What are you going to learn?

• Contractor laws, rules and best practices in state of Oregon
• What does the CCB do, and how does it benefit you?
• What can you do to stay compliant?
Class Credit

• Credit for this class will appear in your online services account within 24 hours
• You will not receive email certificate
Meet the CCB

The Board sets policy, oversees the administrator, adopts rules and considers appeals to proposed enforcement orders.

- Approximately 60 full-time employees
- Licensing over 40,000 contractors
Meet the CCB

How many sections?
1. Licensing
2. Education
3. Enforcement
4. Business Services
5. IT
Meet the CCB

CCB started in 1971 as “Builders Board”

How is the CCB funded?

• Licensing fees
• Fees have been temporarily reduced to $250 until July 2021
Meet the Licensing Section

Approximately 14 employees

• 300+ phones per day
• 1-3 days to process renewals
• 14 business days to process new apps
• 160 insurance documents received daily
• 47 bond documents received daily
Advice from Licensing

“If your insurance agent emails the CCB your insurance certificate, make sure they CC you to ensure it was sent to the correct address.”

-Dara

“My advice would be to not depend on your insurance agent for answers to CCB questions. Call us for answers to CCB questions.”

-Nancy
Advice from Licensing

CCB Licensing Contact Information
503 – 378 – 4621
ccb.info@state.or.us
Advice from Licensing

• 1,800 suspensions each quarter due to lack of insurance
• Suspensions stay on record for 10 yrs
• Contractors are responsible for timely delivery of insurance forms
Advice from Licensing

Ask your agent to sign up for E-Proof

• Enables CCB to process certificates of insurance in 1-2 business days
• Paper certificates take up to 7-10 business days to process
• E-proof application found online
Advice from Licensing: Correspondence

“Do not ignore letters from CCB. We are here to help.”

-Karen

- Contractors are mailed potential suspensions, expirations and other changes
- Update your address within 10 days
Advice from Licensing: Know your Resources

“Familiarize yourselves with our website. It was designed to assist contractors in maintaining their licenses and keeping them current with changes in the CCB laws concerning them.”

-Joanna
Advice from Licensing: Know your Resources

Let’s take a look at the CCB website: https://www.oregon.gov/ccb/Pages/index.aspx
Meet the Education Section

4 employees

2019

• Facilitated 2,000 hours of live continuing education to contractors
• Attended 66 outreach events around the state including home shows, senior fairs and trade shows
• Outreach and live classes cover all areas of the state including Portland area, southern Oregon, eastern Oregon and the coast
Advice from Education: Teach the Homeowners

Help us help you! Educate homeowners about the value of hiring a licensed contractor.

CCB education section offers free publications to contractors:
• Trifold
• Selecting and Working with a Contractor
CCB Education Section
503 – 934 – 2227
ccbeducation@ccb.state.or.us
Anyone can pretend to be a contractor. Check your contractor’s license or business permit. Make sure they have liability insurance and workers’ compensation. They must also be a CCB member.

Why use a licensed contractor?
- Have a surety bond that offers some protection in a dispute
- Carry liability insurance
- Carry workers’ compensation if they have employees
- Can be held accountable if something goes wrong
- Need required business permits
- Complete training and pass tests about laws and business practices

By using a licensed contractor:
- You can view complaints or disciplinary actions filed with the CCB
- You can have the CCB help mediate disputes.

How to check a license
2. Click “Search.” Enter the contractor’s license number or name in the “search” box.
3. Verify that the license is active and the name matches your potential contractor.
4. If your home was built before 1978 and the project will disturb painted surfaces, check to see that your contractor holds a special lead-safe license.

Need help? Call us, we’re here to help: 503-378-4623.

How to report unlicensed contractors
- Call 503-378-2346
- Fill out an online form: www.ccb.state.or.us/online_complaint_form
- Email ccdelvis@ccb.state.or.us

CCB Education Section
503 – 934 – 2227
ccbeducation@ccb.state.or.us
CCB Education Section
503 – 934 – 2227
ccbeducation@ccb.state.or.us
Advice from Education: Teach the Homeowners

“Your CCB number identifies you as a licensed contractor, and distinguishes you from unlicensed contractors. Display your number to teach homeowners that contractors should be associated with a license.”

- Leslie
Advice from Education: Teach the Homeowners

Contractors are required by law to put their CCB number on:

• Contracts
• Bids
• Business cards
• Yard signs
• Vehicles
• Advertising
Advice from Education: Finish Your CE Early

“Finish your continuing education early! Waiting till the last minute can lead to problems and delays with your renewal. If you’re not sure how much CE to complete, call us.”

-Tami
Meet the Enforcement Section

The Enforcement section is divided into three categories:

• Field Investigation
• Compliance
• Dispute Resolution Services (DRS)
Meet the Enforcement Section: Field Investigation

Why does the CCB conduct jobsite checks?

- Look for unlicensed contractors.
- Ensure licensed contractors are protecting themselves and their clients.
- Allow licensees and CCB staff to get to know each other.
- Answer questions.
Meet the Enforcement Section: Field Investigation

How can you tell it’s a CCB investigator?
• ID badges
• State vehicles
• Business cards
Meet the Enforcement Section: Field Investigation

What happens on a jobsite check? What might the investigator want to know?

- Who is onsite? Generals and subcontractors?
- CCB numbers?
- Employees?
- What is the project? Is there a contract?
- Is this a Target House (LBPR)?
Meet the Enforcement Section: Field Investigation

Who should you brief about jobsite visits?
• Your employees and subcontractors.
• Recommend all employees carry their boss’ business card w/all info.
• Cooperation speeds up the jobsite check.
Compliance in the Field: Subs

The general contractor should always know who is on their jobsite.

The GC is responsible for:

- All problems or injuries
- Any unknown 3rd and 4th-tier subs onsite
- Employees without workers comp coverage
- Any unlicensed individuals.
Who faces penalties if a subcontractor’s license is suspended or expired on the jobsite?

*The subcontractor and the general.*

- Know who your subs are and their license status at all times.
- Use the [eWatch](#) program.
Compliance in the Field: Subs

The Field Investigator may request a sub-list.
• The GC must provide within 72 hours.
Compliance in the Field: Employees

Your CCB license should reflect if you have employees.

• Change status to “Nonexempt”
Compliance in the Field: Employees

When can family members work for you?

• If they are on the license as a corporate officer or LLC member

Can they work for you if you are a sole proprietor?

• If your license is nonexempt, and
• You have an active Workers’ Compensation policy
Don’t need employees now, might need them later? Get an “If Any” policy.

Set your license status as non-exempt.
Compliance in the Field: Employees

Get help with workers’ compensation

Email
wc.advocate@oregon.gov

Call:
  • David Waki: 971-283-0997
  • Linda Repp: 503-329-4260
Compliance in the Field: Employees

No workers comp or “if any” policy? Lease an employee, or use temporary employees.

What’s the difference?

• Leasing is long-term, usually longer than 6 months. Set CCB license status to nonexempt.

• Temporary help is less than 6 months. Set CCB license status to exempt, but you must provide proof of the temp agency’s agreement/contract.
Compliance in the Field: Volunteers

Can you use volunteers or unpaid helpers/friends on a project?

Yes, if:

• You have an active Workers Compensation policy
• Are licensed nonexempt
Compliance in the Field: Lead-based Paint

What is the number one reason for violations in the field with regard to lead-based paint?

• The contractor assumes the house was built in 1978 or later.
Compliance in the Field: Lead-based Paint

Why is obtaining an LBPR license beneficial to CCB licensees?

• Allows you to bid or work on pre-1978 homes.
• Allows you to test for presence of LBP.
• Get 8 hours of CE credit for taking the course and certifying.
• As a GC, you can hire LBPR licensed subcontractors to perform work.
• EPA is in the field and may perform their own jobsite checks.
What is the easiest way to know if the project you’re hoping to bid on is a Target House?
• Google the address and review the responses
• Zillow, Redfin
• County tax assessor
Meet the Enforcement Section: Dispute Resolution Services (DRS)

CCB offers dispute resolution services to contractors and homeowners in disputes.

• Received a pre-complaint notice in the mail? Contact the homeowner to resolve the dispute.

• Contractors in dispute with subs can initiate the mediation process (and vice-versa).

• Call DRS section with questions 503-934-2247
Avoid Disputes, Use Contracts

When is a written contract required?
• Over $2,000
• CCB recommends a written contract regardless of price.
What is included with the written contract?
The required notices.

- Notice of Procedure.
- Information notice to homeowner (liens).
- Consumer notification notice.
Avoid Disputes, Use Contracts

Use contracts to set expectations.

• Change order information
• Disposal of old material
• Permit information
• Homeowner expectations (clear the area before project begins)
• Information about lead-based paint testing, asbestos testing
Avoid Disputes, Use Contracts

If you use a contract you purchased or downloaded, make sure it contains all required elements. You may want an attorney to review the form. If possible, use an attorney who specializes in construction.
Avoid Disputes, Use Contracts

Contract examples

Required Notices. By initialing below, the owner acknowledges receipt of the following notices:

a) Oregon Construction Contractors Board (CCB) Consumer Protection Notice
b) Oregon CCB Information Notice to Owner about Construction Liens
c) Oregon CCB Notice of Procedure

Lead Hazard, Initial either item a) or b):

a) This section is not applicable due to the age of the home (post 1978) or the scope of work.
b) Owner requests the contractor uses the lead-safe work practices required by the EPA’s Renovation, and Painting and/or perform lead testing to satisfy that same rule.

Additionally, changes may apply if not specifically listed in the Bid. Owner acknowledges receipt of the EPA Renovate Right packet including information concerning the potential risks of exposure to lead from renovation activity and agrees to a Lead Safe Work Plan.

The parties hereto have signed this Contract as of __________________________________________________________________________ 20 __________.

Building address: ____________________________________________________________________________________________________________

Owner: ____________________________________________________________________________________________________________

(Print name)
Required Notices. By initialing below, the owner acknowledges receipt of the following notices:

a) _____ Oregon Construction Contractors Board (CCB) Consumer Protection Notice
b) _____ Oregon CCB Information Notice to Owner about Construction Liens
c) _____ Oregon CCB Notice of Procedure

Lead Hazard. Initial either item a) or b)

a) _____ This section is not applicable due to the age of the home (post 1978) or the scope of work.
b) _____ Owner requests the contractor uses the lead-safe work practices required by the EPA’s Renovation, and Painting and/or perform lead testing.

Additionally, changes may apply if not specifically listed in the Bid. Owner acknowledges receipt of the EPA Renovate Right packet including information on reducing lead exposure to lead from renovation activity and agrees to a Lead Safe Work Plan.

The parties hereto have signed this Contract as of __________________________ 20____________.

Building address: __________________________________________________________

_________________________________________________________

Owner: __________________________________________________________

(Print name)
Avoid Disputes, Use Contracts

Contract examples

Discounts, Rebates, and Incentives:
You can deduct 2% from your balance due to our company if payment, by cash or check, is received in full within 10 days of the invoice date.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Window Bid Price</td>
<td>$1,423.78</td>
</tr>
<tr>
<td>Estimated Utility Rebates</td>
<td>$75.25</td>
</tr>
<tr>
<td>2% Prompt pay discount</td>
<td>$26.97</td>
</tr>
<tr>
<td>Estimated Amount due</td>
<td>$1,321.56</td>
</tr>
<tr>
<td>Oregon SPP Tax Credit</td>
<td>$0.00</td>
</tr>
<tr>
<td>Estimated Final Cost to Homeowner</td>
<td>$1,321.56</td>
</tr>
</tbody>
</table>
Avoid Disputes, Use Contracts

Contract examples
Avoid Disputes, Use Contracts

Contract examples

Miscellaneous:
- Disposal of old windows is included; dry rot repair and building permits (if needed) are not.
- In some homes, we may need to remove your interior window trim, modify, and reinstall it.
  You may have pin heads showing and may need to do touch up painting/staining.
- The owner agrees to use its standard installation methods and standard trim.
- The owner agrees that any changes or cancellations will be accepted only with written confirmation.
- The owner is responsible for all painting as well as detaching/reinstalling alarm system components.
- For the best appearance new exterior trim will be installed textured side out with galvanized fasteners that will not be caulked over. Do not touch or paint caulking/sealant until it is cured.
- If you only have five or fewer windows installed (when more are bid) there will be an additional charge.
Avoid Disputes, Use Contracts

Contract examples

Before the crew arrives to start your project:
In general:
___ Clear all items at least 3 feet from the work area
___ We may need more than one electrical plug-in (and access to the breaker panel if needed)
___ Put any fragile or irreplaceable items in a safe place
___ The crews will need access to the inside of your home both before and after the work to look for items such as wall heaters, recessed shelving, open wall cavities (under sinks, etc) or anything else that could affect the work
___ Keep pets and small children away from the work area

For Blower Door/Duct Blaster Testing:
___ Clear access to all heat registers
___ Clear access to your furnace/air handler
Is a written contract required between a general contractor and a subcontractor?

• No, but it is highly recommended as we do get complaints from both.
Avoid Disputes – Golden Rule

It’s all about...

COMMUNICATION!
The contractor knows from the very beginning that there will be problems but accepts the job anyway.

**Listen to your gut instincts.** If you feel that a job is going to be more trouble than it’s worth, don’t do it.

Don’t work for customers who won’t listen or who get frustrated with the reality of their project. If communication is not possible, let your competitors have these jobs.
Common Communication Mishaps

The contractor avoids talking about potential problems for fear of losing the job. It’s better to lose the job up front than lose money in the end.

• Who will pay if dry rot is found? What happens if you hit an unexpected spring or large rock during excavation?
• Agree in writing, before starting the job, who pays for delays.
Communication Best Practices

Set expectations. Avoid “gray” areas.

- Know the extent/quality of work you must do.
- Outline details of the work, payment schedule and completion dates. Too often, contractors work out some issues and leave others for later.
- Reach a complete meeting of the minds before you start.
Communication Best Practices

Make yourself accessible.
Talk to your customer throughout the project.
  • Return phone calls.
  • Although it may be tempting to ignore an upset customer, return the call anyway.
  • The problem won’t go away but can get worse the longer you wait.
Communication Best Practices

If you make a mistake, admit it.

- If this happens, give a little. Offer repairs or payment.
- Create a plan of correction, and don’t delay.
- Turn a potentially unhappy customer into someone who recommends you.
- Everyone gets complaints. Successful contractors resolve them.
Communication Best Practices

Communicate all the way to the end. Walk through the final project and complete a signed punch list.

- Use this opportunity to maintain good business relationships.
- If your project is for a couple or a partnership, ask that everyone attends the walk through.
Communication Best Practices

Keep a record of conversations. Make a paper trail.

- Take notes as you are on the phone
- Keep a job journal
- Document conversations (include date, topic of conversation)

In mediation, arbitration or courtroom, documentation is crucial. It makes you appear more competent, professional and credible!
Thank you! A survey will follow.

**Licensing:** 503-378-4621  
ccb.info@state.or.us

**Education:** 503-934-2227  
ccbeducation@ccb.state.or.us

**DRS:** 503-934-2247