

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

### What You Should Know as a Tenant

Starting February 5, 2026, if you fall behind on rent, your landlord must give you a Notice offering you 10 calendar days to pay or schedule a FREE mediation session before moving forward with eviction.

### Important Deadlines (Know Your Rights)

- **Landlords must give tenants a 10-calendar-day written notice** before filing an eviction for non-payment of rent.
- If you do not schedule mediation within ten calendar days, your landlord may file an eviction for non-payment of rent.
- The tenant has ten (10) calendar days to request mediation.
- If the tenant requests mediation within 10 calendar days, the landlord must participate and cannot file for eviction for 20 calendar days from the date of Notice to tenant. This is to allow for mediation to take place.

### HOW TO REQUEST MEDIATION

1. **Act quickly:** You must request mediation within 10 calendar days of receiving your eviction notice for nonpayment of rent.
2. **Contact your mediation center:** Call the mediation center that serves the community where your rental unit is located. Let them know you want to request mediation under ACT 278.
3. **Provide information:** Be ready to share your landlord's contact information, details about your rental, and a copy of the eviction notice and the postmarked envelope it came in.
4. **Wait for scheduling:** The mediation center will contact your landlord and schedule a mediation session.
  - a. The mediation will be held online via Zoom. If you don't have a way to participate virtually, the mediation center will assist you.
  - b. If English is not your primary language, request an interpreter.
5. **Attend mediation:** Participate in the scheduled session.
  - a. The mediation session will last up to 1.5 hours.

## WHAT IS MEDIATION?

Mediation is an informal conversation between you and your landlord, guided by an impartial mediator. The mediator doesn't take sides or make decisions—they help you communicate and explore solutions.

## WHAT DOES MEDIATION COST?

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

## HOW DOES MEDIATION WORK?

- **Opening:** Generally, you and the landlord will meet with the mediator together to share your perspectives. You may request to start in a private session with the mediator only.
- **Private Discussions:** Following the opening the mediator will move to private discussions with you and the landlord.
- **Problem-solving:** Through private and/or joint discussions, the mediator will help you explore possible solutions with your landlord.
- **Agreement:** If you reach an agreement, the mediator will put it in writing for you and the landlord to sign.

## POSSIBLE OUTCOMES OF MEDIATION

Mediation can result in various agreements, such as:

- A payment plan to catch up on overdue rent
- Agreement on a move-out date that works for both parties
- Resolution of other issues affecting the rental relationship

## IF NO AGREEMENT IS REACHED, THE LANDLORD CAN PROCEED WITH THE EVICTION

If no agreement is reached in mediation, your landlord may file an eviction case after 20 calendar days from the date you received the Notice.

### PEMP COMMUNITY MEDIATION CENTERS

**Kaua'i** – Kauai Economic Opportunity Inc.  
(KEO) Mediation Center  
808-245-4077 x237  
[mediation@keoinc.org](mailto:mediation@keoinc.org)

**East Hawai'i** – Ku'ikahi Mediation Center  
808-935-7844 x2  
[landlordtenant@hawaiimediatehawaii.org](mailto:landlordtenant@hawaiimediatehawaii.org)

**O'ahu** – The Mediation Center of the Pacific  
808-521-6767  
[landlordtenant@mediatehawaii.org](mailto:landlordtenant@mediatehawaii.org)

**West Hawai'i** – West Hawai'i Mediation Center  
808-885-5525  
[info@whmediation.org](mailto:info@whmediation.org)

**Maui, Lana'i, Moloka'i** – Mediation Services of Maui  
808-344-4255 / 808-446-0511  
[landlordtenanthehelp@mauimediation.org](mailto:landlordtenanthehelp@mauimediation.org)