



March 24, 2020

CSLB #20-08

## Contractors State License Board Provides COVID-19 Service Update and Answers to Frequently Asked Questions

**SACRAMENTO** – While California continues to navigate the uncertainty of Coronavirus (COVID-19) and tries to limit its spread, the Contractors State License Board (CSLB) remains committed to supporting our licensees, license applicants, and consumers. We're working hard to remain accessible while continuing to provide our essential services.

Thank you for your patience as we reinvent our workplace, using technology to enable most of our employees to work remotely. We're also strictly following guidelines, including social distancing for staff working in our offices throughout California.

**All CSLB offices and test centers around California are currently closed to the public.** We apologize for any inconvenience this causes, and for any delays you may experience reaching our staff or for any potential delays in our processing times.

Many CSLB services are available to licensees and the public online. To see all available CSLB online services visit: <http://cslb.ca.gov/OnlineService.aspx>.

Systems also have been set-up that will allow you to begin an email exchange with CSLB staff, who remain on-duty. You can find information about this below. This information is also regularly updated on our website as the situation changes. Find the latest information at [https://cslb.ca.gov/About us/COVID-19.aspx](https://cslb.ca.gov/About_us/COVID-19.aspx). We're working to add additional online services in the days and weeks ahead and will update this page as new information becomes available.

### To Reschedule a Cancelled Exam

[Exams@cslb.ca.gov](mailto:Exams@cslb.ca.gov)

Be sure to include your name and application number. Please note that CSLB is waiving the rescheduling fee for cancelled exams.

### For Licensing or License Application Questions/Issues:

[Licensing@cslb.ca.gov](mailto:Licensing@cslb.ca.gov)

Be sure to include your phone number and other relevant information, such as license number, application fee number, and any other information that will help staff provide you a thorough response.

## For Enforcement Questions/Issues

[Enforcement@cslb.ca.gov](mailto:Enforcement@cslb.ca.gov)

Be sure to include your phone number and other relevant information, such as a complaint number, license number, citation number, or case number. This will help CSLB staff provide you a thorough response.

## For License Classification Questions

[Classifications@cslb.ca.gov](mailto:Classifications@cslb.ca.gov)

## For Other Questions/Issues

[Info@cslb.ca.gov](mailto:Info@cslb.ca.gov)

## CSLB Licensing Information Center

CSLB's Licensing Information Call Center remains open, with a 24/7 automated system, and technicians on-duty Monday-Friday from 8:00 a.m. to 12:00 p.m. and 12:30 p.m. to 5:00 p.m. to answer calls at 1-800-321-CSLB (2752). Most questions can be answered through the automated system, but there are options to transfer to a technician during business hours. Wait times can vary, so we encourage you to try and get the information you need either through the automated phone system or from the CSLB website. If you can't find what you need, try using the search feature on our home page.

## Other CSLB Face-to-Face Services

Where possible, CSLB is setting up telephone appointments for previously scheduled in-person meetings. These include some office conferences, arbitration hearings, meetings with CSLB investigators, and meetings with industry experts. CSLB will contact you should this be an option for your situation.

## Frequently Asked Questions

### 1. Should I or can I keep my business open?

Your first step towards finding that answer is determining if your business serves an essential job function, as outlined by Governor Newsom in [Executive Order N-33-20](#).

You should refer to the state's COVID-19 website: <https://covid19.ca.gov/stay-home-except-for-essential-needs/>, which includes a "[List of Critical Infrastructure Workers](#)." Be aware that the list can change as the situation dictates.

There are several factors you should consider before deciding to keep your business open. They include the health and safety of your workers and your clients.

### 2. Is CSLB reducing or waiving any fees?

Absent emergency legislation, emergency regulations, or an executive order, CSLB cannot reduce or waive standing laws and regulations. CSLB can and has begun waiving the fee for license applicants to reschedule a canceled exam.

**3. Is CSLB extending the expiration date for contractor licenses?**

No, license expiration dates are not being extended. CSLB staff is still processing renewal paperwork. Please send your renewal payment and paperwork at least four weeks before your expiration date to allow for any additional time it will take for the renewal to be delivered and processed.

CSLB is about to launch an online renewal process for sole ownership licensees and a method for other contractors to pay their renewal fees online. Monitor the CSLB website for more details or sign up to receive CSLB email alerts at

<https://www.cslb.ca.gov/OnlineServices/MailList/MailSignUp.aspx>.

**4. Is CSLB allowing additional time for applicants to get their license as a result of closing test centers?**

Yes, CSLB has extended the void date of license applications for 60 days, so applicants don't have to worry about their application expiring and becoming void. This is especially important because many live scan locations have been closed due to the COVID-19 health emergency, possibly delaying applicants' ability to submit required fingerprints.

**5. My license exam was canceled, what happens next?**

Test candidates can reschedule their exams via email at: [Exams@cslb.ca.gov](mailto:Exams@cslb.ca.gov). They can also reschedule by phone at: (916) 255-3498. Due to expected high call volumes, CSLB recommends using email for a faster reply.

**6. Can I still file a complaint with CSLB?**

Yes, you can start the complaint process online at:

[https://www.cslb.ca.gov/Consumers/Filing\\_A\\_Complaint/](https://www.cslb.ca.gov/Consumers/Filing_A_Complaint/).

**7. Is CSLB still investigating consumer complaints?**

Yes, CSLB Enforcement staff continues its work and is making an increased effort to communicate over the phone and through emails. The same goes for our complaint resolution and arbitration

programs. It may take longer for us to address and close your complaint, but we'll work as diligently as possible.

## 8. What online services does CSLB offer?

CSLB offers several online services, including:

- [License Check](#)  
Check the status of a contractor's license, including complaint disclosure information
- [Find My Licensed Contractor](#)  
Build a personalized list of licensed contractors in your area
- [Application Status](#)  
Where license applicants can find the status of their application
- [Submit Asbestos Open Book Exam](#)  
License applicants must take before getting their license
- [Processing Times](#)  
An estimate of how long it will take for CSLB to process your paperwork (updated weekly)
- [Applicant Posting List](#)  
Lists of license applicants when CSLB formally accepts application
- [Request Applications and Forms](#)  
Download or order CSLB applications and forms
- [Submit General Liability Insurance Information](#)  
Automatically submit general liability insurance information to CSLB (for insurers only)
- [Submit Workers' Compensation Insurance Information](#)  
Automatically submit workers' compensation insurance information to CSLB (for insurers only)
- [Submit Workers' Compensation Insurance Exemption](#)  
File paperwork with CSLB certifying you don't have any employees
- [Workers' Compensation Insurance Companies Search](#)  
Search for a workers' compensation/liability insurance company
- [Surety Bond Company Search](#)  
Search for a surety bond company
- [Public Data Portal](#)  
Get licensing information on all 285,000 CSLB licensees
- [File a Complaint](#)  
Where consumers/contractors can start the complaint process
- [Sign-up for Email Alerts](#)  
Where you can sign up to get email alerts from CSLB

### Additional COVID-19 Information

- [California's COVID-19 Website](#)
- [California Department of Public Health](#)
- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

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