

Rycroft Terrace AOUO

Homeowner and Tenant Welcome Package



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Welcome to Rycroft Terrace!

Dear Rycroft Terrace Homeowner and Resident:

Congratulations on your new home in Rycroft Terrace! We hope your move was a smooth transition and that you are as excited about becoming a member of this community as we are to have you here. This welcome packet outlines important information on how to get started in your new community.

Our community consists of condos, which are individually owned. As a community with 162 condos (studios, 1-bedroom, 2- bedrooms), Rycroft Terrace strives to maintain a happy, picturesque and healthy community.

Smoking is not prohibited in all common areas at the Property. There is a designated smoking area on Kaheka side gate.

Residents enjoy many of amenities which include: a serene Koi fishpond, a pool deck with cabanas and lounge chairs, a renovated rec/meeting room which offers a full kitchen, table, chairs, TV with cable. It's perfect for events, parties, gatherings, and our bi-monthly board meetings. We also have an arts and Crafts room to use, and storage rooms for rent on site. Next to the Koi fishpond there is a hair salon which will give you 10% discount on all their services.

Rycroft Terrace is in the heart of Ala Moana and Pawaa Area, which provides several grocery store, numerous retail and dining establishments, a post office, all major banks and other services in close walking distance. Bus Stations are on all blocks around Rycroft Terrace and drive in every direction for you. If you have an Electric Car, Walmart on Keeaumoku street installed new fast charging EV stations.

We encourage you to be an active member of your community. Please consider serving on the landscape or Koi fishpond committee, or volunteering for one of our community events. Owners are welcome to offer their name as a candidate at the next election of the Board.

Please contact our Site Manager, to assist you if you have any questions, or the Managing Agent, Hawaiiana Management, for all your financial dues. They are your community team and are here to assist you. We're glad you have made Rycroft Terrace your new home and look forward to getting to know you!

Rycroft Terrace Board of Directors

Living in a Homeowner's Association

Rycroft Terrace is an Association of Unit Owners (AOUO) which It is a great affordable housing project which was converted to fee-simple Condos.

Distinguishing facts of living within an association include:

1. Owners automatically become a member of the association,
2. Owners are required to pay a monthly assessment, and
3. Owners agree to abide by the Association's all governing documents that were provided with the resale package.
4. Tenants agree to abide by the Association's House Rules and governing documents.

Who is the Association?

Rycroft Terrace Association is governed by an elected Board of Directors, which currently includes five resident directors. The Board deals with the business of maintaining the buildings, sets policy and directs affairs of the Association in accordance with the governing documents. Rycroft Terrace Association is managed by Hawaiiana Management Co.

Governing Documents

Living in an association means there are standards and guidelines, which are found in the Association's governing documents. Buyers have the opportunity to review these documents before purchasing a home and agree to follow the governing documents with signatures at settlement. The governing documents (Declaration, Bylaws, House Rules) are also found on our website under our Resources tab (*Rules & Regulations*) at **www.RycroftTerrace.com**

Annual Meeting

The Annual meeting is always scheduled on 2nd Monday in January for all Rycroft Terrace Owners with the purpose to: communicate a review/report of the year, the financials, and most of all the election of Board members.

Assessments

The Rycroft Terrace Board of Directors adopts a budget annually for the upcoming year and this budget determines Owners monthly assessment fees for the upcoming year. The new budget and assessment are provided by mail to all owners in a timely manner as the law requires. Automatic payments can be set up through the management company. For more information, please contact the Managing agent.

In our community, residents can expect:

- An active Board of Directors
- An onsite management office and staff ready to assist residents
- Amenities that enhance the living experience
- Events that promote community among neighbors
- Covenants that protect property values

Association Quick Reference Information

Rycroft Terrace

1550 Rycroft Street
Honolulu, HI 96813
Site Manager
Gwen Ishizu 808-723-4355
Gwen@angelssms.com

Who manages my Assessments?

Hawaiiana Management Co.
Karen Fleming 808-203-5231
Karenf@hmcmtg.com

Financials / Payments

Imelda Mateo 808-593-6817
imeldam@hmcmtg.com

Monthly Maintenance Fees paid by homeowners fund the Association budget which includes the following items:

- Administrative and communication expenses incurred by the Association
- Operating and maintenance expenses such as:
landscaping, pool, elevators, lighting, insurance, etc. of common and recreation areas.
- Future project to maintain the buildings and structures
- Resident trash removal, recycling, and bulk item removal

Condominium Owners and Residents

If you own a condo at Rycroft Terrace, you belong to the condominium association, which manages your building structure, parking, the community amenities, and the common area within the Association.

Rycroft Terrace offers a swimming pool, pool deck with cabanas, Koi Fishpond, rec/meeting room, arts and craft room, and storage rooms for rent. All floors from 2-5 have a laundry room on either side with ecofriendly washers and dryers payable by APP or coins.

All residents are required to abide by the house rules to always keep our community clean and neat, and most of all safe.

Communications

Website – www.RycroftTerrace.com

The Association distributes bi-monthly newsletters on the website www.rycroftterrace.com. The website contains important resident information including community amenities, events, and information. Governing documents, architectural standards, and forms can be found there as well. To access contacts, tips, news, forms, information. You can sign up to receive the newsletter by email.

Move-In Checklist

	After you have moved in, contact our Site Manager / office to provide proof of residency and identification. Acceptable identification types are closing disclosure document and/or Driver's License, Military ID, with property address. Residents may email, call or visit the office to complete this step (required).
	Complete and sign the Rycroft Terrace Registration Form after carefully reading the Policies & Procedures (House rules), which you received when you purchased your home, or when you signed a lease agreement, and return or email to the Site Manager office. (required).
	The community website www.rycroftterrace.com is there to provide you with a more convenient way to access information including the latest news and announcements; a resource center for important Association documents; newsletters, tips, forms and much more!
	<p>Want to make some changes or renovate your home? Review the Renovation Request Standards for guidelines on home improvements and modifications.</p> <p>See on our website tab <i>Resources/forms and Resources/Building Information</i> all rules, regulations, blueprints, etc. are located on www.rycroftterrace.com for more detailed information and check out the Renovation Guidelines too.</p>
	<p>Trash collection days are Mondays, Wednesdays and Fridays. On Saturdays only one dumpster gets emptied. Please evenly distribute your between all 3 dumpsters when possible. Do not place or store any trash outside of the dumpsters. <u>All cardboard boxes need to be flattened or cut up, regardless of size.</u></p> <p>No bulky items, no furniture, no electronics, no carpets, or any renovation debris is allowed inside the dumpster. If you have such items to dispose, please call our Site Manager, she will schedule a bulky item pick up.</p>
	If you do not comply, fines will be assessed.

Rights and Responsibilities for Better Communities Principles for Homeowners and Community Leaders

More than a destination at the end of the day, a community is a place people want to call home and where they feel at home. This goal is best achieved when homeowners, non-owner residents and association leaders recognize and accept their rights and responsibilities. This entails striking a reasonable balance between the preferences of individual homeowners and the best interests of the community as a whole. It is with this challenge in mind that Community Associations Institute (CAI) developed Rights and Responsibilities for Better Communities.

Rights and Responsibilities can serve as an important guidepost for all those involved in the community—board and committee members, community managers, homeowners and non-owner residents.

Homeowners Have the Right To:

- A responsive and competent community association.
- Honest, fair and respectful treatment by community leaders and managers.
- Participate in governing the community association by attending meetings, serving on committees and standing for election.
- Access appropriate association documents.
- Documented expenditure of fees and other assessments (yearly Budget).
- Live in a community where the property is maintained according to established standards.
- Fair treatment regarding financials and association obligations, including the opportunity to discuss payment plans / options with the association's attorney before foreclosure is initiated.
- Receive all documents that address rules and regulations governing the community association—if not prior to purchase and settlement by a real estate agent or attorney, then upon joining the community. You always can go to www.RycroftTerrace.com

Homeowners Have the Responsibility To:

- Read and comply with the governing documents of the association.
- Maintain your unit according to established standards.
- Treat association Board Members honestly and with respect.
- Vote in community elections and on other issues.
- Pay the monthly association assessments and charges on time.
- Contact association's Managing Agent, if necessary, to discuss financial obligations and alternative payment arrangements.
- Provide current contact information to the association's Managing Agent to help ensure you receive information from the community.
- Ensure that those who reside on the property (e.g., tenants, relatives, friends) adhere to all rules and regulations.

General FAQs

Q: When is the Association office open, or the Site Manager available?

A: Our Site manager is not always on site but is available via phone Mondays – Fridays from 9 AM – 5 PM. The site manager is also available 24/7 for emergencies.

Q: When are my Association fees due?

A: Payments are due on the first day of each month. If payments are not received by the 15th, a late fee of \$15 will be applied to the account.

Q: What amenities does Rycroft Terrace offer its residents?

A: There is a swimming pool, pool deck with cabanas, a rec/meeting room for private events, an arts and craft room, storage room space for rent, and a Koi Fishpond.

Q: Where can I receive a FOB and the Pool Key?

A: Please contact the site manager. All FOBs and Pool Keys are \$75/each non-refundable.

Q: What do I need to access the pools?

A: Residents interested in using the community pool can access the pool deck with a security key. The pool and pool deck are open from 8:00 am to 8:00 pm. Residents need to abide by the pool rules posted on the pool deck wall. Please keep the furniture clean, move it back before you leave, and close the umbrellas before you leave.

Q: Can residents bring guests to the pools?

A: Yes – but you are fully responsible for your guests and their behavior.

Q: What days are trash collection?

A: Mondays, Wednesdays, Fridays and Saturdays

Q: Can I place extra bags outside of the dumpster?

A: No, you cannot place extra bags of trash outside of the dumpster. Honolulu Disposal Service will NOT pick up any trash left outside of the dumpsters.

Q: May I use any empty parking stalls as overflow parking for my guests?

A: No; these stalls are considered private property and are individually owned and used only by homeowners or their tenants. There is NO guest parking at Rycroft Terrace. Please inform your guest to use the street parking.

Renovation Request Guide

If you are looking to improve or make changes to the inside of your home, this Guide will help you gain a better understanding of the improvement application process. Any change to the appearance of your home or lanai generally requires prior written Board approval.

When in doubt, please call or email the Site Manager's office before making any changes!

The Renovation Review Committee is the Board of Directors. The tips below are intended to guide you through the application process and help make your proposal a success.

SUBMITTING A RENOVATION / IMPROVEMENT REQUEST

The best way to get your application reviewed in a timely manner is to make sure you turn in a complete application. There is a checklist on the first page of the application, please make sure you have checked off each item before submitting the application. By following the instructions below, you will help to make the review process as streamlined and efficient as possible.

1. The Renovation Request can be found on the website www.rycroftterrace.com under the Resources tab (*Contractors*), or you can pick one up at the office.
2. The project you are proposing should meet the specific guidelines which can be found on the website. This document explains in detail the specifications for improvements which are approvable within the Rycroft Terrace Community. You can find a copy of this, and all the other Community Rules on the HOA website under the Resources tab. If you have any questions about whether your project meets the guidelines, please reach out to the Site Manager's office for help.
3. The renovation request form should be filled in and must be signed by the unit owner.
4. Include the items on the checklist found on the first page of the Renovation Request. These include photos of your unit, showing the location of the proposed project, color and material samples, building materials, drawings, measurements, appliances, specifications, architectural plans, permits, and other details. The individual design guidelines are also great sources of information related to the specific items that must be included with the request depending on the modification. Please note that you cannot start your renovation unless you receive written approval from the Managing agent.
5. If you drop your Request off in person, the site manager will review the application for completeness, inform you of any additional items the Board of Directors may request, and provide you with the date the application will be reviewed.
6. The submission deadline is the Wednesday of each week before a regularly scheduled Board meeting. Board meetings are generally held on the 2nd Monday of the even month (2/4/6/8/10) with a few exceptions due to holidays or any unforeseen circumstances that may arise throughout the year. Notice and agenda of such Board meetings are always posted on the bulletin boards 72 hours before the meeting.
7. After your request has been received and reviewed by the Board, you will be notified the day following the meeting regarding the status of your request (i.e. approved, tabled for more information, or disapproved).

A NOTE ABOUT THE EXISTING RENOVATION RULES

The request review is important, as the Board of Directors determine if your project meets community guidelines and standards. There is a risk in beginning or completing a project prior to applying that it may be disapproved if it does not meet the guidelines. This renovation request process saves homeowners time, money, and the aggravation of having to remove any existing improvements that have been disapproved. Please do not assume your request will be approved, and do not commence work or construction on any interior improvement until you have received written approval from the Managing Agent or the Site Manager.

Otherwise, fines will be assessed.

Important to Know!

The popcorn ceilings at Rycroft Terrace have Asbestos. Only contractors with a special license to remove/handle asbestos are allowed to work on the ceilings.

No Alterations: No structural changes of any type or kind shall be permitted either within or outside a unit except as permitted by and in accordance with the Declaration, Bylaws, and applicable statutes, ordinances, rules and regulations, governmental determinations and restrictions of appropriate agencies of the City, State or Federal governments.

Electrical / Appliances

The electric panel cannot handle any additional appliances. Only the existing window AC, Refrigerator and Stove/Oven can be replaced with Board approval. Portable ACs, Washers, Dryers and Dish Washers are NOT permitted in any units or on lanais.

Construction hours:

Hours during which you may use noisy equipment are:

- Monday through Friday 9 am to 5 pm. You may work quietly outside that time frame.
- Saturday from 9 am to 4 pm.
- On Sundays and holidays NO construction/renovation work is permitted.
- Do not dispose of trash or rubbish generated in the course of your work in Rycroft Terrace dumpster or its area. You must haul all construction debris off property for disposal.
- If you do not comply with these rules, fines will be assessed.