



# Unhappy With Your Contractor on a Home Improvement Project?

*Read this!*



The Contractors State License Board knows how challenging it can be when something goes wrong with a contractor on your home improvement project. But before you dismiss or replace your contractor, there are some things you should know.



## PUT IT IN WRITING!

Your contractor needs to be made aware of your exact problems with the work. CSLB recommends you express in writing what these are, along with your requested resolution, with a reasonable deadline for this to occur.



## GIVE THE CONTRACTOR AN OPPORTUNITY TO RESPOND

Attempt to reach a reasonable agreement for your contractor to correct the problems identified in your letter.

If problems remain after the contractor has returned to correct or complete the work or if the contractor does not respond to your letter or refuses to address the problems, you may need to hire a new licensed contractor to correct or complete the work. Before hiring a new licensed contractor, take pictures of the defective and incomplete work. Before any new contractor begins work, you may wish to ask if they are willing to explain to others any problems with the work they were hired to repair or complete. Their explanation may be helpful if there is a CSLB complaint or other action concerning your project.



## SOME SUGGESTED TIPS:

- The problems should relate to the completion or repair of work that is included in the written contract and any written change order agreed to by the parties.
- The writing should be a letter sent by first class and certified mail or attached to an email as a portable document format (PDF or something similar). Keep a copy of the letter for yourself.
- If you believe the matter may escalate to the need to hire another contractor, then you may wish to limit your informal back-and-forth communications with your contractor, such as texts and emails, that may complicate any review and resolution of problems with the work.



## FILE A CONSUMER COMPLAINT!

You should file a complaint with CSLB if you have concerns about your contractor. Please visit CSLB's Filing a Complaint page at [www.cslb.ca.gov/](http://www.cslb.ca.gov/) **Complaint** for more information.

More information and a sample letter may be found at [www.cslb.ca.gov](http://www.cslb.ca.gov/).