



TOOLS & TIPS

CCB'S HOMEOWNER NEWSLETTER

Spring 2026



Oregon Construction
Contractors Board

PO Box 14140
Salem, OR
97309-5052

Phone 503-378-4621
Fax 503-373-2115

www.oregon.gov/ccb

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March is Home Improvement Month at CCB!

March is a time when many homeowners start to think seriously about their upcoming home improvements. CCB is celebrating this month with educational opportunities to make your home improvement projects a success.

Join Us for the March Homeowner Webinars

We're holding four webinars throughout the month of March on different topics. These webinars are all FREE and available to the public.

Call Before You Dig: A Guide for Consumers and Contractors

- March 4, 2026, 11:00
- Are you planning a project that involves digging in the yard this spring? Join us a talk about free 811 underground utility locate services so you'll know who needs to call and why.
- [REGISTER HERE](#)

From the Ground Up: Smart Hiring for Landscaping and Exterior Work

- March 16, 2026, 11:00
- Do you know the difference between a Construction Contractors Board (CCB) License and a Landscape Contractors Board (LCB) License? Did you know there is a lot of overlap between what these two licenses allow contractors to do? Knowing which license to look for when hiring a contractor can help with your landscaping and exterior work this spring. Join the CCB and LCB for a discussion of which type of license to look for when hiring contractors for your job.
- [REGISTER HERE](#)

Remodeling Safety: What to Know About Lead and Asbestos In Your Home

- March 18, 2026, 11:00
- Lead and asbestos are common materials found in today's homes. These hazardous substances can be disturbed during DIY and professional remodels. In this webinar, we'll discuss basic safety information for your DIY remodel and what to know when hiring a contractor.
- [REGISTER HERE](#)

Homeowner Webinar: Aging in Place in Oregon

- March 31, 2026
- Aging in place in a home that isn't set up for senior living can be a challenge. Knowing what changes bring the most value can make aging in place easier. Join this presentation with Representatives from State Area Agencies on Aging to learn about which changes to prioritize and what resources are available to make your home safer and more comfortable..
- [REGISTER HERE](#)



Is There Asbestos In My Home?

Asbestos is a naturally occurring mineral that was widely used in many building products and can still be found in Oregon homes today. When asbestos-containing materials are disturbed during remodeling or demolition, tiny hazardous fibers can be released into the air – and there is no known safe level of exposure.

The Oregon Department of Environmental Quality (DEQ) regulates how asbestos is identified, handled, removed, and disposed of to protect health and the environment. Asbestos surveys are required before any renovation or demolition, and asbestos waste must be properly packaged and taken to a [landfill that is permitted to accept it](#). Homeowners can choose to hire a [DEQ-licensed asbestos abatement contractor](#) or, for some projects inside their own home, can perform the work themselves if all handling, packaging, and disposal rules are followed.

For more details, download [DEQ's Asbestos for Homeowners factsheet](#).

To learn more about lead and asbestos in the home, [register for the webinar on March 18 at 11am](#) for a presentation about hazardous substances that homeowners may encounter, basic safety tips for DIY remodeling, and what you need to know about hiring a contractor.



Staying on Track with Spring Home Improvement Projects

Are you planning a home improvement project this year? Here are some CCB tips to stay on track and make your project a success.

KEY CONTACTS

Licensing questions:
503-378-4621

Report unlicensed activity:
503-934-2229

**Dispute resolution
(mediation) questions:**
503-934-2247

Education questions:
503-934-2227

STAFF

Administrator
Chris Huntington

HR Manager
Heather Parker

Licensing Manager
Dana Zeimantz

Enforcement Manager
Vena Swanson

**Communications/Education
Manager**
Leslie Culpepper



1. Communicate

Asking questions and establishing an agreed upon method of communication helps keep you and the contractor on the same page. Here are some questions to ask up front before the job begins:

- How big will the crew be? Are they employees or subcontractors?
- What will the start and finish times be each day?
- Who do I contact if I have questions when the job begins?
- What will the start date be?
- Approximately how long will the job take?
- What's included in the scope of work? What's excluded?
- Have you completed similar projects? Can you show pictures?
- Do you have references?
- Who will supervise the site each day?
- Who is the main point of contact?
- Do you have a lead-based paint license? (required for homes built before 1978)



2. Get a contract

Agree to the scope of work and get it in writing before moving forward with the job. Once you have the contract, review the details for accuracy. Items to look for in the contract include:

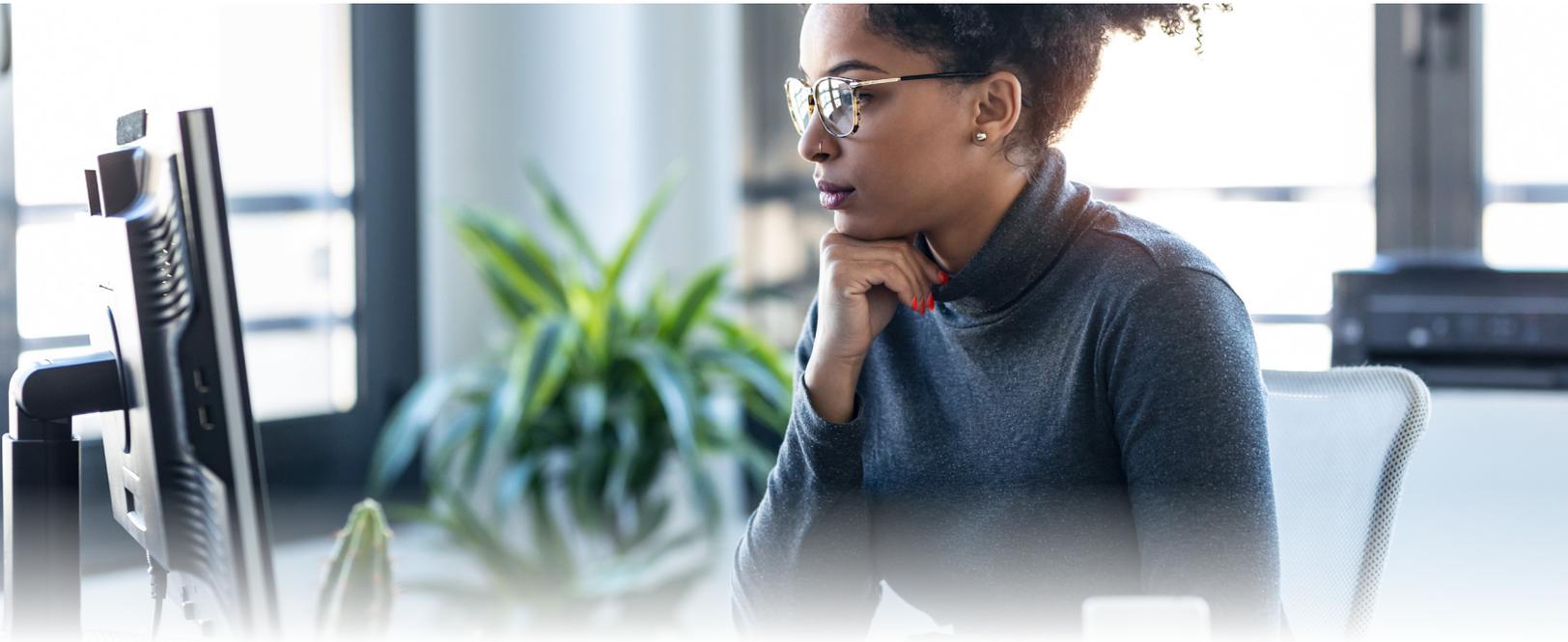
- Materials are being used
- Work to be completed

- Timeline
- Full scope of work
- [3 Required notices](#)
- How change orders are handled

Anything that is pitched as “included” should be specifically stated in the contract, including anything that comes up once the job has started. If the scope of work changes midway through the job, this should be documented with a contract change order that states the price change. If the price is unaffected by the change, this should be stated as well.

What is a “time and materials” contract?

A time and materials contract is an agreement wherein the homeowner pays the contractor for materials used, hours billed, and the contractor’s agreed-upon markup. While the contractor may provide an estimate for how long the project will take, the actual number of hours billed and materials used may exceed the estimate. Unless there is a “not to exceed” clause in the contract, there is no limit on the cost of the project.



3. If there’s a problem, don’t wait

Although many home improvement projects are successful, some experience problems. This often happens when communication breaks down between contractors and their customers. If your contractor stops responding when there’s a dispute, set specific expectations. Leave a voice mail and send an email requesting a call back within a specific period.

If you are unable to reach your licensed contractor, don’t continue with repeated attempts over many months; file a [pre-complaint notice](#). This alerts the contractor to the seriousness of the conflict or concern. Once the notice is served, many contractors will take the opportunity to fix the problem. If the contractor doesn’t address your concerns, you may file a complaint with the CCB after 30 days.

Timeliness matters. If you wait too long, you may exceed the window of time when you’re allowed to file a complaint. Read more about it on [our website](#).