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April 22, 2020

**VIA ELECTRONIC TRANSMISSION**

The Honorable Donovan M. Dela Cruz  
Hawaii State Capitol, Room 208  
415 South Beretania Street  
Honolulu, HI 96813

The Honorable Donna Mercado Kim  
Hawaii State Capitol, Room 218  
415 South Beretania Street  
Honolulu, HI 96813

The Honorable Jarrett Keohokalole  
Hawaii State Capitol, Room 203  
415 South Beretania Street  
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The Honorable Sharon Y. Moriwaki  
Hawaii State Capitol, Room 223  
415 South Beretania Street  
Honolulu, HI 96813

The Honorable Michelle N. Kidani  
Hawaii State Capitol, Room 228  
415 South Beretania Street  
Honolulu, HI 96813

The Honorable Kurt Fevella  
Hawaii State Capitol, Room 217  
415 South Beretania Street  
Honolulu, HI 96813

Dear Chair Dela Cruz and Members of the Committee:

**Re: DCCA information in response to April 17, 2020, meeting of the Senate  
Special Committee on COVID-19**

The Department of Commerce and Consumer Affairs (DCCA) is writing in response to the below questions that the Senate Special Committee on COVID-19 (Committee) directed to the DCCA at the Committee's April 17, 2020, meeting:

1. **Question:** If the public has questions about eviction notices, rent increases, or increases in renters' parking fees, whom should they contact?

**Answer:** The DCCA's Office of Consumer Protection has established the Residential Landlord-Tenant Information Center (Center) to assist the public with questions regarding matters governed by the Residential Landlord-Tenant Code (Hawaii Revised Statutes chapter 521), including evictions, rent increases, and residential parking fee increases. The Center is open from 8:00 a.m. to noon, Monday through Friday, except state holidays, and reachable at: (808) 586-2634. The Center's webpage is: [https://cca.hawaii.gov/ocp/landlord\\_tenant/](https://cca.hawaii.gov/ocp/landlord_tenant/).

2. **Question:** Can DCCA provide an itemized list that addresses landlords and tenants?

**Answer:** Yes. Attached for your convenience is a copy of the latest "COVID-19 Landlord-Tenant FAQs" that pertain to the legal relationship between landlords and tenants in Hawaii and how the Governor's invocation of special legal requirements applies to Hawaii landlords and tenants. These FAQs are available at: <https://cca.hawaii.gov/ocp/landlord-tenant-faqs/>.

3. **Question:** Approximately how many calls has the Center received regarding evictions?

**Answer:** Since March 4, 2020, the Center has received a total of 1,010 calls. Of this total, 7.8% were calls from tenants specifically about evictions. The remaining calls related to general questions about landlords' and tenants' rights.

4. **Question:** If owners of rental housing cannot pay their mortgages during this time, whom should they contact?

**Answer:** The Consumer Financial Protection Bureau (CFPB) has a "Guide to Coronavirus Mortgage Relief Options" blog, which provides information on options for mortgage (and rental) relief. This blog is available at: <https://www.consumerfinance.gov/about-us/blog/guide-coronavirus-mortgage-relief-options/> and provides information for various situations, including: homeowners who can pay their mortgage; homeowners who cannot pay their mortgage or who can pay only a portion; and homeowners with federally backed mortgages. In addition, an overview of mortgage loan types and national-level moratoria on foreclosures and evictions is available at: [https://www.csbs.org/sites/default/files/2020-04/FederalMoratoriumConsumerForeclosuresFactSheet\(updated4-3-2020\).pdf](https://www.csbs.org/sites/default/files/2020-04/FederalMoratoriumConsumerForeclosuresFactSheet(updated4-3-2020).pdf). All the above information is accessible via the DCCA's Division of Financial Institutions webpage: <http://cca.hawaii.gov/dfi/main/covid19/>.

5. **Question:** Is it legally permissible for an individual who visits a free drive-thru COVID-19 testing site to first be required to undergo testing for influenza and strep throat that is subject to insurance billing? Does the State oversee or regulate this type of testing?

**Answer:** The DCCA understands that while the drive-thru COVID-19 testing may be free, the in-house testing of the nasal and throat swabs for influenza and strep throat, as well as the provision of treatment for diagnosed influenza and/or strep throat, may be subject to insurance billing. Accordingly, the DCCA encourages the Committee to forward any complaints it has received regarding this manner of testing to [dcca@dcca.hawaii.gov](mailto:dcca@dcca.hawaii.gov) for possible investigation.

Also attached are graphics and other outreach information that this committee and your colleagues could easily utilize to inform your constituents about these kinds of issues.

Please contact me at [cawakuni@dcca.hawaii.gov](mailto:cawakuni@dcca.hawaii.gov) or [dcca@dcca.hawaii.gov](mailto:dcca@dcca.hawaii.gov) if you have any questions. Thank you.

Sincerely,



CATHERINE P. AWAKUNI COLÓN  
Director of Commerce and Consumer Affairs

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Attachments

c: The Honorable Ronald D. Kouchi; Governor's Policy Office