



WHAT IS MEDIATION?

Mediation is an informal, inexpensive, and confidential process for resolving disputes quickly. The mediator acts as an impartial third party who assists the parties in face-to-face meetings to work out a mutually acceptable solution.

There are two types of mediation available: 1) facilitative; and 2) evaluative. In facilitative mediation, trained mediators facilitate discussions between parties and assist participants in memorializing perspectives. Evaluative mediation is a form of mediation conducted by trained mediators who possess subject matter expertise in the Hawaii condominium law and have extensive experience mediating disputes. The mediators have knowledge of the relevant case law and apply it to the facts of the mediation, providing candid and informed assessments of each party's position. The mediators facilitate discussion and assist in the parties' attempts to reach agreement by giving objective feedback and suggestions on options for resolution.

ARE THERE ADVANTAGES IN MEDIATION?

- Inexpensive;
- Expedient;
- Parties control the solutions;
- Solutions are tailored to needs of parties;
- Confidential process by mediators with knowledge of the condominium law;
- Scheduled at convenience of parties;
- Even if dispute is not completely resolved, mediation often defuses hostilities, clarifies issues, and expands options; and
- Small Claims Court, arbitration, and litigation are still options if unable to resolve dispute through mediation.



IS MEDIATION MANDATORY?

Section 514B-161, HRS, **requires** mediation if a condominium owner or the board of directors requests mediation of a dispute involving the interpretation or enforcement of an association's declaration, bylaws or house rules.



IS THERE A COST FOR MEDIATION?

There is a nominal fee. The Real Estate Commission (Commission) established a trust fund, the Condominium Education Trust Fund, which is used for educational purposes, including mediation. Subject to availability of these monies, subsidized mediation services are available through the mediation providers listed in this brochure for **eligible parties and eligible issues**.

WHO IS ELIGIBLE TO FILE FOR MEDIATION?

Owners or boards of directors of condominium associations registered with the Commission.

WHAT IS CONSIDERED AN ELIGIBLE ISSUE?

Disputes involving:

- The declaration of a registered condominium association;
- The bylaws of a registered condominium association; and
- The house rules of a registered condominium association.

ARE THERE INELIGIBLE ISSUES?

- Parties and issues involving Chapter 521, HRS, Residential Landlord-Tenant Code
- Condominium developers and construction issues

- Timeshare owners/associations and timeshare issues
- Issues concerning employees of registered condominium associations and labor law issues

WHAT IS THE PROCEDURE IN REQUESTING - SUBSIDIZED MEDIATION?

You may contact any of the Commission's mediation providers listed in this brochure. The mediation providers will explain their procedures and cost. The Commission does not conduct mediations.

MEDIATION PROVIDERS

Contact the following facilitative mediation providers directly about the procedures and cost, and arranging mediation (check www.hawaii.gov/hirec for a current list of mediation centers):

Oahu: Mediation Center of the Pacific, Inc.
245 N. Kukui Street, #206
Honolulu, HI 96817
Tel: (808) 521-6767
Fax: (808) 538-1454
Email: mcp@mediatehawaii.org

Maui: Mediation Services of Maui, Inc.
95 Mahalani Street, Suite 25
Wailuku, HI 96793
Tel: (808) 244-5744
Fax: (808) 249-0905
Email: info@mauimmediation.org

W. Hawaii: West Hawaii Mediation Center
65-1279 Kawaihae Road, #202
Kamuela, HI 96743
Tel: (808) 885-5525 (Kamuela)
Tel: (808) 326-2666 (Kona)
Fax: (808) 887-0525
Email: info@whmediation.org

(Mediation Providers continued on back)

MEDIATION PROVIDERS - CONTINUED

E. Hawaii: Ku'ikahi Mediation Center
101 Aupuni St. Ste. 1014 B-2
Hilo, HI 96720
Tel: (808) 935-7844
Fax: (808) 961-9727
Email: info@hawaiimediation.org

Kauai: Kauai Economic Opportunity, Inc.
2804 Wehe Road
Lihue, HI 96766
Tel: (808) 245-4077 Ext. 229 or 237
Fax: (808) 245-7476
Email: keo@keoinc.org

EVALUATIVE MEDIATION PROVIDERS

Lou Chang, A Law Corporation
Mediator, Arbitrator, Attorney
Member, National Academy of Arbitrators
P.O. Box 61188, Honolulu, Hawaii 96839
Tel: (808) 384-2468
Email: louchang@hula.net
Website: www.louchang.com

Charles W. Crumpton
Crumpton Collaborative Solutions LLLC
TOPA Financial Center, Suite 702
745 Fort Street, Honolulu, Hawaii 96813
Tel: (808) 439-8600
Email: crumpton@chjustice.com
Websites: www.acctm.org; www.nadn.org;
www.accord3.com; and www.mediate.com

Mediation Center of the Pacific, Inc.
245 N. Kukui Street # 206
Honolulu, HI 96817
Tel: 521-6767
Email: mcp@mediatehawaii.org

Dispute Prevention and Resolution
1003 Bishop Street, Suite 1155
Honolulu, HI 96813
Tel: 523-1234
Website: <http://www.dprhawaii.com/>

USEFUL INFORMATION SOURCES

Department of Commerce and Consumer Affairs (DCCA) website:

<http://cca.hawaii.gov/>

Chapters 514A and 514B, HRS, and Chapter 107, HAR, regarding Condominium Property Regimes, are available online. Please refer to the following sites:

Website to access unofficial copy of laws:
www.capitol.hawaii.gov
<http://cca.hawaii.gov/hawaii-revised-statutes/>

Website to access rules:
<http://cca.hawaii.gov/hawaii-administrative-rules/>

STATE TOLL-FREE NUMBERS

From the neighbor islands:

Hawaii 974-4000 ext 62643
Kauai 274-3141, ext. 62643
Maui 984-2400, ext. 62643
Molokai & Lanai 1-800-468-4644, ext. 62643

Real Estate Branch Website:

www.hawaii.gov/hirec

REAL ESTATE COMMISSION

STATE OF HAWAII

MEDIATION OF CONDOMINIUM DISPUTES



Department of Commerce & Consumer Affairs

**Real Estate Branch
Professional & Vocational Licensing Division
335 Merchant Street, Room 333
Honolulu, HI 96813
Telephone: (808) 586-2643**

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This printed material can be made available for individuals with special needs. Please submit your request to the Senior Condominium Specialist at (808) 586-2643.
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