



# CONSUMER EDUCATION SERIES

www.cslb.ca.gov | CheckTheLicenseFirst.com | SeniorScamStopper.com

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## Check with CSLB to Avoid Home Repair Scams

Is the thought of making needed home repairs overwhelming? It doesn't need to be, as long as you're cautious and know what signs to watch out for. Seniors are often the targets of door-to-door scammers who offer "good deals" for home improvement services or repairs.

These people may be well-dressed, clean-cut, polite and personable, but don't fall for their sweet talk and stories. Before you give anyone your hard-earned money, check their qualifications with the [Contractors State License Board](http://www.cslb.ca.gov) (CSLB). A simple phone call or computer click will give you peace of mind that the person you are allowing into your home is licensed and insured, and has no record of discipline with CSLB.

Don't let a solicitor pressure you into making a quick decision. Take your time and ask family members or friends if they know a reputable contractor, and then verify the license status.

Remember these helpful tips:

1. Only hire state-licensed contractors.
2. Check the contractor's license number at [www.CheckTheLicenseFirst.com](http://www.CheckTheLicenseFirst.com), [www.cslb.ca.gov](http://www.cslb.ca.gov) or by calling (800) 321-CSLB (2752).
3. Get at least three bids, three references from each bidder, and review past work in person.
4. Make sure all project expectations are in writing and detailed.
5. Only sign the contract if you completely understand the terms.
6. Confirm the contractor's workers' compensation insurance policy for employees, and ask about liability insurance to cover accidental property damage.
7. Don't pay in cash; and never pay more than 10 percent down or \$1,000, whichever is less, unless the contractor has a blanket performance and payment bond on file with CSLB.
8. Don't let payments get ahead of the work.
9. Keep a job file of photos and all papers relating to your project, including all payments.
10. Don't make the final payment until you are satisfied that the job meets all contract expectations.

If you or someone you know may be a construction scam victim, CSLB encourages you to submit a [CSLB complaint form](#) (either online or by mail) to CSLB or call (800) 321-CSLB (2752).

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