

**DO'S & DON'TS FOR
CALIFORNIA CONSUMERS**

***WHAT YOU SHOULD
KNOW***

**BEFORE YOU HIRE A
CONTRACTOR**

Upon request, the Contractors State License Board provides information about a contractor's license, bond status, and workers' compensation as well as pending and prior legal actions.

License Status

If you want information about a contractor's license status, please call the Board's toll-free telephone number 1-800-321-CSLB (2752), or log onto the internet at www.cslb.ca.gov.

Legal Action History

If you want information about a contractor's license history and pending or prior legal actions, please call the appropriate Region Office's Legal Action Disclosure phone number:

Northern Region (916) 255-4041
Southern Region (562) 466-6021

Complaint Forms

If you have a complaint against a contractor, call the Board at 1-800-321-CSLB (2752) and ask for a copy of "A Consumer Guide to Filing Construction Complaints" and the complaint form.

**CSLB can
Tell if your
Contractor is
Licensed, in
Good standing, and in the
Proper
Classification
To fit your
Needs.**

You can do more to
Protect yourself before
Hiring a contractor than
The Contractor's State
License Board can do
To help after you've
Been harmed. Call or
Check our Web site
Now for valuable
Information on
Selecting a contractor.

*The Contractors State License board has
Offices throughout California. For the phone
number and address of the office nearest you,
call the Board's toll-free automated
information number:*

1-800-321-CSLB

or log onto the Internet at:

www.cslb.ca.gov

p.o. box 26000, Sacramento, CA 95826

DON'T GET NAILED BY AN UNSCRUPULOUS OR UNLICENSED CONTRACTOR

Before you hire a contractor or sign a contract for home repair, call the Contractors State License Board at 1-800-321-CSLB (2752)

General Advice

Don't be a victim. **Do** be aware that consumers have been targeted by scam artists posing as contractors

Do deal only with licensed contractors.

Don't rush into the repairs, no matter how badly they are needed.

Don't hire the first contractor who comes along.

Do ask to see the contractor's "pocket license" or Home Improvement Sales Registration.

All contractors are issued pocket licenses that show the type of trade for which they are licensed and the expiration date of the license. Ask to see some additional form of identification so you know with whom you are dealing.

Call the Contractors Board

Do call the Contractors State License Board to verify the information provided by the bidding contractor at 1-800-321-CSLB (2752), or log onto the internet at www.cslb.ca.gov. Be prepared with the contractor's name, license number and business address.

Do get at least three bids and ask for references of work the contractor has completed in the local area.

Do request *What You Should Know Before You Hire a Contractor*, a publication to help you make informed decisions when dealing with contractors. Order by calling 1-800-321-CSLB (2752), or download an order form on the internet at www.cslb.ca.gov.

FINANCIAL INFORMATION

Don't pay cash.

Don't let the payments get ahead of the work completed, and don't pay the full cost of the job up-front.

Do know how much to give as a deposit.

Under state law, when undertaking a home improvement or repair job, contractors cannot ask for a deposit of more than 10% of the total cost of the job or \$1000, whichever is less – unless the contractor provides a bond, approved bond equivalent, or approved joint control ensuring completion of your contract. Any such bond is in addition to the bond required of all contractors for licensure.

Do require a written contract and **don't** sign it until you fully understand the terms.

*Before you sign a contract;
Before you pay for repairs;
Call the Contractors State License Board toll-free:*

1-800-321-CSLB

or log onto the Internet at:

www.cslb.ca.gov