



March 2024

Owners of Royal Kunia Community

RE: NEW MANAGING AGENT, HAWAIIAN PROPERTIES, LTD.

Dear Royal Kunia Homeowner:

Hawaiian Properties, Ltd. is pleased to have been selected by the Board of Directors as the new Managing Agent for Royal Kunia Community, to be effective April 01, 2024. Hawaiian Properties, Ltd. was founded in 1929 as National Mortgage & Finance Co., Ltd., and has been servicing our island residents for over 90 years.

Please find enclosed your billing coupons for April 2024 through December 2024. If you have any unpaid charges prior to April 1, 2024, those charges will be reflected on future billing statements, after receiving the information from the prior managing agent, Touchstone.

Your April 1st payment will have to be made by check and mailed using the pre-addressed white envelope enclosed. Your payments are due and payable on the first day of each month. The Association allows a grace period of 10 days. However, if payment is not received by the 10th of each month, a \$20.00 late fee will be assessed to all late accounts plus a 1% fee on any outstanding balances at the end of the month. Payments must be posted no later than the 10th of the month to avoid late fees.

If your maintenance fee and other payments are made through a personal banking institution, bill payer service, or any other provider, please inform them as soon as possible of the change in the management company, effective April 1, 2024.

Hawaiian Properties, Ltd. offers the following options to make your Association (Maintenance Fee) payments:

1. Personal Check – Please mail your check, payable to Royal Kunia along with the enclosed payment stub. Also on the check, please include your account number in the memo section. Your account number is on the attached billing statement, located on the top right corner.
2. SUREPAY (automatic payment service) – SUREPAY automatically deducts your payment from your checking or savings account. For Owners enrolled on SUREPAY with your prior agent, Touchstone; that SUREPAY account will automatically be terminated ending March 2023. If you want to continue with SUREPAY, please complete and submit the new (enclosed) SUREPAY authorization form, along with a copy of a voided check (for checking account) or bank statement (for savings account), in the pre-addressed yellow envelope provided. If you would like Hawaiian Properties, Ltd. to start your automatic deduction in May 2024, we must receive your completed SUREPAY form prior to April 20, 2024.

SUREPAY automatic withdrawals will be processed thereafter, on the **10th** of the month.

3. Online Payment – In April, you will receive an invitation to register for TownSq, a new all-in-one mobile app designed to help you connect, collaborate, and stay up to date with your association – any time on any device. The letter will include your specific registration information for TownSq and our online payment portal. Please note that credit card payments are subject to a convenience fee.

As indicated above, please be sure to use the enclosed *white* envelope to submit your April payment and the *yellow* envelope to submit your completed SUREPAY form. Please do not use the same envelope to submit both items, as they are addressed to different addresses.

We are confident you will find your dealings with Hawaiian Properties, Ltd. both professional and enjoyable. As your assigned Property Manager, I look forward to the opportunity to serve your community.

If you have any additional inquiries or concerns, please do not hesitate to contact me at Kaleya@hawaiianprop.com.

Sincerely,

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HAWAIIAN PROPERTIES

Managing Agent for AOA, Royal Kunia