



THE SVABO PERMIT TECHS

Meeting Minutes

Wednesday, October 8, 2025 at 4pm PST via [Microsoft Teams](#)

Board Members: Elizabeth (Ellie) Villalba, City of Rocklin, Jordan Tibbits, Town of Loomis,
Shantelle Fuentes, Urban37, Inc., Stephanie Wilson, City of Pismo Beach

1. Introduction & attendance

- 41 people attended this meeting!



2. Guest Speaker, Russell King, M.E. CEO/Co-Founder Coded Energy, Inc.

- Reminder he will be speaking at our 11.12.25 meeting!

3. Guest Speaker Urduja Laoyan, Special Investigator w/Contractor State License Board (CSLB)

- See summary of Question / Answer session below:

4. Upcoming Mixer - 10.11.2025

- Looking forward to seeing you at our last mixer of the year!
- Saturday, October 11th at Riley's on Sutter Street ~ Folsom, CA from 12PM - 3PM.



CSLB Q&A Summary

1. Are owner-builders allowed to pull non-residential building permits?

It depends on the jurisdiction. Rocklin does not allow owner-builders for non-residential permits, while West Sacramento does. Napa allows them for agricultural projects (classified as commercial or residential depending on scope).

2. What is the process for Building Departments to file complaints?

Use the official Building Permit Complaint Form.

Step 1: Informal mediation (resolves ~60-70% of cases).

Step 2: Investigation if unresolved.

Complaints are typically filed only for repeat offenders or cases involving major health or financial harm to homeowners.

(Forms will be shared with meeting minutes.)

3. Is there a specific form or phone number to file complaints?

CSLB does **not** take complaints by phone. You can call for general questions, but complaints must be filed electronically or by mail.

4. When should a Building Department contact CSLB regarding unpermitted work? Are reports anonymous?

Complaints are filed when contractors repeatedly perform work without permits or cause significant harm.

The **complaining party's name is not public**, but the contractor has a right to know who filed it.

If a complaint leads to action, it becomes part of the public record.

Outcomes may include education, citations with fines, license notations, or revocation.

5. What tools does CSLB use to discourage unpermitted work?

Building departments may triple permit fees. CSLB fines can range from **\$8,000-\$15,000 per citation**, staying on record for five years.

There are about 15-20K complaints annually, and investigations take ~270 days.

Contractors may appeal citations, with hearings often scheduled 4+ months later. Subpoenas are issued well in advance.

6. What are bonds, workers' compensation, and liability insurance?

- **Bond:** Ensures contractors perform quality work; consumers can file claims if they don't.
 - **Workers' Compensation:** Covers employee injuries, protecting homeowners from lawsuits.
 - **Liability Insurance:** Covers damage from poor workmanship (e.g., roof leaks).
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7. What are the liability differences between contractor and owner-builder permits?

CSLB holds the **contractor liable** for the work performed, regardless of who pulled the permit.

8. If an owner-builder hires a licensed contractor who gets injured, who is liable for medical bills?

This depends on **insurance coverage**. Typically, the contractor's **workers' compensation** covers injuries, but it's an insurance matter.

9. Does CSLB enforce OSHA violations?

No. OSHA is a **separate agency** regulating worker safety.

OSHA may file complaints with CSLB if violations are severe (e.g., injury or death), resulting in substantial fines. CSLB typically cites under **Section 105.1** for "incidental and supplemental work."

10. Does CSLB reach out to building departments about frequent violators?

No. CSLB does **not proactively contact** jurisdictions. Building departments must submit complaints themselves.

11-12. Can a contractor with a C-4 license pull a permit for a heat pump water heater installation?

No. Only C-20 (HVAC) or C-36 (Plumbing) licensees may pull such permits.

It is up to the **building department's discretion** to enforce this.

C-4 licensees should apply to add a C-20 or C-36 classification to their license if they wish to perform this work.

Breakout Discussion Highlights

- Building departments **can file complaints** directly with CSLB.
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- CSLB offers a **special site for Building Officials** to submit complaints.
- **Permit techs** should coordinate with their **building official** before filing.
- A **Questionnaire / Information Request Form** is available for use.
- **Solar industry issues:**
 - Many solar companies go out of business before completing jobs.
 - Homeowners can contact their **panel or inverter manufacturer** to find authorized service providers.
 - CSLB's **Multiple Offender Unit** focuses heavily on solar company violations.