



F.A.Q's: Frequently asked Questions at Villages of Kapolei Association.

ADMINISTRATION:

- 1. Where is the Villages of Kapolei Association (VOKA) office located?**
91-1111 Kama'aha Loop, Kapolei, 96707. Mauka Rec #2: 91-1050 Kama'aha Loop.
- 2. What are the Administration Office hours?**
Monday to Friday, 9:00 a.m. to 5:00 p.m. Excluding holidays.
- 3. How do I become a member of the Villages of Kapolei?**
Membership is automatic when you are a resident in the Villages of Kapolei.
- 4. What subdivisions make up the Villages of Kapolei Association?**
Kumu Iki, Aeloa, A'eloa Terrace, Villas at A'eloa, Senior Residence at Kapolei, Senior Residence at Kapolei 2, Malanai, Malanai Iki, Kekuilani Palms, Kekuilani Villas, Kekuilani Courts, Kekuilani Gardens, Makali'i II, 'Iwalani, Makali'i, Kulalani Village, Nohona at Kapolei, Pae Ko Gardens, Kealakai at Kapolei, Malu'ohai, Villas at Malu'ohai, Kapolei Kai, Kaupe'a, Nohona II at Kapolei, Nohona III at Kapolei.
- 5. How can I order the documents for the Villages of Kapolei?**
Call the main number: (808) 674-4444 ext. 0.
- 6. What services does VOKA offer?**
Members in good standing can enjoy a variety of services including, access to swimming pools, hall rentals, free or discounted recreational programs and classes, discount movie and water park tickets, free copies and outgoing faxes, free classified ads in the quarterly newsletter, other special events and discounts at participating community vendors. (Some restrictions apply).
- 7. Why do I need a VOKA PHOTO ID card?**
Villages of Kapolei Association is a private organization. To identify members/residents of VOKA, you are required to obtain an I.D. card to use the facilities and programs.
- 8. How do I get a VOKA ID?**
Members must come in person to the Administration Office to apply for and obtain a VOKA photo I.D. card. You must present a State or Federal government issued photo I.D. when you come in to apply for your card. Children ages 7-years and above can obtain an I.D. card upon presentation of a birth certificate as proof of age. VOKA photo I.D. cards cost \$5.00 annually for each member/lessee, their spouse, and immediate children between the age of 7-17. All others in the household will be charged \$25.00 annually for an I.D. card.
- 9. I am renting out my house. Can my renters use the facilities and services?**



Yes, you can relinquish your privileges to your renters via a "Transfer of Privileges" form. Note: Transfers of Privileges do not alleviate you of your responsibilities and obligations as an owner/member.

10. When are the Association Assessments due?

Association Dues and/or Road Assessments are due on the first day of each month. A Late Fee will be charged to your account if your dues payment is not received by the fifteenth day of the month, and interest will be charged if full payment is not received by the end of the month.

11. What forms of payment does VOKA accept?

Payments can be made by cash, check, money order, autopay, and credit/debit card. Credit card payments will be assessed a 3% merchant fee, and can be made by phone, by calling (808) 674-4444 ext. 0.

12. What do the dues pay for?

Villages of Kapolei Association is a community which features common property and facilities shared by the residents. The major responsibility of the association is to maintain the shared/common properties owned by the members and enforce association rules & guidelines, subject to change at any time, thus protecting your investment and enhancing the value of your property, and maintain place & aesthetics of community. This is done by providing for the physical maintenance and operation of the common areas -- as well as collection of assessments, and enforcement of the master rules and architectural controls.

RECREATION:

1. What time does the pool open/close?

Currently, 12:00 p.m. to 6:00p.m. It is closed on some major holidays.

2. How many people can I bring to the pool?

You may bring in 6 guests per lot. A guest is anyone without their own VOK membership card. A guest is anyone who enters the pool area, whether they swim or not.

3. How can I check availability for hall rentals?

The best way to check hall availability is by calling our office at 674-4444, dept. 2. We book up to 13 months in advance; only the primary VOK member may rent the hall.

4. Can I bring a friend to programs?

Yes, you may bring a guest with you to most open programs. Some fee-based activities may cost a little more for a sponsored guest. Please remember that you are responsible for the actions and behavior of your guests. This includes financial remuneration and liability.

COVENANTS:

1. Who can I talk to about this letter regarding my yard/house?

You may call the Villages of Kapolei Association office at (808)674-4444 and press 3 on your keypad to be directed to a Covenant Specialist for assistance.

