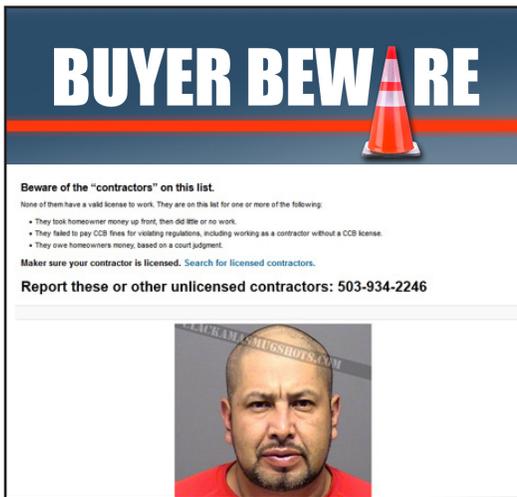


the TOOLBOX

April 2017

New CCB website highlights “repeat offenders” Check out the “Buyer Beware” page



A new CCB web page warns consumers about contractors who have scammed consumers or repeatedly violated contractor laws and rules.

Candidates for this page have unpaid debt to homeowners or unpaid fines owed to the State of Oregon. None have licenses in good standing. Yet, the CCB continues to get reports that these people are offering their services to the public.

“We hope this page deters homeowners from using these unscrupulous pretend

contractors and reminds the public to always check a contractor’s license before doing business with them, and to report unlicensed contractors to the CCB,” Enforcement Manager Stan Jessup said. Check out the page at www.oregon.gov/ccb/pages/buyer-beware.aspx

CCB interview with KATU

Reminding the public to verify contractor licenses

With spring approaching, we reminded Oregon consumers about the hazards of using unlicensed contractors. You can view the interview www.oregon.gov/CCB/homeowner/Pages/consumer.aspx



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Looking for continuing education?

Radon training

Oregon Health Authority is hosting training for radon measurement and mitigation May 1-5, 2017. The University of Colorado's Western Radon Regional Training Center will provide instructors. Passing the classes and proctored exam allows you to apply for certification as a radon measurement and/or mitigation professional from the National Radon Proficiency Program. A company with at least one certified professional is eligible to be added to lists of local measurement and mitigation contractors on the Oregon Health Authority website.

For more information, please visit OHA's radon training page.

Also, completing one of these courses counts as credit for the required three hours of CCB laws, regulations and business practices.

BuildRight

The Oregon Home Builders Association of Metropolitan Portland holds its annual BuildRight conference April 19-20. Learn more in the CCB course catalog. The CCB will offer its three hours of law, regulations and business practices courses on April 20. Registration is through the home builders.

Series B courses

If you have been licensed by the CCB for less than six years, you get continuing education credit for trade-related courses. We have a handful of relatively new (and free) courses. Check out the listings in the course catalog on the CCB website.

In-person CCB laws regulations and business practices classes

All classes are 9 a.m. to noon. Registration is required visit our website or call 503-934-2227

- **Astoria:** June 13
- **Baker City:** May 25
- **Bend:** April 18
- **Corvallis:** June 20
- **Hood River:** May 22
- **John Day:** May 26
- **La Grande:** May 24
- **Lincoln City:** June 15
- **Pendleton:** May 23
- **Salem:** June 22
- **Tillamook:** June 14
- **Wilsonville:** May 16 & Nov. 21

Pre-complaint notice should trigger action

When contractors receive a pre-complaint notice from a consumer, material supplier or subcontractor, the smart ones move quickly to attempt to resolve the dispute. A pre-complaint notice means the unhappy party intends to file a complaint with the CCB in 30 days.

However, the complaint does not show on your license record until it is actually filed. This notice creates a window of OPPORTUNITY. Why is that important?

- Once a complaint is filed, it is part of your public record and cannot be removed, even when resolved.
- If you receive five complaints in any one year period, the CCB can require you to provide a bigger bond of up to five times the standard bond for three years.
- These larger bonds are difficult to obtain and much more expensive than standard bond amounts but reflect the bigger risk you pose to the public.

In the words of Enforcement Manager Stan Jessup, "It is always in your best interest to resolve disputes before a claim is filed and the best way to do this is through direct communication with your customers."

The screenshot shows a webpage from Oregon.gov with the following content:

- Navigation:** Home, Contact us, Contractor search, Contractor login, Education, Laws and rules, Licensing
- Breadcrumbs:** Oregon Construction Contractors Board / File a complaint / What happens once I file a complaint
- Section Header:** What happens once I file a complaint
- Left Sidebar (Navigation):**
 - Who can file a complaint
 - How to file a complaint
 - Resolving disputes
 - What happens once I file a complaint**
 - Pre-complaint notice
 - Questions about filing against residential bonds
 - Questions about filing against commercial bonds
- Main Content:**
 - Once you file a complaint...**
 - If you are an owner, we schedule an on-site meeting between you and your contractor.
 - A mediator comes to your project site and listens to both sides.
 - If you reach a settlement, we'll type up an agreement.
 - If no settlement is reached, you can go to court and ask for a judgment against the contractor. We will give you a copy of our report with observations about whether the work meets industry standards.
 - If you obtain a court judgment and the contractor does not pay you, you may be able to collect from the contractor's bond.
 - If you already filed in court or you already have a judgment, file the complaint but also include a copy of your filed court complaint and a certified copy of your judgment. A certified copy is a copy of the judgment document signed by the judge that the court clerk stamps and certifies as a true and correct copy of the original.
 - Tip:** If you think you have a dispute, file a complaint promptly. Bonds are for limited amounts and there may be multiple people seeking restitution.
- Right Sidebar:**
 - Questions?** 503-934-2247
 - Obtaining a court judgment**

If mediation doesn't produce a settlement between two parties, the complainant may file in court. These documents describe the process from two points of view:

 - Going to court as the complainant
 - Going to court as the respondent



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

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Arranging for work? Get a CCB license

Anyone ARRANGING for construction work in Oregon must have a CCB license. This is because a consumer must have a direct contractual relationship with the contractor before CCB can accept a complaint and attempt to mediate a resolution.

For example, some companies take a deposit, then arrange for a licensed contractor to perform the work. We see this sort of practice with metal carports, flooring, locksmiths, etc.

Example: A consumer contracts with ABC Metal Buildings to purchase a carport and have it installed. ABC has someone else actually provide the materials and install the carport. The consumer is unhappy with the work. The consumer's contract is with ABC. If ABC is unlicensed, the CCB could not accept the claim or complaint for the defective work even though the actual work may have been performed by a licensed contractor.



Starting April 1, Metro's transfer stations require asbestos tests on more construction materials

Asbestos is a common term for a group of naturally occurring minerals used in thousands of building products in the U.S., most extensively in the 1940s through 1970s. Asbestos was used because of its various qualities such as durability, flexibility, and resistance to heat or electricity.

Asbestos is known to cause lung cancer, asbestosis and mesothelioma. There is no safe level of exposure to asbestos. To protect the health and safety of the public, Metro is taking steps to prevent the delivery of asbestos-containing materials to its transfer stations in Northwest Portland and Oregon City.

- Beginning in early 2016, Metro required certain types of construction materials to be tested for asbestos before those materials could come to a Metro transfer station.
- Starting April 1, additional types of construction materials will need to be screened for asbestos before they can come to a Metro transfer station.
- Any materials that contain asbestos cannot be taken to a Metro transfer station and will need to be taken to a DEQ-certified disposal site.

Learn more about Metro's asbestos testing requirements at oregonmetro.gov/asbestosrules or by calling Metro's Recycling Information Center at 503-234-3000.

New retirement savings option

State looking for volunteer employers

Is your business interested in offering a retirement savings option to its employees but lacks the resources? The Oregon State Treasury is starting a new program called OregonSaves to create an easier, less-costly way for employers to help their employees save and take responsibility for their own financial future.

Research shows that employees are more productive when they have less finance-related stress. They are also 15 times more likely to save for retirement if an option is available at work.

Oregon State Treasury is looking for employers to join a pilot program of OregonSaves this summer. Pilot employers will get:

- Early access to the program
- Hands-on assistance getting started
- The satisfaction of helping to ensure that the program works well for everyone.

Being able to offer an easy retirement savings option will also help you retain and attract good employees.

About OregonSaves

Key features:

- Workers automatically save part of their paycheck in their own professionally managed accounts.
- Employers will not have any financial obligations nor make matching contributions.
- The employer role is limited, mostly to passing along information about the plan and making payroll deductions for participating employees.

If you want to join the pilot or just learn more

- Contact Joel Metlen, the public engagement manager for Treasury. joel.metlen@ost.state.or.us
- 503-559-4154

CCB now licenses restoration companies

As of Jan. 1, 2017, businesses performing residential or small commercial restoration work must be licensed by the Construction Contractors Board (CCB).

Restoration work is defined as non-routine cleaning, water removal, personal property inventory, or other services

undertaken because of damage to the structure, or to the contents of the structure that was caused by a man-made or natural disaster. It also includes board-up services and debris removal that does not require demolition work on the structure.

Who needs the license?

If a contractor already holds a residential contractor license, they may perform these services without additional licensing. However, if the business does not currently hold a CCB license, and these are the only services they provide, they must obtain a Residential Restoration Contractor (RRC) license from CCB.

About the license

The RRC license does not require any pre-license training or testing, or any continuing education at renewal.

To obtain this license, submit a residential license application, along with a \$10,000 surety bond and a \$100,000 per occurrence liability insurance certificate. In addition, if the contractor uses a business name, it must be actively registered with the Oregon Corporation Division.

Questions?

Please contact the Customer Service Unit at 503-378-4621, or ccb.info@state.or.us.

Have you used a Small Business Development Center?

Share your experience!

The CCB is developing a continuing education class to inform contractors about the benefits of Small Business Development Centers (SBDCs). We're seeking contractors who have worked with SBDCs in the past, or who are thinking about working with an SBDC very soon.

If you would like to share your experience, contact Leslie Culpepper at 503-934-2228 or at leslie.culpepper@state.or.us.