

REAL ESTATE BRANCH
Professional and Vocational Licensing Division
Department of Commerce and Consumer Affairs
State of Hawaii
<https://www.hawaii.gov/hirec>

Toll-free numbers for neighbor islands: Kauai - (808) 274-3141; Maui - (808) 984-2400; Hawaii - (808) 974-4000; Molokai & Lanai 1-800-468-4644, ext. (last five digits of the state number which you are calling)

Professional & Vocational Licensing Division - Licensing Branch

- Mail: P.O. Box 3469, Honolulu, HI 96801; Office: 335 Merchant Street, Room 301; (808) 586-3000
- **Application forms:** real estate broker & salesperson, corporation, partnership, limited liability company, limited liability partnership, change form, branch office, educational equivalency, equivalency to the uniform section of the Hawaii real estate licensing examination, broker experience certificate, condominium hotel operator, condominium managing agent, license requirements, restoration of forfeited license, reinstatement of suspended license, license renewal.
- **Submission of application forms and general questions about application forms.**
- Verification of licensing status of any licensee (<https://mypvl.dcca.hawaii.gov/public-license-search/>), location of licensing records and its review or copies.
- Duplicate: educational equivalencies, uniform exam equivalencies, broker experience certificates, license renewal applications.
- **Submission of written request for licensing history or license verification of a Hawaii real estate licensee with \$15 fee (per license) payable to Commerce and Consumer Affairs.**
- **MYPVL** (<https://mypvl.dcca.hawaii.gov/>): home for all PVL licenses to access information and services 24/7 from a single dashboard

Copies of Laws and Rules

- Website to access official copy of laws: <https://www.capitol.hawaii.gov/> (Bill Status & Docs)
- Website to access unofficial copy of laws: <https://cca.hawaii.gov/hawaii-revised-statutes/>
- Website to access rules: <https://cca.hawaii.gov/hawaii-administrative-rules/>
 - Real Estate Brokers & Salespersons, Ch. 467, HRS; Ch. 99, HAR
 - Condominium Property Regime, Ch. 514B, HRS; Ch. 107, HAR
 - Uniform Land Sales, Ch. 484, HRS; Ch. 104, HAR
 - Time Sharing Plans, Ch. 514E, HRS; Ch. 106, HAR
 - Real Estate Appraisers, Ch. 466K, HRS; Ch. 114, HAR
 - Professional & Vocational Licensing Law, Ch. 436B, HRS

Filing Complaints/Complaint History on Licensees/Business Information - Regulated Industries Complaints Office
(<https://cca.hawaii.gov/rico/>)

- Website to Business & Licensee Info & Complaint History Search – <https://cca.hawaii.gov/rico/check/>
- Questions about filing complaints against real estate licensees, condominium hotel operators, condominium managing agents, real estate schools or instructors, limited provisions of condominium property regime (CPR), subdivision, time share, appraisers and unlicensed or unregistered regulated areas: Oahu: 235 South Beretania St., 9th Flr., Honolulu, HI 96813; (808) 587-4CRC (808-587-4272). Kauai: 3060 Eiwa St. #204, Lihue, HI 96766; (808) 274-3200. Maui: 2145 Wells St., Ste. 106, Wailuku, HI 96793; (808) 243-5808. Hilo: 120 Pauahi St., Ste. 212, Hilo, HI 96720; (808) 933-8846. Kona: Hualalai Center, 75-170 Hualalai Rd., Rm C-309, Kailua-Kona, HI 96740; (808) 327-9590. Complaint history on licensees; whether the business is licensed with the Professional & Vocational Licensing Division; and whether the business is registered with the Business Registration Division, its place of business and who its officers are: (808) 587-3295.

Landlord-Tenant Code - Office of Consumer Protection (OCP) (<https://cca.hawaii.gov/ocp/>)

- Landlord-Tenant inquiries: 235 South Beretania St. 8th Flr., Honolulu, HI 96813; (808) 586-2634;
- Copies of the Hawaii Residential Landlord/Tenant Code Handbook are available for \$2.00 per copy at the Cashier's Office, DCCA, 335 Merchant St., Room 301, Honolulu or via download at: <https://cca.hawaii.gov/ocp/landlord-tenant/>

Discrimination in Real Property Transactions - Hawaii Civil Rights Commission (<https://labor.hawaii.gov/hcrc/>)

- Inquiries and complaints of discrimination in real property transactions.
- Mail and office: 830 Punchbowl St., Rm. 411, Honolulu, HI 96813; (808) 586-8636.

Fair Housing and Equal Opportunity Division; U.S. Dept. of Housing and Urban Development

- Mail and office: 1132 Bishop Street, Suite 1400, Honolulu, HI 96813-4918; (808) 457-4662.

Time Share, Subdivisions and Appraisers

- Website to Professional & Vocational Licensing Division – <https://cca.hawaii.gov/pvl/>
- Time Share, Subdivisions: (808) 586-2709; Appraisers: (808) 586-2701.
- Mail: PO Box 3469, Honolulu, HI 96801; Office: 335 Merchant Street, Room 329, Honolulu.

Real Estate Testing Service – PSI Services, LLC

- Reservations: toll free 1-855-579-4640, M-F 1:30 a.m. to 4:00 p.m. HST; Sat-Sun 3:00 a.m. to 12:00 p.m. HST
- Address: PSI Services, LLC, 3210E Tropicana, Las Vegas, NV 89121; <https://www.psiexams.com/hire>

REAL ESTATE BRANCH AND REAL ESTATE COMMISSION

- **335 Merchant Street, Room 333, Honolulu, HI 96813; (808) 586-2643**
- Condominium Governance and Management (808) 586-2644; Email address: hirec@dcca.hawaii.gov

Inquiries and information on:

- Real estate broker's & salesperson's licensing laws & rules; broker corporation, partnership, trade name, branch office; real estate recovery fund, disciplinary actions, and forfeited licenses; Real Estate Commission meetings & agendas.
- Prelicensing and mandatory continuing education, real estate schools, providers, and instructors; broker experience certificates, educational equivalencies, uniform section exam equivalency, examination, condominium hotel operators, Education Review Committee, and Laws and Rules Review Committee meetings and agendas.
- Information, forms, applications, records; condominium project registration (CPR) and developer's public reports, condominium association registration, condominium managing agents; condominium governance and management, Ch. 514B, HRS; Condominium Review Committee meetings and agendas.

ADMINISTRATION

Neil Fujitani, Supervising Executive Officer; Miles Ino, Executive Officer; Vacant, Administrative Assistant; Hidemi Sato, Real Estate Recovery Fund Office Assistant

REAL ESTATE SECTION

Kristen Kekoa, Senior Real Estate Specialist; Amy Endo, Real Estate Specialist; Nohelani Jackson, Real Estate Specialist; Colleen Mar, Office Assistant; Charisa Flores, Office Assistant; Cheryl Cazinha, Office Assistant

CONDOMINIUM SECTION

Kedin Kleinhans, Senior Condominium Specialist; Rochelle Arata, Condominium Specialist; Dathan Choy, Condominium Specialist; Lorie Sides, Condominium Education Specialist; Tammy Norton, Administrative Assistant; Jon Gasper, Office Assistant; Dorothy Aquino, Office Assistant; Vacant, Office Assistant

Online Real Estate Continuing Education: Search for providers, courses, My CE Status: <https://mypvl.dcca.hawaii.gov/>

Condominium Mediation Subsidized by the Condominium Education Trust Fund: Inquiries and requests for mediation service on condominium association governance and management, declaration, bylaws, house rules, Ch. 514B and its rules between apartment owners, board members, officers, association employees, condominium managing agents, and apartment tenants.

- The Mediation Center of the Pacific (MCP); 245 N. Kukui Street, #206, Honolulu, HI 96817; (808) 521-6767
- Mediation Services of Maui (MSM); Cameron Center, 95 Mahalani Street #25, Wailuku, Maui 96793; (808) 244-5744
- Big Island Mediation, West Hawaii Mediation Center; 65-1291 Kawaihae Rd, #103B, Kamuela, HI 96743; (808) 885-5525
- Ku'ikahi Mediation Center; 101 Aupuni Street, PH 1014 B-2, Hilo, HI 96720; (808) 935-7844
- Kauai Economic Opportunity; 2804 Wehe Road, Lihue, HI 96766; (808) 245-4077 ext. 237
- Lou Chang, A Law Corporation, PO Box 61188, Honolulu, HI 96839; (808) 384-2468
- Charles W. Crumpton, Crumpton Collaborative Solutions LLLC, TOPA Financial Center, Suite 702, 745 Fort Street, Honolulu, HI 96813; (808) 439-8600
- Dispute Prevention and Resolution; 1003 Bishop Street, Suite 1155, Honolulu, HI 96813; (808) 523-1234

Private Condominium Dispute Resolution Services: Inquiries and requests for dispute resolution services including but not limited to mediation or arbitration of condominium disputes, interpretation, or enforcement of condominium laws or documents.

- American Arbitration Association, (808) 590-2102 (Local call direct to San Francisco Regional Office)
- ADR Hawaii, 735 Bishop St., # 224, Honolulu, HI 96813; (808) 531-6789

Condominium Reference Library: Reference materials and books on condominium management and governance.

- Hawaii State Library Branches (call on availability); Makiki Library (City and County of Honolulu); Mediation Center of the Pacific; Mediation Services of Maui; and the Real Estate Branch

Condominium Association Declaration and Bylaws: Official filed copy of each condominium association's declaration and bylaws and amendments for review and copies:

- Bureau of Conveyances, 1151 Punchbowl Street, Room 123, Honolulu, HI, (808) 587-0314, no telephone requests

Leasehold Disclosure and Land Reform Act (Lease to fee conversion): Inquiries about disclosure requirements on leasehold real property transactions and the Land Reform Act (lease to fee conversion of residential real property)

- Housing Community Development Corp. of HI, 677 Queen Street, Suite 300, Honolulu, HI 96813; (808) 587-0598

Condominium Association Registration: Condominium registration documents for public review at the Commission's website www.hawaii.gov/hirec. The documents have material facts information about the condominium.

This material can be made available for individuals with special needs. Please call the Senior Real Estate Specialist at (808) 586-2643 to submit your request. (R2507)