

MAR 14 2007

SENATE CONCURRENT RESOLUTION

REQUESTING THE OFFICE OF CONSUMER PROTECTION TO DRAFT MINIMUM
STANDARDS FOR CUSTOMER SERVICE FOR SERVICES PERFORMED IN
PRIVATE HOMES.

1 WHEREAS, consumers who utilize a company or person's
2 services are entitled to a certain degree of customer service;
3 and
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5 WHEREAS, consumers often complain as to the wait time for
6 repair or installation services that are conducted in their
7 homes; and
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9 WHEREAS, this wait time often requires the consumer to be
10 home to receive the repair or installation person during a
11 certain window of time, for example, anytime between 8:00 A.M.
12 and 5:00 P.M.; and
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14 WHEREAS, unlike an appointment, the consumer is not given a
15 specific time that the repair or installation person will
16 actually arrive at the consumer's home and this requires the
17 consumer to remain at home for a certain window of time; and
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19 WHEREAS, allowing such a long wait time inconveniences many
20 consumers and may lead to indirect costs for consumers as they
21 are required to wait around, sometimes for several hours, before
22 the repair or installation person arrives to do the job
23 requested; and
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25 WHEREAS, there is no recourse when a repair or installation
26 person fails to show up in the window of time specified and
27 consumers are forced to repeat the waiting process all over
28 again in order to receive the services requested; and
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30 WHEREAS, these types of services are oftentimes only
31 provided by one particular company, either due to warranty
32 requirements or other constraints, and consumers do not have the



1 option of choosing another company to complete the needed repair
2 or installation; and
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4 WHEREAS, the Office of Consumer Protection of the
5 Department of Commerce and Consumer Affairs is tasked with
6 protecting the interest of consumers and legitimate businesses,
7 as well as promoting fair and honest business practices; now,
8 therefore,
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10 BE IT RESOLVED by the Senate of the Twenty-fourth
11 Legislature of the State of Hawaii, Regular Session of 2007, the
12 House of Representatives concurring, that the Office of Consumer
13 Protection is requested to draft minimum standards for customer
14 service relating to services performed in private homes, such as
15 repair or installation services; and
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17 BE IT FURTHER RESOLVED that among the standards set by the
18 Office of Consumer Protection, the Office of Consumer Protection
19 is requested to specifically provide a maximum time period
20 during which a consumer can be requested to wait for a repair or
21 installation person to arrive at the consumer's home to do the
22 job for which they are hired; and
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24 BE IT FURTHER RESOLVED that the Office of Consumer
25 Protection is requested to submit a report on the actions taken
26 pursuant to this measure no later than twenty days prior to the
27 convening of the 2008 Regular Session; and
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29 BE IT FURTHER RESOLVED that a certified copy of this
30 Concurrent Resolution be transmitted to the Executive Director
31 of the Office of Consumer Protection of the Department of
32 Commerce and Consumer Affairs.
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