

Oregon Homeowner's Fast Track to Best Contractors!



This written tutorial is sponsored in association with HGRBS as a private service contribution to the amazing efforts of Oregon private home decision makers towards locating, selecting, and hiring the best contractors for the best results in matters of home maintenance and improvement.

It all begins with making the right decisions. We are better prepared to make the right decisions when we have all the right information about the people we hope to entrust our precious home projects to. This is about doing all the right things to that effect and more!

Since 2009

"Better Decisions, Better Results"



[The corporation sponsoring this tutorial considers the private home setting as a *"natural social business operation"* which's focus is primarily towards continually maintaining and improving our comforts and conveniences therein].

Please, review HGRBS's irrevocable ["Free Service Policy"](#)

This tutorial is subdivided into the following 3 categories:

[* Effective Researching of Contractors \(otherwise known as "Service Validation"\)](#)

[* Effective Means for Filing Complaints with Related Government Offices](#)

[* Additional Info for Residents Making the Best Strategic Choices](#)

HGRBS is a non-profit 501(c)(3) corporation of independent volunteers. Exclusive emphasis is on supporting your rights and privileges as an American private home decision maker towards making better contract-related decisions and getting better results from the people you hire to assist with your special home maintenance and improvement projects.

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EFFECTIVE RESEARCHING OF CONTRACTORS (SERVICE VALIDATION

The leading reason for most successful contract-related home projects is that residents do thorough enough *research* or *service validations* on contractors; the leading reason for most unsuccessful contract-related home projects is that residents do not do thorough enough research or *service validations* on contractors.

The Line Up

Therefore, when it comes to the home project you have in mind for which you anticipate authorizing contractor assistance, one of first things it is strongly recommended for you to do, is thoroughly research "*contractors.*" That is, of course, pluralized since time and again it has been proven that your chances for getting the sort of service you need, in the reasonable price range you need, are much greater when you first interview at least five (5) contractors who are similarly skilled towards the sort of project you have in mind.

Initial Research

The "*initial research*" entails asking around about the best contractors for the sort of project you need accomplished. Sources in this regard are

1. word-of-mouth; 2. internet search engines; 3. contractors themselves.

What you are looking for are contractors who are best skilled for the project. People can tell you anything; the internet can tell you anything; even the contractors themselves can tell you anything. It may take a while before you have at least five (5) likely candidates for your project. Please, do not rush a thing. Once you have your candidates, you can then set up a brief introductory meeting. *Ten (10) minutes* at most.

The 10-Minute Meeting

It is recommended that you schedule these separately but in the same hour, on the same day. You will later hand each of them a special screening document (This is later introduced in this tutorial). Be certain they are whom they say they are.

Physically, inspect ID. You must see it clearly. If they do not have proper ID, it is recommended that you go no farther. Decline service. However, when contractors have proper ID, proceed. During this meeting, you can:

1. Give each a walk-around or a walk-through (depending on your project's location), synonymous to discussing your hopes for project results, then winding down at the front of the house where you can ask his/her bid;

2. Carefully, record the bid in your pad; note who gave it in writing, as well;

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3. Then ask the contractor to wait at the foot of your front steps or at the front gate until you return. Do not allow contractor inside for ANY reason since nothing has been finalized. If your screening document is not readily accessible, please, gently lock your door if you have to go more than a couple yards into the home);

4. Return with your **"SERVICE VALIDATION FORM"** (It is a contractor screening document) and ask the contractor to take it with him/her, fill it out 100%, then return it within 24 hours (or at some later time) along with five (5) references from residents for whom he/she has "RECENTLY" done the same or similar work;

5. Repeat with the other contractors;

Mandatory Contractor Assessment	
Note: CONTRACTOR IS REQUIRED TO COMPLETE THIS FORM OFF-PREMISES AND TO RETURN IT AS DIRECTED	
SERVICE VALIDATION	
(This is a screening document. All information must first be <u>VALIDATED</u> before there is any further project discussion)	
1. DATE _____	2. County work is to be performed _____
3. Contractor's License/Registration # _____	4. Issuing County _____
5. Issuing State _____	6. Date Issued _____
	7. Date Expires _____
8. Full Name of Contract Firm/Individual Contractor _____	
9. County _____	10. Address _____
11. City _____	12. State _____
	13. Zip Code _____
14. (On this document the term "Contractor" "Principal" or the phrase "Principal/Contractor" refers to the individual authorized to bid for this work and to take full responsibility for commencing, performing, and completing it specific to expectations of homeowner or duly authorized tenant, and to be held liable for any resulting damages or unauthorized expenditures relative to the same).	
15. Principal's Legal Name _____	
16. Position with Contract Firm _____	
17. Name of Principal's Bond Company _____	
18. Contract Firm's Landline Phone () _____ - _____	
19. Principal's Wireless Phone () _____ - _____	
20. Firm's E-mail _____	
21. Work Sought (Please, clearly specify): _____	
*Note: This part filled out after applicable contractor returns the completed form Authorization	
By signing this document, I, the Principal/Lead/General Contractor, give the undersigned resident my full authorization to contact government agencies, any personal references, and other sources to verify any and/or all information I have entered here or have otherwise conveyed to undersigned resident.	
Principal's Signature _____	
Resident's Signature _____	
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*[The **"SERVICE VALIDATION FORM"** - Contractor Screening Document (Website). This special website explains its origins, design, use, and invaluableity towards successfully screening out the worst contractors and screening in the best. Download available.

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6. Once the contractor returns the 100% complete "**SERVICE VALIDATION FORM,**" *and the required five (5) residential references,* you can thank him/her for dropping it off, then let the contractor know that you will get back to him/her some time on the following day or later;

7. Do the research or delegate it. Here are websites/links you can use which will facilitate the process:

Corporation Research

Office of the Secretary of State All corporations, including LLC's, and an assortment of partnerships doing business in the state of *Oregon* with the **Secretary of State**. Check it out!
[Corporation-Partnership Validation - Oregon](#)

Contractors Validation-Statewide-Oregon

Heads Up: All contractors [whether corporation or not) are required to be registered with the "**Oregon Construction Contractor's Board.**" Although some contractors may need special licensing and certification, ALL must be registered with "**Oregon Contractor's Construction Board.**" Also if there are contractors you have made arrangement with scheduled to do work or actually on the property working, please check with the CCB as well. They may be neither registered, licensed, or certified by the state of Oregon to do the nature of work they are hired for.

Additionally: When contractor says he/she is a member of **Home Builder's Association, Master Builders Association,** or any other notable trades operation, please ask to see valid and current ID to that effect. See if it is valid/current with the *contractor's name*. Cross check with his/her Driver's License. If no related or current ID, it is not advisable to listen for explanations. Also, contractors rarely lose these without getting replacements since related ID increase their chances for more work. It follows, if a contractor claims to have lost, misplaced, has "one on the way," or uses other excuse ask:

1. Which "association" office he/she is from.
2. Write it down slowly and clearly. Ask also for the direct phone number. Jot it down.
3. Ask for a contact name at that office. Write it down clearly.
4. Call (and e-mail if you can). This must be validated by someone physically *at the location of the trades operation. The number must be "traceable" to the same address.*

Caution: If contractor checks out with trades association, it is not recommended to regard that as all the proof needed. It is important to cover all bases i.e., credentials, license, bond, feedback from at least five residents for whom contractor claims to have done same or similar work. Everything must check out 100%.

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EFFECTIVE MEANS FOR FILING COMPLAINTS WITH RELATED GOVERNMENT OFFICES

There are an untold number of private home residents who are caught by surprise (largely due to neglecting thorough “**service validations**” on contractors) learning that the contractor they hired was not reliable. It could be for any number of reasons, from doing shoddy work to no work at all. Also, in most of these cases, residents did the forbidden: *They gave the contractor money in advance*. The amount given is not as significant as the fact that it was not invested wisely.

Note: Formal consumer complaint etiquette which is universally accepted is for you to first put forth a personal, documented effort to resolve differences before actually filing a complaint with the government. One reason is that many complaints can be resolved when you approach contractors directly with a personal complaint letter.

Complaint Standards As Per Oregon State Department of Justice, Consumer Protection

ORS 701.133 requires that you give your contractor a notice of your intent to file a complaint 30 days before filing it with the CCB (Construction Contractors Board). This notice must be mailed by certified mail through the US Postal Service.

[Recommended Formality for “Pre-complaint Notice” to Contractor](#) (as per “Oregon Construction Contractors Board”)

Special Note: The above section of the *Oregon Revised Statute “Sec. ORS 701.133”* is notable for referring to primarily “licensed contractors” who are legally licensed with/by the “**Oregon Construction Contractors Board**” ([Ref.](#)).

This indicates that if a contractor who has wronged you is otherwise “illegitimate” (and, you have checked the registry for the **CCB** and personally verified the contractor’s “illegitimacy”), since the **CCB** expresses a preference for considering consumer complaints involving *Oregon’s* “licensed contractors” (contractors licensed with **CCB**), you may want to quickly take this matter about the illegitimate contractor who wronged you to the “**Oregon Department of Justice, Consumer Protection,**” instead.

Complaint Form (Online and PDF)

If after the 30-day written notification you sent to the contractor goes unanswered, consistent with **Oregon Revised Statute “Sec. ORS 701.133,”** you may want to file your official consumer complaint with the **“Oregon Department of Justice, Consumer Protection.”** Remember this mainly refers to contractors who are legally licensed with/by the **“Oregon Construction Contractors Board.”**

If on the other hand, you find that the contractor is illegally operating in the state of Oregon, as before, you may want to file your complaint with the **“Oregon Department of Justice, Consumer Protection,” IMMEDIATELY.*

*This is why it is so crucial for you to proactively demand and record as much information on contractors as possible **on contact.** Consumer Protection needs this information to quickly track him/her/them down in the event they are illegitimate. If you do not collect this information at the onset, it is difficult to impossible for **Consumer Projection** to help you in these matters.*

Complaint Forms (Online and PDF in English and Spanish)

ONLINE

[Online Consumer Complaint \(English\)](#)

[Online Consumer Complaint \(Spanish\)](#)

PDF

[PDF Consumer Complaint \(English\)](#)

[PDF Consumer Complaint \(Spanish\)](#)

Oregon Department of Justice, Consumer Protection

Hotline

Toll-Free: 1-877-877-9392

ADDITIONAL INFO FOR RESIDENTS MAKING STRATEGIC CHOICES

Albeit that there are other crucial concerns of the private home settings, our primary concern is to inspire resident efforts towards:

- 1. Ensuring that you are financially sound enough to authorize the nature of home maintenance or improvement projects you have in mind;*
- 2. Ensuring that you are as familiar as possible about how your nature of home projects are correctly done before calling in trades people to successfully deliver;*
- 3. Ensuring that you have adequate protocol or a working system for scouting, selecting, declining, hiring, firing, and/or settling with individual contractors and/or contract firms;*
- 4. Knowing which remedial actions you can take in the event you feel/are threatened by dishonest contractors;*
- 5. Knowing which remedial actions you can take in case you feel/are defrauded by dishonest contractors;*
- 6. Ensuring that individual contractors/contract firms are legally cleared and verified (5 favorable customer references, included) to expeditiously perform your specific types of home projects in the state of Oregon.*

[Oregon Department of Justice,](#) [Consumer Protection](#)



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GOD BLESS YOU, YOUR FAMILY. & YOUR HOME!

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