



Legislative Committee Meeting

**Tuesday, November 3
10:00 am – 11:00 am**

Public Comment

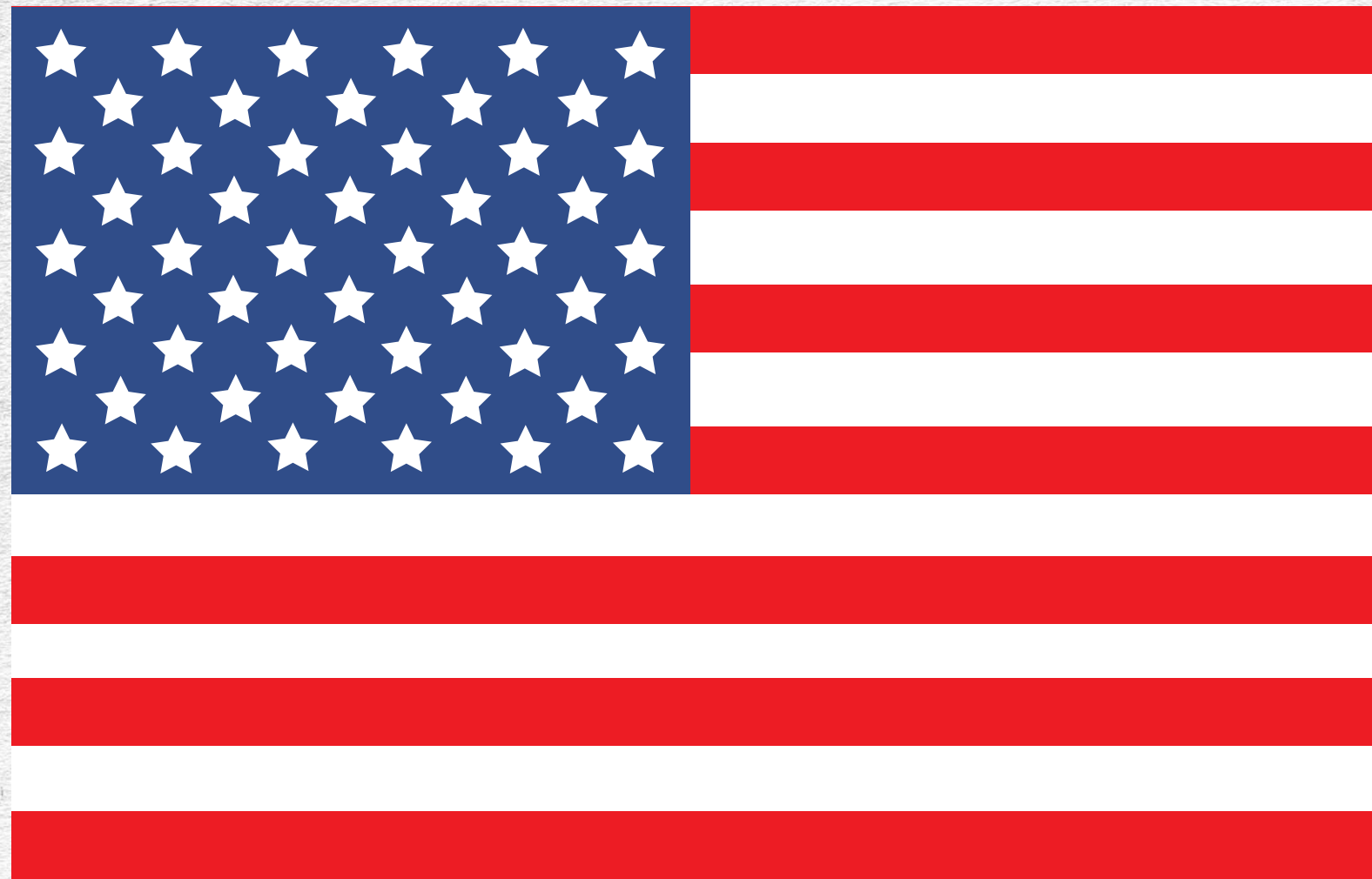
Microsoft Teams link:
<https://teams.microsoft.com/meet/242490952113450?p=YP2NRoWtIWQbNs4JTx>

Meeting ID: 242 490 952 113 450
Passcode: LE3qJ36Z

Join by phone: 916-340-8074
Access code: 716 854 938#

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

Review and Discussion of Legislative Proposal to Consider Additional Requirements for Home Improvement Registration and Loan Solicitation by Home Improvement Salespersons

Agenda Item C (continued)

Increase in Residential Solar Complaints and Impact on CSLB Resources

- CSLB is experiencing a significant increase in consumer complaints associated with residential solar transactions.
- Common complaint allegations include energy saving misrepresentation, lack of diligence in completing the contract or responding to requests for corrective work, and financing terms that differ from consumer expectations or ability to pay.

Agenda Item C (continued)

Increase in Residential Solar Complaints and Impact on CSLB Resources

- CSLB is staffed to manage approximately **1,160 complaints per month**. Complaint intake is averaging **1,520 complaints per month in 2026**.
- Solar-related complaints have become a major contributor to workload growth, totaling **2,111 complaints in 2026** (approximately **230 per month**).
- As of **October 6, 2026**, more than **1,000 solar-related complaints remain open**.

Agenda Item C (continued)

Key Consumer Protection Concerns:

- Financing agreements signed during in-home sales presentations without the consumer fully understanding contract terms.
- Non-compliant home improvement contracts, including unlawful payment provisions that require payments that exceed value of work performed.
- Up-front lender payments to contractors that exceed value of work performed.

Agenda Item C (continued)

Key Consumer Protection Concerns:

- Unfinished, delayed, non-functional, or never-completed projects.
- Loan repayment obligations beginning before contracted work is completed or operational.
- Misleading representations regarding financing terms, energy savings, tax incentives, or rebate programs.

Home Improvement Salespersons registered by CSLB are frequently involved in negotiating and executing these home improvement transactions.

Agenda Item C (continued)

Home Improvement Salesperson Registration Requirements are Set By Law

(Business and Professions Code section 7152)

- A home improvement salesperson (HIS) is a person who is registered by CSLB and engaged in the business of soliciting, selling, negotiating, or executing contracts for home improvements, for the sale, installation, or furnishing of home improvement goods or services on behalf of a home improvement contractor licensed by CSLB.

Agenda Item C (continued)

Home Improvement Salesperson Registration Requirements are Set By Law

(Business and Professions Code section 7152)

- An HIS may be employed by one, or more than one, home improvement contractor.
- Prior to engaging in any home improvement contract, an HIS is required to tell the homeowner the business name and license number of the contractor they are representing for that contract.

There is no requirement that an HIS have training in home improvement contract requirements, loan negotiation, financial products or have knowledge of consumer finance lending.

Agenda Item C (continued)

Home Improvement Salesperson Registration Requirements are Minimal

- Submit application, submit fingerprints, pay application and renewal fees.
- No education, experience, or examination requirements.
- Minimal compared to qualifying a contractor licensure.

Agenda Item C (continued)

Proposal for Discussion: Increase Requirements for HIS Registration

- Surety bonding requirement
- Examination requirement
 - Demonstrate familiarity with home improvement contract law (BPC section 7159) and related progress payment restrictions
 - Demonstrate knowledge of construction contracts, payment structuring, financing, liens, etc.

Agenda Item C (continued)

Proposal for Discussion: Increase Requirements for HIS Registration

Should staff be directed to meet with the Department of Financial Protection and Innovation (DFPI) to:

- Understand DFPI Finance Lender License requirements, and
- If there are concerns with CSLB proposing CSLB HIS obtain a DFPI lender license to include financing/loan terms in a home improvement contract.

Agenda Item D

*Review and Discussion of Legislative Proposal
Regarding Public Disclosure of Complaints and
Business and Professions Code section 7124.6.*

Agenda Item D (continued)

Current Disclosure Authority (BPC § 7124.6)

CSLB can only disclose complaints resulting in:

- Referral to the Attorney General to file an accusation
- A pending investigation serious enough that an accusation or criminal referral will occur
- Letters of admonishment
- Citations
- Revocations and stayed revocations

Agenda Item D (continued)

Complaint Disclosure

- Important consumer protection tool
- Helps consumers make informed choices when selecting a licensed contractor.
- Serves as a deterrent to contractors by encouraging them to avoid behavior that would harm consumers or generate complaints.

Agenda Item D (continued)

Public Disclosure of Complaints and Enforcement Actions



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DEPARTMENT OF CONSUMER AFFAIRS
CONTRACTORS
STATE LICENSE BOARD

Consumers

Licensees

Applicants

0

Entity

Corporation

Issue Date

09/03/2019

Expire Date

09/30/2027

License Status

This license is current and active.

All information below should be reviewed.

Additional Status

▶ PENDING DISCIPLINARY ACTION

[Click here for Complaint Disclosure information.](#)

Agenda Item D (continued)

Current Disclosure Authority (BPC § 7124.6)

Problem:

- Many contractors use CSLB as their “quality control” and wait until the consumer they contracted with to file a complaint to correct or complete the project.
- Some contractors pressure the consumer to not pursue their CSLB complaint to achieve restitution or corrective work.
- 91 contractors received 10+ complaints in 2026. Many were not publicly disclosed.
- Contractors that routinely receive complaints may appear complaint-free to consumers.
- Consumers may lack information needed to make an informed decision on hiring a contractor.

Agenda Item D (continued)

Proposal for Discussion

Increase the nature and volume of complaints disclosed on the CSLB website.

- Disclose the number and nature of complaints if more than five are received in one month or more than ten complaints are open simultaneously.
- Remove disclosure if complaints are closed without legal action.
- *See sample on next slide*

The image below is from an internal automated list of contractors with multiple open complaints. Staff recommendation is to obtain statutory authority to publicly post a similar list on the CSLB website.

LICENSE NUMBER	BUSINESS NAME	LAST FISCAL YEAR	CURRENT FISCAL YEAR TO DATE	LEGAL ACTION TAKEN
00000001	CONCRETE & STEEL CONSTRUCTION COMPANY INC	362	147	Y
00000002	STEEL FABRICATING COMPANY INC	103	37	
00000003	CONCRETE CONCRETE & STEEL FABRICATING INC	98	15	
00000004	CONCRETE CONSTRUCTION INC	94	0	
00000005	CONCRETE INC	83	27	
00000006	CONCRETE STEEL CONSTRUCTION	62	8	
00000007	CONCRETE CONSTRUCTION COMPANY	57	7	
00000008	CONCRETE STEEL FABRICATING INC	52	18	
00000009	THE CONCRETE STEEL & STEEL FABRICATING CO INC	50	12	
00000010	CONCRETE STEEL & STEEL FABRICATING CO INC	48	19	
00000011	CONCRETE STEEL FABRICATING INC	41	1	Y
00000012	CONCRETE STEEL INC	40	7	Y
00000013	CONCRETE & STEEL FABRICATING CO INC	34	7	
00000014	CONCRETE INC	34	7	
00000015	CONCRETE INC	33	10	
00000016	CONCRETE STEEL FABRICATING & STEEL CONSTRUCTION INC	32	7	
00000017	CONCRETE STEEL INC	32	0	Y
00000018	CONCRETE STEEL FABRICATING & STEEL FABRICATING INC	31	3	
00000019	CONCRETE INC	28	4	
00000020	CONCRETE STEEL FABRICATING INC	25	6	
00000021	CONCRETE STEEL FABRICATING & STEEL CONSTRUCTION INC	25	4	Y
00000022	CONCRETE STEEL FABRICATING & STEEL CONSTRUCTION INC	24	8	
00000023	CONCRETE STEEL FABRICATING INC	24	6	
00000024	CONCRETE CONSTRUCTION & STEEL FABRICATING CO INC	24	3	



**CONTRACTORS
STATE LICENSE BOARD**

MEETING ADJOURNED

A RECORDED VERSION WILL BE ARCHIVED
ON CSLB'S YOUTUBE CHANNEL

