



Learn more about the Real Estate Branch (REB) of the Department of Commerce and Consumer Affairs

Check out the REB website www.hawaii.gov/hirec for more information and some frequently asked questions.

- What services does the REB provide to the condominium community?
- Where can I get help with association disputes?
- What laws apply to my condominium association?
- How do I get a copy of my association documents?
- How do I obtain a real estate license?
- What are the laws and rules for real estate licensees?

Real Estate Branch

About Us

The Real Estate Branch, as part of the Professional and Vocational Licensing Division, assists the Real Estate Commission in carrying out its responsibility for the education, licensure and discipline of real estate licensees; registration of condominium projects, condominium associations, condominium managing agents, and condominium hotel operators; and intervening in court cases involving the real estate recovery fund.

Subscribe

Receive emails on relevant condominium educational materials. Sign up now at <http://cca.hawaii.gov/reb/subscribe/>

Contact Us

Condominium Hotline: 808-586-2644
Hours: 9:00 AM – 3:00 PM
Email: hirec@dcca.hawaii.gov
Web: www.hawaii.gov/hirec

This brochure is for informational purposes only and not intended for the purpose of providing legal advice. Information provided is subject to change.



CONDOMINIUM: HOW DO I FILE A COMPLAINT?

Real Estate Branch
335 Merchant Street #333
Honolulu, HI 96813

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HOW DO I FILE A COMPLAINT?

*Real Estate Branch
Department of Commerce and
Consumer Affairs*

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...Against My Managing Agent?

The [Regulated Industries Complaints Office](#) (“RICO”) takes complaints against condominium managing agents, often involving alleged untimely production of documents and for other violations of the law. (<https://cca.hawaii.gov/rico>)

Please contact RICO, which has offices across the State, to file a complaint:

Oahu: (808) 587-4272
Kauai: (808) 274-3141, ext 74272#
Maui: (808) 984-2400, ext 74272#
Hawaii: (808) 974-4000, ext 74272#
Molokai & Lanai: (800) 468-4644, ext 74272#

...Against The Association Accountant or Other Licensed Professional?

Associations hire a variety of professionals, from plumbers, to accountants, to general contractors. If you suspect unlicensed activity or that a licensed professional has violated the law, please contact RICO at the above listed phone numbers and their website.



...Against My Landlord?

Please contact the Office of Consumer Protection’s [Landlord-Tenant Information Center](#), for all landlord-tenant concerns, complaints, and issues. (<https://cca.hawaii.gov/ocp/landlord-tenant>)

Oahu & Kauai: (808) 586-2634
Maui, Molokai & Lanai: (808) 243-4648
Hawaii Island: (808) 933-0910

The Hawaii Civil Rights Commission may also assist with claims of discrimination by landlords. Contact them at (808) 974-400 ext. 68636# or visit their [website](#) (<https://labor.hawaii.gov/hcrc>).

...Against The Association’s or Owner’s Attorney?

Do you feel you were unethically treated or had your rights infringed upon by the association’s or owner’s attorney? Contact the [Judiciary’s Office of Disciplinary Counsel](#) (<https://dbhawaii.org>) to file a complaint against a licensed attorney at (808) 521-4591.

Association attorneys will sometimes be tasked with debt collection. Be aware that you have certain rights under the Federal

Debt Collection Practices Act (“FDCPA”). Contact the [Federal Trade Commission](#) (<https://www.ftc.gov>) and the [Consumer Financial Protection Bureau](#) (<https://www.consumerfinance.gov>) for any alleged violations of the FDCPA.

...Against My Board or Another Owner?

There is no agency that will accept a general complaint against your board or another owner. Board members are volunteers, not licensees. The Real Estate Branch (“Branch”) provides educational material and guidance within chapter 514B, HRS, but cannot accept general complaints nor directly intervene, outside of a very limited scope involving project registration, association registration, commingling of funds, record requests, and managing agents.



Certain condominiums with registered associations are eligible for subsidized mediation and arbitration to attempt to resolve disputes. Please review our [dispute resolution resources](#) (<https://cca.hawaii.gov/reb/resources-for-condominium-owners>).