



CONTRACTORS
STATE LICENSE BOARD

Enforcement Committee Meeting

April 29, 2026, 10:00 a.m. – 11:00 a.m.
(or until conclusion of business)

Today's meeting will begin momentarily.

Public Comment

Microsoft Teams Link:

<https://events.gcc.teams.microsoft.com/event/ca4f887d-ff28-45ed-b663-e067bc9e3eb3@3d1463de-df72-48da-961b-5e535bbe716b>

Meeting ID: 230 892 392 974 671
Passcode: i6Qb7Qi2

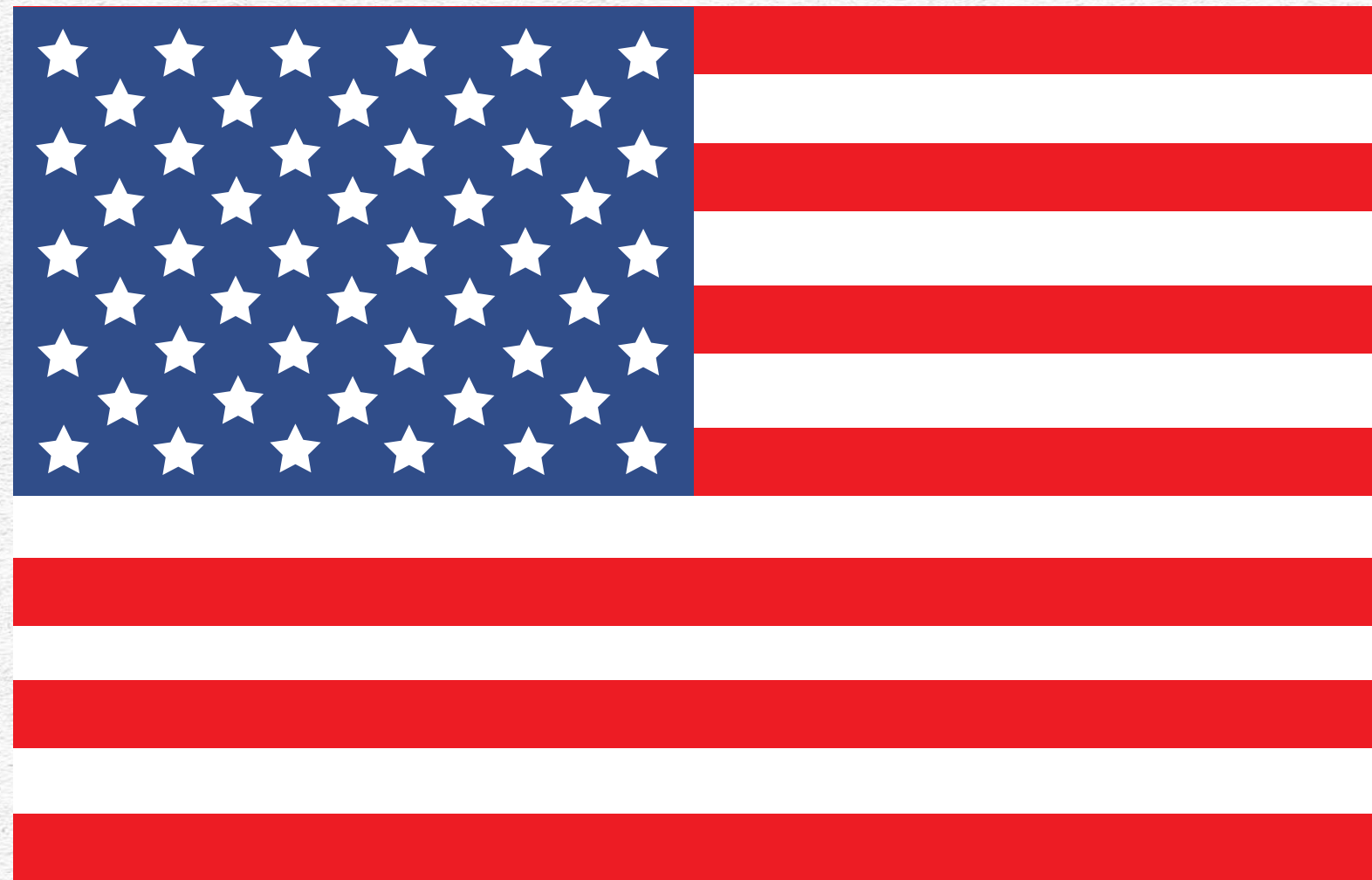
Join by phone:

916-340-8074

Access code: 933 767 934#

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 Potential Process Changes to Address an Increase in Consumer Filed Complaints

- Introduction
- Complaint Caseloads
 - Optimum
 - Pending
- Enforcement Expenditures/Resources
- Consumer Education and Information
- Proposed Enforcement Program Strategies
- Avenues for Consumer Financial Redress

Agenda Item C (cont.)

Introduction

- Most licensees do not get complaints
- CSLB business model
 - Licensing/examinations are effective
 - Be satisfied when you hire a contractor
- Potential process changes are needed to address complaint increase

Agenda Item C (cont.)

Introduction

- Complaint increase
 - 5.6% of licensees received a complaint in the last 18 months. Up from 3% using historical data
 - 70% have prior complaints (multiple offender)
- The good news is that 94% of licensed contractors did not receive a complaint in the past 18 months
- Nearly a thousand more complaints received in 2026 compared to 2025

	2026	2025	2024
January	1,578	1,067	1,162
February	1,367	1,140	1,225
March	1,491	1,283	1,361
Totals	4,436	3,490	3,748

Agenda Item C (cont.)

Complaint Caseloads

- Optimum Pending Caseload
 - Intake Mediation Center: 1,800 (60 complaints for 30 staff)
 - Special Investigation Center: 2,450 (35 complaints for 70 staff)
 - Total: 4,250 optimum pending caseload
- Current Pending Caseload
 - 5,850 = pending cases (1,600 over optimum)

Agenda Item C (cont.)

Enforcement Expenditures/Resources (To Manage Caseload)

Enforcement Expenditures

- What is the cost to CSLB to investigate complaints?
- \$2,585 per complaint (This includes Enforcement operating expenses and DCA pro rata against number of complaints received)

Enforcement Resources

- What does a licensee pay CSLB to maintain their license?
- Majority of revenue from renewals
 - Sole Owner \$250 every two years
 - Non-Sole Owner \$750 every two years

Agenda Item C (cont.)

Consumer Education and Information

Before Filing a Complaint

- Consumer complaint video
- Contractor Sample Demand Letter
- Information regarding CSLB consumer protection mandate

Agenda Item C (cont.)

Consumer Education and Information (Cont.)

After Filing a Complaint

- CSLB sends 7-day contact letter encouraging settlement
- Again recommends Sample Demand Letter (if not already sent)
- Educates on avenues available for financial redress

Agenda Item C (cont.)

Consumer Education and Information (Cont.)

Continuation of Existing Practices

- CSLB will continue to enforce core values
 - Down payment and progress payment restriction
 - Permit compliance
 - Workers' compensation requirement
 - Willful and fraudulent acts
- Board-approved Complaint Prioritization Guidelines remain in effect

URGENT	HIGH	ROUTINE	LOW
<ul style="list-style-type: none">• Health & Safety Code Violations• Elder Abuse• Predatory Criminal Acts• Diversion of Funds• Significant Public Interest	<ul style="list-style-type: none">• Aiding and Abetting/Misuse of a License• Workers' Compensation Violations• Fraud/Misrepresentation• Subsequent Arrest• Repeat Offender• Absentee Qualifier	<ul style="list-style-type: none">• Workmanship• Abandonment• Working Out of Classification• Building Permit Violations• Public Contract Code Violations• Labor Code Violations• Unlicensed Activity	<ul style="list-style-type: none">• Standalone Contract Violations• Advertising Violations• Failing to Display License Number• Bonds

Agenda Item C (cont.)

Proposed Enforcement Program Strategies

- Issue more Letters of Admonishment (LOAs) in a timely manner for contract, permit, and workers' compensation violations
- LOAs are an intermediate form of corrective action to enhance public protection by promptly addressing non-egregious violations by licensed contractors
- LOAs provide for up to two years of public disclosure after issuance, offers an option for requiring corrective action by the contractor, and provides written documentation that can be used to support formal disciplinary action in the future, if warranted

Agenda Item C (cont.)

Proposed Enforcement Program Strategies (cont.)

Small Claims Court Referrals

- Contract amount or financial injury less than \$10,000
- Respondent is not a repeat offender
- No egregious act

Agenda Item C (cont.)

Proposed Enforcement Program Strategies (cont.)

Bonding and Outstanding Liability

- Ensures licensed contractors satisfy outstanding financial obligations to consumers
 - Contractor has an unsatisfied civil judgment, arbitration award, or restitution order
 - Obligation arises from contracting activities
 - Amount remains unpaid after required timeframe

Surety Company Notification

- Complainant should be provided with surety bond information and encouraged to name surety as a defendant

Agenda Item C (cont.)

Proposed Enforcement Program Strategies (cont.)

Miscellaneous

- Temporary help (Limited-term Analysts and Investigators)
- Increased legal action against repeat offenders
- Pursue Business and Professions Code section 17200 against contractors continuing to receive multiple complaints

Agenda Item D: Review and Discussion of Available Closing Dispositions for Complaints Filed by the Underground Safety Board (USB)

California Underground Safety Board

- Created by the Dig Safe Act of 2016
- Under the Office of Energy Infrastructure Safety

Mission: The California Underground Facilities Safe Excavation Board improves public and worker safety by facilitating communication and learning among excavators and the operators of subsurface installations, by investigating accidents to determine their causes, and by developing solutions to improve safety outcomes. The California Underground Facilities Safe Excavation Board strives to be a model regulatory and investigatory board for other states to emulate.

Agenda Item D (cont.)

Government Code section 4216.6

- (a)(1) Any operator or excavator who negligently violates this article is subject to a civil penalty in an amount not to exceed \$10,000
- (a)(2) Any operator or excavator who knowingly and willfully violates any of the provisions of this article is subject to a civil penalty in an amount not to exceed \$50,000
- (a)(3) Any operator or excavator who knowingly and willfully violates in a way that results in damage to a gas or hazardous liquid pipeline subsurface installation and that results in the escape of any flammable, toxic, or corrosive gas or liquid is subject to a civil penalty in an amount not to exceed \$100,000
- (c)(1) This article may also be enforced by CSLB, Public Utilities Commission, Office of the State Fire Marshal, and local governing boards, either following a recommendation of the Dig Safe Board that the agency shall act to accept, amend, or reject, or through the agency's own investigations. The Registrar of CSLB shall enforce this article on contractors
- (f) Moneys collected as a result of penalties imposed pursuant to subdivisions (c) and (e) shall be deposited into the Safe Energy Infrastructure and Excavation Fund

Agenda Item D (cont.)

A **Letter of Admonishment (LOA)** is an intermediate form of corrective action to enhance public protection by promptly addressing non-egregious violations by licensed contractors. A LOA provides for up to two years of public disclosure after issuance, per Business and Professions Code section 7124.6.

- (c) (2) A letter of admonishment issued to a licensee shall be disclosed for a period of either one year or two years from the date of service described in subdivision (c) of Section 7099.9

Agenda Item E

Adjournment



**CONTRACTORS
STATE LICENSE BOARD**

MEETING ADJOURNED

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

