

## Landlord-Tenant Information

As a landlord or tenant, it is important that you know your rights and responsibilities. These resources are available to help get you started.

## Questions

Investigators are available to answer your Landlord-Tenant questions by phone or in person.

8:00 am to 12:00 noon  
Monday through Friday  
except State holidays

### By phone:

On Oahu **586-2634**

Toll free from the neighbor islands:

On Hawaii **974-4000, then 62634#**

On Kauai **274-3141, then 62634#**

On Maui **984-2400, then 62634#**

On Molokai & Lanai **1-800-468-4644, then 62634#**

### In person:

Office of Consumer Protection  
235 South Beretania Street #801  
Honolulu, HI 96813

## Handbook

This handbook addresses the questions and concerns most frequently expressed by Hawaii landlords and tenants.

### Available for purchase in person:

DCCA Cashiers Office  
335 Merchant Street #301  
Honolulu, HI 96813  
Cost: \$2

Office of Consumer Protection  
235 S. Beretania Street, Room #801  
Honolulu, HI 96813  
Cost: \$2

### Available for purchase by mail:

Send your request to:  
DCCA Cashiers Office  
PO Box 541  
Honolulu, HI 96809  
Cost: \$2

Make check payable to: *DCCA*  
Include: Your name, Mailing address,  
Publication requested, Payment

### Available FREE online at:

[cca.hawaii.gov/ocp/landlord\\_tenant](http://cca.hawaii.gov/ocp/landlord_tenant)

## Audio Messages

Automated messages are available 24-hours a day on Consumer Dial. On Oahu call **587-1234** or from the neighbor islands call **1-800-394-1902 then press 0**.

Press 2: For Landlord-Tenant information

Enter the code for the message you would like to hear.

Message 1: How to Obtain a Landlord Tenant Code Handbook

Message 2: Security Deposit

Message 3: Access to a Unit

Message 4: Repairs to a Unit

Message 5: Failure to Pay Rent

Message 6: Lockouts and Turning-off Utilities

Message 7: Termination

Message 8: Abandoned Items Left in the Unit

Message 9: What to do if you have Landlord-Tenant Problems

## Online Information

Visit the Landlord-Tenant webpage at [cca.hawaii.gov/ocp/landlord\\_tenant](http://cca.hawaii.gov/ocp/landlord_tenant)

- Get general information about the Landlord-Tenant Code.
- Find how to handle Landlord-Tenant problems.
- Find a link to Hawaii's Landlord-Tenant laws (Chapter 521 Residential Landlord-Tenant Code of the Hawaii Revised Statutes).
- View and print the entire Residential Landlord-Tenant Handbook.
- Find who to call for Landlord-Tenant information.

## Mediation

If a landlord and tenant are unable to resolve their disagreement(s), they may require legal assistance.

However, many times, parties are able to settle their disputes without the use of attorneys, and the added expense of time and resources.

Mediation may be an option as an informal process in which an impartial third party assists in resolving disputes.

Visit the Hawaii State Judiciary Landlord-Tenant Claims website ([www.courts.state.hi.us/self-help/landlord/tenant\\_claims.html](http://www.courts.state.hi.us/self-help/landlord/tenant_claims.html)) for more information on getting legal help and mediation (also known as alternative dispute resolution).



Department of Commerce & Consumer Affairs

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**State of Hawaii**

**Department of Commerce  
and Consumer Affairs**

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[cca.hawaii.gov](http://cca.hawaii.gov)