

9 Ways to be a Successful Contractor!

How to obey the law, please your customers, and avoid trouble with the CCB

About 15 to 20 percent of all licensed contractors' businesses do not survive their first few years. Here are some important tips to help you run a successful and legal construction business.

- 1 Display your CCB number in all your business activities. You must put your license number on business cards, bids, building contracts, business letterhead stationery, site signs and inspection reports. They are also required in advertising (display ads, newspaper, radio and TV ads).* The CCB also encourages you to put your number on business vehicles. Displaying your license number in lots of places makes it easier for potential customers to check your license and determine that you are a licensed contractor.
- 2 Use a written contract. Written contracts are required for residential jobs over \$2,000, but the CCB strongly recommends them for all projects. Failure to provide a written contract when required jeopardizes your lien rights. Use written change orders too.
- 3 Immediately notify the CCB in writing when you change your address, phone number, entity, license category or exempt status.* You can make some changes online or call 503-378-4621 for a *Record Change Request*. If you change your type of entity, you can request a new application at the same phone number or at www.oregon.gov/ccb.
- 4 Use only licensed subs.* Check their license status by calling 503-378-4621 or using the agency's website at www.oregon.gov/ccb.
- 5 Give a *Consumer Protection Notice* and the *Notice of Procedure* to all clients at the time of written contract on a residential project.* Forms are available on the website or call 503-378-4621.
- 6 Give an *Information Notice to Owner about Construction Liens* to all residential customers you have a direct contract with whenever the job is for more than \$1,000.* Give a *Notice of Right to Lien* to all residential customers with whom you do not have a direct contract (as a sub).* Giving these notices helps protect your right to file a lien if you do not get paid.
- 7 Return your customers' phone calls. Small issues like ignoring phone calls can escalate into someone filing a claim against you.
- 8 Read your regular and certified mail from the CCB - there may be renewal problems, complaints filed against your business, possible enforcement actions, or other information that you need to know about.
- 9 Read CCB newsletters that are mailed to you and posted online several times a year. They update you on law changes and issues that affect you.



* Required by law (ORS 701 or OAR 812).

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