

## **HB475 Relating to Common Interest Ownership Communities**

**January 28, 2025**

Aloha Committee Members,

My name is Miri Yi, and I am a condominium owner in Salt Lake (96818). I am writing in strong support of HB475, which seeks to ensure that property managers are properly licensed and experienced. I appreciate the intent of this bill; however, I would respectfully request that the committee consider expanding the scope to require all property management candidates—including those from property management agencies—to pass an annual criminal background check. Additionally, I recommend that licensure be obtained through accredited educational institutions, rather than through organizations that claim to be professional community association institutions.

Property management personnel handle sensitive, personally identifiable information (PII) and protected health information (PHI) on behalf of the property's AOA/HOA and management. Given the importance of safeguarding such information, it is crucial that these individuals receive adequate training in sensitive data management and cybersecurity.

At my condominium, we have seen more than 20 resident and site managers come and go in less than a decade. Unfortunately, with each turnover, vital building and resident data has been lost, misplaced, or erased. Some individuals with criminal convictions have served in advisory roles to the board of directors, where they have been involved in hiring and firing decisions, accessed residents' personal information, and participated in executive sessions during board meetings.

Furthermore, we have experienced selective enforcement of rules, the use of unlicensed contractors, and a general refusal to provide important records such as plumbing drawings, contractor licensure/insurance certificates, contract information and scope-of-work details. Requests from owners for clarification or information are often ignored. This behavior has also been evident among the property management agency's community managers and representatives. There is a serious lack of proficiency in following Hawaii Revised Statutes (HRS) and adhering to proper practices.

To help address these concerns, I would like to suggest that property management professionals be required to complete coursework from accredited institutions. Below are several examples of accredited schools offering property management certificate programs:

- [Shidler College of Business, University of Hawaii](#)
- [Cleveland State University](#)
- [North Seattle College](#)
- [Portland State University](#)
- [UCLA Extension](#)
- [Penn Foster](#)
- [NYU School of Professional Studies](#)
- [Cornell University](#)

I strongly believe that requiring property management professionals to meet these standards will result in better protection for residents, more effective management of properties, and stronger accountability for those entrusted with the responsibility of overseeing our communities.

Thank you for considering my testimony and for your attention to this important issue.

Sincerely,  
Miri Yi