

**FROM THE GENERAL MANAGER'S OFFICE**

Sean Cannard  
General Manager

Aloha mai e from Bali Hai Villas! Although Bali Hai Villas remained closed through the first quarter following Kauai Mayor Kawakami's request to temporarily pause Kauai's participation in the state's Safe Travels pre-travel testing program late last year, a skeleton crew was maintained to ensure the resort was kept safe and secure at all times. The team prepared for the resort to reopen in the near future by conducting Housekeeping, Maintenance, and special project work as time and resources permitted.

Bali Hai Villas reopened early-April as the Governor of Hawaii approved Kauai Mayor Kawakami's request to accept Kauai's active participation in the state's Safe Travels pre-travel testing program. The program mandates all incoming travel to Kauai be allowed with 72 hour advance testing procedures and stringent guidelines in place. As a result, a pre-opening team of formerly furloughed resort associates was invited back to full-time active duty across all operating departments. The team prepared the resort to once again provide memorable vacation experiences to owners and guests, albeit with many new (and possibly temporary) operating procedures in place in order to ensure the safety of all.

With Bali Hai Villas reopened, owners, guests, associates and vendors are required to wear face masks in all indoor and outdoor public spaces as recommended by the Centers for Disease Control (CDC) and required by the State of Hawaii and Kauai County. Additionally, most amenities at the resort are reopened, including the Mahina and Wailele pools and the Clubhouse Fitness Center, albeit with restricted hours of operation, enhanced cleaning protocols, and social distancing practices in place.

Despite the resort's closure for the first quarter of 2021, improvements continued to be initiated for the benefit of all owners and guests. The shingled roof, gutters and downspouts of Building 8 were replaced, as were all exterior upper and lower landings at Building 13 with TREX composite decking. The moisture-compromised, wood-rotted exterior support columns of Building 6 were replaced with concrete/stucco and permanent waterproof roofing was installed atop the resort's exterior rubbish/recycling areas.



On behalf of our Board of Directors and our Bali Hai Villas 'ohana, we are excited to have reopened and are optimistic that travel to Kauai will begin again, that vacations will be enjoyed again as vaccinations continue to be distributed, and that memories lasting lifetimes will be made again. We look forward to safely and warmly welcoming you and your 'ohana back to Bali Hai Villas in the near future!



Patti Thiele  
Board President

Aloha Fellow Owners,

It's hard to believe it was only a year ago that life as we knew it was turned upside down; there are definitely days where it feels that we've been living with the pandemic for so much longer! Progress continues to be made towards conquering COVID and before you know it we'll be able to once again gather all together to, as they say in Hawaii, 'talk story'.

Normally at this time of year we would be preparing for our Annual Meeting and Director election. Due to the uncertainty earlier this year on when Kauai would reopen to visitors the decision was made in February to shift our Annual Meeting to October again this year. If you plan to visit Kauai in late October we hope you will consider joining us for the Annual Owners Meeting on October 21st. Look for more details later this year.

The IOA Refurbishment Committee continues to work with the Management Team to prepare for the refresh of our 129 villas in 2022. Design renderings are being created which will provide a photographic visual representation of what each room will look like incorporating the new furniture, fabric and paint colors. This will bring the design to life within the context of our existing villas and allow final approval on the selected materials. We anticipate sharing this virtual sneak peak of what the future interiors will look like in our next newsletter.

Now that Kauai is once again accepting visitors through the Hawaii Safe Travels program, for those who are able to travel in 2021, we hope that you will consider treating yourself with a visit to Kauai and Bali Hai Villas. There have been many improvements over the last 18 months including the renovation of the master bathroom and updates to the kitchen which we would love for you to experience in person. The AOA has also completed their project to install split system air conditioning units in all of our villas so you will have the opportunity to enhance your stay with this amenity should you choose to opt into the pay to use program.

I hope that you and your family continue to maintain good health and stay safe until the pandemic is under control. I anticipate you will soon be able to enjoy the Kauai sunsets in person but until then please enjoy the view from last October.



*Bali Hai Villas "Creating Life Long Memories with Aloha"*  
*Please visit your website !*

[www.PAHIO.com](http://www.PAHIO.com)

Feel free to contact your Board of Directors or your General Manager should you have any questions, comments or concerns.

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