

December 4, 2020**CSLB #20-24**

Contractors State License Board Closing Test Centers and Public Counters Statewide in Response to COVID-19 Health Emergency

SACRAMENTO – The Contractors State License Board (CSLB) is announcing that all seven of its test centers throughout California, as well as its public counters, will close effective Monday, December 7, 2020. The closure will last at least three weeks.

The office closures are in response to the COVID-19 health emergency and to ensure the safety of test candidates, the public, and staff.

CSLB staff are contacting test candidates scheduled to take an exam during the office closure to discuss rescheduling options. Test candidates with questions can email: exams@cslb.ca.gov. The exam rescheduling fee is being waived for cancelled exams.

Through the health emergency, CSLB remains committed to its mission of providing consumer protection through the licensing and regulation of California's construction industry and to remain accessible while continuing to provide essential services.

Many CSLB services are available to licensees and the public online. To see all available CSLB online services visit: <http://cslb.ca.gov/OnlineService.aspx>.

Systems also have been set-up that will allow an email exchange with CSLB staff, who remain on-duty. You can find information about this below. This information is also regularly updated on our website: [https://cslb.ca.gov/About us/COVID-19.aspx](https://cslb.ca.gov/About_us/COVID-19.aspx).

Also, CSLB's Licensing Information Call center is open, with a 24/7 automated system, and staff available Monday-Friday from 8:00 a.m. to 5:00 p.m. to answer calls at 800-321-CSLB (2752). Most questions can be answered through the automated system, but there are options to transfer to a technician during business hours.

Exams

CSLB is currently contacting applicants with exams scheduled during the office closure period to discuss rescheduling options.

If you have questions, please email: exams@cslb.ca.gov

Be sure to include your name and application number. Please note that CSLB is waiving the rescheduling fee for cancelled exams.

Licensing or License Application Questions/Issues:

Licensing@cslb.ca.gov

Be sure to include your phone number and other relevant information, such as license number, application fee number, and any other information that will help staff provide you a thorough response.

Enforcement Questions/Issues

Enforcement@cslb.ca.gov

Be sure to include your phone number and other relevant information, such as a complaint number, license number, citation number, or case number. This will help CSLB staff provide you a thorough response.

License Classification Questions

Classifications@cslb.ca.gov

Other Questions/Issues

Info@cslb.ca.gov

Frequently Asked Questions

1. Is CSLB reducing or waiving any fees?

Absent emergency legislation, emergency regulations, or an executive order, CSLB cannot reduce or waive standing laws and regulations. CSLB can and has begun waiving the fee for license applicants to reschedule a cancelled exam.

2. Is CSLB extending the expiration date for contractor licenses?

No, license expiration dates are not being extended. CSLB staff are still processing renewal paperwork. Please send your renewal payment and paperwork at least four weeks before your expiration date to allow for any additional time it will take for the renewal to be delivered and processed.

CSLB has launched an online renewal process for sole owner licenses and a method for other contractors to pay their renewal fees online: <https://www.cslb.ca.gov/Renewals.aspx>
Please note that licenses cannot be renewed more than 60 days before they're set to expire.

3. Is CSLB allowing additional time for applicants to get their license as a result of closing test centers?

Yes, CSLB has extended the void date of license applications for 60 days, so applicants don't have to worry about their application expiring and becoming void. This is especially important because some live scan locations may have closed due to the COVID-19 health emergency, possibly delaying applicants' ability to submit required fingerprints.

4. My license exam was cancelled, what happens next?

CSLB is currently contacting applicants with exams scheduled during the office closure period to discuss rescheduling options. If you have questions, please email:

exams@cslb.ca.gov

Be sure to include your name and application number. Please note that CSLB is waiving the rescheduling fee for cancelled exams.

5. Can I still file a complaint with CSLB?

Yes, you can start the complaint process online at:

https://www.cslb.ca.gov/Consumers/Filing_A_Complaint/.

6. Is CSLB still investigating consumer complaints?

Yes, CSLB Enforcement staff continue their work and are making an increased effort to communicate over the phone, by video conference, and through emails. The same goes for our complaint resolution and arbitration programs.

7. What online services does CSLB offer?

- [License Check](#)
Check the status of a contractor's license, including complaint disclosure information
- [Find My Licensed Contractor](#)
Build a personalized list of licensed contractors in your area
- [Application Status](#)
Where license applicants can find the status of their application
- [Submit Asbestos Open Book Exam](#)
License applicants must take before getting their license
- [Processing Times](#)
An estimate of how long it will take for CSLB to process your paperwork (updated weekly)
- [Applicant Posting List](#)
Lists of license applicants when CSLB formally accepts application

- [Request Applications and Forms](#)
Download or order CSLB applications and forms
- [Submit General Liability Insurance Information](#)
Automatically submit general liability insurance information to CSLB (for insurers only)
- [Submit Workers' Compensation Insurance Information](#)
Automatically submit workers' compensation insurance information to CSLB (for insurers only)
- [Submit Workers' Compensation Insurance Exemption](#)
File paperwork with CSLB certifying you don't have any employees
- [Workers' Compensation Insurance Companies Search](#)
Search for a workers' compensation/liability insurance company
- [Surety Bond Company Search](#)
Search for a surety bond company
- [Public Data Portal](#)
Get licensing information on all 285,000 CSLB licensees
- [File a Complaint](#)
Where consumers/contractors can start the complaint process
- [Sign-up for Email Alerts](#)
Where you can sign up to get email alerts from CSLB

Additional COVID-19 Information

- [California's COVID-19 Website](#)
- [California Department of Public Health](#)
- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

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