

Hawai'i's Pre-filing Eviction Mediation Program (PEMP)

What You Should Know as a Landlord

Starting on February 5, 2026, if your tenant is behind on their rent, you must send a notice to your tenant informing them that you will move forward with the eviction process if they do not pay the rent or schedule a mediation session within ten (10) calendar days from the receipt of the notice.

Important Deadlines (Know Your Responsibilities)

- **Landlords must give tenants a 10-calendar-day written notice** before filing an eviction for non-payment of rent.
- The tenant has ten (10) calendar days to request mediation.
- If the tenant requests mediation within the 10 calendar days, you must participate and are restricted from filing for eviction for 20 calendar days from notice to tenant, to allow for mediation to take place.

HOW DOES PEMP WORK?

1. If your tenant is behind on their rent, go to the Mediation Center of Hawaii's website <https://www.mediationcentersofhawaii.org/> and click on the link for the island where the rental property is located to create the required Notice.
2. Complete the Notice and print a copy to provide to the tenant and then upload the Notice and the required Intake Form through the Mediation Centers of Hawai'i website.
3. The Notice and Form will be directed to the community mediation center on the island where the tenant resides.
4. Provide the Notice to the tenant on the same day you upload your notice.
5. The mediation center will contact you and your tenant to schedule a mediation session via zoom.
 - a. If you do not have a way to participate virtually, your local mediation center will assist you.
6. The mediation session will last up to 1.5 hours.
6. If English is not your primary language, request an interpreter.

WHAT HAPPENS IF...

The tenant doesn't request mediation within 10 days?

You may proceed with eviction after the 10-calendar day notice period ends, and the tenant has not requested mediation.

The tenant fails to appear at mediation?

You may proceed with eviction, and you may seek repayment of mediation-related costs, including legal fees.

No mediation is scheduled within 10 days?

You may proceed with eviction after the 10-calendar day notice period ends.

Mediation doesn't result in an agreement?

You may proceed with the eviction process following the 20-calendar day period from the tenant's receipt of the Notice.

The tenant defaults on a mediation agreement?

You may file for eviction and seek repayment of mediation-related costs, including legal fees.

What Does Mediation Cost?

There is no cost to you or the tenant to participate in a PEMP mediation session.

PEMP Mediation Centers

Kaua'i – Kauai Economic Opportunity, Inc.
(KEO) Mediation Center
808-245-4077 x237
mediation@keoinc.org

O'ahu – The Mediation Center of the Pacific
808-521-6767
landlordtenant@mediatehawaii.org

Maui, Lana'i, Moloka'i – Mediation Services of Maui
808-344-4255 / 808-446-0511
landlordtenanthelp@maui-mediation.org

East Hawai'i – Ku'ikahi Mediation Center
808-935-7844 x2
landlordtenant@hawaiimediation.org

West Hawai'i – West Hawai'i Mediation Center
808-885-5525
info@whmediation.org