

MAR 14 2007

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# SENATE CONCURRENT RESOLUTION

REQUESTING THE OFFICE OF CONSUMER PROTECTION TO DRAFT MINIMUM  
STANDARDS FOR CUSTOMER SERVICE FOR SERVICES PERFORMED IN  
PRIVATE HOMES.

1           WHEREAS, consumers who utilize a company or person's  
2 services are entitled to a certain degree of customer service;  
3 and  
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5           WHEREAS, consumers often complain as to the wait time for  
6 repair or installation services that are conducted in their  
7 homes; and  
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9           WHEREAS, this wait time often requires the consumer to be  
10 home to receive the repair or installation person during a  
11 certain window of time, for example, anytime between 8:00 A.M.  
12 and 5:00 P.M.; and  
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14           WHEREAS, unlike an appointment, the consumer is not given a  
15 specific time that the repair or installation person will  
16 actually arrive at the consumer's home and this requires the  
17 consumer to remain at home for a certain window of time; and  
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19           WHEREAS, allowing such a long wait time inconveniences many  
20 consumers and may lead to indirect costs for consumers as they  
21 are required to wait around, sometimes for several hours, before  
22 the repair or installation person arrives to do the job  
23 requested; and  
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25           WHEREAS, there is no recourse when a repair or installation  
26 person fails to show up in the window of time specified and  
27 consumers are forced to repeat the waiting process all over  
28 again in order to receive the services requested; and  
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30           WHEREAS, these types of services are oftentimes only  
31 provided by one particular company, either due to warranty  
32 requirements or other constraints, and consumers do not have the



1 option of choosing another company to complete the needed repair  
2 or installation; and

3  
4 WHEREAS, the Office of Consumer Protection of the  
5 Department of Commerce and Consumer Affairs is tasked with  
6 protecting the interest of consumers and legitimate businesses,  
7 as well as promoting fair and honest business practices; now,  
8 therefore,

9  
10 BE IT RESOLVED by the Senate of the Twenty-fourth  
11 Legislature of the State of Hawaii, Regular Session of 2007, the  
12 House of Representatives concurring, that the Office of Consumer  
13 Protection is requested to draft minimum standards for customer  
14 service relating to services performed in private homes, such as  
15 repair or installation services; and

16  
17 BE IT FURTHER RESOLVED that among the standards set by the  
18 Office of Consumer Protection, the Office of Consumer Protection  
19 is requested to specifically provide a maximum time period  
20 during which a consumer can be requested to wait for a repair or  
21 installation person to arrive at the consumer's home to do the  
22 job for which they are hired; and

23  
24 BE IT FURTHER RESOLVED that the Office of Consumer  
25 Protection is requested to submit a report on the actions taken  
26 pursuant to this measure no later than twenty days prior to the  
27 convening of the 2008 Regular Session; and

28  
29 BE IT FURTHER RESOLVED that a certified copy of this  
30 Concurrent Resolution be transmitted to the Executive Director  
31 of the Office of Consumer Protection of the Department of  
32 Commerce and Consumer Affairs.

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OFFERED BY: *Amie Inez...*

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