



Public Teleconference Committee Meetings

Wednesday, November 29, 2023 | 9:00 a.m.–10:00 a.m.
(or until the conclusion of business)

Today's meeting will begin momentarily.

Public Comment

Call (415) 655-0001 or (844) 621-3956

- Meeting Access Code: 2553 508 3409
- Password: 86468672
- Press *3 to raise/lower hand.

Join on WebEx using link on CSLB homepage

- www.cslb.ca.gov
- Event number: 2553 508 3409
- Password: TNhmVNra453
- Click the hand icon to raise your hand if you have a question or comment.



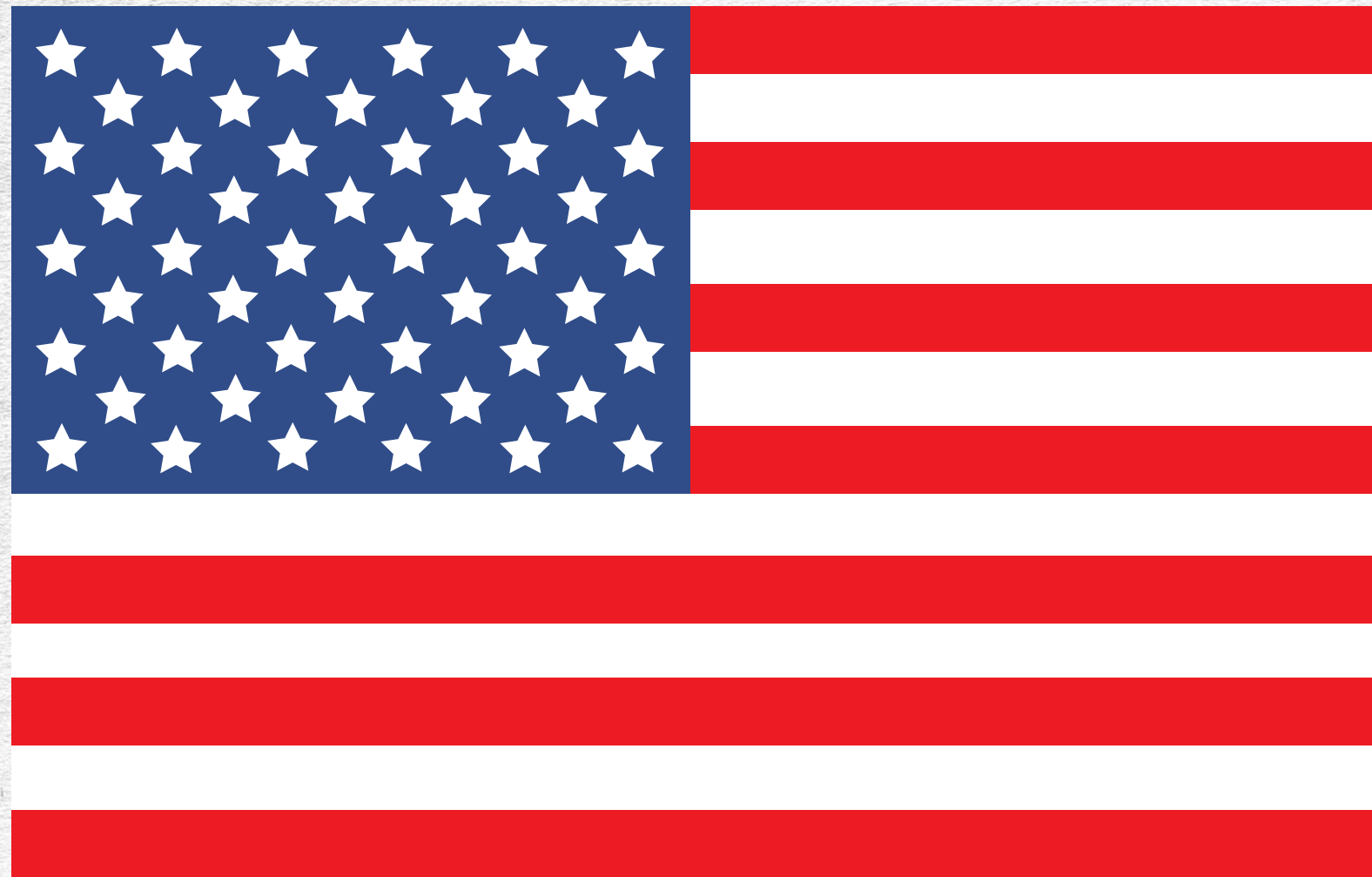
**CONTRACTORS
STATE LICENSE BOARD**

PUBLIC TELECONFERENCE
ENFORCEMENT
COMMITTEE MEETING



Agenda Item A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction



Agenda Item B

Public Comment for Items Not on the Agenda and Future Agenda Item Requests
(Note: Individuals may appear before the CSLB to discuss items not on the agenda; however, the CSLB can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).

Agenda Item C

Update Regarding Hiring a Consultant to Perform a Workload Study

- *Cooperative Personnel Services (CPS) Contracted*
- *50+ Staff Interviewed*
- *Estimated Completion Date January 2024*

Agenda Item C (Cont.)

Update Regarding Hiring a Consultant to Research Scope of Unlicensed Practice and Evaluate Disaster Response Resource Requirements

- *Request for Proposals to Obtain Bids Submitted September 12, 2023*
- *Final Filing Date to Receive Bids – November 27, 2023*
- *CSLB Has Approved Spending up to \$50,000*

Agenda Item D

Review, Discussion and Possible Action on Strategies to Improve Consumer Complaint Satisfaction

- *Complaint-Handling Cycle Time Reduction*
- *Review of Satisfaction Surveys*
- *Training Curriculum*

Agenda Item E

Review, Discussion and Possible Action on Development of a Multiple Offender Unit

- *30-Day Window for Respondent to Resolve Complaint or Explain in Writing Why Complaint is Unfounded*
- *Collaborate with Attorney General to Streamline Filing of Accusations to Revoke Licenses*
- *Coordinate with CSLB Special Investigation Unit to Pursue Claims and Charges Under the Unfair Business Practices or Criminal Laws, When Appropriate*
- *On-call Subject Matter Expert to Assist Consumers Whose Complaints are Not Necessary to Establish Accusation*

Agenda Item F

Adjournment



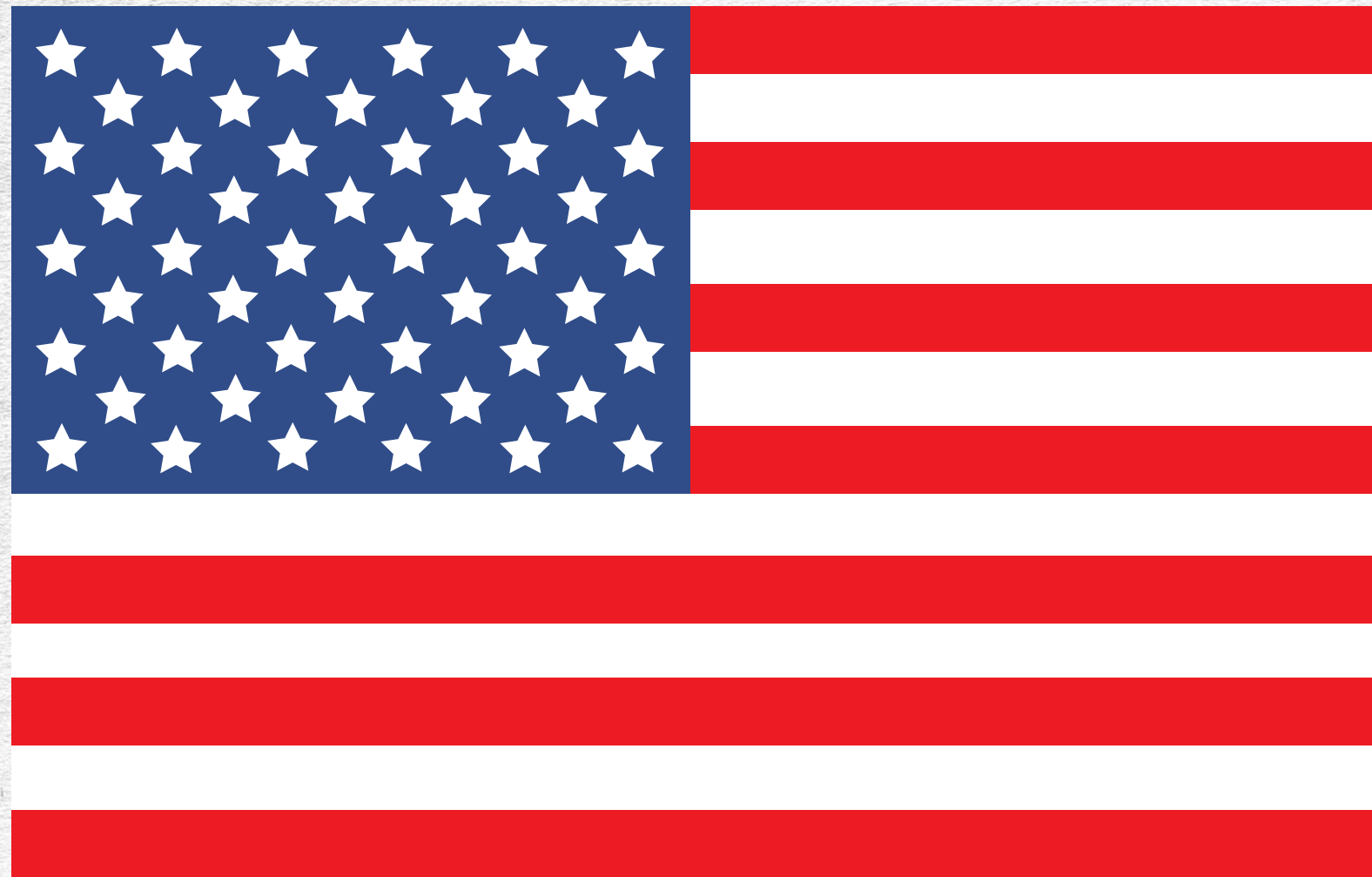
**CONTRACTORS
STATE LICENSE BOARD**

PUBLIC TELECONFERENCE
PUBLIC AFFAIRS
COMMITTEE MEETING



Agenda Item A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction



Agenda Item B

Public Comment for Items Not on the Agenda and Future Agenda Item Requests
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Agenda Item C

*Review, Discussion and Possible Action on
Improving Website Consumer Information*

- *Staff will show recent website improvements and discuss future recommendations.*

Alerts:

Home Improvement Payment Reminder

Contractors (including solar contractors) performing home improvement work or work in declared disaster areas may not accept more than 10% of the contract price or \$1,000, whichever is less, as a down payment on a home improvement contract (including for a solar energy system). Except for this limited down payment, IT IS AGAINST THE LAW FOR A HOME IMPROVEMENT CONTRACTOR TO COLLECT PAYMENT FOR WORK NOT YET COMPLETED OR FOR MATERIALS NOT YET DELIVERED.

Solar Energy System Contracting Tips

If you're considering installing a residential solar energy system, there is important information you need to consider so you can be "Solar Smart." More details can be found on CSLB's [Solar Smart page](#).



CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, CA 95827

Mailing Address: P.O. Box 26000, Sacramento, CA 95826

800.321.CSLB (2752) | www.cslb.ca.gov | CheckTheLicenseFirst.com

STATE OF CALIFORNIA

Governor Gavin Newsom

Month day, year

Licensee Business Name

License Address

Re: Consumer Complaints Against License No. ~~xxxxxx~~

Dear Licensee,

The Contractors State License Board (CSLB) is sending letters to licensed solar contractors who have a significant number of open consumer-filed complaints filed against their license. As a reminder, a contractor's license is a professional license and CSLB does not have the resources to repeatedly assist licensees in resolving their construction disputes.

As a regulatory board, CSLB is tasked with investigating complaints for violation of Contractor State License Law, not serving as quality control for contractors.

CSLB has record of the following open complaints that prompted this letter:

See attached list of xx complaints.

CSLB requests that you contact the complainant in the above-identified complaints within 30 days and attempt to resolve the complaints with them. If you are unable to resolve the complaints or believe you have not violated Contractors State License Law, please send a written response by email or letter to me, explaining your position. If CSLB concurs with your resolution, the complaint will be closed. If a violation of Contractors State License Law is established, a disciplinary action will be filed against your license.

Thank you,

Staff name

Staff title

Staff phone number

Staff email|

Agenda Item D

Review, Discussion and Possible Action on Proposed 2024 Videos to Assist Consumers and Licensees

- *Tips for Hiring a Solar Contractor*
- *Women in Construction Month Promo Video for Social Media*
- *CSLB Quick Tips: Consumer Warning About Unlicensed*
- *Contracting in Disaster Areas (Spanish)*
- *CSLB Quick Tips: How to Report Unlicensed Contracting in Disaster Areas (Spanish)*
- *Construction Safety Month Promo Video for Social Media*
- *Get Licensed to Build Workshop (Spanish) – Updated Studio Version*
- *CSLB Summer Series: Tips for Hiring a Tree Trimming Contractor*
- *CSLB Summer Series: Tips for Hiring a Landscaper*
- *CSLB Quick Tips: CSLB Forms Construction Inclusion Week 2024*
- *CSLB 10 Tips for Hiring a Contractor (Social Media Series)*

Agenda Item E

Review, Discussion and Possible Action on CSLB-specific New Board Member Orientation Video

- *Staff will show a portion of the video.*

Agenda Item F

Adjournment