

THE TOOL BOX

August 2023

In-Person 3-Hour CCB Class in Salem, September 12

Need 3 hours of CCB credit to renew your license? Want to see CCB's 3 hour presentation in person? CCB education staff will hold a 3-hour in-person laws, rules and business regulations class on September 12. Space is limited, so sign up now!

- Get answers to your CCB questions
- Learn how to stay in compliance
- Network with other contractors
- Pick up materials like trifold business card holders and Guide to Selecting a Contractor

Sign up on our Event Brite registry here:

<https://www.eventbrite.com/e/690310536397?aff=oddtcreator>

We'll send you class registration info when you sign up. Have questions? Call CCB's Education section at 503-934-2227.



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Homeowner Outreach Is Working!

Part of CCB's mission is to teach homeowners about the importance of hiring licensed contractors. Every two years, the CCB surveys homeowners to find out what they know about the CCB and hiring licensed contractors. The survey includes questions like "Have you heard about the CCB?" "Have you hired a contractor in the last five years?" and "Did you check the license?"

We use this information to gauge how well consumer outreach is working, and determine where to focus our outreach efforts. The 2023 homeowner survey is in!

- 78% of homeowners are aware of the CCB – that's a **24-point increase** over the survey two years ago
- 0% of the homeowners reported knowingly hiring an unlicensed contractor
- 91% of homeowners reported verifying their contractor's license

This incredible increase couldn't have happened without help from you.

Contractors Can Help With Outreach Efforts

CCB publishes educational materials to inform homeowners about the value of hiring licensed contractors. We'll send you these materials in the mail for free!

1. **Business card holder trifold.** This popular trifold can be used to hold your business card! It also gives step-by-step instructions that teach homeowners how to check a license on our website.
2. **Guide to hiring contractors.** This guide provides in-depth information about how to take a home improvement project from start to finish.

Both publications make excellent reference materials for homeowners, and make excellent talking points when meeting with new clients. To request some for yourself, order the brochures from the [order form on our website](#).

If you have employees who are losing Oregon Health Plan (OHP) benefits, you can help keep them covered!

If someone in your organization is losing OHP benefits, now is the time to help them find new coverage to ensure there is no gap in their health coverage and can continue the important health coverage benefits and services.

- **If you offer health coverage** to your employees, they can join your health plan as soon as they know they're losing OHP benefits. A special enrollment period is available to help your employees, or family members who sign up midyear due to the loss of other benefits.
- **If you do not offer health coverage** to your employees but you want to start, please visit orhim.info/employers to learn about your options.
- **If you do not plan to offer** your employees health coverage, encourage them to explore their options through the Marketplace at OregonHealthCare.gov/WindowShop.

The Marketplace Transition Help Center is available to help you understand your options so you and your employees don't have to wade through options on your own.

- Phone: 833-699-6850 (toll-free, all relay calls accepted), Monday through Friday, 7 a.m. to 6 p.m.
- Email: transition.marketplace@odhsosha.oregon.gov

Free help is available from local health coverage experts at OregonHealthCare.gov/GetHelp.



Paid Leave Oregon At a Glance

Starting on January 1, 2023, employees and employers contribute to Paid Leave Oregon through payroll taxes. Contributions are calculated as a percentage of wages and your employer will deduct your portion of the contribution rate from your paycheck.

Starting in September 2023, Paid Leave Oregon will serve most employees in Oregon by providing paid leave for the birth or adoption of a child, a serious illness of yours or a loved one, or if you experience sexual assault, domestic violence, harassment, or stalking.

What to know about employer contributions:

- All employers must withhold contributions from employees' wages and submit them on their behalf.
- Large employers with 25 or more employees are required to pay the employer portion of the Paid Leave contribution.
- Small employers with fewer than 25 employees can choose to contribute but are not required to pay into the program. You still need to withhold contributions from your employees' wages and protect their jobs and positions. This means they do not lose their job title or role while they're on paid leave, if the position still exists, even if the position was filled by a temporary replacement employee while they were on leave.
- [Learn more about requirements for large and small employers.](#)

What to know about paid leave benefits:

- Employees can take up to 12 weeks paid leave in a 52-week period (starting from the day their leave begins).
- Employees can choose when and how to take their leave—a day or week at a time.
- Paid Leave Oregon pays your employees while they are on leave.
- You must protect employees' jobs and roles if they have worked for you more than 90 consecutive days and the position still exists.

Who is eligible for benefits?

"Eligible" means someone is able to apply for benefits.

- If your employee works in Oregon, and made at least \$1,000 the year before they apply for Paid Leave, they may be eligible for benefits.
- If an employee works full time, part time, or for more than one job or employer, that counts.
- Self-employed, independent contractors, and Tribal governments are not automatically covered but can choose coverage.

*Federal government employees are not eligible for Paid Leave benefits. Learn more about Paid Leave Oregon Web: paidleave.oregon.gov Call: 833-854-0166 Email: paidleave@oregon.gov

Help Educate Homeowners After a Natural Disaster

Natural disasters are devastating. Fires, floods and other extreme events can leave destruction in their paths – tearing through homes and uprooting lives. Unfortunately, not everyone who rushes in after a disaster is there to help. Scammers, including fly-by-night unlicensed contractors, government imposters and door-to-door scam artists make their living off the misfortunes of others.

To help homeowners avoid falling victim to a scam as they recover and rebuild, the State of Oregon's Department of Justice, Department of Consumer and Business Services, and the Construction Contractors Board put the [Disaster Scams resource guide](#) together. We're all in this together, so please share it with your clients and prospects. The more people know, the more scams we can prevent from happening! To order free copies of the Disaster Scams resource guide, email the CCB education section at ccb.education@ccb.oregon.gov

The CCB also provides free brochures that can help homeowners understand the importance and value of working with licensed contractors. If you would like to include these brochures in your bids or estimates please [order here](#).

Need information to resolve a dispute with another contractor? We can help.

Disputes between contractors and subcontractors don't happen often, but when they do, these tips can help.

Focus on communication

- Communication problems are a common reason for disagreements. Using tools such as a clearly written contracts and well written change orders help to keep both parties on the same page.
- Respond to inquiries in a timely manner. Don't avoid communication when the other party gets upset.
- Use professionalism. Keeping the language professional helps set the tone for your interactions with the other party.

Know your resources

CCB provides resources for contractors and subcontractors having disputes.

- See our new publication, [Payment Disputes Between Contractors](#)
- **Contact CCB if you need mediation.** If both parties agree to talk, the CCB will provide mediation between contractors. The process is short and involves submitting a summary of the complaint followed by mediation. This type of mediation does not appear in the contractor's record while using the CCB license search feature. To learn more, call CCB's DRS section at 503-934-2247.



6 Tips to Maintain Your License

1. **Notify us about changes on your license:**
 - a. **Address, email, phone number.** You can change your address through your [online services account](#) or with the [form on our website](#).
 - b. **Entity change (for example, sole proprietorship to LLC).** This requires [re-application](#).
 - c. **Personnel and ownership.** The [personnel change](#) form is on our website.
2. **Send us your updated insurance policy** every time you renew. Put your license number on the document, then send it by mail, fax, email to ccb.info@ccb.oregon.gov, have your insurance agent [send it by e-proof](#), or deliver it in person.
3. **Change your worker's compensation status (exempt = no employees / non-exempt = have employees).** You can do this in your online services account.
4. **Sign up for e-watch through your [online services account](#).** Monitor your own license status to get email notification if your license is suspended, expired or goes inactive.
5. **Keep your email address with the CCB up to date.** If your email is wrong, you'll miss out on important e-reminders. You can change your email address in your [online services account](#), or over the phone.
6. **Open your mail from CCB.** We don't send junk mail. Mail from CCB includes important reminders, notices of suspension and information about expirations.

Did you receive a pre-complaint notice in the mail?

Homeowners are required to send their contractor a pre-complaint notice before filing a complaint with the CCB. After sending the pre-complaint notice by certified mail, homeowners must wait 30 days before moving forward with a complaint. **If you've received a pre-complaint notice, this is your opportunity to contact the homeowner directly and resolve the problem before they take further action.**

- Reach out to the homeowner.
- Listen to their concerns.
- Resolve the issue.

If you can resolve the issue before the homeowner files complaint paperwork with the CCB, you can avoid having a complaint on your license.

State of Oregon Construction Contractors Board

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