



NORTH COAST BUILDERS EXCHANGE

2011 Fall/Winter Issue – FREE

HOME IMPROVEMENT GUIDE

A FREE Contractor Directory & Resource Guide For Homeowners And Consumers

Tips for Hiring a Roofing Contractor

Replacing Your Roof

The age of your roof is usually the major factor in determining when to replace it. Most roofs last many years if properly installed and often can be repaired rather than replaced. The average life expectancy of a typical residential roof is 15 to 20 years.

Water damage to a home's interior or overhangs is commonly caused by leaks from a single weathered portion of the roof, or from poorly installed flashing around chimneys and skylights. Also, seasonal changes in the weather are usually the most destructive forces. These problems do not necessarily mean you need a new roof.

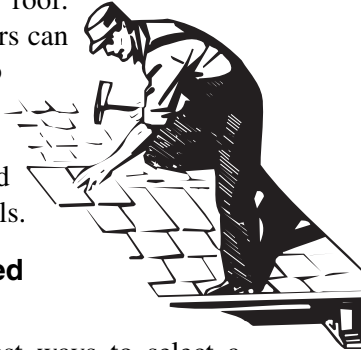
Preserving Your Roof

Whatever the roofing material—composition shingle, wood shake, tile or metal—the best way to preserve your roof is to stay off of it.

Maintaining Your Roof

Homeowner maintenance includes cleaning the leaves and debris from the roof's valleys and gutters. Debris in the roof valleys can cause water

to wick under the shingles and cause damage to the interior of the roof. Clogged rain gutters can cause water to flow back under the shingles on the eaves and deteriorate materials.



Hiring a Licensed Contractor

One of the best ways to select a roofing contractor is to ask friends or relatives for recommendations. You may also contact a professional roofing association for referrals. Professional associations have stringent guidelines for their members to follow. The roofing association in your area will provide you with a list of available contractors.

Contact the Contractors State License Board at (800) 321-2752 or visit the CSLB web site at www.cslb.ca.gov. CSLB's online license check allows you to verify that the contractor is licensed and to check the status of the license.

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Important Information For Homeowners

- SCEIP or Sonoma County Energy Independence Program
- Energy Upgrade California
- Mold & Lead Certification

... for more go to page 22

Traveling Contractor Scams & The Warning Signs

- The Suspects
- The Scams
- Tips to Avoid Being Scammed

... for more go to page 23

Seniors, If You're Hiring Contractors READ THIS FIRST

- What You Should Know About the Contractor, & Agreements
- Illegally Large Down Payments
- High Pressure Sales & Scare Tactics

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Solid Answers To Your Building And Remodeling Questions

How To Use This Guide

Welcome to the 2011 Fall/Winter edition of the North Coast Builders Exchange Home Improvement Guide.

If anyone can make the process of finding someone to help with your residential or commercial building project easier, it's NCBE. We're an association with 1400 members throughout Sonoma, Lake and Mendocino Counties, and we've been offering consumer recommendations for 50 years.

Here's how we suggest you use this Guide. First, look at the work specialty listings on page 2 to find out where in the Guide you can find the contractor or supplier to meet your need. Then check each listing to get the company's name, principal contact person, address, phone number and contractor's license number.

The Guide is one of the most complete we've ever published. In addition to listing a wide variety of contractors for your every building need, we have included a number of suppliers of legal, financial, insurance and other professional services.

Also, in the back of the Guide there are several consumer information articles that you should find interesting. When you're done with the directory portion, we suggest you keep the Guide around your home or business as a handy reference tool.

We also encourage you to look at the display ads found throughout the Guide. They will provide you with additional information on those firms that will be helpful in your selection process.

Good luck! If you've got any questions, feel free to call us at (707) 542-9502.



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Additional copies of the Home Improvement Guide are available online at www.ncbeonline.com as a downloadable pdf file

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www.ncbeonline.com



The following members of the North Coast Builders Exchange provide a full range of home improvement construction and maintenance services to homeowners and consumers throughout the north coast area. All NCBE contractors are required to be licensed by the State of California. This assures the consumer that they are insured and bonded as required by contractors license law. NCBE supplier and professional members are always prepared to offer you quality products and services for your home improvement project. Whether your project is a new custom home, a remodel or an addition, call on North Coast Builders Exchange members to assist you today!

Work Specialty Listings

Alarms/Security/Locksmiths 2
 Appliances/Furniture 2
 Aquascaping/Fountains/Ponds 2
 Arbitration/Mediation 2
 Architects 2
 Asbestos - Certified 2
 Asphalt/Paving/Striping/Grading 2
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 #748725 C-27 SBE Landscaping Construction
 & Maintenance

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PO Box 468 Gary McDonald
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 (707)766-7663 Fax/766-7669
 http://www.mcdonaldpools.com
 #289604 A Swimming Pools

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 C-36 C-39 C-42 C-45 C-50 C-51 C-57 HAZ
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 /Asphalt/Aggregate Material

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<http://www.nwgen.com>
 #781913 A HAZ Site Development
 /Grading/Paving/Underground

NUNLEY ENGINEERING, INC.

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 (707)584-3633 Fax/584-3636
 #777343 A Grading/Underground Construction

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 #785923 B Residential/Commercial Remodel
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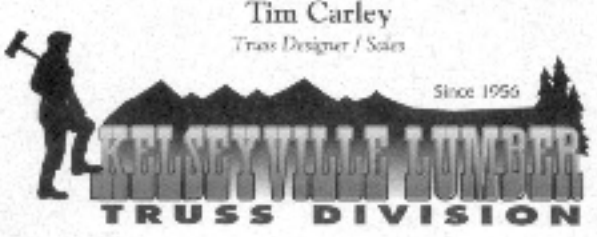
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kind of contractor or business is needed for a particular job.

For more information, go to

<https://energyupgradeca.org>

Rebate information

incentives@energyupgradeca.org

Program participation

program@energyupgradeca.org

MOLD

Although all mold cannot be eliminated, there are ways that you can somewhat control its growth. Contacting a contractor who specializes in this toxic substance is important. A mold specialist knows that mold spores can travel easily through air and house dust. Indoor moisture must be controlled in order to prevent mold growth; areas of moisture must be dried within 24-48 hours. For more information, please contact the Environmental Protection Agency at www.epa.gov/mold.

LEAD CERTIFICATION

As of July 2010, the Environmental Protection Agency requires that all renovators must be trained to use lead-safe work practices and requires

renovation firms to be EPA-certified. This applies to residential houses, apartments, and child-occupied facilities built before 1978. This federal regulatory program is called the Lead-Based Paint Renovation, Repair and Painting Program, or RRP. It affects contractors, property managers, and others who disturb painted surfaces. Renovation is defined as "any activity that disturbs painted surfaces and includes most repair, remodeling and maintenance activities including window replacement. This rule does not apply to any houses built after 1978. The bottom line is safety, especially regarding children, as lead is extremely toxic to the young. Your remodeler, repairman, electrician, plumber, painter, carpenter; anyone paid to perform needed renovations to pre-1978 dwellings **MUST BE CERTIFIED** by the EPA. For your protection, ask to see a copy of their federally recognized EPA certification. EPA's lead regulations can be found at 40 CFR Part 745, Subpart E.

For more information you may contact

The Environmental Protection Agency
www.epa.gov/lead or you may call
(800) 424-5323

Tips for Hiring a Roofing Contractor

...continued from page 1

You can also verify the contractor's bond information, workers' compensation insurance policy information, and if there have been any legal actions filed against the license by CSLB. The web site also has links to professional associations and to other related state agency web sites.

Follow These Tips When Hiring A Roofing Contractor

- Hire only licensed contractors
- Get three references and review past work;
- Contact the Contractors State License Board at www.cslb.ca.gov or at (800) 321-2752 to verify the contractor's license.
- Compare at least three bids.
- Get a written contract and don't sign anything until you completely understand the terms.
- Pay 10 percent down or \$1,000, whichever is less.
- Don't let payments get ahead of the work.
- Don't pay in cash.
- Only make the final payment when you're satisfied with the job.
- Don't rush into repairs or be pressured into making an immediate decision.

You've Chosen the Contractor... What About the Contract?

Make sure everything is in writing. The contract is one of the best ways to prevent problems before you begin. The contract protects you and the contractor by including everything you have both agreed upon. Get all promises in writing and spell out exactly what the contractor will and will not do.

... and Permits?

Your contract should call for all work to be performed in accordance with all applicable building codes. The building codes set minimum safety standards for construction. Generally, a building permit is required whenever structural work is involved. The contractor should obtain all necessary building permits. If this is not specified in the contract, you may be held legally responsible for failure to obtain the required permit. The building department will inspect your roof when the project has reached a certain stage and again when the roof is completed.

... and Insurance?

Make sure the contractor carries worker's compensation insurance and general liability

insurance in case of accidents on the job. Ask to have copies of these policies for your job file. For more specific information on contracts, order or download CSLB's free booklet, *Home Improvement Contracts: Terms of Agreement*.

Mechanics' Liens

You should protect yourself from mechanics' liens against your home in the event the contractor does not pay subcontractors or material suppliers. You may be able to protect yourself by having a "release of lien clause" in your contract. A release of lien clause requires the contractor, subcontractors and suppliers to furnish a Certificate of Waiver of Lien. If you are financing your project, the bank or lending institution may require that the contractor, subcontractors and suppliers verify that they have been paid, before releasing funds for subsequent phases of the project.

A Warning about being your own Contractor (Owner/Builder)

Homeowners can face very serious legal and financial problems if they choose to try to save money by acting as their own contractor. The term for this is owner/builder. If the homeowner chooses to be an owner/builder, they become an employer and must:

1. Provide workers compensation insurance and withhold payroll taxes if they hire any unlicensed contractors;
2. Be responsible for making sure the job is done properly. If any of the construction doesn't pass building inspections, the homeowner is responsible for correcting the work;
3. Make sure all contractors and material suppliers are paid, or mechanic's liens may be filed against your property. Even though you may have paid your roofing contractor in full, a mechanic's lien could lead to the sale of your property in order to pay a bill for services on your property that was not paid by your contractor. It is not illegal for a homeowner to act as an owner/builder. But, unless you have a lot of experience in construction, the CSLB recommends that it's best to hire a legitimate, licensed expert.

Typical Roofing Scams

While most roofing projects go as planned, it's important that you're aware of some typical roofing scams. The most common is someone who knocks on your door, offering to replace damaged shingles and spray your roof with oil, sealers or preservatives. Typically, they will say they noticed the homeowner's roof is in need of repair and they

have leftover materials from a nearby job and can complete the repair for a reasonable price.

The bogus coating is often a diluted mixture of diesel or gasoline and paint and washes off with the first rain. Later, some roofers say they made other needed repairs or come out of your attic with wet clothes and saying they've detected water damage. These unscrupulous roofers can use pressure and intimidation to extort more money from the homeowner.

Homeowners should not rush into any construction job just because they're told they're getting a great deal.

Managing Problems

If problems arise during or after construction, talk to your contractor. Usually he or she will make corrections willingly. If your contractor refuses to make corrections, you may want to file a complaint with the CSLB.

- Gather all papers relating to your project, including contracts, change orders and cancelled checks.
- Take photographs of the problems.
- Notify the contractor in writing of your dissatisfaction.
- Order a free copy of CSLB's "A Consumer Guide to Filing Construction Complaints" and the complaint form.
- Contact the Contractors State License Board at www.cslb.ca.gov or at (800) 321-CSLB (2752) to get information on filing a complaint. The Board will investigate and mediate your complaint if it falls within the Board's jurisdiction.

The Contractors State License Board offers **free publications** to review before you get started on your roofing project:

- *What You Should Know Before You Hire a Contractor*
- *Terms of Agreement, A Consumer Guide to Home Improvement Contracts*

You can order these booklets online at www.cslb.ca.gov or call toll free at (800) 321-CSLB (2752).

Other Resources

The Better Business Bureau (BBB) maintains a web site at www.bbb.org, which provides information, tips, and how to contact the BBB near you.

The Roofing Contractors Association of California also has information on its web site at www.rcacal.org.



Traveling Contractor Scams

There are groups of transient criminals that pose as door-to-door home repair contractors who rip off homeowners throughout California with painting, roofing, and paving scams. Not every door-to-door solicitor or family-owned business operates in this way; however, the Contractors State License Board urges consumers to be wary and to watch for any of these **red flags**.

The Suspects

- Often related by family, and solicit door-to-door
- Come across as friendly, but can use high-pressure or scare tactics
- Are reluctant to give an up-front price or provide a written contract, and increase the price after the project is under way or completed
- Demand payments in cash
- Immediately cash checks (sometimes changing the amount before cashing)
- Drive customized newer vehicles

with out-of-state license plates

- Use toll-free (800) telephone numbers instead of local numbers
- Have post office boxes or suite numbers instead of actual street addresses
- Target the vulnerable, like elderly or recent immigrants
- Offer complimentary inspections and then offer to fix "problems"

The Scams

- Claim they have left over material from another job at a cheap price
- Claim they'll use a "sealant" but actually apply a useless, watery liquid that they spray on roofs, fences, or driveways
- Push a few new wood shakes under old roofing shakes and apply a useless oil
- Charge by the can for painting and then exaggerate the amount they say was used

Tips to Avoid Being Scammed

- Watch out for door-to-door solicitations—especially when they want to start work immediately
- Be aware that your contractor must notify you of your right to cancel within three days of signing a contract
- Be a good neighbor and report any suspicious home improvement activity if your neighbor is elderly or otherwise vulnerable
- Get free information from the CSLB, "10 Tips for Making Sure Your Contractor Measures Up."

If you or a neighbor have hired or been solicited by someone fitting the description of these traveling criminals, please contact the
Contractors State License Board
(916) 255-2924

How Can I Report Unlicensed Activity?

This brief article explains how consumers, building officials and legitimate licensed contractors can report unlicensed activity.

SWIFT

The Statewide Investigative Fraud Team (SWIFT) receives complaints against unlicensed individuals actively working on a construction project where the cost for labor and materials is \$500 or more.

Reporting unlicensed activity

You may obtain the Board's SWIFT Lead Referral form on the Contractors State License Board website, www.cslb.ca.gov, under 'Forms and Applications', or by calling either the Southern or Northern SWIFT offices. When completed please mail or fax the lead form to one of the offices listed below, based on the county where the unlicensed activity is being performed.

For unlicensed activity performed in the counties of Imperial, Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Luis Obispo, Santa Barbara, and Ventura, send the lead referral form to:

Norwalk SWIFT Unit
12501 East Imperial Highway
Suite 620
Norwalk, CA 90650
Phone (562) 345-7600
Fax (562) 466-6065

For unlicensed activity performed in all other counties in California, send the lead referral form to:

Sacramento SWIFT Unit
P. O. Box 269117
Sacramento, CA 95826-9117
Phone (916) 255-2924
Fax (916) 369-7265

Please provide complete and detailed information about the unlicensed activity and indicate if there are employees on the project. The more information and evidence the better.

Complaints are processed according to the date of receipt, priority, and staff availability if the job site is located in a remote area. The complaint will be assigned to an Enforcement Representative who will follow-up on the information provided.

For more information and to download the SWIFT Lead Referral Form contact:

Contractors State License Board
P.O. Box 26000
Sacramento, CA 95826

(800) 321-CSLB

www.cslb.ca.gov



What Seniors Should Know Before Hiring a Contractor

What You Should Know About the Contractor

- Read the CSLB publication *What You Should Know Before You Hire a Contractor* at www.cslb.ca.gov
- Take your time before you make a decision about hiring a contractor
- Get at least three bids and check references
- Hire only licensed contractors. Anyone performing home improvement work valued at \$500 or more must be licensed by the Contractors State License Board
- Get the contractor's license number and verify it online at www.cslb.ca.gov

What You Should Know About the Contract

- Get your contract in writing and don't sign anything until you understand the terms
- Ask a friend or relative to review the contract before you sign it
- Include in your contract: a specific description of work to be done, materials to be used, total cost of the project, and start and completion dates

What You Should Know About Unscrupulous Contractor Scams...

Door-to-Door Solicitations

A solicitor offers to do roofing, painting or paving work at a reduced price. Once payment is made, little or no work is done and the project is abandoned.

High Pressure Sales

An unscrupulous contractor pushes for an immediate decision about work, which makes it impossible for the homeowner to get competitive bids, check licenses or review references.

Scare Tactics

A deceitful contractor offers to perform a free inspection, then claims that faulty wiring, bad plumbing, or a leaky roof put the homeowner in peril. The alarmed

homeowner agrees to unnecessary and over-priced work.

Demand for Cash

A contractor demands cash payments, sometimes going so far as to drive the victim to the bank to withdraw funds. With money in hand, the un-scrupulous operator takes the money and runs.

Illegally Large Down Payments

A dishonest contractor takes more for a down payment than is allowed by law, claiming to need instant cash for supplies and to pay workers. By law, a down payment cannot exceed 10 percent of the project price or \$1,000, whichever is less.

Verbal Agreements

A contractor states that a written contract is unnecessary—promising to deliver on the verbal agreement. The shady operator takes advantage of the situation to perform shoddy work or none at all.

What You Should Know About Payments

- Don't pay cash.
- Include a payment schedule in your written contract.
- Don't pay more than 10 percent of the job or \$1,000, whichever is less, as a down payment.
- Don't let payments get ahead of the work.

What You Should Know About the Contractors State License Board

- The CSLB provides information about a contractor's license, bond and workers' compensation insurance status, as well as pending and prior legal actions.
- Free consumer publications and complaint forms are available from the CSLB.

Contractors State License Board
P.O. Box 26000
Sacramento, CA 95826
(800) 321-CSLB

www.cslb.ca.gov

Fall & Winter Home Maintenance

- Check ceilings and attics for any signs of roof leaks. Gutters hanging off the house? Don't wait, get it fixed now. You can find licensed roofers on page 18.
- Are persistent water leaks creating a mold hazard, sanitation problem or costly water bill? Find a licensed plumber on page 17.
- Call a licensed electrician if a fuse blows frequently, circuit breaker trips frequently. See page 9.
- Have your heater serviced now, rather than paying for a high-cost emergency call. Does the furnace unit need to be replaced? Find licensed professionals on page 14.
- Is clutter creating safety hazards in your home? It's time to call a professional to build storage space or haul junk away. Look in our index for carpenters, cabinet specialist, recyclers & debris haulers – all found in this guide.
- Replace batteries in your smoke/carbon monoxide detectors and test them annually. Are fire extinguishers fully charged?
- Are broken sidewalks an accident waiting to happen? NCBE has concrete and masonry professionals. See pages 6 & 16.
- Do tree branches interfere with power lines or pose a danger to your roof and gutters? NCBE has Tree Service experts and Landscapers that can fix the problem.
- Are there strong odors near propane tanks or natural gas lines?
- Check for damp ground or drainage problems close to the foundation or under your house. This guide is filled with professionals that can get the job done right.
- A professional home inspection or pest control inspection can find hidden damage early, before the costs get out of control. Deferred maintenance will only lower the value of your home.