



HAWAIIAN HOME LANDS

HAWAIIAN HOMES COMMISSION · DEPARTMENT OF HAWAIIAN HOME LANDS

Ka`uluokaha`i Subdivision-Increment B **Turnkey Homes**

Frequently Asked Questions

- **Is the Orientation meeting on October 17, 2020 mandatory?**
No, participation in the orientation meeting is not mandatory. However, this is your opportunity to obtain information about the project and to ask questions.
- **Is the Lot Selection meeting on December 5, 2020 mandatory?**
Only applicants who submitted a response form **and** prequalification letter from a lender will be invited to participate in the lot selection meeting. The invitee must be present to select a lot when their name is called. If circumstances prevent you from attending the meeting, you may authorize someone to act as your proxy by way of a notarized “Lot Selection Authorization” form. This form must be presented at the time of lot selection and the minimum requirements will still apply. The “Lot Selection Authorization” form will be included with the lot selection letter.
- **If I participate in the Orientation or Lot Selection, am I guaranteed to receive a lot award?**
No. Attending the orientation or lot selection meeting does not guarantee that you will receive a lot award since there are many variables in finalizing the lot selection list. These include (1) your financial prequalification letter, (2) your model home choice, (3) your placement on the list, (4) the number of prequalified applicants, etc. Those who do not respond, are unable to obtain a prequalification letter or uninterested in the Ka`uluokaha`i offering will not receive an invitation to the Lot Selection meeting. As a result, we anticipate there will be more invitees than lots available for this offering.
- **What if I’m not financially prepared for this offering?**
If you are not financially prepared for this offering now but you are interested in free Homebuyer Education classes, you may call the DHHL Contact Center at (808) 620-9500 or visit the DHHL website at <http://dhhl.hawaii.gov/hale/> for more information or to register for classes.
- **What do you mean by deferral?**
A deferral means you are not interested in this offering. You may choose to defer this offering by notifying the Department, or you will be automatically deferred if we do not hear from you regarding this award offering. You will also be deferred if you do not meet the minimum requirements above, do not select a lot, or do not attend the meeting. You may be eligible to participate in future offerings subject to availability of lots and your ability to meet the terms and conditions at that time.
- **What are the plans for more development in Ka`uluokaha`i Subdivision?**
Another increment is planned however the date is undetermined at this time. Because the date of the next Ka`uluokaha`i subdivision is unknown at this time, it is important that you keep your contact information current at all times, so you do not miss out on future offerings mailed to the address on file.

- **What if DHHL does not have a correct mailing address?**
You may call the DHHL Contact Center at (808)-620-9500 or you can find the Change of Information form on the DHHL website at <https://dhhl.hawaii.gov/contact/deliver/>

Orientation Meeting- Teams Live Event

- **What is a Live Event via Microsoft Teams?**
A “Live” event that is done over the internet using the Microsoft Teams application rather than meeting in person.
- **What do I need to view this “Live Event”?**
A desktop computer, laptop, smart phone, or tablet with the ability to connect to the internet.
- **How do I go to the Orientation Meeting?**
On the designated date and time, using your electronic device, go to <http://dhhl.hawaii.gov/awards/> and click on the “October 2020 Ka`uluokaha`i Turnkey Offering” link. This will take you directly to the live event.
- **What else do I need to know to view this “Live Event” online?**
As Microsoft Teams is only supported by certain platforms, you need to utilize supported Operating Systems (Computer or Smart Phone) and/or Web Browsers to log into the event. Please see the table below.

<u>Supported Operating Systems: (Desktop Computer)</u>	<u>Supported Mobile Operating Systems: (Smart Phones/Tablets)</u>	<u>Supported Web Browsers (Search Engines)</u>	*Enable third party cookies as well while on Microsoft Teams
Windows 7 & Later (PC)	Android 4.4 & later versions	*Google Chrome	
MacOS X 10.10 & later versions (Apple)	IOS 10 & later versions (iPhone)	*Microsoft Edge	
		*Older and newer versions will work	

- **How do I ask questions during the "Live Event"?**
Audience microphones will be muted. Select the Q&A panel on the right of the screen to message the presenters and producers. Before sending your questions in the chat box, users have the option to select "ask anonymously."
- **What if I miss the Orientation Meeting?**
You can select the Event Link of <http://dhhl.hawaii.gov/awards/> after the Orientation meeting to view a recording of the meeting. If you have any questions after reviewing, you may call the Contact Center at (808) 620-9500.

All information provided is subject to change.