

SCR111

Measure Title: REQUESTING THE AUDITOR TO CONDUCT AN AUDIT OF POLICIES, PROCEDURES, AND MANAGEMENT OF THE REAL ESTATE COMMISSION.

Report Title: Real Estate Commission; Audit

Description:

Companion:

Package: None

Current Referral: CPN, WAM

Introducer(s): TANIGUCHI

<u>Sort by Date</u>		Status Text
3/13/2015	S	Offered.
3/23/2015	S	Referred to CPN, WAM.
3/24/2015	S	The committee(s) on CPN has scheduled a public hearing on 03-27-15 10:00AM in conference room 229.

**PRESENTATION OF THE
REAL ESTATE COMMISSION**

TO THE SENATE COMMITTEE ON
COMMERCE AND CONSUMER PROTECTION

TWENTY-EIGHTH LEGISLATURE
Regular Session of 2015

March 27, 2015
10:00 a.m.

**TESTIMONY ON SENATE CONCURRENT RESOLUTION NO. 111 - REQUESTING
THE AUDITOR TO CONDUCT AN AUDIT OF POLICIES, PROCEDURES, AND
MANAGEMENT OF THE REAL ESTATE COMMISSION.**

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND MEMBERS OF THE COMMITTEE:

My name is Nikki Senter and I am the Chairperson of the Hawaii Real Estate Commission ("Commission"). The Commission appreciates the opportunity to present testimony on Senate Concurrent Resolution No. 111, requesting the Auditor to conduct an audit of policies, procedures, and management of the Real Estate Commission. The companion resolutions are House Concurrent Resolution No. 134 and House Resolution No. 82. The House Committee on Economic Development and Business heard the companion House Concurrent Resolution on March 20, 2015, and passed the resolution out of committee.

The Commission is committed to improving its policies, procedures, and management of those areas relating to carrying out its many statutory responsibilities. Accordingly, the Commission offers the following comments in connection with Senate Concurrent Resolution No. 111:

- The Commission and the Department of Commerce and Consumer Affairs ("DCCA") formally transmit annual reports to the Governor and the Legislature about the programs, management, income and expenditures that it administers.

Moreover, the reports are posted at the Commission's website at:

<http://cca.hawaii.gov/reb/reports/> and at <http://cca.hawaii.gov/reports/prior-year-reports/>.

- In accordance with section 23-12 (b), Hawaii Revised Statutes ("HRS"), which provides in part that each special, revolving, and trust fund be reviewed every five years and that the review include an evaluation of the original intent and purpose of each fund; the Auditor reviews the degree to which each fund achieves the stated and claimed purposes; and evaluation of performance standards established by the agency. In the past, 1995, 2005, 2008, 2010, the Auditor has conducted four reviews of the Condominium Management Education Trust Fund with the next review shortly. The Auditor reviews the Commission's management of the fund's programs and expenditures of the fund made by the Commission and concluded each time that the Fund meets trust fund criteria, continues to serve the purpose for which the Fund was created, and does not require general fund appropriations. The Auditor also reports that its audit methodology includes a review of performance standards reported by the agencies and other documents as appropriate.
- The fundamental principle of the condominium statute is self-governance and limited government involvement. Generally, it appears from the testimonies submitted on March 20, 2015, before the House Committee on Economic Development and Business on the companion House Concurrent Resolution No. 134, that the testifiers want more government involvement to investigate and

resolve all condominium unit owners' complaints and not just those relating to the current specific areas relating to association registration (HRS §514B-103), managing agents (HRS §514B-132), management and contracts (HRS §514B-134), association fiscal matters; handling and disbursement of funds (HRS §514B-149), association records; generally (HRS §514B-152), association records; records to be maintained (HRS §514B-153), association records; availability (HRS §514B-154) and association documents to be provided (HRS §514B -154.5).

- Self-governance is working. It appears for the vast majority of condominium unit owners of associations registered with the Commission (as of 2/28/15 approximately 159,663 unit owners), the legislative mandate for self-governance and owner enforcement of the condominium law is achievable. The Commission has assisted and has received a number of reports from unit owners that the self-help provisions of the condominium law have worked to remove board members and elect new members, have amended the condominium declarations and bylaws to include more responsive self-governance declaration and bylaw provisions; have worked to change condominium managing agents; and have allowed mediation of disputes with the board and or other unit owners.
- Conversely, the Commission receives reports from unit owners that the current self-help provisions of the condominium law has not resulted in their being able to elect new members, amend favorable declaration and bylaw provisions, change the condominium managing agent; has resulted in devastating unit

owners with mounting expenses including attorney's fees to resolve conflicts with the board and or other unit owners and has not resulted in their being able to mediate their disputes.

- As an alternative, this resolution should instead request the assistance of the Legislative Reference Bureau to complete a study of the self-help governance model that is part and parcel of the current condominium law and provide the information and background for retooling a self-governance management model that may be more responsive to the needs of all unit owners, managing agents, and developers.

As to the specifics of the audit as set forth on page 2, lines 4-20, the Commission provides the following comments:

- The Commission understands that pursuant to section 26-9(m), HRS, all boards, commissions, and regulatory programs placed within the Department for administrative purposes shall delegate their authority to receive, arbitrate, investigate, and prosecute complaints to the Department. The Commission is unaware of any award of contracts it has made to other entities to carry out investigations.
- For the past eight months, the Commission's Blue Ribbon Committee (for the Commission's review and consideration) has been working on drafting a version of the administrative rules to implement the recodified condominium law for review, input and comment by the larger condominium community. Its last meeting in December 2014 concluded with reworking proposed reserve rules and

the Association meetings. A select group of condominium unit owners were invited to provide input on various governance rules especially in the area of availability of governance documents and information for unit owners.

Commission's staff anticipates the Commission will be circulating the final draft version of the proposed rules to the larger condominium community sometime after the legislative session ends, and thereafter, requesting for approval and comments from the required administrative agencies and the Attorney General; ending with requesting the Governor's permission to hold public hearings on the proposed condominium rules. If this resolution is adopted, by the time the Auditor concludes the audit, the Commission anticipates it will be at or close to the public hearing stage of its administrative rulemaking process for Chapter 514B, HRS.

- If this resolution is adopted, by the time the Auditor concludes the audit, in addition to the continuing administration of the existing program for facilitative mediation, the Commission will be in the midst of administering for the benefit of condominium unit owners and board members a program involving evaluative mediation of condominium disputes pursuant to Act 187 (SLH 2013).

Thank you for the opportunity to present comments on Senate Concurrent Resolution No. 111.

From: [Kathy Lau](#)
To: [CPN Testimony](#); [WAM Testimony](#)
Cc: [Sen. Roz Baker](#); [Sen. Brian Taniguchi](#); [Sen. Ronald D. Kouichi](#); [Sen. Jill Tokuda](#)
Subject: Testimony In Support of SCR 111, Requesting a Legislative Audit of HIREC
Date: Thursday, March 26, 2015 4:03:34 PM

Testimony In Support of SCR 111

Senate Committee on Commerce and Consumer Protection
Senate Committee on Ways and Means

Senator Rosalyn Baker, CPN Chair
Senator Brian Taniguchi, CPN Vice Chair
Senator Jill Tokuda, WAM Chair
Senator Ronald Kouichi, WAM chair
Testimony In Support of SCR 111

Please pass SCR 111, Requesting a Legislative Audit of the HIREC.

After 514b was passed our rights as owners have been restricted and owners are being punished by creative adoption of the law by management companies..

For instance owners may be accused of violating by-laws or infractions of arbitrary or selectively imposed house rules and then are fined, charged attorneys fees and threatened with forfeit or liens on their of their property without notice. This part of the law seemed to be created to address those bank controlled properties under foreclosure, but applied to other condo situations.

Self governance? Hardly.

We can keep coming to the legislature to ask to fix the laws but a better way is to look at the way HIREC has been enabling these practices. Then we can understand how the situation happened, the contribution of HIREC to the problem and a solution.

We need to correct abuses and enforce a strong policy to to maintain owners rights.

We want to improve life for Hawaii residents especially seniors and the first step is to look at what has been done to us so we know how to get to the next step.

These unfair laws create a very bad situation for seniors and they are a massive population of condo dwellers.

Please pass SCR 111, Requesting a Legislative Audit of the HIREC.

Thank you for your time and support on this matter.

Kathy Lau

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10:00 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony In Support of SCR 111** – Requesting a Legislative Audit of the HIREC

I strongly support SCR 111--Requesting a Legislative Audit of the HIREC, because as the “Community Advocate” for the Condo Transparency Group last year, I learned that the Hawaii Real Estate Commission (HIREC) had a number of mandates that addressed condominium governance. However, in my review of their operations, it was not clear whether the HIREC effectively met a number of their mandates.

A Legislative Audit would answer how effective the HIREC is in meeting its mandates. If the HIREC is collecting a mandatory “user fee” from the condo owners, which is really another form of taxation; I think it is very apropos and timely to evaluate what kind of services the HIREC is providing to condo owners in return for the mandatory fee.

Do the other stakeholders, such as the Management Companies, Attorneys and Realtors also pay fees to HIREC? If not, why not? What kind of services do the other stakeholders receive, especially if they are contributing less or not contributing into the HIREC fund(s)?

Does the HIREC adhere to the Attorney General Office’s and the DAGS, State Procurement Office’s (SPO) directives mandating that all State Offices conducting procurement business follow the DAGS, SPO policies and procedures?

For example, it is not clear whether HIREC utilizes the 3-bid process for their contracts, especially the training contracts, because I noticed that many of the same “players” are used over and over for a variety of activities. If the same individuals or entities are used more than once in the same year; does HIREC have a ‘Community Resource’ list to *vet* all of the potential vendors/providers available to provide the services to assure equitable and ‘fair play’ to all who want to compete for the contracts? Are the Requests For Proposals published for an array of viewers or is it posted on only on the HIREC website?

If HIREC elects to use the short-form contract, or requests a waiver; do they follow all of the SPO policies and procedures, including posting the information on the DAGS, SPO website?

Does the HIREC check the DAGS, Hawaii Compliance Express (HCE) database before they execute a contract, to make sure that their vendors/providers have the necessary business registration and GE Tax license to do business in Hawaii? Does the HIREC check to make sure that their for-profit vendors are paying their appropriate taxes for the contracts executed by the HIREC?

More importantly, **why does the HIREC need all of the money they are collecting and how is it being used?** A review of the HIREC operations indicated that for the past several years they have had only a few trainings for condo owners and they were poorly attended; probably due to poor advertisement. Also, HIREC has provided stipends to only a handful of condo owners for mediation services. The new Mediation Program under the HIREC is slated to begin in July 2015, but what is the estimated number of owners who will be using this new service, and at what cost? What will happen to the unused portion of the fees?

Last year, the HIREC's Education/Training fund had over \$900,000 in the account. Again, how is this money being spent and what are the benefits to the condo owners? The condo owner "user fee," is really another form of taxation, so the HIREC needs to be accountable to those who are mandated to contribute to this fund; namely, the condo owners.

When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell the owners to contact an attorney. HIREC claims that it is outside of their mandates to investigate owners' complaints. However, their mandates states that they may conduct investigations, or contract for investigative services.

I have personally inquired about getting someone to investigate matters such as missing monies being drained from our Condo Reserve Fund; attorney fees charged through our Delinquent Maintenance Fee Notices process (without an itemized statement for the attorney's services); and companies contracted to do condo business who are not paying their fair share of state taxes.

All of these issues are potential criminal matters that should be investigated by the state, because mediation will not resolve the situation or recoup the lost monies, such as unpaid state taxes.

I would like to support Gov. Ige in his quest to find the unpaid tax debts owed to the State. After all, if the State is willing to go after travel agents outside of Hawaii for unpaid taxes, then shouldn't we go after the "deadbeat" vendors or providers in Hawaii who are not paying their fair share of state taxes?

In closing, if condo owners have to pay a fee to the HIREC; then I would like to see, in addition to educational activities, the fees be used to provide oversight management and investigation into the owners complaints as well as enforcement of the state rules and regulations, so all condo owners have equal protection from unscrupulous Condo Boards, Property Management Co's, and their affiliated attorneys who are not providing open and honest condo operations.

I humbly ask that you pass **SCR 111, Requesting a Legislative Audit of the HIREC**. Thank you for your time and support on this matter.

Laurie Hirohata
Community Advocate,
Condo Transparency Group
Email: lhirohat@gmail.com

From: [Lila Mower](#)
To: [CPN Testimony](#); [WAM Testimony](#)
Cc: [Sen. Roz Baker](#); [Sen. Brian Taniguchi](#); [Sen. Jill Tokuda](#); [Sen. Ronald D. Kouchi](#)
Subject: Testimony In Support of SCR 111
Date: Thursday, March 26, 2015 10:36:25 AM

Senate Committee on Commerce and Consumer Protection
Senate Committee on Ways and Means

Senator Rosalyn Baker, CPN Chair
Senator Brian Taniguchi, CPN Vice Chair
Senator Jill Tokuda, WAM Chair
Senator Ronald Kouichi, WAM chair

Testimony In Support of SCR 111

After owning many condominiums in the last 30 years, it was only last year that I became aware of any of the consumer services, educational services, and complaint investigation services that HIREC provides to condominium owners. I believe that it is accurate to say that most of my fellow condo owners are not aware of these services available to Hawaii's condo owners.

All members of HIREC with whom I have discussed my concerns have been diligent and professional —but within the constraints of what they were empowered to advise or to investigate, even though my concerns and complaints had to do with the failure of property management firms and AOAO Boards to conform to and abide by Hawaii Revised Statutes. Some were even apologetic regarding their limitations, understanding the gravity of my complaints and concerns.

For me, the gravest of these complaints is that we condo owners are too often deprived of fair, honest, and neutral AOAO Board elections. These elections are the foundation of condo governance and the basis of the representative government that many assume that we condo owners have, but which without fair, honest, and neutral elections, we do NOT have.

During this last year, I was reminded that all Hawaii condo owners pay a monthly fee to HIREC and when multiplied by the thousands of condo units across the State, that amount should be quite sizeable.

I would like to see some of those funds allocated towards further empowering HIREC to oversee and investigate condo owners' complaints, and not just those relating to HRS514B-103, -132, -134, -149, -152, -153, and -154, but to all sections of that Statute. Recently, I learned that 514B was written to ease management concerns, but I do not think adequate thought was given to the rights and protection of condo owners, thus requiring that many part of that law need to be changed. Condo owners, and not just those involved in the "condo industry," should be consulted on these changes.

I would also like to see the fees used to require all individual managing agents and all general or resident managers to be licensed under the Real Estate Commission so that their livelihoods would depend on their ability to obtain and maintain that license. Without that licensure requirement,

there is little third party oversight on their performance and little protection to condo owners subjected to their arbitrary and often harmful decisions and actions. Perhaps even AOA Board members should pass a certification test overseen by HIREC so that condo owners have some assurance of Board members' competence and conscientiousness.

It is inadequate to be told, "call your attorney," each time we condo owners have the same complaints and the same concerns; these concerns are indicative of a systemic failure rather than a few poorly run condominiums.

And it is bitterly frustrating each time we have to delve into our pockets to pay the legal fees of those who act irresponsibly and arbitrarily despite our efforts to advise them or corral their actions through HIREC and RICO.

Please pass **SCR 111, Requesting a Legislative Audit of the HIREC.**

Thank you for your time and support on this matter.

Lila Mower

Lila.mower@gmail.com

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From: mailinglist@capitol.hawaii.gov
To: [CPN Testimony](#)
Cc: mrckima@gmail.com
Subject: Submitted testimony for SCR111 on Mar 27, 2015 10:00AM
Date: Friday, March 27, 2015 1:03:30 AM

SCR111

Submitted on: 3/27/2015

Testimony for CPN on Mar 27, 2015 10:00AM in Conference Room 229

Submitted By	Organization	Testifier Position	Present at Hearing
Marcia Kimura	Individual	Comments Only	No

Comments: I am resubmitting this testimony because it previously did not transmit properly: I am strongly in favor of this resolution: 1) to audit and receive an accounting report of past and present appropriations by the HIREC for the dues collected from condo owner, and 2) as a means to reform of HIREC's inability/unwillingness to investigate owner complaints regarding ALL management parties, including Boards of Directors, and to ENFORCE condo laws violated by management. The truth is that self-governance as applied to condos is not a viable system, when there is no established method of holding management accountable for its actions, which are in fact, not always equitably administered. As an owner who experienced firsthand, abuse by management, and for that matter, those administering resolution procedures such as mediation and small claims complaints, as well as the inability to afford hiring an attorney, I firmly believe that reform must include impartial investigative and enforcement provisions to protect condo owner rights. In truth, such measures are totally lacking in the HIREC. I earnestly ask you to pass this resolution to a third hearing. Thank you.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Shirley H. Yamada own a condominium at Wai Kalani Woodlands
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

Shirley H. Yamada
(Sign Name)

March 25, 2015
(Date)

Shirley H. Yamada
(Print Name)

yamadas1@hotmail.com
(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Xing huali own a condominium at Hono Hale Towers
(Name of Condo) HONOLULU HI 96826


I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a "user fee" from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the "user fee" will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners' complaints. So, I would like to know why condo owners are assessed a "user fee," if it doesn't seem like owners get any benefit from it?

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In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

 03/25/15

(Sign Name) (Date)

Xing huali

(Print Name) (Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Sheila Young own a condominium at C53 Hono Hale.
(Name of Condo)

I am a Senior Citizen and live on a fixed income and cannot afford the ever-increasing fees, especially fees that do not seem to benefit me.

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide to condo owners, since they are collecting a “user fee” from all condo owners.

With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

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In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

Sheila Young
(Sign Name)

3/25/15
(Date)

Sheila Young
(Print Name)

keperera@aol.com
(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Jiabang Huang own a condominium at Hono Hale Towers,
(Name of Condo)

Honolulu, HI 96826

I strongly support SCR 111, because I would like to know what kind of services the Hawaii
Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a
“user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC
Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to
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oversight management and investigation into our complaints so all condo owners across the state can
have equal protection from Condo Boards and Management Companies, especially those who are not
being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real
Estate Commission**. Thank you for your time and support on this matter.

Jiabang Huang

(Sign Name)

3-25-15

(Date)

JINBANG

(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Soo Hwan own a condominium at C106 Hono Hale
(Name of Condo)


I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

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In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.


(Sign Name)

3/25/15
(Date)

Soo Hwan N. Kim
(Print Name)

808 221 9313
(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Raixing Tan own a condominium at Hono Hale Towers
(Name of Condo) HONOLULU, HI. 96826

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a "user fee" from all condo owners.

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In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.



03/25/15

(Sign Name)

(Date)

Raixing Tan

(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, CHRISTOPHER CHENG own a condominium at HONO HALE TOWERS
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

Christopher Cheng
(Sign Name)

3/25/2015
(Date)

CHRISTOPHER CHENG
(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Chin Hung Yee own a condominium at Hono Hale Tower.
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

Chin Hung Yee
(Sign Name)

03-25-15
(Date)

Chin Hung Yee
(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Kimberly Sanchez own a condominium at Barclay.
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

Kimberly Sanchez
(Sign Name)

03-27-15
(Date)

Kimberly Sanchez
(Print Name)

572-8721
(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Cedric Sanchez own a condominium at The Bowloy.
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

Cedric Sanchez
(Sign Name)

03/25/15
(Date)

(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111, Requesting a Legislative Audit of the Real Estate Commission (HIREC)**

I, Man Li Lili own a condominium at 2752 KAHUALOHA LN
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a "user fee" from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the "user fee" will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners' complaints. So, I would like to know why condo owners are assessed a "user fee," if it doesn't seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission.** Thank you for your time and support on this matter.

Man
(Sign Name)

3/26/15
(Date)

Man Li Lili
(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Camille Edwards own a condominium at Hone Hale Towers.
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.



(Sign Name)

3/25/15

(Date)

Camille Edwards

(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Margaret F. Ojima own a condominium at Hono Hale Towers.
(Name of Condo)

I am a Senior Citizen and live on a fixed income and cannot afford the ever-increasing fees, especially fees that do not seem to benefit me.

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide to condo owners, since they are collecting a “user fee” from all condo owners.

With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

Margaret F. Ojima
(Sign Name)

3/25/2015
(Date)

Margaret F. Ojima
(Print Name)

(808) 9471175
(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, East Pereira own a condominium at Hono Hale Towers.
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

East Pereira

(Sign Name)

3/25/15

(Date)

East Pereira

(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee

Friday, March 27, 2015

10 am, Conf. Rm 229

Sen. Baker, CPN Chair

Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the Real Estate Commission (HIREC)

I, CHUN WANG HUI own a condominium at HONO HALE TOWER.
(Name of Condo)


I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.


(Sign Name)

CHUN WANG HUI
(Print Name)

3/27/2015
(Date)

753-3421
(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Danny Lin own a condominium at B/3 2-Hono Hale Towers
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

[Signature]
(Sign Name)

MAR 25, 2015
(Date)

Danny Lin
(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Siu Ming Liu-NG own a condominium at B/32-Hono Hale Towers
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a "user fee" from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the "user fee" will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners' complaints. So, I would like to know why condo owners are assessed a "user fee," if it doesn't seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.



(Sign Name)

(Date)

Mar - 25 - 15

Siu Ming Liu-NG

(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, ELSA LIU own a condominium at Hono Hale Towers A43.
(Name of Condo)


I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.



(Sign Name)

MAR 25, 2015

(Date)

LIU PIK SHAN

(Print Name)

(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I, Karen M. Kagawa own a condominium at Hono Hale Tower.
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

Karen M. Kagawa
(Sign Name)

3-25-15
(Date)


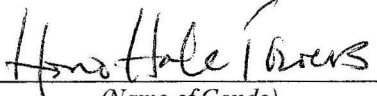
Karen M. Kagawa
(Print Name)

808-942-5549
(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the
Real Estate Commission (HIREC)

I,  own a condominium at .
(Name of Condo)

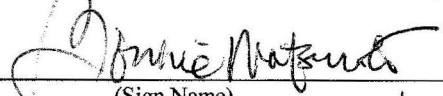
I strongly support SCR 111, because I would like to know what kind of services the Hawaii
Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a
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I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC
Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to
a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who
work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any
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have contacted the HIREC for technical assistance they offer very little assistance and often tell us to
contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I
would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any
benefit from it?

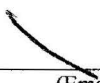
If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide
oversight management and investigation into our complaints so all condo owners across the state can
have equal protection from Condo Boards and Management Companies, especially those who are not
being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real
Estate Commission**. Thank you for your time and support on this matter.


(Sign Name)

3/25/15
(Date)

Bonnie M. Baker
(Print Name)


(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10 am, Conf. Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: **Testimony in Strong Support of SCR 111**, Requesting a Legislative Audit of the Real Estate Commission (HIREC)

I, Lei Kudo own a condominium at Waialae Gardens.
(Name of Condo)

I strongly support SCR 111, because I would like to know what kind of services the Hawaii Real Estate Commission (HIREC) is supposed to provide condo owners, since they are collecting a “user fee” from all condo owners.

I am quite disturbed with the fact that each condo owner is charged a fee to support the HIREC Mediation and Education Fund. With Over 140,000 condo units in Hawaii, the “user fee” will add up to a very large amount. Do the other stakeholders such as the Management Companies and Attorneys who work with the Management Companies pay a fee too? If not, why not?

Why does the HIREC need all of this money and how is it being used? I have never gotten any information about workshops or other services the HIREC provides to condo owners. When owners have contacted the HIREC for technical assistance they offer very little assistance and often tell us to contact an attorney; and they consistently state that they do not investigate owners’ complaints. So, I would like to know why condo owners are assessed a “user fee,” if it doesn’t seem like owners get any benefit from it?

If condo owners have to pay a fee to the HIREC, then I would like to see the fee used to provide oversight management and investigation into our complaints so all condo owners across the state can have equal protection from Condo Boards and Management Companies, especially those who are not being open and honest with us.

In closing, I ask that you please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

Lei Y. Kudo
(Sign Name)

3/25/2015
(Date)

Lei Y. Kudo
(Print Name)

LKudo@hotmail.com
(Email or Phone)

Senate Commerce and Consumer Protection Committee
Friday, March 27, 2015
10am Conf Rm 229

Sen. Baker, CPN Chair
Sen. Taniguchi, CPN Vice Chair

RE: Testimony in Support of SCR 111, Requesting a Legislative Audit of the Real Estate Commission (HIREC)

*We Juliette K. Taura
+ Jane H. Taura*

own a condominium at One

Kalakaua Senior Living. I am a Senior Citizen and live on a fixed income and cannot afford the ever-increasing fees, especially fees that do not seem to benefit me.

I strongly support SCR 111, because there is a need for all condominium owners to know how does HIREC work? What services do they provide to condominium owners for the "user" fee they charge to all condo owners? Can HIREC assist us with our owner's complaints against management ever increasing fees and other concerns? To tell us to contact an attorney when we are living on fixed income is not a solution. So why are they charging us a "user" fee if there is no benefit for owners like us.

Please pass **SCR 111, Requesting a Legislative Audit of the Real Estate Commission**. Thank you for your time and support on this matter.

Juliette K Taura
Name

3/26/15
Date

Jane H. Taura
Name

3/26/15
Date