

Construction Contractors Board

201 High St SE, Suite 600
PO Box 14140
Salem OR 97309-5052
Phone: (503) 934-2217 Fax: (503) 373-2155
E-mail: julie.t.nadeau@ccb.oregon.gov Web: www.oregon.gov/ccb

State of Oregon
Tina Kotek, Governor

Zoom Meeting Call In: 1 (669) 254-5252, Meeting ID: 161 050 3385 Passcode: 750581

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
7/17/2023

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

	Page
Meeting Called to Order	
Roll Call	
Approval of the Agenda	ACTION ITEM (pg 1)
Approval of the Minutes 4/26/2023 Board meeting.....	ACTION ITEM (pg 2)
Board Calendar:	
Next Meeting: August 23, 2023 (In Person; Teleconference option available).....	(pg 4)
Public Comment	
Agency Reports	
1. Agency Update (Chris Huntington)	
a. Budget Report	(pg 5)
b. Data Dashboard 7/2023.....	(pg 6)
2. Licensing (Dana Zeimantz)	
a. CCB Licensing Program Update	(pg 27)
3. Information Technology (Noel Magee)	
a. IT Update	(pg 28)
4. Education (Leslie Culpepper)	
a. Communication and Education Program Update.....	(pg 30)
5. Enforcement (Vena Swanson)	
a. Enforcement Update.....	(pg 42)
Old Business	
None	
New Business	
1. Enforcement Consent Agenda (Vena Swanson).....	ACTION ITEM (pg 43)
2. Homeowner Survey.....	(pg 60)
Adjournment	

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 APRIL 26, 2023
CONSTRUCTION CONTRACTORS BOARD MEETING
PUBLIC SESSION**

The Construction Contractors Board (CCB) met on Wednesday, April 26, 2023, at the board office in Salem, Oregon and via Zoom teleconference.

ATTENDEES:

Board members appearing: Chair Dylan Bochsler, Vice Chair Eric Olsen, Deb Flagan, Kurt Bolser, Patty Dorroh, Rosa Martinez, Abel Carbajal (8:33 am)

Board members absent: 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, System Improvement Analyst Ashlie Rios, Legislative Fiscal Officer Ben Ruef

Guests: Noah Hasenauer

MEETING CALLED TO ORDER:

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

APPROVAL OF AGENDA:

MOTION: Deb Flagan moved to approve the agenda as presented. Eric Olsen seconded the motion.

BOARD ACTION: 7 Ayes; Motion to approve carried unanimously.

APPROVAL OF MINUTES:

MOTION: Deb Flagan moved to approve the minutes from February 22, 2023. Eric Olson seconded the motion.

BOARD ACTION: 7 Ayes; Motion to approve carried unanimously.

DATE OF NEXT REGULARLY SCHEDULED MEETING: The next meeting is scheduled for June 21, 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 provided a status report on the budget, discussed the status of bills currently being reviewed by the Legislature that will impact CCB, and COLAs being discussed for state employees. Dylan Bochsler and Mr. Huntington discussed whether there would be a need for rulemaking related to the bond requirement increase bill, but Mr. Huntington felt like current rules would be sufficient and that the agency would have discretion on enforcement. Eric Olsen advised of potential increased workload resulting from the Governor's Executive Orders for housing and encouraged Mr. Huntington to examine the adequacy of staffing to handle an influx of new contractors.

Dana Zeimantz, Licensing Manager reported that the recent change implemented for insurance suspensions have seen a 70% decrease in suspended licenses. This has a positive impact for contractors

and staff, resulting in less phone calls and wait times. She also reported that additional staff have been hired and redirected, with three being trained for production work in licensing. The newly approved callback feature will be live soon, which should reduce the number of dropped calls and frustration for contractors and consumers.

Eric Olsen and Deb Flagan discussed opportunities to prepare for an increase in contractors as a result of the Governor's Executive Orders, such as an increase in staffing, revamping the application process, or assistance from the private sector. Mr. Huntington and Ms. Zeimantz said they've been watching staffing closely and will be prepared to respond as volume increases.

Noel Magee, Information Technology Manager shared that his team has been working on records retention, which includes evaluation and destruction of current records according to schedule as well as preparing for the license system replacement. They've also moved the contractor list to the Open Data Oregon platform so that individuals can download lists of contractors for free on demand.

Leslie Culpepper, Communication/Education Manager reported that the homeowner webinar went really well with attendees fully engaged. The Education team is planning a webinar designed to teach consumers to watch for scams as well as taking advantage of opportunities for press releases and media interaction aligned with webinars to increase the impact. Ms. Culpepper responded to Eric Olsen's concerns, stating that the pre-license process could handle an influx of contractors, but noted they are also ramping up communications to contractors, working email campaigns, and posting updates to the website regarding requirements.

Vena Swanson, Enforcement Manager reported that her team conducted a coastal sweep in March jointly with other agencies. There continue to be changes in staffing within the Enforcement section, but she is confident that the new appointment and lateral transfer will be up to speed and prove to be assets to the team. Currently the Compliance Officers have about 30 open files, with that number expected to rise as construction ramps up. A change in the DRS survey process resulted in the response rate increasing by 224% and Dispute Analysts each have approximately 350 open files. Board members discussed sharing information about the availability of mediation proactively before complaints are filed and the timeline for conducting mediation, which Ms. Swanson said has an approximate 2 week lead time once both parties agree to move forward.

OLD BUSINESS:

None

NEW BUSINESS:

Enforcement Consent Agenda

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

BOARD ACTION: 7 Ayes; Motion to approve carried unanimously.

MOTION: Patty Dorroh made a motion to approve the Final Orders on the Enforcement Consent Agenda. Rosa Martinez seconded the motion.

BOARD ACTION: 7 Ayes; Motion to approve carried unanimously.

The meeting adjourned at 9:49 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 May 2023 ACTUAL to DATE	REMAINING PROJECTED	TOTAL PROJECTED BI 2021-23	Authorized BUDGET (LAB)	LAB VS. PROJECTED
	Mar-23 Actuals	Apr-23 Actuals	May-23 Actuals					
Beginning Cash Balance				5,964,674		5,964,674		
Revenue	997,613	867,942	827,503	16,043,807	798,561	16,842,367	14,138,612	(2,703,755)
Personal Services	489,531	560,087	585,086	12,669,603	564,953	13,234,557	14,003,787	769,230
Services & Supplies	64,142	156,980	140,547	3,250,795	233,112	3,483,907	3,537,839	53,932
Capital Outlay	-	-	-	-	-	-	-	-
Expenditures	553,673	717,067	725,633	15,920,398	798,065	16,718,463	17,541,626	823,163
				TRUE		TRUE	TRUE	
Revenue vs. Expenditures	443,941	150,875	101,870	123,409	496	123,904		
Ending Cash Balance	5,835,072	5,985,947	6,087,817	6,088,083		6,088,578		

TRUE

Proctor Info

Proctor Revenue	49,740	44,640	35,700	733,080	31,873	764,953	775,000	10,047
Total Revenue To LAB	1,047,353	912,582	863,203	16,776,887	830,434	17,607,320	14,913,612	(2,693,708)
Proctor Expense Recon	49,740	44,640	35,700	733,080	31,873	764,953	775,000	10,047
Total Expenditures (w/ Proctor)	603,413	761,707	761,333	16,653,478	829,938	17,483,416	18,316,626	833,210

CCB Statistics At-A-Glance

Rate of Renewals

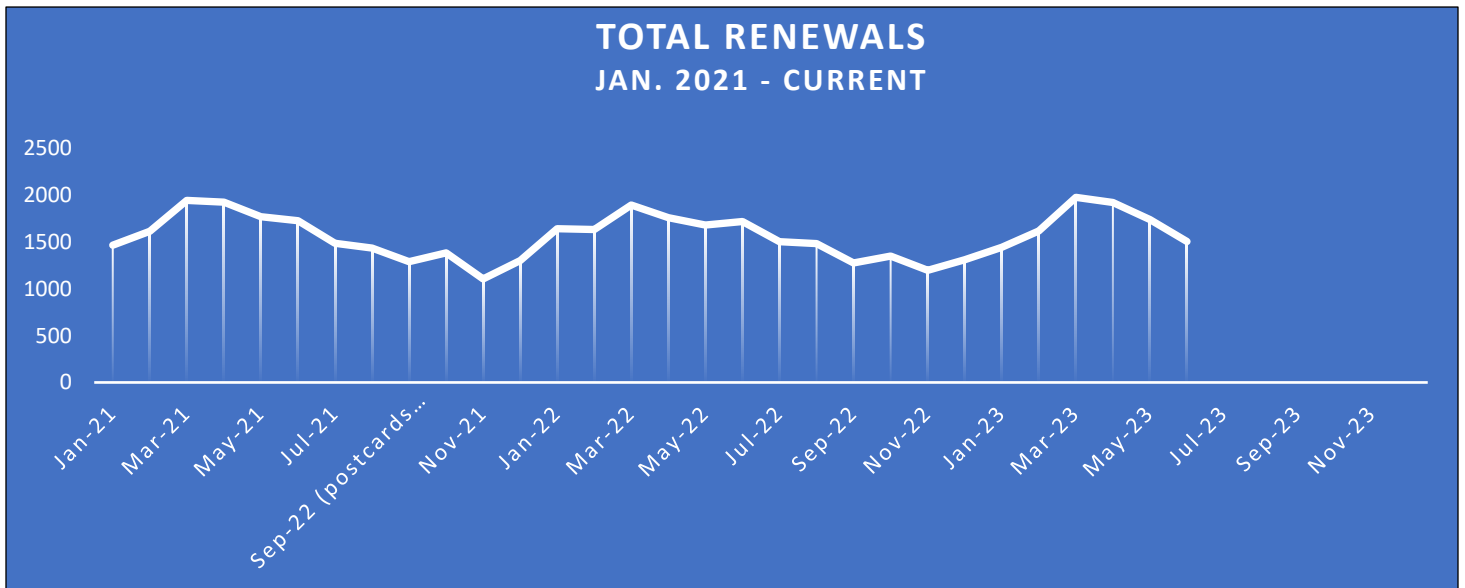
2023

Month/Yr	Expected Renewal Count	Actual Renewal Count	2023 Renewal Rate %
Jan-23	1803	1443	80.03%
Feb-23	1968	1617	82.16%
Mar-23	2454	1976	80.52%
Apr-23	2428	1921	79.12%
May-23	2300	1738	75.57%
Jun-23	2249	1504	66.87%
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

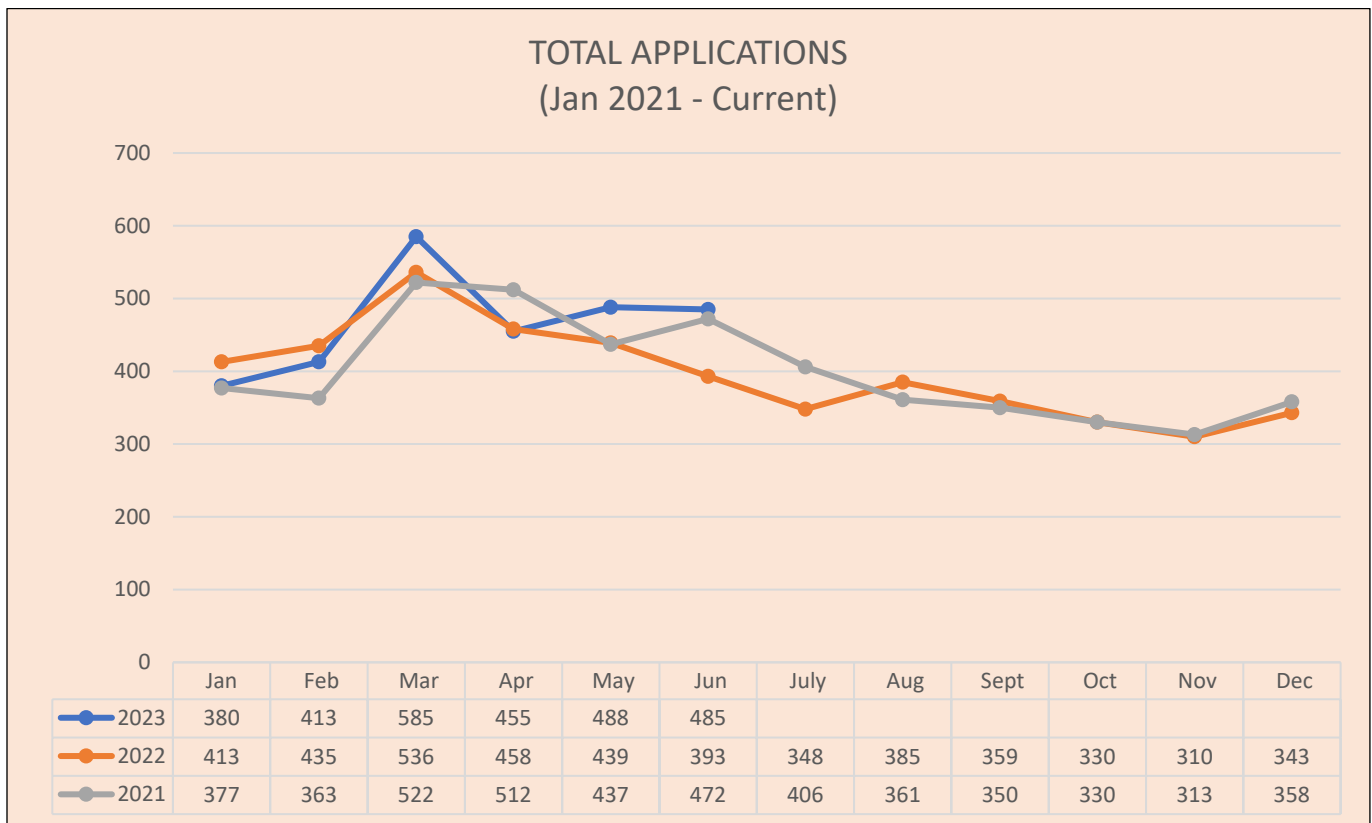
Rate of New Applications

2023

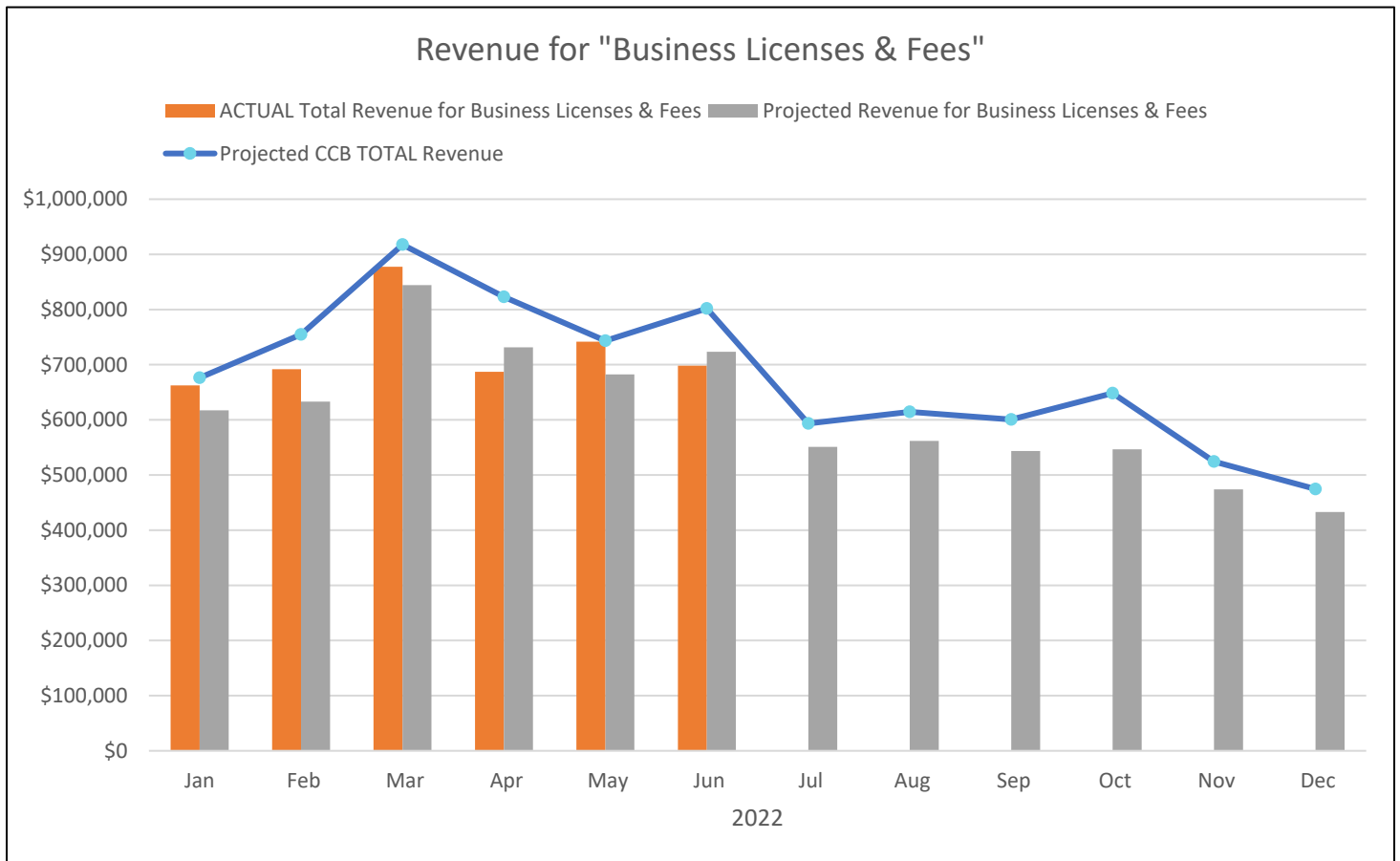
Month/Yr	New App Count
Jan-23	380
Feb-23	413
Mar-23	585
Apr-23	455
May-23	488
Jun-23	485
Jul-23	
Aug-23	
Sep-23	
Oct-23	
Nov-23	
Dec-23	

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



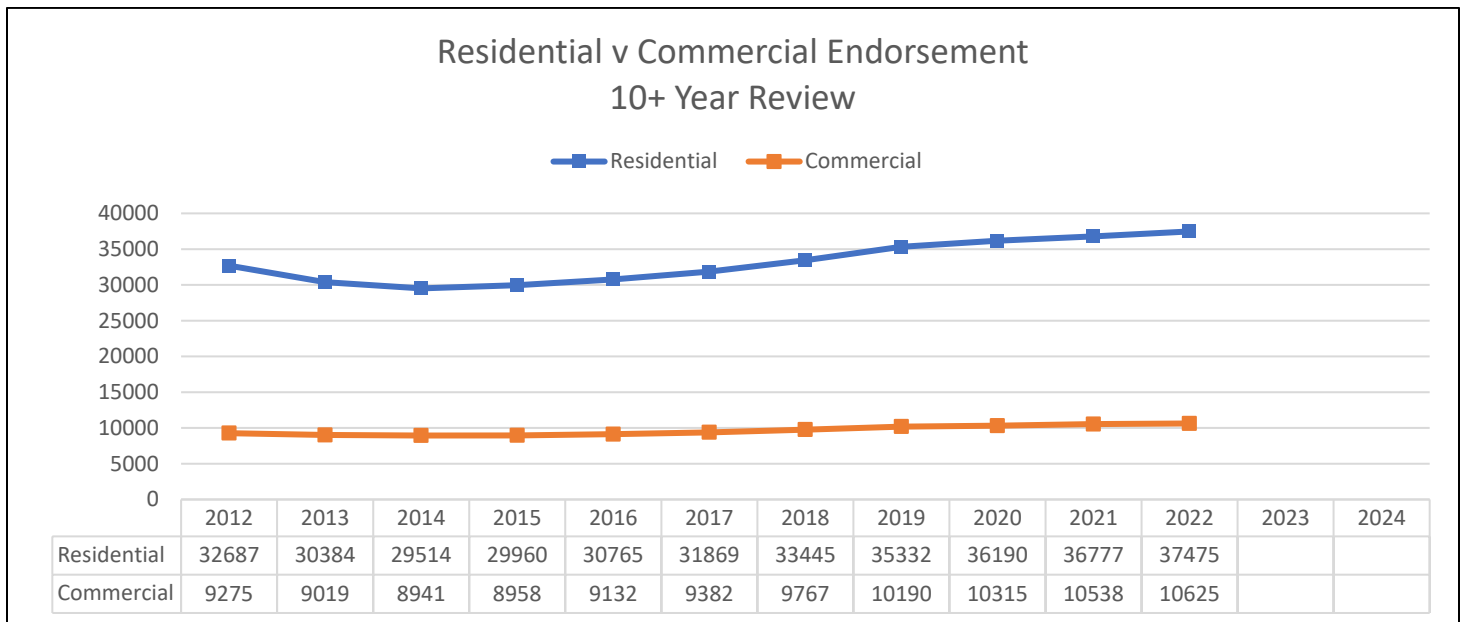
Revenue Stream of New Apps & Renewals Per Month in 2023



**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
	2023	
Jan	37770	10602
Feb	37691	10570
Mar	37989	10701
Apr	38257	10792
May	38049	10758
Jun	37988	10681
Jul	0	0
Aug	0	0
Sep	0	0
Oct	0	0
Nov	0	0
Dec	0	0



PROGRAM WORKLOAD

Enforcement

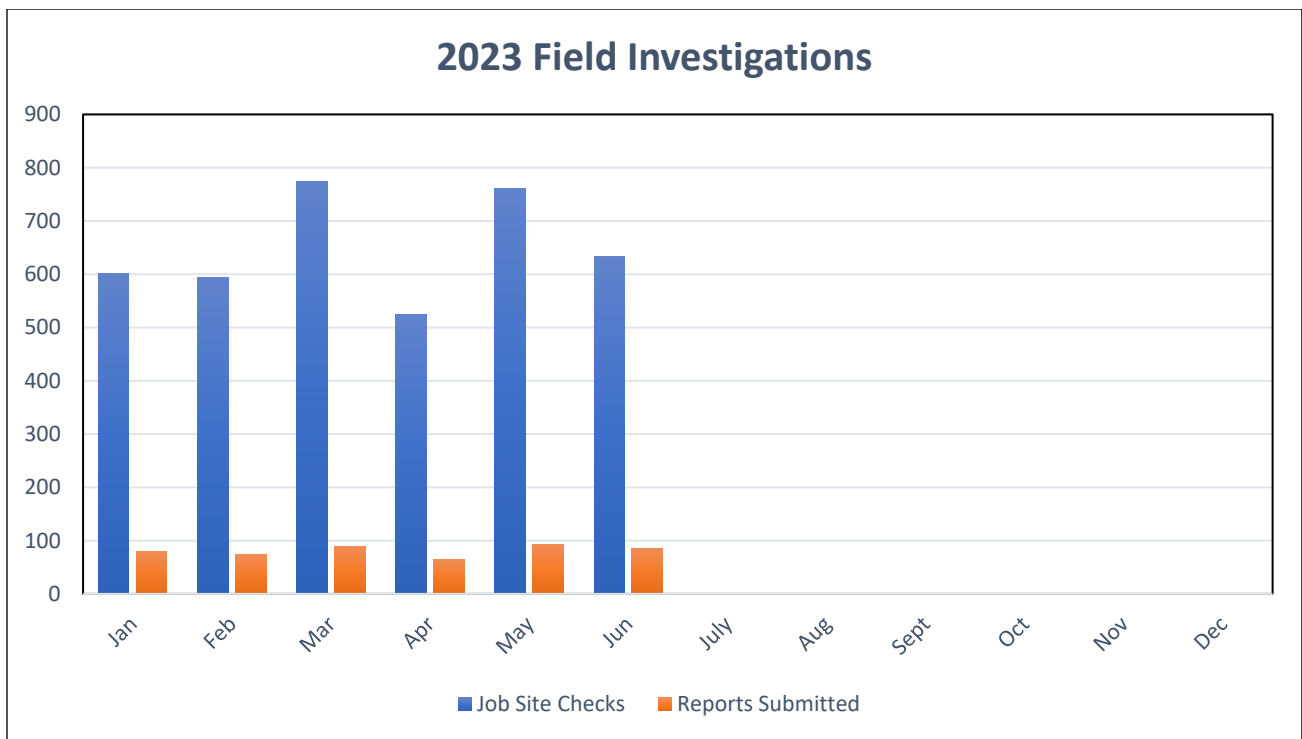
Investigation and Dispute Resolution Files Opened

Job Site Checks Performed

Jan-23	602
Feb-23	594
Mar-23	774
Apr-23	525
May-23	761
Jun-23	634
Jul-23	
Aug-23	
Sep-23	
Oct-23	
Nov-23	
Dec-23	

Field Investigation Reports Submitted

Jan-23	79
Feb-23	74
Mar-23	89
Apr-23	65
May-23	93
Jun-23	85
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 (Target Days to Close is 40)

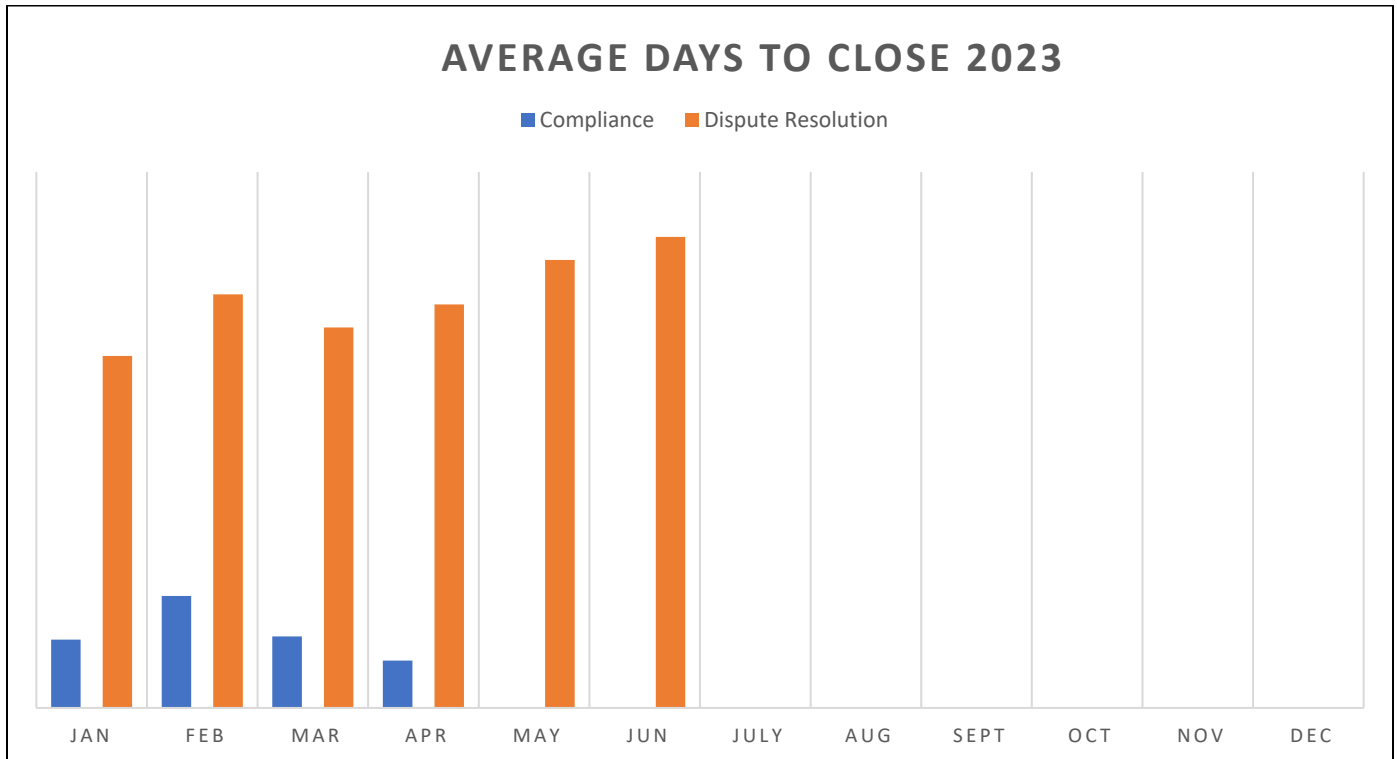
2022 Average	42.35666667
Jan-23	25.5
Feb-23	41.79
Mar-23	26.7
Apr-23	17.65
May-23	
Jun-23	
Jul-23	
Aug-23	
Sep-23	
Oct-23	
Nov-23	
Dec-23	

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

Dispute Resolution (Target Days to Close is 155)

2022 Average	162.2083333
Jan-23	131.36
Feb-23	154.3
Mar-23	141.93
Apr-23	150.56
May-23	167.14
Jun-23	175.75
Jul-23	
Aug-23	
Sep-23	
Oct-23	
Nov-23	
Dec-23	

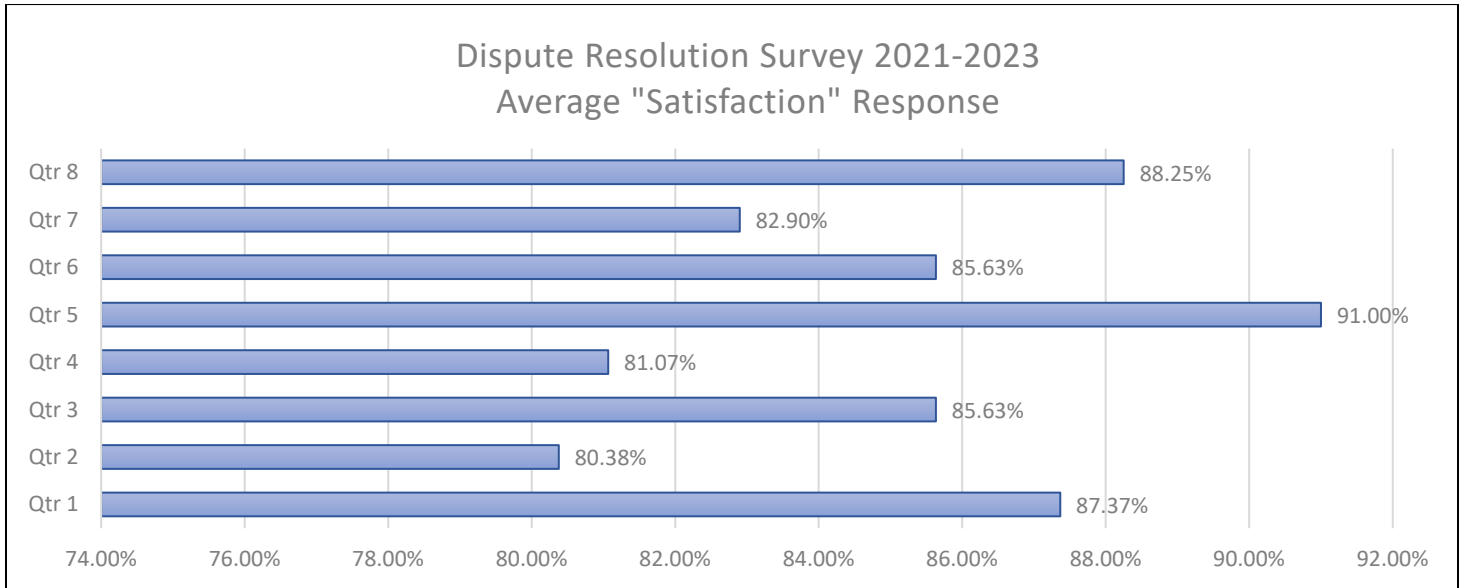
*Approximately 2-3 month lag for final closure dates.



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.*

Qtr 8 DRS Survey Comments

Working to be sure consumers are better protected from fraudulent contractors. Maybe requiring higher bonding to cover what they are actually responsible for.

Give us more time to process and gather information. Adequate time to evaluate possible solutions and new issues as they arise. This process is too rushed! In my case the structure was built w/o a county permit. I wanted input from the county before proceeding but was denied this by the CCB. There may be more issues that I am not aware of that surface.

The urgency is a joke. Should have more time. But also, it appears that unless I file court action the contractor has no skin on the game to make things right or improve

I have someone available who can explain more about what happens in the mediation process and how to prepare. I ended up spending hours and hours and hours preparing information that the mediator said in the first five minutes, would not be considered because it was evidence that was only to be considered in a small claims court—not mediation. Since the respondents walked away from the mediation, the extra preparation was doubly a waste of time.

Doing great. Clients just need to clearly read the process.

We were under the impression that the mediator was the Analyst. We were surprised by the name difference when it was not the analysts name, we'd seen in documents. It would be nice to have some transparency with who the mediator is and what percentage of mediations they've closed as successful. It would have helped us better prepare to have an attorney brought to mediation just like the contractor. Considering the contractor already knew the mediator and their style. We've now heard from others that the percentage of successful mediations are not equal to and lately have been getting farther from the 70% listed online.

Advice on the next step in order to recoup money paid for work that did not meet requirements and has to be repaired to avoid future water damage. Double billing for abatement work as well as fees for testing of hazardous materials, that were not tested.

Make the process easier still.

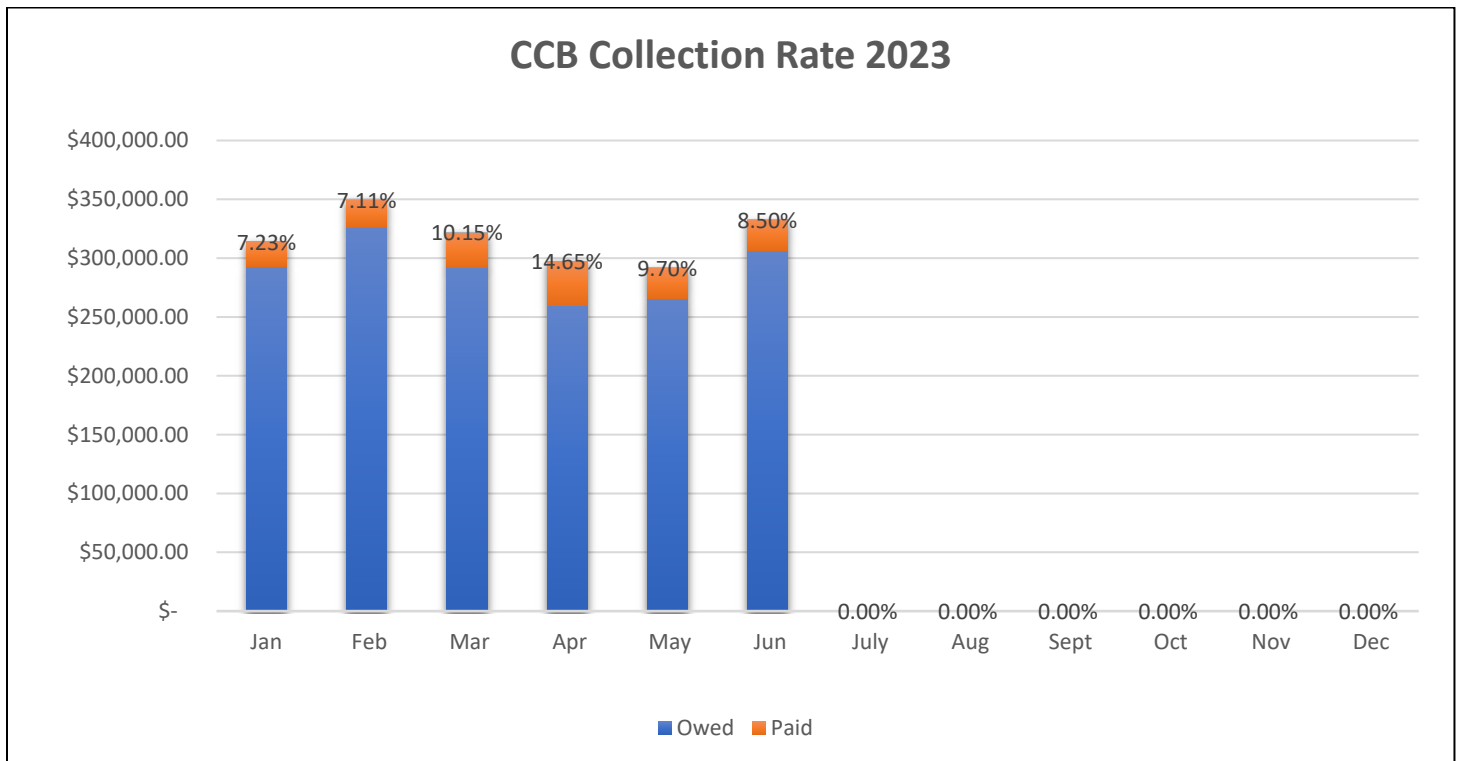
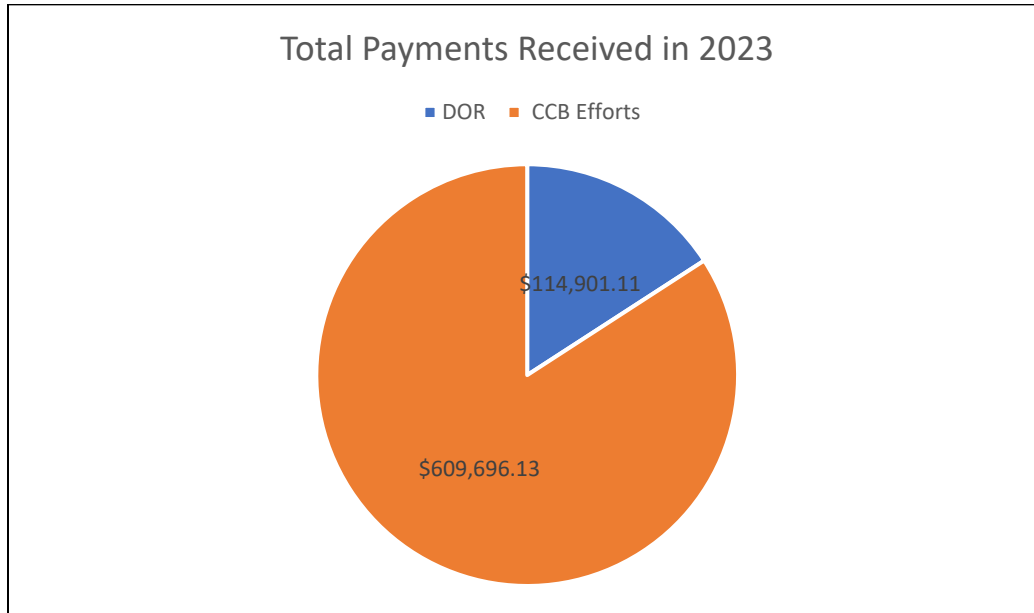
<p>A) Allow more than 30 days for deciding whether to go to court or not. It's a big, expensive decision, and talking to an attorney can take some time. Why are you in a rush? B) Require contractors either to carry a higher bond (you could make an exception for contractors in their first two years of business, with such a notice to their customers) or better, to carry a bond PER CONTRACT, rather than for a whole year. \$20,000 is no protection, at all, for a larger job and/or when they have multiple contracts going all at once. When they crash and burn, a \$20,000 bond is virtually useless. Even if I spent the \$20K to go to court (which won't be reimbursable) (for a \$45K loss), he will probably just declare bankruptcy, as he's got multiple complaints against him. Then I would be out both the \$45K AND the legal fees, AND most likely be unable to collect, even on a judgement in my favor. Splitting a \$20,000 bond 5 or 6 ways (small claims or regular court) is a pittance compared to the money I am losing.</p>
<p>Are there other mediators or only one? Is there anywhere where a contractor can find out more of their rights?</p>
<p>I wish there was a follow-up step aside from filing in court if the agreement is not followed.</p>
<p>We need more inspection process from the Mediator. He looked at what I asked him to but had little to no opinion.</p>
<p>Explain mediation a bit more. I thought they were coming to look at the work and discuss it with myself and the horrid contractor. I wanted someone from the contractor's board to evaluate the work in front of the contractor and myself and have someone with experience tell us what they thought of the work.</p>
<p>Nothing at this time.</p>
<p>As the complainant, we had little information of what to expect in mediation. We found out the mediator makes no judgment of who might have a favorable case, but only seemed to work for a solution avoiding court. Also, since our complaint involves a contractor not following the contract by overcharging us nearly 4 times the contracted total, we found out there was little likelihood of coming to some agreement. So far it feels like there is not a great emphasis on helping the consumer like us who don't use contracts often and never spend thousands of dollars.</p>
<p>Good effort by all. The lack of enforcement mechanism is my only issue, and that falls to the legislature. I appreciate your support.</p>
<p>By hiring individuals who recognize that--even though they deal with the policies and procedures of your agency daily, some individuals do not understand and need for it to be explained more than once. By hiring individuals who care about the individuals that they serve and who do not employ pressure, manipulation or play mind games with the complainants/respondents during the process. I asked Mr. Newman about his experience and education. It is my understanding that Mr. Newman has been working in mediation for 27 years. He no doubt he has extensive experience. And yet I come away from our interaction, disillusioned at the tactics he used to get what he wanted so that he could finish and close our case/complaint.</p>
<p>It would serve everyone involved if the CCB (who issues the contractor's license) would rule on the breach of contract. This ruling ability of the CCB would force parties to mediate rather than force them into litigation. Which happened in this case.</p>
<p>Investigate in the field.</p>
<p>The \$50 mandatory filing fee should have an extension on it. I was unable to get ahold of someone to pay it right away and was afraid my complaint was going to be cancelled. Luckily, I emailed my cc info, and they were able to process it. Maybe add a secure payment link so there's no issues with phone tag so complainants can pay right away</p>
<p>A call back regarding the success or failure of mediation would have been nice. Maybe an automated system?</p>
<p>Shorten the Process.</p>
<p>Force contractors to follow your guidelines on contracts and permits.</p>
<p>Maybe make the next step' arbitration' available quicker.</p>
<p>The process was clear and easy. Thank you for your help.</p>
<p>Hold contractor more countable and allow the public to see the actual complaints</p>

Consequences of contractor's failure to follow through on remediation they agreed to is nonexistent.
Making sure that all information is appropriate to the complaint such as the CCB# is correct to the job.
Implement some kind of way to ensure the contractor actually does the work agreed to. Perhaps a follow up call to the parties involved.
My biggest issue here is that if this is a process to help mediate and yet it damages our company. I offered to resolve this previously yet still agreed to pay what I had already offered outside of this complaint. I feel I should not have made any agreement as now my company has this Black mark that does not show any information and only the public knows I must have done something bad to have this complaint. There is not way to resolve this on my license even if I am a company that has integrity and wants to work with clients through issues that will happen in this business.
You were great.
Get the contractor to respond to us to get this all taken care of. He has not responded to us yet.
Stop giving the "respondent" 30 days to disappear!
Nothing.
Require contractors carry higher insurance and not be able to hide behind their wife's name. Prior convictions from other states should be revealed. Detailed enforcement explanations would be helpful Elder abuse should be addressed and assistance with associated legal aid should be provided.
No suggestions as you all do very well.
Not sure yet...conditions of the contract have not yet been met by the respondent as time is about to run out. Once again, I feel like the respondent is continuing to be irresponsible and disrespectful. They need to be held accountable.
I thought our CCB mediator did a great job.
Not sure it went fast and smooth.
Need more enforcement action.
Create a system to have complaints removed from a record if it is determined there is no fault on the contractor.
Let the parties be present and together at all times.
Give time to respond.
In general, I think the CCB should be more on the contractor's side and help certain customers see that sometime there are unrealistic expectations and that they need to see that.
I don't know yet.
Big issue with complaint process and guidelines. The fact that these complaints go on record for life and for people like us reputation is extremely important, so required documents and confirmation of being a legit supplier should be part of this. In our specific case the claimant refused to speak with us, we had no idea what the complaint was about or how to resolve it we made huge efforts to reach out and fix whatever his concern was, but he was unwilling to communicate. Then submitted his complaint as a supplier which he is not a supplier, and made up a fake invoice on a piece of notebook paper to submit??? So now any supplier that checks our record will see a supplier complaint and this will hurt our company, and it's all over a bogus complaint but we are now stuck with it forever. Maybe mediation could happen or some sort of conversation can happen prior to issuing complaint on a record. And some sort of document legitimacy standards are very much needed.
There needs to be harsher consequences and more protection for consumers. While your staff and processes are great, the outcome for us remains unchanged and the contractor still works and is cheating people right now.

<p>The mediator explained to me that regardless of the outcome of the mediation, the complaint would still be on our record. If the complaint is filed without confirmation of the allegations, or any proof being required, to substantiate their claim, Anyone can make up any claim they want to hurt a business and there is no way to protect your reputation? I can't see the logic in this policy. In your everyday dealings with the public, have you ever crossed paths with unreasonable person, Mentally challenged person? Does this chance encounter give them permission to file a permanent complaint with a governing body of your profession and remain in public view without any substantiating proof whatsoever? There is no justice available for the falsely accused in this system.</p>
<p>It was my first complaint; the staff was very helpful. Hard to find something that needs improvement when it worked so well.</p>
<p>I believe ALL mediations should be recorded and taken a look at before decisions are made. I also believe that the respondent should have more time after the mediation to decide what decision they want to make, whether pay a settlement or go to court. I felt very pressured by the mediator to just pay out the complainant and not defend myself.</p>
<p>Written proposal needs to be wrote in a way that is very clear to every detail to work and conditions that may affect the work being performed. It should not be assumed that the job will be completed in any other way under conditions that involve the process. It should be apparent that a proposal should answer any question that could possibly be relevant in the work being performed or conditions that could possibly arise.</p>
<p>Fix the main Complaint form so it is easier to edit. Have never been in a mediation, but this process of the mediator speaking to us, one at a time without the other party seemed unproductive.</p>
<p>Hold contractor scum bags accountable & monitor the continued education for anti-customer service attitude which has permeated our world through large corporate culture trickle down unpavtioning all human relations in evil & negative ways</p>
<p>If there was a way to keep track of homeowners who file multiple complaints, that would be beneficial to perhaps hold them accountable. Also increasing the price of the cost to file a claim with the CCB may weed out some of the repeat offenders who are looking to avoid paying contractors per contract terms.</p>
<p>I think the process was great. Garret was incredible. He mediated a difficult situation and remained calm and neutral. We resolved the complaint between parties, and everything worked out better than I could have hoped!</p>
<p>Either stop charging people \$50 to make a couple of phone calls or produce some actual results.</p>
<p>Longer time allotted for mediation</p>
<p>I appreciate the work of the CCB. Gerrit was great to work with. The only issue is the contractor did not send the money we agreed to.</p>
<p>Can't stand that complaints that both parties agree, this stays on record for 10 years...Maybe a judgement...But parties agree should be 1 year!!!!!!!!!!!!!!!!!!!!!! Also, false reports stay on record for 10 years (that has to change!) It seems that the complainant is always right. Mediator needs to be an attorney and can tell if false and throw it out. I feel that the CCB/mediator process needs to be in favor of the contractor. Contractor can't just file a complaint against homeowner. It seems a little one sided.</p>
<p>Nothing; thank you.</p>
<p>I just wish there was a better instrument to get resolution on unfinished work and/or poor work ethics.</p>
<p>Change your rules and regulations on bad contractor. It's not okay for your contractor to run the away with consumers money. You did not even freeze his CCB licenses. He is still doing the same thing in Coos Bay Oregon scamming people.</p>
<p>Won't really be able to offer an opinion as the process is in the early stages. Not settled yet.</p>
<p>An honest unbiased mediator.</p>
<p>I think the respondent did not think it would show a negative mark I think he thought I would just go to CCB and his bond would pay out I believe it could of been resolved if the respondent would of known more</p>

Send an electronic notification/letter. I was told that it was mailed to me, and I was out of town for an extended period of time and was notified by email only a week before that I had to go to mediation. No time to prepare.
Didn't seem to steer it towards resolution, just got people angry
So far it has gone as well as can be expected. Now let's see if the respondent follows through on the agreement.
No complaints or suggestions from me!!!
You are dog with no bite; the process was a waste of time. Now the letter I get says I have 30 days to file a legal complaint. Your board is worthless. Your board should be like the nursing board. No nurse can just say "I am Not talking to you". If they don't talk their license is revoked. They face criminal charges. Weak waste of time
The form letter provided on your website to notify the respondent of intention to file a complaint with the CCB in 30 days did not want to print on 8x11 paper.
It seems there is little value of having to become whole having to ultimately having to use the Legal court system. In the past when I filed against a bond the CCB would settle it and send payment.
Happy as is.
More effort to help significantly wronged consumers. I cannot believe there is not more being done - contractor did not answer the phone and our claim is basically completely dismissed?! We have been horribly wronged, and our contractor breached contract and walked away with our money. Where is the consumer protection?? The CCB does not seem to care about quality from licensed contractors because there are no ramifications when they are unethical. All they have to do is not answer 3 phone calls and they're odd the hook and not accountable for the thousands of dollars they essentially stole from paying consumers?
After terms are agreed verbally between parties, there should be no significant deviations in the written Settlement Agreement without additional time for negotiation. After corrections, a 'final version' was provided with significant changes and no opportunity for further negotiation or refinement, which is unfair and limits the potential of the process. It may help to retain a specialist to write Settlement Agreements of higher complexity so that less revision and corrections via review by each party is required.
Look at the provided evidence that I was asked to provide and make the person with the complaint whole.
Review complaints investigate fist before putting on record that's not fair anyone can file a complaint for false accusations and leave a permanent mark on someone's record. This is just based on my experience at the moment. Thank you, Ramiro Hernandez Mendoza
Gerrit was super professional to both sides. I was impressed on how he handled everything so calmly.
My situation was different. The person took my money and never came back again. They will not respond to any thing. So, no mediation.
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.
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.
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.
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
I am finding the process very straight forward and very easy to follow. So far, I feel that the present procedures are working well.
Not sure. Went really well for us.

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%.

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	
Qtr 1 Total					635
CCB Contractor Class	CCB	Virtual	4/5/23	85	
		Virtual	4/25/23	104	
		Virtual	5/10/23	54	
		Virtual	5/23/23	56	
	CCB/SBA Contractor Class	CCB/SBA	Virtual	5/31/23	
CCB Contractor Class	CCB	Virtual	6/20/23	63	388
Qtr 2 Total					

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	300
GOSH Conference	Oregon OSHA	Live	3/6-9/23	200	
Qtr 1 Total					
Medford Senior Access Show	ACCESS Senior Programs	Live	4/4/23	200	1024
CCB Homeowner Class	CCB	Virtual	4/11/23	24	
Scam Jam	CCB, DOJ, & AARP	Live	4/25/23	200	
Bend Home Show	Central Oregon Builders Association	Live	5/5 - 5/7/23	200	
Southern Oregon Home Show	Builders Association of Southern Oregon	Live	5/5 - 5/7/23	200	
Eugene Boomerama	Uplifting Concepts LLC	Live	5/13/23	200	
Qtr 2 Total					

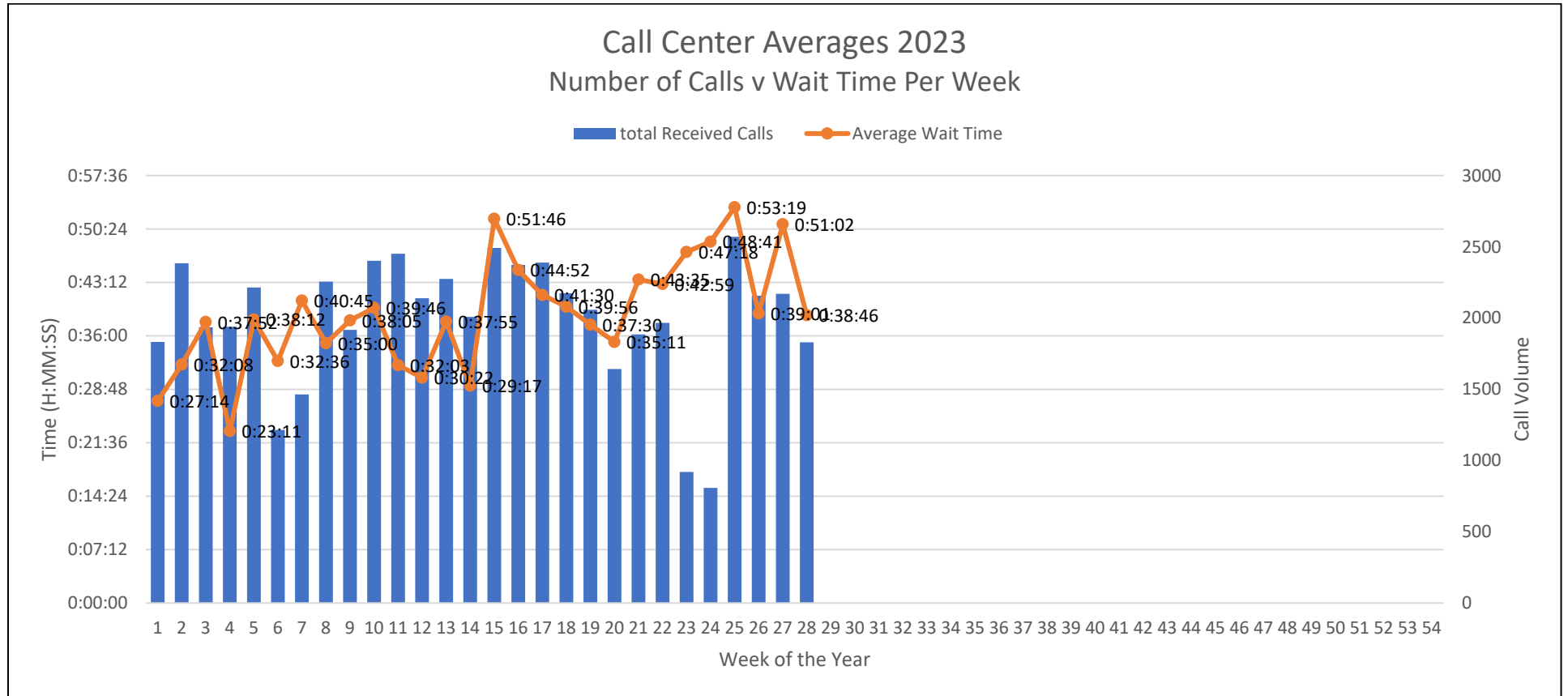
Stakeholders

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

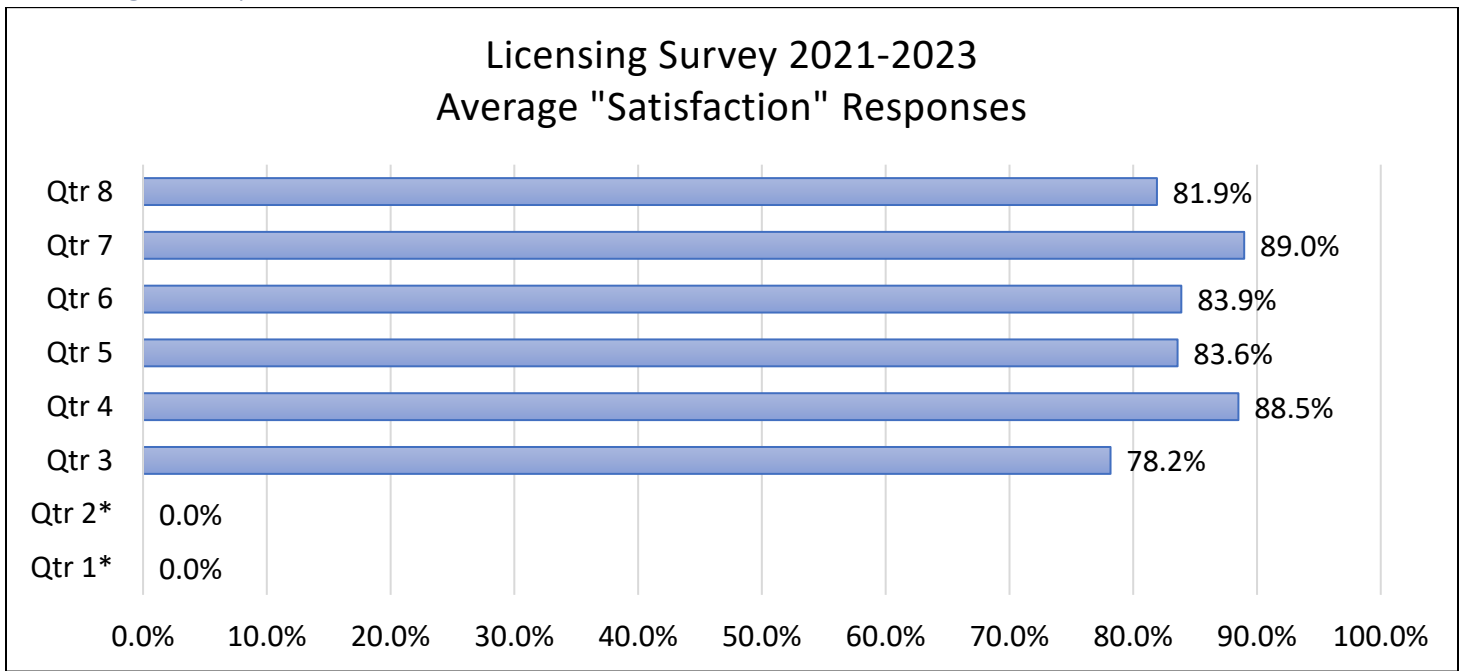
Licensing

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%.

Qtr 8 License Survey Comments	
Kevin went above and beyond to help me get my license back in order.	
I never received any renewal notice. I only received a letter telling me it expired	
Couldn't get through on the phone. Wait time was FOREVER. Have an offline que. Call us back if your wait time is more than 10 customers	
No, it was easy to do online	
Our RMI education classes did not show up online, so I had to call and have someone input them over the phone. They then appeared later, and I could finish the renewal online.	
I have always found the renewal process easy to navigate. I wish there were more individual trades education courses available.	
I am always amazed by the full service and courtesy of the staff from the CCB, Thank you very much	
I attempted to call CCB 3 different days, each time with a one hour hold time. When I did wait the hour on hold, and the voice said I was caller number one my call went dead (I waited an additional ten minutes before hanging up). In 40 years, I have never not been able to just call someone at the CCB to get a matter resolved. Please Hire More Staff! (CCB has always been quick and professional--Please keep it that way).	
The hold time in calling the CCB was very long. Gave up first 2 calls because of wait line of 28 first time & 36 second time. Third call I waited it out at #44. My call time was 1 hour 35 min. Kind of too long, eh?	

The process to change from a Sole Proprietor to an LLC needs to be streamlined. I took care of all my insurance and bond information a month before submitting my application, that information was sent to you well in advance, so you had all that information. The process on your end took too long and my current sole proprietor bonds expired, and I was suspended. Instead of waiting an hour on the phone and taking the chance of being hung up on after reaching the number one spot in the cue (again) I drove an hour each way to get this matter resolved, my goal was to get the LLC paperwork completed so I would not have to renew my bonds. It was made very clear to me that not only was that not going to happen, but no one was even going to lift a finger to even attempt to find my paperwork. So, I had to spend an additional \$400 to renew my bonds to be reinstated. Two months went by, and I noticed I had not received any correspondence from the CCB. So, I called and waited an hour on hold. I explained my situation and was told that a letter went out which I never received stating that my application did not have any bond or license information with it. I explained that you guys already have that information, she said that no documents have been scanned so she cannot see anything. I explained again that CBC sent over the docs, and they should be there somewhere, she was not very helpful and rude. I was very frustrated this entire process just to simply add three letters to the end of my business name. I had to contact my insurance to send over the docs once again with an additional rider since you guys sat on the paperwork for over 60 days. Then as if there was some miracle, the application was processed and completed before the end of the day. There are a few things that I don't understand... I don't understand why, when I drive to the CCB that I could not be put in front of someone that could have taken care of this then, or at least found my paperwork and put me in touch with the person handling my application. I also do not understand why you guys' resort to snail mail when everyone in the free world uses email. You guys email me all the time, I do not understand why the person handling the application would not have just sent me a quick email? There seems to be a situation where you have the left hand not knowing what the right hand is doing. I am the only one in my company, I don't have time to be chasing my tail during a work week to provide information that has already been provided. I don't understand why there is not a more simple process to change from a Sole proprietor to an LLC, when it literally takes about 12 minutes online to set up an LLC??

Tree Service courses?

The CCB website and the folks in Salem seem to work flawlessly together. I sure appreciate your guys' support.

Brenna was incredibly helpful and responsive to requests and follow up. Highly impressed with her service.

Easy process, easier than most other states

Easy to renew. I like the online process.

CCB is understaffed and antiquated.

Kevin was a great help. Thank you.

I wanted it to take less time to get in contact with the CCB by phone.

Why the 150.00 increase renewal?

Easy process!

You need to hire more people. I had to call multiple times and was on hold for more than an hour multiple times. I was taking care of my LBPR license. I called once after emailing in my Training Certificate and the individual said they took care of everything. But then my license came up as expired on the initial expiration date. The next time I called right at 9 am and thankfully didn't have to wait on hold. The individual that time took care of me while I was on the phone including waiting for me to re-email my certificate. My license was finally renewed correctly.

All good

No concerns

Always excellent customer service at ORCCB!

Once an application or renewal is approved the card should be issued within one to two days, not WEEKS!

I had no idea about the CCB continuing education being free on your site. Thanks for the info. I paid a bunch to an online school. I also didn't remember reading that I need the lead license for houses older than 78'. Maybe the next manual should really focus on that one. Thank you! You were all very helpful.
I am very disappointed in the lack of professionalism displayed by some of your staff and the handling of my application, in particular. I feel I was discriminated against and received discriminatory behavior by one of your staff.
It took over 2 months to move to Inactive status
The license application that I printed out stated that applications take 3-4 weeks to process. While that length of time seems like an unreasonable time to wait, I made plans and quit my job based on the time frame posted on the application. I was counting on the CCB to have current information. When I called to check on the status of the application I was told that the wait would be closer to 6 weeks. Six weeks is a long time to have to wait when you have planned on 4. I suggest having a constantly updated processing time on your website would free up some staff time to process applications. When I called to check the status of my application, I was caller 46 one time.
Just the time but I am sure you guys are busy like everyone else and thank you!!
Thank you for your excellent help.
The online renewal process was easy and fast to use, all our information was available and if changes needed to be made, they were easy to change.
Please include a line for a suffix after a last name to prevent errors
none
It would be nice to renew our Lead license online as well!
I had to drive in from The Dalles because the phone system is horrible, and you can't get through! But the lady there I think Regina? Was amazing! We need more people like her to serve our public. Super helpful fast and knowledgeable as well as compassionate.
Not at this time
Very pleasurable experience. This was my very first renewal, and I was a little nervous. The person I spoke with at CCB was very kind and helpful.
Karen was awesome!! Went save and beyond for me. thank you!!
It's completely unacceptable to have this process take 8-12 weeks. This extreme delay cost me thousands because I could not set up discount accounts with vendors etc. Hire more staff to process these. Thanks!
Ridiculous wait time of almost 12 weeks. Never received confirmation of applications receipt. 20+ people queue on the phones every time I tried to call. My two email inquiries took 2 weeks for a response for one, and I never got a response for the other. If CCB was a business, not a mandated monopoly it would dead and gone with the way it is run.
A bit of lag in your system from accepting money to updating status should not take 4 business days! With all the information in and acknowledged receipt, a flip of the switch "should" be at the bare minimum the same day, not nearly a week.
I have been licensed with the CCB since 1977. At some point there needs to be an elimination of the continuing education requirement.
It takes too long to get service on the phone. The wait time is ALWAYS VERY LONG!
I renewed in person are not what is happening with CCB before everything was faster, getting new licenses, renewals, there is a lot of mistake I believe there is no communication between departments or something is happening in WA you go to L & I and the same day they give you the license, their online renewal is in the same moment, why should we renew online if CCB is not renewing them like in 3 days now that took like 7 or 10 days.
Renewal process took longer than it should have. My license expired due to CCB negligence.
The phone system sucks. On hold for over an hour, then get hung up on. Very frustrating

<p>The renewal should be automated, or the system should show "renewal pending" if the renewal was done before the expiration date. The LBPR renewal should be online too. If renewals continue to be manually processed the system should at least alert whoever sends the notices out to process any pending renewal instead of sending a warning letter. Also, I tried to get all my hours in early and apply for renewal early but there are issues with some of the CCB accredited courses which made it, so I never got credit for some of them.</p>
<p>New license set up should be able to be online... we had to wait 8 weeks and I understand there are limitations to your capacity, but I suspect online functionality might at least help a little.</p>
<p>It seems the team is severely understaffed for the number of applications received at your facility. 8 to 9 weeks to process an application is hard to accept. For a beginner like me, terminology is used in states different ways. It's confusing. For any errors, it would be productive to send a response to the person who is completing the application. I would like to extend a huge thank you and compliment to Brenna and Dana at the OR CCB Board. These are 2 women who truly cares and go the extra mile. OR is blessed to have them and they deserve a pay raise, bonus, or a few days off!</p>
<p>Thank you 😊</p>
<p>It took 6 weeks from the time I submitted my application to change from a sole proprietor form of business to an LLC, with one member. Seems excessive and I had no responses to two emails asking about status of my application.</p>
<p>Renewal payment was received and approved May 1st. May 10th I get a letter stating my license expired. After an hour plus on hold I am informed that there is a backlog??? The system isn't all that efficient.</p>
<p>I had a problem getting the course completed certificates sent over from Big Step</p>
<p>The staff was rude when I called, and I was without a license for 2 weeks even though I submitted my paperwork a week before the due date.</p>
<p>Brenna deserves a raise, possibly a promotion.</p>
<p>Contacting someone by phone has been nearly impossible. The only way I finally got through was your updated call back system. Previously I would wait, often over an hour only to be disconnected when it was finally my turn. Absolutely horrible service and processing time.</p>
<p>I have always found the CCB staff to be helpful and genuinely concerned.</p>
<p>The phone lines are a catastrophe, out of the handful of times that I tried to call all calls we dropped but the final call. Once I got through service was very helpful and speedy, just need some blessings to even get through.</p>
<p>I emailed the CCB 3 times with the same question and never received a response. I called 4 or 5 times and the wait time was always over an hour to speak to anyone. I received a letter in the mail saying that they didn't receive proof of insurance even though they had it once I got through to someone. All in all, I think I have paid for 3 months of insurance and bonding without being able to even perform the work I needed to because it took that long, and I couldn't get through to anyone to resolve the issues that needed to be resolved.</p>
<p>Renewed license on May 9th. It said process would take 3-5 days. Then an email on 5-18 that said approved and copy in 3-5 days. Checked and license was suspended. Why? You had 9 days to process. Then an email today that said approved and copy in 1-2 weeks. Always had a good experience with state so what is going on now? I need my copy for contractors when we get contracts for work. This is holding up work until we get a copy to send in with the contract.</p>
<p>Compared to the Washington process, Oregon was way too complicated and lengthy though I appreciate the required training and testing aspect of the licensing process</p>
<p>This was a very frustrating experience. From the testing to the waiting for actual license was ridiculously slow and not set up for the success of the contractor. I had to wait 10 weeks to finally get my license. This is the reason so many people just work without it.</p>

1st I renewed Lead base renewal online / 2nd renewed CCB contractor's license renewal both were due within a few weeks. I received a message was received but don't know if both licenses were received or only 1 and which one? CCB doesn't show online until date or renewal so early payment doesn't show. I don't know if it was received and processed at this time. Can you send notification when all has been received and which license it pertains to?
No comment
CCB Oregon is a transparent organization
I have spent a year attempting to change from a sole proprietor to LLC. Most staff were lovely, but the 3-hour long hold time for a call and months wait for an email fractured the process and confused the process. Who has 3-hours to wait on hold? Each staff member coming from a different angle, sometimes with incomplete answers that left me further behind in the process. No access to an actual person made this 10x longer and harder. This whole process was beyond stressful, completely disorganized, and honestly embarrassing for a person who just wants to operate legally.
In approximately the 1/2 month it took to renew my license I was miss lead by your staff as if they could care less about me as business. My shortest on hold or wait time on the phone was 2 hours and twenty-three minute and the longest time was 4 hours and 43 minutes. In case you all are unaware.....this is a HUGH waste of my time!! I would suggest that the CCB learns more about operating their own business before they start stepping into others.
Regina, Maggie, McKenna are just great resources and a wealth of knowledge. So very helpful and made the process that much easier. Thank you for doing such a great job!!
Staff was very helpful in my situation.
I had some issues with renewing my license this time around. It took a bit, but I want to recognize Brandy Gregory for all the effort and help. Great customer service
License approval took longer than expected from the timeline listed on website.
I didn't renew my license. I renewed my lead. Which was like pulling teeth. The process at CCB is ancient.
Was on hold for over an hour and a half email replied same day have people answer the phones
Good personal.
I understand that there was a warning that the office was understaffed but taking 4 months from the time I applied for the license was very long in my opinion and this office needs to hire more people.
CCB took almost three months to complete the review of my application. I went in two times to help with the process. There is no communication on why there are delays.
The continuing education is not helpful as a contracting company with 70 years of experience the classes were cursory
It took a really long time to find the main CCB renewal portal. Every time I logged in I could only find the locksmith portal.
Renewal was done online so did not need to speak to anyone.
Couldn't get an email response. Extremely difficult to make phone contact.
It always takes way too long to talk to you on the phone. The wait times are way too long. Also, you need to give more disclosure if people renew online, and it takes you over a week to process. I renewed on time and then I got a letter that my license expired.
Takes forever to get a license or get a hold of someone at the office.
Took over 3 months for it to be processed and couldn't get a hold of anyone threw email or on the phone.
Great to have reminders!
It took 2 months for my renewal to be processed!
Got my Washington license in 1 day! Oregon has been a complete headache every step of the way!
I had a couple questions, and the lady was very helpful. Thank you

Very slow.
Seems odd that it takes 7 weeks to process these applications in Oregon when Washington does it on the spot when you turn it in.
Way to slow on your end
The staff worked very hard to help get this done. I think they need more help to better serve the state.
The ladies that spent time with me on the phone were all extremely courteous and helpful.
Yes! In fact, now that you mentioned it, the people who answer the phones at CCB are always helpful and are so kind that I be wondering who trains these people how to be so nice, their courteousness always makes it worth the wait. But I really do be wondering who trains them in being so nice, maybe I could get adopted er something.
Of course, I renewed online as that seems to be the only way.
Initially was not given all necessary info. Angie went above and beyond to help me in a timely, professional manner.
It took almost 8 weeks to process my CCB even though they pulled the money almost the exact same day I faxed it. There was no way to tell if I had filled everything out correctly or the ability to check on my application once it was sent. There should be a way to file online and not have to fax everything over.
The person I spoke to was very helpful and patient with me. I was stressed out until I talked with her.
You guys don't respond to email. It also takes 6 weeks which is way too long. People need to make money and having people wait that long is not right.
Our check was deposited on 6/2. Our license was not renewed until 6/26. It was allowed to expire on 6/7. I called on 6/9. Sat on hold for 90 minutes to be told it would be processed by the end of the week. It was not. I called again on 6/26. Entered my phone number for a returned call. No returned call. Emailed 2x. Did not get a response with resolution until after my 2nd email. The wait times on the phone lines are out of control. Taking payment without processing the license is also an issue.
I think it's appropriate to process payment once the app is final and approved not 2 months before as on our case. The amount of time to process the application was longer than anticipated and we were paying on liability insurance during that time when we were not even licensed yet. The 45 min hold time was way too long before you are given the option to leave a call back number. I had two positive satisfied experiences with customer service and my husband had one dissatisfied due to the rep not being able to explain why there was a delay she said "get your mail it explains it".
Simplicity of convenience.
We renewed our license over 6 weeks ago, we were notified this past Monday that our license was inactive, we called and we're on hold for one hour and 42 minutes before being helped. The lady initially was confrontational until she realized it was an error on your end that the status had not been updated. There was no way to fix this online. This level of service is unacceptable.
Instead of making people wait for over an hour on hold just to find out the CCB was not getting its work done on time, how about you check your own homework before sending out a letter saying my license is expired!!!

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: Dana Zeimantz, Licensing Manager
Date: July 7, 2023
Subject: Licensing Report

- Licensing is fully staffed (per budget) as of May 31, 2023. While new staff members are currently in training, the additional staffing has already made a positive impact on production and morale.
- After implementing the “callback” feature for the call center, customer satisfaction is improved. There are no problems identified with the functionality of the feature. Staff training was minimal. Data is being reviewed to determine if more customers are being served as calls are no longer being dropped.
- Beginning June 5th, Licensing expanded the number of staff rotating into the office to better support serving the public and office administrative duties. Currently, all workstations are being utilized.
- Licensing is currently participating in gathering requirements to build an online program to accept new applications online. This project has the potential of reducing the new application processing time. If successful, this program will be applied to multiple licensing applications and renewal submissions. In addition, the program may be utilized by other agency sections. Potential testing/go-live in August , 2023.

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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 July 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 December of 2023. We did a bit more set up for this during the current period but no major work until December. This date was a change from the previous July scheduling.

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

- 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**
- Disable non-MFA login request. Cleanup for the MFA rollout to get all the settings turned on. **Completed**

Current Period Changes

- 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**

- Hybrid Phish Alert button rollout – ***Start test group 31 May 2023 - Completed.***
- Backfill of remaining IT position (ISS5) -- ***In Process, expect to hire in August***

Upcoming work

1. Statewide initiatives requiring CCB participation
 - a. Mobile Device Management (MDM, think cell phones) initiative – ***Stage 3 scheduled, Dec 2023 - Jan 2024***
 - b. Document sensitivity markings, EIS initiative – ***Fall 2023***
 - c. Business Continuity docs, EIS requirement – ***30 Sept 2023***

➤ **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 down a little but the drop was also seen in statewide numbers. Likely caused by new vulnerability notifications being released.
- ◆ **05 July 2023**
 - 93% of systems scanned (statewide 90%)
 - 55% have critical vulnerabilities (statewide 69%)
- ◆ **01 May 2023**
 - 97% of systems scanned (statewide 90%)
 - 25% have critical vulnerabilities (statewide 101%)
- ◆ **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%)

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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: July 5, 2023
Subject: Outreach and Education Program update

Live Webinar and Outreach Updates:

Type of Event	Date	Virtual/Live?	Who	# Reached
CCB Contractor Class	Apr. 5	virtual	CCB Staff, OSHA	85 contractors
CCB Homeowner Class	Apr. 11	virtual	CCB Staff	24 homeowners
CCB Contractor Class	Apr. 25	virtual	CCB Staff, DEQ	104 contractors
Scam Jam	Apr. 25	live	CCB Staff	~ 200 consumers
Bend Home Show	May 5 - 7	live	CCB Staff	~ 200 consumers
Southern Oregon Home Show	May 5 - 7	live	CCB Staff	~ 200 consumers
CCB Contractor Class	May 10	virtual	CCB Staff, OSHA, Workers Comp	54 contractors
Eugene Boomerama	May 13	live	CCB Staff	~ 200 consumers
CCB Contractor Class	May 23	virtual	CCB Staff, DFR, 811	56 contractors
CCB Contractor Class	May 31	virtual	CCB Staff, Oregon Office of Small Business Assistance	26 contractors
CCB Contractor Class	June 20	virtual	CCB Staff, Workers Comp, DFR	63 contractors

Notes on Education and Outreach:

- **The Education section released a Toolbox newsletter last month.** It is attached to this board memo (see next pages).
- **CCB presented a new type of live webinar on May 31.** The class was one hour long and was co-created with the Oregon Office of Small Business Assistance. During the class, members of leadership and staff presented tips and information to a group of contractors. When presentations were over, students were given an opportunity to ask questions over the live mic. The purpose of the class was to allow participants a chance to interact with members of CCB staff and get answers to questions in real time. It was also an opportunity for CCB staff to get feedback from contractors in a live venue. The class was intentionally small because it was a pilot, but in the future if we hold a class again, we will allow more contractors into the class to get more participation.
- **Subcontractor and contract brochures in production.** Education section is currently working on two new brochures, including a brochure on subcontractor disputes and a brochure for homeowners about home improvement contracts (both are attached). Both will be available in English and Spanish. (the Spanish version of the contract brochure is still in production)
- **First in-person class in Spanish.** Education section is preparing for its first in-person class presented in Spanish on July 25 at Latino Built.



FOR IMMEDIATE RELEASE
June 22, 2023

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

Avoid Unlicensed Contractors and Home Improvement Scams with Tips from Construction Contractors Board

Home improvement scams are most prevalent in summertime, and consumers should be on the lookout for the warning signs of a scam. Many home improvement scams start with a door-to-door solicitor who offers to sell home improvement services and requests access to your house. “They may want to see your roof or crawl space. Or, they may show you leftover paving materials and ask to re-pave your driveway at a discounted rate. That’s a red flag,” says Vena Swanson, Enforcement Manager at Construction Contractors Board (CCB). Ms. Swanson also recommends not to let strangers into your house or take pictures of your home without your permission.

Many home improvement scams follow a formula, and can be identified by tell-tale signs:

- Door-to-door solicitors often ask for access to the house (roof, attic, crawl space, etc), then offer to make immediate repairs
- They may show the homeowner pictures of damage after gaining access to the house
- They may say they have leftover materials from a previous job, allowing them to do the work for a very low cost
- Solicitors (door-to-door or phone) often offer limited time deals and/or in-house financing

Do Your Homework Before Hiring a Contractor

“As always, it’s important to check the license,” says Ms. Swanson. The CCB’s license search feature allows homeowners to verify a contractor’s license is active. They can also look up 10 years of history on any contractor’s license, including complaints and disciplinary actions. Once the homeowner has reviewed the contractor’s license history, they can make an informed decision about that contractor.

The CCB also recommends:

- **Get a contract.** Contracts are required for jobs over \$2,000, but CCB recommends getting a contract for jobs of all prices.
- **Check references.** “Ask lots of questions,” recommends Ms. Swanson. “When you put it into the context of inviting someone to do work in your home – you’re inviting strangers into your safe space. By checking references, you come to know other people’s firsthand experience.”
- **Vet multiple contractors.** Research at least three contractors for large home improvement projects. Meeting with multiple contractors puts the job into perspective by allowing you to compare prices, timelines and more.

Consumers Agree, Checking the License Is Important

A recent survey showed that 95% of Oregon homeowners agree it's important to hire a licensed contractor. Hiring a licensed contractor gives consumers access to protections, such as CCB's mediation services. Licensed contractors also carry a bond and insurance that provide additional protection when home improvement projects go wrong.

Hiring an unlicensed contractor leaves homeowners with few options when problems arise. Disputes between homeowners and unlicensed contractors can be settled in court, but many homeowners simply give up and accept the cost of repairing the damage themselves.

How to Check the License

To verify the contractor has an active license:

1. Visit www.oregon.gov/ccb
2. Click on the link at the top of the page that says "contractor search," or click on the orange "search here" button in the middle of the page
3. Enter the license number or name, then click the "search" button
4. Verify that the license is active. Click into the record to see that the contractor carries the endorsement for residential work, and that the name and other information on the license matches the contractor you are considering.

Want help searching or understanding the results? Call CCB at 503-378-4621.

"If you didn't take the time to plan a project properly, don't do it," reminds Ms. Swanson. "No matter how convincing or how tempting a home improvement may sound, if you don't have the planning done and the money set aside, don't do it. Your home is likely the biggest investment of your life, don't hesitate to protect it."

###

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.

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 all 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 for this provision.

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 under these circumstances.

About the Construction Contractors Board

The Construction Contractors Board protects Oregon consumers by enforcing licensing standards, providing dispute resolution services, and delivering education and resources to help consumers avoid scams and protect their investment.

Virtually everyone who is paid to improve real property needs to be licensed with the CCB.

401 High St SE Ste 600
Salem, OR 97301
(503) 378-4621

www.oregon.gov/ccb
ccb.info@ccb.oregon.gov



Construction Contractors Board

Guide to Home Improvement Contracts

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.

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 benefit of a contract?

A contract helps protect both parties by making sure the work and the costs associated with the work are well explained. Contracts set in writing the important details of the project, to ensure everyone agrees 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 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.

Doing a deal on a handshake can lead to honest mistakes and opens the door allowing dishonest individuals to take advantage. If you need 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.

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:

Contact information. Contact information should include the contractor's name, address, phone number, and CCB license number (as shown on CCB records). It should also include the customer's name, address, and address where the work will be performed.

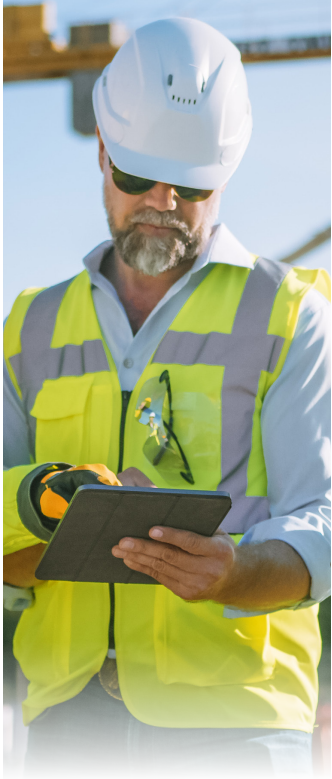
Scope of work. This includes a description of the work to be performed, the price, and the payment terms.

Payment information. Payment information includes any estimates that were provided during the bidding process, completed project costs, whether payments will be made in several installments, and whether there is a down payment at the beginning. If paying in installments, the contract should note pay dates and amounts required, and a description of the consequences if the homeowner fails to make a payment.

Information about homeowner rights. This includes 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.

Construction Contractors Board

Payment Disputes Between Contractors: What to Know



When is a Contractor Required to Pay a Subcontractor?

Under Oregon law, if a subcontractor has performed work that was agreed to as part of a construction contract, and the original contractor has received payment from the owner for that work, the original contractor must pay the subcontractor for that work no later than seven days after the original contractor receives the payment and the subcontractor has submitted a billing or invoice.

What should I do if a contractor hasn't paid?

- 1. Check first.** Double check the contractor was paid and you sent them a bill or invoice for the work.
- 2. Send a reminder.** Consider sending the contractor a courtesy reminder, or check in with them. There could be an understandable reason why a contractor hasn't made payment, and a simple phone call or e-mail reminder might settle the payment issue. A quick, informal follow-up can also help maintain a positive professional relationship between you and the contractor, so you can work with them effectively again.
- 3. Contact CCB.** CCB helps mediate disputes between subcontractors and contractors, as well as disputes between contractors and employees, suppliers, or homeowners. If you tried to get in touch with the contractor and failed, or if they're still refusing to pay you, contact CCB.

Who Can File a Complaint

The dispute must involve a licensed contractor and must have occurred within strict timelines. If you're a subcontractor alleging non-payment for labor or materials furnished to a primary contractor, your complaint must be received by CCB within one year from the date the work was completed.

What Happens Next

If you're alleging non-payment from a residential contractor, you must give the contractor 30 days' notice that you intend to file a complaint with the CCB. After the 30 days, you may file a complaint with CCB and engage in mediation.

If your dispute involves a commercial contractor, you must file a court action or arbitration and notify CCB as well as the bonding company of these actions within 90 days.

After CCB receives your complaint, our trained mediators will offer a mediation between you and the contractor to discuss options to resolve the dispute. The mediator may write up a settlement agreement at the meeting and have both parties sign the agreement. The complaint remains open until the terms of the agreement are completed.

What if we can't resolve the matter with CCB?

Occasionally, parties are not able to reach an agreement through the CCB mediation process. When this happens, you still have options available to obtain payment from the contractor.

Court Process

If you and your contractor do not resolve a CCB complaint through mediation, you will need to go to court to obtain a judgment. A court judgment can be used to demand payment from the contractor or to access the bond.

Many claims under \$10,000 can be handled in small claims court, while others will need to be handled in a circuit court. Some court procedures require a demand for payment or other actions before filing. Contact an attorney for current and accurate information.

Bond Payments

If you obtain a court judgment and the contractor does not pay you, you may be able to collect from the contractor's bond. To access the bond, you must submit a court judgment to CCB and receive a determination from CCB.

Questions about the mediation or complaint process? Contact CCB at: (503)-934-2247

Junta de Contratistas de Construcción

Disputas de Pago Entre Contratistas: Qué Debe Saber



¿Cuándo se requiere que un contratista pague a un subcontratista?

Según la ley de Oregón, si un subcontratista ha realizado un trabajo que se acordó como parte de un contrato de construcción, y el contratista original ha recibido el pago del propietario por dicho trabajo, el contratista original debe pagarle al subcontratista por el trabajo a más tardar siete días después de que el contratista original reciba el pago y el subcontratista haya presentado una facturación o factura.

¿Qué debo hacer si un contratista no ha pagado?

1. **Verificar primero.** Asegúrese de que el contratista haya recibido el pago y usted haya enviado una factura por el trabajo.
2. **Enviar un recordatorio.** Considere enviar al contratista un recordatorio de cortesía o comuníquese con él. Podría haber una razón comprensible por la cual un contratista no ha realizado el pago, y una simple llamada telefónica o un recordatorio por correo electrónico podría resolver el asunto del pago. Un seguimiento rápido e informal también puede ayudar a mantener una relación profesional positiva entre usted y el contratista, para que pueda trabajar con él de manera efectiva nuevamente.
3. **Comunicarse con CCB.** CCB puede servir como mediador en disputas entre subcontratistas y contratistas, así como disputas entre contratistas y empleados, proveedores o propietarios de viviendas. Si intentó comunicarse con el contratista y no funcionó o si todavía se niega a pagarle, comuníquese con CCB.

¿Quién puede presentar una querrela?

La disputa debe involucrar a un contratista con licencia y debe haber ocurrido dentro de plazos estrictos. Si usted es un subcontratista que afirma falta de pago por mano de obra o materiales suministrados a un contratista principal, CCB debe recibir su querrela dentro de un año a partir de la fecha en que se completó el trabajo.

¿Qué sucede después?

Si usted afirma falta de pago por parte de un contratista residencial, debe notificarle al contratista con 30 días de anticipación que tiene la intención de presentar una querrela ante CCB. Después de los 30 días, puede presentar una querrela ante CCB y participar en la mediación.

Si su disputa involucra a un contratista comercial, debe presentar una acción judicial o arbitraje y notificar a CCB, así como a la compañía de fianzas, de estas acciones dentro de 90 días.

Después de que CCB reciba su querrela, nuestros mediadores capacitados ofrecerán una mediación entre usted y el contratista para dialogar sobre las opciones para resolver la disputa. El mediador podría redactar un acuerdo de conciliación en la reunión y hacer que ambas partes firmen el acuerdo. La querrela permanece abierta hasta que se completen los términos del acuerdo.

¿Qué sucede si no podemos resolver el asunto con CCB?

Ocasionalmente, las partes involucradas no pueden llegar a un acuerdo a través del proceso de mediación de CCB. Cuando esto sucede, todavía tiene opciones disponibles para obtener el pago del contratista.

Proceso judicial

Si usted y su contratista no resuelven una querrela de CCB a través de la mediación, usted deberá ir a la corte para obtener un fallo. Una sentencia judicial se puede utilizar para exigir el pago del contratista o para acceder a la fianza o al bono.

Muchos reclamos de menos de \$10,000 se pueden gestionar en un tribunal de reclamos menores, mientras que otros deberán gestionarse en un juzgado o tribunal de circuito. Algunos procedimientos judiciales requieren una demanda de pago u otras acciones antes de la presentación de la querrela. Comuníquese con un abogado para obtener información actual y precisa.

Pagos de bonos

Si obtiene una sentencia judicial y el contratista no le paga, es posible que pueda cobrar de la fianza del contratista. Para acceder a la fianza, debe presentar una sentencia judicial a CCB y recibir una determinación de CCB.

¿Tiene preguntas sobre el proceso de mediación o querrela? Comuníquese con CCB al: (503)-934-2247

the

TOOL BOX

May 2023

Remember to Hire Licensed Landscape Contractors!

You probably would never consider hiring an unlicensed electrician, or a roofer that is not licensed by the CCB. To do so puts your business at risk and could lead to sanctions. The same is true of landscape work that is required to be licensed by LCB. If you subcontract that work, you should be making sure that the business is appropriately licensed.

Work that Requires an LCB License

Planting and irrigation both require a license with the LCB. A CCB license does not allow planting or irrigation work. There are areas that allow either license (decks, fences, patios, walkways, driveways, retaining walls, landscape edging, arbors, and water features and tree work). You must obtain an LCB license in order to do planting or irrigation work.

Planting Work Allowed by a CCB Licensee. The law has specific exemptions for residential general contractors licensed with CCB to perform some planting work. All the following are required for these exemptions:

1. Must be a residential general contractor;
2. Who is under contract to build a new dwelling; and
3. May perform planting work up to \$3,850 per residential dwelling.

or

1. Must be a residential general contractor;
2. May plant street trees; and
3. Must be on residential property that is directly related to local building code requirements or occupancy ordinances.

Irrigation Work Allowed by a CCB Licensee. The law has specific exemptions for plumbing contractors to perform specific irrigation work. All the following are required for these exemptions:

1. Must be a plumbing contractor;
2. Who is supervising installation work on piping for an irrigation system; and
3. the system must have been designed by an individual licensed with LCB or the Landscape Architect Board.

or

1. Must be a journeyman plumber; and
2. installing or performing repair or maintenance work on piping for an irrigation system for a plumbing contractor (above).

Have questions about when a business needs an LCB license? Contact Landscape Contractors Board at 503-967-6291.



Construction
Contractors Board

PO Box 14140
Salem, OR 97309-5052

Phone: 503-378-4621

Fax: 503-373-2007

www.oregon.gov/ccb



Have Questions About Employees and Worker's Comp? We Have Answers!

If your business has employees, you must have worker's comp insurance on file at CCB and set your license status to "nonexempt." Keep the CCB up to date on your most current workers comp policy. If you drop coverage and replace it with a policy from another company, send it to the CCB. Doing this will save time and removes the question about your compliance in the event of a jobsite check.

Workers compensation insurance can be confusing for contractors. Below, we've listed some common questions that contractors ask regarding employees and workers comp.

What is an employee?

An employee is someone who works for compensation – including non-monetary compensation. Even if you only bought a friend pizza to work for just one day, you must have workers compensation insurance (and set your license status to nonexempt).

Is it true that commercial contractors must have worker's comp for themselves?

Yes! Even if the only employee is the owner, if you have a commercial contractor license, you must have personal election coverage (a type of worker's comp insurance). You can leave your license in exempt status in a case like this.

When is my family member considered an employee?

1. When your family member is not listed on the license and
2. When your family member is compensated or
3. When your family member is completing work under your direction and control

Can family members work for you if you are a sole proprietor?

Family members can work for you if your license is nonexempt, and you have an active Workers' Compensation policy. There is no limit to the amount of employees a sole proprietor can employ.

I don't have any employees right now, but sometimes I hire employees during the busy season. I don't want to pay for worker's comp insurance for the full year – it's too expensive. What should I do?

A lot of contractors only need employees occasionally. If you don't need workers comp for the majority of the year, consider getting an "If Any" policy.

If Any policies allow contractors with no employees to have a policy in place in the event that they need workers comp coverage at some point. Standard workers comp policies can take a week or more for processing and underwriting. In the midst of a busy summer, some contractors may not have time to get a policy in place in the event that they need to hire employees. If you have an If Any policy in place and determine that you'll need to hire an employee in the middle of the year, call your insurance agent to add an endorsement for the expected payroll amount. You'll need to pay an additional premium, but the process is comparatively easy and fast. If you don't use your If Any policy at the end of the year, you may be eligible for a partial refund.

Set your license status as non-exempt.

What are the possible penalties for having an employee when exempt without workers comp?

- A fine from CCB.
- Fines from other state agencies such as Workers' Comp Division or the state's Revenue Department.
- Immediate Suspension of your CCB license.

Contractor Webinars Posted for Summer

Residential contractors are required to take 3 hours of CCB Laws, Rules and Business Practices (LRB) classes every two years. CCB offers 3 hour webinars to fulfill this requirement. Each 3-hour webinar features a presentation from CCB and presentations from other state agencies. Classes are scheduled through the end of September – sign up now!

You can view the schedule on CCB's website:

<https://www.oregon.gov/ccb/Pages/ccbclasses.aspx>

No Time for a Webinar? You Have Options

If you're unable to take a live webinar, you can still fulfill your 3 hour LRB requirement by taking on-demand classes through your online services account:

<https://portal.ccb.state.or.us/>

Construction Contracts 101

A well-written contract can help prevent homeowner complaints and protect you and your customer during and after your project. Under Oregon law, all projects over \$2,000.00 must have a written contract. A general construction agreement can have numerous sections, but any solid agreement should, at a minimum, meet state law requirements and contain some fundamental provisions.

Regardless of your job size, you should make sure that your construction contract lists each party's rights and responsibilities clearly. A construction contract should also include terms such as making sure the contractor, and any subcontractors, have the proper licenses and insurance and information regarding a contractor's rights to place a lien on the property.

Oregon law requires you to include the following in your written contracts:

- Your 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. Try to describe property in legal terms or use the property description found in the deed on record in the county clerk's office.
- A description of the work to be performed, the price, and the payment terms.
 - Reference or include any estimates that were provided to the consumer during the bidding process.
 - List what the completed project costs and whether the homeowner will pay in several installments or just a down payment at the beginning. If the owner is paying installments, be specific with the pay dates and amounts required and describe 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.
- The existence of any mediation and arbitration provisions. 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.

You are also required to provide the consumer with several notices when contracting for a job in Oregon. Those notices include: a consumer protection notice, notice of procedure, and a notice to homeowner of construction liens.

Contractors must maintain proof of delivery for two years after the contract is entered into. You can obtain proof of delivery by including the notices fully within the written contract, getting and keeping signed copies of the notices or by providing the property owner with the notices, and include in the written contract a clear phrase that acknowledges receipt of the notices with the property owner's initials.

Finally, the contract should be printed or written legibly in dark ink and should be signed by both the contractor and the homeowner or homeowners. Contracts that are difficult to read can lead to confusion and difficulty enforcing the contract terms in court.

A sample contract, contract checklist, and copies of all required notices can be found on the Construction Contractors Board's website: <https://www.oregon.gov/ccb>

Continuing Education Opportunity: Growing your Business with Resources and Technical Assistance Events

C2O Connect2Oregon: Do you think your business is too small to contract with government agencies? Think again! When Oregon and the Federal government contract with local small businesses, it's a win-win for all of us. Public agencies across the state spend billions of dollars on goods and services providing vital infrastructure to all Oregonians. These dollars also create economic opportunities for local businesses.

Contractors that register and join us will receive 4 Continuing Education Unit (CEU) credits to apply to their Construction Contractor's Board (CCB) education requirements.

Whether you're starting a business; have been in business through generations; need assistance growing your business; or just want to learn how government contracting works, this training will provide guidance and tools in an easy to understand format.

Redmond: Tuesday, July 11, 7:30 am – 2:30 pm

<https://www.eventbrite.com/e/c2oconnect-2-oregon-redmond-tickets-617761058957>

The Dalles: Wednesday, July 12, 7:30am -2:30 pm

<https://www.eventbrite.com/e/c2oconnect-2-oregon-the-dalles-tickets-621232983577>

OSU: Tuesday, July 18th, 7:30am-3:00pm

<https://www.eventbrite.com/e/c2oconnect-2-oregon-corvallis-tickets-621856468437>

Clackamas: Thursday, July 20, 7:30 am – 2:30 pm

<https://www.eventbrite.com/e/c2oconnect-2-oregon-clackamas-tickets-617824157687>

Lincoln City and Tillamook, and Klamath Falls, Medford, Roseburg in September 2023

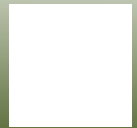
State of Oregon Construction Contractors Board

201 High Street SE, Suite 600

Salem, OR 97301

503-378-4621

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: 7 07, 2023
Subject: Enforcement Update

Field Operations Highlights:

- FI's have completed 3 sweeps this season: The Coastal sweep, Willamette Valley sweep in partnership with the ICN group and most recently a PDX and surrounding area sweep in partnership with BCD.
- Recruiting: The Central Oregon FI position has been filled by Lewis Topinka, he comes to us with 16 years of experience and training from the Oregon State Police.

Compliance

- Compliance caseload is about 150 for the first quarter of the year, 148 for the second quarter of the year. This is up from the year before, we were at around 100 cases.

Dispute Resolution

- DRS caseload is about 370 open files per analyst. DRS claims are on the rise in 2023 reaching peak file load at 371 open files per individual analyst.
- Recruiting: Office Specialist 2 position, this position has been filled by Eric Kernal
- Recruiting: CCB Mediator position, this position was filled with an internal lateral candidate Gerrit Southard.

The consent agenda is attached for approval.

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

7/6/2023

04/11/2023 - 06/30/2023

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>
132213	TINY TIMBER CONSTRUCTION LLC	701.021(1)	04/17/2023	600.00
132226	A NEW VISION PAINTING AND CONTRACTING LLC	701.021(1)	04/13/2023	1,000.00
132228	RC CANYON GUTTERS LLC	701.021(1)	05/02/2023	600.00
132243	TIGER ELECTRIC AND HANDYMAN SERVICES LLC	701.021(1)	04/21/2023	600.00
132245	NIEHUSS, JEFFREY ALLEN	701.021(1)	04/20/2023	5,000.00
132248	ALL PRO OREGON LLC	701.021(1)	04/25/2023	600.00
132294	TWOFEATHERS CONSTRUCTION LLC	701.021(1)	04/28/2023	600.00
132312	DELTA R & H CONSTRUCTION LLC	701.021(1)	04/26/2023	1,000.00
132316	CAMPBELLS PLUMBING INC	701.021(1)	04/26/2023	1,000.00
132330	COLUMBIA EXCAVATING LLC	701.021(1)	04/26/2023	3,000.00
132348	IRON FIST CONSTRUCTION LLC	701.021(1)	05/01/2023	1,000.00
132352	FINE GRAIN CARPENTRY LLC	701.021(1)	05/02/2023	600.00
132376	NELSON, TIMOTHY	701.021(1)	05/02/2023	1,000.00
132377	RAGSDALE, LEROY VERNON	701.021(1)	05/02/2023	1,000.00
132379	DAY, KARL	701.021(1)	05/02/2023	600.00
132406	SANCHEZ, ADRIAN	701.021(1)	05/03/2023	1,000.00
132407	JMV CONSTRUCTION LLC	701.021(1)	05/09/2023	5,000.00
132408	FIELDS TILE & STONE LLC	701.021(1)	05/08/2023	5,000.00
132414	ANGELO HORVATH & TAMMY NICHOLAS	701.021(1)	06/08/2023	5,000.00
132422	OREGON ESTATES LLC	701.021(1)	05/10/2023	600.00
132424	FIVE STAR EXTERIORS CORPORATION	701.021(1)	05/09/2023	1,000.00
132428	DEOS, RANDY FRED	701.021(1)	05/10/2023	1,000.00
132434	GARCIAS GORGE PAINTING LLC	701.021(1)	05/10/2023	1,000.00
132442	LANDEROS CONSTRUCTION LLC	701.021(1)	05/11/2023	1,000.00
132444	RAMETES, CASEY PAUL	701.021(1)	05/11/2023	5,000.00
132445	RAMETES, CASEY PAUL	701.021(1)	05/11/2023	5,000.00
132448	MASTER GUTTERS LLC	701.021(1)	05/11/2023	5,000.00
132453	HAIR, LESLIE ALLAN	701.021(1)	05/10/2023	1,000.00
132455	CARTER, SEAN HOAPILI	701.021(1)	05/16/2023	5,000.00
132470	GONZALES CUSTOM CARPENTRY LLC	701.021(1)	05/16/2023	5,000.00
132479	WW DRYWALL & CONSTRUCTION LLC	701.021(1)	05/22/2023	600.00
132482	SIEGMUND, BRIAN KEITH	701.021(1)	05/31/2023	1,000.00
132489	BARAJAS, SALVADOR MENDES	701.021(1)	05/19/2023	5,000.00
132490	EDWARD JONES, KRISTA LEANRE	701.021(1)	05/19/2023	1,000.00
132502	NEW IDEAS GENERAL CONTRACTOR LLC	701.021(1)	06/14/2023	1,000.00
132504	D CONSTRUCTION LLC	701.021(1)	05/22/2023	1,000.00
132514	ROBERT ROBINSON LLC	701.021(1)	05/25/2023	5,000.00
132515	RTR CONSTRUCTION LLC	701.021(1)	05/25/2023	5,000.00
132518	GOLTEEN, MATHEW JAMES	701.021(1)	05/19/2023	1,000.00
132522	GIAMBATTISTA, CHRIS HERVE	701.021(1)	05/17/2023	1,000.00

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

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132529	SCHARNHORST, ERIK ANTHONY	701.021(1)	05/25/2023	1,000.00
132550	NYK GARDEN LANDSCAPE LLC	701.021(1)	06/01/2023	1,000.00
132554	KAETRICK CONSTRUCTION LLC	701.021(1)	06/02/2023	1,000.00
132555	VERA CONSTRUCTION LLC	701.021(1)	05/31/2023	600.00
132558	PETES PAINTING AND REMODELING LLC	701.021(1)	06/01/2023	1,000.00
132559	JIMENEZ, FRANCISCO JAVIER	701.021(1)	06/01/2023	1,000.00
132562	THE SPRAY FOAM COMPANY LLC	701.021(1)	06/01/2023	600.00
132568	LEAFSHIELD GUTTER GUARDS LLC	701.021(1)	06/05/2023	600.00
132571	GLOBAL PAVING LLC	701.021(1)	06/06/2023	1,000.00
132573	GLOBAL PAVING LLC	701.021(1)	06/06/2023	1,000.00
132578	TRUMBLY, TYLER WINN	701.021(1)	06/05/2023	1,000.00
132582	SMITH, NICHOLAS JERALD	701.021(1)	06/06/2023	5,000.00
132585	HARDWOOD GLEN CORPORATION	701.021(1)	06/06/2023	5,000.00
132603	REDMOND PAINTING INC	701.021(1)	06/07/2023	1,000.00
132619	KNIGHT, JAMES WILLIAM	701.021(1)	06/15/2023	1,000.00
132630	ANDERSON, KAMERON ALLEN	701.021(1)	06/12/2023	1,000.00
132637	MORROW, JONATHON ERIC	701.021(1)	06/15/2023	5,000.00
132648	MODERN VISION PAINTING & CONSTRUCTION LLC	701.021(1)	06/19/2023	600.00
132685	CHARLES A OLSON & JEFFERY SCOTT OLSON & MARK A OLSON	701.021(1)	06/28/2023	5,000.00
132700	MAX PAINTING MECHANICX LLC	701.021(1)	06/26/2023	1,000.00
132706	WASHINGTON STREET WORKS LLC	701.021(1)	06/26/2023	1,000.00
132708	VALDEZ PAVERS AND HARDSCAPES LLC	701.021(1)	06/26/2023	1,000.00
132710	OJEDA GUERRERO, MIGUEL ANGEL	701.021(1)	06/27/2023	1,000.00
132713	EDENS, RODRICK DHU	701.021(1)	06/30/2023	5,000.00
132720	PDX UNLIMITED WORKS LLC	701.021(1)	06/28/2023	1,000.00
132721	VARGAS SANCHEZ, JUAN CARLOS	701.021(1)	06/28/2023	1,000.00
132723	KRAUSE, W MICHAEL RAKER	701.021(1)	06/28/2023	1,000.00
132725	WOLLEAT, RICHARD JAMES	701.021(1)	06/30/2023	1,000.00
132743	LEMBERG, BLAKE	701.021(1)	06/30/2023	5,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132169	BOYTE, GRAYSON GARRETT	701.035(3)	04/11/2023	1,000.00
132211	DAVIS PLUMBING NW LLC	701.035(3)	04/13/2023	1,000.00
132216	HUGHES, JASON FRANK	701.035(3)	04/14/2023	1,000.00
132218	KERBOW, JUSTIN LANE MORGAN	701.035(3)	04/17/2023	1,000.00
132220	HURLEY, ANDREW JAMES	701.035(3)	04/17/2023	1,000.00
132242	UNIQUE COATINGS LLC	701.035(3)	04/17/2023	1,000.00
132254	FEARLESS TIGER CONSTRUCTION LLC	701.035(3)	04/18/2023	1,000.00

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2 - EXEMPT CONTRACTOR WITH EMPLOYEES (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132261	RAFAEL GARCIA SPECIALTY CONSTRUCTION LLC	701.035(3)	04/20/2023	1,000.00
132264	BULLRUN CONSTRUCTION LLC	701.035(3)	04/20/2023	1,000.00
132275	SIERRA NW INSULATION LLC	701.035(3)	04/25/2023	1,000.00
132293	JMX CONSTRUCTION LLC	701.035(3)	04/25/2023	1,000.00
132311	4EGO LLC	701.035(3)	04/25/2023	1,000.00
132317	FAMILY CHIMNEY REPAIR LLC	701.035(3)	04/28/2023	1,000.00
132383	JOUBERT, CRAIG LEE	701.035(3)	05/02/2023	1,000.00
132420	G CLAYTON CONSTRUCTION LLC	701.035(3)	05/09/2023	1,000.00
132421	MODERN VISION PAINTING & CONSTRUCTION LLC	701.035(3)	05/09/2023	1,000.00
132427	ROOF ENHANCER INC	701.035(3)	05/10/2023	1,000.00
132429	HILLS ROOFING LLC	701.035(3)	05/10/2023	1,000.00
132431	BENITEZ FREGOSO, OSCAR EDUARDO	701.035(3)	05/10/2023	1,000.00
132438	MASTERS FINISH WOOD WORK INC	701.035(3)	05/15/2023	1,000.00
132443	COLORHOME PAINTING LLC	701.035(3)	05/11/2023	1,000.00
132456	BULSKI, KATIE MICHELLE	701.035(3)	05/12/2023	1,000.00
132457	AARONS WATERPROOFING LLC	701.035(3)	05/15/2023	1,000.00
132458	BELL, AUSTIN JACOB	701.035(3)	05/15/2023	1,000.00
132510	BOLTON BUILDING LLC	701.035(3)	05/22/2023	1,000.00
132513	QUALITY FLOOR INSTALLATIONS INC	701.035(3)	05/23/2023	1,000.00
132517	CROSS CONSTRUCTION COMPANY LLC	701.035(3)	05/23/2023	1,000.00
132556	LUAS CUSTOM PAINTING LLC	701.035(3)	05/29/2023	1,000.00
132561	ROYAL REMODELING LLC	701.035(3)	06/01/2023	1,000.00
132593	J AND N WOODWORK LLC	701.035(3)	06/06/2023	1,000.00
132597	FRESH START PAINTING AND CONSTRUCTION LLC	701.035(3)	06/09/2023	1,000.00
132600	ARCHITEKTON LLC	701.035(3)	06/15/2023	1,000.00
132615	COHANS COASTAL CONSTRUCTION & PAINTING LLC	701.035(3)	06/13/2023	1,000.00
132658	ENER PAINTING LLC	701.035(3)	06/21/2023	1,000.00
132660	U NAME IT LLC	701.035(3)	06/21/2023	1,000.00
132664	SMITH FAMILY BUILDERS LLC	701.035(3)	06/21/2023	1,000.00
132683	FSP CONSTRUCTION LLC	701.035(3)	06/30/2023	1,000.00
132704	IMPERIAL CONSTRUCTION SERVICES LLC	701.035(3)	06/28/2023	1,000.00
132705	MICHAEL PICCOLO ROOFING LLC	701.035(3)	06/26/2023	1,000.00
132728	LG AND SONS PAINTING LLC	701.035(3)	06/29/2023	1,000.00
132729	LG AND SONS PAINTING LLC	701.035(3)	06/29/2023	1,000.00
132746	ELKC CONSTRUCTION LLC	701.035(3)	06/30/2023	1,000.00

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132143	BOYTE, GRAYSON GARRETT	701.510(2)	04/11/2023	1,000.00
132210	LIMITLESS CARPENTRY LLC	701.510(2)	04/14/2023	1,000.00

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3 - LEAD BASED PAINT (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132225	COMPLETE CONSTRUCTION LLC	701.510(2)	04/18/2023	1,000.00
132260	DESERT ENTERPRISES INCORPORATED	701.510(2)	04/20/2023	1,000.00
132263	BULLRUN CONSTRUCTION LLC	701.510(2)	04/20/2023	1,000.00
132269	COOK, JAKOB LEE	701.510(2)	04/20/2023	1,000.00
132271	CHAPPELL, GARETT EVANS	701.510(2)	04/20/2023	1,000.00
132272	SCOTT E PIHL CONSTRUCTION LLC	701.510(2)	04/20/2023	1,000.00
132296	CHAVEZ, JACOB OWEN	701.510(3)	04/25/2023	1,000.00
132315	CREEKSIDE HOMES INC	701.510(2)	04/26/2023	1,000.00
132318	GLV ENTERPRISES INC	701.510(3)	04/26/2023	5,000.00
132363	MCPHEETERS GENERAL CONSTRUCTION LLC	701.510(2)	05/01/2023	1,000.00
132380	NW PROBUILD LLC	701.510(2)	05/01/2023	1,000.00
132381	PARK CONSTRUCTION LLC	701.510(2)	05/01/2023	1,000.00
132390	ROBINSON, GREGORY SCOTT	701.510(2)	05/02/2023	1,000.00
132419	KSL CONSTRUCTION LLC	701.510(2)	05/09/2023	1,000.00
132423	WORK WITH MILLER LLC	701.510(3)	05/10/2023	1,000.00
132425	ROSEN, BRADLEY KEITH	701.510(2)	05/09/2023	1,000.00
132432	ULRICH BROTHERS CONSTRUCTION INC	701.510(2)	05/10/2023	1,000.00
132440	A1 REMODELING & CONSTRUCTION LLC	701.510(3)	05/11/2023	3,000.00
132451	MD HANEY & CO LLC	701.510(3)	05/12/2023	1,000.00
132460	3 J CONSTRUCTION LLC	701.510(2)	05/16/2023	1,000.00
132462	GUSTUS, JASON TYLER ANDREW	701.510(2)	05/16/2023	1,000.00
132476	W2 PAINTERS LLC	701.510(2)	05/18/2023	1,000.00
132491	TYLER MCNAMARA CONSTRUCTION LLC	701.510(2)	05/19/2023	1,000.00
132492	RAMOS PACIFIC CONSTRUCTION LLC	701.510(2)	05/19/2023	1,000.00
132507	WESTERMAN, ROBERT SCOTT	701.510(2)	05/22/2023	1,000.00
132524	A TEAM CONTRACTORS INC	701.510(2)	05/24/2023	1,000.00
132525	SANTOS PAINTING AND REMODELING LLC	701.510(2)	05/24/2023	1,000.00
132549	LUAS CUSTOM PAINTING LLC	701.510(2)	05/29/2023	1,000.00
132564	HUFFMAN, RONALD EUGENE	701.510(2)	06/01/2023	1,000.00
132565	ROYAL REMODELING LLC	701.510(2)	06/01/2023	3,000.00
132599	DG3 INC	701.510(3)	06/09/2023	3,000.00
132605	TALL GUY PROPERTIES INC	701.510(2)	06/09/2023	1,000.00
132609	NW CONTRACTING LLC	701.510(2)	06/15/2023	3,000.00
132623	RIDGEWAY CONSTRUCTION LLC	701.510(2)	06/15/2023	1,000.00
132624	A CLASSIC TOUCH PAINTING LLC	701.510(2)	06/15/2023	3,000.00
132639	ARCHITEKTON LLC	701.510(2)	06/15/2023	1,000.00
132651	BEK FLOOR COVERING LLC	701.510(2)	06/19/2023	1,000.00
132652	JUST SO LLC	701.510(2)	06/23/2023	1,000.00
132659	ENER PAINTING LLC	701.510(2)	06/21/2023	1,000.00
132665	CHAMBERS AND COMPANY LLC	701.510(3)	06/21/2023	1,000.00

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3 - LEAD BASED PAINT (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132676	ALVARADO JIMENEZ, GILBERTO J	701.510(2)	06/22/2023	1,000.00
132678	SE CONSTRUCTION LLC	701.510(2)	06/28/2023	1,000.00
132679	WEST COAST ROOFING AND PAINTING INC	701.510(2)	06/22/2023	1,000.00
132680	KEMPS WINDOWS INC	701.510(2)	06/23/2023	1,000.00
132681	SFW CONSTRUCTION LLC	701.510(3)	06/23/2023	1,000.00
132682	JBC GENERAL CONTRACTING LLC	701.510(3)	06/30/2023	1,000.00
132692	CASCADE EXTERIORS LLC	701.510(3)	06/26/2023	1,000.00
132707	EXTERIOR REDEVELOPMENT LLC	701.510(2)	06/26/2023	1,000.00
132722	NEW STYLE HOMES INC	701.510(2)	06/27/2023	1,000.00
132724	STRYKER CONSTRUCTION CONSULTING INC	701.510(2)	06/28/2023	1,000.00
132737	MGC FLOORING LLC	701.510(2)	06/30/2023	1,000.00
132738	OSWEGO DRYWALL INSTALLERS INC	701.510(2)	06/30/2023	1,000.00
132749	QUACKENBUSH BUILDERS INC	701.510(2)	06/30/2023	1,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132167	JBQ QUALITY CONSTRUCTION INC	701.026(2)	04/14/2023	1,000.00
132382	PARK CONSTRUCTION LLC	701.026(1)	05/01/2023	1,000.00
132454	STEELE II, RONALD WILLIAM	701.026(2)	05/16/2023	1,000.00
132732	GURETZKI, QUENTIN GRANT	701.026(1)	06/29/2023	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>
132358	C&M ROOFING AND CONSTRUCTION LLC	087.093(2)	05/01/2023	400.00
132374	C&M ROOFING AND CONSTRUCTION LLC	701.330(4)	05/01/2023	100.00
132375	C&M ROOFING AND CONSTRUCTION LLC	701.330(4)	05/01/2023	100.00
132468	INTEGRATED II CONSTRUCTION LLC	087.093(2)	05/16/2023	200.00

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132237	JG7 CONCRETE & CONSTRUCTION LLC	701.102(2)(a)	04/14/2023	0.00
132238	WORKMAN, WILLIAM DEMAR	701.102(2)(a)	04/14/2023	0.00
132239	FREDRICKSON, SHANE SCOTT	701.102(2)(a)	04/14/2023	0.00
132241	ROBERT WARREN TRUCKING AND EXCAVATION LLC	701.102(2)(a)	04/17/2023	0.00
132277	AVM FLOORS LLC	701.102(2)(a)	04/20/2023	0.00
132278	QUALITY AFFORDABLE PAINTING LLC	701.102(2)(b)	04/21/2023	0.00
132295	HEAVY METAL CARPORTS LLC	701.098(1)(b)	04/25/2023	0.00
132305	REIMCHE, SHANE JUSTINE	701.102(2)(a)	04/25/2023	0.00
132307	MC MERRILL CONSTRUCTION LLC	701.102(2)(a)	04/25/2023	0.00
132308	GREEN CONSTRUCTION SOLUTIONS LLC	701.102(2)(a)	04/25/2023	0.00

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7 - SUSPENSIONS (cont.)

File #	Respondent	Cite	Date	Amount
132319	BRIAN LEACH CONTRACTING LLC	701.102(2)(a)	04/26/2023	0.00
132321	MORFINS PAINTING & CONSTRUCTION LLC	701.102(2)(a)	04/26/2023	0.00
132322	COLWELLSCREATIONS LLC	701.102(2)(a)	04/26/2023	0.00
132329	COASTLINE CURB APPEAL LLC	701.102(2)(c)	04/26/2023	0.00
132340	THE FLUES BROTHERZ	701.102(2)(a)	04/27/2023	0.00
132341	ASHTON TRUCKING AND PAVING LLC	701.102(2)(a)	04/27/2023	0.00
132342	SPECIALIZED FINISHED CONCRETE LLC	701.102(2)(a)	04/27/2023	0.00
132345	JG7 CONCRETE & CONSTRUCTION LLC	701.102(2)(a)	04/27/2023	0.00
132347	WONG, AARON MADISON	701.102(2)(a)	04/27/2023	0.00
132349	REVOLUTION GARAGE DOOR LLC	701.102(2)(a)	04/28/2023	0.00
132357	DEGEER CONSTRUCTION LLC	701.102(2)(a)	04/28/2023	0.00
132362	BRIAN LEACH CONTRACTING LLC	701.102(2)(a)	04/28/2023	0.00
132368	AG GRO SYSTEMS LLC	701.102(2)(a)	05/01/2023	0.00
132385	L & Z FENCING & DECKING LLC	701.102(2)(a)	05/02/2023	0.00
132391	KODIAK PAINTING LLC	701.102(2)(a)	05/03/2023	0.00
132392	DOUBLE J ELECTRIC INC	701.102(2)(a)	05/03/2023	0.00
132393	KEN BUTLER REMODELING & CONSTRUCTION LLC	701.098(1)(b)	05/04/2023	0.00
132395	MC MERRILL CONSTRUCTION LLC	701.102(2)(a)	05/04/2023	0.00
132396	ASHTON TRUCKING AND PAVING LLC	701.102(2)(a)	05/04/2023	0.00
132397	STONE CREEK BUILDING AND CONSTRUCTION LLC	701.102(2)(a)	05/04/2023	0.00
132398	TGL CONSTRUCTION LLC	701.102(2)(a)	05/04/2023	0.00
132400	BACUS, ALLISON MARIE	701.068(6)	05/05/2023	0.00
132405	LIMITLESS CARPENTRY LLC	701.102(2)(c)	05/05/2023	0.00
132410	TOM MALOT CONSTRUCTION CO INC	701.068(6)	05/09/2023	0.00
132411	3RD GEN CONTRACTORS LLC	701.102(2)(b)	05/08/2023	0.00
132481	BLACK SHEEP CUSTOM CONST INC	701.098(1)(b)	05/18/2023	0.00
132483	GRECOS CONCRETE CONSTRUCTION INC	701.098(1)(b)	05/18/2023	0.00
132498	ADAMS, JOSEPH LEE	701.102(2)(a)	05/22/2023	0.00
132499	CONCRETE MASTERY LLC	701.102(2)(a)	05/22/2023	0.00
132530	LEGACY PLUMBING CONTRACTORS INC	701.106(1)(b)	05/25/2023	0.00
132533	ASSOCIATED HOMEMAKERS CONSTRUCTION LLC	701.098(1)(b)	05/25/2023	0.00
132534	DONNAHOO, JOHN KYLE	701.102(2)(a)	05/25/2023	0.00
132536	MILLIAN AIRE ENTERPRISES CORP	701.098(1)(b)	05/25/2023	0.00
132537	TEGMAN CUSTOM HOMES LLC	701.102(2)(a)	05/25/2023	0.00
132543	NW CONTRACTING LLC	701.068(6)	06/02/2023	0.00
132552	NORTHERN HOMES LLC	701.098(1)(b)	05/26/2023	0.00
132569	KEEHNEN PAINTING CO	701.098(1)(b)	06/05/2023	0.00
132570	JIMENEZ CONSTRUCTION LLC	701.098(1)(b)	06/05/2023	0.00
132572	KIVETT, JASON LAWN	701.102(2)(a)	06/05/2023	0.00
132574	DONAHUE, MICHAEL THOMAS	701.102(2)(a)	06/05/2023	0.00

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7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132580	HARTMANN HOLDINGS LLC	701.102(2)(a)	06/05/2023	0.00
132592	JFP CONSTRUCTION LLC	701.068(6)	06/15/2023	0.00
132592	JFP CONSTRUCTION LLC	701.068(6)	06/08/2023	0.00
132594	ARMOR CONSTRUCTION INC	701.102(2)(a)	06/06/2023	0.00
132596	KAMM CONSTRUCTION COMPANY LLC	701.102(2)(a)	06/06/2023	0.00
132602	INTEGRITY GENERAL CONSTRUCTION LLC	701.102(2)(a)	06/07/2023	0.00
132620	KMS CONSTRUCTION LLC	701.102(2)(a)	06/12/2023	0.00
132621	PROBUILD CONTRACTORS LLC	701.102(2)(a)	06/12/2023	0.00
132654	OFFICE AUTOMATION GROUP INC	701.098(1)(b)	06/19/2023	0.00
132655	JBQ QUALITY CONSTRUCTION INC	701.098(1)(b)	06/19/2023	0.00
132656	DORAN, JASON ALLEN	701.102(2)(a)	06/19/2023	0.00
132657	ARENDT PROPERTY JOBS AND JUNK REMOVAL LLC	701.102(2)(a)	06/19/2023	0.00
132668	SURE GUARD CONSTRUCTION OR INC	701.098(1)(b)	06/21/2023	0.00
132684	DREAM BUILDERS 541 LLC	701.068(6)	06/23/2023	0.00
132693	SYNCLINE LLC	701.102(2)(a)	06/23/2023	0.00
132694	ALS DRYWALL LLC	701.102(2)(a)	06/23/2023	0.00
132696	BDZE DEVELOPERS INC	701.102(2)(a)	06/23/2023	0.00
132703	OREGON CONSTRUCTION GUYS LLC	701.102(2)(a)	06/26/2023	0.00
132714	BAILEY BROS BUILDING CO	701.102(2)(a)	06/27/2023	0.00
132717	MOTTOS PAINTING & FINE FINISHES INC	701.102(2)(a)	06/27/2023	0.00
132730	ROWHOUSE LLC	701.102(2)(a)	06/29/2023	0.00
132731	ADMIRABLE CONSTRUCTION INC	701.102(2)(a)	06/29/2023	0.00
132734	BEARDEN, GLENN MANNA	701.102(2)(a)	06/29/2023	0.00
132735	BEARDEN, GLENN MANNA	701.102(2)(a)	06/29/2023	0.00
132736	SELIX FENCE & CONSTRUCTION LLC	701.102(2)(a)	06/29/2023	0.00

8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132157	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	04/12/2023	1,000.00
132214	JOHN DOM & RICH INC	701.305(2)	04/11/2023	200.00
132232	MOSSY ROOTS CONSTRUCTION LLC	701.098(1)(l)	04/14/2023	1,000.00
132233	ALL PRO OREGON LLC	701.098(1)(l)	04/14/2023	1,000.00
132259	PRECISION CABINETS INC	701.305(1)	04/19/2023	500.00
132266	O S CONCRETE LLC	701.098(1)(l)	04/27/2023	1,000.00
132279	FOWLER, CODY LEWIS	701.098(1)(l)	04/21/2023	1,000.00
132280	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	04/25/2023	1,000.00
132281	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	04/25/2023	1,000.00
132282	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	04/25/2023	1,000.00
132286	SMILE A MILE PAINTING INC	701.305(1)	04/21/2023	500.00
132298	CREATIVE BUILDING LLC	701.098(1)(f)	04/25/2023	0.00

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NOTICES OF INTENT (cont.)

8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132299	PDX DEER CONSTRUCTION LLC	701.305(1)	05/09/2023	500.00
132299	PDX DEER CONSTRUCTION LLC	701.305(1)	04/25/2023	500.00
132302	SIEMENS INDUSTRY INC	701.098(1)(f)	04/25/2023	0.00
132304	COMPLETE INC	701.098(1)(f)	04/25/2023	0.00
132320	R & H TREE SERVICE LLC	701.106(1)(j)	04/28/2023	1,000.00
132331	FOREFRONT CONTRACTING AND REMODELING COMPANY	701.305(2)	04/26/2023	200.00
132331	FOREFRONT CONTRACTING AND REMODELING COMPANY	701.305(2)	04/26/2023	200.00
132350	NORDIC HOMES & CONSTRUCTION LLC	701.106(1)(j)	04/28/2023	1,000.00
132351	GORDON GREAT GUTTERS LLC	701.106(1)(j)	04/28/2023	1,000.00
132366	CASA BELLA CONSTRUCTION LLC	701.106(1)(j)	05/02/2023	1,000.00
132372	HS DRILLING & CONSTRUCTION LLC	701.098(1)(l)	05/31/2023	1,000.00
132388	SCHLECHTER, THOMAS WILLIAM	701.305(1)	05/02/2023	500.00
132394	NOSA ASSET IMPROVEMENTS LLC	701.106(1)(m)	05/04/2023	0.00
132399	DELTA R & H CONSTRUCTION LLC	701.106(1)(j)	05/05/2023	1,000.00
132401	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	05/05/2023	1,000.00
132401	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	05/05/2023	1,000.00
132402	CHIMCARE HOME SERVICES LLC	701.098(1)(l)	05/05/2023	1,000.00
132409	ROBERT WARREN TRUCKING AND EXCAVATION LLC	701.098(1)(l)	05/16/2023	1,000.00
132415	HEFFNER COASTAL CONSTRUCTION LLC	701.305(2)	05/09/2023	200.00
132418	CHIMCARE HOME SERVICES LLC	701.305(1)	05/09/2023	500.00
132430	SOUTH ROOFING LLC	701.106(1)(j)	05/10/2023	1,000.00
132433	CRYSTALRIDGE DEV LLC	701.098(b)	05/10/2023	0.00
132459	DONAHUE, MICHAEL THOMAS	701.106(1)(j)	05/16/2023	1,000.00
132464	A & R CAPITOL CONSTRUCTION LLC	701.106(1)(j)	05/19/2023	1,000.00
132484	LEGACY STONE WORKS INC	701.098(1)(f)	05/18/2023	0.00
132485	AUBURN MECHANICAL INC	701.098(1)(f)	05/19/2023	0.00
132486	THE GOLDEN TOUCH CONSTRUCTION & LANDSCAPING LLC	701.305(1)	05/19/2023	500.00
132494	SPAN CONSTRUCTION & ENGINEERING INC	701.098(1)(f)	05/19/2023	0.00
132497	KEYSTONE CONTRACTING INC	701.098(1)(f)	05/19/2023	0.00
132501	PRO BRUSH PAINTING LLC	701.106(1)(j)	05/26/2023	1,000.00
132516	J DAVILAS CONSTRUCTION LLC	701.106(1)(j)	05/25/2023	1,000.00
132526	OREGON CEDAR FENCE INC	701.106(1)(j)	05/25/2023	1,000.00
132548	JLSL DRYWALL LLC	701.305(1)	05/31/2023	500.00
132560	VANDEHEY INC	701.106(1)(j)	06/12/2023	1,000.00
132611	APEX HOME SOLUTIONS LLC	701.106(1)(j)	06/09/2023	1,000.00
132632	ESTRADA, FRANCISCO JAVIER	701.106(1)(j)	06/15/2023	1,000.00
132633	ROSCH COMPANY LLC	701.098(1)(f)	06/14/2023	0.00
132634	MORGAN INDUSTRIES INC	701.098(1)(f)	06/14/2023	0.00

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8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132638	COMMERCIAL COOLANTS INC	701.098(1)(f)	06/16/2023	0.00
132644	JG PAINTING & CONSTRUCTION LLC	701.106(1)(j)	06/16/2023	1,000.00
132650	RICK ZELLER EXCAVATING INC	701.098(1)(f)	06/19/2023	0.00
132662	ALLAIN CONSTRUCTION COMPANY LLC	701.305(2)	06/22/2023	200.00
132691	JB PAINTING PLUS INC	701.106(1)(j)	06/28/2023	1,000.00
132699	TUCKER, MARTIN DAVID	701.106(1)(j)	06/26/2023	1,000.00
132741	JAMES PLUMLEE LLC	701.098(1)(g)	06/30/2023	1,000.00

9 - CRIMINAL / INJUNCTIONS / STOP WORK

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132300	NW MODERN CONSTRUCTION LLC	701.098(1)(i)	04/25/2023	0.00
132519	MGO PROPERTY SERVICES LLC	701.098(1)(i)	05/23/2023	0.00
132646	MO RENEWABLE CONSTRUCTION LLC	701.098(1)(i)	06/16/2023	0.00
132674	DOUBLE X CONSTRUCTION LLC	701.098(1)(i)	06/22/2023	0.00
132675	TOLENTO CONSTRUCTION LLC	701.098(1)(i)	06/22/2023	0.00

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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>
131944	GURETZKI, DOUGLAS KENT	701.021(1)	04/26/2023	5,000.00
131966	DOUBLE J EXCAVATING INC	701.021(1)	04/13/2023	600.00
131967	TINTPRO WINDOW TINTING OF ROSEBURG LLC	701.021(1)	04/19/2023	600.00
132013	COLUMBIA LOCKSMITH LLC	701.021(1)	04/14/2023	600.00
132021	EDWARDS, ZACHARIAH HAMILTON	701.021(1)	04/11/2023	700.00
132023	YOUNG, TIMOTHY EDWARD	701.021(1)	04/18/2023	600.00
132025	HUMMEL, MYLES LEE	701.021(1)	05/02/2023	5,000.00
132037	VAZQUEZ PELAYO, SERGIO	701.021(1)	05/23/2023	1,000.00
132055	BALTAZAR, CHRISTIAN	701.021(1)	05/02/2023	5,000.00
132068	MCNATT, DANIEL WAYNE	701.021(1)	04/14/2023	5,000.00
132073	VERITAS ARBOR LLC	701.021(1)	04/25/2023	5,000.00
132090	NORJAN & ASSOCIATES INC	701.021(1)	04/18/2023	1,000.00
132091	MARK VII EQUIPMENT INC	701.021(1)	04/28/2023	1,000.00
132104	OVERSEN, JEFFREY LEE	701.021(1)	04/20/2023	1,000.00
132105	PDX TOP FINISHES LLC	701.021(1)	04/19/2023	5,000.00
132115	THROUGH THE ROOF LLC	701.021(1)	05/03/2023	1,000.00
132120	KELLER, SAMUEL BARRETT	701.021(1)	05/03/2023	700.00
132136	DIEGOS CONSTRUCTION LIMITED LIABILITY COMPANY	701.021(1)	04/25/2023	1,000.00
132139	OLR CONSTRUCTION LLC	701.021(1)	04/25/2023	5,000.00
132153	ROBERTS III, EDISON BATES	701.021(1)	04/26/2023	1,000.00
132154	TURNBULL ENTERPRISES LLC	701.021(1)	04/26/2023	5,000.00
132163	THOMAS, ROBERT MARSHALL	701.021(1)	05/08/2023	700.00
132165	HORD HAUS CONSTRUCTION & WOODWORKING LLC	701.021(1)	05/02/2023	1,000.00
132174	RE-CONSTRUCT CONTRACTING LLC	701.021(1)	05/17/2023	5,000.00
132175	J L BAR LLC	701.021(1)	04/27/2023	1,000.00
132177	ROMDS PROPERTY SERVICES LLC	701.021(1)	04/27/2023	5,000.00
132200	HIS MASTERPIECE LLC	701.021(1)	05/10/2023	1,000.00
132206	MYERS, WILLIAM FARRELL	701.021(1)	05/08/2023	5,000.00
132213	TINY TIMBER CONSTRUCTION LLC	701.021(1)	05/10/2023	600.00
132226	A NEW VISION PAINTING AND CONTRACTING LLC	701.021(1)	05/23/2023	1,000.00
132228	RC CANYON GUTTERS LLC	701.021(1)	05/11/2023	600.00
132243	TIGER ELECTRIC AND HANDYMAN SERVICES LLC	701.021(1)	06/01/2023	600.00
132245	NIEHUSS, JEFFREY ALLEN	701.021(1)	05/16/2023	5,000.00
132248	ALL PRO OREGON LLC	701.021(1)	05/23/2023	600.00
132294	TWOFEATHERS CONSTRUCTION LLC	701.021(1)	05/31/2023	600.00
132316	CAMPBELLS PLUMBING INC	701.021(1)	05/02/2023	1,000.00
132330	COLUMBIA EXCAVATING LLC	701.021(1)	05/31/2023	3,000.00
132348	IRON FIST CONSTRUCTION LLC	701.021(1)	05/24/2023	1,000.00
132352	FINE GRAIN CARPENTRY LLC	701.021(1)	05/25/2023	600.00
132376	NELSON, TIMOTHY	701.021(1)	05/31/2023	1,000.00

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

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132377	RAGSDALE, LEROY VERNON	701.021(1)	06/02/2023	1,000.00
132406	SANCHEZ, ADRIAN	701.021(1)	05/31/2023	1,000.00
132407	JMV CONSTRUCTION LLC	701.021(1)	06/02/2023	5,000.00
132408	FIELDS TILE & STONE LLC	701.021(1)	06/01/2023	5,000.00
132422	OREGON ESTATES LLC	701.021(1)	06/19/2023	600.00
132424	FIVE STAR EXTERIORS CORPORATION	701.021(1)	06/07/2023	1,000.00
132428	DEOS, RANDY FRED	701.021(1)	05/25/2023	1,000.00
132434	GARCIA GORGE PAINTING LLC	701.021(1)	06/02/2023	1,000.00
132442	LANDEROS CONSTRUCTION LLC	701.021(1)	06/06/2023	1,000.00
132444	RAMETES, CASEY PAUL	701.021(1)	06/21/2023	5,000.00
132445	RAMETES, CASEY PAUL	701.021(1)	06/21/2023	5,000.00
132448	MASTER GUTTERS LLC	701.021(1)	06/05/2023	5,000.00
132453	HAIR, LESLIE ALLAN	701.021(1)	06/05/2023	1,000.00
132455	CARTER, SEAN HOAPILI	701.021(1)	06/16/2023	5,000.00
132470	GONZALES CUSTOM CARPENTRY LLC	701.021(1)	06/08/2023	5,000.00
132489	BARAJAS, SALVADOR MENDES	701.021(1)	06/02/2023	5,000.00
132490	EDWARD JONES, KRISTA LEANRE	701.021(1)	06/13/2023	1,000.00
132514	ROBERT ROBINSON LLC	701.021(1)	06/21/2023	5,000.00
132515	RTR CONSTRUCTION LLC	701.021(1)	06/23/2023	5,000.00
132518	GOLTEEN, MATHEW JAMES	701.021(1)	06/19/2023	1,000.00
132522	GIAMBATTISTA, CHRIS HERVE	701.021(1)	06/19/2023	1,000.00
132529	SCHARNHORST, ERIK ANTHONY	701.021(1)	06/29/2023	1,000.00
132550	NYK GARDEN LANDSCAPE LLC	701.021(1)	06/27/2023	1,000.00
132558	PETES PAINTING AND REMODELING LLC	701.021(1)	06/26/2023	1,000.00
132559	JIMENEZ, FRANCISCO JAVIER	701.021(1)	06/26/2023	1,000.00
132568	LEAFSHIELD GUTTER GUARDS LLC	701.021(1)	06/28/2023	600.00
132571	GLOBAL PAVING LLC	701.021(1)	06/23/2023	1,000.00
132573	GLOBAL PAVING LLC	701.021(1)	06/23/2023	1,000.00
132578	TRUMBLY, TYLER WINN	701.021(1)	06/28/2023	1,000.00
132582	SMITH, NICHOLAS JERALD	701.021(1)	06/29/2023	5,000.00
132585	HARDWOOD GLEN CORPORATION	701.021(1)	06/29/2023	5,000.00
132603	REDMOND PAINTING INC	701.021(1)	06/23/2023	1,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131876	BSE HOME IMPROVEMENT LLC	701.035(3)	04/14/2023	1,000.00
132140	IMG REMODELING LLC	701.035(3)	04/25/2023	1,000.00
132141	MOUNTAINTOP ELITE CONSTRUCTION LLC	701.035(3)	05/31/2023	1,000.00
132155	LOS RANGERS CONTRACTORS LLC	701.035(3)	04/27/2023	1,000.00
132164	L JUNIOR FLOORING LLC	701.035(3)	05/04/2023	1,000.00

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2 - EXEMPT CONTRACTOR WITH EMPLOYEES (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132169	BOYTE, GRAYSON GARRETT	701.035(3)	05/08/2023	1,000.00
132170	NORTH PACIFIC BUILDING SERVICES LLC	701.035(3)	05/12/2023	1,000.00
132181	MILJUS CONSTRUCTION CONCEPTS LLC	701.035(3)	05/01/2023	1,000.00
132216	HUGHES, JASON FRANK	701.035(3)	05/11/2023	1,000.00
132218	KERBOW, JUSTIN LANE MORGAN	701.035(3)	05/10/2023	1,000.00
132220	HURLEY, ANDREW JAMES	701.035(3)	05/10/2023	1,000.00
132242	UNIQUE COATINGS LLC	701.035(3)	05/16/2023	1,000.00
132254	FEARLESS TIGER CONSTRUCTION LLC	701.035(3)	05/11/2023	1,000.00
132261	RAFAEL GARCIA SPECIALTY CONSTRUCTION LLC	701.035(3)	05/18/2023	1,000.00
132264	BULLRUN CONSTRUCTION LLC	701.035(3)	05/19/2023	1,000.00
132293	JMX CONSTRUCTION LLC	701.035(3)	05/31/2023	1,000.00
132317	FAMILY CHIMNEY REPAIR LLC	701.035(3)	05/24/2023	1,000.00
132383	JOUBERT, CRAIG LEE	701.035(3)	06/08/2023	1,000.00
132420	G CLAYTON CONSTRUCTION LLC	701.035(3)	06/02/2023	1,000.00
132421	MODERN VISION PAINTING & CONSTRUCTION LLC	701.035(3)	06/02/2023	1,000.00
132429	HILLS ROOFING LLC	701.035(3)	06/23/2023	1,000.00
132438	MASTERS FINISH WOOD WORK INC	701.035(3)	06/07/2023	1,000.00
132443	COLORHOME PAINTING LLC	701.035(3)	06/05/2023	1,000.00
132458	BELL, AUSTIN JACOB	701.035(3)	06/26/2023	1,000.00
132517	CROSS CONSTRUCTION COMPANY LLC	701.035(3)	06/16/2023	1,000.00
132561	ROYAL REMODELING LLC	701.035(3)	06/26/2023	1,000.00
132593	J AND N WOODWORK LLC	701.035(3)	06/29/2023	1,000.00
132597	FRESH START PAINTING AND CONSTRUCTION LLC	701.035(3)	06/29/2023	1,000.00
132615	COHANS COASTAL CONSTRUCTION & PAINTING LLC	701.035(3)	06/29/2023	1,000.00

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
131963	ROGUE CUSTOM RENOVATIONS LLC	701.510(2)	04/18/2023	1,000.00
132017	BATHS FOR LESS LLC	701.510(2)	04/11/2023	1,000.00
132041	A & E PRO PAINTING & CONSTRUCTION LLC	701.510(2)	04/13/2023	1,000.00
132083	BATHS FOR LESS LLC	701.510(2)	04/18/2023	1,000.00
132089	PTR HOMES LLC	701.510(2)	05/11/2023	1,000.00
132096	RYAN WILSON CONSTRUCTION LLC	701.510(2)	04/14/2023	1,000.00
132097	SOVEREIGN BUILDERS LLC	701.510(2)	04/25/2023	1,000.00
132119	WILLAMETTE VALLEY REDEVELOPMENT LLC	701.510(2)	04/25/2023	1,000.00
132123	ROSS, EVAN LEE	701.510(2)	04/25/2023	1,000.00
132124	COLES CONSTRUCTION COMPANY INC	701.510(3)	05/02/2023	1,000.00
132132	ROOKSTOOL MODEN REALTY LLC	701.510(2)	04/17/2023	1,000.00
132143	BOYTE, GRAYSON GARRETT	701.510(2)	05/08/2023	1,000.00
132150	AP&E CONSTRUCTION LLC	701.510(2)	05/01/2023	1,000.00

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FINAL ORDERS (cont.)

3 - LEAD BASED PAINT (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132168	LOS RANGERS CONTRACTORS LLC	701.510(2)	04/27/2023	1,000.00
132180	BADER, LEAH K	701.510(2)	05/11/2023	1,000.00
132183	MILJUS CONSTRUCTION CONCEPTS LLC	701.510(2)	05/01/2023	1,000.00
132210	LIMITLESS CARPENTRY LLC	701.510(2)	05/09/2023	1,000.00
132225	COMPLETE CONSTRUCTION LLC	701.510(2)	05/15/2023	1,000.00
132260	DESERT ENTERPRISES INCORPORATED	701.510(2)	05/09/2023	1,000.00
132263	BULLRUN CONSTRUCTION LLC	701.510(2)	05/19/2023	1,000.00
132269	COOK, JAKOB LEE	701.510(2)	05/15/2023	1,000.00
132271	CHAPPELL, GARETT EVANS	701.510(2)	05/15/2023	1,000.00
132272	SCOTT E PIHL CONSTRUCTION LLC	701.510(2)	05/17/2023	1,000.00
132296	CHAVEZ, JACOB OWEN	701.510(3)	05/09/2023	1,000.00
132318	GLV ENTERPRISES INC	701.510(3)	05/05/2023	5,000.00
132363	MCPHEETERS GENERAL CONSTRUCTION LLC	701.510(2)	05/31/2023	1,000.00
132380	NW PROBUILD LLC	701.510(2)	05/24/2023	1,000.00
132381	PARK CONSTRUCTION LLC	701.510(2)	06/06/2023	1,000.00
132390	ROBINSON, GREGORY SCOTT	701.510(2)	05/23/2023	1,000.00
132419	KSL CONSTRUCTION LLC	701.510(2)	06/23/2023	1,000.00
132423	WORK WITH MILLER LLC	701.510(3)	05/19/2023	1,000.00
132425	ROSEN, BRADLEY KEITH	701.510(2)	06/05/2023	1,000.00
132432	ULRICH BROTHERS CONSTRUCTION INC	701.510(2)	05/17/2023	1,000.00
132440	A1 REMODELING & CONSTRUCTION LLC	701.510(3)	06/06/2023	3,000.00
132451	MD HANEY & CO LLC	701.510(3)	06/06/2023	1,000.00
132460	3 J CONSTRUCTION LLC	701.510(2)	06/09/2023	1,000.00
132462	GUSTUS, JASON TYLER ANDREW	701.510(2)	06/14/2023	1,000.00
132476	W2 PAINTERS LLC	701.510(2)	06/14/2023	1,000.00
132491	TYLER MCNAMARA CONSTRUCTION LLC	701.510(2)	06/16/2023	1,000.00
132492	RAMOS PACIFIC CONSTRUCTION LLC	701.510(2)	06/16/2023	1,000.00
132524	A TEAM CONTRACTORS INC	701.510(2)	06/16/2023	1,000.00
132525	SANTOS PAINTING AND REMODELING LLC	701.510(2)	06/19/2023	1,000.00
132565	ROYAL REMODELING LLC	701.510(2)	06/26/2023	3,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132134	MCCLLOUD, MICHAEL SCOTT	701.026(1)	05/03/2023	1,000.00
132137	LOGANS BUILDERS LLC	701.026(1)	04/25/2023	1,000.00
132167	JBQ QUALITY CONSTRUCTION INC	701.026(2)	05/10/2023	1,000.00
132382	PARK CONSTRUCTION LLC	701.026(1)	06/06/2023	1,000.00
132454	STEELE II, RONALD WILLIAM	701.026(2)	06/22/2023	1,000.00

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FINAL ORDERS (cont.)

6 - FAILURE TO DELIVER RESIDENTIAL CONSTRUCTION NOTICES

File #	Respondent	Cite	Date	Amount
131935	REVOLUTION GARAGE DOOR LLC	087.093(2)	04/28/2023	200.00
131951	REVOLUTION GARAGE DOOR LLC	701.330(4)	04/28/2023	100.00
131951	REVOLUTION GARAGE DOOR LLC	701.330(4)	04/28/2023	100.00
132358	C&M ROOFING AND CONSTRUCTION LLC	087.093(2)	05/24/2023	400.00
132374	C&M ROOFING AND CONSTRUCTION LLC	701.330(4)	05/24/2023	100.00
132375	C&M ROOFING AND CONSTRUCTION LLC	701.330(4)	05/24/2023	100.00
132468	INTEGRATED II CONSTRUCTION LLC	087.093(2)	06/08/2023	200.00

7 - SUSPENSIONS

File #	Respondent	Cite	Date	Amount
131947	FIVE STAR EXTERIORS CORPORATION	701.102(2)(a)	04/14/2023	0.00
131957	IMPACT INSTALLATIONS INC	701.098(1)(b)	04/11/2023	0.00
131974	THE CLEAN CUT PAINTING COMPANY LLC	701.102(2)(a)	04/14/2023	0.00
132031	CUNNINGHAM, JIMMY JOHN	701.102(2)(a)	04/14/2023	0.00
132036	NORTHWEST FENCING LLC	701.102(2)(a)	04/14/2023	0.00
132038	RUSTIC COWBOY CONSTRUCTION LLC	701.102(2)(a)	04/14/2023	0.00
132040	JP & S CONTRACTING LLC	701.102(2)(a)	04/14/2023	0.00
132050	THE FLUES BROTHERZ	701.068(6)	05/02/2023	0.00
132054	DAN WILLIAMS CONSTRUCTION NW INC	701.102(2)(a)	04/14/2023	0.00
132056	ALCHEMY COVERS LLC	701.102(2)(a)	04/14/2023	0.00
132059	ENTERPRISE PLUMBING LLC	701.102(2)(a)	04/18/2023	0.00
132079	MONTEZUMA CONSTRUCTION LLC	701.102(2)(a)	04/18/2023	0.00
132080	C&M ROOFING AND CONSTRUCTION LLC	701.102(2)(a)	04/14/2023	0.00
132085	MODINE CONSTRUCTION INC	701.102(2)(a)	04/18/2023	0.00
132094	END TIME TREE EXPERT LLC	701.102(2)(a)	04/18/2023	0.00
132100	KELSO CUSTOM CONSTRUCTION LLC	701.102(2)(a)	04/18/2023	0.00
132108	MCGEE, MARK DAVID	701.102(2)(a)	04/18/2023	0.00
132110	GALINDO CONSTRUCTION LLC	701.102(2)(a)	04/18/2023	0.00
132128	RE-CONSTRUCT CONTRACTING LLC	701.068(6)	04/20/2023	0.00
132131	BEACH CONSTRUCTION LLC	701.068(8)	04/20/2023	0.00
132135	CAMERONS INSTALLATIONS INC	701.102(2)(a)	04/25/2023	0.00
132142	WOLFS ROOFING AND CONSTRUCTION LLC	701.098(1)(b)	06/13/2023	0.00
132144	ECOTERIX LLC	701.102(2)(b)	05/09/2023	0.00
132146	PREMIER PROPERTY DEVELOPMENT LLC	701.102(2)(b)	04/14/2023	0.00
132147	STRADER FAMILY CONSTRUCTION AND REMODELING LLC	701.102(2)(a)	04/25/2023	0.00
132148	OREGON SEAMLESS GUTTERS LLC	701.102(2)(b)	06/13/2023	0.00
132160	PROEXC LLC	701.102(2)(a)	04/27/2023	0.00
132192	HOME COMFORT HEARTH INC	701.102(2)(a)	05/02/2023	0.00
132194	ROGUE HOME REPAIR LLC	701.102(2)(a)	05/02/2023	0.00
132199	TAYLORMADE CONCRETE & CONSTRUCTION LLC	701.102(2)(a)	05/02/2023	0.00

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FINAL ORDERS (cont.)

7 - SUSPENSIONS (cont.)

File #	Respondent	Cite	Date	Amount
132201	LOGGINS RENOVATIONS AND DESIGNS LLC	701.102(2)(a)	05/02/2023	0.00
132208	DREWS CONCRETE AND CONSTRUCTION LLC	701.068(6)	05/08/2023	0.00
132237	JG7 CONCRETE & CONSTRUCTION LLC	701.102(2)(a)	05/09/2023	0.00
132238	WORKMAN, WILLIAM DEMAR	701.102(2)(a)	05/09/2023	0.00
132239	FREDRICKSON, SHANE SCOTT	701.102(2)(a)	05/09/2023	0.00
132241	ROBERT WARREN TRUCKING AND EXCAVATION LLC	701.102(2)(a)	05/18/2023	0.00
132277	AVM FLOORS LLC	701.102(2)(a)	05/16/2023	0.00
132278	QUALITY AFFORDABLE PAINTING LLC	701.102(2)(b)	06/22/2023	0.00
132295	HEAVY METAL CARPORTS LLC	701.098(1)(b)	05/16/2023	0.00
132305	REIMCHE, SHANE JUSTINE	701.102(2)(a)	05/17/2023	0.00
132307	MC MERRILL CONSTRUCTION LLC	701.102(2)(a)	06/01/2023	0.00
132308	GREEN CONSTRUCTION SOLUTIONS LLC	701.102(2)(a)	05/17/2023	0.00
132319	BRIAN LEACH CONTRACTING LLC	701.102(2)(a)	05/18/2023	0.00
132321	MORFINS PAINTING & CONSTRUCTION LLC	701.102(2)(a)	05/18/2023	0.00
132322	COLWELLSCREATIONS LLC	701.102(2)(a)	05/19/2023	0.00
132329	COASTLINE CURB APPEAL LLC	701.102(2)(c)	05/19/2023	0.00
132340	THE FLUES BROTHERZ	701.102(2)(a)	05/19/2023	0.00
132341	ASHTON TRUCKING AND PAVING LLC	701.102(2)(a)	05/25/2023	0.00
132342	SPECIALIZED FINISHED CONCRETE LLC	701.102(2)(a)	05/25/2023	0.00
132345	JG7 CONCRETE & CONSTRUCTION LLC	701.102(2)(a)	05/25/2023	0.00
132347	WONG, AARON MADISON	701.102(2)(a)	05/25/2023	0.00
132357	DEGEER CONSTRUCTION LLC	701.102(2)(a)	05/25/2023	0.00
132362	BRIAN LEACH CONTRACTING LLC	701.102(2)(a)	05/25/2023	0.00
132368	AG GRO SYSTEMS LLC	701.102(2)(a)	05/25/2023	0.00
132385	L & Z FENCING & DECKING LLC	701.102(2)(a)	06/01/2023	0.00
132392	DOUBLE J ELECTRIC INC	701.102(2)(a)	06/16/2023	0.00
132395	MC MERRILL CONSTRUCTION LLC	701.102(2)(a)	06/01/2023	0.00
132396	ASHTON TRUCKING AND PAVING LLC	701.102(2)(a)	05/26/2023	0.00
132398	TGL CONSTRUCTION LLC	701.102(2)(a)	06/01/2023	0.00
132400	BACUS, ALLISON MARIE	701.068(6)	05/31/2023	0.00
132410	TOM MALOT CONSTRUCTION CO INC	701.068(6)	06/02/2023	0.00
132483	GRECOS CONCRETE CONSTRUCTION INC	701.098(1)(b)	06/13/2023	0.00
132499	CONCRETE MASTERY LLC	701.102(2)(a)	06/16/2023	0.00
132530	LEGACY PLUMBING CONTRACTORS INC	701.106(1)(b)	06/19/2023	0.00
132534	DONNAHOO, JOHN KYLE	701.102(2)(a)	06/19/2023	0.00
132536	MILLIAN AIRE ENTERPRISES CORP	701.098(1)(b)	06/21/2023	0.00
132552	NORTHERN HOMES LLC	701.098(1)(b)	06/22/2023	0.00
132570	JIMENEZ CONSTRUCTION LLC	701.098(1)(b)	06/27/2023	0.00
132572	KIVETT, JASON LAWN	701.102(2)(a)	06/29/2023	0.00
132574	DONAHUE, MICHAEL THOMAS	701.102(2)(a)	06/29/2023	0.00

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FINAL ORDERS (cont.)

7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132580	HARTMANN HOLDINGS LLC	701.102(2)(a)	06/29/2023	0.00
132594	ARMOR CONSTRUCTION INC	701.102(2)(a)	06/29/2023	0.00
132596	KAMM CONSTRUCTION COMPANY LLC	701.102(2)(a)	06/29/2023	0.00
132653	BARTON, SHAWN RICHARD	025.750	06/22/2023	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)	05/10/2023	200.00
131869	HARTZER, JEFFRY W	701.106(1)(j)	04/13/2023	1,000.00
132032	SPECIALIZED FINISHED CONCRETE LLC	701.305(1)	04/14/2023	500.00
132034	YIM BROTHERS CONSTRUCTION LLC	701.106(1)(j)	04/14/2023	1,000.00
132069	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	05/17/2023	1,000.00
132102	ELDRIDGE, CAMERON WAYNE	701.098(1)(l)	05/02/2023	1,000.00
132107	VARGAS CONCRETE CONSTRUCTION LLC	701.305(2)	04/19/2023	500.00
132129	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	04/20/2023	1,000.00
132149	BERNARDO & SONS LLC	701.106(1)(j)	04/25/2023	1,000.00
132195	JEFF CARTER CONSTRUCTION INC	701.098(1)(l)	05/09/2023	1,000.00
132198	ROQUE CONSTRUCTION LLC	701.106(1)(j)	05/03/2023	1,000.00
132205	DREWS CONCRETE AND CONSTRUCTION LLC	701.098(1)(l)	05/08/2023	1,000.00
132214	JOHN DOM & RICH INC	701.305(2)	05/09/2023	200.00
132232	MOSSY ROOTS CONSTRUCTION LLC	701.098(1)(l)	05/09/2023	1,000.00
132233	ALL PRO OREGON LLC	701.098(1)(l)	05/10/2023	1,000.00
132259	PRECISION CABINETS INC	701.305(1)	05/17/2023	500.00
132266	O S CONCRETE LLC	701.098(1)(l)	05/22/2023	1,000.00
132280	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	05/23/2023	1,000.00
132281	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	05/23/2023	1,000.00
132282	RE-CONSTRUCT CONTRACTING LLC	701.098(1)(l)	05/23/2023	1,000.00
132298	CREATIVE BUILDING LLC	701.098(1)(f)	05/17/2023	0.00
132299	PDX DEER CONSTRUCTION LLC	701.305(1)	06/01/2023	500.00
132302	SIEMENS INDUSTRY INC	701.098(1)(f)	05/17/2023	0.00
132320	R & H TREE SERVICE LLC	701.106(1)(j)	05/25/2023	1,000.00
132331	FOREFRONT CONTRACTING AND REMODELING COMPANY	701.305(2)	05/23/2023	200.00
132331	FOREFRONT CONTRACTING AND REMODELING COMPANY	701.305(2)	05/23/2023	200.00
132350	NORDIC HOMES & CONSTRUCTION LLC	701.106(1)(j)	05/31/2023	1,000.00
132351	GORDON GREAT GUTTERS LLC	701.106(1)(j)	06/14/2023	1,000.00
132366	CASA BELLA CONSTRUCTION LLC	701.106(1)(j)	06/13/2023	1,000.00
132372	HS DRILLING & CONSTRUCTION LLC	701.098(1)(l)	06/23/2023	1,000.00
132388	SCHLECHTER, THOMAS WILLIAM	701.305(1)	06/08/2023	500.00
132399	DELTA R & H CONSTRUCTION LLC	701.106(1)(j)	06/02/2023	1,000.00

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FINAL ORDERS (cont.)

8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
132409	ROBERT WARREN TRUCKING AND EXCAVATION LLC	701.098(1)(l)	06/08/2023	1,000.00
132415	HEFFNER COASTAL CONSTRUCTION LLC	701.305(2)	06/01/2023	200.00
132418	CHIMCARE HOME SERVICES LLC	701.305(1)	06/02/2023	500.00
132430	SOUTH ROOFING LLC	701.106(1)(j)	06/13/2023	1,000.00
132459	DONAHUE, MICHAEL THOMAS	701.106(1)(j)	06/08/2023	1,000.00
132464	A & R CAPITOL CONSTRUCTION LLC	701.106(1)(j)	06/13/2023	1,000.00
132486	THE GOLDEN TOUCH CONSTRUCTION & LANDSCAPING LLC	701.305(1)	06/19/2023	500.00
132501	PRO BRUSH PAINTING LLC	701.106(1)(j)	06/23/2023	1,000.00
132516	J DAVILAS CONSTRUCTION LLC	701.106(1)(j)	06/19/2023	1,000.00
132526	OREGON CEDAR FENCE INC	701.106(1)(j)	06/19/2023	1,000.00
132548	JLSL DRYWALL LLC	701.305(1)	06/14/2023	500.00

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)	04/18/2023	0.00
131849	C N L CONSTRUCTION LLC	701.098(1)(i)	04/21/2023	0.00
131850	SCHWEIGER, CHRISTOPHER CHARLES	701.098(1)(i)	05/03/2023	0.00
132151	KDC INDUSTRIAL SERVICES LLC	701.098(1)(i)	06/14/2023	0.00
132300	NW MODERN CONSTRUCTION LLC	701.098(1)(i)	06/28/2023	0.00



Oregon Contractors Construction Board Homeowners Survey

May 2023

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Background & Objectives

- The Oregon Contractors Construction Board (CCB) regulates the construction contractor industry and promotes a competitive business environment through education, contractor licensing, dispute resolution, and law enforcement.
- Since 2001, the CCB has conducted an annual Statewide Homeowner Survey with Oregon residents.
- As in past years, the goal of the 2023 survey is to understand homeowners' awareness levels of and attitudes toward the agency and its services. In addition, the questionnaire was constructed to measure:
 - The percentage of Oregon homeowners who understand and rate the value of hiring a licensed contractor; and,
 - The percentage of Oregon homeowners who are aware of their rights and responsibilities, and the services offered by the CCB.
- Through this research, the CCB would also like to identify areas in which homeowners need to be educated, and how to best reach them.
- **Beginning with the Wave 7 (2021) data, we changed the data collection method from a telephone sample to an online panel participant list. All data was collected online for Wave 8 (2023).**

Methodology & Sampling

- Since 2014, the CCB has contracted with the Logit Group (formally Issues & Answers) to conduct their annual Statewide Homeowner Survey. Fielding for the 2023 survey took place from May 5, 2023 to May 12, 2023.
 - In total, 800 Oregon homeowners were interviewed (400 males / 396 females).
 - All interviews were conducted online and lasted approximately 5 minutes each.
- To ensure a geographically representative sample of Oregon homeowners, regional quotas were implemented based on census estimates. Below is a summary of completes per region.

Region	n=	%
Portland Metro	314	39.25%
Willamette Valley	161	20.13%
Southern	163	20.38% ▲
Central/East/Coast	162	20.25%
Total	800	100.01%

Analytical Summary

- For comparison purposes, respondents were segmented into various sub-groups based on demographics, behaviors and perceptions.
- Significance testing (t and z tests) at the 95% confidence level was conducted to detect significant differences among respondent segments. When applicable, these findings will be noted.
- Participants were asked up to two open-ended questions to aid in understanding the "whys" behind the numbers. Responses to these questions have been coded (when applicable) and tabulated for inclusion in this report.
- In some instances, percentages may add to more or less than 100% due to rounding and multiple response answer choices.
- Throughout the report, statistical differences between Waves 7 and 8 have been noted with a “▲▼” arrow/symbol.



Key Insights

Key Insights

The overall results for Wave 8 are significantly different from prior waves (nearly all in positive, improvement conditions). There are a few differences to consider when reviewing the results:

- *Online surveys allow respondents to rely on sight to view answers and view entire answer lists. Respondents are more inclined to provide numerically more answers online compared to phone surveys.*
 - *The COVID-19 pandemic altered people's lives, construction projects, homeownership rates, and interest in home improvement projects.*
 - *The demographic makeup of this wave's homeowners are significantly: older, more affluent, more educated, are more white, and have lived in their homes longer than in Wave 7.*
 - *We witnessed a significant uptick in the purchasing of more homes, or building of new homes, than any previous wave. (Remodeling and home improvement has remained consistent.)*
-

- Overall awareness of CCB is fairly consistent year after year. Currently, awareness is **78%**, a 24-point climb Wave 7. Word of mouth continues to be a powerful source of information; the last few years it has been the most common way homeowners find out about contractors (**69%**) and the CCB (**46%**).
 - As was the case in the previous four waves, traditional information channels (e.g., newspaper articles, news story on television or radio, public service TV or radio announcements, etc.) are cited less often, yet have been significant comebacks.
 - When looking for a contractor, mentions of both **Internet lists (52%)** and the contractor association website (**59%**) are up significantly compared to the past two waves.
-

Word of mouth and social media are powerful recommendation tools, and their impact has stayed consistent year-after-year.

- In a new record and increasing slightly, and still consistent with the past five waves, **96%** of homeowners who are aware of the CCB know the agency licenses contractors.

Key Insights, cont'd.

- Increasing substantially and significantly from previous waves, **76%** of homeowners who are aware of the CCB recall having contact with the Board during the past five years. This is the highest recall from any of the past waves.
 - The incidence of contact also increased by an incredible high among those who have built a new home or undertaken remodeling/home improvement projects in the past five years (**95%**).
- In a new trend, the most often cited reason for contacting the CCB was for contractor *complaints*. **72%** of those who contacted the CCB were doing so to file grievances, or learn how to file a report.
 - In continuing the Wave 7 trend, even more homeowners were homebuilding than ever before (**34%** of total participants). The increase in constructions projects, combined with a more educated set of homeowners + higher awareness, could could contribute to the rise in formal complaints.

Key Insights, cont'd.

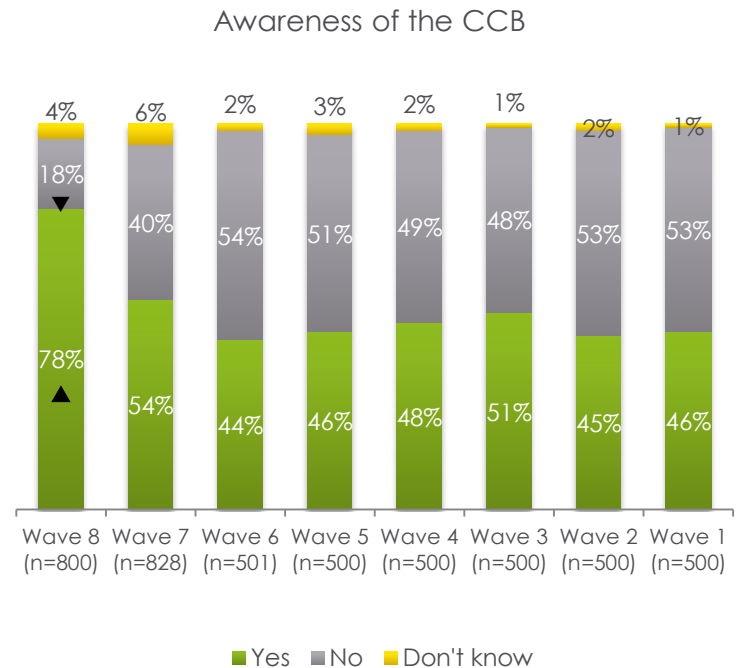
- The vast majority (**91%**) of Oregon homeowners have constructed a new home or undertaken remodeling/home improvement projects within the past five years—a 12-point increase from Wave 7 (**79%**) and an impressive 35-point increase from Wave 6 (**56%**).
 - **BETTER STORY:** Although **95%** of these residents agree that it is important to use a licensed contractor when having construction, remodeling, or repair work done, this wave **91%** of them report using a contractor for such projects – closing the gap significantly compared to past waves. Among those who did, a new low (**14%**) were unsure of whether the contractor was licensed with CCB.
 - **IMPROVED STORY:** The percentage of homeowners who are aware that it is illegal for non-licensed contractors to perform construction, remodeling, or repair work has remained consistent has risen to **72%**, a new high. However, a notable percentage (**28%**) continue to remain unaware of the law.
 - **CONSISTENT STORY:** Even among the **86%** who say they used a contractor licensed with the CCB (a new high), only **65%** actually verified the contractor's license with the agency, consistent with recent waves.



Detailed Findings:
Awareness of and
Contact with the
CCB

Awareness of the CCB

- More than three-quarters (**78%**) of Oregon homeowners have heard or read about the CCB. This is a **24-point** climb compared to Wave 7.
 - For the first time in reporting history, awareness is equal among both males and females (**78%** each).
 - While there is high awareness for all regions, Central/East Coast (**85%**) and Southern (**83%**) and are significantly more likely to be aware than Willamette Valley (**74%**) and Portland (**73%**).
- At a new high of **99%**, awareness of the CCB continues to be stronger among homeowners who have built a home in the past five years as compared to those who have done remodeling in the past five years (**80%**).



▲▼ Arrows denote significant difference from Wave 7

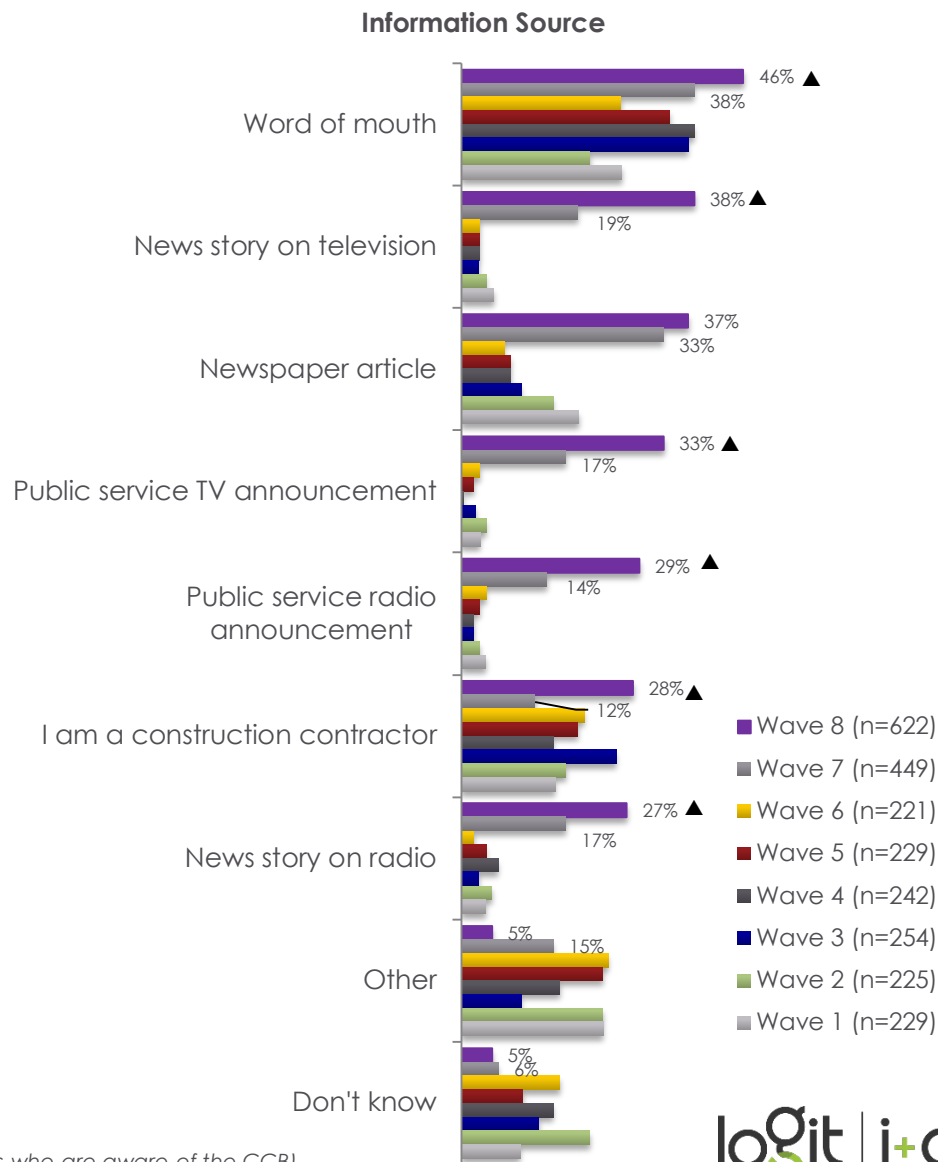
Q1. Have you heard or read about the Oregon Construction Contractors Board, also known as the CCB? (Base: All respondents)

Source of Information About the CCB

- While awareness has significantly improved nearly across the board, at **46%**, word of mouth from family, friends, or acquaintances is the most common way homeowners report becoming aware of the CCB. This number is the highest its been from past waves.
 - Awareness among females and males are comparable this wave, with females slightly higher (**49%** to **44%** respectfully).
- **28%** of participants say they are aware of the CCB because they are construction contractors themselves, which is also much higher than previous waves.
- Newspaper articles have been in the top three sources over the course of this study, its influence was previously steadily declining year-to-year. However the past two waves have seen impressive uptick (**37%** in Wave 8 and **33%** in Wave 7).
 - Awareness via Television News Stories is also on the rise the last two waves.

▲▼ Arrows denote significant difference from Wave 7

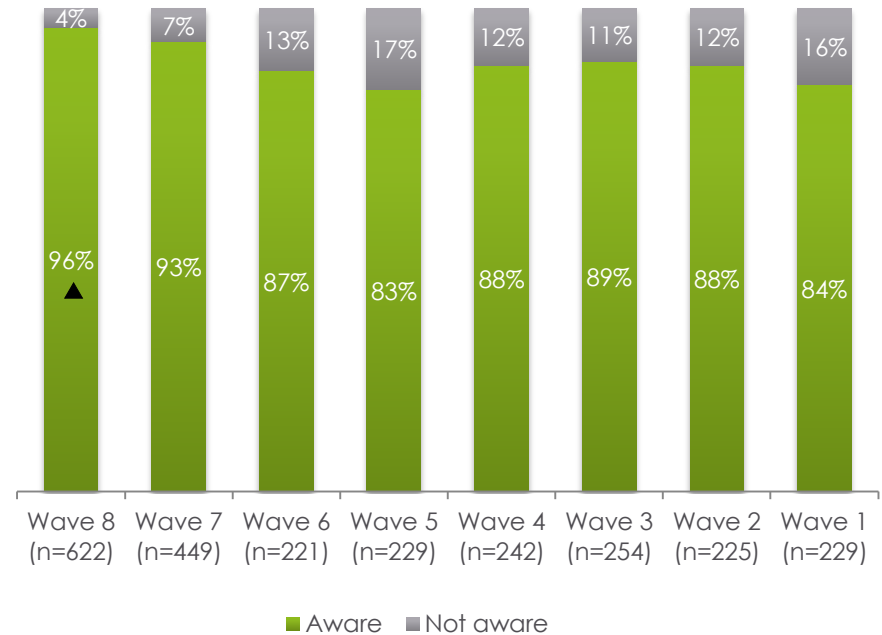
Q2. How did you hear or where did you read about the CCB? (Base: Respondents who are aware of the CCB)



Awareness of CCB Services

- In a continued increase, the past two waves have seen a significant increase from earlier studies where the vast majority (**96%**) of homeowners who are aware of the CCB know the agency licenses construction contractors.
 - Females and Males are both likely to know this function of the CCB (**97%** to **96%** respectfully).
 - Down slightly from 100%, **98%** of homeowners who built a home in the past five years stated they were aware of CCB services.

CCB Licenses Construction Contractors



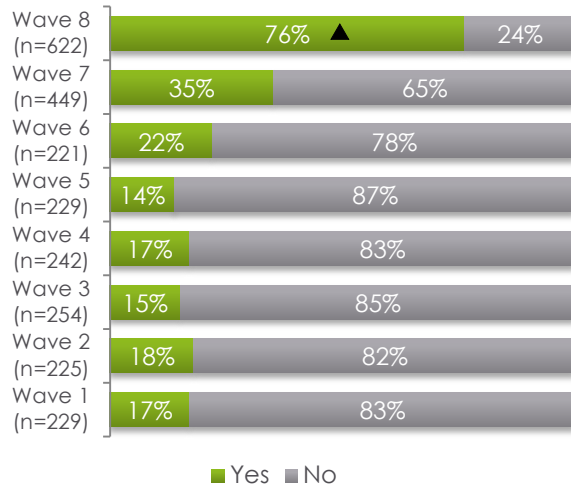
▲▼ Arrows denote significant difference from Wave 7

Q3. Are you aware that the CCB licenses construction contractors that offer home construction, remodeling or repair work for payment in Oregon?
 (Base: Respondents who are aware of the CCB)

Contact with the CCB

- In a significant jump, **76%** of residents who are aware of the CCB have had contact with the agency during the past five years.
- In addition, **82%** of residents who built a new home or did remodeling/home improvements in the past five years report having contact with the CCB, a significant increase.
- Issues with contractors may be on the rise:* the most often reason, and highest in study history, to contact the CCB is to report a problem with a contractor or to get information on how to file a complaint (**72%**), followed by wanting to verify a contractor before hiring (**62%**).

Contact with the CCB in the Past 5 Years



Reason(s) for Contacting the CCB*	Wave 8 (n=471)	Wave 7 (n=157)	Wave 6* (n=49)	Wave 5* (n=31)	Wave 4* (n=41)	Wave 3* (n=37)	Wave 2* (n=40)	Wave 1* (n=38)
To report a problem with a contractor/to get information on how to file complaint	72% ▲	35%	12%	26%	17%	19%	13%	16%
Check out/verify/get information on /license of a contractor/before hiring	62%	69%	33%	48%	34%	38%	45%	47%
I am a contractor/for information on becoming licensed as a contractor	46% ▲	24%	35%	29%	29%	51%	30%	37%
Other	1%	3%	27%	13%	22%	0%	18%	8%
Don't know	1%	1%	0%	0%	0%	3%	3%	5%

▲ ▼ Arrows denote significant difference from Wave 7

Q5. During the past five years, have you had any contact with the Oregon Construction Contractors Board (CCB)?
(Base: Respondents who are aware of the CCB)

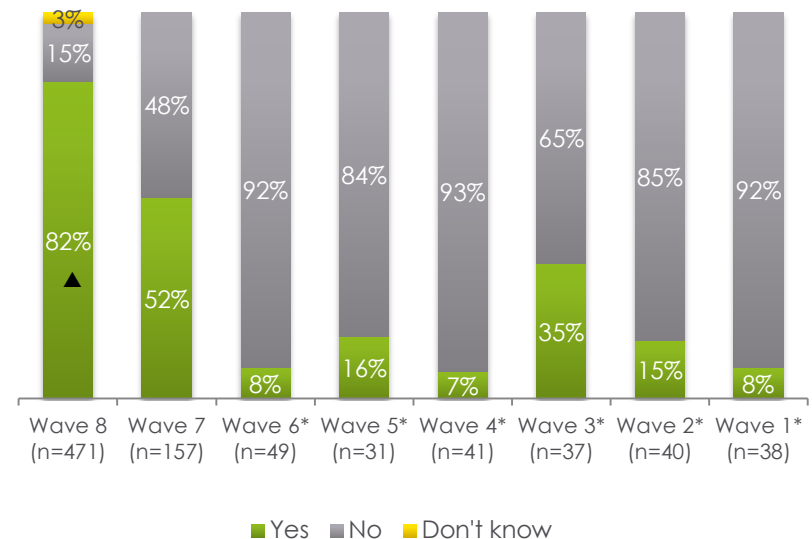
*Q6. What was your reason for contacting the Oregon Construction Contractors Board?
(Base: Respondents who contacted the Oregon Construction Contractors Board within the past five years)

*Caution: Small base size; results should be interpreted as directional in nature

Filing Damages with the CCB

- Incidence of filing a claim for damages with the CCB up considerably from all previous waves and setting a new record high.
 - This wave, **82%** of those who report contacting the CCB in the past five years say they filed a claim for damages or workmanship.
- Specifically, **88%** of participants who built a home **and** contacted the CCB stated they filed a claim for damages. This represents 228 total homeowners, or nearly 29% of the total respondents interviewed.

Filing Claim with the CCB



▲▼ Arrows denote significant difference from Wave 7

(Current) Q7. Have you ever filed a claim for damages or workmanship against a contractor with the Oregon Construction Contractors Board?

(Base: Respondents who contacted the Oregon Construction Contractors Board within the past five years)

(Old) Q8. How satisfied were you with the way in which your complaint was investigated and resolved – were you extremely satisfied, somewhat satisfied, somewhat dissatisfied, extremely dissatisfied or neither satisfied nor dissatisfied?

(Base: Respondents who filed a complaint with the Oregon Construction Contractors Board within the past five years)

*Caution: Small base size; results should be interpreted as directional in nature

Note: Question wording was revised for Wave 4 and 'Don't know' was added in Wave 8.



Detailed Findings: Resident Behavior

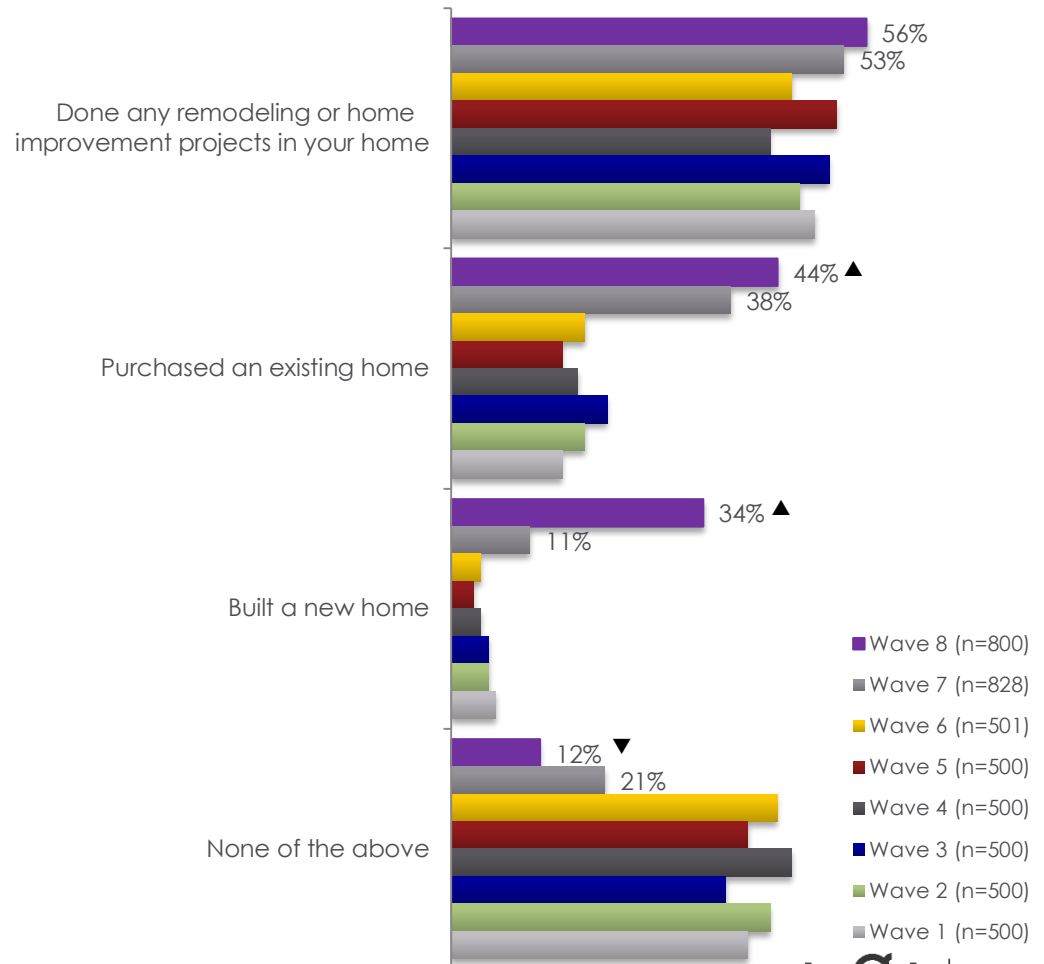
New Home Construction / Home Improvement Projects

- Nine in ten (**90%**) Oregon homeowners who participated in the study have either built a new home or done remodeling or home improvement projects in the past five years.
 - This figure has *increased* from **79%** in the previous wave.
 - Those building a new home has **more than tripled** than reports from Wave 7 (**34%** vs. **11%**).
- At **44%**, the incidence of existing home purchases rose another 6 points, after doubling from Wave 6 to Wave 7.
- In a new development, *older homeowners* (45-64, and 65+) are more likely than younger homeowners (18-44) to have done remodeling or home improvements in the past five years, reporting at **55%, 66%**, versus **47%** respectively.

▲▼ Arrows denote significant difference from Wave 7

Q10. During the past five years, have you done any of the following? (Base: All respondents)

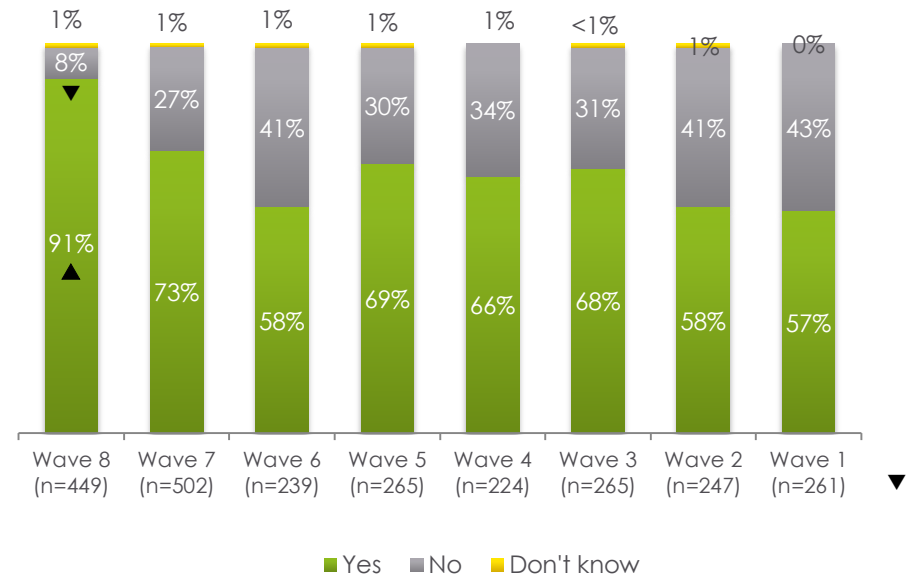
New Home Construction or Home Improvement Projects in Past 5 Years



Use of Contractors

- The number of Oregon homeowners who report hiring a professional contractor to either build a new home or make home improvements has continued to increase significantly between Wave 8 (**91%**) and Wave 7 (**73%**).
- At **96%**, the use of a contractor by those who built a new home also increased from the previous wave.

Use of Contractor During New Home Construction or Remodeling/Home Improvements



▲▼ Arrows denote significant difference from Wave 7

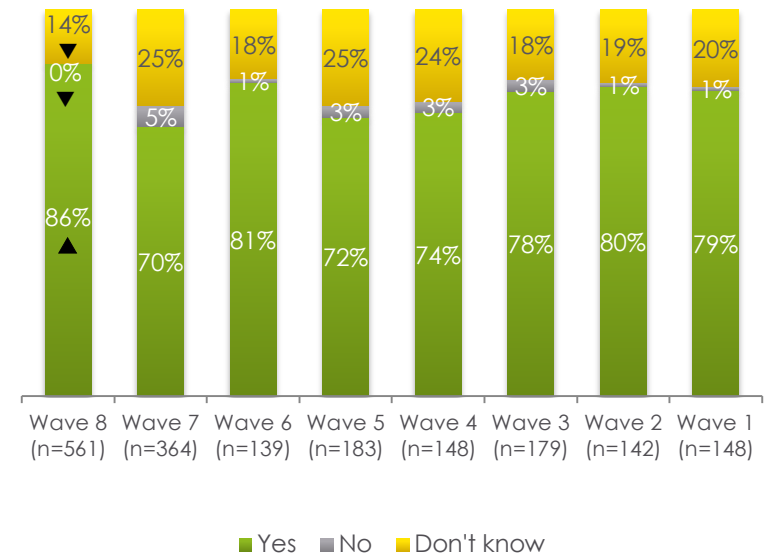
Q9a. Did you hire a professional when you built a new home?

Q9b. Did you hire a professional for any part of your remodeling or home improvement projects? (Base: Respondents who have built a new home or done remodeling or home improvement projects)

Contractors' Licenses with the CCB

- For the first time, **0%*** of Oregon homeowners report knowingly hired a construction contractor who is not licensed by the CCB. A significant improvement from Wave 7 which saw an all-time high (**5%**).
- Reversing the previous trend, only **14%** of homeowners are unaware of their contractor's licensure status, a record low.
- Homeowners who are aware of the CCB are significantly more likely to have hired a licensed contractor compared to those who are unaware (**94% vs. 73%**, respectively), yet both are high.
- *Only 2 homeowners report knowingly hiring a non-licensed contractor, their reasoning was:
 - “I am also a contractor.”
 - “The reason is that the licensed contractor are very costly.”

Contractor Licensed With the CCB



▲▼ Arrows denote significant difference from Wave 7

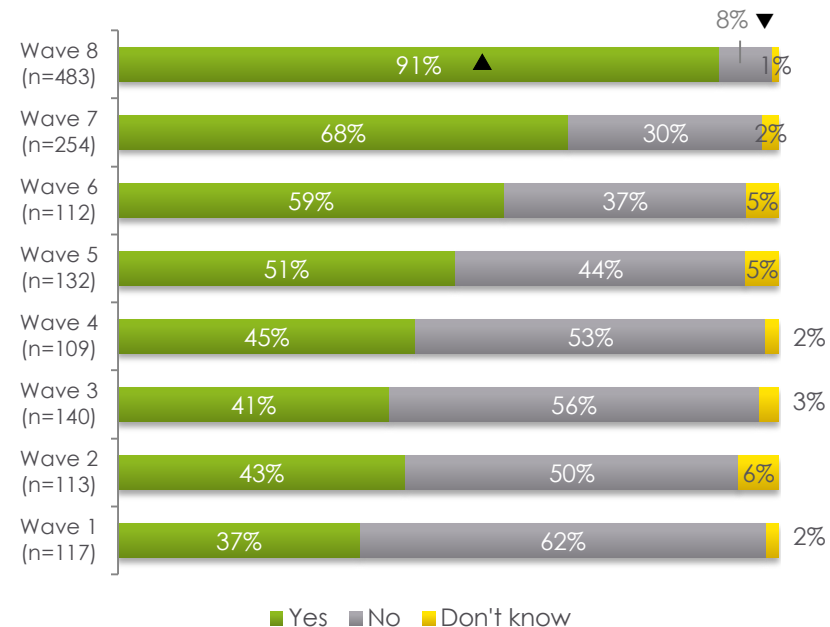
Q10. Was your professional contractor licensed with the Oregon Construction Contractors Board (CCB)?
(Base: Respondents who used a contractor for new construction or remodeling)

Q11. What are some of the reasons why you did not use a contractor licensed with the Oregon Construction Contractors Board (CCB)?
(Base: Respondents who used a contractor not licensed with the CCB)

Verification of Contractor's License

- In a continued trend, MORE homeowners (**91%**) verified their contractor's license with the CCB than those who did not check for credentials (**8%**). A new record high.
 - Over time, there has been a significant shift in homeowners verifying these details with their contractors compared to the first wave, and a significant shift since Wave 7.

Verification of Contractor's License



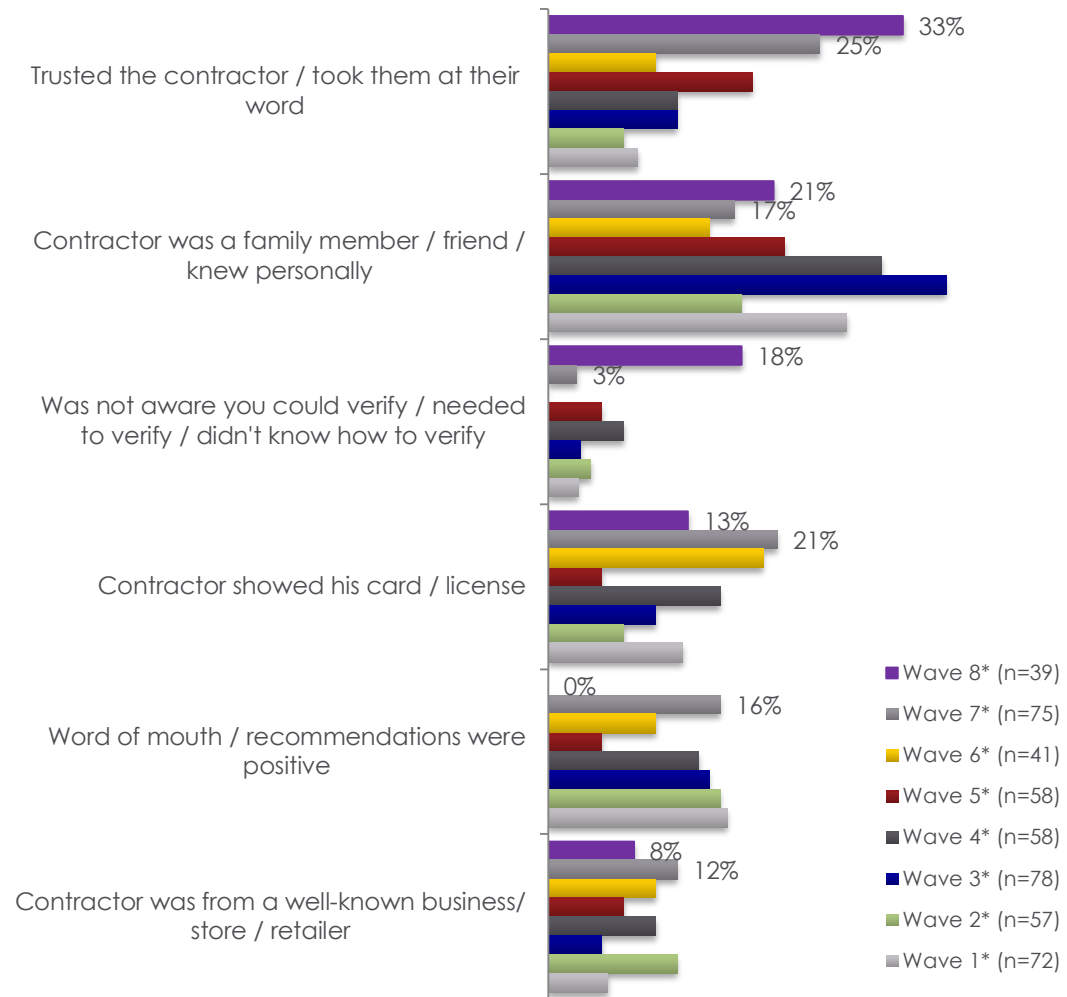
▲▼ Arrows denote significant difference from Wave 7

Q12. Did you verify with the Oregon Construction Contractors Board (CCB) that your contractor was licensed?
 (Base: Respondents who used a licensed contractor for new construction or remodeling)

Reasons for Not Verifying License

- The most common reason for not verifying a contractor's license is that they trusted the contractor's word (**33%**), up 8 points from Wave 7.
- Retreating, we returning to previous averages of how often a contractor offers their license initially (**13%**), down 8 points from a previous high (**21%**).
- Word of mouth/positive recommendations were not mentioned at all this wave. However, with the increase in trust and knowing the contractor's more personally, this may be why it wasn't singled out during Wave 8.

Reasons Why License Was Not Verified



▲▼ Arrows denote significant difference from Wave 6

Note: Responses with less than 5% of mentions are not shown

*Q13. What are some of the reasons why you did not verify the contractor with the Oregon Construction Contractors Board (CCB)?

(Base: Respondents who did not verify that their contractor was licensed)

*Caution: Small base size; results should be interpreted as directional in nature

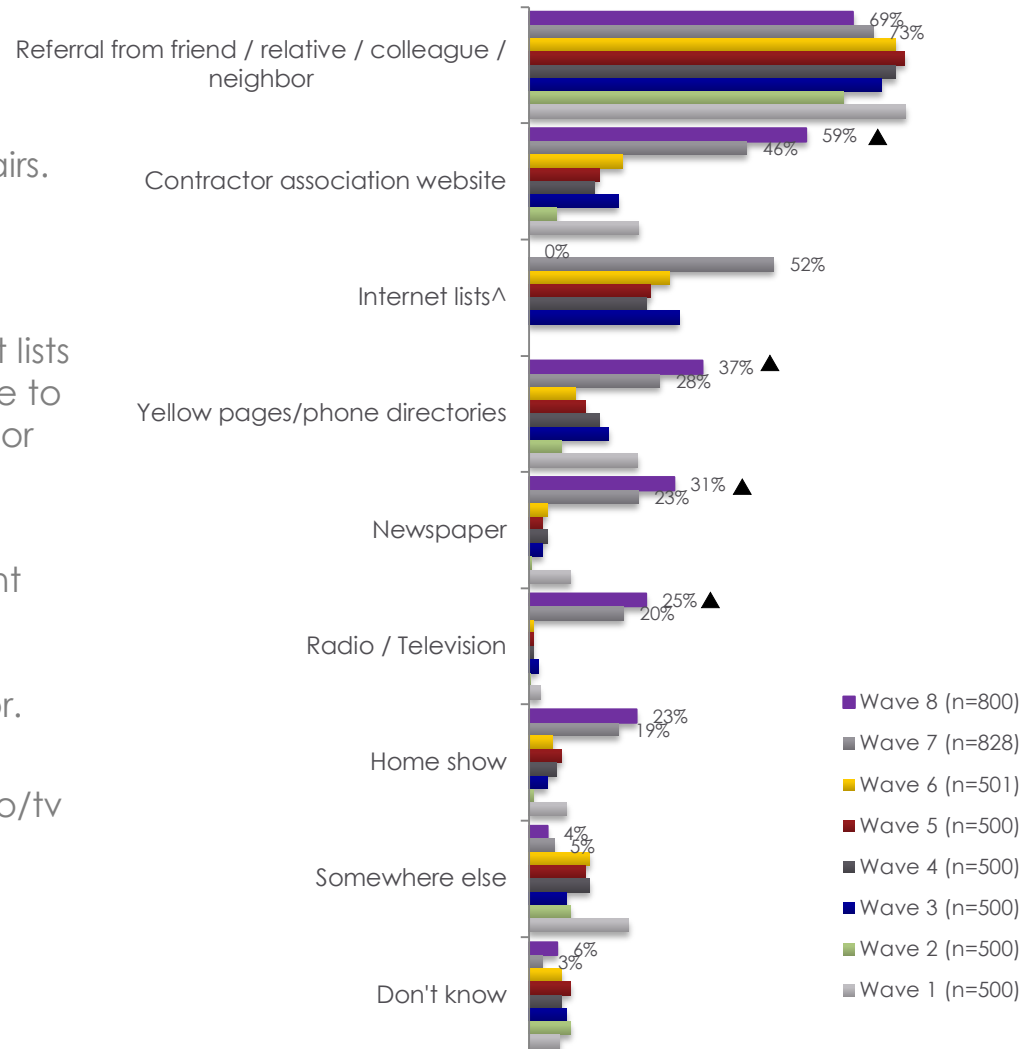


Detailed Findings: Future Intentions

Places to Look for a Contractor

- A referral from friends, relatives, colleagues, etc. is still the most commonly cited way to look for a contractor for home construction or repairs. Down slightly from Wave 7 (**69%**), still on trend.
- Since introduced during Wave 3, Internet lists (such as Angie’s List or Craigslist) continue to be one of the top mentioned resources for looking for a contractor.
- Second wave in a row where a significant amount of homeowners mention a contractor association website (**59%**) specifically when looking for a contractor.
- The yellow pages, newspapers, and radio/tv mentions were all three significantly increased compared to Wave 7.

Places to Look for a Contractor (All mentions)

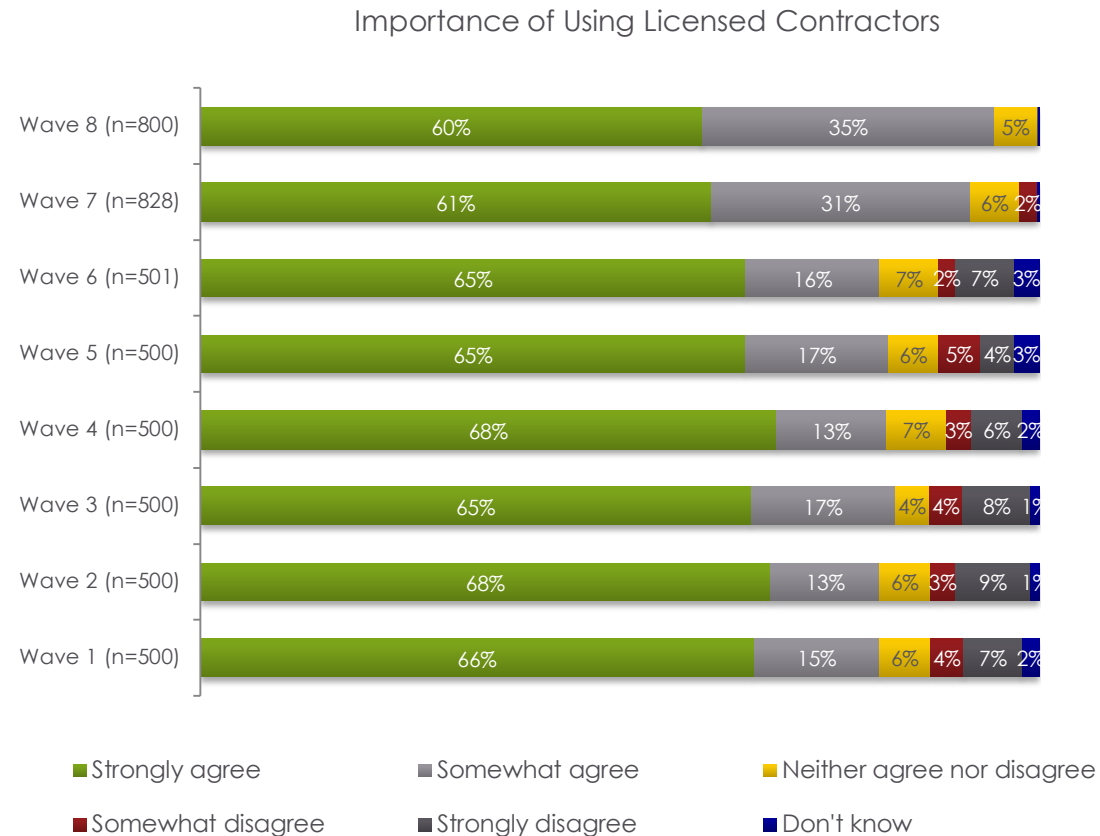


▲▼ Arrows denote significant difference from Wave 7

Q14a. If you were looking for a contractor for home construction, remodeling, or repairs where would you go first to select a contractor?
 Q14b. Where else would you go if you were looking for a contractor for home construction, remodeling, or repairs? (Base: All respondents)
 ^ Option not offered prior to Wave 3

Importance of Using Licensed Contractors

- In line with past waves, the vast majority (**95%**) of homeowners agree that it is important to hire a licensed contractor.
 - This wave, younger homeowners are closing the gap with older homeowners in terms of *strongly agreeing* it's important to hire a licensed contractor (**60%** of those under 45 compared to **69%** of homeowners 65+).

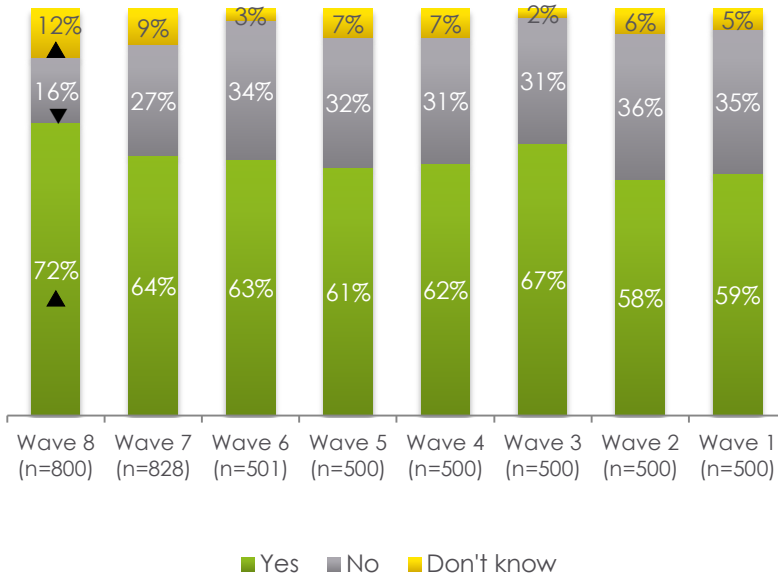


▲▼ Arrows denote significant difference from Wave 7

Q15. Do you agree or disagree that it is important to use a licensed contractor when having construction, remodeling or repair work done on your home or property? (Base: All respondents)

Awareness That It Is Illegal for Non-Licensed Contractors to Do Work

Awareness That It Is Illegal for Non-Licensed Contractors to Do Work for Payment



- Nearly three-quarters (**72%**) of Oregon homeowners are aware that it is illegal to hire contractors for construction, remodeling, or repair work who have not been licensed by the CCB, an increase of 8-points compared to Wave 7.
- And over three-quarters (**80%**) of homeowners who are aware of the CCB know this is illegal—significantly higher than the **42%** of homeowners who are not aware of the CCB.

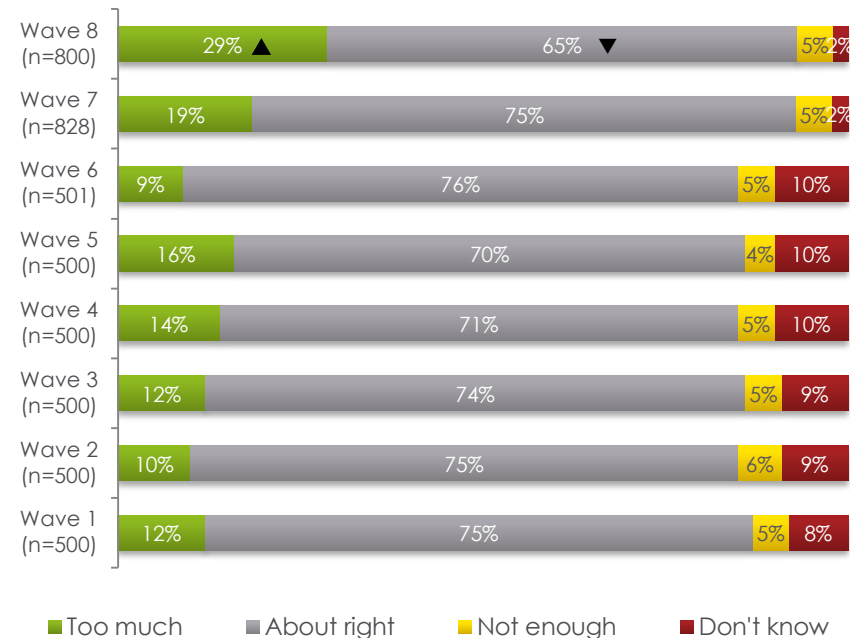
▲▼ Arrows denote significant difference from Wave 7

Q16. Do you know that it is illegal for contractors to do home construction, remodeling, or repair work for payment without a CCB license?
(Base: All respondents)

Amount of Licensing Regulation

- While the story is consistent year-to-year, Wave 8 has the highest percentage of homeowners feeling the amount of licensing regulation is too much in Oregon (**29%**).
- With a drop from the previous wave, two-thirds (**65%**) of respondents believe that the number of conditions that Oregon contractors need to meet in order to hold a license is adequate.
- Only **5%** say current regulation is insufficient.

Opinion on the Amount of Licensing Regulation in Oregon



▲▼ Arrows denote significant difference from Wave 67

Q17. Oregon law requires contractors to take a business class, pass a test, complete continuing education, maintain liability insurance and maintain a surety bond to hold an active contractor's license. Do you think this amount of regulation is too much, about right or not enough? (Base: All respondents)



Appendix A: Demographic Profile

Wave 8 Demographic Profile

# of Years Own Current Home	%
5 years or less	37% ▼
6-10 years	29% ▲
11-15 years	10% ▼
16-20 years	7%
21-25 years	5%
26-30 years	3%
More than 30 years	7% ▲
Don't know	2%
Average	12.08 years ▲

Age Group	%
18-24	2%
25-29	4%
30-34	5%
35-44	16%
45-54	19%
55-64	23% ▲
65 or older	31% ▲
Refused	0%
Average	54 years old ▲

Household Income	%
Less than \$20,000	3% ▲
\$20,000 but less than \$30,000	3%
\$30,000 but less than \$40,000	5%
\$40,000 but less than \$50,000	8% ▼
\$50,000 but less than \$75,000	25%
\$75,000 or more	54% ▲
Don't know	-
Refused	2%
Average	~\$66K ▲

Level of Education	%
Some high school	1%
High school graduate	6%
Some college	14%
College graduate	26%
Some graduate school	16% ▲
Graduate degree or higher	38% ▲
Refused	0%

Ethnic Background	%
White or Caucasian	86% ▲
American Indian or Alaska Native	1% ▼
Asian	4% ▼
Black or African American	3% ▼
Hispanic or Latino	4%
Native Hawaiian or other Pacific Islander	1%
Something else	1%
Refused	1%

▲▼ Arrows denote significant difference from Wave 7

D1. For how many years have you owned your current home? D2. Into which of the following groups does your age fall? D3. What is the highest level of education you have completed? D4. What is your yearly household income before taxes? D5. Which of the following best describes your race? (Base: 800, All respondents)



Appendix B: Final Questionnaire

Final Questionnaire



Logit – May 03
 Client – May 04
 Client – May 04
 Logit – May 05

**Oregon Construction Contractors Board
 Homeowner Survey**
 Logit & i+a Job #19153

Programmer: This is a reload of 18463 for data layout only. 2021 is a web survey.

Region	Quota	Gender	Quota	Age	Quota
Portland Metro REG=1	320	M QE=1	400	18-24 D2 = 1	16
Willamette Valley REG=2	160	F QE=2	400	25-29 D2 = 2	32
Southern REG=3	160			30-34 D2 = 3	40
Central/East/Coast REG=4-6	160			35-44 D2 = 4	128
				45-54 D2 = 5	152
				55-64 D2 = 6	184
				65+ D2 = 7	248
Total Quota	800				

SCREENING

QE. Do you own a home of any kind in Oregon? By home, we mean ownership of a physical house, townhome, apartment or condo.

- 1 Yes [CONTINUE]
- 2 No [TERMINATE]

QG. In which Oregon County do you currently reside?

- | | | | |
|-------------|---------------|---------------|-------------|
| 1 Baker | 14 Hood River | 27 Polk | |
| 2 Benton | 15 Jackson | 28 Sherman | |
| 3 Clackamas | 16 Jefferson | 29 Tillamook | |
| 4 Clatsop | 17 Josephine | 30 Umatilla | |
| 5 Columbia | 18 Klamath | 31 Union | |
| 6 Coos | 19 Lake | 32 Wallowa | |
| 7 Crook | 20 Lane | 33 Wasco | |
| 8 Curry | 21 Lincoln | 34 Washington | |
| 9 Deschutes | 22 Linn | 35 Wheeler | |
| 10 Douglas | 23 Malheur | 36 Yamhill | |
| 11 Gilliam | 24 Marion | 37 Other | [TERMINATE] |
| 12 Grant | 25 Morrow | 98 Don't know | [TERMINATE] |
| 13 Harney | 26 Multnomah | 99 Refused | [TERMINATE] |

REG. [PROGRAMMER: Punch region]



6 Coast QG = 4, 5, 6, 8, 21, 29

[PN: Moved D7, D2 and D6 here]

D7. What is your ZIP code? (REFUSED=99999) _____
 [PN: Term if not in the list | Proceed if correct and prefer not to answer (refused) is selected]

D2. Into which of the following groups does your age fall?

- 1 18-24 5 45-54
- 2 25-29 6 55-64
- 3 30-34 7 65 or older
- 4 35-44 9 Rather not say

D6. Gender: What is your gender?

- 1 Male
- 2 Female
- 3 Non-Binary
- 4 Rather not say

MAIN QUESTIONNAIRE

Awareness of the CCB

Q1. Have you heard or read about the Oregon Construction Contractors Board, also known as the CCB?

- 1 Yes [CONTINUE]
- 2 No [SKIP TO Q8]
- 8 Don't know [SKIP TO Q8]

Q2. How did you hear or where did you read about the CCB? (SELECT ALL THAT APPLY)

- [Randomize]
- 1 Public service announcement on radio
 - 2 News story on radio
 - 3 Newspaper article
 - 4 I am a construction contractor
 - 5 Public service announcement on television
 - 6 News story on television
 - 7 From a friend/colleague/relative/neighbor
 - 8 Home show
 - 9 Other (specify) _____ [Anchor]
 - 10 Don't know/can't remember [Exclusive] [Anchor]



Final Questionnaire, cont'd.



Q3. Are you aware that the CCB licenses construction contractors that offer home construction, remodeling, or repair work for payment in Oregon?

- 1 Yes
- 2 No

Contact with the CCB

Q5. During the past five years, have you had any contact with the Oregon Construction Contractors Board (CCB)?

- 1 Yes [CONTINUE]
- 2 No [SKIP TO Q8]

Q6. What was your reason for contacting the Oregon Construction Contractors Board? (SELECT ALL THAT APPLY)

- 1 To report a problem with a contractor/to get information on how to file complaint
- 2 Check out/verify/get information on/license of a contractor/before hiring
- 3 I am a contractor/for information on becoming licensed as a contractor
- 4 Other (specify) _____
- 8 Don't know [Exclusive]

Q7. Have you ever filed a claim for damages or workmanship against a contractor with the Oregon Construction Contractors Board?

- 1 Yes
- 2 No
- 8 Don't know

Resident Behavior

Q8. During the past five years, have you done any of the following? (SELECT ALL THAT APPLY)

- 1 Built a new home
- 2 Purchased an existing home
- 3 Done any remodeling or home improvement projects in your home
- 9 None of the above [Exclusive]

[IF Q8=1 OR 3 CONTINUE, OTHERWISE SKIP TO Q14]

[IF Q8=1 / BUILT A NEW HOME]

Q9a. Did you hire a professional when you built a new home?

- 1 Yes
- 2 No [SKIP TO Q14]
- 8 Don't know/can't remember [SKIP TO Q14]

[IF Q8=3 / DONE REMODELING OR HOME IMPROVEMENT PROJECT]



Q9b. Did you hire a professional for any part of your remodeling or home improvement projects?

- 1 Yes
- 2 No [SKIP TO Q14]
- 8 Don't know/can't remember [SKIP TO Q14]

[IF Q9a=1 OR Q9b=1 / USED A CONTRACTOR, OTHERWISE SKIP TO Q14]

Q10. Was your professional contractor licensed with the Oregon Construction Contractors Board (CCB)?

- 1 Yes [SKIP TO Q12]
- 2 No [CONTINUE]
- 8 Don't know [SKIP TO Q14]

Q11. What are some of the reasons why you did not use a contractor licensed with the Oregon Construction Contractors Board (CCB)? _____

[SKIP TO Q14 IF Q10=2 / DID NOT USE CCB LICENSED CONTRATOR]

Q12. Did you verify with the Oregon Construction Contractors Board (CCB) that your contractor was licensed?

- 1 Yes [SKIP TO Q14]
- 2 No
- 8 Don't know [SKIP TO Q14]

Q13. What are some of the reasons why you did not verify the contractor with the Oregon Construction Contractors Board (CCB)? _____

Future Intentions

Q14a. If you were looking for a contractor for home construction, remodeling, or repairs where would you go first to select a contractor? [RANDOMIZE IN QUESTION TEXT - MAKE ANSWER OPTIONS STATIC] [PN: No need to randomize]

- 1 Home show
- 2 Newspaper
- 3 Radio Television
- 4 Yellow pages/phone directories
- 5 Referral from friend/relative/colleague/neighbor
- 6 Contractor association website
- 9 Internet lists like Craig's list or Angie's list
- 7 Somewhere else (specify) _____ [Anchor]
- 8 Don't know [SKIP TO Q15] [Anchor]

Q14a should be single select

Q14b should be multi-select and remove the choice from Q14a

Q14b. Where else would you go if you were looking for a contractor for home construction, remodeling, or repairs? [EXCLUDE ITEMS MENTIONED IN Q14a]

- 1 Home show



Final Questionnaire, cont'd.



- 2 Newspaper
- 3 Radio Television
- 4 Yellow pages/phone directories
- 5 Referral from friend/relative/colleague/neighbor
- 6 Contractor association website
- 9 Internet lists like Craig's list or Angie's list
- 7 Somewhere else (specify) _____
- 8 Don't know

Q15. Do you agree or disagree that it is important to use a licensed contractor when having construction, remodeling or repair work done on your home or property?

- 5 Strongly agree
- 4 Somewhat agree
- 3 Neither agree nor disagree
- 2 Somewhat disagree
- 1 Strongly disagree
- 8 Don't know

Q16. Do you know that it is illegal for contractors to do home construction, remodeling, or repair work for payment without a CCB license?

- 1 Yes
- 2 No
- 8 Don't know

Q17. Oregon law requires contractors to take a business class, pass a test, complete continuing education, maintain liability insurance and maintain a surety bond to hold an active contractor's license. Do you think this amount of regulation is too much, about right or not enough?

- 1 Too much
- 2 About right
- 3 Not enough
- 8 Don't know

Demographics

Finally, we have just a few more questions for classification purposes only.

D1. For how many years have you owned your current home? (DON'T KNOW=998) _____
 [Limit, 0-100]

D2. Into which of the following groups does your age fall?

- | | |
|---------|------------------|
| 1 18-24 | 5 45-54 |
| 2 25-29 | 6 55-64 |
| 3 30-34 | 7 65 or older |
| 4 35-44 | 9 Rather not say |



D3. What is the highest level of education you have completed?

- 1 Some high school
- 2 High school graduate
- 3 Some college
- 4 College graduate
- 5 Some graduate school
- 6 Graduate degree or higher
- 9 Rather not say

D4. What is your yearly household income before taxes?

- 1 Less than \$20,000
- 2 \$20,000 - ~~\$30,000~~ \$29,999
- 3 \$30,000 - ~~\$40,000~~ \$39,999
- 4 \$40,000 - ~~\$50,000~~ \$49,999
- 5 \$50,000 - ~~\$75,000~~ \$74,999
- 6 \$75,000 or more
- 8 Don't know
- 9 Rather not say

D5. Which of the following best describes your race?

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic or Latino
- 5 Native Hawaiian or other Pacific Islander
- 6 White or Caucasian
- 7 Something else
- 9 Rather not say

D6. Gender

- 1 Male
- 2 Female
- 3 Non-Binary
- 4 Rather not say

D7. What is your ZIP code? (REFUSED=99999) _____

Thank you for taking the time to complete this survey!

