

How to get help if you have problems

If problems or disagreements occur, work with your registered construction contractor or licensed landscaping business. Seek assistance from your lender, local building department, Better Business Bureau or attorney.

If problems persist, call the Board to request an information packet that includes a brochure on the claims process and the necessary claims forms.

More than 4,000 claims against construction and landscaping businesses are filed with the Board each year. About 75 percent of homeowner claims are settled with a Board mediator/investigator meeting at the jobsite with the homeowner and contractor.

The mediator/investigator looks at the issues in the claim and tries to resolve the dispute. If the dispute continues, the Board offers a hearing and appeal decision process. If the contractor refuses to cooperate or pay any amount ordered, payment is made from the contractor's bond to the limits provided by the law.

Homeowners can file claims with the Board if they think the registered/licensed business has done negligent or improper work, breached a contract, allowed liens to be filed, or otherwise caused damage.

Generally, the deadline for filing claims is one year from when the work was substantially completed. You can file a claim if you have a direct contractual agreement with a registered/licensed business. (The one-year deadline does not apply to filing a lawsuit.)

Claims filed against unregistered/unlicensed business are sent to the Board's Enforcement Section. Enforcement staff assess civil penalties for violations and try to get contractors to comply with the law to protect future customers.

How to reach the CCB/LCB

The Board receives more than 1,200 calls a day. If you reach a recording, please leave a message.

- To check a contractor's registration/licensing status, call 503/365-7484 (24-hour automated) or 503/378-4621 ext. 4900 (Board staff).
- To ask general claims questions, call 503/378-4621 ext. 4910.
- To request a claim form/packet, an *Information Notice*, a fraud brochure, a home inspection brochure or more copies of this publication, call 503/378-4621 ext. 4974. Be specific in naming specific publications you want.