

General Manager's Report
February 18, 2026
For the Month of January 2026

ADMIN

The 2026 Annual billing has been completed. The last of them were delivered to the post office on January 24. We did discover an error that affected 23 owners, where they were double billed. There was a power outage during the process and when it came back on, these owners were billed twice. Corrected statements were mailed to the affected owners with our apologies.

We had to shut the online billing system down, after just a few days of turning it on for this year. Our processor made changes to their software in October 25, which allows people to use ApplePay, GooglePay, and SamsungPay, that when used, completely bypasses inputting the required fields, and charged the customer the correct amount of \$448.05, but only deposited \$435 into our account. We also had folks who were charged multiple times (as many as 5) and the bookkeeper spent hours trying to get it straightened out. We are continuing to work with Clover, but their best recommendation at this time is that HPPOA hire an API programmer to develop software that changes how the Clover software functions. I will let you know if Clover can come up with a solution, and if not, I will get quotes for an API programmer. Having the online system functional is greatly beneficial, but is not mandatory.

Still can't get Okahara to commit to meeting dates. I have forwarded or included the BOD on their emails.

No update on fencing the field or playground.

We are noticing a major increase in the amount of garbage being dumped along in the easements. We are completely filling a dumpster every week and are still having to make special trips for metal and appliances. Please, if you see someone dumping garbage, take pictures if possible and call the police.

The new refrigerator was ordered at a total cost of \$982.00, including pick up and removal of the old unit. A budget of \$1500 had been approved by the BOD, so we came in at \$518 under budget. It will be delivered on February 25th.

Getting the kitchen and activity center cleaned and repaired is progressing. We have removed many of the items that were termite infested and will be replacing all the wooden doors soon.

The office continues to distribute keys for the 4th and Kaloli mail park. It would be helpful if you could reach out to Shelli at the office and let her know when you are planning to come in so she can get your paperwork started and make sure you know/have the documents you need for USPS. The office phone number is 808-966-4500. Please note that we can not issue keys after 3pm.