Ala Wai King Apartments will not be held responsible for any damage or theft of your personal belongings. A **Renters' Insurance Policy is highly recommended** and is easily and inexpensively obtained and will protect you from loss. If you require assistance in obtaining Renter's Insurance, please let us know and we will be more than happy to assist you.

General maintenance of the apartment is your responsibility, as written in **paragraph Q** of the Standard Terms of your Rental Agreement. This includes the exterior side of the windows, door and air conditioner.

Periodic inspections will be made by Ala Wai King Management to protect your interests, as well as to inspect and maintain the property's plumbing, electrical, appliances, and other facilities. Inspections generally take between thirty minutes to an hour, but may be longer if problems are found. A video or photos may be taken at this time to provide an image record at the time of inspection.

Telephone usage – Remember, all local and toll free calls are free. Any toll charge calls (411, outer islands, mainland, international) must be paid for within one week regardless if you receive a bill or not. **We ask that you log off any dial up internet services when you are not using them.** Outgoing and incoming lines are limited. Rates for long distance range from \$.78/minute for outer islands and mainland US to \$4/minute for international calls.

To Dial: {
Room to Room, Dial 3 + room #
Local Calls, Dial 9 + local #
Long Distance, Toll Free, Dial 9 + 1 + area code + phone #
International, Dial 9 + 011 + country code + area code + phone #

NOTE: CALLER ID – When dialing out, the caller ID on the person's phone you are dialing will show our **office number** only (808-951-3300). **Please be sure you tell the people you call what your direct phone number is.** We cannot patch calls from the office to your phone. Also, in order to protect your privacy, we will not give out your room number. If a caller knows your name and room number, we will explain how to dial directly to your room. Please, we do not take messages for tenants.

EMERGENCY PROCEDURES

New Emergency Number: 951-3381

Please call 951-3381 and follow the directions on the answering service. Someone will return your call as soon as possible. From your room, you can dial 381.

IF THERE IS A FIRE, CALL 911 immediately. If possible you can use the fire extinguisher or fire hose located on each floor. After you and everyone else is safe, please call the property manager at 951-3381.

IF THERE IS A NATURAL DISASTER please listen to the radio or TV and follow their directions. If there is damage to your unit or the building as a result of the natural disaster please call 911 and then let the property manager know by calling 951-3381.

IF WATER IS LEAKING – Please find the water shut off valves, usually located under each sink and by each toilet and turn off the water. This should help stop the leak until proper maintenance can be performed. If it continues to leak with the shut off valves turned off, please call the Property Manager immediately. Clogged toilets are NOT considered an emergency. It is your responsibility to clear any clogs you may have caused. You must clean up the water immediately or you may be held responsible for any damage caused.

IF AN APPLIANCE BREAKS DOWN, it is generally **NOT** an emergency. Refrigerators or hot plates that quit working after hours must wait until the next business day for repair. DO NOT use sharp objects to defrost your refrigerator.

IF THE POWER IS OUT IN YOUR UNIT and everyone else has power it is possible the circuit breaker tripped for your unit. This can happen if you use too many appliances at the same time (vacuum, hair dryer, curling iron, clothes iron,

hot plate, coffee pot, microwave, etc). Please call the property manager at 951-3381 for instructions.

IF POWER IS OUT EVERYWHERE please let the property manager know by calling 951-3381. The locks on your unit doors are not affected by power outages. The gates to each stairwell may be affected by an extended power outage.

IF YOUR AIR CONDITIONER WILL NOT OPERATE – While we can appreciate it is an inconvenience, it is not an emergency. Sometimes the circuit breaker may trip on extremely warm days. Please call the property manager for further instructions.

IF THERE IS A DISTURBANCE please call 911 and ask for police assistance. You may be able to do this without giving your name or address. Ask for police assistance to check out the area and identify those who are disturbing the peace. Give as much details as possible. You can help us remove those from the property that constantly disturb others by giving us a good description of the offending party and to what unit they are associated with. Please call the property manager at 951-3381 for further instructions.

IF YOUR APARTMENT HAS BEEN BROKEN IN TO OR DAMAGED

Please call the police first and meet them downstairs. Contact the property manager to change the locks if your keys have been compromised or to assist with securing your unit. You may be responsible for the repairs if the damage was caused by your guest.

Problem	EMERGENCY?	Solution
Burst pipe within apartment	YES	Call Property Manager IMMEDIATELY
Leaks that cannot be shut off	DEPENDS	Call Property Manager IMMEDIATELY
Broken kitchen sink drain pipe	NO	Do not use. Inform Management during regular business hours
Clogged toilet, bath tub, drain	NO	Do not use. Inform Management during regular business hours
Leaking roof or ceiling	DEPENDS	Call Property Manager. Move valuables and place bucket underneath leak(s)
Broken Refrigerator	NO	Use a cooler for your perishables. Do not use sharp objects to defrost freezer or you will damage the fridge.
A/C Not Working	NO	Contact property manager during normal business hours.
Hotplate Not Working	NO	Contact property manager during normal business hours.
Cabinets damaged or falling down	NO	Make area safe and remove personal belongings. Contact property manager during normal business hours
Cable or phone is out	NO	Contact property manager during normal business hours
Someone parked in your stall	NO	Contact Tow Service – See signs in garage for phone number. Must show license agreement to authorize tow. Contact property manager during normal business hours
Excessive Noise	NO	First try to ask your neighbor to be quieter. Call police and report problem. Contact property manager during normal business hours
Laundry Machines Not Working	NO	See phone number on machines and contact the vendor directly. If you lost money, explain problem to them and give your name and unit number. Contact property manager during normal business hours
Locked out or lost keys	NO	Call Property Manager for assistance. Fees will apply.

Please use your best judgment and “common sense” when any problem occurs. Please feel free to call us during our regular business hours if you have any questions.

FREQUENTLY ASKED QUESTIONS

1. ***Something breaks. What do I do?***

Call Ala Wai King Management during regular business hours and discuss the problem with our Property Manager. General maintenance and wear and tear items (such as light bulbs, cleaning of windows, cleaning of A/C units, cleaning of bathroom and general cleanliness of apartment) are a resident's responsibility. In many cases, plumbing clogs are caused by residents and are therefore a resident's responsibility. Please report defects in the apartment unit that you notice. **Paragraph Q, subsection 2** of the Standard Terms of your Rental Agreement states that **any damage caused by your failure to report any defects will be your responsibility.**

2. ***A maintenance person needs to do repairs in my apartment. Can you let him/her into my apartment?***

Ala Wai King Management strongly encourages and prefers that you be home to let the maintenance person into your apartment. However, if you have prior engagements, we will be more than happy to let the maintenance person in. However, Ala Wai King Management and any maintenance person authorized by Management will not be held responsible for any damage or loss of your personal property.

3. ***Our Rental Agreement is expiring soon. We would like to continue staying at Ala Wai King Apartments. What do we do?***

Please call us at your earliest convenience and set up an appointment with our Property Manager. He will discuss with you if the apartment is still available. If you have proven to be a reliable resident, in most occasions, we would welcome renewing your Rental Agreement.

4. ***Our Rental Agreement does not expire for another three months. We would like to end our Agreement early. Are there any penalties?***

You are responsible for the terms in your Rental Agreement. If you are on a fixed lease, you are responsible for the full rent owed. On a month to month lease, you need to give us twenty eight (28) days **written** notice prior to vacating. If you are in the military and you are given orders to change your place of residence to someplace off island for more than sixty (60) days, you must give us written notice twenty eight (28) days in advance and a copy of your orders.

5. ***There are critters in our apartment. What do we do?***

If you have just moved in, please contact our Property Manager to discuss an appropriate solution. If you have been in the apartment for a while, it is your responsibility to take care of the matter. We recommend odorless pest control sprays and bait traps available at local stores.

6. ***We are going out of town for a few weeks. Do we need to notify management?***

Yes. **Paragraph Q, subsection 8** of the Standard Terms of your Rental Agreement states that a resident must inform Ala Wai King Management in writing, in advance if you are to be absent from the apartment for more than five (5) continuous days. We request that you leave an emergency contact number where we may be able to contact you, or a party that can act on your behalf during your absence. If no notice is given, the resident assumes responsibility for any damage as a result of your absence.

7. ***I locked myself out of my apartment. What do I do?***

Contact our Property Manager. There is a lock out fee that will be collected as written in **paragraph 12** of your Rental Agreement. **DO NOT** attempt to break in into your apartment. Any damage caused as a result will be your responsibility.

8. *I've lost my apartment key, as well as the security key. What do I do?*
Call our Property Manager. Lost or stolen keys are your responsibility. Fees associated with lost keys are listed in **paragraph 12** on your Rental Agreement.
9. *My laundry is starting to pile up. Where can I do my laundry?*
There are several washers and dryers on premise. Residents are permitted to use the laundry machines at anytime. However, residents should try to avoid using the machines during high volume periods to avoid congestion. As a courtesy to others, please remove lint from the dryer after each cycle, and a general clean up of the area would be greatly appreciated. Please dispose of dryer sheets, detergent containers, etc. in the appropriate trash bins. Do not leave your laundry for extended periods of time. Ala Wai King Management is not responsible for the damage or loss of residents' clothing, etc. Please refer to **Paragraph Q, subsection 9** of your Rental Agreement.
10. *My friends and family would like to send mail to me. What is my new address?*
During your initial check in process, the Property Manager would have pointed out your new mailing address, as listed in **paragraph 2** of your Rental Agreement. **Please note:** Ala Wai King Management **WILL NOT** sign for packages on your behalf. Please check your mail regularly. If you have mail in your box for a previous tenant, please put it in the outgoing mail slot or turn in to the manager.
11. *I just received a bill for phone charges. Isn't phone service included?*
Your rent covers your electric, water, cable, A/C and **LOCAL** phone service charges. As written in **paragraph 12** of your Rental Agreement, all long distance phone calls (including inter-island calls) and Directory Assistance calls will be billed to you. These charges are the resident's sole responsibility. Persons named on the Rental Agreement will be responsible for timely payment of these charges, irrespective of which resident, or guest might have made the actual calls. Bills not paid by the due date will result in phone privileges being suspended.
12. *My roommate and I both signed the Rental Agreement, but my roommate is away on vacation and didn't send money for rent. Can you collect rent from my roommate when he/she returns next month?*
Rent payment is **due in full** on or before the day listed in **paragraph 6** of your Rental Agreement. There are no grace periods. If you fail to make payment in full by the dateline written in your Rental Agreement, you will incur fees and charges as written in **paragraph 7** of your Rental Agreement. Please note that **paragraph R, subsection 1** will also apply here. We recommend that you choose your roommates wisely, making sure that they are reliable, as well as responsible. If your roommate fails to pay rent on time, or walks out on you, you will continue to be responsible for the entire rent amount each month, as well as fulfilling the terms of your Rental Agreement.
13. *I would like to have a friend or family stay with me for a while, is that Ok?*
You are allowed to have overnight guests as long as you ensure your guests are aware of and abide by the House Rules. You may not give your unit keycard or the building access keys to your guests and you must be with them while they are on property at all times. Unauthorized persons found with keys to the building or a unit will be asked to surrender those keys and leave the property immediately. Your Rental Agreement covers this issue in paragraph 4. Any person who is perceived as an unauthorized tenant will be asked to leave the property. Only those persons listed on the Rental Agreement are allowed to reside in the unit. Please contact the property manager if you have any further questions.

14. ***I have friends who are visiting me. Where can they park?***

We recommend street parking, either on Ala Wai Blvd. or one of the side streets. Parking is extremely limited in Waikiki, and the parking stalls at Ala Wai King Apartments are reserved. ***There is no guest parking!*** Regular checks are performed by Management, security and other parties. Only registered vehicles are allowed to park in the parking stalls. All other vehicles will be towed, and the vehicle's owner(s) is responsible for towing charges and fines. Please see the signs posted in the garage for the tow company and contact info.

15. ***I just purchased a vehicle. Can I register for a parking stall?***

Parking is on a first come, first serve basis. If there are available parking stalls, our Property Manager would be more than happy to accommodate you. If there are no available parking stalls, you may request to be placed on a waiting list. As soon as a parking stall becomes available, the Property Manager will register you. **Please note: Parking is not included in your rent.** You will be responsible for making payment on your monthly parking fee by the agreed upon date, as written in your Parking Contract. Only your registered vehicle will be allowed to park in the assigned stall. All other vehicles will be towed at the vehicle owner's expense.

16. ***Where can I park my moped or bicycle?***

There is a bicycle rack by the Diamond Head building rear entrance. We ask that you register your bicycle with the office by providing the make, color and license number so we know whose bike belongs to whom. Please be sure to use a good security lock. Management is not responsible for stolen or damaged property. Mopeds must also be registered with the office and the property manager will show where you may park your moped depending on availability.

17. ***We'd like to get connected to the internet, what are our options?***

Unfortunately, our cable system does not support high speed internet or digital cable services, we apologize for the inconvenience. Our phone system also does not support high speed internet and with our in-house system, DSL lines cannot be installed. The phone lines do support dial up services and as long as you are connecting to a local number, the calls are free. Please be sure to release the line when you are not actively using the connection.

There are other wireless high speed internet options available to you on the commercial market. Please ask our property manager or see your local telephone directories for more information.

18. ***Can we upgrade our cable TV service to receive premium or digital channels?***

Unfortunately, our cable system does not support digital cable services or premium channels at this time, we apologize for the inconvenience.

19. ***We are getting ready to move out. Do we need to do anything special?***

The unit should be returned to the condition it was in when you moved in. Please call our Property Manager in advance to schedule a check out inspection. Paragraph 12, subsection 3 of your Rental Agreement also applies here.

20. ***We have enjoyed our stay at Ala Wai King Apartments and would like to return. What do we need to do?***

We appreciate having residents like yourself return time and again, and look forward to being of service to you in the future. Please contact our Property Manager to discuss the necessary arrangements for your return.

RESIDENT MOVE OUT INFORMATION

You should return the unit in the same condition as when you moved in. You may sign out cleaning apparatus from the office during normal business hours. Items like vacuum, mop and bucket, scrub brush may be supplied. All cleaning agents are your responsibility.

At the appropriate scheduled time, our Property Manager will conduct an inspection of your apartment. This inspection is to determine the current condition of the apartment in relation to when you first moved in. There will be no “second chance” to repair and/or replace any damaged items, or clean the apartment. You must have the same things in it that were there when you moved in; and you must leave these things in the same condition as when you moved in, taking into consideration for *normal* wear and tear. If there is any disagreement, the signed Inventory Sheet will be treated as correct. Deductions will be made for damaged or missing items. A standard cleaning fee as written in paragraph 12 of your Rental Agreement will be automatically deducted. The following is a sample list of deductions:

Type of Damage	Deduction
Large hole in wall (2” or larger)	\$50 per hole
Excessive nail holes not patched and painted to match (not marked on Inventory Sheet)	\$15 per hole
Excessive debris or rubbish	\$50
Removal of furniture	\$100 per piece
Damage to door/trim (able to patch and repair)	\$75 per door/trim
Excessive damage to door/trim (replacement needed)	\$500 per door, \$200 per trim
Home painted or wallpapered without approval	\$500 per room
Damage to floor coverings (carpet, vinyl, tiles, etc)	Per flooring estimate
Broken louver cranks	\$50 per crank
Broken jalousie windows	\$25 per jalousie
Damaged screens	\$30 per screen
Missing or damaged light bulbs	\$2.50 per bulb
Missing or damaged light fixtures	\$100 per light fixture
Smoke detector damaged or missing	\$75 per smoke detector
Missing or damaged hot plate	\$50 per hot plate
Missing or damaged television set/Remote Control	\$250/\$20 per television
Missing or damaged phone	\$50 per phone
Damaged Refrigerator	\$200 per Refrigerator
Missing or damaged A/C or Remote	\$350/\$25
Clogged sink, bath tub, toilet, and/or drain	\$75
Flea treatment (if needed)	\$200 per treatment
Missing or damaged/dirty shower curtain	\$20
Missing or damaged/dirty bed covers	\$20 each
Damaged mattress or box spring each piece (Twin/Full/Queen)	\$200/\$400/\$600

***It must be understood, however, that the preceding list is not all inclusive.
If your deposit is not enough to cover all the damages and costs,
you will be billed for the extra costs.***