

The Role of the Structural Pest Control Board Specialist



- It's a Dirty job, but someone has to do it!

Structural Pest Control Board



- Prior CAC/SPCB enforcement training.

Complaint Form

- Anyone can file a complaint.
- Most complaints involve real estate.
- Board receives complaint form.
- Is it within Board's jurisdiction.
- Is it within Statute of Limitations.
- Should it be referred to other agencies?

Consumer Service Representative

- Reviews the complaint.
- Notifies Licensee in writing.
- Attempts resolution or mediation.
- Licensee's response is sent to complainant.
- If resolved...case closed.
- If NOT...Referred to Board Specialist.

Board Specialist

- Receives case file.
- On-site inspection of property.
- Determine violation(s) of law.
- SPCB, DPR, Local building codes, etc.
- Interviews complainants, other licensees, home inspectors, real estate agents and other agencies to discover the facts.

Specialist's Role

- Specialists need to “RACE” to get cases completed within the Statute of Limitation.
- Generally, only one year after Board receives complaint.



Board Specialist

- Specialist prepares an investigation report for the Board's determination and can recommend additional enforcement action.
- In all matters, Board keeps record of complaints and violations for consumer protection.
- Consumers can request complaint history of company and/or licensee or view online.

Board Specialist

- **LEVELS OF ENFORCEMENT:**
- Warning Letter.
- Citation without civil penalty.
- Citation with civil penalty. (Cite & Fine)
- Disciplinary action.

Board Specialist

- **DISCIPLINARY ACTION:**
- Investigation report and all evidence transmitted to Attorney General's Office.
- Preparation of Accusation.
- Possible Stipulation/Settlement.
- Hearing with Administrative Law Judge.

Board Specialist

- **DISCIPLINARY ACTION:**
- Proof = Clear and Convincing Evidence.
- Specialist is the Expert Witness.
- Testimony (oral and written) is admitted into evidence.

Board Specialist

- **DISCIPLINARY ACTION:**
- ALJ makes proposed decision.
- Board Accepts or Requests Transcripts.
- Subject may appeal to Superior Court.

Board Specialist

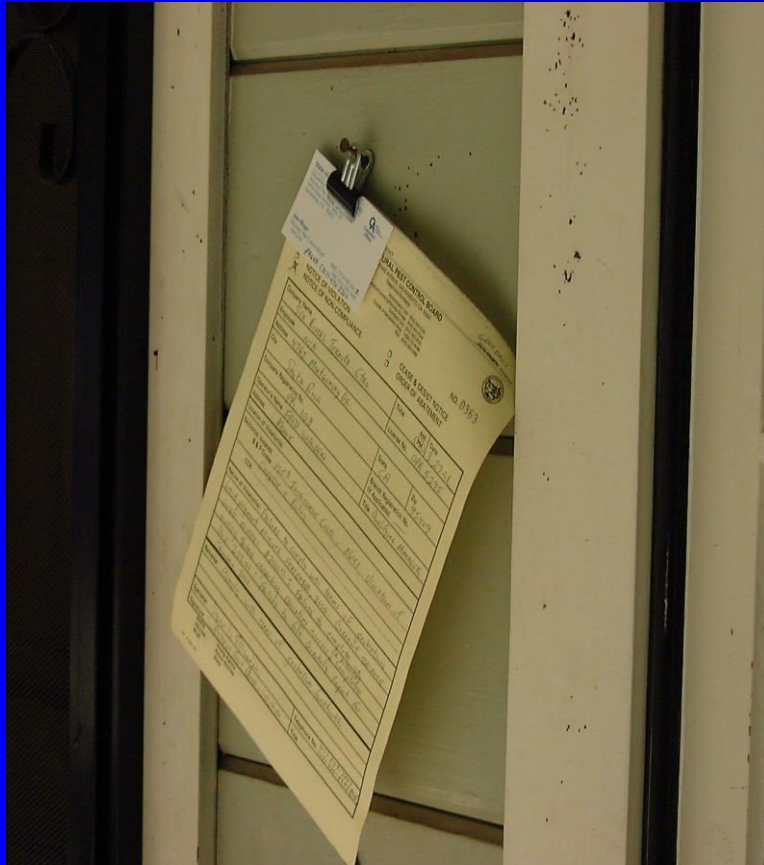
- **DECISION AND ORDER:**
- Decision includes “down time”.
- Respondent can request civil penalty.
- Pays all investigation, AG’s and court costs.
- Probation - Standard 3 years.
- Quarterly reports and inspections.
- Posting of the Suspension Sign.

Board Specialists

Other types of Investigations

- Probation inspections for all Branches.
- Referrals from CAC.
- Fraud, deaths or serious injuries forwarded for immediate investigation.
- Unlicensed Activity.
- SPCB's own motion.

Structural Pest Control Board



- Probation checks.
- Keep a close eye on the bad guys.

Board Specialist

- ***OTHER DUTIES:***
- Continuing Education Course audits.
- Serve on Board appointed committees.
- Enlisted in exam writing workshops.
(All branches and classifications)
- Perform Office Record Inspections.

Structural Pest Control Board
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Sacramento, Ca 95825
(916) 561-8700 FAX (916) 263-2469

STRUCTURAL PEST CONTROL COMPLIANCE INSPECTION



| | |
|-------------------------|--------------|
| Firm Name: | PR/BR No: |
| Address: | Telephone: |
| Licensee: | License. No: |
| Location of Inspection: | Page: 1 of |

| COMPLIANCE INSPECTION INFORMATION | | Y E S | N O | N / A | TERMS YES = Inspected. NO = Noncompliance. N/A = Not Applicable or Not Inspected. | | Y E S | N O | N / A |
|---|---------|-------------|--------|-------------|---|----------|-------------|--------|-------------|
| GENERAL REQUIREMENTS | SECTION | | | | BRANCH 3 REQUIREMENTS | SECTION | | | |
| 1. OPR. LIC. / CO. REG. DISPLAYED | 8612 | | | | 31. INSPECTION RPT. FINDINGS | 1990 | | | |
| 2. <input type="checkbox"/> BRANCH 1 / <input type="checkbox"/> BRANCH 2/ <input type="checkbox"/> BRANCH 3 | 8506 | | | | 32. INSPECTION RPT. RECOMMENDS. | 1991 | | | |
| 3. BRANCH OFFICE REGISTRATION | 8611 | | | | 33. SECONDARY RECOMMENDS. | 1992 | | | |
| 4. MINIMUM INSURANCE | 8692 | | | | 34. SUPPLEMENTAL REPORTS | 1993 | | | |
| 5. IN LIEU OF INSURANCE | 8693 | | | | 35. LIMITED REPORTS | 1993 | | | |
| 6. INDEMNITY BOND | 8697 | | | | 36. REINSPECTION REPORTS | 1993 | | | |
| 7. RESTORATION BOND | 8697.3 | | | | 37. REPORTS FILED WITH BOARD | 8516 | | | |
| 8. PROPERLY MAINTAINED RECORDS | 8652 | | | | 38. MECHANIC'S LIEN STATEMENT | 1937.16 | | | |
| 9. SUPERVISION OF EMPLOYEES | 8610/11 | | | | 39. PESTICIDE DISCLOSURE | 8538 | | | |
| 10. FIELD REPS. / APPLICATOR LICENSES | 8564.5 | | | | 40. SUBCONTRACTING AGREEMENTS | 8514 | | | |
| 11. COUNTY NOTIFIED – PESTICIDES | 8647 | | | | 41. CERTIFICATION STATEMENTS | 8519 | | | |
| 12. COUNTY MONTHLY USE REPORTS | 8505.17 | | | | 42. NOTICE OF COMPLETIONS | 8518 | | | |
| 13. ADVERTISEMENT | 1999.5 | | | | 43. SECTION 1 / 2 SEPARATED RPTS. | 8516(13) | | | |
| 14. OTHER: | | | | | 44. CONTROL SERVICE CONTRACTS | 8516(g) | | | |
| PESTICIDE STORAGE AREA | SECTION | | | | 45. ROOF DISCLOSURES | 8516(8) | | | |
| 15. PROPERLY STORED AND LOCKED | 8647 | | | | 46. REINSPECTION DISCLOSURES | 8516(12) | | | |
| 16. STORAGE AREA POSTED | 8647 | | | | 47. OCCUPANT'S FUMIGATION NOTICE | 1970.4 | | | |
| 17. PROPER LABELS | 8647 | | | | 48. CONST. ELEMENTS/CONDUITS | 1970.6 | | | |
| 18. SERVICE CONTAINERS LABELED | 8647 | | | | 49. SECOND OPINION DISCLOSURE | 8516(13) | | | |
| 19. PROPER CONTAINERS | 8647 | | | | 50. SUBCONTRACT COST DISCLOSES. | 8514.5 | | | |
| 20. CONTAINERS PROPERLY RINSED | 8647 | | | | 51. OTHER: | | | | |
| 21. OTHER: | | | | | 52. OTHER: | | | | |
| BRANCH 1 REQUIREMENTS | SECTION | | | | BRANCH 2/3 REQUIREMENTS | SECTION | | | |
| 22. FUMIGATION LOGS | 1970(a) | | | | 53. PESTICIDE AND AMOUNT USED | 1970(b) | | | |
| 23. OCCUPANT'S FUMIGATION NOTICE | 1970.4 | | | | 54. DATE OF TREATMENT | 1970(b) | | | |
| 24. CERTIFICATIONS TO BR 3/CONSUMER | 8519.5 | | | | 55. NAME AND ADDRESS OF OWNER | 1970(b) | | | |
| 25. SUBCONTRACT AGREEMENTS | 8514 | | | | 56. DESCRIPTION OF AREAS TREATED | 1970(b) | | | |
| 26. PESTICIDE DISCLOSURE | 8538 | | | | 57. TARGET PEST (S) | 1970(b) | | | |
| 27. MECHANIC'S LIEN STATEMENT | 1937.16 | | | | 58. IDENTITY OF APPLICATOR | 1970(b) | | | |
| 28. CONST. ELEMENTS/CONDUITS | 1970(a) | | | | 59. OTHER: | | | | |
| 29. OTHER: | | | | | 60. OTHER: | | | | |
| 30. OTHER | | | | | 61. OTHER | | | | |

REMARKS: (Include description of noncompliance)

Structural Pest Control Board



- Unannounced office records check.
Chemical accessible to unauthorized persons.

Structural Pest Control Board



- Storage boxes unlocked and unattended. Variety of chemicals, aerosols and baits.

Structural Pest Control Board



- Poor Workmanship

Structural Pest Control Board



- Fungus damage under bathroom shower and surrounding areas.
- New framing installed, however, did not remove all damage

Structural Pest Control Board



- These are carpenter ants which attacked Specialist Dennis Ohlsson and myself. It took hours to pick em off!

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- Frass from Carpenter Ants.
- Satellite colonies in attic, 2nd story exterior and interior walls.

Structural Pest Control Board



- Inaccessible areas, rubble and earth filled-porch. Condition is likely to lead to infestations and infections.

Structural Pest Control Board



- This is a bathroom without any walls. You can sit and watch nature..... when nature calls!

Structural Pest Control Board



- Evidence of drywood termite activity.

Structural Pest Control Board



- *Poria Incrassata*
- Repair Recs.
- Search & destroy rhizomorphs; Break earth to wood contacts; Correct faulty grades; Use pressure treated wood; remove all infected wood.

Structural Pest Control Board



- Nice Bathroom

Structural Pest Control Board



- Nice Bathroom?

An aerial night photograph of Niagara Falls, showing the massive flow of water cascading over the edge. The scene is illuminated with blue and purple lights, creating a dramatic atmosphere. In the foreground, the Niagara Falls Hotel and other buildings are visible, along with a large crowd of people gathered on the observation deck. A large, stylized 'Thank you' text is superimposed over the center of the image.

Thank you