

**Construction Contractors Board**

201 High St SE, Suite 600  
PO Box 14140  
Salem OR 97309-5052  
Phone: (503) 934-2217 Fax: (503) 373-2007  
E-mail: julie.t.nadeau@ccb.oregon.gov Web: [www.oregon.gov/ccb](http://www.oregon.gov/ccb)

State of Oregon  
Honorable Tina Kotek, Governor

**Zoom Meeting Call In: 1 (669) 254-5252, Meeting ID: 161 466 8901 Passcode: 411917**

*The meeting is accessible to the public by telephone, video conference, or in-person attendance. To request video conference information, please contact Julie Nadeau by email at [julie.t.nadeau@ccb.oregon.gov](mailto:julie.t.nadeau@ccb.oregon.gov) at least 48 hours prior to the meeting.*

**DRAFT**  
4/17/2023

**NOTICE OF PUBLIC MEETING**  
**CCB Teleconference Board Meeting**  
Wednesday, April 26, 2023  
8:30 a.m. – 11:30 a.m.

	Page
<b>Meeting Called to Order</b>	
<b>Roll Call</b>	
<b>Approval of the Agenda</b> .....	ACTION ITEM (pg 1)
<b>Approval of the Minutes</b> 2/22/2023 Board meeting.....	ACTION ITEM (pg 2)
<b>Board Calendar:</b>	
Next Meeting: June 21, 2023 (In Person; Teleconference option available).....	(pg 4)
<b>Public Comment</b>	
<b>Agency Reports</b>	
1. Agency Update (Chris Huntington)	
a. Budget Report ( <i>Late Submission</i> )	
b. Data Dashboard 4/2023.....	(pg 5)
2. Licensing (Dana Zeimantz)	
a. CCB Licensing Program Update .....	(pg 25)
3. Information Technology (Noel Magee)	
a. IT Update .....	(pg 26)
4. Education (Leslie Culpepper)	
a. Communication and Education Program Update .....	(pg 28)
5. Enforcement (Vena Swanson)	
a. Enforcement Update.....	(pg 35)
<b>Old Business</b>	
None	
<b>New Business</b>	
1. Enforcement Consent Agenda (Vena Swanson).....	ACTION ITEM (pg 139)
<b>Adjournment</b>	

*The Board may meet in executive session under authority of ORS 192.660 from time to time. The specific statutory basis for the executive session will be announced on the record prior to the commencement of the executive session. Executive sessions are closed to the public. The Board may recess the public meeting, in order to deliberate privately, under authority of ORS 192.690(1). The public meeting will then reconvene for the purpose of decision-making. The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting; contact Julie Nadeau by email at [julie.t.nadeau@ccb.oregon.gov](mailto:julie.t.nadeau@ccb.oregon.gov) or by phone at (503) 934-2217 to make arrangements.*

**MINUTES OF THE FEBRUARY 22, 2023  
CONSTRUCTION CONTRACTORS BOARD MEETING  
PUBLIC SESSION**

The Construction Contractors Board (CCB) met on Wednesday, February 22, 2023, at the board office in Salem, Oregon and via Zoom teleconference.

**ATTENDEES:**

**Board members appearing:** Chair Dylan Bochsler, Vice Chair Eric Olsen, Rosa Martinez, Kurt Bolser, Deb Flagan, and Patty Dorroh (8:37am)

**Board members absent:** Abel Carbajal, Andrea Noble, and Susan Steward

**Staff:** Administrator Chris Huntington, Board Secretary Julie Nadeau, Licensing Manager Dana Zeimantz, Enforcement Manager Vena Swanson, IT Manager Noel Magee, Communication/Education Manager Leslie Culpepper, Assistant Attorney General Catriona McCracken, Policy Analyst Shannon Flowers, System Improvement Analyst Ashlie Rios, Legislative Fiscal Officer Ben Ruef, and Governor's Advisor Kelly Brooks.

**Guests:** Maggie Gerlicher and Stella Schaefer

**MEETING CALLED TO ORDER:**

Chair Bochsler called the meeting to order at 8:30 am.

**APPROVAL OF AGENDA:**

**MOTION:** Eric Olson moved to approve the agenda as presented. Rosa Martinez seconded the motion.

**BOARD ACTION:** 5 Ayes; Motion to approve carried unanimously.

**APPROVAL OF MINUTES:**

**MOTION:** Deb Flagan moved to approve the minutes from December 7, 2022. Eric Olson seconded the motion.

**BOARD ACTION:** 5 Ayes; Motion to approve carried unanimously.

**DATE OF NEXT REGULARLY SCHEDULED MEETING:** The next meeting is scheduled for April 26, 2023 in person from the 1st floor Hearing Room at 201 High Street SE, Salem, Oregon and via Zoom teleconference.

**PUBLIC COMMENT:**

No public comment

**AGENCY REPORTS:**

Chris Huntington, Agency Administrator reviewed the budget information shared with the Legislative budget subcommittee on February 16, 2023, noting that the agency is on target with the plan established in 2020 and will continue to keep a watchful eye on economic indicators. Discussion included benefits associated with changing the timing of renewal deadlines and fears that funds earmarked for the new licensing system could be swept.

Dana Zeimantz, Licensing Manager reported that the new process for insurance suspensions went live and the transition was seamless. Under the new process, when insurance expires a notification is sent giving the licensee 30 days to remedy before the license is suspended. Staff are hopeful that this will decrease the number of calls received and eliminate the majority of administrative insurance suspensions.

Noel Magee, Information Technology Manager reported that vulnerability numbers remain good. He discussed the open data initiative, noting that CCB will publish an active license list which will reduce the number of requests and increase the availability of records.

Leslie Culpepper, Communication/Education Manager shared information about the upcoming education and outreach events. There was discussion about the availability of live training throughout the state and if it would be valuable in the eastern part of the state to supplement online webinars. Mr. Huntington noted that staff provide outreach in response to specific issues and will continue to survey contractors about their educational needs. In addition, staff is watching the Governor's actions related to housing requirements to provide appropriate training and support.

Vena Swanson, Enforcement Manager reported that the enforcement team will conduct the first sweep of the year in March. Several staffing changes have taken place with two leaving the agency and one making an internal move. Staff are working on review of current rules, succession planning and cross training, as well as an online claim submission and document upload program. They are also reviewing telephone mediation practices, identifying which mediations can be effectively handled by telephone.

Chair Bochsler referenced negative survey results associated with mediations, asking if amicable resolutions could be removed from contractor records. Mr. Huntington said staff is committed to discussing appropriate timelines for infractions to remain on contractor records, considering a shorter timeline for administrative suspensions, for example. He also noted that complaining parties are required to send a 30-day notice to the contractor before a complaint is accepted by CCB, providing the contractor an opportunity to resolve the issue without board involvement.

**OLD BUSINESS:**

None

**NEW BUSINESS:**

Enforcement Consent Agenda

Deb Flagan reported one conflict: a potential conflict of interest related to 131171 (L & J Painting LLC). She declared her intent to abstain from voting on Final Orders listed on the Consent Agenda.

**MOTION:** Eric Olsen made a motion to approve the Notices of Intent on the Enforcement Consent Agenda. Patty Dorroh seconded the motion.

**BOARD ACTION:** 6 Ayes; Motion to approve carried unanimously.

**MOTION:** Eric Olsen made a motion to approve the Final Orders on the Enforcement Consent Agenda. Rosa Martinez seconded the motion.

**BOARD ACTION:** 5 Ayes; 1 Abstention (Deb Flagan); Motion to approve carried.

**The meeting adjourned at 10:00 am.**

## 2023 CCB Board Meeting Calendar

DATE	NOTED ITEMS	LOCATION
February 22, 2023		1st Floor Hearings Room or Teleconference via GoTo Meeting
April 26, 2023	Election of Officers	1st Floor Hearings Room or Teleconference via GoTo Meeting
June 21, 2023	New Officer Terms Begin	1st Floor Hearings Room or Teleconference via GoTo Meeting
August 23, 2023	KPM Best Practices Survey Finalized	1st Floor Hearings Room or Teleconference via GoTo Meeting
October 25, 2023		1st Floor Hearings Room or Teleconference via GoTo Meeting
December 6, 2023		1st Floor Hearings Room or Teleconference via GoTo Meeting

The following dates will be reserved for potential meetings in the event that urgent matters arise requiring immediate action by the Board. Board members and the public will be notified in advance when a meeting is going to occur, and whether it will be held in Salem or via teleconference.

- January 25, 2023
- March 22, 2023
- May 24, 2023
- July 26, 2023
- September 20, 2023

**2021-23 Fiscal Status Report Summary**

	Last Three Mos			Thru March 2023 ACTUAL to DATE	REMAINING PROJECTED	TOTAL PROJECTED BI 2021-23	Authorized BUDGET (LAB)	LAB VS. PROJECTED
	Jan-23 Actuals	Feb-23 Actuals	Mar-23 Actuals					
Beginning Cash Balance				5,964,674		5,964,674		
Revenue	714,546	719,943	997,613	14,348,362	2,438,878	16,787,240	14,138,612	(2,648,628)
Personal Services (1)	569,922	640,711	489,531	11,524,430	1,802,101	13,326,530	14,003,787	677,257
Services & Supplies (2)	104,107	124,023	64,142	2,953,268	514,667	3,467,935	3,537,839	69,904
Capital Outlay	-	-	-	-	-	-	-	-
Expenditures	674,029	764,734	553,673	14,477,698	2,316,767	16,794,465	17,541,626	747,161
Revenue vs. Expenditures	40,518	(44,791)	443,941	(129,336)	122,111	(7,225)		
Ending Cash Balance	5,435,673	5,391,132	5,835,072	5,835,338		5,957,449		

Last Report: \$761,084

TRUE

Last Report: \$5,817,010

6 Mos + \$750 Threshold: \$5.12

Proctor Info

Proctor Revenue	32,100	35,160	49,740	652,740	93,249	745,989	775,000	29,011
Total Revenue To LAB	746,646	755,103	1,047,353	15,001,102	2,532,127	17,533,229	14,913,612	(2,619,617)
Proctor Expense Recon	32,100	35,160	49,740	652,740	93,249	745,989	775,000	29,011
Total Expenditures (w/ Proctor)	706,129	799,894	603,413	15,130,438	2,410,016	17,540,454	18,316,626	776,172

NOTES:

- (1) **February/March Personal Services:** A statewide payroll error resulted in a doubling of PERS costs in February and a corresponding repayment in March.
- (2) **March Service and Supplies:** Delayed processing times at DAS Accounting services due to training of new staff resulted in delayed processing of rent payments and other billings. This made monthly S&S appear artificially low for March. These payments will be applied to April.

# CCB Statistics At-A-Glance

## Rate of Renewals

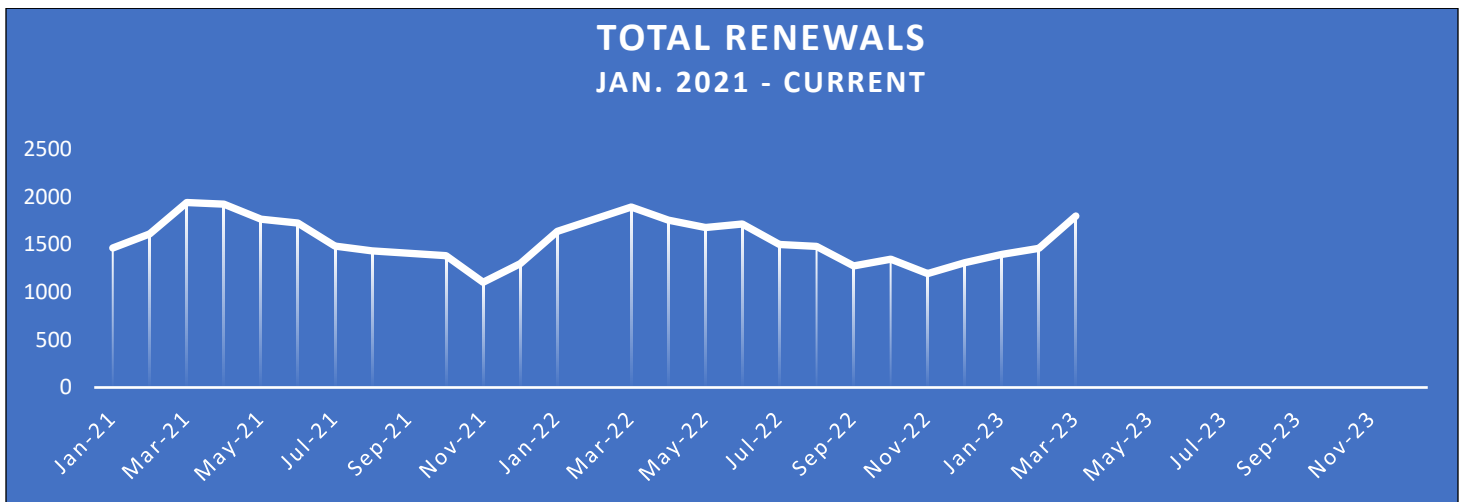
### 2023

Month/Yr	Expected Renewal Count	Actual Renewal Count	2023 Renewal Rate %
Jan-23	1813	1398	77.11%
Feb-23	1983	1463	73.78%
Mar-23	2477	1802	72.75%
Apr-23			#DIV/0!
May-23			#DIV/0!
Jun-23			#DIV/0!
Jul-23			#DIV/0!
Aug-23			#DIV/0!
Sep-23			#DIV/0!
Oct-23			#DIV/0!
Nov-23			#DIV/0!
Dec-23			#DIV/0!

### 2022

Month/Yr	2022 Renewal Rate %
Jan-22	81.80%
Feb-22 (eReminders)	82.38%
Mar-22	81.57%
Apr-22	83.60%
May-22	82.44%
Jun-22	81.38%
Jul-22	79.78%
Aug-22	80.41%
Sep-22	80.05%
Oct-22	77.35%
Nov-22	76.78%
Dec-22	76.19%

\*Approximate 2-month lag for final renewal rate.



\*Includes totals from 2021 for comparison

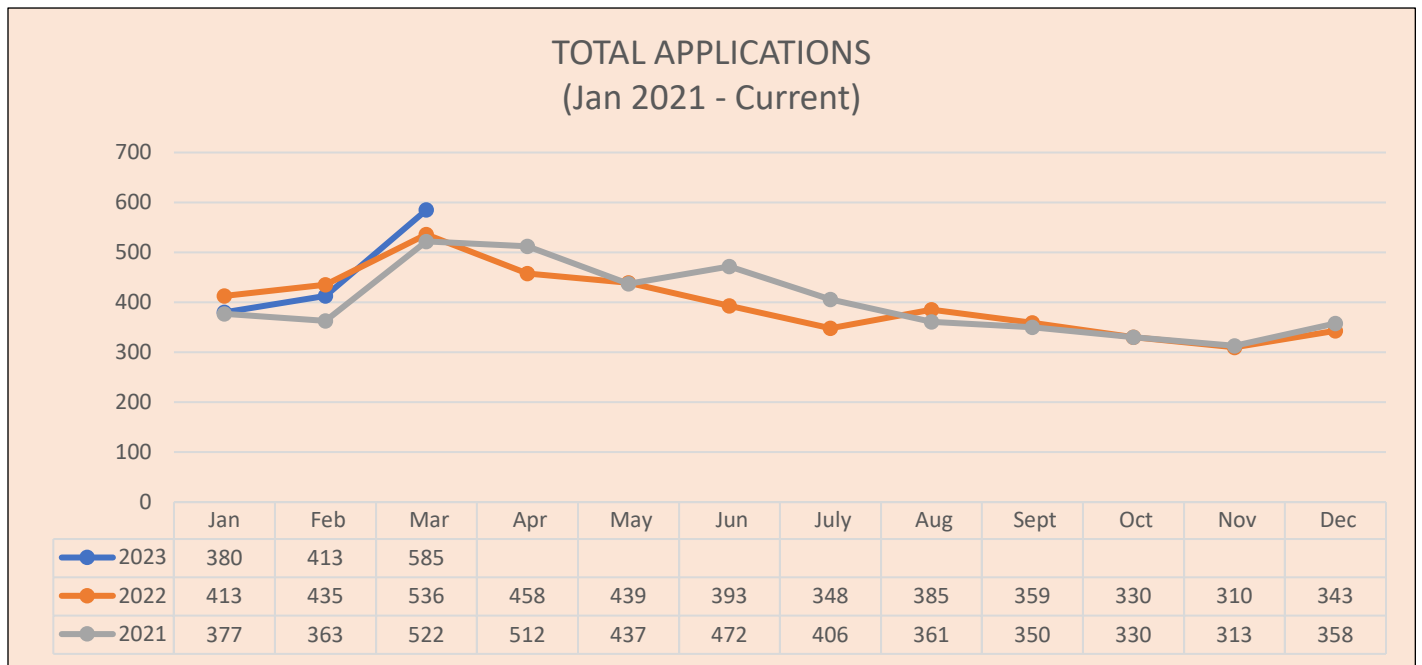
# Rate of New Applications

## 2023

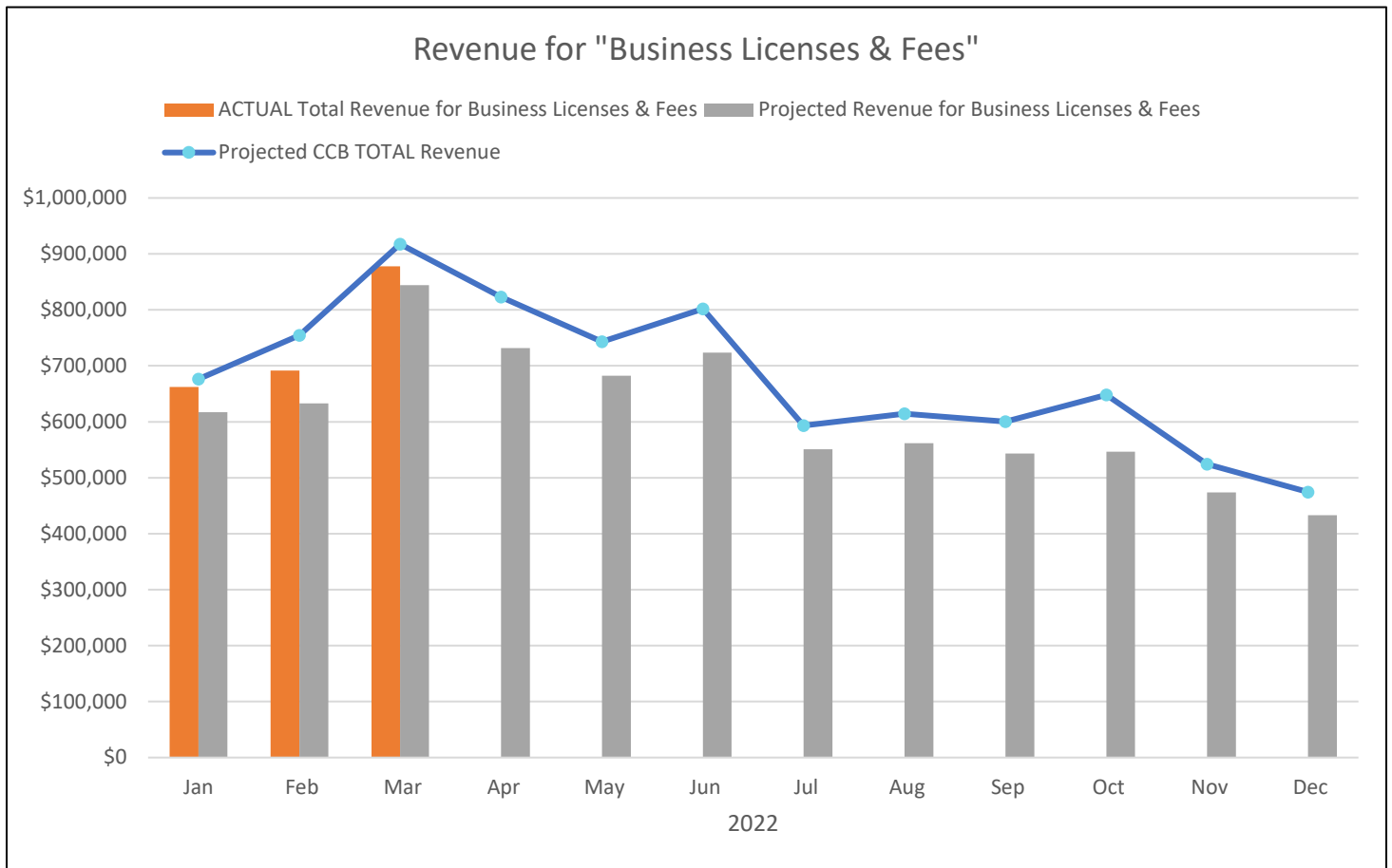
Month/Yr	New App Count
Jan-23	380
Feb-23	413
Mar-23	585
Apr-23	
May-23	
Jun-23	
Jul-23	
Aug-23	
Sep-23	
Oct-23	
Nov-23	
Dec-23	

## 2022

Month/Yr	New App Count
Jan-22	413
Feb-22	435
Mar-22	536
Apr-22	458
May-22	439
Jun-22	393
Jul-22	348
Aug-22	385
Sep-22	359
Oct-22	330
Nov-22	310
Dec-22	343



## Revenue Stream of New Apps & Renewals Per Month in 2023

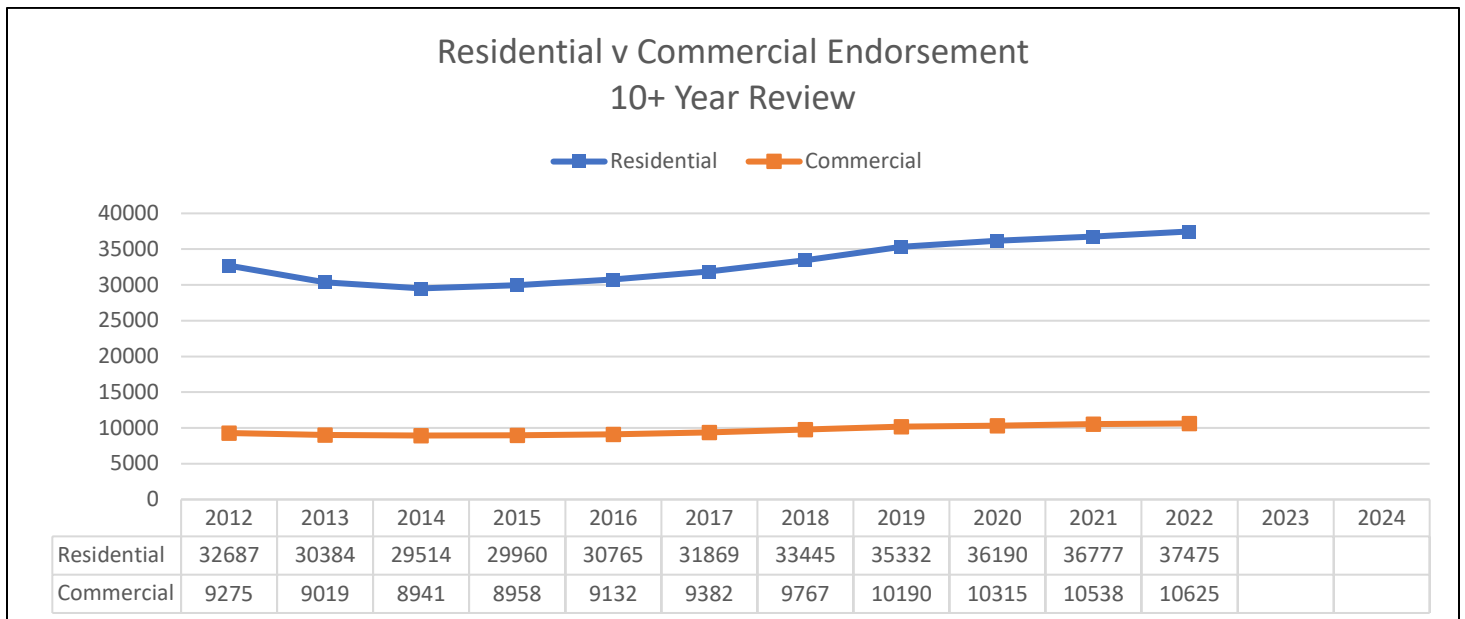


*\*These totals are pulled roughly 1.5 months behind schedule due to late renewals. Due to these factors, the totals are not definitive but are the most accurate at the time this report was created.*



## Residential and Commercial Statistics, All Endorsements

	Total Residential Active + Inactive	Total Commercial Active + Inactive
	<b>2023</b>	
Jan	37770	10602
Feb	37691	10570
Mar	37989	10701
Apr	0	0
May	0	0
Jun	0	0
Jul	0	0
Aug	0	0
Sep	0	0
Oct	0	0
Nov	0	0
Dec	0	0



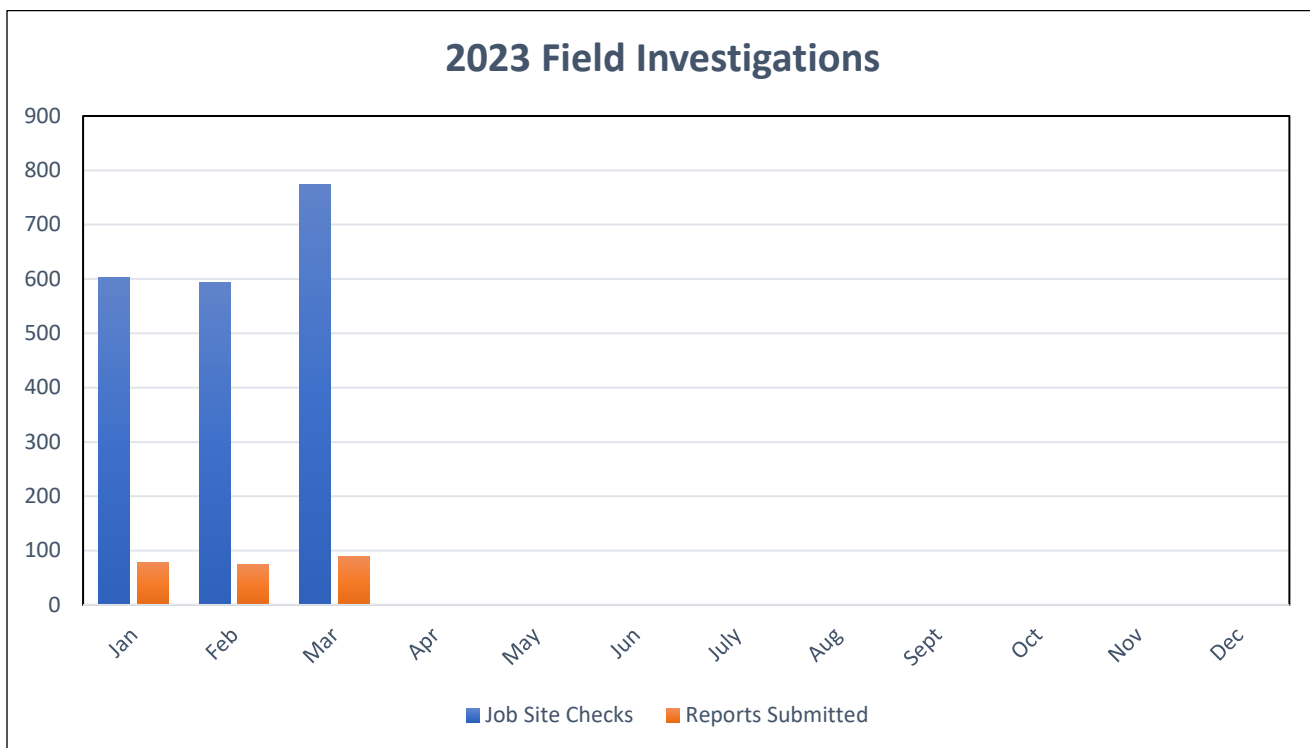
# PROGRAM WORKLOAD

## Enforcement

### Investigation and Dispute Resolution Files Opened

Job Site Checks Performed	
Month/Yr	Total
Jan-23	602
Feb-23	594
Mar-23	774
Apr-23	
May-23	
Jun-23	
Jul-23	
Aug-23	
Sep-23	
Oct-23	
Nov-23	
Dec-23	

Field Investigation Reports Submitted	
Month/Yr	Total
Jan-23	79
Feb-23	74
Mar-23	89
Apr-23	
May-23	
Jun-23	
Jul-23	
Aug-23	
Sep-23	
Oct-23	
Nov-23	
Dec-23	



*\*There is no set target for field investigations. This area of work is highly driven by the market conditions. Monthly/Yearly stats are used to track this sections productivity and ensure adequate coverage in higher volume areas.*

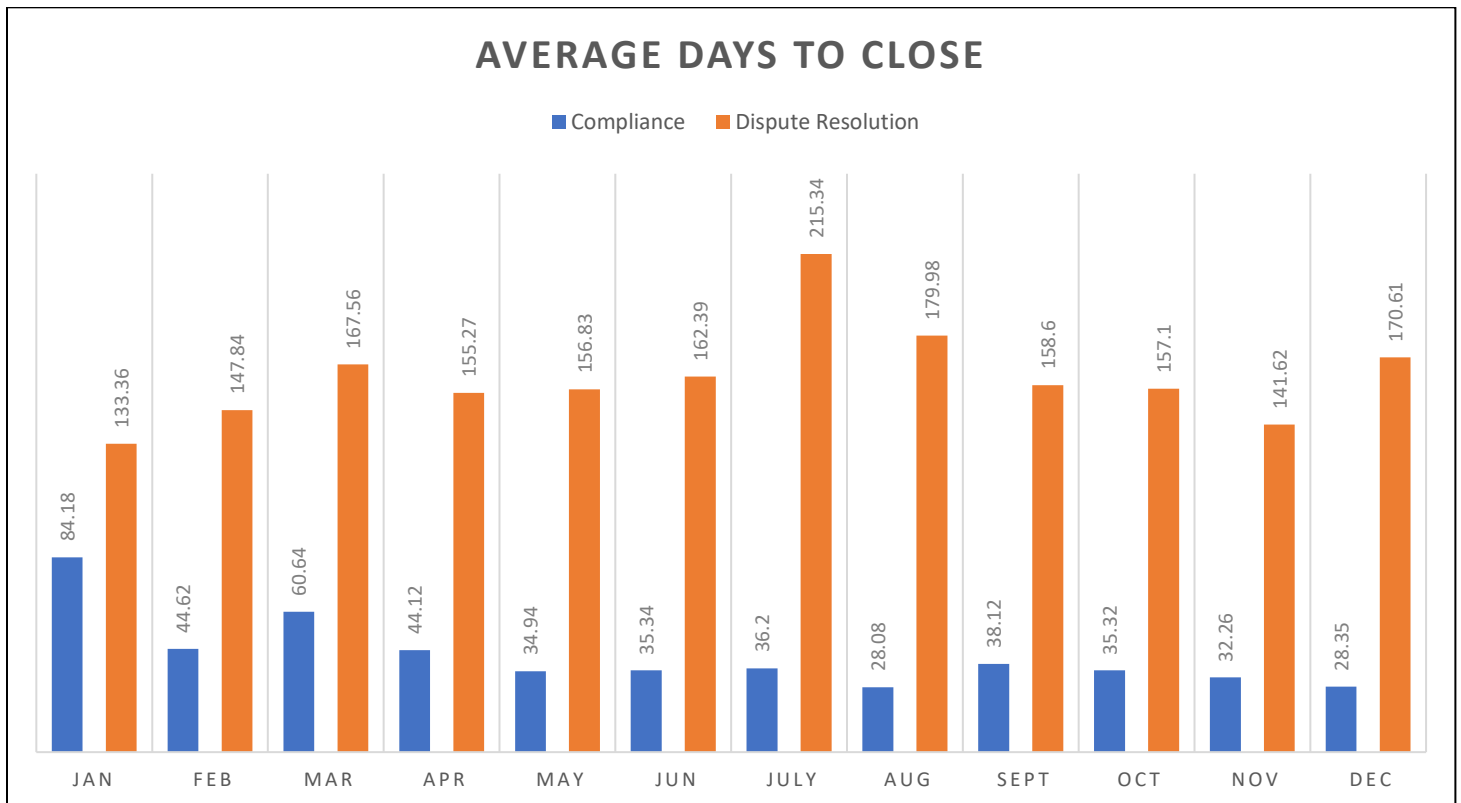
## Average Days to Close Compliance and Dispute Resolution Files

Compliance	
Month/Yr	Average Days
Target Days to Close	*40
Jan-22	84.18
Feb-22	44.62
Mar-22	60.64
Apr-22	44.12
May-22	34.94
Jun-22	35.34
Jul-22	36.2
Aug-22	28.08
Sep-22	38.12
Oct-22	35.32
Nov-22	32.26
Dec-22	28.35
2022 Average	41.8475

\*Approximately 2-3 month lag for final closure dates.

Dispute Resolution	
Month/Yr	Average Days
Target Days to Close	*155
Jan-22	133.36
Feb-22	147.84
Mar-22	167.56
Apr-22	155.27
May-22	156.83
Jun-22	162.39
Jul-22	215.34
Aug-22	179.98
Sep-22	158.6
Oct-22	157.1
Nov-22	141.62
Dec-22	170.61
2022 Average	162.2083333

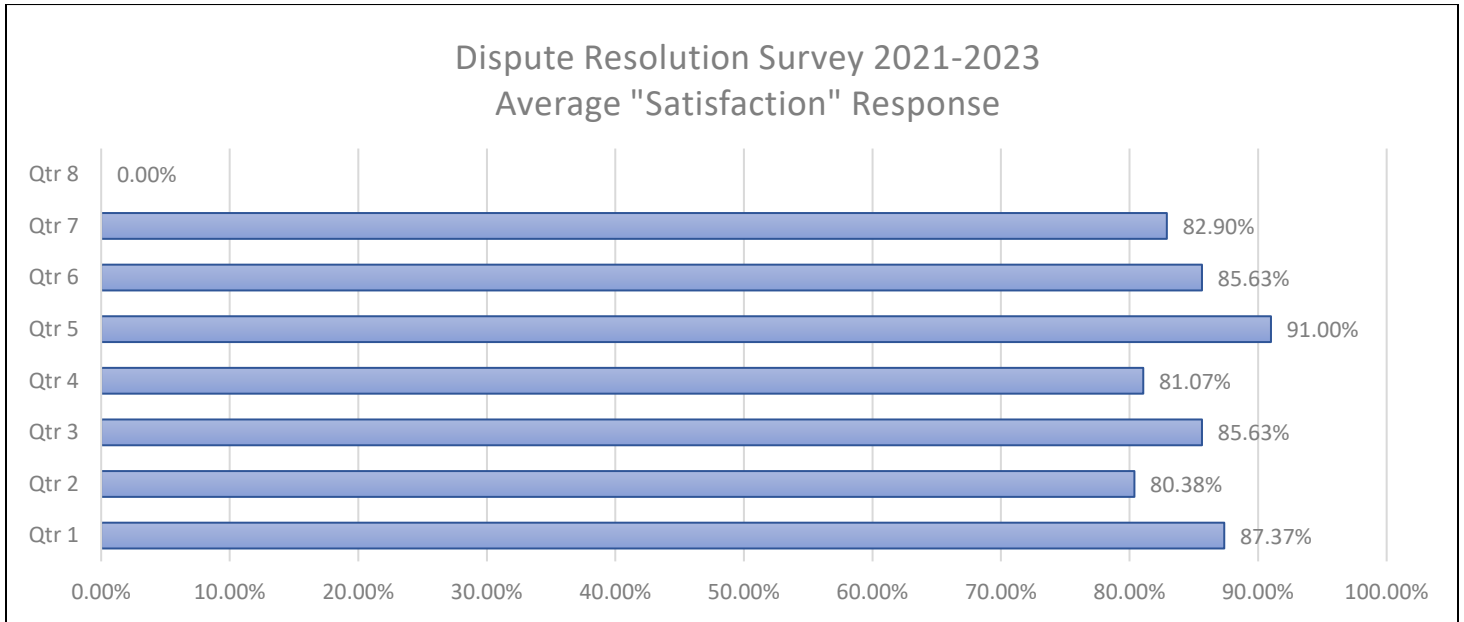
\*Approximately 2-3 month lag for final closure dates.



KPM #4: In FY 2022 (7/1/21-6/30/22), the average days to close an enforcement investigation was 41 days. The target goal is 40 days.

KPM #5: In FY 2022 (7/1/21-6/30/22), the average days to close a disputes claim was 153 days. The target goal is 155 days.

## DRS Survey Results



\*percent shows the average response of positive feedback given to the agency from contractors and the public that interacted with DRS.

### DRS Customer Survey Comments, Qtr. 7

Prosecution follow up on illegal contractors

Find new employees genuinely concerned for both sides

Worked OK. Not the result we wanted, but not in the purview of OCCB.

Tell complainants from the beginning that you have no authority to give them access to the bond that is carried by the contractor. This will allow them to contract a lawyer. Advise complainants that they need to file a Notice of Defect right away, at the same time as their pre-complaint notice to meet the 30-day requirement for filing a case when/if mediation fails. 30-days to file a court case is not long enough with the mandated timelines. Give a minimum 90-days. It takes a long time to find a lawyer who will take the case.

Creating a document upload portal to your claim process would be more efficient for the complainant and CCB staff. It better supports electronic file access and organization.

I'm not sure. It was my first and hopefully only complaint against me.

Homeowners should be who you protect, instead of contractors.

Require contractors to have a more sizable bond based on the dollar value of the work they have contracted to do

Provide more information instead of saying "can't give legal advice"

Take into consideration, family deaths in having to be out of the country and then set a time frame accordingly

N/A

It seems contractors who have acted in good faith and performed good work are still very much at risk to complaints being filed and financial losses even in the case where the client has received the work, they have asked for

None.

Not every consumer is right, and the prescreening of a complainant should be looked at closely prior to a claim filing that clouds a contractors record.

Mediation seems pointless. Nothing against the mediator, he was great, but the process and purpose of mediation is a waste of time. You guys can't obligate or make a decision even with evidence provided on having access to the contractor's bond. We still have to get a lawyer or go to court to try to get their bond. It was a waste of our 50\$.
You did great. Thank you.
Offer arbitration services as well.
I have been totally surprised and impressed with your process.
I got nothing. Great experience.
See previous statements on survey
It's confusing on how a complaint can get paid from a contractor's bond surety. I was under the impression that the CCB would be able to determine damages through their complaint process. But after everything was filed, I found out I have to still go to court to get an awarded judgement, and then submit that back to CCB who can then require the bond to pay out? It's still a bit unclear. Mediation felt like a waste of time in my case. It didn't accomplish anything.
As mentioned previously, making the online materials a little clearer about what qualifies for a complaint. For example, on the page about filing complaints ( <a href="https://www.oregon.gov/ccb/complaints/Pages/file-complaint.aspx">https://www.oregon.gov/ccb/complaints/Pages/file-complaint.aspx</a> ), the first bullet talks about "substantial completion" - which left me to question whether I could file a complaint when my problem was that work never started. "If you are a property owner alleging breach of contract, negligence or improper work on a new structure the complaint must be received within one year from the date the structure was first occupied or within two years of substantial completion of the structure, whichever is earlier. If you are a property owner with a complaint involving an existing structure, the complaint forms must be received within one year after the date the work was substantially completed."
Be a little more involved in solving the issue, rather than just calling each party to deliver what each person said.
It would have helped for staff to offer us a chance to require respondent for written acknowledgement of breach!
answering questions after process is finished
You can be there for the people that pay their fees to you, those of us that work hard to make your homes beautiful. We crawl under houses in an attics, we sacrifice our health and our bodies to make a meager living with the goal of satisfying our fellow man. But we have absolutely no support from any government fashion. You should reevaluate your morals and stance take the time and do the work review all factions, walking some other people's shoes. And have pride and integrity in your end result as we have to do in our field. But instead, you think this is a shell game three options, where the option that might be right for me is fully discounted and denied unless I go to court. These people that complained upon me, ask me to come and finish the subdeck, after rain. I told them I would be there immediately after confirmation that they had ordered the deck top they desired. They were unwilling to do that, they text me back and notified that they would finish it themselves, I let them know that the intricacies and the prep work for the railing system and bench they wanted was intricacies, and that they should allow me to complete work as necessary, as I have built many different style of deck. after that there was no response until I receive notification of this complaint. I believe it's because they wanted the highest in deck top and it cost a little too much and they needed to save a little money and then in fact delaying the process. I feel this way because they minimized the work that was proposed for them. And they would not order the deck top because they already had in their mind that they would take advantage of me, my knowledge and expertise to build the foundation that they needed so they can simply screw down and ultimately screw up their deck top. I was willing to go into contract with them to finish the work as I had only done about \$1,800 of labor at that point. But they had their little scam set up from the start. I do not live this way I live with integrity, and hindsight is 20/20. I believe they've done this in the past with many small-time struggling contractors. Dirty people and decisive.

Now they have taken food out of my family's mouth because of CCB's unwillingness to look at evaluate the important and underlying facts. Instead, only rely on a homeowner's fabrication and half-truth, this is fact because Dirk Elena's statement provided to you was 90% untrue! Leaving out many factors, one of which they would not notify me for desktop there for disallowing me to continue work, unjust enrichment look it up.
I was very happy with the whole process.
Waiting period is too long from filing the dispute to mediation time scheduled.
Satisfied with process
Get more teeth in this process!!
It totally sure wasn't able to make the appointment
Answered in previous question
For mediator to look at the problems created by contractor and take note.
NO COMMENT
There was nothing to improve. The Contractors Board employees did a fabulous job for me and I am very thankful for the help.
There should be some fine for a CCB licensed company when they refuse mediation.
Your definition of mediation is very different than what I expected. A short time before I signed a contract to buy the lot and have 44 Northwest build a house, someone else had bought the same lot with 44 northwest building a house for them. Because the buyer was told numerous lies and tens of thousands of dollars added on the cost and because of the great difficulty communicating with the builder, the buyer hired an attorney and got their money back. I then bought the lot and signed a contract to have 44 northwest build a house. I was about 6 months into the construction when I found out about the problems between the previous buyer and 44 northwest. My point is 44 northwest continues to do business and continues to misrepresent and lie and do sloppy work and many other fraudulent activities. They make promises to fix mistakes that are never fixed. I have 3 other persons who have worked with me over the past year to solve issues I have had with the builders. This group includes my son (who lives in Bend), my relator and the relator that represented 44 north west. The builders have told all of us at sometime during the building process that they would not talk to us anymore. No communication between builder and buyer. However, I did receive an email from Chris (one of the builders) a couple days ago. In the email he said " just a little pissy about having to talk to the CCB. I really wish you understood how irrelevant that process is." Again my point is that this company is going to continue getting contracts and having problems with no consequences. No way to hold them accountable except through the expensive court system. It seems very unfair to me the builder. It is like I went to MacDonalds and ordered a hamburger and instead got chicken nuggets. I would say this is not what I ordered - I want a hamburger or my money back. The house built is not the house I ordered. I want my money back.
Understand both sides thoroughly...
Change the laws, it is not fair to small businesses to be at the mercy of dishonest complainants that use State programs to assist them in swindling companies out of services. We lost money doing work for this person and then she is given a platform by a state agency to lie and make allegations with no proof. We have plenty of proof to refute her claims, but we have to go to court. This seems very one sided and unfair to contractors. There needs to be a part of the CCB that hears the complaint based on merit and determine fault not lies and false allegations. Contractors pay money for our licenses, attend training and people like this homeowner take advantage of your agency to get services for free.
I think the process is fine
answer all emails regarding the process
Set a time limit for response between each party and mediator adhere to it.
Have the mediator state the facts that are discussed in the letter after mediation

Make mediation mandatory and give the mediator the capability to solve the issue there! I now have go to civil court. I knew this guy was a problem and this is just dragging out. I thought we would have resolution
Be neutral
Go back to doing mediations the way you used to do them. Not the way Nick conducted mediation.
Have a clear up-front statement that makes clear mediation is only effective if both parties agree. CCB has NO authority to compel contractors to do anything. They can only report complaints and remove licenses. ??????
Very helpful thank you
I would like to comment after we finish the process so far so good
Neutrality
The CCB needs to stand up for contractors who are in the right
Should've extended the apron and then the extension can drop down a little bit
There just is a lot of red tape but it's out of your hands. Everyone was professional and helpful. Thank you
Have the mediator Get ahold of me asap.
The mediator never looked at any of our documentation. He took the contractor outside so maybe saw his documentation. Thus, it appeared to be very one sided on the side of the contractor
Entire process felt like it was to protect the consumer. I did not feel mediator made a good attempt to resolve my issues. It felt like they wanted it to work out for the contractor. Just my opinion
As a senior, a bit slower in connecting all the dots and whys, we felt everything went well. One thing I still don't understand is why, when you send a Construction company a certified letter with post card needing signature and response— why do they not sign for it? — the rep from the Construction firm said we “ghosted them” by not checking in at a timely manner but they would have known if they had received the 3 letters we sent? It seems very ignorant in their part and added to tensions. I believe there could be a tool that prompts their return response and if the customer (us) has that added complaint- it could be added to the CCB overview licensing of companies. Might be hard to prove but it's rather nasty. Our opinion. We don't like to be called -ghosters.
Put some teeth into your enforcement and settlements procedures and revoke the licenses of unscrupulous contractors!!!
I was told that the complaint, even though it was falsified, was going to stay on my general contracting business record. I do not find this to be fair for me in any way when it is the complainant that breached the contract to begin with and then knowingly filed the falsified complaint just to defame my reputation as one of Oregon's best contractors. I have had to reach out to a defamation attorney to see what my options are, and I will have to file a defamation of character lawsuit against the complainant of every year that the complaint is on my record. The rules to this should be changed to stop proven unjustified claims from staying on record.
Tried calling assigned person and always went to vm
Please explain to the complainant the significance of the CCB accepting our claim. Does that mean that our claim is legitimate? It would be helpful to have a list of attorneys we can call. Also, I am still unclear on litigation: who initiates it, who are the litigators?
Allow video and pictures text messages because the customer isn't always right and I feel that the customer is favored and the license contractor has a fight on their hands with no support
When there is a no-fault complaint by an unruly homeowner. Why would it ever need to show on your license? I could see if it cost one or the other hundreds or even thousands of dollars. It also stays on the contractor's report for 10 years. That's definitely not right.
Somehow help get clients to understand CCB is not given legal advice. We have 2 disgruntled clients, and both keep trying to state CCB is giving them advise. We keep telling them no they are explaining the steps not giving legal advice on who or what is wrong.

Not sure
I honestly feel your process is very streamlined, efficient, maybe just a little more time in between letter being sent and meeting scheduled to allow for folks not being home otherwise great job overall!
I know you don't want to recommend lawyers, but a list of construction lawyers would be help full if mediation was not successful.
The process was smooth and quick. No need to improve!
Work with your mediators to be neutral, if they're there to actually listen to both sides then maybe they should attempt to do so.
I make a complaint; I pay \$50 for you to ask the contractor if he wants to pay to repair the job faults. They say no and that is all? That is all the assistance there is? No proof, no investigations; just "No".
So far you have done a fantastic job with my problem with ChimCare.
Do something besides raise your arms and say "We used to be able to do a lot more. Get an attorney." You realize this man completely stole our life savings correct? Again thanks for nothing.
I don't have a good answer to this. It would be nice if the CCB had more authority to enforce authority over contractors.
Have a method to confirm whether a site, phone or in-person mediation is needed. In my case, the respondent took money and did nothing for six months so there was nothing to evaluate on the jobsite. Thank you to Nick and hopefully the Respondent pays me back on time and this can be closed.
If a complaint is unwarranted, it would make sense to remove it from record rather than list it as "settled" against our license.
Of no fault of the State, the Respondent refused to participate in the process of mediation. Not sure how the State could do anything to improve the process. Now on to the courts to recover damages. Thank you for your help and making an effort to streamline the process.
With the mediation itself. After the huge delays, there was no resolution. The respondent blew up the process immediately with profanity and death threats. Contractors' licenses should be on the line for failing to be a participant in a resolution. It is unconscionable to have to wait for months for zero results. It would be better to allow for a court solution or binding arbitration rather than wait for months for a mediation that produces absolutely nothing.
Good
Somehow the consumer, the party that ends up paying for the service needs to be correctly represented and taken into consideration. The company we file a complaint against is awful, not professional in any way and it is really sad that they can continue to operate with complete impunity and no accountability. In any other business their level of incompetence this does not happen.
Maybe laying out the entire process, step by step, with deadlines, in a YouTube video would help eliminate mistakes for complainants filing.
It's a little unclear to me the role of CCB besides accepting the complaint, attempting to mediate, and giving the option for a legal action. For example, is there any evaluation or inspection? That part could be clearer. Otherwise, no complaints with staff/process.
Give Eric a raise. Incredible man. Helped beyond the problem, helped me ensure how not to run into more issues in the future. I can't thank him enough, took a "bad" experience and turned it into a wonderful learning experience!
I feel you really need to watch this TW Repair and restoration company as he does shotty work and I feel the CCB should look at it ...they would find out how shotty this guy is ...substand and does not know enough about the process or dealing with a paying customer. please let my complaint be seen...and others will come. He called me the B word and other cussing...it was a horrible experience to deal with and I hope no one has to deal with him again...thank you though for your help

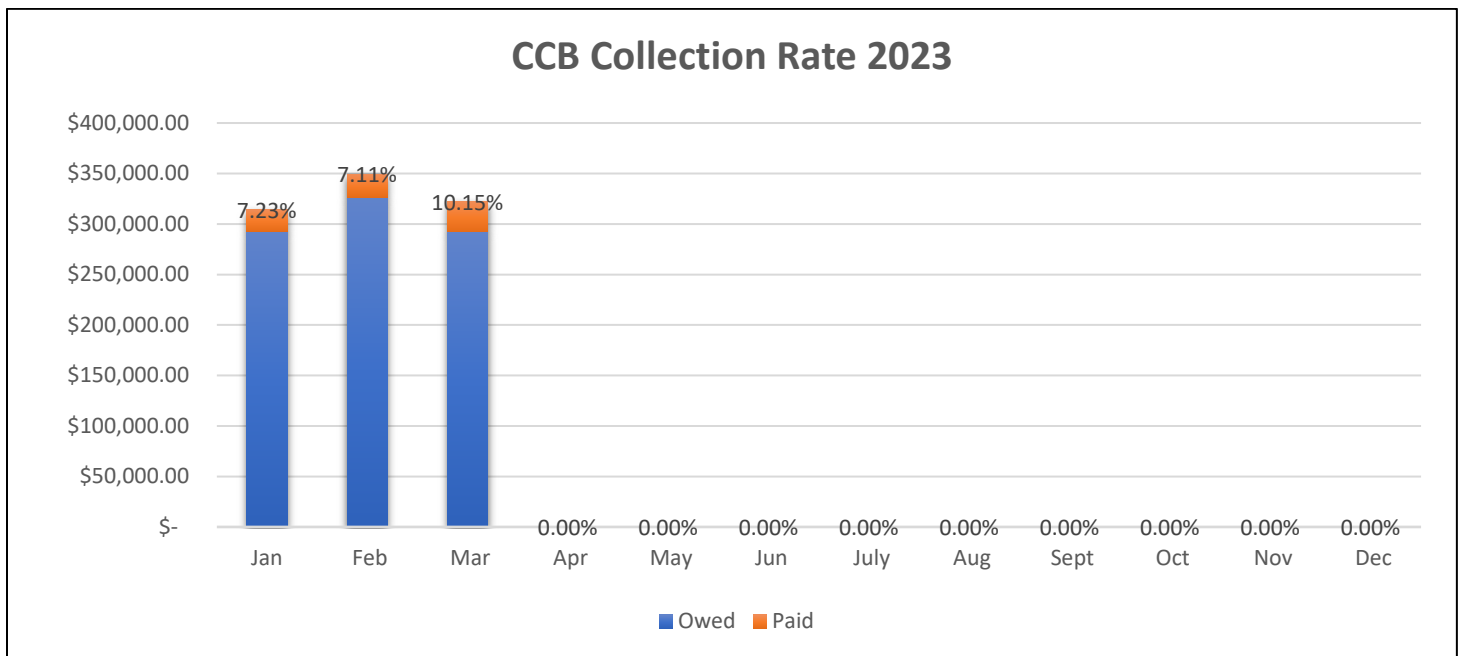
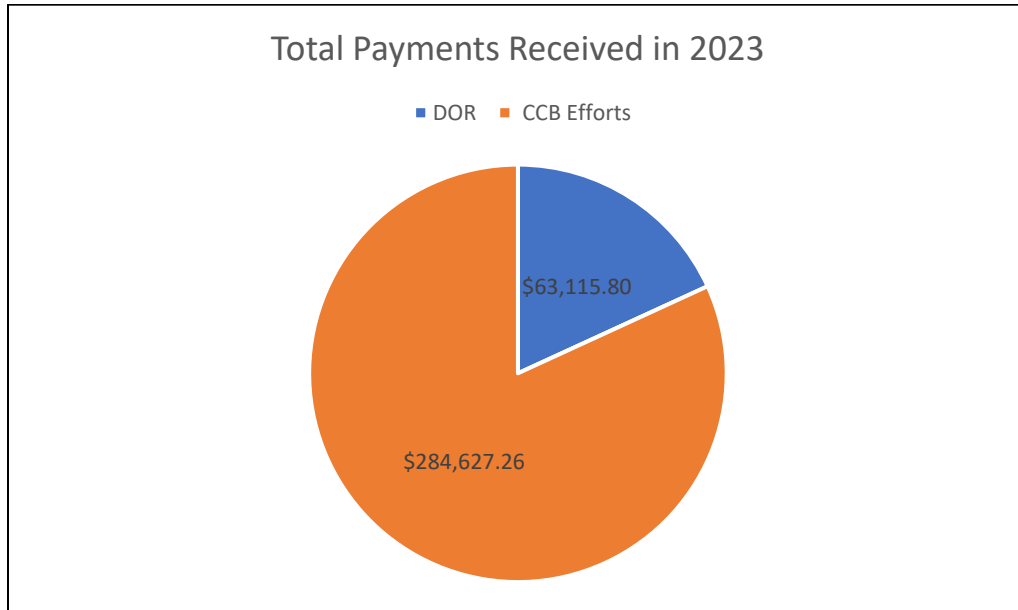


Thank you for opportunity to communicate with you. This process did not serve anyone fairly or appropriately. I would like to and would be willing to take a day off work to come down to Salem and tell my story as I don't think my experience is very common. To the point, I did this job under the umbrella of Clackamas County Community Development. When all work was complete, Mike and his boss went to inspect all work before funds are dispersed. They found all work complete and with good workmanship. My point is the work was inspected by 2 unbiased people who were working in the best interest of the complainant. This was all totally ignored by the CCB and with the process you have in place, I see why...would be way too much effort to respect the process of validating complaints or not. Again, if I could have opportunity to explain situation, maybe it might present itself as compelling. Thanks again for opportunity and the outcome of this whole thing is interesting and will explain what I mean if I'm able to address board at your next board meeting. I would need maybe 10 min. or so. Regards, Derald Shockley 503.539.7872 Thanks again

ALL of my interactions and communication with the CCB were awesome! Very helpful and informative with my inquiries. Thank you for making this a much less stressful situation!

A mediator is intended to help the parties facilitate a resolution. The mediator needs to be informed of the facts of the matter and needs to facilitate resolution. The mediator in this matter basically said is there anything you agree upon? He was not interested in facilitating a resolution. He said well you're far apart so I'm going to close the claim. I said I think there's room to move on both sides if you could help facilitate it. He said, okay. He sent an email and then closed the case a couple days later when he didn't get an immediate response from the Contractor. The claim was closed without any meaningful attempt by the mediator to resolve the dispute. This is a disservice to the public.

Collections



*\*Total Owed v Total Paid is a bit skewed due to the action code PEND08. This is when a licensee pays their penalty before a Final Order is issued. Therefore, the total owed is never entered into Hydra but the payment received is.*

KPM #3: In FY 2022 (7/1/21-6/30/22), the average percent of contractors that failed to pay CCB Final Order was 28%. The target goal is 50%.

## Education

CCB CONTRACTOR CLASSES					
2023					
Class Type	Stakeholder(s)	Where?	Date	Attendees	Qtr Total Attendees
CCB Contractor Class	CCB	Virtual	1/18/23	90	
		Virtual	1/24/23	41	
		Virtual	2/15/23	209	
		Virtual	2/28/23	121	
		Virtual	3/15/23	118	
		Virtual	3/21/23	56	
<b>Qtr 1 Total</b>					<b>635</b>

### Various Speakers

Department of Environmental Quality (DEQ)  
Oregon Occupational Safety and Health Administration (OSHA)

Division of Financial Regulations, DCBS (DFR)  
Workers Compensation Division  
811

CONSUMER CLASSES					
2023					
Class Type	Stakeholder(s)	Where?	Date	Total Attendees	Qtr Total Attendees
812 Safety Fair	City of Medford	Live	1/24/23	100	
GOSH Conference	Oregon OSHA	Live	3/6-9/23	200	
<b>Qtr 1 Total</b>					<b>300</b>

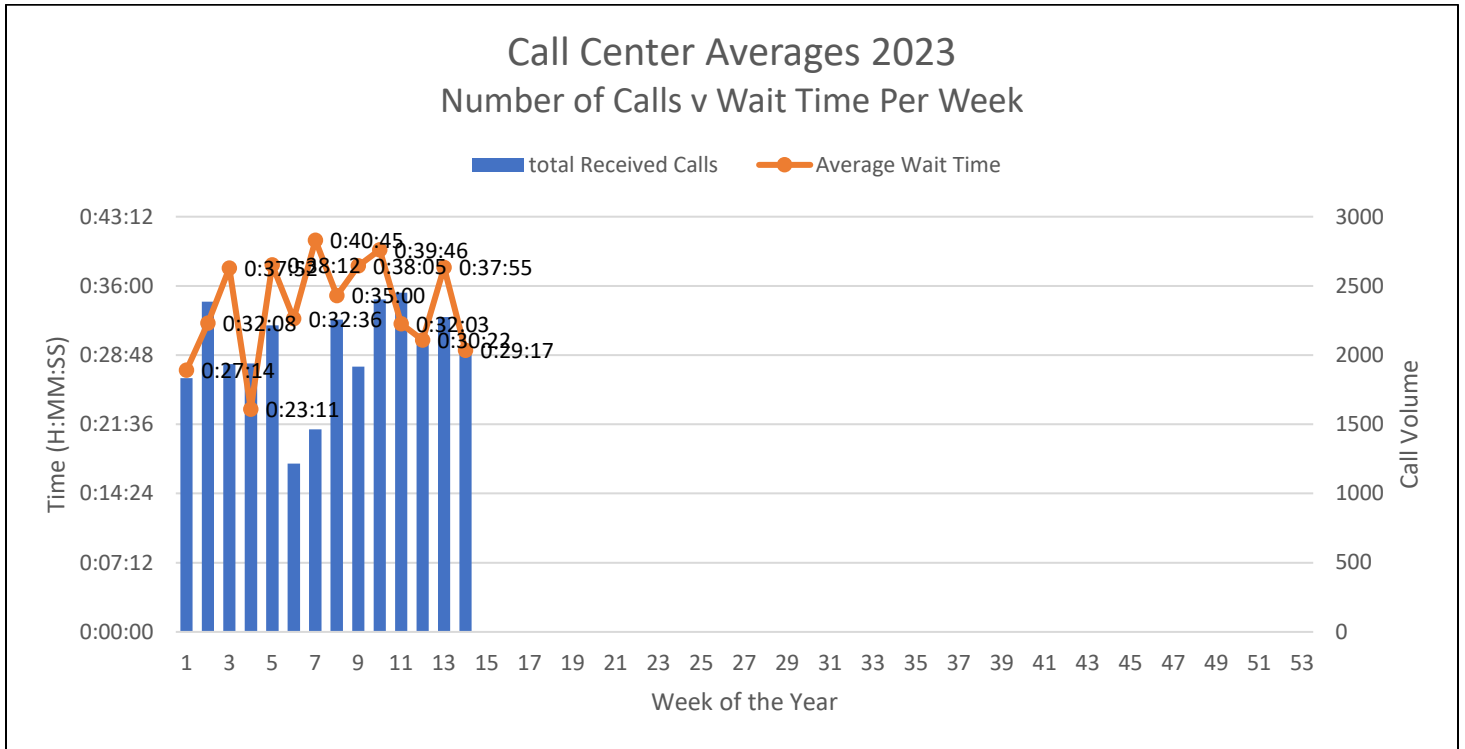
### Stakeholders

Oregon Home Builders Association  
LatinoBuilt  
Oregon Office of Attorney General  
AARP  
Mid-Valley Association of Realtors  
City of Medford  
Jackson County Community  
Lane County

Wallowa Town Hall  
City of Portland  
OEM  
Lincoln City Senior Show  
Eugene Home Show  
Oregon Association of Realtors

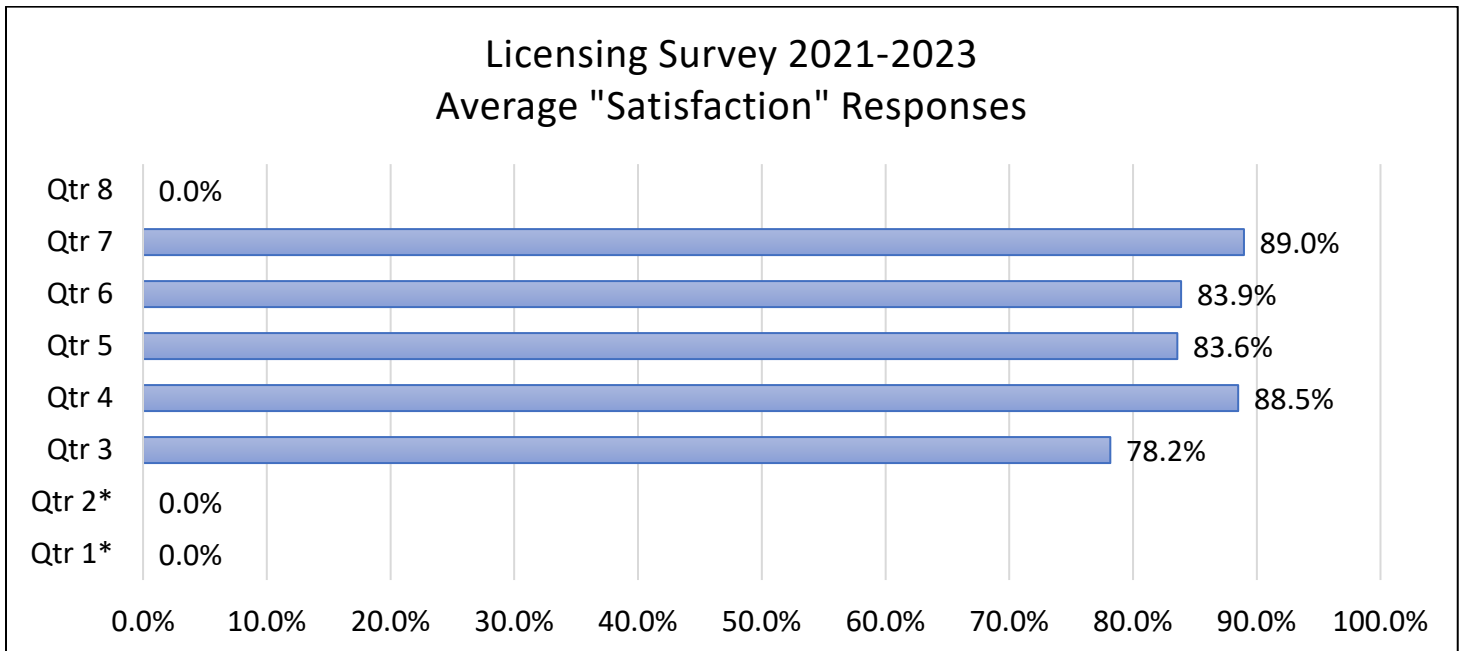
# Licensing

## Call Center



\*The average Wait Time to Answer can vary depending on staff coverage.

## Licensing Survey Results



\*Qtr. 1: Licensing survey was sent to 6,695 contractors and only 5% were returned. The data is not available. \*Qtr. 2 did not document the licensing survey. Historically, CCB would alternate between the agency and licensing survey. Going forward these surveys are sent independently of each other.

KPM #7: In FY 2022 (7/1/21-6/30/22), the average number of surveys "satisfied" with the processing of their license was 87%. The target goal is 96%.

Licensing Customer Survey Comments, Qtr. 7

God Bless CCB

I wish the process was a little faster

The lady who assisted me was excellent. Took her time with my on the phone so I could renew online. Very helpful and knowledgeable.

thankyou

Taking 5 days to renew a license which used to be done immediately seems excessive.

Email is a tool that should be used during the application process. Waiting for 4 weeks to receive a letter that the company name on my insurance certificate needs to be updated unnecessary in today's environment. It took a phone call and a direct email to sort this out in a matter of hours. It could have potentially cost another month of waiting for approval. Also, on the application itself it should state a Valid CCB test result has a 2-year shelf life.

The entire process was very easy to navigate, and I am very pleased!!

Karen was very helpful but outside of that one phone call with her, I found the process horrible. I called the CCB nearly 25 times with almost all of my calls getting dropped as soon as I made it to the front of the line. I was supposedly sent letters with updates, but I never received any of them and double checked my address. The process was opaque and unnecessarily difficult. All other phone line operators besides Karen were rude-interrupting me and hanging up on me as soon as they felt they were done even if I had more questions. Emails went un-responded too. All in all, seems to be one of the most poorly run offices I've ever had the displeasure of working with. Except Karen.

I took additional courses required for licensed, answered questions online through portal, as submitted payment online & printed off copy of receipt. Turns out the merchandise can time out, found out a week later my license has not been renewed. Would be nice to receive an email about that. Attempted to call staff at CCB no answer, I had to physically go & ask about it. They were not sure how to resolve the issue if it occurs again to someone else.

The process to become licensed was a long process but was not because of CCB. Almost everyone that I talk to at the CCB was very helpful to answer my question and guide me on the right direction. However, I do want to give thanks to Christina Alvarez for her patience and understanding an stick to the end of the end of my process. I do also need to give thanks to Kevin Kerner, he was super helpful and resourceful, attention to details with my application and just went above and beyond to make sure my application became completed with no more delays, definitely a world class customer service, thank you Kevin.

The only reason I have satisfied on most of the questions is because one guy on the telephone that spoke to me understood my concern and did what he could to amend the issue. His name was Kevin. If not for him the whole process would be unsatisfactory. The other 3 times I called the people were less then helpful.

Excellent thanks

None

Might make a program where you can pay for expediated service, I would have paid 2k extra you could hire extra help and even have a portal to upload docs instead of mail in. Other states you can do same day license at counter. Just thoughts. Your staff is very helpful and have their hands full so tech may be the answer to help.

Website is a little tricky to navigate. Could do with some updating

You guys are great

My experience with Brenna was excellent! She was patient, understanding, and extremely helpful!

Great team that helped me amazing people and I'm thankful for them!

4 to 5 weeks to process the application for a new entity way to long. Years ago it was processed same day at counter.

The length of time to process the application was within what I was told but it was too long and ended up being an additional expense for my business.

Faxed license payment to CCB...
It took a few days to process my renewal. While waiting I received notice that my license had expired, and I was no longer compliant. I know I waited until a couple days prior to my license expiring to renew but once payment is processed, I'd hope that your system could update the records ASAP.
I thought it was very easy and fast to renew my license online. I will do this every year!!
Great Customer Service when I had to email and call with questions! Thank you so much!
When I called to confirm I had sent in all my documents the person on the phone was very helpful
The website is not for people that aren't completely computers savvy.
Staff was rude, seemed inconvenienced even though I was the one that waited on hold three times for more than 45 minutes for incorrect information.
new license
Happy to see more topics for CE that are applicable to the Trade.
Kerri, Nancy, and Regina are outstanding at their jobs and were the most helpful during this whole process. They made me feel assured that my needs were being met and were very good at explaining things that needed rectifying. Excellent team. Thank you so much!
The process for approval of my application took 6 weeks
Was very pleased with the Kevin who help me renew over the phone.
Once on the phone, staff was professional and helpful. The problem is that it takes 1 to 2 hours to get to that person. There is no email or call back correspondence when in the process, especially if clarification is needed. Please email or call back the applicant to clarify a point instead of dragging it on for weeks through snail mail.
This was for the lead-based paint certification renewal. We faxed our renewal form and payment information in on the 20th. (renewal was the 24th) Payment was processed on the 20th. Our CCB public facing page showed that our lead licensed was expired until it was updated on the 1st of the next month. I don't accept "we're behind in processing renewals" as a valid reason for jeopardizing a small businesses' livelihood. Any potential customer could have gone on there and decided not to go with us due to a falsehood. If you process the payment, the renewal should show as active.
Very professional staff
Is my first time getting my CCB license
Very good
Not at this time.
Everything was sent out on time. The time it took CCB to process the renew was unexpected, this caused me to laps in the business license. Then I called and they said (oh yes, we have everything in) clicked the button and I was renewed.
I always receive the best customer service when I call in
Your Website was temporarily down so we used the telephone, and the renewal was seamless :)
The ladies at the office in Salem were professional, courteous, and very helpful. Thank you!
Kevin was awesome! I made a few mistakes on my application and he was incredibly helpful in getting things corrected and turned around quickly. I really, REALLY appreciate his help.
Brenna in the licensing department was very professional along with being helpful and timely.
The staff verbally misinformed me resulting in me waiting to get my license, they were rude on the phone, the CCB lost my bond and insurance paperwork. After that, Karen was very helpful in helping me with my corrections.
I would have liked the educational part of it to be acknowledged sooner. My fault that I didn't know there was that there were that many hours required till last minute but were turned in by deadline. Now I have an expired license on my record which does not look good and was not intentional. The wait on phone line is usually very long.
I did not need to call into the CCB, and the renewal process was simple and straightforward.

The only issue I keep having is, my license gets suspended because of poor communication between my insurance and the CCB.
Didn't actually require contacting CCB Staff. Process was super easy.
To be clear on the telephone staff - I was never able to get through, so I never spoke to anyone. I gave up on calling after multiple tries and long 45min wait times. I did get through once after waiting almost an hour and then the call dropped. I went the email route, that still took a week or longer at times to get a response. Overall, the portal is great and easy to navigate. The contact at the ccb.education was always responsive - same day, the main email ccb.info not so much.
I'm just happy and very thankful with the service.
The renewal process was fine until I submitted my bond renewal through my insurance agent. That document did not get processed for more than 2 weeks! Quite unacceptable in my opinion. I ended up driving to Salem and personally going to the CCB offices counter. The lady there was fantastic. Really exemplary. Shows how easy it was for her to find the bond submittal email, charge my credit card and print me a receipt. 5 minutes. This should have been my experience in the first place. Note that she was one of only 2 people in the office at 3:30pm. I have great respect for the CCB, so I hope this criticism will be useful.
none
20-minute wait for you to answer the phone. I was told management would call me back, they never did. Contractors receive consequence from you when we are not on time. Who holds you accountable. Your class instructors said that you are contractors friends and help us. You are not our friend and you do not help us.
CCB online should show as renewed once payment is processed.
Very helpful and friendly
Kevin was a HUGE help. He deserves a raise!
Our current CCB staff has been amazing in, assisting us when we have questions. I have never been disappointed by this agency.
Renewing my lead-based paint renovators license was SO much harder than it should have been! Had the renewal form been mailed to me as it should have been, available online, or better yet if I could have paid through my online portal it would have been a quick and easy process. Instead, I had to call twice (was on for a full hour each time and I did time it, this is not an exaggeration) The first person I spoke with said she would email it to me and didn't. I dug out my old form from last renewal, made a copy and faxed it, nothing. I called again and the second person I talked to was able to resolve the issue. Basically, it took me several hours of my life I will never have back to take care of something that could have literally taken a couple of minutes had the form been online or easily accessible in some way.
The initial license is painful. To have to pay \$1-2k in insurance fees and not be able to work for 3-4 weeks is not possible for many people. The application itself did not have the correct bond form instructions. It should be an online fillable form with a temp license to work at least on jobs under \$2k while being processed or some compromise.
The CCB of Oregon staff has been very helpful, every time I have called.
My biggest concern was editing on the phone for more than two hours, however, I called twice, the first time for 1 hour and 57 minutes before giving up (my battery died), the second time was an hour and seven minutes, then I got through, and the person was very helpful! I am grateful to her for the effort put in for me,
Thank you Regina!!!!!!!!!!!!!!!!!!!!!! So helpful
The continuing education classes were old and there needs to be more choices.
none
Phone answer waiting # 35
Professional people
Lone hold on land line, I had a hard time doing the process on smartphone
No one answers the phone. 3-4 weeks to process an application is way too long even for government.
Everything went timely

Your team is great. Thank you.
very smooth and great content!
Kevin was the only one that actually took the time to try and help me out.
The NASCLA book does not directly tell us that Electricians and Plumbers should apply at the General Contractors level. This is implied by lack of direction. The other "special licenses" makes it confusing and should be addressed directly.
Appreciate knowing how many callers were ahead of me when put on hold....a nice feature.
The staff is overworked. I called and was #27 on hold. Also tried to fax a request. Line was always busy. Had to priority mail. When the request got to the staff, Bang, it was taken care of faster than I expected. Understaffed. Do something.
In regard to upgrading my license to RGC from home inspection license I was initially told I did not need to take the 16hr class and test. A different phone call I was told that was incorrect information that was given to me.
The application process was very bad. I was bounced around like a ping pong ball by multiple members of staff and I never had a direct number nor point of contact to deal with. I was asked for additional information in bits and pieces and I followed up quickly and it went into the ether. Sometimes weeks would pass before I would get a response to my emails and call hold times were often hours just be told "I don't understand why that happened, you already sent in what was needed". There is a complete lack of structure and accountability within the process.
Please make online easier to understand. I had difficulty.
I think there should be a grace period for sending out expiration notices, or at least a review of renewal submissions before sending out the expiration so there is no lapse even though the renewal was sent timely but there was a "processing delay" on the state's end. While it was only a few days this year, it can still cause issues.
Very long wait time for phone contacts
You need to have the option of being able to print the actual license online
They were very courteous, and knowledgeable
My license was renewed late because it took almost a week for anyone to return my emails. I tried calling numerous times but kept getting the recording that everyone was busy and to call again later.
If you call you better have at least an hour to wait. These days we have email if you have a problem w a contractor's information it's probably better to email rather than send a letter in the mail. It's also like the staff does not communicate, got 3 different responses to a problem all in different ways. Sorry I usually don't review things, but my experience was so ridiculous, I'm assuming typical government run business under staffing and nobody really cares.
I appreciate the phone assistance I received about renewing my OCHI license after noticing I would have been late using the mail system. Allowing me to email my CE certificates, and payment info to Karen in your office.
Takes too long to process
The staff went above and beyond. He stayed on the phone with me while I paid so I would get credit for my payment faster.
continuing education is completely unnecessary and a waste of time and money
Three times I waited online from 45 minutes to an hour and 10 minutes and get disconnected when I get right down to two calls ahead of me not acceptable



I was a partner in my company Woodchuck tree service LLC. September 8th, 2022, I bought the company from my Father because he got Cancer and wanted to retire. I took my 16-hour course and passed my CCB test in April of 2022 then I sent in my \$325 to receive my license. When the CCB got my change of ownership forms, they sent me back my money and we just kept the same business license we already had. My renewal came due March 2023. So, I tried renewing online. I quickly figured out it wouldn't let me renew because it said I needed continuing education, but I had just took my 16 hrs. and got my license. So, I thought that was wrong because I should have 2 years from April 2022 to get the continuation education. When I called to talk with a representative at the CCB I was put on hold 24th in line. I finally got to number 1 in line and it just started ringing and rang for a half hour then went back to playing background music for 15 minutes then ringing again for another half hour before just disconnecting me. I had to call back and start 24th in line again. After 3 hours on the line waiting, I finally got to talk to a representative. I explained my situation and she told me I still needed to get my education I explained that I just took 16 hrs. and passed my CCB test she didn't know if that was acceptable. So, she transferred me to the education rep. I got there voicemail so left a message. Only 10 minutes or so I got a call back from a Don Byron, I believe, he was very knowledgeable and immediately realized my situation and was able to resolve the issue correctly. He also informed me of the best way to get my continuing education credits in the future. I would like to personally thank Don for being very professional and knowledgeable. He is a great asset for the CCB to have in there educating department. Sincerely a proud CCB license holder!

Very pleased with the counter staff

The phone system is a problem. After waiting for 50 minutes for a representative, I was disconnected without speaking to a person.

It would be great if documents could be uploaded online

I made several calls into the CCB to be told that I was in the waiting que, then once it got to my turn it rang, no one answered and then it hung up on me. This happened a half a dozen time over several days. I get my questions answered I went into the CCB office and was greeted by a very friendly lady. She was confident in the knowledge and was able to give me concise answers to my questions.

The renewal form, which is sent via USPS, doesn't say there is an online option. 3 weeks to process a simple renewal without changes I'd no acceptable. CCB deposited my check right away and sent me a letter right away informing of my LBPR expiration.

Was having issues renewing online and spoke with Darla. She assisted and was VERY helpful!! Thank you

I am still unsure how to update licensing, insurance, ownership, and other attributes of our business online.

This process is archaic

You people do a great job

I submitted my renewal on March 21st and received the confirmation on March 26th my license was to expire, on March 29<sup>th</sup>. I received notice that my license expired and on March 29th I received notice that my renewal had been successfully processed. mostly good. ;) thank you for your hard work.

I was given Horrible advice regarding driving my application to Salem for same-day processing so I could work. My application took 44 days to process. That's a month & a half of Insurance Payment & Bond that is mandatory to have but they expect you to not work. This is a problem they should fix instead of using it as a tool to fine a new contractor when he is trying to do things right. I do have to say, 2 people have exceeded my expectations to date- Marissa Alcazar was Honest, on point, kept her word and took the time to listen and help as much as she could - second is Maggie in Billing. I have just begun to work with her, but she is well has been very kind, understanding, listens and helps when she can. These two employees honestly make a difference.

The folks at CCB are fantastic. Better than satisfied.

# CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600  
PO Box 14140  
Salem, OR 97309-5052  
503-378-4621  
503-373-2007 FAX



## Memorandum

**To:** Construction Contractors Board  
**From:** Dana Zeimantz, Licensing Manager  
**Date:** April 26, 2023  
**Subject:** Licensing Report

---

- Project update:
  - Exploring option to accept CCB applications and LBPR applications and renewals via secure payment portal in advance of new licensing software implementation. Some benefits are reduced paper & manual labor, elimination of payment errors, immediate feedback to contractor that payment/document was received by the agency and enhanced electronic workflow for staff.
    - Update: Agency finalized the contract and completed the project plan. The project will be moved to the design phase and will establish a business process to support the enhanced workflow.
  - Exploring workflow options to reduce administrative suspensions due to expired general liability. Considerations include actual consumer risk, actual number of policies with gap in coverage, public facing data (suspension) for contractor that exist for 10 years after suspension, reduction in postage and labor for certified suspension letters and reduced phone call to call center.
    - Update: The Agency has realized approximately 70% reduction in license suspensions due to expired general liability.
  - Licensing has added a new staff member as of 4/10/2023 to replace an employee who retired and will be filling another vacancy due to a promotion.

# CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600  
PO Box 14140  
Salem, OR 97309-5052  
503-378-4621  
503-373-2007 FAX



## Memorandum

**To:** Construction Contractors Board  
**From:** Noel Magee, IT Manager  
**Date:** 26 April 2023  
**Subject:** Information Technology Report

---

### Ongoing Activities

Much effort in the data retention realm. This will reduce cost both today and (even more so) during the migration to a new system. We are also working on refreshing our cost numbers to include some new DAS requirements and account for inflation in the base amounts.

We are on the Mobile Device Management (MDM) implementation schedule in July of 2023. We did a bit more set up for this during the current period but no major work until July.

We're reporting good numbers on the Security metrics again, which is always encouraging.

With temporarily reduced staff and the need to bring people up to speed, capacity to implement significant changes needs to be used judiciously.

### **Prior Period Completed Work**

- Open Data Initiative – Release of first Dataset (“CCB Active Licenses”) to [data.oregon.gov](http://data.oregon.gov) We are no longer taking the \$40 fee for requests for that list. Now we re-direct the requestor to the free download and provide a HowTo document. The data is the same as what we have provided for a fee in the past.

### **Current Period Changes**

- Licensing replacement process
  - Refresh cost numbers
  - License status definitions, retention class definitions, misaligned accounts
- Personnel changes
  - We filled the ISS6 which was open due to retirement with an exceptional internal candidate, Adrian Lodder.
  - This leaves us with an empty ISS5 position which we are working to back fill.
- Data Governance and retention

- Write rules and procedures around what data needs to be retained, for how long, and the proper way to remove data that no longer needs to be retained. – ***Starting Q4 2022, ongoing – In Process***

### Upcoming work

1. Statewide initiatives requiring CCB participation
    - a. Mobile Device Management (MDM, think cell phones) initiative – ***In Process, Stage 2 (ABM account set up) Feb 2023***
    - b. Disable non-MFA login request. Cleanup for the MFA rollout to get all the settings turned on. ***Planned 19 April 2023***
    - c. Document sensitivity markings, EIS initiative – ***Fall 2023***
    - d. Business Continuity docs, EIS requirement – ***Fall 2023***
    - e. Hybrid Phish Alert button rollout – ***Available now, no start date***
- **Security reported status - Reported monthly by EIS/Enterprise Security Office (ESO)**
- ◆ The state numbers may be confusing. This percentage is arrived at by comparing the number of vulnerabilities found to the number of systems that have a vulnerability. So a single system with 2 critical vulnerabilities would rate 200%. Thus 155% means that, on average each vulnerable system has 1.55 vulnerabilities.
  - ◆ During the current period our security numbers were quite good.
  - ◆ **03 April 2023**
    - 99% of systems scanned (statewide 90%)
    - 13% have critical vulnerabilities (statewide 98%)
  - ◆ **02 January 2023**
    - 99% of systems scanned (statewide 89%)
    - 15% have critical vulnerabilities (statewide 87%)
  - ◆ **03 October 2022**
    - 94% of systems scanned (statewide 84%)
    - 15% have critical vulnerabilities (statewide 117%)
  - ◆ **02 August 2022**
    - 96% of systems scanned (statewide 90%)
    - 88% have critical vulnerabilities (statewide 153%)
  - ◆ **06 June 2022**
    - 98% of systems scanned (statewide 89%)
    - 67% have critical vulnerabilities (statewide 120%)
  - ◆ **04 April 2022**
    - 98% of systems scanned (statewide 92%)
    - 42% have critical vulnerabilities (statewide 155%)

## CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600  
PO Box 14140  
Salem, OR 97309-5052  
503-378-4621



### Memorandum

**To:** Construction Contractors Board  
**From:** Leslie Culpepper, Communications and Education Manager  
**Date:** April 10, 2023  
**Subject:** Outreach and Education Program update

---

#### Live Webinar Updates:

The webinar schedule has been set through the end of summer.

- May 10
- May 23
- June 20
- July 19
- Aug 9
- Sept 6
- Sept 19

#### Outreach Update

- **Homeowner newsletter.** Education section released a homeowner newsletter earlier this month (see attached, in this board packet). The contents of the newsletter will be turned into a brochure about contracts later this year.
- **Homeowner webinar.** Education section scheduled a homeowner webinar on April 11. As of the writing of this memo, the webinar is tomorrow. While we have given many webinars to contractors, this is the CCB's first homeowner webinar. If this one is successful, we may hold webinars for homeowners periodically in the future.
- **Press release.** CCB also released a press release in early April (see attached, in this board packet) to remind homeowners to check the contractor license when hiring contractors for home improvement projects. This press release was picked up by local television stations and a few radio stations.



**FOR IMMEDIATE RELEASE**  
March 30, 2023

Oregon Construction Contractors Board  
Leslie Culpepper: 971-345-1379

## Construction Contractors Board Reminds Consumers to Hire Licensed Contractors

*Anyone can pretend to be a contractor. Check the license!*

Salem, OR – Home improvement season is around the corner, and homeowners throughout Oregon are vetting contractors for upcoming remodels, additions, and home improvements. At this time of year, the Oregon Construction Contractors Board reminds consumers that it’s important to hire licensed contractors for your improvement projects.

### **Why It’s Important to Hire Licensed Contractors**

Licensed contractors carry insurance and a surety bond to protect homeowners when construction projects go wrong. Additionally, for homeowners in dispute with licensed contractors, the Construction Contractors Board provides mediation services. These services can help both parties settle their differences outside of court.

Homeowners who hire *unlicensed* contractors have little recourse when a home improvement goes wrong. Some homeowners choose to go to court at their own expense, but many simply give up and hire a licensed contractor to repair the damage.

### **Check the License Online**

Before signing a contract, check to make sure your contractor has an active license at <http://search.ccb.state.or.us/search/>. This site also provides up to 10 years of history on any contractor’s license, including consumer complaints.

To check the license online:

- Type the license number into the search feature.
- Click on the “choose” button beside the proper license number.
- Verify that the license is “active.”

While verifying the license, homeowners can also check for the lead-based paint license, which is usually required to work on homes built before 1978. Click on the “learn more about this business” link inside the contractor’s license record to view lead-based paint information.

**Want to Know More? CCB Offers Resources to Consumers**

### ***Consumer Webinar***

CCB will be hosting a free live webinar on April 11 at 10:30 a.m. to go over important information about how to check the license and use the license search feature, how to find and vet contractors and more. For homeowners performing home improvement projects this year, CCB's webinar can help answer questions and provide tips. [Registration for the webinar](#) can be found on CCB's website [www.oregon.gov/ccb](http://www.oregon.gov/ccb)

### ***Homeowner Newsletter***

The *Tools and Tips* is a quarterly electronic homeowner newsletter that covers information about how to perform successful home improvement projects. Sign up for the newsletter on CCB's website, [www.oregon.gov/ccb](http://www.oregon.gov/ccb)

### ***Informational Brochures***

Want more resources from CCB? CCB publishes brochures with information to help homeowners performing home improvement projects.

- [Guide to Selecting and Working with a Contractor](#) (available in [English](#) and in [Spanish](#))
- [Business card holder trifold \(available in English and in Spanish\)](#)

Contact CCB to receive copies of these free brochures by mail. Email the CCB education section at [ccb.education@ccb.oregon.gov](mailto:ccb.education@ccb.oregon.gov) or fill out a request on CCB's [online order form](#).

Anyone with questions can call the Construction Contractors Board at 503-378-4621.

###

### **About the CCB**

The CCB is the state agency licensing over 42,000 contractors. Virtually anyone who is paid to repair, improve or build a home must be licensed. Learn more about how to have a successful project at [www.oregon.gov/ccb](http://www.oregon.gov/ccb).





March 2023



Oregon Construction  
Contractors Board

PO Box 14140  
Salem, OR  
97309-5052

Phone 503-378-4621  
Fax 503-373-2001

[www.oregon.gov/ccb](http://www.oregon.gov/ccb)

Scan to subscribe to the  
homeowner newsletter



# Have Questions About Home Improvement Contracts? We Have Answers!

Contracts are an important part of the home improvement process. A well-written contract can help prevent disputes, improve communication between the contractor and the homeowner, and establish a scope of work that ensures all parties are on the same page. In this way, the contract can protect both parties and help pave the way to a successful home improvement project. In this newsletter, we'll clarify some issues regarding contracts – when they're required, what should be in them, what to avoid – so you can be well-informed for your next home improvement project.

## When is a contract required?

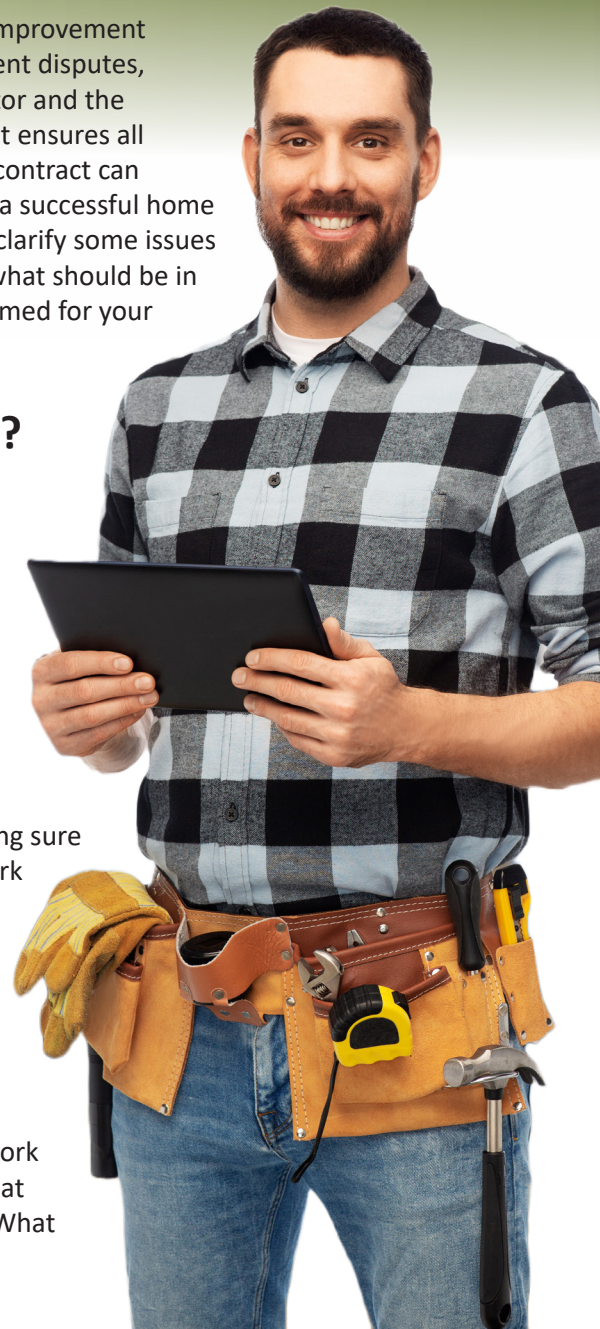
By law, contracts are required when a project exceeds \$2,000. However, contracts can bring clarity to projects and can help prevent disputes, so CCB recommends contracts for projects of all kinds - including those that cost well below \$2,000.

## What is the value of a contract?

"A contract helps protect both parties by making sure the work and the costs associated with the work are well explained," says Vena Swanson, CCB Enforcement Manager.

Contracts set in writing the important details of the project, to ensure everyone is in agreement on the scope of work and payment terms.

When will the project begin? Where will the work be done? Who is responsible for clean up? What is being installed, repaired, built or replaced? What





colors, model numbers, size and dimensions? How much will it cost, and what is the payment schedule? All of these questions and more can be answered with a contract. When the details are in writing, there are fewer opportunities for confusion or miscommunication.

## What's the problem with doing a deal on a handshake?

"Sometimes, there is a conflict between what was agreed upon and what was inferred," reports Ms. Swanson. Doing a deal on a handshake can lead to honest mistakes, and opens the door allowing dishonest individuals to take advantage. If you have to go to court later, you won't be able to prove your side.

## What should be in the contract?

Every contract should include the 3 required notices that can be found on the CCB's website <https://www.oregon.gov/ccb/contractor/Pages/requirednotices.aspx>.

1. **Consumer Protection Notice.** This notice explains contractor licensing standards, bond and insurance requirements, steps consumers can take for a successful construction project and what to do if problems occur.
2. **Notice of Procedure.** This notice explains what a homeowner must do before beginning an arbitration or court action against a contractor.
3. **Information Notice to Owner about Construction Liens.** This explains construction lien law, and includes steps homeowners can take to protect their property from a construction lien and "pay twice" situations.

The contract should also include:

- The contractor's name, address, phone number, and CCB license number (as shown on CCB records).
- The customer's name, address, and address where the work will be performed.
- A description of the work to be performed, the price, and the payment terms. This should reference or include any estimates that were provided to the consumer during the bidding process, as well as completed project costs and whether payments will be made in several installments or with a down payment at the beginning. If paying in installments, pay dates and amounts required should be included, and a description of the consequences if the homeowner fails to make a payment.
- The property owner's rights under the contract, including the ability to file a complaint with the Construction Contractors Board and the existence of any mediation and arbitration provisions. **Watch for any provisions that waive your right to mediation with the Construction Contractors Board. Consumers are not obligated to accept contract terms proposed by the contractor, including arbitration provisions. These may be negotiated to the satisfaction of both parties.**

## What are allowances?

An allowance is a line item for a specific fixture or appliance, including an estimated cost for that item. If the cost of the item is over the amount on the contract, your contractor will require you to pay the difference in cost.

## What's a change order?

A change order is an amendment to the contract that outlines a change to the original scope of the project. Any time your contractor makes a change to the contract, get a change order to ensure that the change is documented. Both parties should sign the change order, just like a contract. If the change order impacts the total cost of the project, this information should be included on the change order as well.

## Don't forget these contract best practices.

- ✓ **Keep a copy for yourself.** Keep a copy of the contract with signatures and dates from both parties.
- ✓ **Read it in its entirety.** Read the contract cover to cover and ask questions about any parts you don't understand.
- ✓ **Don't sign if you feel uncomfortable or have questions.** If you're not comfortable with any terms of the contract, don't sign. Negotiate with your contractor, ask questions if needed, or move on to another contractor if you are unable to reach an agreement.

## Can I cancel a contract?

There are multiple Oregon laws that address a homeowner's rights to cancel a contract.

### One-day right to cancel (ORS 701.310)

A property owner can cancel any initial contract for construction, improvement, or repair of a residential structure by giving the contractor a written notice of cancellation prior to midnight of the next business day. Some exceptions apply such as work already substantially begun.

The contractor does not have any notice requirements.

### Three-day right to cancel (ORS 83.720)

Buyers have a three-day right to cancel a home solicitation contract when the contract is solicited at any place that is not the seller's permanent place of business.

A construction contract is subject to this law if there is a personal solicitation made by the contractor or the contractor's agent and the contractor's offer is accepted anywhere other than the contractor's permanent place of business. For example, you meet with a contractor in a restaurant. This applies to contracts for remodeling or repairs, not construction of a new house.

Regardless of who initiates contact, the property owner must be given notice of his or her right to rescind the contract.

## Want to know more information about contracts?

There are a few places where you can find out more information about contracts between homeowners and contractors.

- ✓ CCB Website, [Get a Written Contract \(https://www.oregon.gov/ccb/homeowner/Pages/written-contract.aspx\)](https://www.oregon.gov/ccb/homeowner/Pages/written-contract.aspx)
- ✓ CCB's Guide to [Selecting and Working with a Contractor \(https://www.oregon.gov/ccb/Documents/pdf/Education/consumer-guide.pdf\)](https://www.oregon.gov/ccb/Documents/pdf/Education/consumer-guide.pdf)

## Want to know more about hiring a contractor? Join the CCB's webinar on April 11!

CCB will be hosting a live webinar on April 11 at 10:30 a.m. In it, we'll go over important information about how to check the license, how to vet contractors, how to find a contractor in your area and more.

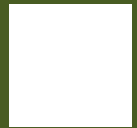
If you're going to be performing home improvement projects this year, our webinar can help answer questions and provide tips that can help you be a smart consumer. Join us in the live webinar where you'll be able to ask questions and get information from CCB staff. Click the link to sign up here:

<https://attendee.gotowebinar.com/register/8718532801942592600>

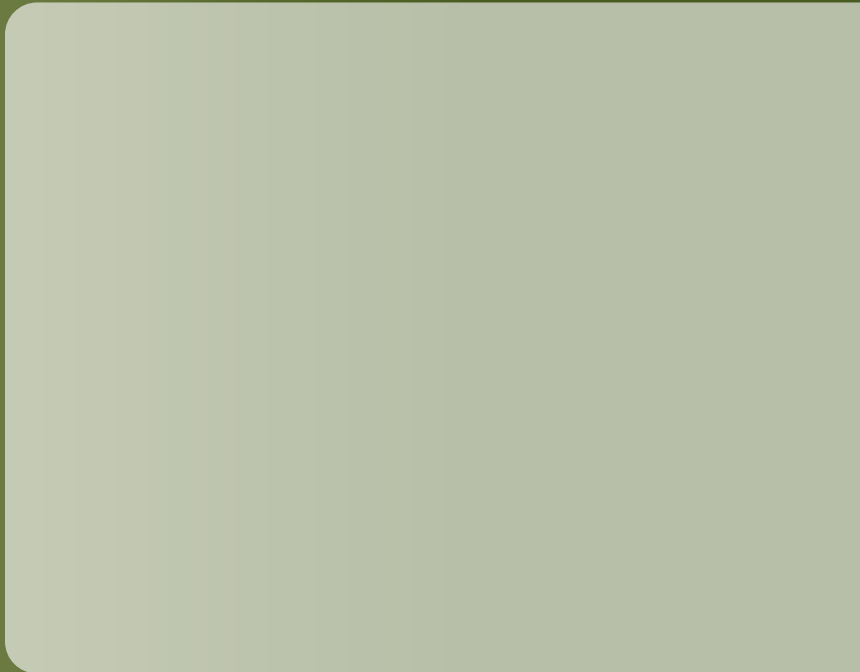




**State of Oregon**  
**Construction Contractors Board**



201 High Street SE, Suite 600  
Salem, OR 97301  
503-378-4621  
[www.oregon.gov/ccb](http://www.oregon.gov/ccb)



# CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600  
PO Box 14140  
Salem, OR 97309-5052  
503-378-4621  
503-373-2007 FAX



## Memorandum

**To:** Construction Contractors Board  
**From:** Vena Swanson, Enforcement Program Manager  
**Date:** 4 12, 2023  
**Subject:** Enforcement Update

---

### **Field Operations:**

- ✚ March coastal sweep is complete- courtesy copy of the results were sent to the board.
- ✚ We will be moving forward with sweeps in May, June, July, and August – joint sweeps will occur with additional agencies in May and June.
- ✚ The Central Oregon FI is retiring May 30<sup>th</sup>, we are currently reviewing candidates for this position.

### **Compliance**

- ✚ We have filled the open compliance position; this is a lateral transfer from the field. Training started March 1.
- ✚ Compliance caseload is about 30 open files per compliance officer.

### **Dispute Resolution**

- ✚ DRS survey results are attached for review. These results are made available to mediation team, the lead mediator and I have a weekly cadence of meetings set up to identify any recurring patterns.
- ✚ DRS caseload is about 350 open files per analyst.
- ✚ Scheduled phone mediation pilot update- first round of lessons learned and recommendations drafted for review. I anticipate another round of trial before training documents are created. Phone mediation criteria vs. onsite mediation criteria have been drafted and attached.

The consent agenda is attached for approval.

## Recommendations for Assigning Mediations Phone vs. On-site

- 1) Owner Complaints: Complaint related to poor/incomplete workmanship and the work has *not* been corrected and/or the complainant has *not* already hired someone else to correct.

**Recommendation: On-Site Mediation**

Considerations: *Respondent is not currently licensed*

CCB cannot mediate for rework, this turns into a monetary complaint.

**Recommendation: Phone Mediation**

- 2) Owner Complaints: Complaint related to billing issues, or the work has already been corrected or the complainant has already hired someone else to correct.

**Recommendation: Phone Mediation**

- 3) Prime vs. Sub complaints:

**Recommendation: On-Site Mediation**

Considerations: If the work has been corrected or is in the process of being corrected by someone other than sub that is party to the complaint.

**Recommendation: Phone Mediation**

- 4) Material Supplier, Sub-Contractor or Employee complaints:

**Recommendation: Phone Mediation**

- 5) X-ref'd complaints (Homeowner vs. Prime / Prime vs. Sub):

If the work has not been corrected or is in the process of being corrected.

**Recommendation: On-Site Mediation**

Considerations: If corrections have been started by someone other than the sub-contractor.

**Recommendation: Phone Mediation**

- 6) X-ref'd complaints (Prime vs. Sub / Sub vs. Prime):

If the work has not been corrected or is in the process of being corrected.

**Recommendation: On-Site Mediation**

If corrections have been started by someone other than the sub-contractor.

**Recommendation: Phone Mediation**

#75

**COMPLETE**

**Collector:** Email Invitation 10 (Email)  
**Started:** Monday, February 27, 2023 8:42:58 AM  
**Last Modified:** Monday, February 27, 2023 8:43:53 AM  
**Time Spent:** 00:00:55  
**First Name:** David Green Construction LLC  
**Email:** dgreen.dgc@gmail.com  
**Custom Data:** 158278-104  
**IP Address:** 50.39.166.34

---

Page 1: DRS Process Survey

**Q1****Respondent**

Which party are you?

**Q2****Respondent skipped this question**

The steps to file a complaint are clear.

**Q3****Respondent skipped this question**

The CCB staff responded to your inquiries promptly.

**Q4****Respondent skipped this question**

The CCB staff effectively answered all of your questions.

**Q5****Respondent skipped this question**

The mediator remained neutral during the mediation process.

**Q6****Respondent skipped this question**

The CCB staff were helpful in processing your complaint/response to complaint.

**Q7****Respondent skipped this question**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

#76

COMPLETE

**Collector:** Email Invitation 10 (Email)  
**Started:** Monday, February 27, 2023 8:42:49 AM  
**Last Modified:** Monday, February 27, 2023 8:45:16 AM  
**Time Spent:** 00:02:27  
**First Name:** Brandi  
**Last Name:** Maryanski  
**Email:** bbanski123@gmail.com  
**Custom Data:** 230540-101  
**IP Address:** 66.220.109.163

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

**Disagree**

Comments::

Just say the board doesn't accept ANY documents. You're simply meditating. I read it as you accept something I just didn't know what.

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Agree**

---



**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

Answered in previous question

---

#77

**COMPLETE**

**Collector:** Email Invitation 10 (Email)  
**Started:** Monday, February 27, 2023 8:59:24 AM  
**Last Modified:** Monday, February 27, 2023 9:00:46 AM  
**Time Spent:** 00:01:21  
**First Name:** CC Hill Construction LLC  
**Email:** cchillconstruction@gmail.com  
**Custom Data:** 241913-101  
**IP Address:** 209.27.51.89

---

Page 1: DRS Process Survey

**Q1** **Respondent**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label) **No Opinion**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label) **No Opinion**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label) **Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label) **No Opinion**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label) **Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

It totally sure wasn't able to make the appointment

---

#78

**COMPLETE**

**Collector:** Email Invitation 10 (Email)  
**Started:** Monday, February 27, 2023 9:30:27 AM  
**Last Modified:** Monday, February 27, 2023 9:32:56 AM  
**Time Spent:** 00:02:28  
**First Name:** Kevin M  
**Last Name:** Shaw  
**Email:** kevin@coastalmist.com  
**Custom Data:** 222845-104  
**IP Address:** 50.38.70.40

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Agree**

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Strongly Disagree**

Comments::

You were helpful but can't distribute the bond without me going to court and getting a judgement. I'm not sure you're really helping people like me who were stolen from by a licensed contractor

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

Get more teeth in this process!!

---

#79

**COMPLETE**

**Collector:** Email Invitation 10 (Email)  
**Started:** Monday, February 27, 2023 11:07:03 AM  
**Last Modified:** Monday, February 27, 2023 11:10:02 AM  
**Time Spent:** 00:02:58  
**First Name:** Sylvia  
**Last Name:** Hall  
**Email:** hsylviahall@comcast.net  
**Custom Data:** 240504-103  
**IP Address:** 107.115.29.118

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Strongly Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Strongly Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Strongly Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Not Applicable****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Strongly Agree**

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

Satisfied with process

---

#80

**COMPLETE**

**Collector:** Email Invitation 10 (Email)  
**Started:** Monday, February 27, 2023 11:10:05 AM  
**Last Modified:** Monday, February 27, 2023 11:12:55 AM  
**Time Spent:** 00:02:50  
**First Name:** Juan  
**Last Name:** Liu  
**Email:** suejuan2009@gmail.com  
**Custom Data:** 227420-101  
**IP Address:** 107.77.205.128

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label) **Agree**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label) **Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label) **Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label) **Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label) **Agree**

---



**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Disagree**

---

**Q8**

Where can we improve the process?

Waiting period is too long from filing the dispute to mediation time scheduled.

---

#81

**COMPLETE**

**Collector:** Email Invitation 10 (Email)  
**Started:** Monday, February 27, 2023 2:46:24 PM  
**Last Modified:** Monday, February 27, 2023 2:48:33 PM  
**Time Spent:** 00:02:09  
**First Name:** John & Mary  
**Last Name:** Williams  
**Email:** herbertw0717@gmail.com  
**Custom Data:** 158785-103  
**IP Address:** 71.237.244.134

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Strongly Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Strongly Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Strongly Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Strongly Agree****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

I was very happy with the whole process.

---

#82

**COMPLETE**

**Collector:** Email Invitation 10 (Email)  
**Started:** Tuesday, February 28, 2023 8:44:52 AM  
**Last Modified:** Tuesday, February 28, 2023 9:25:10 AM  
**Time Spent:** 00:40:17  
**First Name:** Allservice Renovations LLC  
**Email:** rashellcoastandcountry@gmail.com  
**Custom Data:** 220266-101  
**IP Address:** 47.28.54.133

---

Page 1: DRS Process Survey

**Q1**

**Respondent**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

Comments::

**No Opinion**

I was dissatisfied in the fact that even though speaking with complainant to solve issues, CCB personnel did not allow me to provide documents in dispute. Nor allow mediation to be fully transparent, i e perhaps a conference call with all parties involved. Maybe at that point I could have been satisfied.

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

Comments::

**Strongly Disagree**

As I received the complaint at first upon contacting the CCB I was more or less informed that they were not there to provide me any type of service even though we're the ones that pay the licensing to you!

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

Comments::

**Agree**

In the so-called mediation process the gentleman that helped me did kind of explain the trap I was in, he also informed me that even though they are lying they have the upper hand because I went to court it would cost me a lot more. So instead of accepting my information, more or less explain to me that their efforts for unjust enrichment would have to be proved in court. So whether I was right, or they were right, it would cost me more money than I should have to disperse. Even though upon leaving their job site I felt that they still owe me money for the work that occurred. And felt like they took advantage of my knowledge so that they could get hard parts done and finish their deck for themselves, and also prayed on my kindness and my family!

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

Comments::

**Strongly Disagree**

From speaking to the first CCB officer after this complaint was filed I learned very quickly that CCB is 100% bias, if they would have remained unbiased and open, we would have had a conference call with the mediator, myself and the complaintant. Also upon speaking to another agent, I learned that I can't file a complaint against the homeowner through the CCB. I was simply brushed away and told to file a claim in small claims court or civil process. The question is what is the CCB stands on the word and definition of the word neutral.

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

Comments::

**Disagree**

They are not when I tried to get assistance for a claim in the past towards a homeowner, there was no effort to assist me in resolving issue.

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Disagree**

Comments::

I received information in the mail a simple night before and did not have time nor did I know I was having a mediation process so quickly I answer my phone because I'm a businessman. Once again I felt that there should have been time for me to provide documents in my behalf.

---

**Q8**

Where can we improve the process?

You can be there for the people that pay their fees to you, those of us that work hard to make your homes beautiful. We crawl under houses in an attics, we sacrifice our health and our bodies to make a meager living with the goal of satisfying our fellow man. But we have absolutely no support from any government fashion. You should reevaluate your morals and stance take the time and do the work review all factions, walking some other people's shoes. And have pride and integrity in your end result as we have to do in our field. But instead you think this is a shell game three options, where the option that might be right for me is fully discounted and denied unless I go to court. These people that complained upon me, ask me to come and finish the subdeck, after rain. I told them I would be there immediately after confirmation that they had ordered the deck top they desired. They were unwilling to do that, they text me back and notified that they would finish it themselves, I let them know that the intricacies and the prep work for the railing system and bench they wanted was intricacies, and that they should allow me to complete work as necessary, as I have built many different style of deck. after that there was no response until I receive notification of this complaint.I believe it's because they wanted the highest in decktop and it cost a little too much and they needed to save a little money and then in fact delaying the process. I feel this way because they minimized the work that was proposed for them. And they would not order the decktop because they already had in their mind that they would take advantage of me, my knowledge and expertise to build the foundation that they needed so they can simply screw down and ultimately screw up their decktop. I was willing to go into contract with them to finish the work as I had only done about \$1,800 of labor at that point. But they had their little scam set up from the start. I do not live this way I live with integrity, and hindsight is 20/20. I believe they've done this in the past with many small time struggling contractors. Dirty people and decisive. Now they have taken food out of my family's mouth because of ccp's unwillingness to look at evaluate the important and underlying facts. Instead only rely on a homeowner's fabrication and half truth, this is fact because Dirk Elena's statement provided to you was 90% untrue! Leaving out many factors, one of which they would not notify me for desktop there for disallowing me to continue work, unjust enrichment look it up.

#83

**COMPLETE**

**Collector:** Email Invitation 9 (Email)  
**Started:** Friday, March 03, 2023 9:38:26 AM  
**Last Modified:** Friday, March 03, 2023 9:41:22 AM  
**Time Spent:** 00:02:55  
**First Name:** Dealers Supply Co  
**Email:** AR@dealerssupply.com  
**Custom Data:** 210697-104  
**IP Address:** 50.198.166.17

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**  
The steps to file a complaint are clear.  
(no label) **Strongly Agree**

---

**Q3**  
The CCB staff responded to your inquiries promptly.  
(no label) **Strongly Agree**

---

**Q4**  
The CCB staff effectively answered all of your questions.  
(no label) **Disagree**  
Comments:: had a question after receiving settlement monies, still waiting on answer 5 days now

---

**Q5**  
The mediator remained neutral during the mediation process.  
(no label) **Strongly Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Strongly Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

answering questions after process is finished

---



#84

**COMPLETE**

**Collector:** Email Invitation 9 (Email)  
**Started:** Saturday, March 04, 2023 4:23:21 PM  
**Last Modified:** Saturday, March 04, 2023 4:46:19 PM  
**Time Spent:** 00:22:58  
**First Name:** Robert & Rita  
**Last Name:** Gibbs  
**Email:** vf84linerat@gmail.com  
**Custom Data:** 177325-101  
**IP Address:** 35.149.133.128

---

Page 1: DRS Process Survey

**Q1****Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Strongly Agree**

Comments::

easy and clear process

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Strongly Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**No Opinion**

Comments::

not clear to us how respondent agreed or disagreed with our complaints. Money was only part of our complaint. We would hope our complaint is recorded in their file as a breach of contract for others to be aware! Respondent clearly refused to accept contractual responsibility.

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

It would have helped for staff to offer us a chance to require respondent for written acknowledgement of breach!

---

#85

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 10:27:05 AM  
**Last Modified:** Monday, March 06, 2023 10:28:03 AM  
**Time Spent:** 00:00:58  
**First Name:** Patrick  
**Last Name:** Keane  
**Email:** pkeane5575@gmail.com  
**Custom Data:** 212584-104  
**IP Address:** 66.154.176.65

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label) **No Opinion**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label) **Disagree**  
Comments:: It took longer than I would have liked, but I do understand that they were very busy.

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label) **No Opinion**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label) **No Opinion**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**No Opinion**

---

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

#86

COMPLETE

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 10:20:36 AM  
**Last Modified:** Monday, March 06, 2023 10:28:06 AM  
**Time Spent:** 00:07:30  
**First Name:** Adair Homes Inc  
**Email:** vtrevino@adairhomes.com  
**Custom Data:** 235483-101  
**IP Address:** 50.226.229.218

---

Page 1: DRS Process Survey

**Q1**

**Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

Comments::

**Agree**

The application was simple enough to understand but information is not listed in one place, I felt like I had to go to several places to get the fully picture.

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

Comments::

**Agree**

Once submitted, I heard from CCB within a few days.

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

Comments::

**Agree**

They were available within days with questions I had.

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Agree**

Comments::

Yes, they made it clear they were just there to facilitate the conversation.

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Disagree**

Comments::

I am not sure what the purpose of the role is. They took the complaint, called the party, called us and that's it. I didn't realize that CCB had nothing to do with resolving the issue and their role is only based on calling each party to deliver information. It wasn't very helpful.

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

Be a little more involved in solving the issue, rather than just calling each party to deliver what each person said.

---

#87

COMPLETE

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 10:22:43 AM  
**Last Modified:** Monday, March 06, 2023 10:33:07 AM  
**Time Spent:** 00:10:23  
**First Name:** Althea  
**Last Name:** Gregory  
**Email:** altheagregory@yahoo.com  
**Custom Data:** 211041-105  
**IP Address:** 24.21.74.109

---

Page 1: DRS Process Survey

**Q1**

**Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

Comments::

**Agree**

The information provided on the website wasn't clear about my particular circumstance as a person whose contractor took money and then disappeared (so never even started the work). I got a prompt response to an email asking about it, but I wouldn't have had to bother anyone at CCB if online materials were clearer.

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

Comments::

**Strongly Agree**

Before filing a complaint, I emailed a couple of questions, both of which were answered promptly (even though I later realized that the second question was also addressed in an online FAQ).

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

Comments::

**Strongly Agree**

Even though there was no mediation, I ended up asking my mediator a number of questions (the mediator contacted me to introduce himself and then to let me know the respondent did not respond to any calls). He was more than happy to help and patiently answered my questions, also letting me know that I could contact the dispute analyst with further questions after our final conversation.

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

Comments::

**Not Applicable**

Respondent didn't answer any calls, so there was no opportunity for mediation.

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

Comments::

**Agree**

So far things have gone smoothly. Now working on small claims court part, but I imagine that if/when I get a judgement, CCB staff will be equally efficient with helping me work with the bond.

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

Comments::

**Not Applicable**

I was surprised to get a call from the mediator before I'd even had time to get my \$50 filing fee to CCB! However there was no mediation timeline because respondent didn't answer any calls.

---



**Q8**

Where can we improve the process?

As mentioned previously, making the online materials a little clearer about what qualifies for a complaint. For example, on the page about filing complaints (<https://www.oregon.gov/ccb/complaints/Pages/file-complaint.aspx>), the first bullet talks about "substantial completion" - which left me to question whether I could file a complaint when my problem was that work never started. "If you are a property owner alleging breach of contract, negligence or improper work on a new structure the complaint must be received within one year from the date the structure was first occupied or within two years of substantial completion of the structure, whichever is earlier. If you are a property owner with a complaint involving an existing structure, the complaint forms must be received within one year after the date the work was substantially completed."

---

#88

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 10:59:59 AM  
**Last Modified:** Monday, March 06, 2023 11:09:56 AM  
**Time Spent:** 00:09:57  
**First Name:** John  
**Last Name:** Cain  
**Email:** ccking721@yahoo.com  
**Custom Data:** 2196682-101  
**IP Address:** 173.164.86.202

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**No Opinion****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**No Opinion**

Comments::

Attorneys talked to the mediator

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

It's confusing on how a complaint can get paid from a contractors bond surety. I was under the impression that the CCB would be able to determine damages through their complaint process. But after everything was filed I found out I have to still go to court to get an awarded judgement, and then submit that back to CCB who can then require the bond to pay out? It's still a bit unclear. Mediation felt like a waste of time in my case. It didn't accomplish anything.

---

#89

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 11:59:36 AM  
**Last Modified:** Monday, March 06, 2023 12:14:50 PM  
**Time Spent:** 00:15:13  
**First Name:** Heather  
**Last Name:** Lotane  
**Email:** heather.lotane@gmail.com  
**Custom Data:** 192611-101  
**IP Address:** 75.231.197.79

---

Page 1: DRS Process Survey

**Q1****Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree**

Comments::

The steps to file are clear, though there is nothing informing of process after filing. Left hanging.

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**No Opinion**

Comments::

Was not reassured by Nick Newman or the State being neutral. Same institution that literally gives away licensure also mediates. This is not neutral for complainant.

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Strongly Agree**

Comments::

Pleasantly surprised.

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**No Opinion**

---

**Q8**

Where can we improve the process?

See previous statements on survey

---

#90

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 1:38:15 PM  
**Last Modified:** Monday, March 06, 2023 1:40:12 PM  
**Time Spent:** 00:01:56  
**First Name:** Donald  
**Last Name:** Gibson  
**Email:** oregongrown541@yahoo.com  
**Custom Data:** 210931-101  
**IP Address:** 50.38.58.171

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label) **Agree**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label) **Strongly Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label) **Strongly Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label) **Strongly Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label) **Strongly Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

I got nothing. Great experience.

---

#91

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 1:40:05 PM  
**Last Modified:** Monday, March 06, 2023 1:40:53 PM  
**Time Spent:** 00:00:48  
**First Name:** Sandi  
**Last Name:** Wodarczak  
**Email:** wodarczak@gmail.com  
**Custom Data:** 234741-102  
**IP Address:** 64.85.28.9

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Strongly Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Strongly Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Strongly Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Not Applicable****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Strongly Agree**



**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

#92

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 1:44:25 PM  
**Last Modified:** Monday, March 06, 2023 1:48:21 PM  
**Time Spent:** 00:03:56  
**First Name:** Connie  
**Last Name:** Coulter  
**Email:** coulterconnie@yahoo.com  
**Custom Data:** 206973-102  
**IP Address:** 67.189.112.24

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**  
The steps to file a complaint are clear.  
(no label) **Strongly Agree**

---

**Q3**  
The CCB staff responded to your inquiries promptly.  
(no label) **Strongly Agree**  
Comments:: Very efficient.

---

**Q4**  
The CCB staff effectively answered all of your questions.  
(no label) **Strongly Agree**

---

**Q5**  
The mediator remained neutral during the mediation process.  
(no label) **Strongly Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Strongly Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

I have been totally surprised and impressed with your process.

---

#93

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 2:57:50 PM  
**Last Modified:** Monday, March 06, 2023 4:34:59 PM  
**Time Spent:** 01:37:09  
**First Name:** Syncline LLC  
**Email:** danfdye@gmail.com  
**Custom Data:** 242074-101  
**IP Address:** 104.132.66.99

---

Page 1: DRS Process Survey

**Q1**

**Respondent**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

**Strongly Agree**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

**No Opinion**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

Offer arbitration services as well.

---

#94

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 9:47:52 PM  
**Last Modified:** Monday, March 06, 2023 9:49:16 PM  
**Time Spent:** 00:01:24  
**First Name:** Karen Wood & Eric Peterson  
**Email:** petersonwood@gmail.com  
**Custom Data:** 205285-103  
**IP Address:** 64.187.128.157

---

Page 1: DRS Process Survey

**Q1****Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Not Applicable**

Comments::

Respondent refused to participate

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Disagree**

Comments::

It took almost three weeks to hear back about a mediator

---

**Q8**

Where can we improve the process?

You did great. Thank you.

---

#95

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Monday, March 06, 2023 10:38:06 PM  
**Last Modified:** Monday, March 06, 2023 10:43:13 PM  
**Time Spent:** 00:05:06  
**First Name:** Rosamaria & Braulio  
**Last Name:** Mejia  
**Email:** elmoquis23@yahoo.com  
**Custom Data:** 239171-101  
**IP Address:** 166.205.190.92

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Agree****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**



**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

Mediation seems pointless. Nothing against the mediator, he was great, but the process and purpose of mediation is a waste of time. You guys can't obligate or make a decision even with evidence provided on having access to the contractors bond. We still have to get a lawyer or go to court to try to get their bond. It was a waste of our 50\$.

---

#96

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Tuesday, March 07, 2023 4:49:20 AM  
**Last Modified:** Tuesday, March 07, 2023 4:58:11 AM  
**Time Spent:** 00:08:50  
**First Name:** Harriett  
**Last Name:** Hales  
**Email:** karenannettesmith@comcast.net  
**Custom Data:** 211611-102  
**IP Address:** 73.96.236.106

---

Page 1: DRS Process Survey

**Q1****Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**No Opinion**

Comments::

I had to follow up to see if a walk-through was rescheduled, due to contractor postponing it one day before.

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

**No Opinion****Q5**

The mediator remained neutral during the mediation process.

(no label)

**No Opinion**

Comments::

We didn't get to do a walk-through.

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**No Opinion**

Comments::

Complaint was opened in Sept 2022 and nothing more can be done in March 2023 as the contractor is not interested in agreeing on anything.

---

**Q8**

Where can we improve the process?

**Respondent skipped this question**

---

#97

**COMPLETE**

**Collector:** Email Invitation 11 (Email)  
**Started:** Tuesday, March 07, 2023 5:40:19 AM  
**Last Modified:** Tuesday, March 07, 2023 5:45:19 AM  
**Time Spent:** 00:05:00  
**First Name:** Jane & Matthew  
**Last Name:** Raymond  
**Email:** stylesisterstudio@yahoo.com  
**Custom Data:** 242074-101  
**IP Address:** 168.103.226.250

---

Page 1: DRS Process Survey

**Q1****Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Strongly Disagree**

Comments::

they responded but canceled the in person appointment in favor of a phone call last minute.

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Strongly Disagree**

Comments::

I don't think they what they were suppose to do.

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Disagree**

Comments::

my contract says we are to resolve conflicts through mediation. Our Mediator did not resolve anything.

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Disagree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

#98

COMPLETE

**Collector:** Email Invitation 11 (Email)  
**Started:** Tuesday, March 07, 2023 12:06:25 PM  
**Last Modified:** Tuesday, March 07, 2023 12:17:25 PM  
**Time Spent:** 00:10:59  
**First Name:** Progressive Builders Northwest Inc  
**Email:** jimf@pbnw.net  
**Custom Data:** 157567-123  
**IP Address:** 50.255.108.62

---

Page 1: DRS Process Survey

**Q1**

**Respondent**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

Comments::

**No Opinion**

If the complainant followed instructions that would have been helpful. She submitted irrelevant information which should have been disallowed. I submitted the correct approved paperwork. this was already in the hands of attorneys and was settled yet she was allowed to file a complaint anyway.

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

Comments::

**No Opinion**

no opinion. as stated previously, the complainant was not following instructions.

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Strongly Agree**

Comments::

Richard kept the meeting on track, remained neutral and completed the write up settlement efficiently.

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**

Comments::

the process is so pro consumer, the consumer can submit whatever they want. in this case the submissions were irrelevant, not clear and confusing even to me and are agreements are very clear.

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

Comments::

Yes, less is more. Less drama is better. Richard was able to keep the complainant on track and believe me it was difficult.

---

**Q8**

Where can we improve the process?

Not every consumer is right and the pre screening of a complainant should be looked at closely prior to a claim filing that clouds a contractors record.

---

#99

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Monday, March 13, 2023 9:24:36 AM  
**Last Modified:** Monday, March 13, 2023 9:25:40 AM  
**Time Spent:** 00:01:03  
**First Name:** Bartreau Construction LLC  
**Email:** bartreauconstruction@protonmail.com  
**Custom Data:** 218743-101  
**IP Address:** 172.56.153.198

---

Page 1: DRS Process Survey

**Q1** **Respondent**

Which party are you?

---

**Q2** **Respondent skipped this question**

The steps to file a complaint are clear.

---

**Q3**  
The CCB staff responded to your inquiries promptly.  
(no label) **Agree**

---

**Q4**  
The CCB staff effectively answered all of your questions.  
(no label) **Agree**

---

**Q5**  
The mediator remained neutral during the mediation process.  
(no label) **Agree**

---

**Q6**  
The CCB staff were helpful in processing your complaint/response to complaint.  
(no label) **Agree**

---



**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

#100

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Monday, March 13, 2023 9:46:59 AM  
**Last Modified:** Monday, March 13, 2023 9:50:12 AM  
**Time Spent:** 00:03:12  
**First Name:** Michael & Shannon  
**Last Name:** Sims  
**Email:** MLS111@aol.com  
**Custom Data:** 225443-101  
**IP Address:** 47.224.136.160

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

**Strongly Agree**

Comments::

website is super clear and easy to understand

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Strongly Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Strongly Agree**

Comments::

Staff member I spoke to was excellent

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Strongly Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Strongly Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

None.

---

# #101

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Monday, March 13, 2023 9:48:10 AM  
**Last Modified:** Monday, March 13, 2023 9:53:45 AM  
**Time Spent:** 00:05:35  
**First Name:** Performance Plus Restoration LLC  
**Email:** chris@pprbuild.com  
**Custom Data:** 206973-102  
**IP Address:** 73.180.60.214

---

Page 1: DRS Process Survey

Q1	Respondent
Which party are you?	

---

<b>Q2</b> The steps to file a complaint are clear.  (no label) Comments::	<b>Not Applicable</b>  Complaint was filed against us based purely on client not wanting to pay for work they received
---	--

---

<b>Q3</b> The CCB staff responded to your inquiries promptly.  (no label)	<b>Agree</b>
--	--------------

---

<b>Q4</b> The CCB staff effectively answered all of your questions.  (no label)	<b>Agree</b>
--	--------------

---

<b>Q5</b> The mediator remained neutral during the mediation process.  (no label)	<b>Agree</b>
--	--------------

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

It seems contractors who have acted in good faith and performed good work are still very much at risk to complaints being filed and financial losses even in the case where the client has received the work they have asked for

---

#102

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Monday, March 13, 2023 10:08:25 AM  
**Last Modified:** Monday, March 13, 2023 10:11:05 AM  
**Time Spent:** 00:02:40  
**First Name:** Michael  
**Last Name:** Gokey  
**Email:** mggokey@gmail.com  
**Custom Data:** 236971-101  
**IP Address:** 76.115.96.161

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Strongly Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Disagree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Strongly Agree****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

N/A

---

#103

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Monday, March 13, 2023 10:39:36 AM  
**Last Modified:** Monday, March 13, 2023 10:41:36 AM  
**Time Spent:** 00:01:59  
**First Name:** Kiwi Construction Company  
**Email:** kiwiconstructionco@gmail.com  
**Custom Data:** 211611-102  
**IP Address:** 174.204.202.224

---

Page 1: DRS Process Survey

**Q1** **Respondent**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**No Opinion****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**No Opinion****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**No Opinion****Q5**

The mediator remained neutral during the mediation process.

(no label)

**No Opinion****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Disagree**



**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Disagree**

---

**Q8**

Where can we improve the process?

Take into consideration, family deaths in having to be out of the country and then set a time frame accordingly

---

# #104

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Monday, March 13, 2023 11:19:51 AM  
**Last Modified:** Monday, March 13, 2023 11:21:18 AM  
**Time Spent:** 00:01:27  
**First Name:** Eric Smith Construction & Design LLC  
**Email:** ericsmith1484@gmail.com  
**Custom Data:** 234524-101  
**IP Address:** 73.11.19.133

---

Page 1: DRS Process Survey

**Q1** **Respondent**  
Which party are you?

---

**Q2**  
The steps to file a complaint are clear.  
(no label) **Strongly Agree**

---

**Q3**  
The CCB staff responded to your inquiries promptly.  
(no label) **Strongly Agree**

---

**Q4**  
The CCB staff effectively answered all of your questions.  
(no label) **Disagree**

---

**Q5**  
The mediator remained neutral during the mediation process.  
(no label) **Strongly Agree**

---

**Q6**  
The CCB staff were helpful in processing your complaint/response to complaint.  
(no label) **Not Applicable**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

#105

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Monday, March 13, 2023 11:27:46 AM  
**Last Modified:** Monday, March 13, 2023 11:30:31 AM  
**Time Spent:** 00:02:45  
**First Name:** Sandi  
**Last Name:** Wodarczak  
**Email:** wodarczak@gmail.com  
**Custom Data:** 234741-102  
**IP Address:** 174.231.146.111

---

Page 1: DRS Process Survey

**Q1**

**Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

**Disagree**

Comments::

The forms are not all thar clear

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Strongly Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree**

Comments::

As much as they could

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Not Applicable**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**

Comments::

Wish I could have gotten more information

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

Provide more information instead of saying "can't give legal advice"

---

#106

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Monday, March 13, 2023 6:06:21 PM  
**Last Modified:** Monday, March 13, 2023 6:07:53 PM  
**Time Spent:** 00:01:31  
**First Name:** Glenna  
**Last Name:** Semling  
**Email:** glennasemling@comcast.net  
**Custom Data:** 222683-101  
**IP Address:** 71.59.150.189

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Agree****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

#107

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Monday, March 13, 2023 9:02:06 PM  
**Last Modified:** Monday, March 13, 2023 9:06:11 PM  
**Time Spent:** 00:04:05  
**First Name:** Roger & Cathy  
**Last Name:** Fantz  
**Email:** roger.and.cathy.fantz@gmail.com  
**Custom Data:** 205285-104  
**IP Address:** 97.120.123.205

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Not Applicable****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**



**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

Require contractors to have a more sizable bond based on the dollar value of the work they have contracted to do

---

# #108

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Tuesday, March 14, 2023 7:15:53 AM  
**Last Modified:** Tuesday, March 14, 2023 7:17:59 AM  
**Time Spent:** 00:02:06  
**First Name:** Harriett  
**Last Name:** Hales  
**Email:** karenannettesmith@comcast.net  
**Custom Data:** 211611-102  
**IP Address:** 174.204.199.60

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label) **Agree**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label) **No Opinion**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label) **Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label) **Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label) **Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Disagree**

---

**Q8**

Where can we improve the process?

Home owners should be who you protect, instead of contractors.

---

#109

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Tuesday, March 14, 2023 12:33:05 PM  
**Last Modified:** Tuesday, March 14, 2023 12:34:08 PM  
**Time Spent:** 00:01:02  
**First Name:** Connie  
**Last Name:** Coulter  
**Email:** coulterconnie@yahoo.com  
**Custom Data:** 206973-102  
**IP Address:** 67.189.112.24

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**  
The steps to file a complaint are clear.  
(no label) **Strongly Agree**

---

**Q3**  
The CCB staff responded to your inquiries promptly.  
(no label) **Strongly Agree**

---

**Q4**  
The CCB staff effectively answered all of your questions.  
(no label) **Strongly Agree**

---

**Q5**  
The mediator remained neutral during the mediation process.  
(no label) **Strongly Agree**

---

**Q6**  
The CCB staff were helpful in processing your complaint/response to complaint.  
(no label) **Strongly Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

# #110

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Tuesday, March 14, 2023 5:39:03 PM  
**Last Modified:** Tuesday, March 14, 2023 5:45:01 PM  
**Time Spent:** 00:05:58  
**First Name:** Pinnacle Painting & Construction Inc  
**Email:** alexandertimr63@gmail.com  
**Custom Data:** 222683-101  
**IP Address:** 172.56.152.185

---

Page 1: DRS Process Survey

Q1	Respondent
Which party are you?	

---

<b>Q2</b>	
The steps to file a complaint are clear.	
(no label)	<b>Agree</b>

---

<b>Q3</b>	
The CCB staff responded to your inquiries promptly.	
(no label)	<b>Agree</b>
Comments::	I guess the complaints did not want me in there house and I'm unsure of what's going on, but a couple things on there list are items I didn't have anything to do with, so I'm hoping they aren't getting any compensation for those items. I'm unsure at this point where I stand

---

<b>Q4</b>	
The CCB staff effectively answered all of your questions.	
(no label)	<b>Agree</b>
Comments::	We stood outside in the cold rain so some of my questions weren't asked at that point and I'm unsure of what's next

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Agree**

Comments::

I'm pretty sure but I don't know what his conversations we're with the other party

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**

Comments::

I don't know what's going on R this point

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

I'm not sure. It was my first and hopefully only complaint against me.

---

#111

**COMPLETE**

**Collector:** Email Invitation 13 (Email)  
**Started:** Monday, March 20, 2023 9:07:30 AM  
**Last Modified:** Monday, March 20, 2023 9:10:10 AM  
**Time Spent:** 00:02:39  
**First Name:** Pamela A  
**Last Name:** Busby  
**Email:** busbymailbox@sbcglobal.net  
**Custom Data:** 89907-102  
**IP Address:** 47.25.218.139

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label) **Strongly Agree**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label) **Strongly Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label) **Strongly Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label) **Strongly Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label) **Strongly Agree**

---



**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

Creating a document upload portal to your claim process would be more efficient for the complainant and CCB staff. It better supports electronic file access and organization.

---

#112

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Tuesday, March 21, 2023 11:14:22 AM  
**Last Modified:** Tuesday, March 21, 2023 11:19:13 AM  
**Time Spent:** 00:04:50  
**First Name:** Patrick  
**Last Name:** Keane  
**Email:** pkeane5575@gmail.com  
**Custom Data:** 212584-104  
**IP Address:** 66.154.176.65

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Disagree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**No Opinion**

Comments::

Other Party was a no show.

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Disagree**

Comments::

When I asked about the status, I was told that they were so busy that it was taking a long time to process. They talked about the number of cases there were, and how there were only a few people to work them. I had only inquired, politely, as to a status, and the response was very disproportionate.

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Disagree**

---

**Q8**

Where can we improve the process?

Tell complainants from the beginning that you have no authority to give them access to the bond that is carried by the contractor. This will allow them to contract a lawyer.

Advise complainants that they need to file a Notice of Defect right away, at the same time as their pre-complaint notice to meet the 30 day requirement for filing a case when/if mediation fails.

30 days to file a court case is not long enough with the mandated timelines. Give a minimum 90 days. It takes a long time to find a lawyer who will take the case.

---

#113

**COMPLETE**

**Collector:** Email Invitation 13 (Email)  
**Started:** Wednesday, March 22, 2023 9:32:24 AM  
**Last Modified:** Wednesday, March 22, 2023 9:36:13 AM  
**Time Spent:** 00:03:48  
**First Name:** Leland B  
**Last Name:** Schmidt  
**Email:** super56@oregonfast.net  
**Custom Data:** 593-163  
**IP Address:** 199.193.237.20

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Agree****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

Worked OK. Not the result we wanted, but not in the purview of OCCB.

---

# #115

**COMPLETE**

**Collector:** Email Invitation 12 (Email)  
**Started:** Friday, March 31, 2023 8:52:05 AM  
**Last Modified:** Friday, March 31, 2023 8:55:02 AM  
**Time Spent:** 00:02:56  
**First Name:** Beth Kemery & Jason Roberts  
**Email:** luvmychev@comcast.net  
**Custom Data:** 197781-101  
**IP Address:** 174.204.192.52

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label) **Agree**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label) **Strongly Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label) **Strongly Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label) **Strongly Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label) **Strongly Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

Prosecution follow up on illegal contractors

---

#116

**COMPLETE**

**Collector:** Email Invitation 15 (Email)  
**Started:** Monday, April 03, 2023 8:55:52 AM  
**Last Modified:** Monday, April 03, 2023 8:56:39 AM  
**Time Spent:** 00:00:46  
**First Name:** 541 Brand LLC  
**Email:** eric@541roofing.com  
**Custom Data:** 237173-101  
**IP Address:** 67.204.133.179

---

Page 1: DRS Process Survey

**Q1****Respondent**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Disagree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Disagree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**No Opinion****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Agree****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Strongly Disagree**



**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**No Opinion**

---

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

#117

**COMPLETE**

**Collector:** Email Invitation 15 (Email)  
**Started:** Monday, April 03, 2023 8:56:40 AM  
**Last Modified:** Monday, April 03, 2023 8:58:40 AM  
**Time Spent:** 00:01:59  
**First Name:** Steve & Gina  
**Last Name:** Bebek  
**Email:** beachbebeks@gmail.com  
**Custom Data:** 220521-101  
**IP Address:** 172.59.65.195

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**  
The steps to file a complaint are clear.  
(no label) **Strongly Agree**

---

**Q3**  
The CCB staff responded to your inquiries promptly.  
(no label) **Strongly Agree**

---

**Q4**  
The CCB staff effectively answered all of your questions.  
(no label) **Strongly Agree**

---

**Q5**  
The mediator remained neutral during the mediation process.  
(no label) **Strongly Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**

Comments::

I just read the info on the CCB site and followed instructions.

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

Comments::

Very fast

---

**Q8**

Where can we improve the process?

Not sure. Went really well for us.

---

#118

**COMPLETE**

**Collector:** Email Invitation 15 (Email)  
**Started:** Monday, April 03, 2023 8:55:39 AM  
**Last Modified:** Monday, April 03, 2023 9:01:11 AM  
**Time Spent:** 00:05:31  
**First Name:** Eileen  
**Last Name:** Gill  
**Email:** boringeileen@gmail.com  
**Custom Data:** 239760-101  
**IP Address:** 24.21.185.0

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Not Applicable****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

I am finding the process very straight forward and very easy to follow. So far I feel that the present procedures are working well.

---

#119

**COMPLETE**

**Collector:** Email Invitation 15 (Email)  
**Started:** Monday, April 03, 2023 8:59:04 AM  
**Last Modified:** Monday, April 03, 2023 9:01:46 AM  
**Time Spent:** 00:02:41  
**First Name:** Handy Job LLC  
**Email:** 1handyjob.llc@gmail.com  
**Custom Data:** 242197-101  
**IP Address:** 174.204.194.187

---

Page 1: DRS Process Survey

**Q1**

**Respondent**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Strongly Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Strongly Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Strongly Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

It would be more convenient for a contractor to be able to take a call or communicate intentions before having to take time off of work

---

#120

**COMPLETE**

**Collector:** Email Invitation 15 (Email)  
**Started:** Monday, April 03, 2023 9:08:15 AM  
**Last Modified:** Monday, April 03, 2023 9:08:56 AM  
**Time Spent:** 00:00:41  
**First Name:** Mark  
**Last Name:** Layton  
**Email:** fuglymonkey77@yahoo.com  
**Custom Data:** 226705-101  
**IP Address:** 100.42.171.32

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label) **Strongly Agree**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label) **Strongly Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label) **Strongly Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label) **Strongly Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label) **Strongly Agree**

---



**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

# #121

**COMPLETE**

**Collector:** Email Invitation 15 (Email)  
**Started:** Monday, April 03, 2023 9:21:36 AM  
**Last Modified:** Monday, April 03, 2023 9:25:06 AM  
**Time Spent:** 00:03:29  
**First Name:** Salem Premier RV Resort LLC  
**Email:** cthagard@premierrvresorts.com  
**Custom Data:** 233472-101  
**IP Address:** 97.120.158.85

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

Comments::

**No Opinion**

It was filed by our legal counsel

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

Comments::

**Disagree**

I was not able to reach anyone at the phone number provided on our packet

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

Comments::

**No Opinion**

They did eventually respond to my voicemail

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

Comments::

**No Opinion**

The other party was not able to be reached for mediation

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**

Comments::

This was done by our legal counsel

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Agree**

---

**Q8**

Where can we improve the process?

Requiring payment of the processing fee via fax - who has a fax machine anymore? It was a hassle to find someone who could fax in the payment form for us. Online payment is quicker, easier, and secure.

---

# #122

**COMPLETE**

**Collector:** Email Invitation 15 (Email)  
**Started:** Tuesday, April 04, 2023 11:36:28 AM  
**Last Modified:** Tuesday, April 04, 2023 11:41:09 AM  
**Time Spent:** 00:04:40  
**First Name:** Ben  
**Last Name:** Scott  
**Email:** ben@openloopdesign.com  
**Custom Data:** 205370-103  
**IP Address:** 76.105.136.130

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree**

Comments::

It's not easy, or fast, but it's fairly clear.

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Strongly Agree**

Comments::

The staff was professional, efficient, and did a great job staying above the fray, as it were.

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Strongly Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Strongly Agree**

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**Strongly Agree**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Strongly Agree**

---

**Q8**

Where can we improve the process?

Make all details of all records of complaints accessible online. The fact that a consumer cannot easily see the details of past-complaints, even though they are public record, only serves to obscure the facts about bad contractors. I researched my contractor before hiring, but had I known the details of their previous complaints, I probably would not have hired them. It's not fair to the consumer to hide this information behind an onerous public-records request process.

---

# #123

**COMPLETE**

**Collector:** Email Invitation 15 (Email)  
**Started:** Tuesday, April 04, 2023 2:57:24 PM  
**Last Modified:** Tuesday, April 04, 2023 3:05:42 PM  
**Time Spent:** 00:08:18  
**First Name:** Sally  
**Last Name:** Georgeson  
**Email:** sally@portline.com  
**Custom Data:** 177957-102  
**IP Address:** 68.186.107.48

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

---

**Q2**

The steps to file a complaint are clear.

(no label) **Agree**

---

**Q3**

The CCB staff responded to your inquiries promptly.

(no label) **Agree**

---

**Q4**

The CCB staff effectively answered all of your questions.

(no label) **Agree**

---

**Q5**

The mediator remained neutral during the mediation process.

(no label)

**Strongly Disagree**

Comments::

Mediation was not effective. They did not get an in-person appointment and I had to ask for a phone mediation which consisted of one call to me (less than 30 seconds) one call to the Respondent (less than 30 seconds) a call back to me to inform me the Respondent wasn't interested in speaking. Not sure what the purpose of having the CCB complaint process if it has no authority. I don't know if my complaint is even on record.

---

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Disagree**

Comments::

It took about a week but the time put into mediation was negligible.

---

**Q8**

Where can we improve the process?

Educate people about the reason for having a complaint tool. Lodging a complaint has had no effect on the outcome for me. The sub-contractor should have been involved but I wasn't given this option.

---

#124

**COMPLETE**

**Collector:** Email Invitation 15 (Email)  
**Started:** Tuesday, April 04, 2023 4:16:32 PM  
**Last Modified:** Tuesday, April 04, 2023 4:17:26 PM  
**Time Spent:** 00:00:54  
**First Name:** Jeri Lynn  
**Last Name:** Craeton  
**Email:** nicedayforsmiling@yahoo.com  
**Custom Data:** 213644-102  
**IP Address:** 54.201.196.31

---

Page 1: DRS Process Survey

**Q1** **Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Disagree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**No Opinion****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**No Opinion****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Disagree****Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**



**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**No Opinion**

---

**Q8**

**Respondent skipped this question**

Where can we improve the process?

---

#125

**COMPLETE**

**Collector:** Email Invitation 15 (Email)  
**Started:** Wednesday, April 05, 2023 11:54:22 AM  
**Last Modified:** Wednesday, April 05, 2023 11:57:28 AM  
**Time Spent:** 00:03:05  
**First Name:** Pamela M  
**Last Name:** Akins  
**Email:** akinspd13@gmail.com  
**Custom Data:** 226705-105  
**IP Address:** 47.40.100.63

---

Page 1: DRS Process Survey

**Q1****Complainant**

Which party are you?

**Q2**

The steps to file a complaint are clear.

(no label)

**Agree****Q3**

The CCB staff responded to your inquiries promptly.

(no label)

**Agree****Q4**

The CCB staff effectively answered all of your questions.

(no label)

**Agree****Q5**

The mediator remained neutral during the mediation process.

(no label)

**Not Applicable**

Comments::

It never came to mediation. The person would never answer any calls.

**Q6**

The CCB staff were helpful in processing your complaint/response to complaint.

(no label)

**No Opinion**

---

**Q7**

Based on the information provided to you when the complaint was opened, the timeframe for mediation met your expectations.

(no label)

**Disagree**

Comments::

There was no mediation. It was no help.

---

**Q8**

Where can we improve the process?

My situation was different. The person took my money and never came back again. They will not respond to any thing. so no mediation.

---

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## NOTICES OF INTENT

### 1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131572	DECKER, RANDY LEE	701.021(1)	03/21/2023	5,000.00
131644	QUALITY HOME CARE LLC	701.021(1)	02/10/2023	5,000.00
131663	NELDON, WILLIAM	701.021(1)	03/10/2023	0.00
131731	MORALES, PEDRO	701.021(1)	01/31/2023	5,000.00
131733	RED FRAMING & REMODELING LLC	701.021(1)	01/31/2023	1,000.00
131736	ECONTRACTING LLC	701.021(1)	02/07/2023	5,000.00
131743	LEAFFILTER NORTH LLC	701.021(1)	02/08/2023	6,000.00
131747	LESLIE DARRYL PIATT & JOSHUA DANIEL PIATT	701.021(1)	02/02/2023	1,000.00
131755	LESLIE DARRYL PIATT & JOSHUA DANIEL PIATT	701.021(1)	02/02/2023	1,000.00
131760	ZAMORA, OSCAR	701.021(1)	02/06/2023	600.00
131775	NEW AGE CONSTRUCTION LLC	701.021(1)	02/07/2023	1,000.00
131778	ARANO FERNANDEZ, ROBERTO CARLOS	701.021(1)	02/09/2023	600.00
131784	BRAUN GUTTER COMPANY	701.021(1)	02/08/2023	700.00
131790	KIWI FENCE CONTRACTORS LLC	701.021(1)	02/08/2023	5,000.00
131801	VALLEY VIEW FENCE & DECK LLC	701.021(1)	02/09/2023	1,000.00
131804	CRYSTALRIDGE DEVELOPMENT INC	701.021(1)	02/14/2023	5,000.00
131819	DAVISON, COLTON LEE	701.021(1)	02/13/2023	1,000.00
131821	D&D ROYAL CONSTRUCTION LLC	701.021(1)	02/14/2023	1,000.00
131834	TAYLOR CASTILLO, CARLOS	701.021(1)	02/14/2023	1,000.00
131836	DERSTINE, CHADWIN DWAYNE	701.021(1)	02/20/2023	600.00
131839	UNITED WATER RESTORATION GROUP OF BEAVERTON LLC	701.021(1)	02/17/2023	1,000.00
131844	MAURO, CORY STEVEN SOLOMON	701.021(1)	02/17/2023	5,000.00
131845	BRIGGS, SHAWN ERIK	701.021(1)	02/20/2023	600.00
131854	ADMIRABLE CONSTRUCTION INC	701.021(1)	02/22/2023	1,000.00
131857	DAVIDS STONE LLC	701.021(1)	02/22/2023	1,000.00
131859	LANGTON, JASON	701.021(1)	02/22/2023	5,000.00
131861	LOPEZ REYES, JUAN RAMIRO	701.021(1)	02/23/2023	1,000.00
131871	KIMBERLY MARIE POSTLETHWAIT & TIMOTHY POSTLETHWAIT	701.021(1)	02/23/2023	700.00
131901	ARECHIGA, VINCENT R	701.021(1)	02/28/2023	5,000.00
131903	CHAMPAGNE, JARED WILLIAM	701.021(1)	03/02/2023	600.00
131915	PALACIOS, OSCAR D	701.021(1)	03/02/2023	1,000.00
131931	JACKSON, CHAD BRADLEY	701.021(1)	03/03/2023	700.00
131944	GURETZKI, DOUGLAS KENT	701.021(1)	03/03/2023	5,000.00
131948	PDX HOME SERVICE LLC	701.021(1)	03/06/2023	1,000.00
131966	DOUBLE J EXCAVATING INC	701.021(1)	03/10/2023	600.00
131967	TINTPRO WINDOW TINTING OF ROSEBURG LLC	701.021(1)	03/10/2023	600.00
131971	GILCHRIST, HAYDEN AVERY	701.021(1)	03/14/2023	600.00
131972	CHINN, MICHAEL W	701.021(1)	03/10/2023	600.00
131975	KAYAK BOUGHTON, RICHARD GOODALL	701.021(1)	03/13/2023	5,000.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## NOTICES OF INTENT (cont.)

### 1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131994	STEPHENS, GARY ROBERT	701.021(1)	03/13/2023	1,000.00
132001	ROBERT C HANDYMAN & PAINT LLC	701.021(1)	03/16/2023	600.00
132012	TIME TO PAINT LLC	701.021(1)	03/15/2023	600.00
132013	COLUMBIA LOCKSMITH LLC	701.021(1)	03/22/2023	600.00
132021	EDWARDS, ZACHARIAH HAMILTON	701.021(1)	03/16/2023	700.00
132023	YOUNG, TIMOTHY EDWARD	701.021(1)	03/15/2023	600.00
132025	HUMMEL, MYLES LEE	701.021(1)	03/16/2023	5,000.00
132037	VAZQUEZ PELAYO, SERGIO	701.021(1)	03/17/2023	1,000.00
132039	TLC TILE & STONE LLC	701.021(1)	03/17/2023	1,000.00
132042	VALLEY VIEW FENCE & DECK LLC	701.021(1)	03/21/2023	5,000.00
132055	BALTAZAR, CHRISTIAN	701.021(1)	03/21/2023	5,000.00
132066	WERNER, ANDREW EDWARD	701.021(1)	03/17/2023	1,000.00
132068	MCNATT, DANIEL WAYNE	701.021(1)	03/22/2023	5,000.00
132073	VERITAS ARBOR LLC	701.021(1)	03/23/2023	5,000.00
132090	NORJAN & ASSOCIATES INC	701.021(1)	03/24/2023	1,000.00
132091	MARK VII EQUIPMENT INC	701.021(1)	03/24/2023	1,000.00
132099	TUCKER LOGGING AND EXCAVATION LLC	701.021(1)	03/28/2023	600.00
132104	OVERSEN, JEFFREY LEE	701.021(1)	03/28/2023	1,000.00
132105	PDX TOP FINISHES LLC	701.021(1)	03/27/2023	5,000.00
132115	THROUGH THE ROOF LLC	701.021(1)	03/27/2023	1,000.00
132120	KELLER, SAMUEL BARRETT	701.021(1)	03/28/2023	700.00
132133	SHAFFER, JEREMY R	701.021(1)	03/29/2023	1,000.00
132136	DIEGOS CONSTRUCTION LIMITED LIABILITY COMPANY	701.021(1)	03/30/2023	1,000.00
132139	OLR CONSTRUCTION LLC	701.021(1)	03/29/2023	5,000.00
132153	ROBERTS III, EDISON BATES	701.021(1)	03/31/2023	1,000.00
132154	TURNBULL ENTERPRISES LLC	701.021(1)	03/31/2023	5,000.00
132163	THOMAS, ROBERT MARSHALL	701.021(1)	03/31/2023	700.00
132165	HORD HAUS CONSTRUCTION & WOODWORKING LLC	701.021(1)	04/03/2023	1,000.00
132174	RE-CONSTRUCT CONTRACTING LLC	701.021(1)	04/04/2023	5,000.00
132175	J L BAR LLC	701.021(1)	04/04/2023	1,000.00
132177	ROMDS PROPERTY SERVICES LLC	701.021(1)	04/04/2023	5,000.00
132200	HIS MASTERPIECE LLC	701.021(1)	04/10/2023	1,000.00
132206	MYERS, WILLIAM FARRELL	701.021(1)	04/10/2023	5,000.00

### 2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131734	IOAN DARIUS TIMIS & ANAMARIA PETRAN	701.035(3)	01/31/2023	1,000.00
131737	BYK REMODELING LLC	701.035(3)	02/01/2023	1,000.00
131739	BURNETT, EDDIE NORMAN	701.035(3)	02/02/2023	1,000.00
131740	FIRST CLASS REMODELING & CONSTRUCTION LLC	701.035(3)	02/01/2023	1,000.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## NOTICES OF INTENT (cont.)

### 2 - EXEMPT CONTRACTOR WITH EMPLOYEES (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131746	CUSTOM VALLEY ROOFING LLC	701.035(3)	02/02/2023	1,000.00
131770	BRICKMAN PAINTING LLC	701.035(3)	02/07/2023	1,000.00
131782	TIMBER WEST CONSTRUCTION LLC	701.035(3)	02/08/2023	1,000.00
131811	MARS HILL CONSTRUCTION LLC	701.035(3)	02/14/2023	1,000.00
131817	PACIFIC CONSTRUCTION COMPANY LLC	701.035(3)	02/15/2023	1,000.00
131832	ENGLE AND SONS ENTERPRISES LLC	701.035(3)	02/16/2023	1,000.00
131876	BSE HOME IMPROVEMENT LLC	701.035(3)	02/24/2023	1,000.00
131917	DODSON, ELRIE MICHAEL	701.035(3)	03/02/2023	1,000.00
132140	IMG REMODELING LLC	701.035(3)	03/30/2023	1,000.00
132141	MOUNTAINTOP ELITE CONSTRUCTION LLC	701.035(3)	03/30/2023	1,000.00
132155	LOS RANGERS CONTRACTORS LLC	701.035(3)	04/03/2023	1,000.00
132164	L JUNIOR FLOORING LLC	701.035(3)	04/03/2023	1,000.00
132169	BOYTE, GRAYSON GARRETT	701.035(3)	04/11/2023	1,000.00
132169	BOYTE, GRAYSON GARRETT	701.035(3)	04/03/2023	1,000.00
132170	NORTH PACIFIC BUILDING SERVICES LLC	701.035(3)	04/04/2023	1,000.00
132181	MILJUS CONSTRUCTION CONCEPTS LLC	701.035(3)	04/05/2023	1,000.00
132190	SHORE THING HOME SERVICES LLC	701.035(3)	04/06/2023	1,000.00

### 3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131716	CAPA HOMES CORPORATION	701.510(2)	02/01/2023	1,000.00
131722	LOTUS VENTURES INC	701.510(2)	01/31/2023	1,000.00
131723	EMPIRE PAINT AND REMODEL LLC	701.510(2)	01/31/2023	1,000.00
131728	HENDEL HOMES LLC	701.510(2)	01/31/2023	1,000.00
131744	HOME REHAB PDX LLC	701.510(2)	02/02/2023	1,000.00
131745	GLV ENTERPRISES INC	701.510(3)	02/02/2023	5,000.00
131748	COMBS REMODEL CONSTRUCTION LLC	701.510(2)	02/02/2023	1,000.00
131771	EDDIES ALL AROUND HANDYMAN LLC	701.510(2)	02/08/2023	1,000.00
131772	SURE GUARD CONSTRUCTION OR INC	701.510(2)	02/07/2023	1,000.00
131773	PAINT PAL PLUS INC	701.510(1)	02/07/2023	1,000.00
131780	MERRITT, JAMES TIMOTHY	701.510(2)	02/08/2023	1,000.00
131783	JK CONSTRUCTION & PAINTING INCORPORATED	701.510(2)	02/09/2023	1,000.00
131795	CZ BECKER COMPANY	701.510(2)	02/09/2023	1,000.00
131812	F & F CONTRACTORS INC	701.510(2)	02/13/2023	1,000.00
131813	ANDY REMODELING AND ROOFING INC	701.510(2)	02/14/2023	1,000.00
131814	CHAMELEONS PAINT & CONSTRUCTION LLC	701.510(2)	02/13/2023	1,000.00
131823	G & C PAINTING LLC	701.510(2)	02/14/2023	1,000.00
131825	ALL PRO MOVING AND CLEANING LLC	701.510(3)	02/15/2023	1,000.00
131828	REVIVE CONSTRUCTION LLC	701.510(2)	02/16/2023	1,000.00
131831	ENGLE AND SONS ENTERPRISES LLC	701.510(2)	02/16/2023	1,000.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## NOTICES OF INTENT (cont.)

### 3 - LEAD BASED PAINT (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131833	RISE & SHINE PROJECTIONS LLC	701.510(2)	02/17/2023	1,000.00
131838	LIMINAL SHIFT LLC	701.510(2)	02/17/2023	1,000.00
131847	STRAIGHTEN UP CONTRACTING LLC	701.510(2)	02/20/2023	1,000.00
131864	FIVE STAR EXTERIORS CORPORATION	701.510(2)	02/24/2023	3,000.00
131874	COLLINS CONTRACTING LLC	701.510(2)	03/02/2023	1,000.00
131885	SLOTH BEAR CONSTRUCTION LLC	701.510(2)	02/27/2023	1,000.00
131918	CREED CONSTRUCTION LLC	701.510(2)	03/03/2023	1,000.00
131949	TRINITY FLOORING INC	701.510(2)	03/06/2023	1,000.00
131953	RC HUMPHREY CONSTRUCTION INC	701.510(2)	03/07/2023	1,000.00
131963	ROGUE CUSTOM RENOVATIONS LLC	701.510(2)	03/10/2023	0.00
132017	BATHS FOR LESS LLC	701.510(2)	03/15/2023	1,000.00
132018	FLANSBURG CONSTRUCTION LLC	701.510(2)	03/16/2023	1,000.00
132041	A & E PRO PAINTING & CONSTRUCTION LLC	701.510(2)	03/21/2023	1,000.00
132043	REDFIN CONSTRUCTION LLC	701.510(2)	03/21/2023	1,000.00
132072	ROOFING RAIN OR SHINE LLC	701.510(2)	03/22/2023	1,000.00
132082	OUR HOUSE CONTRACTING LLC	701.510(2)	03/24/2023	1,000.00
132083	BATHS FOR LESS LLC	701.510(2)	03/24/2023	1,000.00
132084	SEADOG GREEN CONSTRUCTION INC	701.510(2)	03/24/2023	1,000.00
132089	PTR HOMES LLC	701.510(2)	03/24/2023	1,000.00
132096	RYAN WILSON CONSTRUCTION LLC	701.510(2)	03/24/2023	1,000.00
132097	SOVEREIGN BUILDERS LLC	701.510(2)	03/24/2023	1,000.00
132119	WILLAMETTE VALLEY REDEVELOPMENT LLC	701.510(2)	03/27/2023	1,000.00
132123	ROSS, EVAN LEE	701.510(2)	03/28/2023	1,000.00
132124	COLES CONSTRUCTION COMPANY INC	701.510(3)	03/28/2023	1,000.00
132132	ROOKSTOOL MODEN REALTY LLC	701.510(2)	03/29/2023	1,000.00
132143	BOYTE, GRAYSON GARRETT	701.510(2)	04/11/2023	1,000.00
132143	BOYTE, GRAYSON GARRETT	701.510(2)	04/03/2023	1,000.00
132150	AP&E CONSTRUCTION LLC	701.510(2)	03/30/2023	1,000.00
132168	LOS RANGERS CONTRACTORS LLC	701.510(2)	04/03/2023	1,000.00
132180	BADER, LEAH K	701.510(2)	04/05/2023	1,000.00
132183	MILJUS CONSTRUCTION CONCEPTS LLC	701.510(2)	04/05/2023	1,000.00

### 4 - IMPROPER LICENSE ENDORSEMENT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131752	ROWHOUSE LLC	701.021(2)	02/16/2023	1,000.00

### 5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131738	JOLING ENTERPRISES LLC	701.026(2)	01/31/2023	1,000.00
131742	EMPIRE INVESTMENTS LLC	701.026(1)	02/01/2023	1,000.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## NOTICES OF INTENT (cont.)

### 5 - HIRING AN UNLICENSED SUBCONTRACTOR (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131820	BUILDING REHABILITATION DEVELOPMENT LLC	701.026(2)	02/14/2023	1,000.00
131858	A I KAYDALIN CONSTRUCTION INC	701.026(1)	02/22/2023	1,000.00
132067	LOT 35 HOMES LLC	701.026(1)	03/22/2023	1,000.00
132134	MC CLOUD, MICHAEL SCOTT	701.026(1)	03/29/2023	1,000.00
132137	LOGANS BUILDERS LLC	701.026(1)	03/30/2023	1,000.00
132167	JBQ QUALITY CONSTRUCTION INC	701.026(2)	04/03/2023	1,000.00

### 6 - FAILURE TO DELIVER RESIDENTIAL CONSTRUCTION NOTICES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131807	CUNNINGHAM, JIMMY JOHN	087.093(2)	02/10/2023	200.00
131808	SPECIALIZED FINISHED CONCRETE LLC	087.093(2)	02/13/2023	200.00
131809	SPECIALIZED FINISHED CONCRETE LLC	701.330(4)	02/13/2023	100.00
131810	SPECIALIZED FINISHED CONCRETE LLC	701.330(4)	02/13/2023	100.00
131860	BEARDEN, GLENN MANNA	087.093(2)	02/22/2023	200.00
131875	MADRIGAL PROFESSIONAL PAINTING LLC	087.093(2)	02/24/2023	200.00
131887	WILLIAMS ROOFING AND CONSTRUCTION LLC	087.093(2)	02/27/2023	200.00
131899	WILLIAMS ROOFING AND CONSTRUCTION LLC	701.330(4)	02/27/2023	100.00
131900	WILLIAMS ROOFING AND CONSTRUCTION LLC	701.330(4)	02/27/2023	100.00
131908	T2 CONSTRUCTION LLC	087.093(2)	03/01/2023	200.00
131910	T2 CONSTRUCTION LLC	701.330(4)	03/01/2023	100.00
131912	T2 CONSTRUCTION LLC	701.330(4)	03/01/2023	100.00
131919	DODSON, ELRIE MICHAEL	087.093(2)	03/02/2023	200.00
131920	DODSON, ELRIE MICHAEL	701.330(4)	03/02/2023	100.00
131921	DODSON, ELRIE MICHAEL	701.330(4)	03/02/2023	100.00
131935	REVOLUTION GARAGE DOOR LLC	087.093(2)	03/06/2023	200.00
131943	SUMMIT EXCAVATION INC	087.093(2)	03/06/2023	200.00
131951	REVOLUTION GARAGE DOOR LLC	701.330(4)	03/06/2023	100.00
131952	REVOLUTION GARAGE DOOR LLC	701.330(4)	03/06/2023	100.00

### 7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131732	EUREKA FALLS WATERSCAPING LLC	701.102(2)(c)	02/01/2023	0.00
131753	JOHN DOM & RICH INC	701.068(6)	02/03/2023	0.00
131754	NIVILINSZKY, BRANDON SCOTT	701.102(2)(a)	02/02/2023	0.00
131756	ASHTON TRUCKING AND PAVING LLC	701.102(2)(a)	02/02/2023	0.00
131758	MASON, JERRY HELLINGS	701.102(2)(a)	02/03/2023	0.00
131759	ELDRIDGE, CAMERON WAYNE	701.102(2)(a)	02/06/2023	0.00
131796	ALEMAN GENERAL CONTRACTOR LLC	701.102(2)(a)	02/09/2023	0.00
131798	COLOR PERFECTION PAINTING LLC	701.102(2)(a)	02/09/2023	0.00
131835	DILIGENCE INC	701.102(2)(a)	02/17/2023	0.00



**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

4/12/2023

**01/31/2023 - 04/11/2023**

**NOTICES OF INTENT (cont.)**

**7 - SUSPENSIONS (cont.)**

<b>File #</b>	<b>Respondent</b>	<b>Cite</b>	<b>Date</b>	<b>Amount</b>
131846	MOSSY ROOTS CONSTRUCTION LLC	701.102(2)(a)	02/17/2023	0.00
131848	JT PAINTING LLC	701.098(1)(b)	02/20/2023	0.00
131877	WILCO CONSTRUCTION LLC	701.102(2)(a)	02/24/2023	0.00
131878	THE FLUES BROTHERZ	701.102(2)(a)	02/24/2023	0.00
131879	VANCILLS ROOFING AND CONSTRUCTION LLC	701.102(2)(a)	02/24/2023	0.00
131882	HEDBERG CONCRETE CONSTRUCTION LLC	701.102(2)(a)	02/24/2023	0.00
131883	TAYLORMADE CONCRETE & CONSTRUCTION LLC	701.102(2)(a)	02/24/2023	0.00
131946	ADVANCED RENOVATIONS INC	701.068(6)	03/06/2023	0.00
131947	FIVE STAR EXTERIORS CORPORATION	701.102(2)(a)	03/03/2023	0.00
131950	EAST SIDE REMODELING & CONSTRUCTION INC	701.102(2)(a)	03/06/2023	0.00
131954	VIP CONSTRUCTION LLC	701.098(1)(b)	03/07/2023	0.00
131955	VASQUEZ MARTINEZ, GUMARO	701.098(1)(b)	03/07/2023	0.00
131956	VICS PLUS CONSTRUCTION LLC	701.098(1)(b)	03/07/2023	0.00
131957	IMPACT INSTALLATIONS INC	701.098(1)(b)	03/07/2023	0.00
131958	CRAMER CONSTRUCTION LLC	701.102(2)(a)	03/09/2023	0.00
131959	RISE PAINTING AND MAINTENANCE LLC	701.102(2)(a)	03/09/2023	0.00
131960	J ZINN CONSTRUCTION LLC	701.098(1)(b)	03/09/2023	0.00
131962	INTERIOR DESIGN CONCEPTS LLC	701.102(2)(a)	03/10/2023	0.00
131965	VANCILLS ROOFING AND CONSTRUCTION LLC	701.102(2)(a)	03/10/2023	0.00
131970	C & S CONTRACTORS LLC	701.102(2)(a)	03/10/2023	0.00
131974	THE CLEAN CUT PAINTING COMPANY LLC	701.102(2)(a)	03/10/2023	0.00
132008	CONCRETE MASTERY LLC	701.102(2)(a)	03/14/2023	0.00
132009	TGR GENERAL CONSTRUCTION LLC	701.102(2)(a)	03/14/2023	0.00
132010	J & H HOME SERVICES LLC	701.102(2)(a)	03/14/2023	0.00
132011	KOVA DEVELOPMENT LLC	701.102(2)(a)	03/14/2023	0.00
132014	SPECIALIZED FINISHED CONCRETE LLC	701.102(2)(a)	03/14/2023	0.00
132020	REIMCHE, SHANE JUSTINE	701.102(2)(a)	03/15/2023	0.00
132031	CUNNINGHAM, JIMMY JOHN	701.102(2)(a)	03/16/2023	0.00
132036	NORTHWEST FENCING LLC	701.102(2)(a)	03/17/2023	0.00
132038	RUSTIC COWBOY CONSTRUCTION LLC	701.102(2)(a)	03/17/2023	0.00
132040	JP & S CONTRACTING LLC	701.102(2)(a)	03/17/2023	0.00
132047	PHARR, WILLIAM ROY	701.102(2)(a)	03/20/2023	0.00
132050	THE FLUES BROTHERZ	701.068(6)	03/20/2023	0.00
132054	DAN WILLIAMS CONSTRUCTION NW INC	701.102(2)(a)	03/20/2023	0.00
132056	ALCHEMY COVERS LLC	701.102(2)(a)	03/20/2023	0.00
132057	STRAWN, MACKENZIE GLEN	701.102(2)(a)	03/20/2023	0.00
132058	SCHLECHT CONSTRUCTION INC CAMAS	701.098(1)(b)	03/20/2023	0.00
132059	ENTERPRISE PLUMBING LLC	701.102(2)(a)	03/20/2023	0.00
132065	BARNES HIGH TECH PLUMBING INC	701.098(1)(b)	03/21/2023	0.00
132079	MONTEZUMA CONSTRUCTION LLC	701.102(2)(a)	03/23/2023	0.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## NOTICES OF INTENT (cont.)

### 7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132080	C&M ROOFING AND CONSTRUCTION LLC	701.102(2)(a)	03/23/2023	0.00
132085	MODINE CONSTRUCTION INC	701.102(2)(a)	03/24/2023	0.00
132087	NEWMAN, JUSTIN LEE	025.750	03/23/2023	0.00
132094	END TIME TREE EXPERT LLC	701.102(2)(a)	03/24/2023	0.00
132100	KELSO CUSTOM CONSTRUCTION LLC	701.102(2)(a)	03/24/2023	0.00
132108	MCGEE, MARK DAVID	701.102(2)(a)	03/27/2023	0.00
132109	SAVAS, JACE COLBY	701.102(2)(a)	03/27/2023	0.00
132110	GALINDO CONSTRUCTION LLC	701.102(2)(a)	03/27/2023	0.00
132128	RE-CONSTRUCT CONTRACTING LLC	701.068(6)	03/28/2023	0.00
132131	BEACH CONSTRUCTION LLC	701.068(8)	03/28/2023	0.00
132135	CAMERONS INSTALLATIONS INC	701.102(2)(a)	03/29/2023	0.00
132142	WOLFS ROOFING AND CONSTRUCTION LLC	701.098(1)(b)	03/30/2023	0.00
132144	ECOTERIX LLC	701.102(2)(b)	03/30/2023	0.00
132146	PREMIER PROPERTY DEVELOPMENT LLC	701.102(2)(b)	03/30/2023	0.00
132147	STRADER FAMILY CONSTRUCTION AND REMODELING LLC	701.102(2)(a)	03/30/2023	0.00
132148	OREGON SEAMLESS GUTTERS LLC	701.102(2)(b)	03/30/2023	0.00
132160	PROEXC LLC	701.102(2)(a)	03/31/2023	0.00
132161	SPIELMAN PAINTING LLC	701.102(2)(a)	03/31/2023	0.00
132162	THE FENCE DOCTOR 541 LLC	701.102(2)(a)	03/31/2023	0.00
132192	HOME COMFORT HEARTH INC	701.102(2)(a)	04/06/2023	0.00
132193	OREGON EXTERIOR EXPERTS LLC	701.102(2)(a)	04/06/2023	0.00
132194	ROGUE HOME REPAIR LLC	701.102(2)(a)	04/06/2023	0.00
132199	TAYLORMADE CONCRETE & CONSTRUCTION LLC	701.102(2)(a)	04/07/2023	0.00
132201	LOGGINS RENOVATIONS AND DESIGNS LLC	701.102(2)(a)	04/10/2023	0.00
132208	DREWS CONCRETE AND CONSTRUCTION LLC	701.068(6)	04/10/2023	0.00

### 8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131518	VERSATILE COMPANY LLC	701.305(2)	04/07/2023	200.00
131673	DFB CONSTRUCTION CO	701.106(1)(j)	02/02/2023	1,000.00
131741	CAPA HOMES CORPORATION	701.345(2)	02/01/2023	500.00
131749	COMBS REMODEL CONSTRUCTION LLC	701.106(1)(j)	02/02/2023	1,000.00
131757	LESLIE DARRYL PIATT & JOSHUA DANIEL PIATT	701.350(1)	03/06/2023	5,000.00
131762	CRAWFORD ELECTRIC COMPANY INC	701.098(1)(f)	02/06/2023	0.00
131764	A PLUS DRYWALL INC	701.098(1)(f)	02/06/2023	0.00
131765	ADVANCED RADON TECHNOLOGIES INC	701.098(1)(f)	02/06/2023	0.00
131766	AMERICAN WALLCOVER INC	701.098(1)(f)	02/06/2023	0.00
131767	BERG BROS WOODWORKING INC	701.098(1)(f)	02/06/2023	0.00
131768	DUIT LEVEL TOOL CO	701.098(1)(f)	02/06/2023	0.00
131769	EXPRESS SEWER & DRAIN INCORPORATED	701.098(1)(f)	02/06/2023	0.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## NOTICES OF INTENT (cont.)

### 8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131774	NAIR CONSTRUCTION LLC	701.098(1)(b)	02/07/2023	50.00
131781	LIFESTYLE ENTERPRISES INC	701.098(1)(b)	02/08/2023	50.00
131786	ACTION JACKSON CONSTRUCTION LLC	701.106(1)(j)	02/08/2023	1,000.00
131788	IRONSIDE CONSTRUCTION AND REMODEL LLC	701.305(2)	02/09/2023	200.00
131792	SPECIALIZED FINISHED CONCRETE LLC	701.305(2)	02/13/2023	200.00
131794	CUNNINGHAM, JIMMY JOHN	701.305(2)	02/10/2023	200.00
131815	TRUST PAINTING LLC	701.106(1)(j)	02/14/2023	1,000.00
131822	ONE SPEED SERVICES LLC	701.098(1)(b)	02/14/2023	100.00
131824	LAYTON, TERRY L	701.098(1)(b)	02/14/2023	50.00
131862	B & H EXTERIORS LLC	701.305(1)	02/22/2023	500.00
131865	MADRIGAL PROFESSIONAL PAINTING LLC	701.106(1)(j)	02/24/2023	1,000.00
131866	SELIX FENCE & CONSTRUCTION LLC	701.106(1)(j)	02/24/2023	1,000.00
131869	HARTZER, JEFFRY W	701.106(1)(j)	02/23/2023	1,000.00
131897	CREATIVE CONCRETE AND CONSTRUCTION LLC	701.098(1)(l)	02/27/2023	1,000.00
131916	JHERNANDEZ CONSTRUCTION LLC	701.305(1)	03/02/2023	500.00
131928	ESGEO BUILDERS LLC	701.305(1)	03/02/2023	500.00
131938	VARGAS CONCRETE CONSTRUCTION LLC	701.305(2)	03/06/2023	500.00
131961	AMERICAN RESTORATION & CONSTRUCTION OF SALEM INC	701.098(1)(f)	03/09/2023	0.00
131964	NAVARRO COMPANY LLC	701.106(1)(j)	03/14/2023	1,000.00
131977	KING DAVIDS CONSTRUCTION COMPANY LLC	701.305(1)	03/13/2023	500.00
132022	503 ROOFING AND CONSTRUCTION LLC	701.098(1)(b)	03/16/2023	200.00
132032	SPECIALIZED FINISHED CONCRETE LLC	701.305(1)	03/22/2023	500.00
132034	YIM BROTHERS CONSTRUCTION LLC	701.106(1)(j)	03/21/2023	1,000.00
132044	CRATER LAKE POOLS & SPAS LLC	701.098(1)(b)	03/20/2023	100.00
132069	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	04/06/2023	1,000.00
132102	ELDRIDGE, CAMERON WAYNE	701.098(1)(l)	03/27/2023	1,000.00
132107	VARGAS CONCRETE CONSTRUCTION LLC	701.305(2)	03/27/2023	500.00
132129	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	03/28/2023	1,000.00
132149	BERNARDO & SONS LLC	701.106(1)(j)	03/30/2023	1,000.00
132152	AMERICAN RESTORATION & CONSTRUCTION OF SALEM INC	701.098(1)(f)	03/30/2023	0.00
132152	AMERICAN RESTORATION & CONSTRUCTION OF SALEM INC	701.098(1)(f)	03/30/2023	0.00
132184	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	04/06/2023	1,000.00
132185	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	04/06/2023	1,000.00
132186	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	04/06/2023	1,000.00
132195	JEFF CARTER CONSTRUCTION INC	701.098(1)(l)	04/06/2023	1,000.00
132198	ROQUE CONSTRUCTION LLC	701.106(1)(j)	04/10/2023	1,000.00
132205	DREWS CONCRETE AND CONSTRUCTION LLC	701.098(1)(l)	04/10/2023	1,000.00
132214	JOHN DOM & RICH INC	701.305(2)	04/11/2023	200.00

**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

4/12/2023

**01/31/2023 - 04/11/2023**

**NOTICES OF INTENT (cont.)**

**9 - CRIMINAL / INJUNCTIONS / STOP WORK**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131735	REDWING ELECTRIC LLC	701.098(1)(i)	01/31/2023	0.00
131849	C N L CONSTRUCTION LLC	701.098(1)(i)	02/17/2023	0.00
131850	SCHWEIGER, CHRISTOPHER CHARLES	701.098(1)(i)	02/20/2023	0.00
131851	NEWTON INTERIOR CONSTRUCTION LLC	701.098(1)(i)	02/20/2023	0.00
132151	KDC INDUSTRIAL SERVICES LLC	701.098(1)(i)	03/30/2023	0.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## FINAL ORDERS

### 1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130964	HACKETT, KENNETH EDWARD	701.021(1)	03/09/2023	5,000.00
131380	NIEHUSS, JEFFREY ALLEN	701.021(1)	02/16/2023	5,000.00
131409	AVILES LOPEZ, BENJAMIN	701.021(1)	02/03/2023	1,000.00
131458	ROBERTS III, EDISON BATES	701.021(1)	02/14/2023	5,000.00
131486	DEVINE DESIGN CONTRACTING LLC	701.021(1)	02/13/2023	600.00
131497	PADILLA, JOSE	701.021(1)	02/03/2023	1,000.00
131498	C & B TRUCKING & EXCAVATING LLC	701.021(1)	02/03/2023	1,000.00
131512	PAINT BY COLOR LLC	701.021(1)	02/03/2023	1,000.00
131527	NWB TREE LLC	701.021(1)	02/03/2023	1,000.00
131530	LOPEZ RANGEL, EDGAR BASUALDO	701.021(1)	02/09/2023	5,000.00
131559	AIRBORNE HANDYMAN LLC	701.021(1)	02/03/2023	600.00
131560	DELUGACH, TYLER TIMOTHY	701.021(1)	02/01/2023	1,000.00
131572	DECKER, RANDY LEE	701.021(1)	03/28/2023	5,000.00
131582	ANYTIME ROOFING LLC	701.021(1)	02/02/2023	1,000.00
131585	CARCANO PAINTERS LLC	701.021(1)	02/03/2023	600.00
131588	SMITH, MATTHEW OSCAR	701.021(1)	02/17/2023	1,000.00
131619	KIMBERLY MARIE POSTLETHWAIT & TIMOTHY POSTLETHWAIT	701.021(1)	02/06/2023	600.00
131634	PITTMAN HANDYMAN SERVICES LLC	701.021(1)	02/15/2023	600.00
131639	DREAM CRAFT LLC	701.021(1)	03/02/2023	1,000.00
131642	THOMPSON SR, RAYFORD	701.021(1)	02/14/2023	5,000.00
131644	QUALITY HOME CARE LLC	701.021(1)	03/07/2023	5,000.00
131659	VIDAL RUIZ, JOSE DE JESUS	701.021(1)	02/22/2023	1,000.00
131674	DELTA ROOFING LLC	701.021(1)	02/17/2023	1,000.00
131682	STROTHER, AARON LESLIE SCOTT	701.021(1)	02/16/2023	600.00
131687	FERNANDEZ OAK D LAWN SERVICES LLC	701.021(1)	02/03/2023	600.00
131691	CRYSTALRIDGE DEVELOPMENT INC	701.021(1)	02/16/2023	5,000.00
131692	CRYSTALRIDGE DEVELOPMENT INC	701.021(1)	02/16/2023	5,000.00
131693	MARTIN NELSON, DUSTIN JAMES	701.021(1)	02/23/2023	1,000.00
131703	MILLIGAN, TIMOTHY ROBERT	701.021(1)	02/02/2023	1,000.00
131719	FAMILY CHIMNEY REPAIR LLC	701.021(1)	02/15/2023	600.00
131731	MORALES, PEDRO	701.021(1)	02/24/2023	5,000.00
131733	RED FRAMING & REMODELING LLC	701.021(1)	02/23/2023	1,000.00
131743	LEAFFILTER NORTH LLC	701.021(1)	03/16/2023	6,000.00
131760	ZAMORA, OSCAR	701.021(1)	03/01/2023	600.00
131775	NEW AGE CONSTRUCTION LLC	701.021(1)	03/22/2023	1,000.00
131778	ARANO FERNANDEZ, ROBERTO CARLOS	701.021(1)	03/06/2023	600.00
131784	BRAUN GUTTER COMPANY	701.021(1)	03/17/2023	700.00
131790	KIWI FENCE CONTRACTORS LLC	701.021(1)	03/06/2023	5,000.00
131801	VALLEY VIEW FENCE & DECK LLC	701.021(1)	03/06/2023	1,000.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## FINAL ORDERS (cont.)

### 1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131804	CRYSTALRIDGE DEVELOPMENT INC	701.021(1)	03/09/2023	5,000.00
131819	DAVISON, COLTON LEE	701.021(1)	03/08/2023	1,000.00
131821	D&D ROYAL CONSTRUCTION LLC	701.021(1)	03/21/2023	1,000.00
131834	TAYLOR CASTILLO, CARLOS	701.021(1)	03/23/2023	1,000.00
131836	DERSTINE, CHADWIN DWAYNE	701.021(1)	03/16/2023	600.00
131839	UNITED WATER RESTORATION GROUP OF BEAVERTON LLC	701.021(1)	03/06/2023	1,000.00
131844	MAURO, CORY STEVEN SOLOMON	701.021(1)	03/23/2023	5,000.00
131845	BRIGGS, SHAWN ERIK	701.021(1)	03/17/2023	600.00
131854	ADMIRABLE CONSTRUCTION INC	701.021(1)	03/17/2023	1,000.00
131857	DAVIDS STONE LLC	701.021(1)	04/04/2023	1,000.00
131861	LOPEZ REYES, JUAN RAMIRO	701.021(1)	04/07/2023	1,000.00
131871	KIMBERLY MARIE POSTLETHWAIT & TIMOTHY POSTLETHWAIT	701.021(1)	03/23/2023	700.00
131901	ARECHIGA, VINCENT R	701.021(1)	03/23/2023	5,000.00
131903	CHAMPAGNE, JARED WILLIAM	701.021(1)	03/27/2023	600.00
131915	PALACIOS, OSCAR D	701.021(1)	03/27/2023	1,000.00
131931	JACKSON, CHAD BRADLEY	701.021(1)	03/29/2023	700.00
131948	PDX HOME SERVICE LLC	701.021(1)	04/04/2023	1,000.00
131971	GILCHRIST, HAYDEN AVERY	701.021(1)	04/06/2023	600.00
131972	CHINN, MICHAEL W	701.021(1)	04/07/2023	600.00
131975	KAYAK BOUGHTON, RICHARD GOODALL	701.021(1)	04/05/2023	5,000.00
131994	STEPHENS, GARY ROBERT	701.021(1)	04/10/2023	1,000.00
132012	TIME TO PAINT LLC	701.021(1)	04/07/2023	600.00
132021	EDWARDS, ZACHARIAH HAMILTON	701.021(1)	04/11/2023	700.00

### 2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131592	KUNTZ, MICHAEL ALLEN	701.035(3)	02/02/2023	1,000.00
131593	AXE AND SAW LLC	701.035(3)	02/09/2023	1,000.00
131618	PALACIOS VERDUGO, ALBERTO MAXIMO	701.035(3)	02/02/2023	1,000.00
131656	STONE CREEK BUILDING AND CONSTRUCTION LLC	701.035(3)	02/09/2023	1,000.00
131657	BUFORD, EDWARD SCOTT	701.035(3)	02/07/2023	1,000.00
131672	FRANK GENERAL CONTRACTOR LLC	701.035(3)	02/15/2023	1,000.00
131713	PLATINUM COASTAL CONSTRUCTION LLC	701.035(3)	02/28/2023	1,000.00
131720	TRU AIR LLC	701.035(3)	03/06/2023	1,000.00
131737	BYK REMODELING LLC	701.035(3)	03/03/2023	1,000.00
131739	BURNETT, EDDIE NORMAN	701.035(3)	02/17/2023	1,000.00
131740	FIRST CLASS REMODELING & CONSTRUCTION LLC	701.035(3)	03/10/2023	1,000.00
131746	CUSTOM VALLEY ROOFING LLC	701.035(3)	02/22/2023	1,000.00
131770	BRICKMAN PAINTING LLC	701.035(3)	03/22/2023	1,000.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## FINAL ORDERS (cont.)

### 2 - EXEMPT CONTRACTOR WITH EMPLOYEES (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131782	TIMBER WEST CONSTRUCTION LLC	701.035(3)	03/17/2023	1,000.00
131811	MARS HILL CONSTRUCTION LLC	701.035(3)	03/10/2023	1,000.00
131817	PACIFIC CONSTRUCTION COMPANY LLC	701.035(3)	03/10/2023	1,000.00
131832	ENGLE AND SONS ENTERPRISES LLC	701.035(3)	03/15/2023	1,000.00
131917	DODSON, ELRIE MICHAEL	701.035(3)	03/27/2023	1,000.00

### 3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131488	UPPER VALLEY BUILDERS INC	701.510(2)	02/01/2023	1,000.00
131535	BUILD INC	701.510(2)	02/03/2023	1,000.00
131537	SUPERIOR QUALITY CONSTRUCTION CO	701.510(2)	02/03/2023	1,000.00
131558	JUSTIN RIDEOUT DESIGN AND REMODEL LLC	701.510(2)	02/03/2023	1,000.00
131565	GLV ENTERPRISES INC	701.510(3)	02/03/2023	5,000.00
131566	FARIAS CONSTRUCTION LLC	701.510(2)	02/14/2023	1,000.00
131599	KUNTZ, MICHAEL ALLEN	701.510(2)	02/02/2023	1,000.00
131611	JUAN MANUEL PONCE FERNANDEZ & RAIMUNDO ESPARZA FERNANDEZ	701.510(2)	02/08/2023	1,000.00
131612	LYTLE, BRETT VICTOR	701.510(2)	02/22/2023	1,000.00
131631	MILLER DESIGN AND BUILD LLC	701.510(2)	02/15/2023	1,000.00
131632	BWA BUILDERS LLC	701.510(2)	02/09/2023	1,000.00
131633	DIVERGENT PROFESSIONAL TEAM LLC	701.510(2)	03/02/2023	1,000.00
131637	GOTCHA COVERED PAINT AND TILE INC	701.510(2)	02/10/2023	1,000.00
131641	SAFE STEP TUBS NORTHWEST INC	701.510(2)	02/16/2023	1,000.00
131654	KIWI INNOVATIONS LLC	701.510(3)	02/07/2023	1,000.00
131655	HANDYMAN 4 U LLC	701.510(3)	02/13/2023	1,000.00
131667	BEN FACKLER CONSTRUCTION INC	701.510(2)	02/22/2023	1,000.00
131668	CAMARA RETROFIT AND CONSTRUCTION LLC	701.510(2)	02/22/2023	1,000.00
131669	DEZ DEVELOPMENT LLC	701.510(2)	02/22/2023	1,000.00
131678	C & K CUSTOM REMODELING INC	701.510(2)	02/10/2023	1,000.00
131697	NEW ROOTS RENOVATION LLC	701.510(2)	02/17/2023	1,000.00
131699	PLACECRAFT DESIGN & BUILD LLC	701.510(2)	01/31/2023	1,000.00
131711	MODERN BLUEPRINT LLC	701.510(3)	02/15/2023	1,000.00
131714	JEREMY JAMES CONSTRUCTION LLC	701.510(2)	02/23/2023	1,000.00
131715	ZIEBART CONSTRUCTION LLC	701.510(2)	03/17/2023	1,000.00
131715	ZIEBART CONSTRUCTION LLC	701.510(2)	03/17/2023	1,000.00
131716	CAPA HOMES CORPORATION	701.510(2)	02/27/2023	1,000.00
131722	LOTUS VENTURES INC	701.510(2)	02/17/2023	1,000.00
131723	EMPIRE PAINT AND REMODEL LLC	701.510(2)	02/23/2023	1,000.00
131728	HENDEL HOMES LLC	701.510(2)	02/28/2023	1,000.00
131744	HOME REHAB PDX LLC	701.510(2)	03/22/2023	1,000.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## FINAL ORDERS (cont.)

### 3 - LEAD BASED PAINT (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131745	GLV ENTERPRISES INC	701.510(3)	03/07/2023	5,000.00
131748	COMBS REMODEL CONSTRUCTION LLC	701.510(2)	02/27/2023	1,000.00
131771	EDDIES ALL AROUND HANDYMAN LLC	701.510(2)	03/08/2023	1,000.00
131772	SURE GUARD CONSTRUCTION OR INC	701.510(2)	03/03/2023	1,000.00
131780	MERRITT, JAMES TIMOTHY	701.510(2)	03/20/2023	1,000.00
131783	JK CONSTRUCTION & PAINTING INCORPORATED	701.510(2)	03/08/2023	1,000.00
131795	CZ BECKER COMPANY	701.510(2)	02/23/2023	1,000.00
131812	F & F CONTRACTORS INC	701.510(2)	03/08/2023	1,000.00
131813	ANDY REMODELING AND ROOFING INC	701.510(2)	03/10/2023	1,000.00
131814	CHAMELEONS PAINT & CONSTRUCTION LLC	701.510(2)	03/21/2023	1,000.00
131823	G & C PAINTING LLC	701.510(2)	03/08/2023	1,000.00
131825	ALL PRO MOVING AND CLEANING LLC	701.510(3)	03/21/2023	1,000.00
131828	REVIVE CONSTRUCTION LLC	701.510(2)	03/23/2023	1,000.00
131831	ENGLE AND SONS ENTERPRISES LLC	701.510(2)	03/15/2023	1,000.00
131833	RISE & SHINE PROJECTIONS LLC	701.510(2)	03/28/2023	1,000.00
131838	LIMINAL SHIFT LLC	701.510(2)	04/05/2023	1,000.00
131847	STRAIGHTEN UP CONTRACTING LLC	701.510(2)	03/22/2023	1,000.00
131864	FIVE STAR EXTERIORS CORPORATION	701.510(2)	04/10/2023	3,000.00
131874	COLLINS CONTRACTING LLC	701.510(2)	03/29/2023	1,000.00
131885	SLOTH BEAR CONSTRUCTION LLC	701.510(2)	04/04/2023	1,000.00
131918	CREED CONSTRUCTION LLC	701.510(2)	03/30/2023	1,000.00
131949	TRINITY FLOORING INC	701.510(2)	03/30/2023	1,000.00
131953	RC HUMPHREY CONSTRUCTION INC	701.510(2)	04/04/2023	1,000.00
132017	BATHS FOR LESS LLC	701.510(2)	04/11/2023	1,000.00
132082	OUR HOUSE CONTRACTING LLC	701.510(2)	04/07/2023	1,000.00

### 4 - IMPROPER LICENSE ENDORSEMENT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131752	ROWHOUSE LLC	701.021(2)	03/16/2023	1,000.00

### 5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131499	MDJ CONSTRUCTION LLC	701.026(1)	02/03/2023	1,000.00
131568	CHARLES MALONEY BUILDING CO INC	701.026(1)	02/09/2023	1,000.00
131706	BRICK HOUSE PROPERTY MANAGEMENT INCORPORATED	701.026(2)	02/28/2023	1,000.00
131738	JOLING ENTERPRISES LLC	701.026(2)	03/07/2023	1,000.00
131742	EMPIRE INVESTMENTS LLC	701.026(1)	03/03/2023	1,000.00
131820	BUILDING REHABILITATION DEVELOPMENT LLC	701.026(2)	03/27/2023	1,000.00
131858	A I KAYDALIN CONSTRUCTION INC	701.026(1)	03/24/2023	1,000.00



# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## FINAL ORDERS (cont.)

### 6 - FAILURE TO DELIVER RESIDENTIAL CONSTRUCTION NOTICES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131540	OREGON DRYWALL SYSTEMS INC	087.093(2)	02/03/2023	200.00
131601	KUNTZ, MICHAEL ALLEN	087.093(2)	02/02/2023	200.00
131602	KUNTZ, MICHAEL ALLEN	701.330(4)	02/02/2023	100.00
131603	KUNTZ, MICHAEL ALLEN	701.330(4)	02/02/2023	100.00
131614	MCR CONSTRUCTION LLC	701.330(4)	02/08/2023	100.00
131621	MCR CONSTRUCTION LLC	087.093(2)	02/03/2023	200.00
131807	CUNNINGHAM, JIMMY JOHN	087.093(2)	03/08/2023	200.00
131808	SPECIALIZED FINISHED CONCRETE LLC	087.093(2)	03/08/2023	200.00
131809	SPECIALIZED FINISHED CONCRETE LLC	701.330(4)	03/08/2023	100.00
131810	SPECIALIZED FINISHED CONCRETE LLC	701.330(4)	03/08/2023	100.00
131860	BEARDEN, GLENN MANNA	087.093(2)	03/28/2023	200.00
131875	MADRIGAL PROFESSIONAL PAINTING LLC	087.093(2)	03/10/2023	200.00
131887	WILLIAMS ROOFING AND CONSTRUCTION LLC	087.093(2)	03/21/2023	200.00
131899	WILLIAMS ROOFING AND CONSTRUCTION LLC	701.330(4)	03/21/2023	100.00
131900	WILLIAMS ROOFING AND CONSTRUCTION LLC	701.330(4)	03/10/2023	100.00
131908	T2 CONSTRUCTION LLC	087.093(2)	03/24/2023	200.00
131910	T2 CONSTRUCTION LLC	701.330(4)	03/24/2023	100.00
131912	T2 CONSTRUCTION LLC	701.330(4)	03/24/2023	100.00
131919	DODSON, ELRIE MICHAEL	087.093(2)	03/27/2023	200.00
131920	DODSON, ELRIE MICHAEL	701.330(4)	03/27/2023	100.00
131921	DODSON, ELRIE MICHAEL	701.330(4)	03/13/2023	100.00
131952	REVOLUTION GARAGE DOOR LLC	701.330(4)	04/03/2023	100.00

### 7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131584	SOUTH COAST GARDEN STARTERS LLC	701.102(2)(a)	01/31/2023	0.00
131590	CANAAN LAND TILE LLC	701.102(2)(a)	02/02/2023	0.00
131594	O S CONCRETE LLC	701.102(2)(a)	02/02/2023	0.00
131596	DTH LLC	701.102(2)(a)	02/02/2023	0.00
131605	BARANCA SECA CONSTRUCTION LLC	701.102(2)(b)	03/16/2023	0.00
131606	CALIBER RENOVATIONS & CONSTRUCTION LLC	701.098(1)(b)	02/06/2023	0.00
131608	ALL CITY RESTORATION & REMODEL LLC	701.098(1)(b)	02/06/2023	0.00
131630	LOFTON & SONS LLC	701.102(2)(a)	02/08/2023	0.00
131636	S & T GENERAL CONTRACTING LLC	701.102(2)(a)	02/09/2023	0.00
131670	HAPPY GNOME PAINTING COMPANY LLC	701.098(1)(b)	03/24/2023	0.00
131676	J & J CLASSIC CONSTRUCTION & RESTORATION LLC	701.102(2)(a)	02/13/2023	0.00
131679	FIN BUILDERS CO	701.102(2)(a)	02/14/2023	0.00
131680	GURETZKI, QUENTIN GRANT	701.102(2)(a)	02/14/2023	0.00
131685	URBAN BICYCLE PARKING SYSTEMS INC	701.098(1)(b)	02/14/2023	0.00
131686	TEC PRO LTD	701.098(1)(b)	02/14/2023	0.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/12/2023

01/31/2023 - 04/11/2023

## FINAL ORDERS (cont.)

### 7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131700	LEAFSHIELD GUTTER GUARDS LLC	701.102(2)(a)	02/16/2023	0.00
131701	HOLE SHOT CONSTRUCTION LLC	701.098(1)(b)	02/16/2023	0.00
131705	DLN CONSTRUCTION CO	701.102(2)(a)	02/17/2023	0.00
131709	SCHARNHORST, ERIK ANTHONY	701.102(2)(a)	02/23/2023	0.00
131712	VICS ROOFING LLC	701.102(2)(a)	02/17/2023	0.00
131721	AESIR CONSTRUCTION LLC	701.102(2)(c)	02/23/2023	0.00
131732	EUREKA FALLS WATERSCAPING LLC	701.102(2)(c)	02/23/2023	0.00
131753	JOHN DOM & RICH INC	701.068(6)	03/07/2023	0.00
131756	ASHTON TRUCKING AND PAVING LLC	701.102(2)(a)	03/03/2023	0.00
131758	MASON, JERRY HELLINGS	701.102(2)(a)	03/03/2023	0.00
131759	ELDRIDGE, CAMERON WAYNE	701.102(2)(a)	03/03/2023	0.00
131796	ALEMAN GENERAL CONTRACTOR LLC	701.102(2)(a)	03/14/2023	0.00
131846	MOSSY ROOTS CONSTRUCTION LLC	701.102(2)(a)	03/14/2023	0.00
131877	WILCO CONSTRUCTION LLC	701.102(2)(a)	03/21/2023	0.00
131878	THE FLUES BROTHERZ	701.102(2)(a)	03/21/2023	0.00
131879	VANCILLS ROOFING AND CONSTRUCTION LLC	701.102(2)(a)	03/21/2023	0.00
131882	HEDBERG CONCRETE CONSTRUCTION LLC	701.102(2)(a)	03/21/2023	0.00
131883	TAYLORMADE CONCRETE & CONSTRUCTION LLC	701.102(2)(a)	03/21/2023	0.00
131946	ADVANCED RENOVATIONS INC	701.068(6)	03/29/2023	0.00
131954	VIP CONSTRUCTION LLC	701.098(1)(b)	03/30/2023	0.00
131956	VICS PLUS CONSTRUCTION LLC	701.098(1)(b)	03/29/2023	0.00
131957	IMPACT INSTALLATIONS INC	701.098(1)(b)	04/11/2023	0.00
131959	RISE PAINTING AND MAINTENANCE LLC	701.102(2)(a)	04/03/2023	0.00
131962	INTERIOR DESIGN CONCEPTS LLC	701.102(2)(a)	04/05/2023	0.00
131965	VANCILLS ROOFING AND CONSTRUCTION LLC	701.102(2)(a)	04/05/2023	0.00
131970	C & S CONTRACTORS LLC	701.102(2)(a)	04/05/2023	0.00
132008	CONCRETE MASTERY LLC	701.102(2)(a)	04/05/2023	0.00
132011	KOVA DEVELOPMENT LLC	701.102(2)(a)	04/05/2023	0.00
132014	SPECIALIZED FINISHED CONCRETE LLC	701.102(2)(a)	04/07/2023	0.00
132020	REIMCHE, SHANE JUSTINE	701.102(2)(a)	04/07/2023	0.00
132087	NEWMAN, JUSTIN LEE	025.750	03/27/2023	0.00

### 8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131246	APARTMENT MAINTENANCE LLC	701.098(1)(f)	02/03/2023	0.00
131543	CASCADE TEL INC	701.098(1)(f)	02/01/2023	0.00
131586	PALACIOS VERDUGO, ALBERTO MAXIMO	701.038(2)	02/02/2023	5,000.00
131600	KUNTZ, MICHAEL ALLEN	701.098(1)(b)	02/02/2023	50.00
131616	MARIN VIP BUILDERS LLC	701.098(1)(g)	02/06/2023	1,000.00
131623	MIDDLETON, LUKE WILLIAM	701.305(1)	02/03/2023	500.00

**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

4/12/2023

**01/31/2023 - 04/11/2023**

**FINAL ORDERS (cont.)**

**8 - OTHER (cont.)**

<b><u>File #</u></b>	<b><u>Respondent</u></b>	<b><u>Cite</u></b>	<b><u>Date</u></b>	<b><u>Amount</u></b>
131628	ESTRADA, FRANCISCO JAVIER	701.106(1)(j)	02/27/2023	1,000.00
131635	JXC CONSTRUCTION LLC	701.106(1)(j)	02/14/2023	1,000.00
131648	OWENS & OWENS INCORPORATED	701.098(1)(b)	02/13/2023	50.00
131649	ELSEY JR, EDWIN WAYNE	701.305(2)	02/17/2023	200.00
131671	BEN FACKLER CONSTRUCTION INC	701.345(2)	02/22/2023	500.00
131704	EMPIRE INVESTMENTS LLC	701.106(1)(j)	03/01/2023	1,000.00
131704	EMPIRE INVESTMENTS LLC	701.106(1)(j)	02/27/2023	1,000.00
131741	CAPA HOMES CORPORATION	701.345(2)	02/27/2023	500.00
131749	COMBS REMODEL CONSTRUCTION LLC	701.106(1)(j)	02/27/2023	1,000.00
131757	LESLIE DARRYL PIATT & JOSHUA DANIEL PIATT	701.350(1)	04/03/2023	5,000.00
131764	A PLUS DRYWALL INC	701.098(1)(f)	03/03/2023	0.00
131766	AMERICAN WALLCOVER INC	701.098(1)(f)	04/06/2023	0.00
131774	NAIR CONSTRUCTION LLC	701.098(1)(b)	03/03/2023	50.00
131781	LIFESTYLE ENTERPRISES INC	701.098(1)(b)	03/15/2023	50.00
131786	ACTION JACKSON CONSTRUCTION LLC	701.106(1)(j)	03/06/2023	1,000.00
131788	IRONSIDE CONSTRUCTION AND REMODEL LLC	701.305(2)	03/06/2023	200.00
131792	SPECIALIZED FINISHED CONCRETE LLC	701.305(2)	03/08/2023	200.00
131794	CUNNINGHAM, JIMMY JOHN	701.305(2)	03/08/2023	200.00
131815	TRUST PAINTING LLC	701.106(1)(j)	03/17/2023	1,000.00
131822	ONE SPEED SERVICES LLC	701.098(1)(b)	03/28/2023	100.00
131824	LAYTON, TERRY L	701.098(1)(b)	03/10/2023	50.00
131862	B & H EXTERIORS LLC	701.305(1)	03/02/2023	500.00
131865	MADRIGAL PROFESSIONAL PAINTING LLC	701.106(1)(j)	03/10/2023	1,000.00
131866	SELIX FENCE & CONSTRUCTION LLC	701.106(1)(j)	03/21/2023	1,000.00
131897	CREATIVE CONCRETE AND CONSTRUCTION LLC	701.098(1)(l)	04/04/2023	1,000.00
131916	JHERNANDEZ CONSTRUCTION LLC	701.305(1)	03/30/2023	500.00
131928	ESGEO BUILDERS LLC	701.305(1)	04/03/2023	500.00
131961	AMERICAN RESTORATION & CONSTRUCTION OF SALEM INC	701.098(1)(f)	04/05/2023	0.00
131964	NAVARRO COMPANY LLC	701.106(1)(j)	04/07/2023	1,000.00
131977	KING DAVIDS CONSTRUCTION COMPANY LLC	701.305(1)	04/05/2023	500.00
132044	CRATER LAKE POOLS & SPAS LLC	701.098(1)(b)	03/29/2023	100.00