

MAR 14 2007

S.R. NO. 101

SENATE 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
4

5 WHEREAS, consumers often complain as to the wait time for
6 repair or installation services that are conducted in their
7 homes; and
8

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
13

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
18

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
24

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
29

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
33 option of choosing another company to complete the needed repair
34 or installation; and
35



1 WHEREAS, the Office of Consumer Protection of the
 2 Department of Commerce and Consumer Affairs is tasked with
 3 protecting the interest of consumers and legitimate businesses,
 4 as well as promoting fair and honest business practices; now,
 5 therefore,

6
 7 BE IT RESOLVED by the Senate of the Twenty-fourth
 8 Legislature of the State of Hawaii, Regular Session of 2007,
 9 that the Office of Consumer Protection is requested to draft
 10 minimum standards for customer service relating to services
 11 performed in private homes, such as repair or installation
 12 services; and

13
 14 BE IT FURTHER RESOLVED that among the standards set by the
 15 Office of Consumer Protection, the Office of Consumer Protection
 16 is requested to specifically provide a maximum time period
 17 during which a consumer can be requested to wait for a repair or
 18 installation person to arrive at the consumer's home to do the
 19 job for which they are hired; and

20
 21 BE IT FURTHER RESOLVED that the Office of Consumer
 22 Protection is requested to submit a report on the actions taken
 23 pursuant to this measure no later than twenty days prior to the
 24 convening of the 2008 Regular Session; and

25
 26 BE IT FURTHER RESOLVED that a certified copy of this
 27 Resolution be transmitted to the Executive Director of the
 28 Office of Consumer Protection of the Department of Commerce and
 29 Consumer Affairs.
 30
 31
 32

OFFERED BY:

Arvid Y. Lee
Norman Sakamoto
Jim

James Ingersoll K.
Elizabeth Chyns Oakland
Donna M. Sloan
John D. P.
Nick Hubbard
Ron Merrin
Will Sykes
Yoko L.

