

RESOURCE LIST FOR HAWAII COUNTY (rev. 8/24/22)

FREE LANDLORD TENANT MEDIATION PROGRAM

- **Ku'ikahi Mediation Center (East Hawai'i)**
(808) 935-7844 ext. 8 / landlordtenant@hawaiiimmediation.org / <https://hawaiiimmediation.org/landlordtenant/>
- **West Hawai'i Mediation Center (West Hawai'i)**
(808) 885-5525 / info@whmediation.org / <https://whmediation.org/our-services/landlord-tenant/>

HOUSING STABILITY SERVICES

- **Neighborhood Place of Puna – The Coordination Center** (*connect with housing, financial, and other resources*)
(808) 501-1413

RENT & UTILITY ASSISTANCE

- **Hawai'i County Emergency Rent Assistance Program (ERAP)** (*per household for rent or utilities payments for up to 15 months from March 2020 to current and future rent up to 3 months, paid directly to landlord and utility companies*)

Only apply to 1 organization from this list:

- **Habitat for Humanity Hawai'i Island:** (808) 843-0071 / rmap@habitat-hawaiiisland.org / <https://www.habitathawaiiisland.org/erap.html>
- **Hawai'i County Economic Opportunity Council:** (808) 932-2714 / ERAP@hceoc.net / <https://hceoc.net/programs/erap/>
- **Hawaii First Federal Credit Union:** (808) 933-6600 / empower@hawaiiirstfcu.com / <https://www.hawaiiirstfcu.com/erap/>
- **HOPE Services Hawai'i:** (808) 935-3050 / ERAP@hopeserviceshawaii.org / <https://hopeserviceshawaii.org/erap/>
- **Neighborhood Place of Puna:** (808) 965-5550 / ERAP@neighborhoodplace.org / <https://neighborhoodplaceofpuna.org/erap/>
- **The Salvation Army:** (808) 935-1277 / Hilo.ERAP@usw.salvationarmy.org / https://hawaii.salvationarmy.org/hawaii_2/rental-assistance
- **Catholic Charities Hawaii – ESG CV2 Rent & Utility Assistance** (*for rent and utilities payments for up to 6 months past due and going forward for 6 months on a month-by-month basis*)
(808) 961-7050 / shari.fujiwara@catholiccharitieshawaii.org / anela.quinories@catholiccharitieshawaii.org
- **Hawai'i County Economic Opportunity Council - Low-Income Home Energy Assistance Program (LIHEAP)**
(808) 961-2681 ext. 303 / gshioshita@hceoc.net / <https://hceoc.net/programs/energy/liheap/>
- **Council for Native Hawaiian Advancement – DHHL Rent Relief Program** (*up to 12 months of rent or utilities per household from March 13, 2020 to current paid directly to landlord and utility companies – if Native Hawaiian on DHHL waiting list*)
(808) 529-1624 / dhhl@hawaiiancouncil.org / <https://www.hawaiiancouncil.org/dhhl>
- **Office of Hawaiian Affairs (OHA) – Ka Wailele Financial Assistance Program** (*1-time assistance for rent, security deposit, mortgage, or utility up to \$1,500 – if Native Hawaiian*)
(808) 587-7656 / <https://sites.google.com/view/kawailele/home>

MORTGAGE ASSISTANCE

- **Find Coronavirus Mortgage Relief Options By Servicer:** <https://forbearancereport.com/>

- **Learn About Mortgage Relief Options and Protections:** <https://www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/mortgage-relief/>

LANDLORD-TENANT INFO

- **Residential Landlord-Tenant Information Center (State Department of Commerce & Consumer Affairs)**
(808) 974-4000 ext. 62634 (toll free) / https://cca.hawaii.gov/ocp/landlord_tenant/
 - **Landlord-Tenant FAQs**
<https://cca.hawaii.gov/ocp/landlord-tenant/faqs/>
 - **Residential Landlord-Tenant Handbook (2022 edition)**
<https://cca.hawaii.gov/ocp/files/2022/06/2022-Landlord-Tenant-Handbook-003.pdf>

LEGAL HELP

- **Legal Aid Society of Hawai'i**
(800) 499-4302 - Intake hours Monday to Friday from 9:00 am - 11:30 am & 1:00 pm - 3:30 pm
 - **COVID-19 Legal Help & Resources:** <https://www.legalaidhawaii.org/covid-19-legal-help.html>
 - **Videos about eviction for Hawai'i Island residents:** <https://www.legalaidhawaii.org/hawaii-island-only.html>
- **Hilo Self-Help Center (volunteer attorneys provide limited legal information by phone)**
(808) 746-5363 – Call Tuesdays and Fridays from 11:15 am - 12:45 pm
- **HSBA Legal Hotline (volunteer attorneys provide limited legal information by phone)**
(808) 537-1868 – Call Wednesdays from 6:00 pm - 7:00 pm
- **HSBA Lawyer Referral Hotline (to hire an attorney for your legal issue)**
(808) 537-9140 / LRIS@hsba.org
- **ABA Free Legal Answers (volunteer attorneys provide free legal answers for low & moderate income HI residents)**
<https://hawaii.freelegalanswers.org/>

FINANCIAL & HOUSING COUNSELING

- **Hawai'i County Financial Empowerment Center (Free One-on-One Financial Counseling)**
(808) 933-6600 / <https://www.hawaiicounty.gov/departments/office-of-housing/financial-empowerment-center>
- **Hawai'i First Federal Credit Union**
(808) 933-6600 / <https://www.hawaiifirstfcu.com/community-resource-center/>
- **Hale Mahaolu – Mortgage Delinquency/Default Counseling**
(808) 242-4377 / <http://halemahaolu.org/program/homeownership-counseling-program/>
- **Hawai'i HomeOwnership Center - Foreclosure Prevention Counseling & Rental Counseling**
(808) 523-9500 / <https://www.hihomeownership.org/foreclosure-prevention-hawaii>
- **Hawaiian Community Assets – Financial Counseling, Rental Counseling, Foreclosure Prevention Counseling**
(808) 934-0801 / <http://www.hawaiiancommunity.net/>
- **Legal Aid Society of Hawai'i – Housing Counseling**
(800) 499-4302 / <https://www.legalaidhawaii.org/>

EMERGENCY LOANS

- **Hawaiian Community Assets / Hawaiian Community Lending**
(808) 934-0801 / <http://www.hawaiiancommunity.net/>

AFFORDABLE HOUSING

- **Affordable Housing List (*government-subsidized in Hawai'i County – Office of Housing & Community Development*)**
(808) 961-8379 / ohcd@hawaiicounty.gov / <https://www.hawaiicounty.gov/departments/office-of-housing>
- **If ALREADY living in subsidized housing, 3 types rental subsidy programs available:** 1) Housing Choice Voucher (Section 8); 2) Project Based Voucher (subsidy is attached to the project), and 3) Tenant Based Rental Assistance (temporary assistance based on funding, currently 18 months per beneficiary)
(808) 959-4642 / sec8info@hawaiicounty.gov / <https://www.hawaiicounty.gov/departments/office-of-housing>

EMERGENCY SHELTER & FOOD

- **HOPE Services Hawai'i (*if experiencing homelessness or received an eviction notice*)**
(808) 935-3050 / info@hopeserviceshawaii.org / <https://hopeserviceshawaii.org/>
- **Neighborhood Place of Puna (*Family Resource Center and Hale 'Iki shelter for families experiencing homelessness*)**
(808) 345-0202 / <https://neighborhoodplaceofpuna.org/>
- **The Food Basket – Hawai'i Island's Food Bank**
(808) 933-6030 / <https://www.hawaiifoodbasket.org/>