CSLB
CONTRACTORS
STATE LICENSE BOARD

# Senior Scam Stopper




CONTRACTORS STATE LICENSE BOARD

- Protects California consumers by licensing and regulating the state's construction industry.
- CSLB licenses more than 290,000 contractors in 44 different classifications.

**CSLB: 1-800-321-CSLB (2752)**

# How Do Unlicensed Contractors Target Seniors?






- Seniors are trusting which makes them vulnerable.
- Unlicensed contractors will try to manipulate seniors, establish connections with them and take advantage of them.

# Biggest Scams




- Unlicensed contractors will ask for a large down payment.
- California law: down payment must be no more than 10 percent or $1,000 whatever is less.



# Common Scams



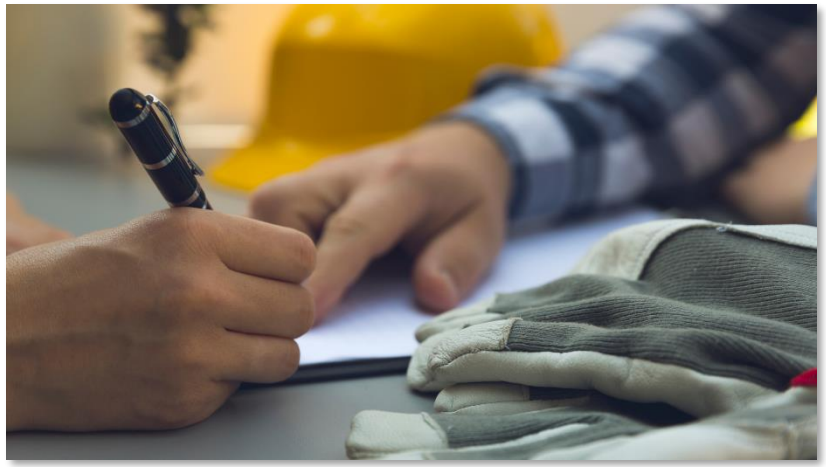

- Door-to-door sales and pressure tactics.
- Scare tactics.



# Common Scams




- Verbal agreements.



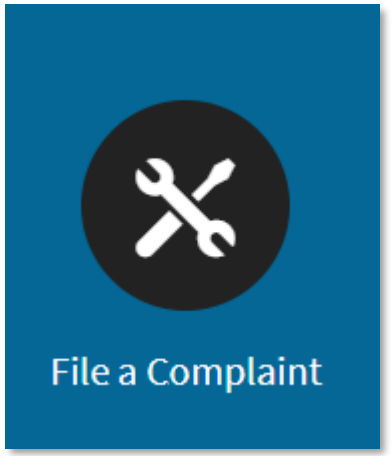
- Prices of materials changing during the job. Get everything in writing.

- Don’t pay in cash. Pay with a check and save a copy of the check in a project file.

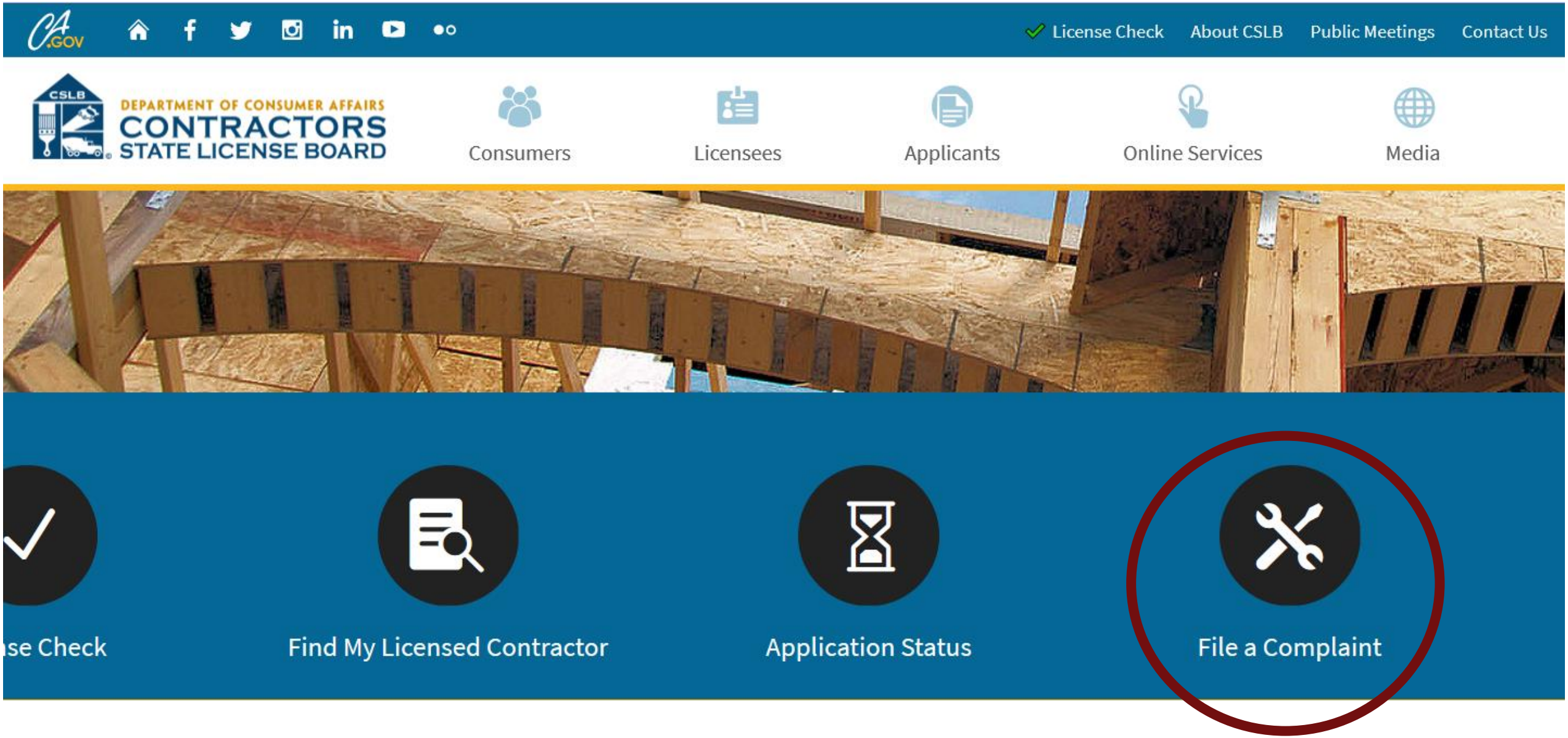
# What Can I Do If I've Been Scammed?




- Call CSLB for complaint form 1-800-321-CSLB (2752)
- Website: cslb.ca.gov, click "File a Complaint"




- Seniors have 4 years from date of construction to file a complaint.
- Five-Day Right to Cancel a Contract– protects seniors from solicitors.




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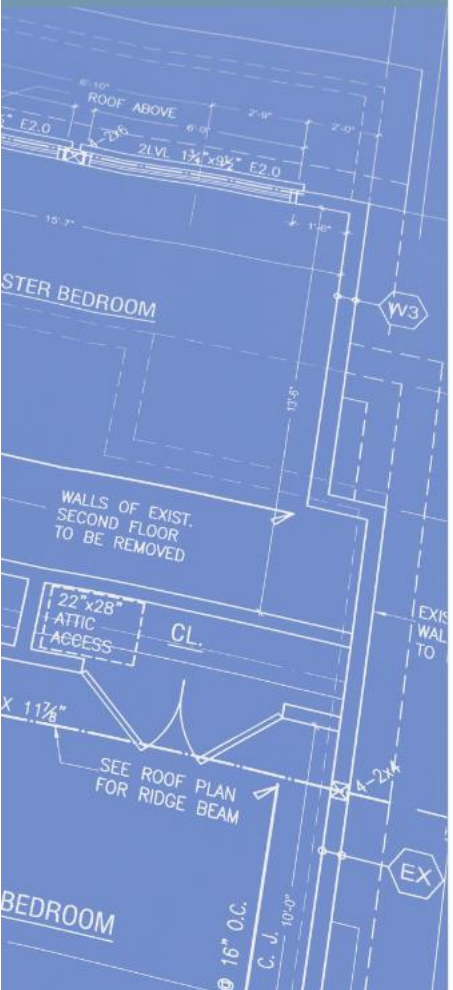
# Why Use a Licensed Contractor?




- All licensed contractors have passed trade & law exams and have undergone thorough background checks.
- CSLB licensed contractors are required to hold $15,000 contractor bonds and have Workers Compensation Insurance for all employees.
- Workers Compensation Insurance covers worker injuries while on the job which protects homeowners.



# Why Use a Licensed Contractor?




- Greater consumer protection.
- More options for consumer: CSLB can help with negotiation, mediation and arbitration. These services are free to consumers.
- California law requires the use of licensed contractors for any home improvement job that costs $500 or more.

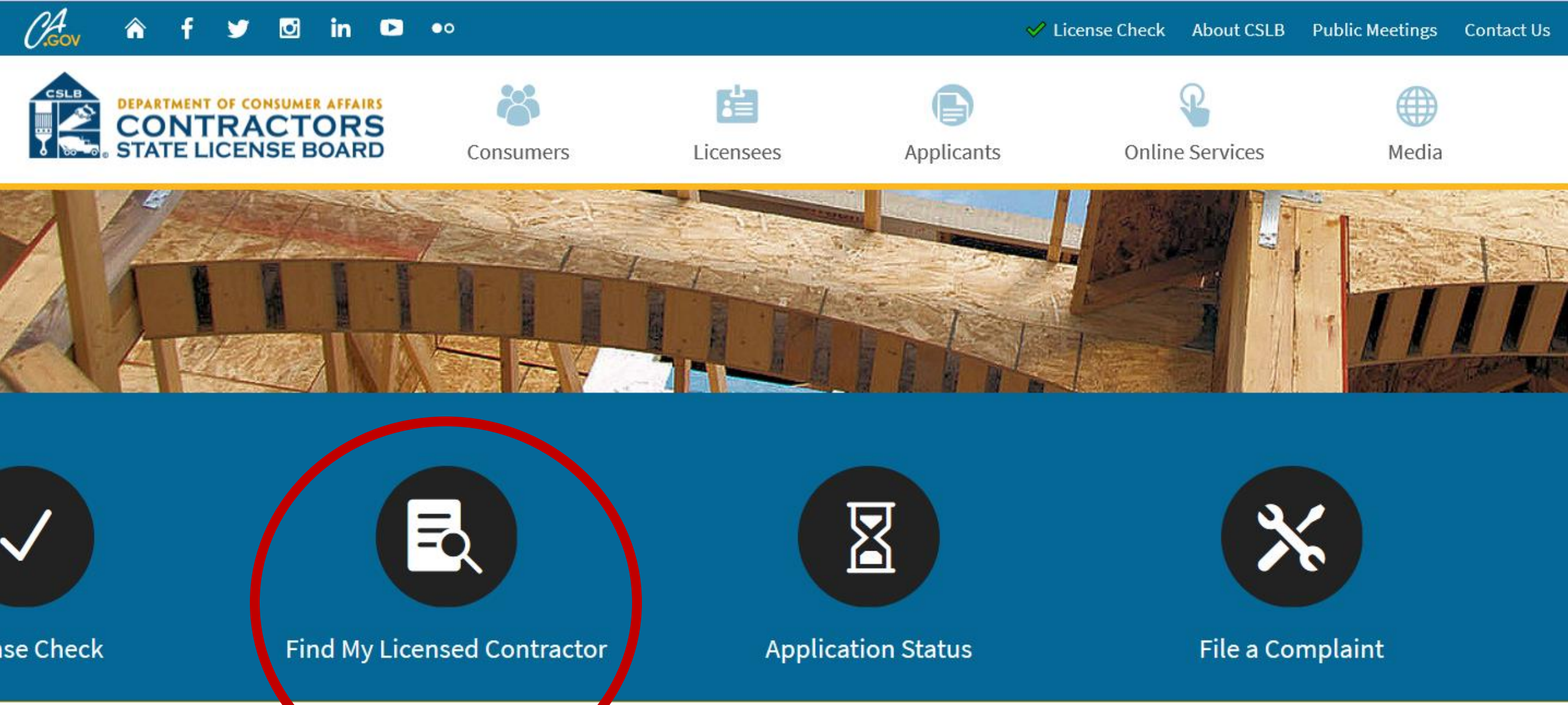


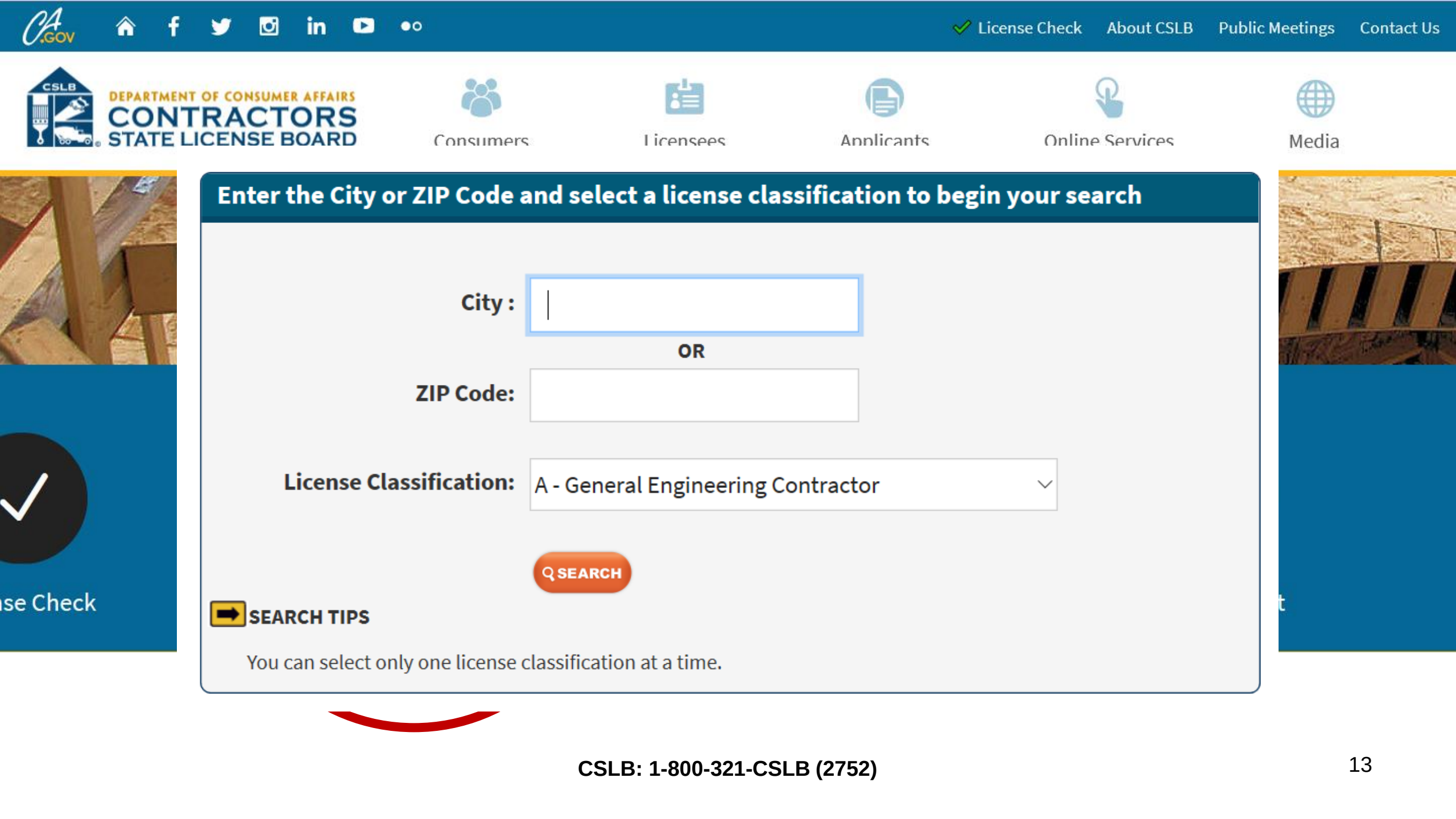
# Find My Licensed Contractor




- Ask friends or family if they have recommendations and check the license. You can find local contractors by using CSLB's Find My Licensed Contractor tool at www.cslb.ca.gov.

- You can also obtain the Find My Licensed Contractor information by calling CSLB's Call Center at 800-321-2752.

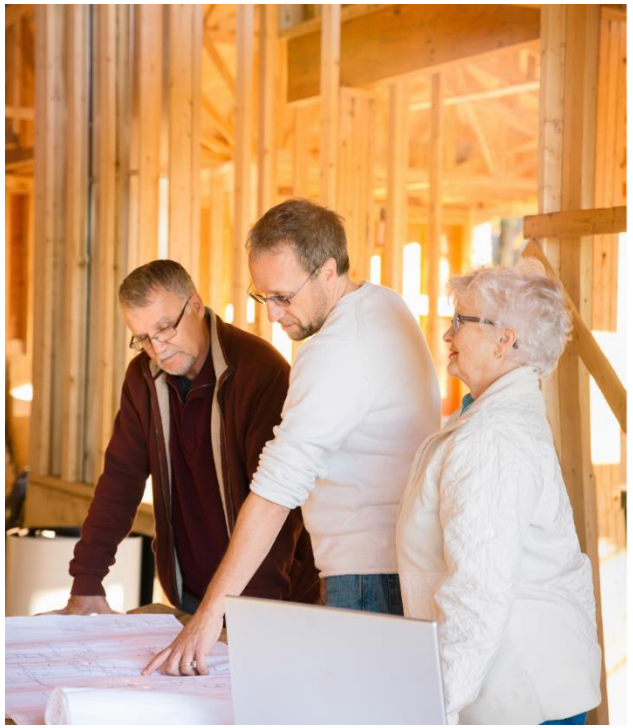

License Check
About CSLB
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STATE LICENSE BOARD
Consumers
Licensees
Applicants
Online Services
Media
Find My Licensed Contractor
Application Status
File a Complaint


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Enter the City or ZIP Code and select a license classification to begin your search
City :
OR
ZIP Code:
License Classification:
A - General Engineering Contractor
SEARCH
SEARCH TIPS
You can select only one license classification at a time.

# Protect Yourself




- Get at least three bids in writing.
- Ask for references and check them.



# Check the Pocket License




State of California Department of Consumer Affairs

State of California
**CONTRACTORS STATE LICENSE BOARD**
**ACTIVE LICENSE**

License Number **123456** Entity INDIV

Business Name JOHN DOE
CCONSTRUCTION

Classification(s) B, C-10, C-36

Expiration Date 06/30/[redacted]

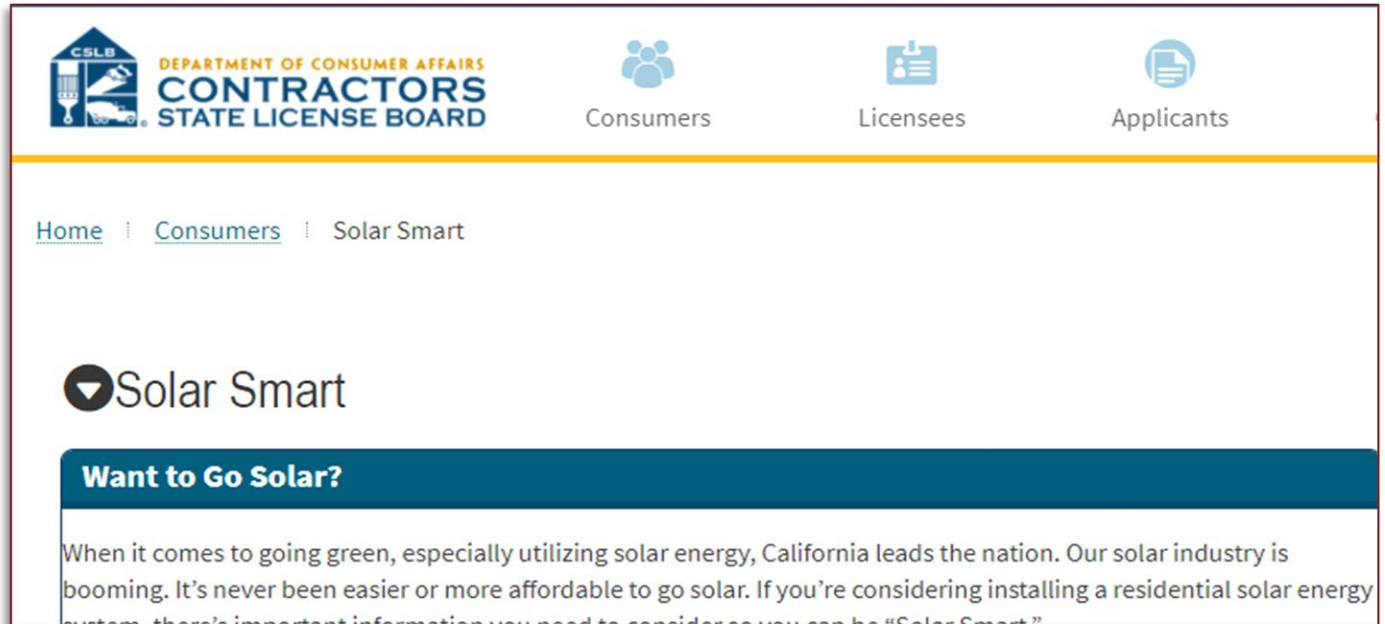
SAMPLE

**CSLB: 1-800-321-CSLB (2752)**

# Solar Problems




- CSLB has a Solar Task Force and Solar Smart page on cslb.ca.gov/consumers/solar_smart
- New Solar Complaint Form to improve response



# Solar Problems




- Is Solar Right for You?

a) Length of Time in Home

b) Roof Direction



- Do the Math with Solar
- Look at Monthly Statements

# Solar Problems




- Solar is <u>Not Free</u>
- Beware of Financing Programs: PACE, HERO, CHEEF, or REEL
- High Interest Rates
- Tied to Property Taxes



# Protect Yourself




- Make Sure You Have Control Over Payments
- Get Everything in Writing
- Financing Estimate & Disclosure Document
- Read the Contract Carefully

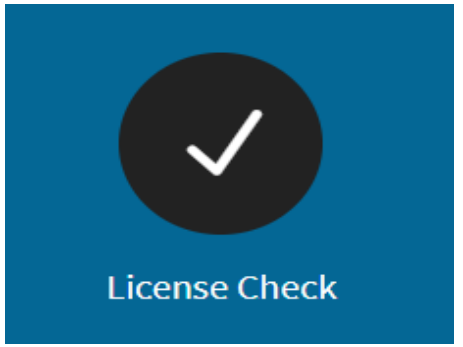


# Protect Yourself




- Hire licensed contractors using the “Find My Licensed Contractor” tool on cslb.ca.gov.
- Check the License using the “Instant License Check” on cslb.ca.gov or by calling 1-800-321-CSLB (2752).



# Remember!




- Down Payment must be <u>no more</u> than 10 percent or $1,000 whatever is less.
- Don’t let the payments get ahead of the work.



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# Call CSLB:
# 1-800-321-CSLB (2752)
# email: info@cslb.ca.gov

# Get Three Bids




- Ask about employees. If they have employees, they need workers' comp.
- Don't feel pressured to make a decision. Tell the contractor that you are getting at least three bids.
- Don't sign an estimate—it is not a contract.

# Check the License




- Check the classification. If you need a plumber, make sure the contractor has a plumbing license.
- Check the workers' compensation coverage. If the contractor has employees, it is required.

# Written Contract




- Only the contractor who holds the license, or a Home Improvement Salesperson (HIS) can negotiate and sign a contract.
- Be cautious about signing an electronic contract, it can be edited after you sign.
- You must be given a written copy of the contract signed by you and the contractor before work begins.

# Written Contract




Important information that should be included:

- Down Payment - If the contractor wants a down payment before the work begins, it cannot be more than $1,000 or 10 percent of the contract price, whichever is less.
- <u>Never</u> pay in cash.

# Written Contract




- Progress payment schedule.
- Identification of subcontractors and material suppliers so you can ensure they have been paid.
- Start and completion dates.

# Written Contract




- Change orders (in writing)--both homeowner and contractor sign them.
- Five-Day Right to Cancel – protects seniors from solicitors.
- (Extended this year with new law from three days to five days).

# Building Permits




- A construction or building permit is usually required and is issued by the local building department.

- Contractor obtains the building permit. Verify this with the contractor.

# Check the License




- CSLB's License Check at www.cslb.ca.gov.
- Search by License Number, Business Name, Contractor Name
- CSLB's Call Center at 800-321-2752.



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