

The CORNERSTONE Review



Keeping Our Property Owners Informed

3rd Quarter Newsletter, 2016

3rd Quarter 2016

ELECTRICITY CHARGES

Some of our owners have units in buildings that sub-meter the electricity. What this means is that the association buys the electricity in bulk. It is then distributed to each unit. Each unit has a sub-meter that records the usage for a certain period of time, not always a calendar month. Because the electricity is bought in bulk, the charges are cheaper than usual.

The usage for your unit is reflected on your monthly maintenance fee statement. Most of the time, we charge back the tenant. If we get the statement directly to our office it saves time and effort.

If the statement goes to you, the unit owner, we have to wait to get a copy from you. We then set up a tenant charge and send the tenant a statement. This method takes much more time.

Once the tenant gets the statement, we ask them to pay on or before the next rent period. This will cause delay between when the owner has to pay and when the tenant reimburses us. It just can't be helped. As long as we have a record of it however, it's never lost!

If the tenant moves out, we can and will charge that amount from the Security Deposit. Usually we have to estimate the last month usage.

To do so, we take the average of the last two months of electricity charges and charge accordingly to the date that they're responsible for the unit.

Owners – Please do not call the office asking for your electricity charges! It just soaks up time. Once it is recorded, it will be collected – it just might take a little time. The more important thing is that the tenant pays rent on time. Mahalo.

WORK ORDERS

It is now our policy to inform all owners via e-mail that a work order has been requested and what we are doing about it. Our feedback is that many of you appreciate the heads up. If it is a big ticket item we will of course ask for your permission first, unless it is an emergency like a fridge that goes out, or a leaking hot water heater. Washers have to be a priority as well. If we can't get a hold of you then we will order what we think is best for your unit.

HOW TO DEAL WITH UNLIKEABLE PEOPLE

Managing as many properties as we do, we occasionally run across people who are rude to us or unreasonable. Tenants can be super nice one day then the next... well, unpleasant shall we say.

Despite our or your best intentions to get along with people we meet, occasionally we will encounter someone we simply do not like. Yet, we still have to do business with them. If this happens to you, here are a couple of tips on how to proceed with tact.

Focus on the positive. Even though this person has habits or characteristics that drive you crazy, don't focus too much on these negative attributes. Try to find something positive to focus on instead. Though this might be difficult, it will likely help you tolerate this person a bit better.

Be Kind. It's true – Act the way you would like to be treated. You don't need to go out of your way to be friends with an unlikeable or unreasonable person, but at least be nice. If you are polite and kind to them, perhaps their actions will eventually reflect yours. Also, don't talk badly about them behind their back. Try to be truly kind. This is to help you stay positive and perhaps let go of the negative feelings completely.

MAHALO FOR THINKING OF US!

Did you know we can help save your friends and family time and money by managing their property? Thank you for keeping us in mind with your referrals and by spreading the word about our services. And remember, for each client you refer that contracts with us, you get one month of free management! Don't go it alone... use Cornerstone!



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QUIZ:

What is Scotland's national animal?

- a) Red squirrel b) Unicorn c) Loch Ness Monster d) Highland cattle

Who is the most nominated male actor in Academy Award history?

- a) Paul Newman b) Jack Nicholson c) Spencer Tracy d) Laurence Olivier

The first person to e-mail Carl at carl@cornerstonehawaii.com the correct answer will win a gift card!

HAVE A LAUGH

Feeling a bit chilly? Just stand in a corner for a bit. They are almost always 90 degrees.

QUOTES TO LIVE BY

"It is useless for you to work so hard from early morning until late at night, anxiously working for food to eat; for God gives rest to his loved ones."

- Psalm 127:2

"Do what you can, with what you have, where you are."

- Theodore Roosevelt

"Now faith, hope, and love abide in thee; but the greatest of these is love."

- 1 Corinthians 12:13

"An eye for an eye only ends up making the whole world blind."

- Mahatma Gandhi