



JOSH GREEN, M.D.  
GOVERNOR | KE KIA'ĀINA  
  
SYLVIA LUKE  
LIEUTENANT GOVERNOR | KA HOPE KIA'ĀINA  
  
NADINE Y. ANDO  
DIRECTOR | KA WINA HO'OKALE  
  
ESTHER BROWN  
COMPLAINTS AND  
ENFORCEMENT OFFICER

STATE OF HAWAII KA MOKU'ĀINA 'O HAWAII  
REGULATED INDUSTRIES COMPLAINTS OFFICE  
CONSUMER RESOURCE CENTER  
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

KA 'OIHANA PILI KĀLEPA  
LEIOPAPA A KAMEHAMEHA BUILDING  
235 SOUTH BERETANIA STREET, NINTH FLOOR  
HONOLULU, HAWAII 96813  
TELEPHONE: (808) 586-2653  
FAX: (808) 586-2670  
cca.hawaii.gov/rico

HILO OFFICE  
120 PAUahi STREET, SUITE 212  
HILO, HAWAII 96720

KONA OFFICE  
HUALALAI CENTER  
75-170 HUALALAI ROAD, SUITE C-309  
KAILUA-KONA, HAWAII 96740

MAUI OFFICE  
BUSINESS: 2146 WELLS STREET, #108  
WAILUKU, HAWAII 96793

MAILING: PO BOX 1049  
WAILUKU, HAWAII 96793

KAUAI OFFICE  
3060 EIWA STREET, SUITE 204  
LIHUE, HAWAII 96766

December 26, 2025

Mr. Richard K. Green  
1910 Ala Moana Boulevard, Apt. 24A  
Honolulu, HI 96815

Dear Mr. Green:

RE: Complaint Filed Against  
The Association of Apartment Owners of Canterbury  
Place  
Case No. OCP-2025-1155

The Consumer Resource Center (CRC) assists the Office of Consumer Protection (OCP) by providing information and complaint forms to consumers, and by preliminarily reviewing complaint forms received. CRC staff recently reviewed your complaint to determine whether the information provided was sufficient to warrant further inquiry by OCP.

As a state agency, OCP is limited by statute and its resources as to the types of cases that it may investigate and prosecute. The office is primarily responsible for taking appropriate action against individuals or businesses who engage in unfair or deceptive trade practices which affect consumers. The office collects and maintains consumer complaints in a database. With that information, the office looks for patterns within an industry or in a particular business. While many complaints are investigated, isolated complaints may be placed in the database without further action. That does not mean that the business is right. In some cases, OCP will investigate an isolated incident if they find that the impact of investigating that specific case may have a far-reaching effect on consumers or on that industry in general.

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Upon preliminary review by CRC, your complaint is being added to OCP's database and closed without additional investigation by that office. If the office receives similar complaints, the information you have provided may be helpful in future investigations. We suggest that you attempt to deal directly with the individual or business you are complaining about to try to resolve your complaint. Should your attempt fail, you may consider taking small claims court action if the monetary amount you seek is within the \$5,000.00 limitation of the small claims court. You may also consider seeking legal advice from an attorney who can best advise you as to other actions which may be available to you.

Thank you for sharing your concerns with OCP. Again, your information is important to us and helps OCP to understand what is going on in the industry and to recommend needed changes in consumer protection laws. Questions about your complaint or its disposition may be addressed to OCP at 235 S. Beretania Street, 8<sup>th</sup> Floor, Honolulu, Hawaii, 96813-2419, or by telephone at (808) 586-2630.

Very truly yours,

CONSUMER RESOURCE CENTER

12/30/2025  
RICO OFC  
Ryan Yamashiro  
808-587-6814  
RICO refuses to do



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[coa.hawaii.gov/nco](mailto:coa.hawaii.gov/nco)

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LIHUE, HAWAII 96766

December 31, 2025

Mr. Richard Green  
1910 Ala Moana Boulevard, Apt. 24A  
Honolulu, HI 96815

Dear Mr. Green:

RE: Your Complaint Against  
The AOAO of Canterbury Place  
Case No. CPR-2025-0021

The Regulated Industries Complaints Office (RICO), Consumer Resource Center (CRC), received and reviewed your complaint against The AOAO of Canterbury Place and allegations of failure to provide specific condominium records after multiple verbal and written requests to the association and/or the association's attorney.

RICO is limited as to the types of cases that we may investigate and prosecute. This office is primarily responsible for taking appropriate action against individuals or businesses that violate the licensing laws for the profession or vocation they are engaged in. However, not every dispute amounts to a licensing law violation. If a licensing law violation is not established based on the information provided to us, our office may not be able to investigate your concerns.

After reviewing your complaint, and pursuant to our December 30, 2025 telephone conversation, it appears the information you submitted is not sufficient to determine a licensing law violation on the part of The AOAO of Canterbury Place. Therefore, your complaint will be inactivated and our office will take no further action at this time.

You may consider other forms of assistance for resolving the dispute, such as:

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- Voluntary resolution: Keep working directly with the person you complained about to try to resolve your concern.
- Explore Small Claims Court and the Judiciary's resources:
  - o <https://www.courts.state.hi.us/self-help/small-claims/small-claims>
- Explore Mediation:
  - o <https://www.mediatehawaii.org/>
  - o Phone: 808-521-6767
- Explore consulting with or hiring a private attorney:
  - o [https://hsba.org/HSBA\\_2020/Public/Find\\_a\\_Lawyer.aspx](https://hsba.org/HSBA_2020/Public/Find_a_Lawyer.aspx)
  - o Phone 808-537-1868

Thank you for taking the time to inform us of your complaint. If you have any questions, please contact our investigation office at the Oahu address or telephone 808-587-6814.

Sincerely,

*Ryan Yamashiro*

Ryan Yamashiro  
Investigator