

CALIFORNIA - LICENSED - CONTRACTOR

GAIL W. JESSWEIN, REGISTRAR

SUMMER 1994

PETE WILSON, GOVERNOR

Registrar's Corner

Gail W. Jesswein
Registrar of Contractors

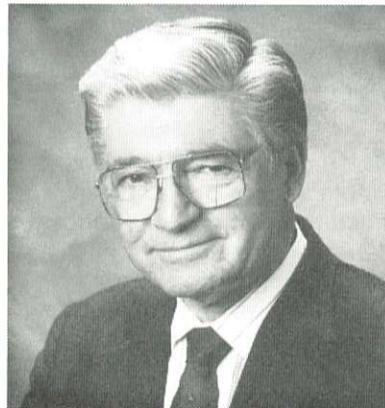
As the new registrar of contractors, I will begin by giving you a brief summary of my background in construction and public-private sector program administration.

I've worked as an electrician and electrical contractor (C-10 license #168818) for more than 25 years. I was director of the Los Angeles area Electrical Apprenticeship Program for six years, and I was chief of the California apprenticeship program from 1984 until I began this new role. More than 60 percent of all California apprentices are in construction trades apprenticeship training programs, so in working with apprenticeship programs I was also able to continue working with the construction industry.

I want to assure the industry and consumers at the outset of my personal commitment to excellence in service from the Contractors State License Board. There may be some minor changes in the Board's internal workings, but it is my intention to maintain continuity in our operations and at the same time to improve service in areas where improvement is needed. My personal work style is to encourage fairness, cooperation, communication and commitment. I regard my selection as registrar as a great honor, and I

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Board selects Gail Jesswein as the new registrar of contractors



Gail W. Jesswein

The 13-member Contractors State License Board has chosen Gail Jesswein to succeed Dave Phillips as CSLB registrar and executive officer. His first day in office was May 16.

The new registrar brings to the Board more than 25 years' contracting experience as the owner and president of Jesswein Electric, Inc., an electrical contracting firm in Los Angeles. His electrical

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Mandatory bond increase date changed

The Legislature has changed the 1993 law governing when contractors are required to increase their contractor's bonds or qualifying individual bonds from \$5,000 to \$7,500. The effective date for making this change for all such bonds is now July 1, 1994.

The increase in the bond limit from \$5,000 to \$7,500 was originally enacted by the Legislature in 1993 as part of the law revising the schedule of

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Board reminder: Observe all requirements in drafting contracts

The Contractors State License Board reminds contractors of the importance of learning the requirements for home improvement contracts spelled out in Section 7159 of the Business and Professions Code and including all the required elements when preparing home improvement

contracts.

"Contractors who follow the law in writing contracts for home improvement projects seem to have far fewer problems with their clients than contractors who leave things out," Board Chairman Mrs. Phil Moore said. "Maybe the act of spelling out all the basics while

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Increase in workers' comp citations

UAUs arrest or cite 444 in first half of 1994

The CSLB's Unlicensed Activity Units (UAUs) arrested or cited 444 unlicensed — and licensed — contractors as a result of 40 stings and sweeps conducted during the first half of this year.

Most of these enforcement actions took place in the area of the Jan. 17 Northridge earthquake in Los Angeles, Ventura and Orange counties. The UAU focus was particularly heavy in this area in a deliber-

[Continued on page 4]

Eighth test center opens in Fresno

The latest (eighth) Contractors State License Board testing center opened its doors in Fresno on April 6. A ninth site is scheduled to open in Redding in the fall.

The other seven CSLB testing locations are in Sacramento, Oakland, San Diego, Inglewood, Buena Park, San Bernardino and Ventura.

The Board tests more than 50,000 contractor applicants a year in 46 different license areas. Until 1990, all tests were administered once a month in two sites — Sacramento and Pasadena. Many applicants had to travel well over a hundred miles, stay overnight, take the tests with as many as

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California Licensed Contractor



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Contractors State License Board

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State of California

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Governor

C. Lance Barnett
Interim Director, Department of
Consumer Affairs

Gail W. Jesswein
Registrar of Contractors

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Karen McGagin succeeds Mickey Matsumoto as chief deputy registrar

CSLB Registrar Gail Jesswein has named Karen McGagin to succeed Mickey Matsumoto as the Board's number two person. Matsumoto retired June 30 after 35 years of state service — the last 12 as chief deputy.

"Karen McGagin comes to this agency after three and a half years as a deputy director with the Department of Consumer Affairs," said Jesswein. "Her job there called for her to be the liaison between the Department and the 38 boards under the department's umbrella. She was outstanding in carrying out her responsibilities for Consumer Affairs, and I am confident she will be equally outstanding as our chief deputy registrar."

Prior to her appointment to the Department of Consumer Affairs, McGagin was involved in private industry in the San Francisco Bay Area and Sacramento for more than 16 years.

She and her husband



Karen McGagin

Bruce have lived in the Sacramento suburb of Fair Oaks since the 1970s. Her youngest daughter graduated from UCLA this June. Another daughter works for Governor Wilson's education secretary, and her son is a Sacramento attorney.

Brooks for Christensen

Linda Brooks, chief administrative officer for the Board since 1985, was selected in July to succeed Bob Christensen as head of the Li-

censing Section. Christensen retired on May 12 after 20 years with the CSLB. He served as licensing deputy from 1990 until his retirement.

Under Brooks's tenure the Board's Testing/Administrative Services Section developed the decentralized automated testing program, and the Information Systems Section successfully initiated a number of statewide licensing and enforcement automation systems.

Other CSLB members retire

Other retirements since the beginning of the year include:

Warren Drayton, regional deputy for Central Region since 1991, who retired on Jan. 30 after 19 years of state service (13 years with the Board); and

George Staniotis, supervisor of the San Francisco district office since 1977, who also retired on May 1. His tenure with the state, and with the Board, lasted 21 years.

Southern Cal roofers dedicate project to Dave Phillips

The Roofing Contractors Association of Southern California dedicated this year's Project Re-Roof to the memory of former CSLB Registrar Dave Phillips.

The dedication, which took place June 24 at the Pacific Lodge Boys Home in Woodland Hills, was witnessed by Phillips's wife and family members, CSLB Southern Regional Deputy Paula Watkins and numerous members of the association as well as residents and staff of the residence. A memorial plaque in Dave's honor was placed on the wall of the home's reception area.

Each year the Roofing Contractors Association chooses a recipient for Project

Re-Roof based on roof condition and financial need. The Pacific Lodge Boys Home has for 67 years provided a home and therapy for teenagers who are wards of juvenile court. This year's project provided the home with more than \$20,000 in roofing materials and services.

The undertaking consisted of removing and replacing the roofs of two large buildings. Preparation took place on Friday, May 13. Work crews started early the next day and had the job finished by 10:30 a.m.

Among the contractors and suppliers involved in the project were Tovey Construction of Paramount, which

handled removal of the old roof and preparation for the new, and South Coast Shingle Company of Long Beach, Roofers Mart Southern California of Walnut, Henry Company of Huntington Park, Roofmaster Products of Los Angeles, Mediterranean Heating and Air Conditioning of Van Nuys and Aware Metals, all of which provided the necessary materials. Work crews consisted of volunteers from Mike's Roofing Service, Stone Roofing Company, GES Roofing, Eberhard Roofing, Highland Roofing, San Marino Roof Company and Biltwell Roof and Material.

Lunch for all concerned came afterward, courtesy of the Van Nuys Rotary Club.

Recruitment will focus on women, minorities

Amy Yoshida decided nine years ago she wanted a job that was steadier and paid better than the one she had.

"My father suggested a civil service job because it was more stable than private industry," she said, "but I wanted to get into the electrical service field."

Yoshida spent the next four years in an electrical apprenticeship program in the Los Angeles area. Today she is a senior electrician with the Los Angeles Unified School District's Maintenance and Operations Division and one of three Asian-American women in the local electrician's union. She is also part of a leadership team for an all-women's pre-apprenticeship class in the L.A. area.

According to California Apprenticeship Council Commissioner Laura Nelson, women of all races and backgrounds are starting work today in record numbers. During the next six years, women are expected to comprise two-thirds of the entry-level workforce.

Nelson, a vice-president with Cass Construction of El Cajon, cites forecasts that the number of African American women in the national workforce will increase 33 percent by the year 2000. The number of Latina women working part- or full-time in the U.S. is expected to increase by 87 percent during the same period. The increases in California, she said, are likely to be even higher than the national numbers.

"Contractors and others in the construction industry who fail to give serious consideration to entry-level women and minority workers when looking for new people to train and hire are missing a tremendous opportunity," said CSLB Registrar Gail Jesswein.

"These job-seekers are eager to establish themselves with employers," he added. "By

"...I feel a deep commitment to encourage all those we oversee to reach out and bring Latinos, African Americans, Asian Americans and Native Americans into the community of contractors as expeditiously as possible."

helping to make them productive members of our society, you are not only assisting them, you are also helping yourself by bringing new talent and commitment to your workforce. And you are benefiting society at large by expanding the spectrum of those with a vested interest in seeing our state and society succeed and prosper."

Women are already making important contributions to

major construction projects, according to Nelson. On a recently completed federal office building project in Oakland, women employed in 25 separate trade areas by the Walsh Construction Company logged almost 10 percent of the project's total hours.

"Women enjoy working in the skilled trades," Nelson said. "They excel at acquiring skills and are proud to see the results of their work."

"These women work for the same reasons men do. They want to learn skills that can lead to economic independence. A woman working as a well-trained journey-level employee in the construction industry will make a much greater contribution to our society than she will by remaining outside the economic mainstream because no one gave her a chance to learn a skill," Nelson added.

"Men from minority communities are also interested in learning a skill that can lead to financial independence," said the CSLB registrar. "We need to make a concerted effort to bring more members of those communities into the economic mainstream."

"As registrar of the Contractors State License Board I feel a deep commitment to encourage all those we oversee to reach out and bring Latinos, African Americans, Asian Americans and Native Americans into the community of contractors as expeditiously as possible."

New policy retroactive

Binding arbitration clause no longer blocks investigation

On June 19 and 20, 1994, the following legal notice was printed in newspapers throughout the state:

"California Consumers! **IF** you filed a complaint — or wanted to file a complaint — with the Contractors State License Board against a licensed contractor related to a construction project completed in the past three years; and **IF** you were told the Board would not investigate your complaint because your contract contained a binding arbitration clause; and **IF** you did not pursue your claim through binding arbitration but still wish the Board to investigate your complaint; **THEN** call your local Board office for information on filing or re-opening a complaint."

From 1991 to the beginning of 1994, the Board's policy was *not* to investigate complaints filed by consumers whose contracts contained a binding arbitration clause. This year, however, the Board voted to provide all consumers with the same protections regardless of whether their contracts call for binding arbitration. It also decided to provide the opportunity to file a complaint to anyone who was denied that opportunity during the time the previous policy was in effect, as long as they did not go through binding arbitration.

If you know of anyone whose complaint was not investigated by the Board because of a binding arbitration clause in their contract (and they didn't actually go through binding arbitration), or of anyone who opted not file a complaint with the Board for that reason, let them know of the Board's new policy — and willingness to investigate any complaints not investigated because of a binding arbitration clause in the contract.

Suspensions and revocations

Contractors State License Board Registrar Gail Jesswein suspended 477 contractors licenses during the first six months of 1994. During that same time frame he revoked 544 licenses.

Because of space and

fiscal limitations, the *California Licensed Contractor* will no longer list the names of contractors whose licenses were suspended or revoked. If you wish to receive a list of contractors whose licenses were suspended or revoked during

the first six months of 1994, please send a request for this list, together with a number 10 self-addressed stamped envelope, to:
California Licensed Contractor
Contractors State License Board
P. O. Box 26000
Sacramento, CA 95826

Northridge earthquake shakes up 'business as usual' at CSLB

The January earthquake in Southern California knocked more off base than just a few hundred thousand homes and buildings. It also had a disruptive effect on the budgets and workings of a number of public agencies — including the Contractors State License Board.

"Some 55 of the employees in our Central and Southern regions were assigned to help staff all 21 of the disaster application centers (DACs) set up by the Federal Emergency Management Agency (FEMA) and the state Office of Emergency Services

(OES)," said Larry Chafe, acting regional deputy for the CSLB's Central Region in Glendale.

"Now we're also receiving a growing number of complaints that is an outgrowth of the quake. Our Van Nuys district office has gone from an average of 90 complaints per month to 275, and the numbers are also increasing in our Ventura and Simi Valley offices.

"It's going to be a real challenge returning the complaint-processing flow to where we were before the quake hit," he said.

The Board had to pay more than \$80,000 in overtime, travel and printing expenses as a direct result of the quake, because the DACs were open and staffed during evenings, Saturdays and holidays for almost four months. FEMA is expected to repay most if not all of these expenses.

A team of UAU investigators flew from Sacramento to the quake area in March to assist in the campaign against unlicensed contracting (see story on p. 1). UAU teams from the Southern Region also traveled to the areas hardest hit by the quake in the San Fernando Valley to combine forces with the Central Region UAU investigators.

A reprint of both the Spanish and English versions of "What You Should Know Before You Hire a Contractor" is expected to be available statewide by Aug. 1. Inventories of this popular 32-page booklet, which gives consumers effective advice on how to look for and work with a contractor for home improvement and other projects, were quickly depleted as a consequence of the Northridge earthquake. Copies will be available through CSLB regional and district offices or, for larger quantities, through the CSLB Office of Public Affairs, P. O. Box 26000, Sacramento, CA 95826.

Board reminder: Observe all requirements in drafting contracts

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drawing up the contract makes them more aware of their obligations and thus more able to do the work in compliance with those terms.

"In cases where there are problems with a client," she added, "the contractor who has complied with all the contractual provisions of the code is almost always in a much stronger bargaining position than one who has left something out."

Among the requirements in Section 7159 that are frequently omitted from contracts are:

- the approximate dates when the work will begin and on which all construction is to be completed;
- a plan, scale drawing and description of the work to be done and the materials and equipment to be used or installed;
- the agreed-upon cost of the work and materials;

- a schedule of payments showing the amount of each payment;
- a statement that the home owner or tenant has the right to

require the contractor to have a performance and payment bond;

• a statement that subcontractors, suppliers and all others who help improve the property have the right to place a lien on the property and to bring suit to obtain payment.

"Section 7159 also states very clearly that no downpayment should exceed 10 percent of the

"Section 7159 also states very clearly that no down payment should exceed 10 percent of the total or \$1,000, whichever is smaller..."

total or \$1,000, whichever is smaller, excluding finance charges," said the chairman. "We are receiving reports that many contractors are apparently not familiar with this requirement.

"All licensed contractors should know and comply with it on every home improvement project."

Increase in workers' comp citations

UAUs arrest or cite 444 in first half of 1994

[Continued from page 1]

ate effort to discourage unlicensed contractors from exploiting Southern Californians whose property was damaged or destroyed by the tremor.

The actions were conducted by UAUs from the Board's Central and Southern region offices, with assistance from four enforcement officers with the Division of Investigation in the Department of Consumer Affairs. In March a

UAU group from Northern Region also worked in the area, conducting stings and sweeps in mobile home parks. The Governor's Joint Enforcement Strike Force to combat the state's underground economy also collaborated in several UAU enforcement operations. (Clerical workers in all three regional UAUs received training from the Employment Development Department earlier this year on how to gather informa-

tion from informants calling to report construction-related underground economy violations.)

Sweeps of construction sites in the earthquake area turned up an unexpectedly high number of licensed contractors without workers' compensation coverage, according to Ralph Hollier, head of the Central Region UAU. During a June sweep of 106 building sites in Sherman Oaks, investigators found 22 licensed contractors who didn't have workers' comp coverage. "Most of them said they felt it was just too expen-

sive," said Hollier.

CSLB Registrar Gail Jesswein urged contractors to make sure their workers' compensation coverage meets the requirements of the law.

"You should also be sure the necessary workers' comp forms are on file with our office in Sacramento," he said. "Earlier this year we had to suspend almost 13,000 contractors' licenses because they had not filed the right workers' comp forms with us."

Board moves to suspend eight electrical service licenses

Eight electrical service licenses found themselves at the other end of legal actions triggered by the Contractors State License Board during the first half of 1994.

"I believe it is imperative for the Board to crack down on licensed contractors who break laws created to protect consumers," said Gail Jesswein, CSLB registrar. "These aren't just procedural mistakes, these are the result of deliberate disregard in the interests of making consumers pay more — in some instances much more — than they should for a service call.

"Such practices give the rest of the industry a bad name and seriously undermine confidence in every contractor's trustworthiness."

In March the Board moved to suspend the licenses of Performance Service Contractors, Inc., and Abba Electric, both of which operate statewide out of telephone referral systems — commonly

known as boilerrooms — in Riverside. The two companies were charged with engaging in a willful and persistent pattern of illegal practices in soliciting and providing electrical services to customers, including routinely failing to provide customers with written contracts or written descriptions of the price and work to be done, making substantial misrepresentations to customers of the scope and cost of the work and coercing consumers into signing blank contracts.

An action in April resulted in \$250,000 in civil penalties

and reimbursements and five years' license probation for three companies, Rainier Electric and Service Co., Inc., Rescue Electric Service, Inc., and Rainier Electric, all based in San Diego County. The charges against them included consistently failing to obtain required permits, to provide written descriptions of the work to be done, to inform customers of their right to cancel a contract within three business days

and to arrange for legally required inspections when the job was done.

The final suit charged three companies, A Plus Electric Co. and AZM, both located in Pacoima, and S H Electric of North Hills, with fraudulent advertising and misrepresentations and poor workmanship in connection with an undercover action conducted by the Board in Van Nuys.



Reminder: Report demolitions and asbestos-disturbing renovations to EPA

The federal Environmental Protection Agency (EPA) reminds contractors of the requirement to notify them before starting to demolish any "facility" (defined as "institutional, commercial, public industrial or residential structures, installations or buildings containing condominiums or individual dwelling units operated as residential cooperatives...; ships; or active or inactive waste disposal sites"). This demolition-reporting requirement applies even when the project involves facilities where no asbestos is present.

Such notification is also

required before starting renovations where the renovation activity will disturb asbestos.

The notification requirement does **not** apply to single-family private residences, mobile homes used as single-family dwellings or residential buildings having four or fewer dwelling units, unless they are part of an army base, company housing or group of houses subject to condemnation for a highway, right-of-way or conversion to commercial facilities.

Besides the notification requirement, it is also necessary to follow special removal, handling and disposal practices

when dealing with asbestos in such projects.

The EPA has an asbestos notification form that must be filled out and postmarked at least 10 working days before the start of any demolition or renovation project meeting the above conditions.

The purpose of this notification requirement (known as the Asbestos National Emissions Standards for Hazardous Air Pollutants — Asbestos NESHAP for short) is to prevent asbestos fibers from being released into the air and to ensure proper disposal of asbestos-containing material. The EPA can inspect a facility

before any demolition and most asbestos-disturbing renovations.

Owners as well as contractors are responsible properly notifying the EPA. Before filing a notification on a demolition or asbestos-disturbing renovation, make sure the owner of the property hasn't already taken care of it. Building departments require documentation of compliance with the NESHAP requirements before they will sign off on a building permit.

For more information on the Asbestos NESHAP, call Francis Mateo, California EPA, (916) 322-6036.

Registrar's Corner

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look forward to working with you during the challenging times ahead.

The California Apprenticeship Council has asked for help in recruiting women into apprenticeship programs. Toward this end we have included an article here urging construction employers to hire women as apprentices whenever possible (see "Recruitment will focus on women, minorities," p. 3). I am in full support of this effort and intend not only to urge the employment of women in construction but also to implement a proactive educational program to encourage the licensing of women and minorities as contractors.

There are also articles in this newsletter on arbitration (p. 8), down payments (p. 1) and unlicensed activity enforcement (p. 1).

Many contractors are apparently reluctant to participate in the CSLB arbitration programs because they believe our arbitrators may not know about or have experience in construction practices. Please be assured that this is not the case. In order even to be eligible for consideration as a

Board arbitrator, a candidate must have *at least* four years of experience either in construction or a construction-related field or as an attorney, judge or arbitrator in construction-related litigation.

I have included a reminder in this issue of the *California Licensed Contractor* concerning the legal limitation on down payments for home improvement projects because we have received a disturbing number of complaints on violations of this limitation recently. Section 7159(d) of the Business and Professions Code sets the legal limit for home improvement down payments at 10 percent of the contract price or \$1,000, whichever is smaller. Remember that any home improvement down payment that exceeds these guidelines is a violation of the Contractor's License Law.

Later this year the Board will launch an ambitious outreach and public awareness program designed to: inform consumers of the services provided by the CSLB; warn them of the hazards of hiring unlicensed contractors; encourage unlicensed contractors to become licensed; and inform qualified applicants on how to

become licensed and to operate successful small businesses. This campaign is expected to consist of new publications, radio and television public service announcements, billboards, posters, stories in the media and a wide variety of public presentations (speaking engagements, forums, panel presentations, etc.). We are also exploring collaborations with private industry as a means of making this campaign as effective as possible.

The Board's three Unlicensed Activity Units are now fully staffed and operational. These units conducted more than 60 stings and sweeps during the 1993-94 fiscal year. We estimate that these units will file about 1,700 actions against unlicensed and licensed contractors during the coming fiscal year. Most of the actions against licensed contractors will be for workers' compensation deficiencies. I urge those of you who don't yet have the proper workers' comp coverage to take care of this right away.

You should also be aware that the state Employment Development Department is enforcing the requirement that owner-operators hired as employees be accorded full payroll

status (benefits, deductions, etc.). In those cases where the owner-operator has full control of the work, furnishes the equipment and is *not* working as an employee, the owner-operator must be a licensed contractor, regardless of whether he or she is being paid at an hourly rate.

Finally, the Board has filed a number of noteworthy legal actions in the past few months. Several electrical service companies have had their licenses suspended or revoked (see story on p. 5), and a custom home builder in Orange County has been charged with stealing nearly \$1 million from the accounts of clients and subcontractors.

These actions are evidence that, while the Board has made the elimination of unlicensed contracting its highest enforcement priority, we also remain deeply committed to the investigation and prosecution of illegal and unethical actions on the part of *licensed* contractors. I invite your assistance and cooperation in this endeavor. Contractors who cheat and deceive consumers give us all a bad name. The sooner we can purge our ranks of their presence the better.

CHANGE OF ADDRESS FORM

Please type or print in ink. Forms completed in pencil are not acceptable.

Full Business Name (as it appears on CSLB records)

License No.

New Business Mailing Address: Number/Street or P.O. Box

City

State

Zip Code

If mailing address is a P.O. Box, you must also provide the street address of the business.

Number/Street

City

State

Zip Code

I certify under penalty of perjury under the laws of the State of California to the truth and accuracy of the above information.

Signature of Owner, Partner or Officer

Date

MAIL TO: CSLB, License Modification Unit, P. O. Box 26000, Sacramento, CA 95826

Mandatory bond increase

[Continued from page 1]

contractor's fees. That law required contractors to change their bond limit from \$5,000 to \$7,500 at the time they renewed their licenses. This meant the bond limit increase would be spread over a two-year period, from Jan. 1, 1994, to Dec. 31, 1995, and that contractors would be affected according to when their licenses came up for renewal.

In May, however, Governor Wilson signed Assembly Bill 1807 by Assembly Member Vivien Bronshvag (D-Kentfield), which standardized the conversion deadline for all contractors by requiring that all \$5,000 contractor's bonds not yet increased to \$7,500 be increased to that level effective July 1. This change was made in order to provide the same level of protection to all consumers and to eliminate

confusion about when the increase had to be made.

Contractors who have a deposit on file instead of a contractor's bond or bond of qualifying individual are also required to comply with the new bonding requirements.

Most bonding companies provided the CSLB with a blanket endorsement that automatically increased the amounts of their in-force bonds on file with the CSLB to the new level. Some bonding companies chose to submit individual endorsements. If your bonding company has not complied with the new bonding requirements, you will receive notification from the CSLB.

The \$10,000 contractor's bond requirement for swimming pool contractors is not affected by either the 1993 law or this change. Contractors with inactive licenses are also not affected.

Eighth test center opens in Fresno

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1,800 other candidates, then go home and wait six to eight weeks to find out whether they had passed or failed.

That all changed with the advent of computerized testing four years ago. Applicants can now travel to the nearest testing center virtually any day of the work week, take a computerized test and find out instantly whether they passed or failed.

Test revision help needed

The CSLB Testing Unit is constantly looking for assistance to help keep all 46 licensing tests timely, accurate and appropriate.

"We need active contractors to measure our tests against their real-world knowledge," Bill Schooling, Testing Unit administrator, told the CLC.

"We run workshops throughout the state to review current tests and develop new test questions all year long. Our goal is to be able to review and update every test on an annual basis.

"To do this," he said, "we need active licensed contractors in good standing who are willing to work with us for at least one day, reviewing the test in their area of specialization and discussing new test items. We can't keep our tests current with changes in different contracting fields without industry's help. To accomplish this we need people who are willing to share their knowledge and experience."

If you are interested in helping to revise the test in your area, send a business card to Raymond Berrian, Test Development, CSLB, P. O. Box 26000, Sacramento, CA 95826.

Gail Jesswein

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contractor's license is current but inactive.

Before assuming the role of CSLB registrar, Jesswein spent the previous 10 years as chief of the Division of Apprenticeship Standards in the Department of Industrial Relations. From 1978 to 1984 he was director of the Los Angeles Electrical Apprenticeship Program.

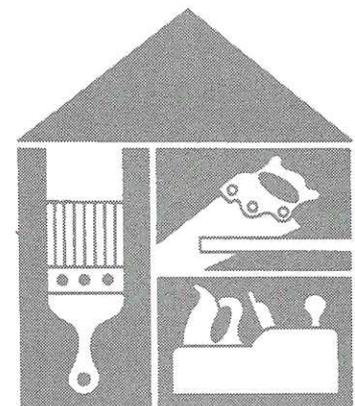
He grew up on a farm outside South Bend, Indiana, and was in the Merchant Marine before coming to California in 1948. He now lives in Rio Vista with his wife Marilyn. They have eight children (six daughters, two sons), all living in California, and seven grandchildren, including one granddaughter who was born in mid-June.

Home repair video available

A 30-minute video on how to repair homes and other buildings damaged by natural disasters will soon be available to consumers statewide. The video, called "Rebuilding after a Disaster," was prepared under the co-sponsorship of the Department of Consumer Affairs, Home Depot and the Contractors State License Board. It features consumer advocate

David Horowitz providing guidelines on how to evaluate damage and arrange necessary financing and repairs.

The video will initially be available through Home Depot stores, the Department of Consumer Affairs and public libraries statewide. There are also plans to make it available on a no-fee rental basis through at least two statewide video rental outlets.



CSLB arbitration can save you time, money

Getting into a conflict with a client doesn't have to lead to a long and costly standoff and/or court case. The Contractors State License Board has two arbitration programs — one mandatory, the other voluntary — designed to resolve contractor-client conflicts quickly and equitably.

"The CSLB uses highly experienced, well-trained industry experts as its arbitrators," said Board Registrar Gail Jesswein. "Our goal is to break logjams involving contractors and clients as quickly and fairly as possible so jobs can get completed and people can get on with their lives."

Under the Board's **mandatory** arbitration program, disputes involving less than \$5,000 are submitted to a

Board-appointed arbitrator for fair and speedy resolution. The **voluntary** program covers cases where the amount disputed is between \$5,000 and \$25,000.

To qualify for voluntary arbitration, contractor and client must both agree to arbitrate. Mandatory arbitration only requires the consent of the client.

For a dispute to qualify for either CSLB arbitration program, the contractor's license must be in good standing, her or his record must be free of prior violations, the dispute cannot involve fraud or other potentially serious charges and the parties cannot already have agreed to private arbitration.

To find out more about these programs, call the CSLB district office in your area.

Four CSLB members receive awards

Four employees of the Contractors State License Board were honored this year for their contributions as state workers to the people of California.

Glenda Takimoto, a supervisory program technician III in charge of the License Transactions Unit in the Board's Sacramento Licensing headquarters, was one of eight Department of Consumer Affairs (DCA) supervisors to receive the Outstanding Supervisory Performance Bonus Award for 1994. Takimoto, who has been with the Board for all 17 years of her tenure with the state, is in charge of 32 employees. Each recipient of the

Outstanding Supervisory Performance Bonus Award receives \$750 in recognition of their contributions. The award was presented on June 29 by Interim DCA Director C. Lance Barnett.

Sustained Superior Accomplishment Awards went to Kimberly Hansen, a consumer service representative in the San Diego District Office; Charles Murray, a deputy registrar I in the Southern Region headquarters in Buena Park; and Arne Rovell, a deputy registrar I in the San Diego office. Recipients of Sustained Superior Accomplishment Awards each receive \$250.

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