



## CALBO/CSLB Guidelines Cover Letter

Dear CALBO Member:

The CALBO Board and the Contractors State License Board (CSLB) are asking that all Building Department personnel join in the effort to fulfill our common goal of establishing a cooperative state/local partnership aimed at identifying and resolving problems created by licensed and unlicensed contractors who:

- Perform shoddy work
- Disregard building codes
- Use deceptive business practices
- Misrepresent their license status, and/or
- Engage in the underground economy

The use of illegal contracting tactics and substandard construction methods can cause considerable harm to the public. Home improvement projects, especially those involving the elderly, are frequently targeted for such activity. The CALBO Board and the CSLB believe that we can make a difference in our communities through focused efforts at building department counters and construction sites. More specifically, by collaborating to identify, discourage, report, and prosecute individuals who are unscrupulous and/or negligent, we can provide greater safeguards to our communities.

The joint efforts that we propose are designed to take place in various stages, including: a study of unlicensed activity and other fraudulent practices found in the Owner/Builder category of permits; a study focusing on violations of the workers' compensation insurance laws by the roofing industry; and finally, establishing and utilizing a common set of guidelines to help the CALBO/CSLB staff work cooperatively to address and remedy the unlawful and unsafe building practices which harm the community. (The studies referenced here are to be conducted by CSLB staff, based on information provided by building departments.)

The CSLB is now providing rapid response to Building Department Referral Forms that report contractors who fail to comply with code requirements, and is making other changes to provide support to building official staff.

A list of the CALBO/CSLB guidelines referenced above is enclosed. Please review the suggested actions, check them against your current procedures, and provide feedback and suggestions through your CALBO liaison.

Thank you for any help and suggestions in this effort.

Sincerely,

CALBO Liaison Committee Members

Stephen P. Sands  
Registrar of Contractors



## CALBO / CSLB Guidelines

January 1, 2006



### CALBO GOALS

#### **Building Permits -**

- As a condition of permit issuance, use the CSLB Web site ([www.cslb.ca.gov](http://www.cslb.ca.gov)) to verify that the contractor's license number being used to pull the permit is valid and in good standing.
- Take the steps necessary to assure that the person signing for the permit is the licensee or authorized agent of the licensee.
- If there are license status questions that cannot be answered by reviewing the Web site, use the special CSLB phone number for government agencies to verify licensing information. (See enclosed CSLB contact list for government line phone number.)
- For owner/builder permits, require owner/builder verification in accordance with Health and Safety Code Sections 19830, 19831 and 19832.

#### **Consumer/Contractor Information and Publications -**

- Distribute "Owner/Builder" flyer with every owner/builder permit.
- Make CSLB consumer/contractor publications available.

#### **Enforcement -**

- Provide building inspectors for expert testimony on CSLB cases involving building code violations.
- Act as "eyes and ears" for CSLB: Promptly report suspected violations using the *Building Department Referral Form* that was developed specifically for this purpose, or contact the CSLB through your CALBO liaison.



## CSLB GOALS

### **Licensing and Consumer Information -**

- Ensure that Building Departments maintain access to the CSLB Web site, the government phone line (see enclosed list), and/or by special contact with CALBO liaison.
- Provide regular consumer information updates to building departments.
- Provide regular updates on relevant laws and regulations to building departments.

### **CSLB Enforcement -**

- When requested by building departments, the CSLB Enforcement Division and/or Office of the Attorney General will provide training sessions on Contractors' License Law. The focus of the training would be the legal action process. In addition, encourage and provide opportunities for building department staff to meet and form cooperative working relationships with Enforcement staff.
- Provide rapid response to complaints filed by local building departments.
- Provide field Enforcement staff to attend building department staff meetings as requested.
- Provide feedback to building department staff on leads provided to CSLB.
- Coordinate with select building departments to review owner/builder permits for active job sites that CSLB investigators can visit to determine whether or not the contractor performing the work is licensed.
- Coordinate with select building departments to review roofing permits for active job sites that CSLB investigators can visit to determine if contractors possess a valid workers' compensation insurance policy.