



NORTH COAST BUILDERS EXCHANGE

2020 Fall/Winter Issue – **FREE**

HOME IMPROVEMENT GUIDE

A Free Contractor Directory & Resource Guide For Homeowners And Consumers

Preparing for rain after wildfires

The City of Santa Rosa and the County of Sonoma encourage residents living in and around wildfire burn areas to prepare for the rainy season. Preparing now, for future winter storms, is important for your safety and the protection of our watershed. Residents living in and around burn areas should be aware of potential threats and take measures to prepare property for the rainy season. Many properties within and downstream of any burn area are at higher risk for flash floods, rock falls, debris flows, and mud flows.

The City of Santa Rosa and the County of Sonoma are working together collaboratively with state and federal agencies and with local environmental nonprofit groups, to assess and reduce the risk of flooding and to prevent fire-related debris, pollutants and sediment from being carried into storm drains, creeks and the Russian River. In high risk areas, the City and County are installing post-fire hazard signs to alert residents and visitors to these potential hazards.

Residents living in burn areas at higher risk of flash flooding and mud and debris flows

Residents who live in burned areas, or downhill of burned areas, should be aware of the potential for flash floods and mud and debris flows. It is important to remain alert to possible threats and be prepared to go if you receive an emergency alert or warning for your zone.

Please review the following safety information for properties located in the burn area.

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PRSR STD
US POSTAGE
PAID
AD-VANTAGE

25 QUESTIONS TO ASK AN ARCHITECT (OR DESIGNER/DRAFTER)

By Mike Behler, Behler Construction Company

EXPERIENCE:

- What is your design philosophy?
- What sets your firm apart from other architects with similar experience?
- Do you have experience with the building type and size of my project?
- Will you share with me a portfolio of similar projects and provide a list of client references?
- Who from the architecture firm will I be dealing with on a regular basis? Is this the person who will design my project?

MY PROJECT:

- Are you interested enough in this project to make it a priority?
- What challenges do you foresee for my project?
- What do you see as the important issues or considerations in my project?

- What is your estimated timetable for my project?
- What means will you use to collect information about my needs, goals, etc ...?
- How will you help me to fully understand the scope and sequence of the project? Will you utilize models, drawings, or computer animation?

DESIGN:

- What are the steps in the design process, and how are they organized?
- What criteria will be used to establish priorities and make design decisions?
- What do you expect me to provide?
- How disruptive will construction be?
- What role do you have during construction? Am I expected to work with the contractor directly?

MORE ON PAGE 3

Solid Answers To Your Building And Remodeling Questions How To Use This Guide

Welcome to the 2020 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 1200 members throughout Sonoma, Lake, Mendocino and Napa Counties, and we've been offering consumer recommendations for over 60 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.

2020 Fall/Winter Home Improvement Guide

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North Coast Builders Exchange

1030 Apollo Way, Santa Rosa, CA 95407 • Phone (707) 542-9502

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WHAT YOU NEED TO KNOW BEFORE HIRING A CONTRACTOR

By Mike Behler,
Behler Construction Company

1. Type of Construction:

There are options. What works best for you?

- a. Custom designed home:
- i. Pros: get what you want.
- ii. Cons: takes more time for entire process, could cost more than a pre-designed home.
- b. Rebuild original design:
- i. Pros: updating existing plans could be faster than a new custom design.
- ii. Cons: could cost more than a pre-designed home.
- c. Use pre-designed home:
- i. Pros: faster approval process, best pricing.
- ii. Cons: house may resemble many others in the neighborhood.

2. Contractor Selection:

- a. References: Use every means possible to find a qualified contractor that you're comfortable with. Check with family and friends, neighbors, material suppliers, or organizations for suggestions. Watch for ads in local and social media.
- b. Do your homework: Before and during a meeting with general contractors, find out all you can about their specific experience and qualifications. Visit their websites and request references, particularly past clients, and contact those references. Possible questions:
 - i. Do they hold a current "B" license with the State of California? If you want to verify, visit the Contractors State License Board website at www.cslb.ca.gov
 - ii. How long have they been in business?
 - iii. Are they local or coming into the area?
 - iv. Do they have a headquarters? You want them to be there in case something happens down the road.
 - v. Can contractor show you a portfolio of previously completed work on projects of your size?
 - vi. How many other projects would contractor have going at the same time and what is the anticipated construction schedule?
 - vii. Can the contractor give you names, addresses, and phone numbers of at least three clients with projects like yours. Ask each client how long ago the project was and whether it was completed on time. Was the client satisfied? Were there any unexpected costs? Did workers show up on time and clean up after finishing the job?
 - viii. Can you visit their jobs in progress?
 - ix. What are their insurance coverages and limits?
 - x. What type of warranties do you provide (statutory, 3rd party)?
 - xi. How much work will be self-performed versus subcontracted?

c. When you meet them, do you like them? This rebuilding process will be lengthy and require frequent and ongoing communications. Choosing a contractor you feel comfortable talking to can make for a more positive experience overall.

3. Pricing:

Don't expect contractors to give you the precise costs of rebuilding your home the first time you meet them. There are too many variables and unknowns for contractors until complete documents are prepared and the best you can hope for is to get rough estimates. Ask the contractor to

explain what these variables and unknowns are so that you'll have a better understanding of the difficulties they face in pricing your project. Things to understand:

- a. Production builders can likely give you a more accurate price earlier on in the process.
- b. Until the plans and specifications are fully updated and approved (or prepared for a new design), the contractor will not be able to obtain firm pricing from subcontractors and suppliers.
- c. Site related work (building pad and utilities) often won't be known until consultants can do their inspections and design.

4. Pre-construction Process:

- a. Two of the available options for getting your home rebuilt are:
 - i. Hire an architect to coordinate all of the things listed in "b" below. Having a contractor on board during this process is very beneficial because they can help with budgeting, details, and recommendations during the design phase.
 - ii. Find a contractor to coordinate all of the things listed in "b" below.
- b. The pre-construction work that needs to be done is complex and can include:
 - i. Civil engineering
 - ii. Architectural design
 - iii. Soils testing
 - iv. Landscape design
 - v. Fire sprinkler design
 - vi. Structural engineering
 - vii. Interior design
 - viii. Mechanical and electrical design
 - ix. Title 24
 - x. CalGreen
 - xi. Encroachment permits (if needed)
 - xii. Processing required fee payments
 - xiii. HOA approval (if needed)
 - xiv. Site surveying
 - xv. Permitting
- c. Understand what items will remain the Owner's responsibility (i.e. pay fees, all-risk insurance, consultant costs, compliance / 3rd party testing)?

5. Your Insurance/Lenders:

Have a full understanding of your home insurance policy and be prepared and willing to review that policy with a contractor so that there is a clear understanding of exactly what the policy allows. Ask if the contractor has previous experience working with insurance companies and/or construction lenders.

- a. Working with insurance companies and/or lenders typically requires more paperwork and it's good to know that your contractor can handle this.
- b. Will you need to contribute additional funds to your insurance settlement to be able to rebuild your home?

6. Contract:

It may seem obvious, but make sure everything you and a contractor discuss or agree upon is put in writing. Different contractors usually have different contract formats so have an attorney review any documents before you sign them. 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.

MORE ON PAGE 3

WHAT YOU NEED TO
KNOW BEFORE HIRING
A CONTRACTOR

FROM PAGE 2

- a. Get it in writing. Since a written contract protects both you and the contractor, all agreements should be put in writing. It should be as specific as possible regarding all materials to be used, such as the quality, quantity, weight, color, size, or brand name as it may apply. For example, the contract should read *“install oak kitchen cabinets, manufactured by Company XYZ, model 01381A, as per the plan,”* not just *“install kitchen cabinets.”*
- b. Don’t sign anything until you understand the contract and agree to the terms. Anything you sign as authorization to move forward with the project could become the contract. Ask questions until you understand and agree to all the terms before signing.
- c. Make sure the contract includes everything that is agreed to, up to and including complete cleanup and removal of debris and materials, along with special requests like saving lumber for firewood or saving certain materials or appliances. Also give instructions regarding pets, children or areas where materials may not be stored.
- d. Never sign a blank or partially blank contract. Once you sign, both you and the contractor are bound by everything in the contract. Get a copy of the contract and keep it for your records.
- e. Always update your contract. Even after you have signed the contract and the work already has begun, you may want to make some changes. If you have added or subtracted work, substituted materials or equipment, changed the completion date, etc., make sure to note it in writing on a *“change order,”* and include any price changes. After a change order is signed, it becomes part of the written contract.
- f. Make sure the financial terms are clear. The contract should include the total price, when payments will be made, and whether there is a cancellation penalty.
- g. Several contract options are *“Stipulated Sum,” “Guaranteed Maximum Price,”* and *“Cost of Work Plus a Fee.”* Some variation or combination is also possible.
- h. If your contract contains allowances, make sure they are listed with corresponding amounts. Understand what the process to convert them to hard numbers will be.
- i. The itemized breakdown provided during the pricing of your home should be referenced in your contract.
- j. Your contract should list all documents being used to build your home. This would include all plans, engineering, reports, and specifications.
- k. Understand deposits and the difference allowed for Home Improvement and New Construction contracts. You should expect to make a down payment on any

- home improvement job. That down payment should never exceed 10 percent of the contract price or \$1,000, whichever is less for a Home Improvement Contract. Deposits on New Construction can be much more but the CSLB recommends *“you ask your contractor to honor the same principles as home improvement projects located in the disaster zone”*. Understand when deposits will be credited back (i.e. first billing or later in the process)?
- l. See Billings and Payments below for contract recommendations.
 - m. Ask to be named as additional insured on their general liability and workers’ comp policies.
 - n. Get your attorney to review your contract!
- 7. Billings and Payments:**
- Be sure to ask the contractor *“What are your payment requirements?”* Include in your discussions the issues of an initial deposit, all fees, and the payment schedule the homeowner is required to follow. Reaching agreement up front can prevent financial and legal problems later.
- a. **Payment requirements should be included in the contract.** A standard billing/payment cycle is monthly. More often may be requested and should be discussed with your insurance company and/or lender. Note more frequent payments require more billing and lien release paperwork.
 - b. Confirm that this process works with whatever your insurance company and/or lender can provide.
 - c. Other payment items to discuss are:
 - i. Possible retention. Will retention be held on contractor and subcontractors?
 - ii. Material deposits. Will any material deposits be required? Often, custom orders for materials require deposit.
 - iii. Pre-construction billings. Will there be billings for pre-construction work (see 4c above for some descriptions)?
 - iv. Final payment. Don’t make it until:
 - 1. You are satisfied with the work.
 - 2. A Notice of Completion is recorded with the County.
 - 3. The permit final has been signed.
 - d. Avoid paying in cash. Paying via check gives you a better paper trail.
 - e. Don’t overpay on progress invoices. Paying on a percent complete basis helps prevent this.
 - f. Billing format. Does the billing format follow the itemized breakdown? Will they be billing on a percent complete basis or a milestone basis?
 - g. Billing inclusions:
 - i. Subcontractor and supplier invoices.
 - ii. Conditional releases from contractor, subcontractors, and suppliers for the current billing.

- iii. Unconditional releases from contractor, subcontractors, and suppliers for the previous billing.
- 8. The lien process:**
- Educate yourself on steps required to ensure a *“lien free”* project.
- a. Having a lien free project is obviously desired. Have contractor explain their lien and payment processes. Does contractor issue joint checks to pre-liened subcontractors and suppliers if conditional releases are provided? More information can be found here:
 - i. www.cslb.ca.gov/Consumers/Legal_Issues_For_Consumers/Mechanics_Lien/How_To_Prevent_A_Mechanics_Lien.aspx
 - b. You’ll want to understand preliminary lien and conditional and unconditional liens upon progress and final payments.
 - c. Failing to follow a process could subject the Owner to paying twice for the same work.
- 9. Scheduling:**
- a. There are five important questions you should ask in any meeting you have with a contractor:
 - i. *“Can you give me at least a general timeline for rebuilding my home?”*
 - ii. *“How long will it take once you start construction?”*
 - iii. *“If we agree on a contract, when can you start?”*
 - iv. *“How is the construction schedule updated through construction?”*
 - v. *“Do you have a sample construction schedule?”*
 - b. Building as part of a group/neighborhood arrangement might mean you don’t get to go first. For the builder and the best end result finished product, there are work flows (i.e. *back of cul-de-sac to front, or right to left around a court*) that work best for the construction process.
 - c. You might ask how long it’ll take to get through the design and permitting process. This could vary substantially depending on whether you opt to rebuild exactly what you had before or by making changes (or even starting completely over).
 - d. Unfortunately, delays happen in construction projects. Although you may clearly understand the terms of your contract, the contractor may experience circumstances (such as *weather or material availability*) that prevent the construction work from remaining on schedule. This is just a normal part of a construction project.
- 10. Other Tips:**
- a. Keep everything. Keep a file of all documents relating to your project including estimates, contracts, preliminary notices, change orders, schedules, billings, payments, etc ...
 - b. Take photos. Take photos during all project phases.

25 QUESTIONS TO ASK AN ARCHITECT (OR DESIGNER/DRAFTER)

FROM PAGE 1

GREEN DESIGN:

- Do you have experience with *“green”* or sustainable design?
- Do you regularly integrate low or no cost sustainable design strategies into projects?
- Considering the many areas that may be affected by sustainable design, how will you determine which options to pursue?
- If sustainable design technologies are implemented, do upfront costs exist that may affect the construction budget? What are the expected pay back times?

FEEs:

- How do you establish fees?
- In anticipation of a formal proposal with costs, what would you expect your fee to be for this project?
- What is included in your basic services and what services would incur additional fees?
- If the scope of the project changes later in the project, will there be additional fees? How will these fees be justified? How will this be communicated to me?
- What is your track record with completing a project within the original budget?

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Attorneys

SHAPIRO, GALVIN, SHAPIRO & MORAN
PO Box 5589
Santa Rosa, CA 95402
(707)544-5858
www.shapirogalvinlaw.com
Attorney


Dan Galvin
Fax/544-6702

EMPIRE ASPHALT
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Rodney P. Sichel
President
Gen. Lic. #730311
info@empireasphalt.com
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Aaron Construction

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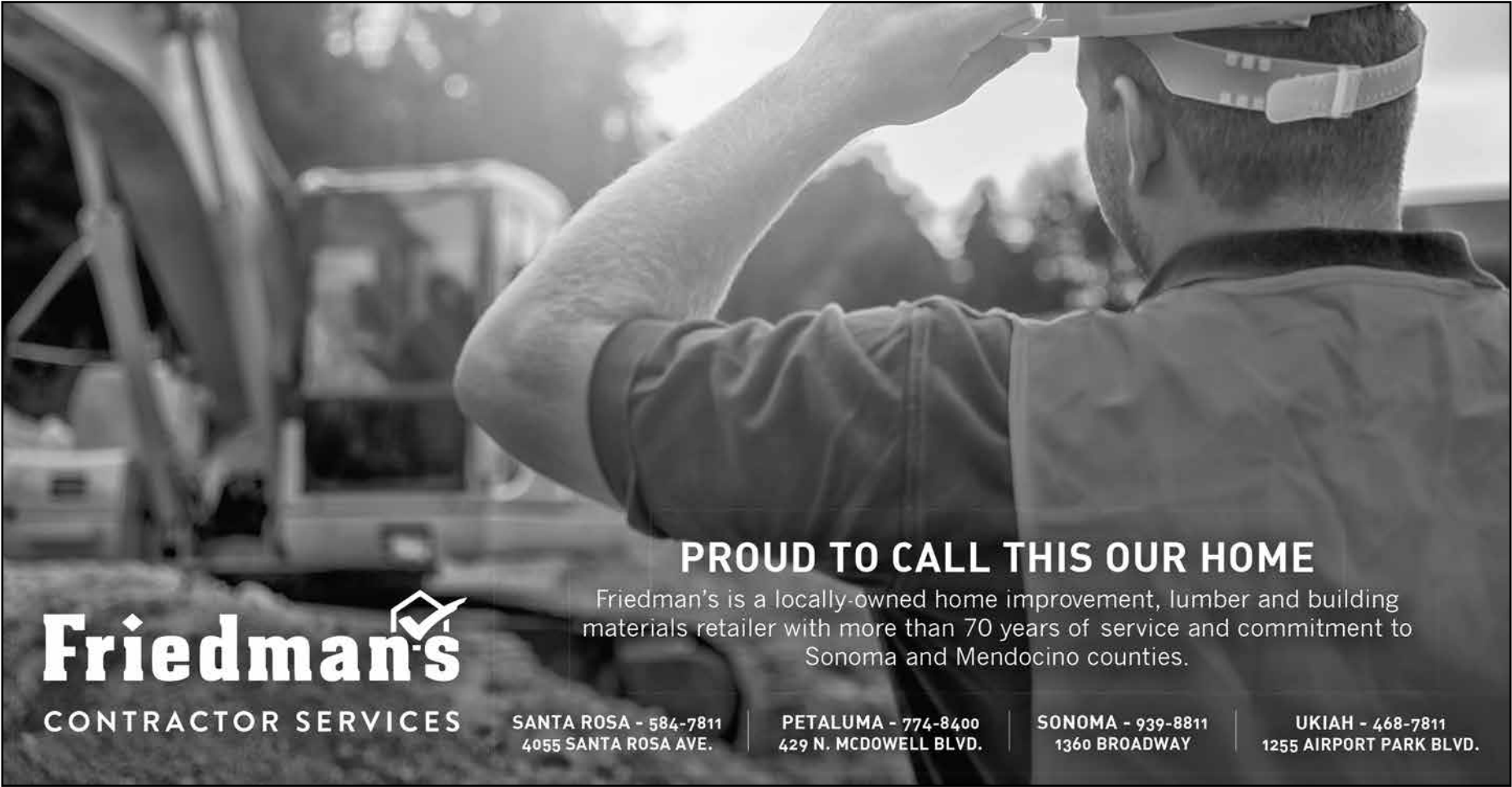
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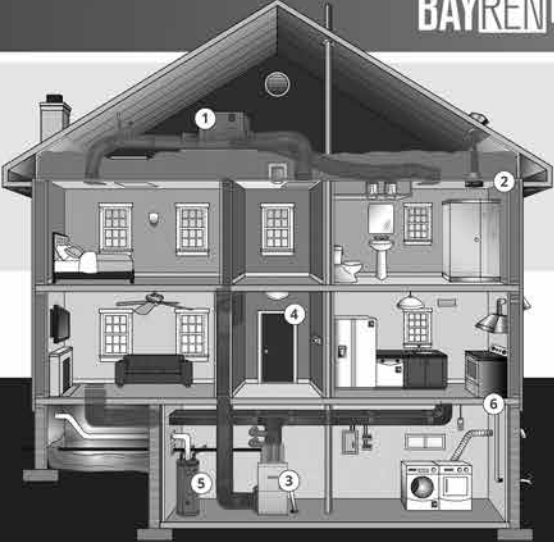

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Preparing for Rain After Wildfires

FROM PAGE 1

Be Prepared to Go Pack emergency supply bags and identify what you’d want to save in an emergency. Consider the 6 P’s: People and Pets, important Papers, Prescriptions, Pictures, Personal Computers, and Plastic/Paper money. Create an evacuation plan and include two possible evacuation routes. Santa Rosa residents are encouraged to visit srcity.org/KnowYourWaysOut	Report flooding or mud and debris flows by calling 9-1-1. Know Your Alerts Wireless Emergency Alerts: Always keep your phone on, with the ringer on, to receive alerts from the National Weather Service. SoCoAlert: Sign up to receive emergency notifications at SoCoAlert.com. SoCoAlert will be used to send an emergency notification if there is an imminent threat to life or property. In areas with limited cell service, or in areas that may experience power outages, have a battery powered weather emergency radio on hand to receive critical messages from the National Weather Service. Property Owners in Fire Impacted Zones Need to Prepare for Rain It is the property owner’s responsibility to prevent pollutants, including sediment, from entering storm drains, creeks, rivers and wetlands. Property owners should take the following steps:	Prevent pollution and runoff from your property by properly installing erosion control techniques, such as installing straw wattles and gravel bags, and remove debris near creeks, storm drains and drainageways on your property. Proper installation and maintenance of erosion control methods is critical. Materials should be installed or replaced prior to the onset of the rainy season and inspected periodically. Ensure that any drainage features, such as gutters, catch basins, storm inlets, culverts, or swales on your parcel are functioning and are clear of leaves, sticks, or other debris. The County of Sonoma is working with Russian Riverkeeper, Sonoma Ecology Center, and Community Soil Foundation, along with Sonoma RCD, to provide the technical assistance and installation for high priority properties.	For additional erosion control information and resources: City of Santa Rosa residents should call (707) 543-4649 or visit: srcity.org/BeRainReady Unincorporated Sonoma County residents should visit: socoemergency.org/rain-ready To learn more about emergency preparedness, including information about preparing your property for rain, Santa Rosa residents visit srcity.org/emergency and Sonoma County residents visit socoemergency.org . Contact Information Paul Gullixson Communications Manager Public Information Office County Administrator’s Office County of Sonoma Contact us by Phone Work Phone: (707) 565-3040 Work CA Relay Service: 711 Fax: (707) 565-3778 Address 575 Administration Drive, Suite 104A Santa Rosa, CA 95403
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10 Tips


Make Sure Your Contractor Measures Up



- 1 Hire only state-licensed contractors.
- 2 Check a contractor's license number online at www.cslb.ca.gov or by calling 800.321.CSLB (2752).
- 3 Get at least three bids.
- 4 Get three references from each bidder and review past work in person.
- 5 Make sure all project expectations are in writing and only sign the contract if you completely understand the terms.
- 6 Confirm that the contractor has workers' compensation insurance for employees.
- 7 Never pay more than 10% down or \$1,000, whichever is less.* Don't pay in cash.
- 8 Don't let payments get ahead of the work.
- 9 Keep a job file of all papers relating to your project, including all payments.
- 10 Don't make the final payment until you're satisfied with the job.

* There is an exception to this rule for about two dozen contractors who have filed a blanket performance and payment bond with the Registrar. This information is noted on the contractor's license detail page on CSLB's website.

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