



**Plaza Landmark
in Salt Lake**

Manager: Steven Saito

Board Chair: Calvin Arroyo Jr.

Project: Elevator
modernization

An ELEVATED Approach to Elevator Replacement

Close cooperation
between the manager and
board proved key to
Plaza Landmark's
\$1.5 million project



Steven Saito

When did the building open?

1985

Number of units:

292

What caused this project to be undertaken?

This project was part of our reserve study of required projects. Our elevators were over 30 years old and needed to be replaced—there were never-ending breakdowns and entrapments. It was apparent for some time that we needed to address our aging elevators.

Number of units and common areas affected?

It was business as usual. We simply adjusted the hours of operation and asked for patience. Fortunately for us, we have three tower elevators. We always had at least one elevator available. Our residents were great. They were very cooperative and patient throughout the project.

How was the management company involved?

We initially talked to our property manager, Chuck Ray from Hawaiiiana, for advice and guidance. He helped us to get the project moving forward. Hawaiiiana helped us with coordinating and selecting an elevator consultant. Our consultant guided us through uncharted waters.

How involved was the board, and what actions did they take?

The board took a hands-on approach. I worked closely with board president Cal Arroyo and vice president Gary Griffiths, and met with them often to ensure that the project was running smoothly and to address problems before they became major issues. There were many decisions that needed to be made—features, materials and models—and required action by the board before each new phase of the modernization project could proceed forward.

Did you bring in an outside consultant?

We interviewed three consultants. Each of them made a presentation to the board outlining how they would assist us throughout the modernization project. The board chose Jared Okamura of Innovative Elevators for our consultant. We were very pleased with his work. He played a key role in guiding us through the modernization. He was always available, and his help was invaluable in helping us navigate through some startup issues. There were a few curveballs, once you start a project of this magnitude.

How did you decide on a contractor to do the repairs, and who was selected?

Heide & Cook was the contractor with the winning bid. Their team was phenomenal, and their service was excellent. You need a contractor that responds quickly to address emergencies and the unexpected. There is an adjustment period once the new elevators are released.

How/when did you communicate with residents about the issue and then the work?

We held a town hall meeting to answer questions and prepare residents for the work that was before us. Doing this greatly assisted in winning the hearts and minds of our residents.

When did actual work on the project begin and end?

Work began in February 2019 and completed in early March of 2020.

Cost:

Approximately \$1.5 million.

Any lessons learned that other buildings could benefit from?

A clear and simple communication plan should be implemented among the board, the consultant, the management company, the contractor and the on-site manager to keep everyone on the same page. ❖