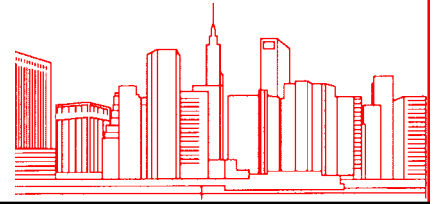
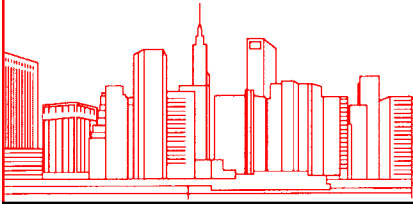


HAWAII CONDOMINIUM BULLETIN



VOLUME 10 NO. 1

Funded through the Condominium Education Fund

DECEMBER 2001

SWAT Bill for 2002 Affects CMAs, Limited Equity Housing Cooperatives

In January 2002, the Real Estate Commission and the Professional and Vocational Licensing Division (PVLVD) will introduce a proposed bill to streamline the regulatory requirements for condominium managing agents (CMAs) and to repeal the Commission's administrative and regulatory authority over limited equity housing cooperatives.

The proposed bill is part of the Commission's and PVLVD's continuing efforts under Lt. Governor Hirono's Slice Waste and Tape (SWAT) Project. The SWAT Project is a government initiative to repeal and reduce regulatory burdens on businesses, the general public, and State government.

Under the proposed SWAT bill, current active licensed Hawaii real estate brokers will no longer be required to register with the Commission as CMAs and to obtain a fidelity bond. The proposed amendment deletes duplicative and unnecessary regulatory requirements. Hawaii real estate brokers are already licensed by the Commission and are covered by the real estate recovery fund, which provides direct benefits to harmed consumers.

Corporations authorized to do business under Article 8 of

See SWAT Bill pg. 6

Commission & Staff Coming to Maui on January 4

The Real Estate Commission's three standing committees, the Laws & Rules Review Committee, the Education Review Committee, and the Condominium Review Committee, convene on Maui on January 4, 2002.

The Maui Board of Realtors conference room located in Kahului at 441 Ala Makani Place will be the site of all meetings.

At 9:30 a.m. the Laws & Rules Review Committee meets, followed by the Education Review Committee meeting at 10 a.m. and the Condominium Review Committee meeting at 11 a.m.

Each committee meeting will have set agenda items and an open forum period where the audience may provide information to the Commission and discuss concerns.

At 1 p.m., the Commission's recodification attorney will present a progress report on the recodification of HRS Chapter 514A.

In addition, condominium and real estate specialists will be available to discuss condominium and real estate

See Maui Meetings on pg. 6

HRS Chapter 514A Recodification Update

The Commission continues to work on completing the initial draft of the recodification of Hawaii's condominium property regimes law. We are targeting the end of 2001 to complete the first draft.

As always, we are interested in learning what problems you have with HRS Chapter 514A and what solutions you might suggest.

For your reference, our recodification workplan, timetable, base working document, and other recodification ma-

terials are available on our website at <http://www.state.hi.us/hirec>.

You may contact us at: Mitchell Imanaka & Gordon Arakaki, Real Estate Branch, 250 South King Street, Room 702, Honolulu, HI 96813, phone 586-2644 or 586-2646.

You can also contact us by e-mail at Gordon_M_Arakaki/DCCA@dcca.state.hi.us.

Finally, join us on Maui for our condominium law recodification update at

the Maui Board of Realtors conference room on Friday, January 4, 2002 at 1 p.m.

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This material can be made available for individuals with special needs. Please call the Senior Condominium Specialist at (808) 586-2644 to submit your request.

The Hawaii Condominium Bulletin is funded by the Condominium Education Fund, Real Estate Commission, Professional and Vocational Licensing Division, Department of Commerce and Consumer Affairs, State of Hawaii.



Letter from the Chair . . .

Dear Condominium Owners and Managing Agents:

This issue contains an important “Condominium Survey” on pages 7 and 8 for you to complete and return. Please take a few minutes to help us evaluate a number of educational programs that the Condominium Education Fund (CEF) subsidizes. (Each biennium, registered associations contribute \$4 per apartment to the CEF to be used for educational purposes.) All you need to do is check the appropriate answers, detach pages 7 and 8, fold the sheet into thirds, seal with tape, add postage and your return address (optional), then mail the survey to the pre-printed address.

This issue also discusses the proposed Slice Waste and Tape (SWAT) bill for the 2002 legislative session. The bill is a continuation of our efforts under the SWAT Project, a government initiative to repeal and reduce regulatory burdens on businesses, the general public, and State government. It streamlines regulatory requirements for condominium managing agents and repeals the Commission’s authority over limited equity housing cooperatives. This issue will also update you on the Commission’s continuing efforts to recodify Hawaii Revised Statutes Chapter 514A. The target date for completing the first draft is the end of 2001. We welcome your comments and suggested solutions regarding problems you’ve encountered with Chapter 514A.

Readers on Maui please mark your calendars because the Commission and staff are coming to Kahului on January 4, 2002 to hold three standing committee meetings, and to present a progress report on the recodification of HRS Chapter 514A. Condominium and real estate specialists will also be available to discuss condominium and real estate licensing concerns with individuals on a first come, first served basis.

As a follow-up to the September 2001 issue, the Reference File contains Part Two of the Index for *Hawaii Condominium Bulletin*: Fall 1991-June 2001. These two indexes will help you to locate questions about condominium-related topics that have been covered in past *Bulletin* articles.

Finally, we have included the Commission’s meeting schedule for 2002. You have a standing invitation to attend our monthly public meetings, and we look forward to meeting you and hearing your concerns.

Sincerely,

Mitchell A. Imanaka

Mitchell A. Imanaka, Chair
Condominium Review Committee

Ask the Condominium Specialist

Q If an owner requests copies of condominium association documents, may the board require the owner to put the request in writing?

A Basically HRS section 514A-83.5 requires boards to be fair about providing copies of association documents to owners, and owners to be fair about requests for copies of documents. We have received reports that boards often ask owners to put their request in writing to officially document the request, and to allow the board sufficient time to comply if documents must be retrieved from storage, or if numerous documents or copies of documents must be assembled. Owners should be aware that HRS section 514A-83.5 requires owners to pay a reasonable fee for duplicating, postage, stationary, and other administrative costs associated with handling a request to copy documents.

Subsections (a) through (d) of HRS section 514A-83.5 relate to board and association minutes, financial statements, general ledgers, accounts receivable and payable ledgers, check ledgers, insurance policies, contracts, invoices, delinquencies of ninety days or more, proxies, tally sheets, ballots, owner’s check-in lists, and certificates of election. However, subsections (a) through (d) are silent as to whether the owner’s request must be in writing. Section (e), in contrast, is a catch-all provision covering owner requests to examine “other documents” not specified in subsections (a) through (d). Subsection (e) does require owners to file a written request for “other documents.” The board is then required to provide written authorization or written refusal with an explanation within thirty calendar days of receipt of the request.

Q Does HRS Chapter 514A prohibit owners who reside outside the State of Hawaii from serving on the board of directors?

A No, there is no specific prohibition against owners who reside out-of-state from serving on the board of directors in HRS Chapter 514A. HRS section 514A-82(a)(12) requires all members of the board to be owners; HRS section 514A-82(a)(15) requires the board to meet at least once a year; and HRS section 514A-82(b)(10) prohibits directors from expending association funds for their travel unless owners are informed and a majority approves of this expense. As long as board members are owners and are able to attend board meetings and perform their duties despite residing outside of Hawaii, HRS Chapter 514A does not prohibit them from serving on the board. Other governing documents of an association, however, may prescribe residency requirements for directors. In particular, to ascertain whether in-state director residency requirements apply to your condominium, readers are advised to check the association’s bylaws.

Index for Hawaii Condominium Bulletin: Fall 1991 - June 2001

Part Two

REFERENCE FILE

SUBJECT	TITLE	VOLUME/ISSUE #	DATE	PAGE NO.
PUBLICATIONS, SUBSCRIPTION, ORDER FORM	Subscriptions to the Condominium Bulletin Now Being Offered - Order Form	4.4	1995 Fall	8
REAL ESTATE COMMISSION	Condominium and Cooperative Review Committee Holds Hilo Meetings	4.1	1994 Fall/Winter	7
REAL ESTATE COMMISSION	Real Estate - Powers, Duties, etc., Condominiums and the Hawaii Real Estate Commission	1.1	1991 Fall	1
REAL ESTATE COMMISSION	Speakership Highlights	4.3	1995 Summer	1
REAL ESTATE COMMISSION	Condominium Specialists' Office for the Day	3.2	1993 Fall	2
REAL ESTATE COMMISSION	Budget Cuts Affect Real Estate Branch	4.3	1995 Summer	1
REAL ESTATE COMMISSION	Standing Committee Meetings Held on Kauai on May 11 Attract a Record Turnout	9.3	2001 June	5
REAL ESTATE COMMISSION	Condominium Specialists	1.1	1991 Fall	2
REAL ESTATE COMMISSION	Three Join Real Estate Branch	9.2	February 2001	7
REAL ESTATE COMMISSION	Areas of Authority: Real Estate Commission - Ask the Condominium Specialist	5.4	1997 Spring	2
REAL ESTATE COMMISSION	Commission to Hold Its Working Committee Meetings in Kailua-Kona on May 14, 1999	7.3	1999 Spring	1
REAL ESTATE COMMISSION	Specialist Office for the Day Held on Kauai	8.2	1999 November	4
REAL ESTATE COMMISSION	Standing Committees Met on Maui	9.2	2001 February	7
REAL ESTATE COMMISSION	Commission Holds Office for the Day for the Public on Neighbor Islands	8.4	2000 June	5
REAL ESTATE COMMISSION	Condominium Specialists to Hold Office Hours for the Day on the Neighbor Islands	8.1	1999 September	1
REAL ESTATE COMMISSION	Joint Specialists Office for the Day Comes to Neighbor Isles	6.1	1997 Fall	7
REAL ESTATE COMMISSION	Condominium Specialist Office for the Day - Hilo, Hawaii	8.3	2000 February	1
REAL ESTATE COMMISSION - PROGRAM OF WORK	Program Work for Fiscal Year 1995-1996	5.1	1996 Spring	1
REAL ESTATE COMMISSION - PROGRAM OF WORK	Ongoing Invitation to Condominium Community to Help with Program of Work	7.4	1999 Spring	4
REAL ESTATE COMMISSION - PROGRAM OF WORK	Condominium Review Committee Program of Work for 1997-1998	6.2	1997 Winter	1
REAL ESTATE COMMISSION	Summit Wins International Educational Award	4.4	1995 Fall	7
REAL ESTATE LAWS AND RULES	1998 Hawaii Real Estate Laws and Rules Manual Update	7.2	1998 Winter	7
RECODIFICATION	An Update on Recodification of Hawaii Condominium Law	9.3	2001 June	5
RECODIFICATION	Update on Recodification of Hawaii Condominium Law	9.2	2001 February	5
REGISTRATION	AOAO, Legislation and Biennial AOAO and CMA Registration Bill	4.4	1995 Fall	6
REGISTRATION	AOAO Registration - Act 107 Amendment	7.1	1998 Fall	1
REGISTRATION	Bills Propose Two-Year Registration for Condominium Associations	5.1	1996 Spring	2
REGISTRATION	New Features Added to Condominium Association Registration	3.2	1993 Fall	1
REGISTRATION	Unregistered AOAOs Lack Standing to Collect or Foreclose	9.3	2001 June	1
REGISTRATION	AOAO Registration Update	8.2	1999 November	7
REGISTRATION	Association, Managing Agent and Hotel Operators Registration Updates	8.1	1999 September	1
REGISTRATION	Importance of Reporting Changes to AOAO Registration Information	9.1	2000 October	5

SUBJECT	TITLE	VOLUME/ISSUE #	DATE	PAGE NO.
REGISTRATION	Termination of CMA, CHO & AOA Registration for Failure to Maintain Fidelity Bond	8.2	1999 November	1
REGISTRATION, CMA, CHO	Abbreviated Procedures Available for 1996 Registration for Condominium Managing Agents and Condominium Hotel Operators	4.4	1995 Fall	1
REGISTRATION, CMA, CHO	Clarification to Page One Article Appearing in the Fall 1998 Entitled - "All Condominium Agent's and Condominium Hotel Operator's Registrations Will Terminate on December 31.	7.2	1998 Winter	1
REGISTRATION, CMA, CHO	CMA's & CHO's That Failed to Successfully Reregister by December 31, 1998 Must Register as New Applicants	7.2	1998 Winter	1
REGISTRATION, CMA, CHO	Deadbeat Parents & Spouses Beware: Your CMA & CHO Registration May Soon Be in Jeopardy	6.2	1997 Winter	1
REGISTRATION, CMA, CHO	Condominium Managing Agent and Condominium Hotel Operator Registration	3.2	1993 Fall	7
REGISTRATION, CMA, CHO	Registration Required by December 31, 1995 for Condominium Managing Agents and Condominium Hotel Operators	4.4	1995 Fall	1
REGISTRATION, CMA, CHO	Condominium Managing Agent and Condominium Hotel Operator Registration	4.4	1995 Fall	6
REGISTRATION, CMA, CHO	Condominium Managing Agent and Condominium Hotel Operator Registration	4.1	1994 Fall/Winter	1
REGISTRATION, CMA, CHO	Nov. 30 is Deadline for Filing CMA and CHO Re-registration Application	9.1	2000 October	1
REGISTRATION, CMA, CHO	Condominium Hotel Operator and Condominium Managing Agent Reregistration Deadline - November 30, 2000	8.3	2000 February	1
REGISTRATION, DEADLINE	Association of Apartment Owners Reregistration Application Deadline Set by Commission as May 28, 1999	7.3	1999 Spring	1
REGISTRATION, DEADLINE	Association of Apartment Owners Registrations Will Terminate and Reregistrations Due on May 18, 1999 - Re-Registration Forms Are Anticipated to Look Different	7.2	1998 Winter	1
REGISTRATION, DEADLINE	Registration Required by January 1, 1994	3.2	1993 Fall	1
REGISTRATION, DEADLINE	Upcoming AOA Registration Deadline is Thursday, May 31, 2001	9.2	2001 February	1
REGISTRATION, DEADLINE	AOAOs That Missed the Re-Registration Deadline of May 28, 1999 Have No Standing to Maintain Specific Court Actions After June 30, 1999	7.4	1999 Spring	1
REGISTRATION, DEADLINE	November 30, 1998 Was the Registration Deadline for Associations, Condominium Managing Agents, and Condominium Hotel Operators- Registrations Expire	5.3	1996 Winter	1
REGISTRATION, DEADLINE	Associations of Apartment Owners Must Re-Register with the Real Estate Commission by May 30, 1997 - New Biennial Registration Period Begins July 1, 1997 and Ends	5.4	1997 Spring	1
REGISTRATION, DEADLINE	Registration Required by January 1, 1995	4.1	1994 Fall/Winter	1
RESERVES	Reserves Deadline of January 1, 2000 Is Just Around the Corner	8.2	1999 November	1
RESERVES	Replacement Reserves - Purpose - Ask the Condominium Specialist	6.2	1997 Winter	2
RESERVES	Borrow to Fund Reserves? - Ask the Condominium Specialist	7.2	1998 Winter	2
RESERVES	Counting Down to Reserves Deadline - January 1, 2000	7.4	1999 Spring	1
RESERVES	Replacement Reserves - Ask the Condominium Specialist	7.4	1999 Spring	2
RESERVES	Reserves Update	8.2	1999 November	3
RESERVES	May Reserve Funds Be Used to Repair Hurricane Damage? - Ask the Condominium Specialist	2.2	1992 Fall/Winter	2
RESERVES	Reserves Deadline of January 1, 2000 Is Fast Approaching	7.3	1999 Spring	1
RESERVES	Proposed Reserve Rules Update	4.1	1994 Fall/Winter	1
RESERVES	Definition of Reserves - Ask the Condominium Specialist	5.1	1996 Spring	2
RESERVES	Adequate Amount of Reserves - Ask the Condominium Specialist	5.1	1996 Spring	2
RESERVES	Non-compliance with Law Requirements - Ask the Condominium Specialist	8.3	2000 February	2
RESERVES	Excess - Ask the Condominium Specialist	9.1	2000 October	2
RESERVES	Reserves Dollar Amount - Ask the Condominium Specialist	3.2	1993 Winter	2
RESERVES	Condominium Reserves Reference Manual Now Available	2.2	1992 Fall/Winter	8
RESERVES	Reserve Rules Officially Approved	4.2	1995 Spring	1
RESERVES	Condominium Reserves Manual and Seminar	2.1	1992 Spring	8

SUBJECT	TITLE	VOL./ISSUE #	DATE	PAGE NO.
RESERVES	Associations Must Collect the Mandatory Twenty Five Percent Reserve Amount Prior to the Budget Year Beginning in 1997 - Enforcement is an Owner's Responsibility	5.3	1996 Winter	3
RESIDENT MANAGER	Duties of Resident Manager - Ask the Condominium Specialist	9.2	2001 February	2
RESIDENTIAL LEASE DISCLOSURE - ACT 276	Legislation, New	1.1	1991 Fall	6
RULEMAKING	Reference File	7.1	1998 Fall	3
SALES TO OWNER-OCCUPANTS - ACT 217	Selected 1993 Legislative Acts Affecting Condominium Owners and Boards	3.1	1993 Spring	3
SEMINARS	Condominium Apartment Owners Attend CEF Seminars	9.1	2000 October	1
SEMINARS	More Condominium Apartment Owners Attend CEF Seminars	8.4	2000 June	1
SEMINARS	New Education Opportunities for Condominium Apartment Owners - Update	8.2	1999 November	1
SEMINARS	Condominium Apartment Owners Participate in New Educational Opportunities	8.1	1999 September	1
SEMINARS	New Development - Commission Approves Subsidized Registration Fees for Condo Apartment Owners Attending Pre-Approved Seminars	7.4	1999 Spring	1
SMALL CLAIMS - ACT 6	Legislation, New	1.1	1991 Fall	6
TIME SHARE	Act 136 (SB 2334 SD1 HD1) - Amends 331. Prohibits the Sale, Offer to Sell, or Advertise for Sale Any Tourist Activity at Less Than the Actual Cost of the Activity Paid	7.1	1998 Fall	7
TIME SHARE	Act 219 - (SB 3159 SD2 HD1 CD1) - Leasehold Time Share Interest to be Recorded with the Bureau of Conveyance	7.1	1998 Fall	5
TIME SHARE	Act 198 (SB 2823 SD1 HD1 CD1) - Badge Requirement	7.1	1998 Fall	7
TIME SHARE	Selected 1993 Legislative Acts Affecting Condominium Owners and Boards -Time Sharing Plans - ACT 320	3.1	1993 Summer	5
TIME SHARE	Act 156 (SB 2259 CD1) - Timesharing Subject to Transient Accommodations Tax	7.1	1998 Fall	5
TOXIC MOLD	Toxic Mold: The Challenge Facing Homeowners' Association (Part II)	9.1	2000 October	3
TOXIC MOLD	Toxic Mold: The Challenge Facing Homeowners Association	8.4	2000 June	3
UNLICENSED CONTRACTORS	Licensed Contractors	5.4	1997 Spring	14
VEXATIOUS LITIGANTS - ACT 124	Selected 1993 Legislative Acts Affecting Condominium Owners and Boards	3.1	1993 Summer	5
VOTING	Can Lessee Vote or Have Representation on the Board of Directors If the Lease is Not Recorded? - Ask the Condominium Specialist	6.4	1998 Summer	2
VOTING	What is Cumulative Voting? - Ask the Condominium Specialist	1.2	1992 Spring	2

REAL ESTATE COMMISSION

2002 MEETING SCHEDULE

Laws & Rules Review Committee - 9 a.m.

Education Review Committee - 10 a.m.

Condominium Review Committee - 11 a.m.

Real Estate Commission - 9 a.m.

Friday, January 4, 2002 - Maui (See below)

Wednesday, February 13, 2002 - Kapuaiwa Room

Wednesday, March 13, 2002 - Kapuaiwa Room

Wednesday, April 10, 2002 - Kapuaiwa Room

Wednesday, May 8, 2002 - Kapuaiwa Room

Wednesday, June 12, 2002 - Kuhina Nui Room

Friday, January 25, 2002 - Kapuaiwa Room

Friday, February 22, 2002 - Kapuaiwa Room

Friday, March 22, 2002 - Kapuaiwa Room

Friday, April 26, 2002 - Kapuaiwa Room

Friday, May 31, 2002 - Kapuaiwa Room

Friday, June 28, 2002 - Kapuaiwa Room

All meetings will be held in the HRH Princess Victoria Kamamalu Building, located at 1010 Richards Street, Second Floor, Honolulu, Hawaii, except the January 4, 2002 meeting, which will be held in the Maui Board of REALTORS' Conference Room, located at 441 Ala Makani Place, Kahului, Maui. The Laws and Rules Review Committee meeting will convene at 9:30 a.m. for this meeting only and will be followed by the Education Review Committee meeting at 10 a.m. and the Condominium Review Committee meeting at 11 a.m.

Meeting dates, locations and times are subject to change without notice. Please visit the Commission's website at www.state.hi.us/hirec or call the Real Estate Commission Office at 586-2643 to confirm the dates, times and locations of the meetings. This material can be made available to individuals with special needs. Please call the Executive Officer at 586-2643 to submit your request.

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SWAT Bill from pg. 1

HRS Chapter 412 (trust companies), however, will still be required to register as CMAs and to obtain a fidelity bond.

The Commission's administrative and regulatory authority over limited equity housing cooperatives in HRS section 421H-5 will also be repealed by the proposed SWAT bill. The proposed amendment reduces duplicative regulatory requirements for developers of limited equity housing cooperatives without compromising consumer protection. Registration and stock sales of limited equity housing cooperatives already falls within the jurisdiction of the Business Registration Division of the Department of Commerce and Consumer Affairs. Other county and federal agencies also provide regulatory oversight as well.

Since enactment of the law in 1987, only two cooperatives have registered with the Commission. The disclosures made in those two developer's final public reports merely recited disclosures already made and approved by another regulatory agency.

Maui Meetings from pg. 1

licensing concerns with interested parties on a first come, first served basis.

Members of the condominium and real estate communities, government officials, educators, and other interested individuals and organizations are invited to attend and participate in these public meetings.

Agenda topics for the Condominium Review Committee and issues for the condominium specialist include condominium governance and management, condominium mediation, AOA and CMA registration, condominium education programs, CPR registration and developer's public reports, HRS Chapter 514A, HAR Chapter 107, new legislation, and reserves.

If you have a specific concern for a committee to address on January 4 or if you have questions for the recodification attorney, senior condominium specialist, or senior real estate specialist, please contact the Commission's office toll-free from Maui at 984-2044 ext. 6-2643 or at 586-2643 prior to January 4.

Mediation Case Summaries

MCP=Mediation Center of the Pacific, Inc.
WHMS=West Hawaii Mediation Services
KEO=Kauai Economic Opportunity, Inc.
BOD=Board of Directors

MSM=Mediation Services of Maui, Inc.
KMC=Ku'ikahi Mediation Center
RICO=Regulated Industries Complaints Office
CMA=Condominium Managing Agent

Cases handled by MCP (7/1/01 – 9/30/01)

A total of nine (9) cases involving condominium disputes were opened and/or closed between July 1, 2001 and September 30, 2001. Of those nine cases, three (3) cases were mediated, four (4) cases were closed without mediating, and two (2) cases are pending.

Cases handled by MSM (7/1/01 - 9/30/01)

A total of two (2) cases involving condominium disputes were opened and/or closed between July 1, 2001 and September 30, 2001. Of those two cases, one (1) case mediated to agreement and one (1) case is pending.

Parties	Complaint	Disposition
Owner vs. BOD	Bylaws violation re: structure built in yard without Board permission	Mediated; agreement reached

(No cases reported by WHMS, KMC, KEO, or RICO (7/1/01 – 9/30/01))

Mediation subsidized through the Condominium Education Fund may be obtained through the following providers:

Oahu: Mediation Center of the Pacific, Inc.; 680 Iwilei Rd. #530; Honolulu, 96817; Tel. 521-6767

Maui: Mediation Services of Maui, Inc.; 95 Mahalani St. #26; Wailuku, 96793; Tel. 244-5744

Island of Hawaii – Hamakua, Kohala, Kona & Ka'u districts: West Hawaii Mediation Services; P.O. Box 7020; Kamuela 96743; Kamuela Tel. 885-5525; Kailua-Kona Tel. 326-2666

Island of Hawaii – East Hawaii districts: Ku'ikahi Mediation Center; 300 W. Lanikaula St.; Hilo 96720; Hilo Tel. 935-7844; Kamuela Tel. 885-5388

Kauai: Kauai Economic Opportunity, Inc.; 2804 Wehe Rd.; Lihue 96766; Tel. 245-4077

Complaints against licensees: Regulated Industries Complaints Office; 235 S. Beretania St. 9th Flr.; Honolulu 96813; Tel. 587-3222

CONDOMINIUM SURVEY

The Real Estate Commission (REC) desires to better serve condominium owners with its education outreach programs. To accomplish this, we are evaluating the circulation of the Hawaii Condominium Bulletin (Bulletin), the awareness and use of resources provided by REC, and the use of mediation to resolve condominium disputes. The Bulletin, website, seminars, and mediation are funded by the Condominium Education Fund. Your answers will assist us in determining where improvement is needed. **Please check the most appropriate answers, cut off this page, fold in thirds, seal with tape, add return address (optional) and postage, then mail back to us by January 31, 2002.**

1. Please identify if you are (please check all that apply):
 in-state apartment owner managing agent AOA resident manager
 out-of-state owner board member
2. How large is your association?
 6 – 40 units 41 - 90 units 91 – 174 units 175 – 586+ units
3. How are you managed?
 self-managed managing agent
4. How many meetings has your Board of Directors held within the past year?
 1 to 3 4 to 6 7 or more none
5. Have you reviewed the REC's web site at <http://www.state.hi.us/hirec> at any time?
 yes no, but aware of website no, not aware of website
6. Did you find the information helpful to you?
 very helpful helpful not helpful
7. REC sends out copies of the Bulletin to all registered AOAOs quarterly. How many issues of the Bulletin were distributed to you this year?
 1 to 2 3 to 4 none
- If distributed to you, did you find the Bulletin to be a good source of information?
 very helpful helpful not helpful
8. Currently, the Bulletin is sent to the designated officer as indicated on the AOAO's biennial registration. The Bulletin should be sent to:
designated officer _____ condominium managing agent _____
resident manager _____ other (list title) _____
9. If you read the Bulletin, how did you receive it?
 from managing agent website other (please explain) _____
 from board of directors posted on association's bulletin board
10. Are you aware that the Bulletin is currently available on the REC's website?
 Yes No
- If yes, have you accessed it via the Internet?
 Yes No

CUT HERE

11. The Bulletin provides a list of educational seminars. Have you attended any of the seminars?

Yes No

If yes, how many seminars have you attended?

less than 3 3 or more

If yes, did you find the seminars to be helpful?

very helpful helpful not helpful

12. On occasion condominium disputes arise between two (2) parties. Have you ever had a complaint about a condominium matter?

Yes No

13. Which method was used to resolve the matter?

- handled matter myself without assistance
- sought professional assistance (i.e. from attorney, certified public accountant, insurance agent)
- requested mediation
- filed a lawsuit
- chose not to deal with it

14. Was the problem resolved to your satisfaction?

no somewhat yes

15. Hawaii Revised Statutes Chapter 514A now requires mediation for "select" condominium disputes. Would you prefer that mediation be required for **all** condominium disputes?

yes for select issues only no

16. Is there anything else you would like to share that may help us develop educational programs? (Please keep your response brief, concise, and legible.)

fold here

(optional)

**Place
Stamp
Here**

**Real Estate Branch
Condominium Survey
250 South King Street, Room 702
Honolulu, HI 96813**