

HAWAII COUNTY HOUSING HELP RESOURCE LIST (rev. 4/13/21)

RAPID RESPONSE LANDLORD TENANT MEDIATION PROGRAM *(FREE for residential & commercial landlords & tenants)*

- **Ku'ikahi Mediation Center (East Hawai'i)**
(808) 935-7844 ext. 2 / info@hawaii-mediation.org / <https://hawaii-mediation.org/landlordtenant/>
- **West Hawai'i Mediation Center (West Hawai'i)**
(808) 885-5525 / info@whmediation.org / <https://whmediation.org/our-services/landlord-tenant/>

RENT, MORTGAGE & UTILITY ASSISTANCE

- **Hawai'i County Emergency Rent Assistance Program (ERAP) *(per household for rent payments for up to 12 months from March 2020 to December 2021)***

Only apply to 1 organization from this list:

- **Habitat for Humanity Hawai'i Island:** (808) 843-0071 / rmap@habitat-hawaii-island.org / <https://www.habitat-hawaii-island.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@hawaii-firstfcu.com / <https://www.hawaii-firstfcu.com/hawaii-county-emergency-rental-assistance-application/>
- **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/>
- **The Salvation Army:** (808) 935-1277 / Hilo.ERAP@usw.salvationarmy.org / <https://hawaii.salvationarmy.org/hawaii/Rental-Relief-and-Housing-Assistance-Program>
- **Council for Native Hawaiian Advancement – Kahiau Community Assistance *(1-time assistance for rent, security deposit, mortgage, or utility up to \$1,500 – if Native Hawaiian)***
<https://www.hawaiiancouncil.org/empty>
- **Council for Native Hawaiian Advancement – DHHL Rent Relief Program *(up to 12 months of rent and utilities per household from March 13, 2020 to current paid directly to landlord and utility companies – if Native Hawaiian on DHHL waiting list)***
dhhl@hawaiiancouncil.org / <https://www.hawaiiancouncil.org/dhhl>
- **Department of Hawaiian Home Lands (3 programs): 1) Emergency Rental Assistance to Hawaiians on DHHL Waiting List, 2) Rental Relief Deferrals for Lessees, Licensees, Permittees, 3) Direct Loan Payment Deferrals)**
(808) 620-9500 / <https://dhhl.hawaii.gov/covid-19/>
- **HOPE Services Hawai'i – Rent & Mortgage Assistance Fund *(1-time assistance for rent or mortgage up to \$2,000 per household paid directly to landlord or lender)***
(808) 935-3050 / rmap@hopeserviceshawaii.org / <https://hopeserviceshawaii.org/rmap/>
- **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/>
- **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/>

BUSINESS ASSISTANCE *(including rent and utilities)*

- **Rural Relief Small Business Grants—Local Initiatives Support Corporation by Lowe’s** *(up to \$5,000 to \$20,000 for businesses for rent, payroll, outstanding debt to vendors, and other costs)*
<https://www.lisc.org/covid-19/small-business-assistance/rural-relief-small-business-grants/>

FINANCIAL & HOUSING COUNSELING

- **Hawai’i First Federal Credit Union** (808) 933-6600
 - **Financial Navigator Program** *(free)*: <https://www.hawaiifirstfcu.com/community-resource-center/>
 - **Pathways Coaching for Financial Wellness** *(free)*: www.hawaiifirstfcu.com/pathways/
- **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/> (at top “APPLY HERE – HAWAII COUNTY EMERGENCY RESILIENCE LOAN”)

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
 - **Housing COVID-19**: <https://www.legalaidhawaii.org/housing-covid-19.html>
 - **Q & A COVID-19 Impact: Housing Issues** *(including info on eviction and foreclosure moratoriums)*:
<https://sway.office.com/hqsbyhVm2VMgBG9e?ref=Link>
 - **COVID-19 Legal Help & Resources**: <https://www.legalaidhawaii.org/covid-19-legal-help.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/>

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/

- **COVID-19 Landlord Tenant FAQs**
<https://cca.hawaii.gov/ocp/landlord-tenant-faqs/>
- **Residential Landlord-Tenant Handbook (2018 edition)**
<https://cca.hawaii.gov/ocp/files/2019/06/2018-Residential-Landlord-Tenant-Handbook-Web.pdf>

AFFORDABLE HOUSING

- **Affordable Housing List (*government-subsidized in Hawai'i County – Office of Housing & Community Development*)**
<https://www.hawaiicounty.gov/departments/office-of-housing>
<http://records.hawaiicounty.gov/weblink/1/doc/103436/Page1.aspx>
- **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 / Desiree.Moore@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 (*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/>