

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-10-05 | SUBJECT TO CHANGE

<p>County of Hawaii</p>	<p>Heard on news this AM - RMAP will reimburse for rent already paid?</p>	<p>Please visit the Hawaii County Rent and Mortgage Assistance Program (RMAP) website at https://sites.google.com/view/hawaiicountyrmap for more information, including specific programs about eligibility. Households may apply with any one of the following six organizations on Hawaii island – Habitat for Humanity Hawaii Island (808-450-2118), Hawaii Community Lending (808-755-9031 or 808-756-9373), Hawaii First Federal Credit Union (808-933-6600), Hawaii Island Home for Recovery (808-640-4443), HOPE Services Hawaii (808-935-3050), and Neighborhood Place of Puna (808-965-5550).</p>
<p>OCP</p>	<p>What about in a [clean and sober] (c/s) house if a tenant is using and disrupting peers to use also...-- can c/s houses evict that resident?</p>	<p>In the residential landlord tenant code HRS 521 it lists exceptions. In the exceptions, it must be determined whether it is a private landlord who is choosing to rent to only this population or if the house provides other services. If it's just a regular house, it becomes a private issue. If it is a huge breach, they may be able to file for eviction. However, if it is a house that provides services to what the population is there for, such as counseling and such, it would be excluded from the residential landlord tenant code.</p>
<p>OCP</p>	<p>Can we get a copy of Stephen Levin's slides? Would be useful for us to answer questions we receive.</p>	<p>A copy of the presentation and a recording of all webinars is available on the BHHSURG website: www.bhhsurg.hawaii.gov</p>
<p>OCP</p>	<p>If OCP is a State entity. And legally not a representative of the consumer, why are you allowed to lobby?</p>	<p>The Office of Consumer Protection (OCP), on behalf of the state, advocate and represent the interest of consumers because that is what the law states OCP should be doing. OCP does not represent individuals. OCP cannot provide legal advice, but for those interested and need to contact the Legal Aid Society of Hawaii who provides assistance with landlord tenant matters, they can be reached at (808) 536-4302 on Oahu or 1 (800) 499-4302 on neighbor islands. Their hours of operation are Monday - Friday 9-11:30 or 1-3:30 pm for the intake line. For more information, please visit their website at www.legalaidhawaii.org.</p>

OCP	Are landlords able to issue a 45-day eviction notice to quit or whether 45-day notices are also suspended by the eviction moratorium?	OCP has taken the position that whether notices are issued or not, it will have no cause or effect because under the proclamation, it states that suspensions relate to "initiate, maintain, or continue." In the OCP's view, the 45-day notice would be an initiation of eviction, so it would be improper.
Other	FYI - City held One O'ahu Resource Day this past Saturday at Ka Makani Alii shopping center (Kapolei) and Mediation Center of the Pacific, LASH and The Legal Clinic fielded questions from residents re: leases, evictions and counseling	Thank you for the shared information.
RRHAP	How long does it take for applicants to get approved for the rent relief funds? My own tenants applied weeks ago but haven't heard back. What is the timeline? (from initial intake up to the time of payment) to Landlord will take? weeks? months? for CCH & AUW.	AUW will assign an individual to the case. There is a backlog due to the flood of applications from September 8th and 9th when the program first released. The first 500 applications have been paid out and AUW is in the process of getting October payments out. The process should take about two to three weeks for the first batch of applicants. AUW is currently hiring more people, as their partners are as well, to process the applications. AUW is also getting students involved in entering application data into their system.
RRHAP	Can the landlord call and confirm that the tenant did indeed apply for the assistance?	The tenant will receive notification that the application was processed, which the tenant can share with the landlord. There is no process for the landlord to receive notifications. Additionally, confirmation that an application was received cannot be provided to a third-party due to confidentiality.
RRHAP	On average, how long does it take for the application to be processed and the benefits received. Thank you.	The entire process should take about two to three weeks.
RRHAP	could you give us the website again for applying for rent assistance in the chat? thanks.	www.HiHousingHelp.com
RRHAP	For the banking institutes (partners)? will ppl be required to sign up for accounts with their entities before getting help?	The credit union partners have agreed that they will process applications whether the individual is a member or not.

RRHAP	Can Landlords/Property mgmt apply for your Rental Assistance funds on behalf of tenants that owe them rent?	Tenants must apply, not the landlord or property manager.
RRHAP	Will the credit unions require Real ID type drivers' license for non-customers? Currently the state DOT is requesting an extension of the Oct. deadline for Real ID due to county offices delay on appts due to stay at home orders.	The partners are required to accept a valid ID, but it does not need to be a Real ID.
RRHAP	In regards to CCH, I have been notified of approval of my application however, it will now go to an additional approval process by the State? Please clarify. Thank you!	The State has an individual dedicated to look at all the databases on the backend to make sure there are no duplications. For CCH, the application goes through several layers, first approval through CCH program side, then the State-level approval, followed by a payment process for CCH's accounting. Once the State approves, the landlord will receive an email or mailed Vendor Certification Form that the landlord must complete in order for payment to be made.
RRHAP	How do you verify if a requester has received assistance from other providers? What if they say, "I applied but it is pending?"	The state has coordinated with the county a system in which the state can see duplicate requests. If the applicant's name or address gets flagged in another county, an investigation is required.
RRHAP	We received a call this morning from a Hawaii Island landlord who was informed by their tenant that someone from Kauai would be calling the landlord. Are there organizations outside of the area processing applications?	Catholic Charities has four of their main campuses working on this. The applicant may be assigned someone who does not work on the same island as the applicant. Regardless of the location of the assigned representative, the system is still the same.
RRHAP	How will CCH & AUW will be verifying PUA or regular unemployment? If applicants have not been able to get a response or live person to talk with over the phone?	The applications vetted through AUW have had some type of electronic notification from PUA, so there is either a monthly amount or that it has been processed. AUW has also taken proof that the application has been submitted as income verification.