

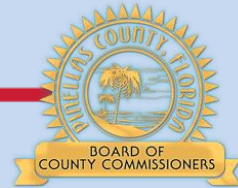


Doing Things!

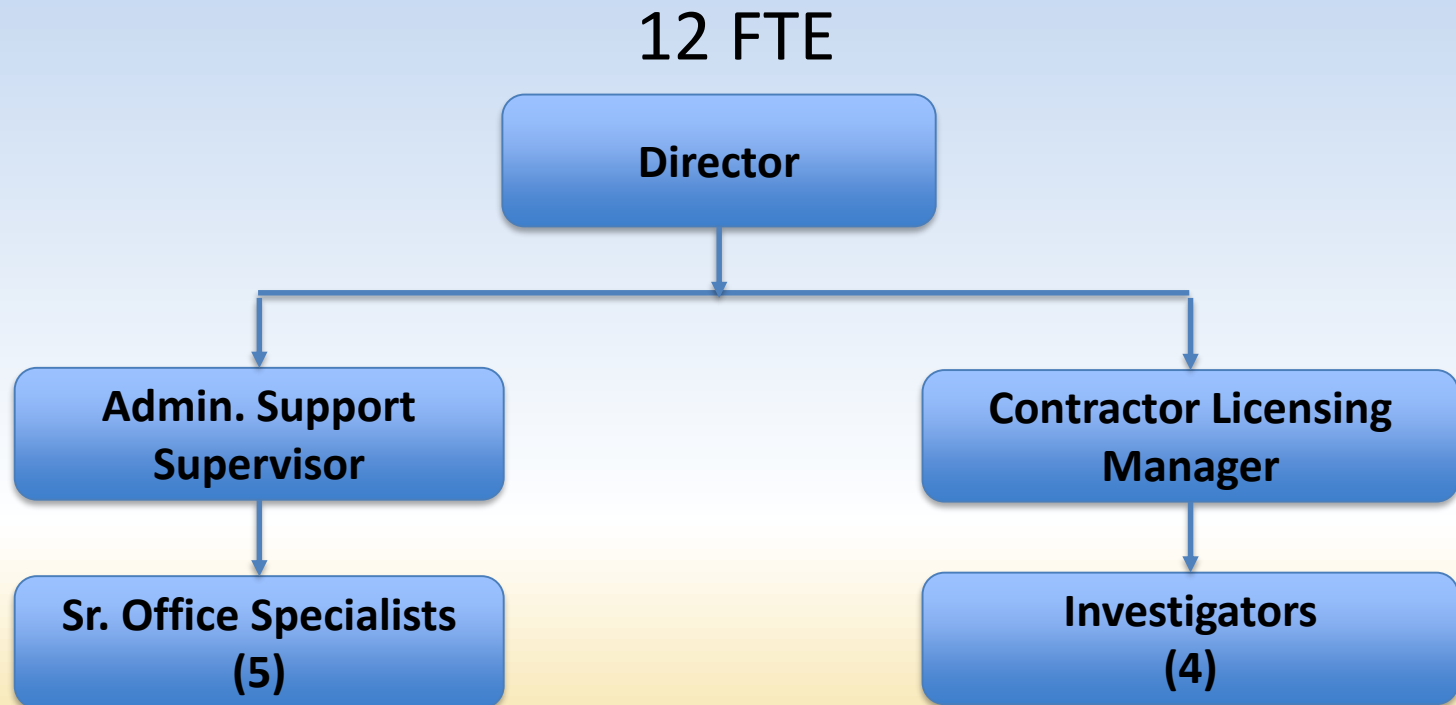
**Contractor Licensing
Department**

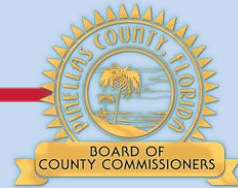
September 25, 2018





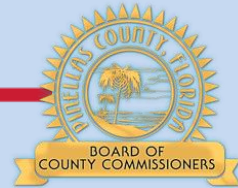
Who We Are





What We Do

- **Register State Contractors.** (23 mutual+17state only)
- **License Local Contractors .** (21 county only)
- **Reciprocal Licensing** with other Counties
- **Monitor/Supervise Insurances** of contractors.
- **Discipline Licensed** contractors.
- Citations to **Unlicensed** contractors.
- Partner with the Sheriff and law enforcement.



The PCCLB Board

15 members (5 vacancies)

4 - Building Officials (3 vacancies, County, Beach, South County)

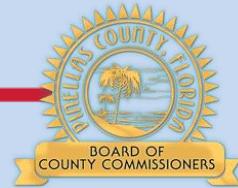
1 - Fire Official

1- Architect

1 – Consumer (1 vacancy)

8 - Contractors (1 vacancy, plumbing)

Source:



The PCCLB Board

10 members (5 vacancies)

MEMBERS

CLASSIFICATION



NEWS RELEASE

Pinellas County Marketing and Communications Department
333 Chestnut Street, Clearwater, Florida 33756
(727) 464-4600 • fax (727) 464-4432 • www.pinellascounty.org

LETTIE LASHLEE

Larry Dickie

Alan Holderith, Jr.

Daniel Melker

David Olivieri

RESIDENTIAL CONTRACTOR

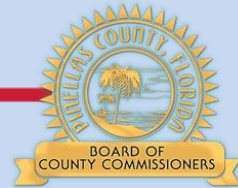
Architect

General Contractor

Consumer Representative

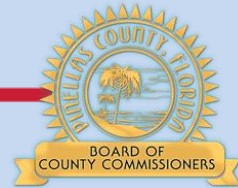
North County Building Official

NEW



Partners

Pinellas County Sheriff's Office	Consumer Protection
Business Technology Services	Office of Technology and Innovation
Pinellas County Commission	Administration
STAR Center	Real Estate Management
County Attorney's Office	Marketing and Communications
Clerk Records	Human Resources
Building Departments	Better Business Bureau
Dept. of Business and Professional Regulation DBPR	National Association of Remodeling Industry NARI



Things Done

Restored staffing levels.

Training. **NIMS – CLOAF November**

Technology.- **STAR Center**

Location. STAR Center. **September 4th**

Revising/replacing/improving processes, procedures and policies.-**ONGOING**

Where we are !



Bryan Dairy



Where we are !



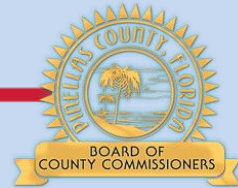
Bryan Dairy

Belcher

When

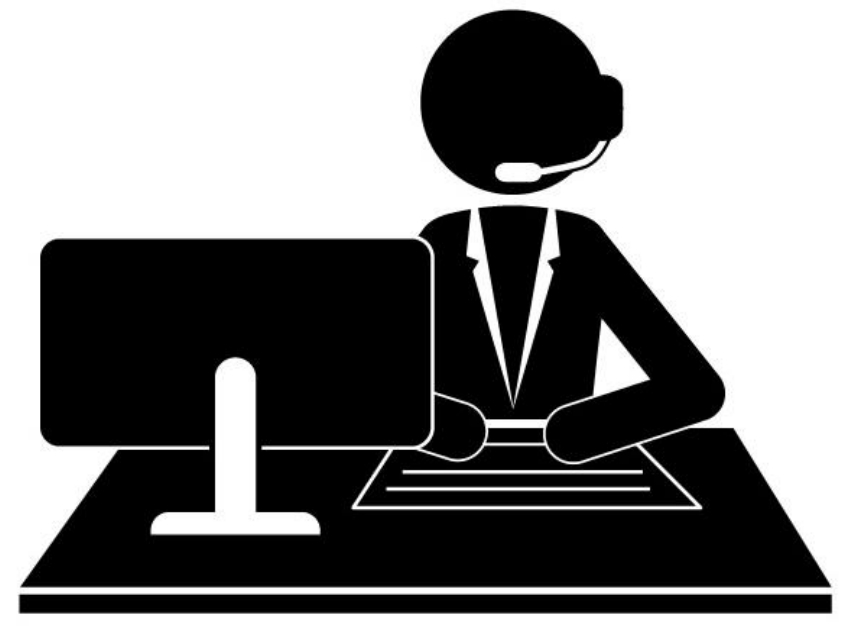
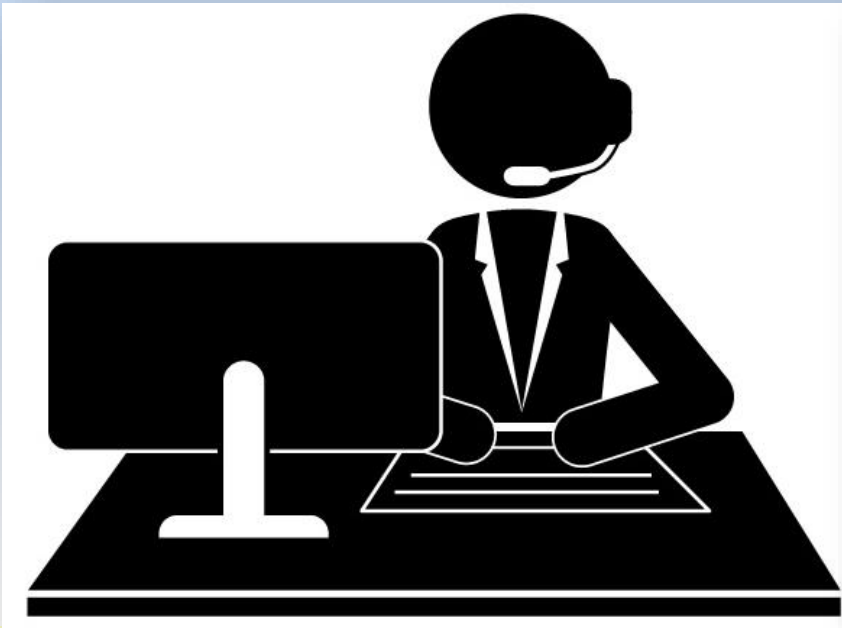
Please
Come in

**OPEN
HOUSE**



**Tuesday
October 18th
9am to 11am**

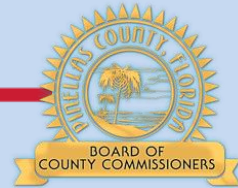
Doing Things



[Report unlicensed construction activity](#)

Follow the link above to report unlicensed construction activity. Reports can also be made by calling the Pinellas County Hotline at (727) 582-6767.

Doing Things

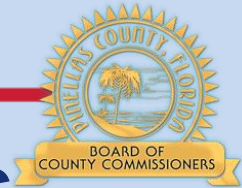


Since July 12th, 2018

149

- **Unlicensed Contractor Citations.**
- **Expired Permit Complaints doubled.**
- **Tip Line complaints. 237**

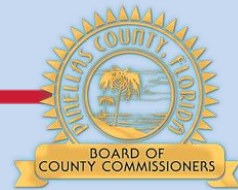
Doing Things



Marketing and Communications



Doing Things



Marketing and Communications

How to Choose the Right Contractor



- 1. Do your research.** Check a business for any customer complaints at www.pinellascounty.org/consumer and with the Florida Attorney General. Read the company's Better Business Bureau reviews at www.bbb.org and through online searches.
- 2. Check references.** Ask for references from the company's last three jobs and check them before you sign a contract. Use extra caution with those who are going door-to-door in your neighborhood or are putting fliers in mailboxes and claiming to be doing work with your neighbors.
- 3. Check backgrounds:** When hiring a company, inquire as to whether it conducts background checks on employees. State criminal checks are available through Florida Department of Law Enforcement (FDLE) at www.fdle.state.fl.us/Criminal-History-Records/Record-Check.
- 4. Price shop.** Get at least three quotes in writing and be sure to compare the quotes based on the same specifications.
- 5. Keep it legal.** Find out what licensing and/or registration is required at the state, county and city levels. Verify that the contractor is qualified to perform the type of service you require. Remember, a Business Tax Receipt (BTR) is NOT a license, neither is being listed with Sunbiz.
- 6. Stay protected.** Verify that the company has liability insurance and workers compensation insurance.
A current license with Pinellas County Contractor Licensing implies that the proper insurance is in place.

Search licensed contractors:
<https://public.co.pinellas.fl.us/elbsearch/index.jsp>

- 7. Use bonded workers.** Be sure all workers are bonded to protect you against theft and damage.
- 8. Get it in writing.** Do not allow work to start without a signed, written contract that includes start and completion dates, exact costs, specific work to be done and warranty information. Read the fine print carefully and beware of cost-plus or labor-only contracts. Contracts should be in writing even if the job is under \$500 and must include the name and license number of the contractor. Make sure the company you sign a contract with and the licensed contractor who pulls the permit are listed together by Pinellas County Contractor Licensing.
- 9. Only make a deposit.** Do not pay large payments up front. Stagger your payments according to work stages and do not make a final payment until the job is completed. Never pay cash; rather, pay by check or credit card, and then only to the licensed contractor/company you signed a contract with. Obtain a written partial release of lien each time a payment is made and a full release when making the final payment.
- 10. Require necessary permits be obtained.**
The contractor is responsible to obtain any necessary permits, or clearances for the work to be done. Unpermitted work can void insurance coverage and violate local zoning and building codes. Contact your specific building department for more information. There may be non-building code related permits such as trees, driveway, zoning or right-of-way needed.

Sources: Pinellas County Contractor Licensing Department and Office of Consumer Protection Office, and the Better Business Bureau

Pinellas County Contractor Licensing Dept., PCCLB
7887 Bryan Dairy Road, Suite 133
Largo, FL 33777
(727) 582-3100

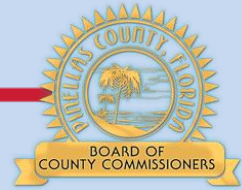


Pinellas County complies with the Americans with Disabilities Act. In please accessible formats of this card, please call (727) 654-4862 (TDD). Printing was provided by Pinellas County Contractor Licensing. 5,000 cards were printed at a cost of \$212,000 or \$42.40 each. Printed on recycled paper. 09/18

How to Choose the Right Contractor



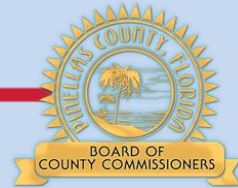
Doing Things



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Doing Things

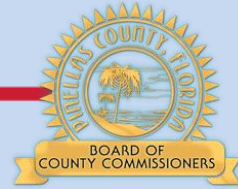


Marketing and Communications



Doing Things

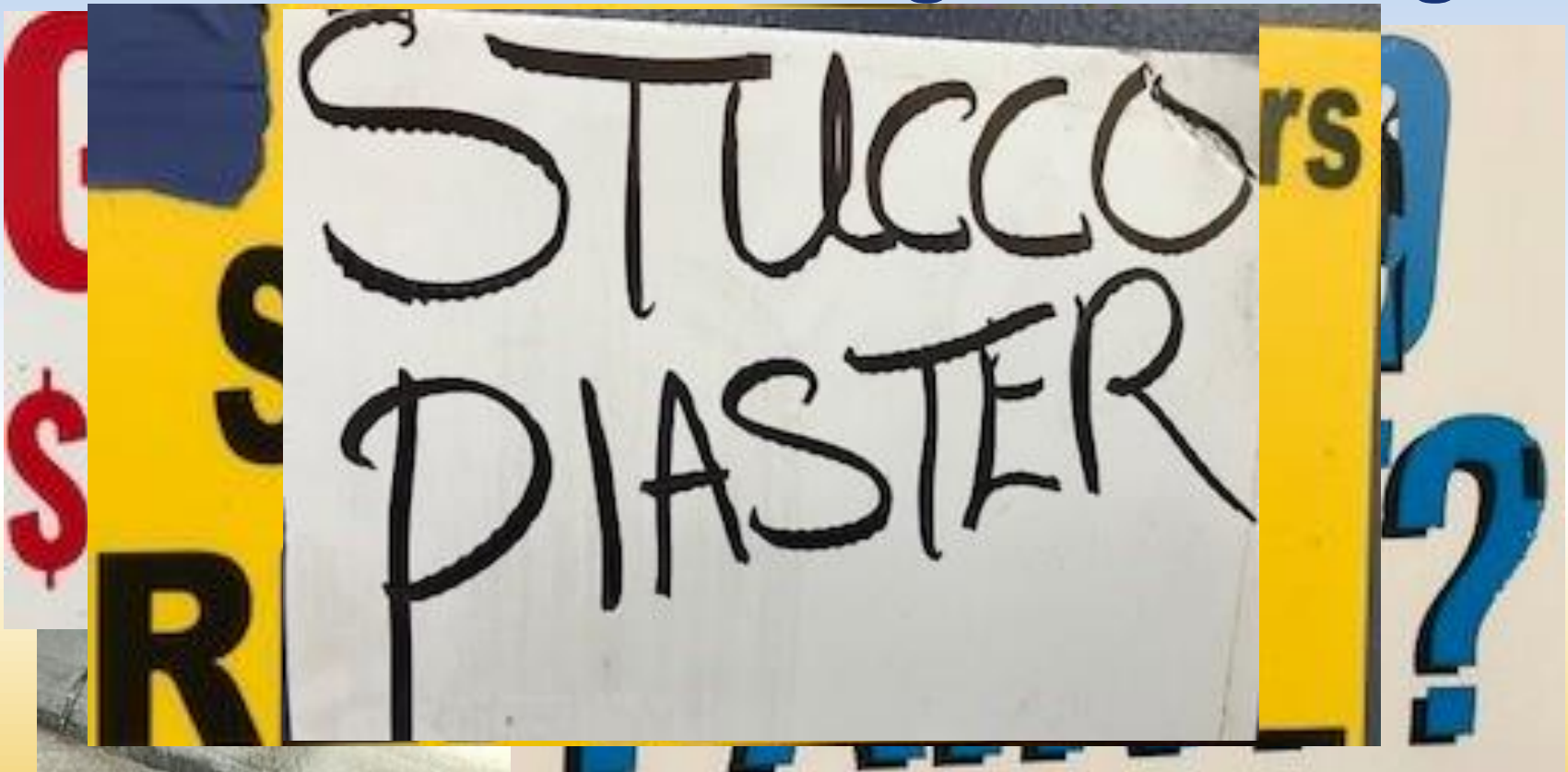
Marketing and Communications



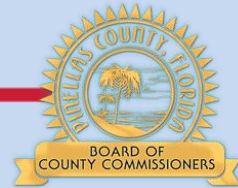
Doing Things



Unlicensed Contracting Advertising



Doing Things

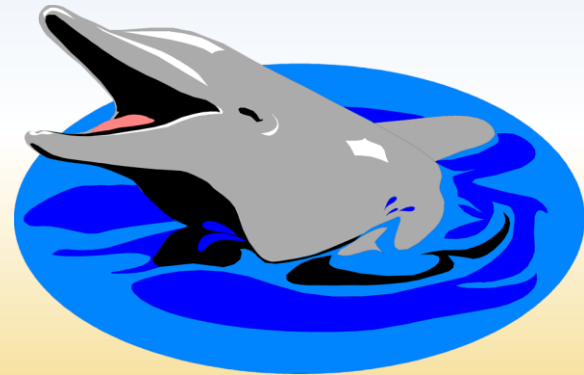


Unlicensed Contracting

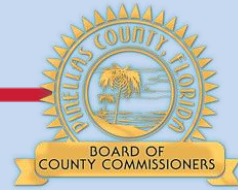


Advertising

House Flippers



Doing Things

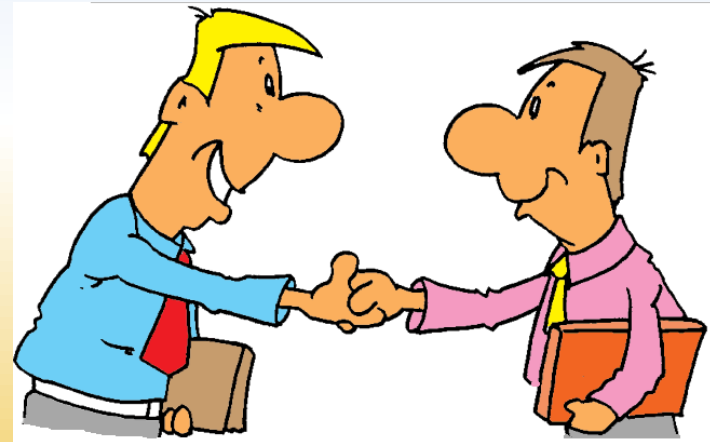


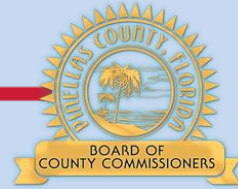
Unlicensed Contracting



**As direct
contractors**

**As subcontractors
Aiding and Abetting**





149
Unlicensed
Contractor
Citations
since July 12,
2018

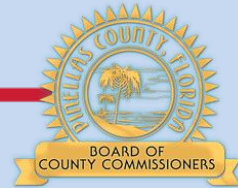


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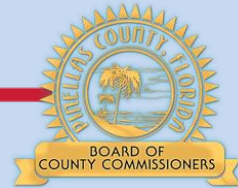
Doing Things



Strategy

1. Do things to make it better for the good guys, Licensed Contractors following the rules.
2. Do things to disrupt the bad guys, unlicensed actors and licensed contractors not following the rules.

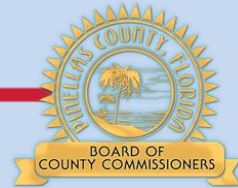
Doing Things



Strategy

- **Maintain operations for licensed contractor's to continue business.**
- **Improve, remove, replace and rebuild processes and procedures.**
- **Enforcement of **Unlicensed Contracting** is a priority.**

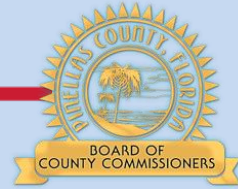
Doing Things



Strategy

- **Regulate Fairly.**
- **Be open and transparent.**
- **Innovate.**
- **Excellence in Customer Service.**

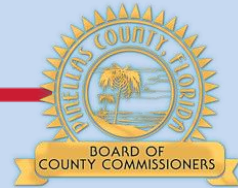
Doing Things



Licensed Contracting

- **About 10,000 Renewals - Sept 30th**
- **Insurance Certificates**
- **Expired Permits. +2,000 to process.**

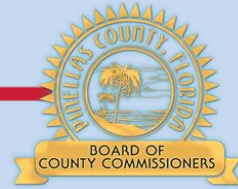
Doing Things



Unlicensed Contracting

- **Complaints - 237**
- **Citations - 149**
- **Snipe Signs – 109**

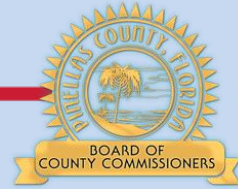
Doing Things



Innovation

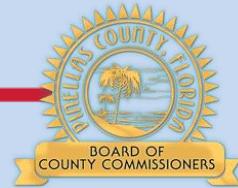
- **Complaint priority triage.**
- **Accele Civic Platform.**
- **First contact citations served.**

Doing Things



Customer Service

- **Live answering of Tip Line.**
- **Added 3rd customer station.**



Thank you!

- 7887 Bryan Dairy Rd.
- Suite 133
- Largo, FL 33777-1444
- 727-582-3100
- 8am – 4pm

