



# NEVADA STATE CONTRACTORS BOARD

## Industry Bulletin

**FOR IMMEDIATE RELEASE**

March 25, 2020

**CONTACT:** Jennifer Lewis  
Public Information Officer  
(702) 486-1139

### **ESSENTIAL SERVICES STILL BEING PROVIDED PUBLIC ACCESS TO BOARD OFFICES TEMPORARILY UNAVAILABLE**

HENDERSON and RENO, Nev. – As the Nevada State Contractors Board adheres to preventative measures in response to COVID-19 by temporarily restricting access to its public meeting spaces, such as office lobby areas, public meeting rooms, etc., it wants the industry and public to know it is still operating in an effort to continue providing essential services at this time.

The Board recognizes these are uncertain times, and extends its appreciation to all customers for their understanding and patience as we work as quickly as possible to process documents and respond to inquiries within limited resources available. ***Please note, delays in response and processing times may be experienced with regard to the services being offered.***

In an effort to keep the industry informed of services available, please refer to the reference guides below based on the subject matter of your need. Any inquiries that are not addressed can be sent via e-mail to CustomerService@nscb.state.nv.us or can be directed by phone to either of the Board's offices.

**SUBMITTING DOCUMENTS:** Documents can be submitted to either office where they will be processed and responded to based on resources available.

**HARD COPY:** Documents can be placed in hard copy form in the designated and secure "**Drop Box**" outside each office main entrance between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday. The Drop Box is monitored regularly throughout the day to retrieve documents. ***Only check payments should be included.***

**MAIL:** Documents can be mailed to either office location:  
2310 Corporate Circle, Suite 200, Henderson, NV 89074  
5390 Kietzke Lane, Suite 102, Reno, NV 89511

**E-MAIL:** CustomerService@nscb.state.nv.us

**LICENSE RENEWALS:** License renewals are being processed daily. You can renew your license in one of the following ways:

- Renew online. You can access login and account registration information from the "online license renewal" tab on the board's website: <http://www.nvcontractorsboard.com/#online>.
- Mail your completed renewal form and fee to one of the Board's offices.
- Place your completed renewal form and fee in the "Drop Box" outside of the main office entrance.

**SINGLE LIMIT INCREASES:** Single limit increase applications are reviewed and processed daily.

**BONDS & CHANGE APPLICATIONS:** These services are still being performed by the Board, but are being processed based on limited resources. You can access the forms on the Board's website at: [http://nscb.nv.gov/contractor\\_apps.html](http://nscb.nv.gov/contractor_apps.html). Please use any of the options available above to submit these documents to the Board.

**NEW LICENSE APPLICATIONS:** New license applications may continue to be submitted to the Board; however, applications may not be processed until normal operating hours are resumed. PSI testing facilities as well as many fingerprint locations are currently closed impacting applicants' abilities to meet these requirements. Applicants who are able to do so are encouraged to withhold submitting completed applications for a new license until the Board resumes normal operating hours.

If you have received a contingent approval notice regarding your application, please provide us with the requested information or documentation.

If your application is pending, we are making efforts to respond to your questions and concerns. With limited staff availability, these responses may be delayed.

**RESCHEDULING EXAMS:** If you were scheduled to take an exam with PSI, but have been unable to due to closure of the testing facility, please click this link to view instructions for rescheduling your exam: <http://nscb.nv.gov/pdfs/newsreleases/2020/PSI%20COVID-2019.pdf>

**SUBMITTING COMPLAINTS:** Complaint forms can be submitted to the Board using any of the options provided above. Forms can be accessed at: [http://nscb.nv.gov/complaint\\_forms.html](http://nscb.nv.gov/complaint_forms.html). Please note jobsite visits are currently suspended. Complaints received will be opened and assigned to an investigator. Efforts to resolve complaints by phone will be made when possible; however, delays to the investigative process may be experienced at this time.

## **FREQUENTLY ASKED QUESTIONS**

### **Is my business considered "essential" under the Governor's order?**

- The Office of the Labor Commissioner has published a list to help guide businesses: [Essential v. Non-Essential Businesses as of March 17, 2020](#).

### **Is NSCB extending deadlines or waiving fees?**

- The Board will be extending deadlines to comply with impacted exam or other application requirements as a result of the Board's temporary office limitations. Information will be communicated to affected customers once a new deadline has been determined.
- All applicable fees remain in effect; however, the Board is temporarily suspending penalties associated with late renewal for licenses expiring after March 31, 2020.

### **How do I register my license to access online services?**

- Create your account by clicking: <https://app.nvcontractorsboard.com/Clients/NVSCB/Private/Shared/BusinessSearch.aspx>
- Follow the step-by-step instructions to complete registration.
- For assistance, please e-mail: [CustomerService@nscb.state.nv.us](mailto:CustomerService@nscb.state.nv.us) for assistance.

### Can I still file a complaint?

- Yes, complaint forms can be found at: [http://www.nvcontractorsboard.com/complaint\\_forms.html](http://www.nvcontractorsboard.com/complaint_forms.html)
- Completed complaint forms can be submitted by fax to (702) 486-1190 or (775) 688-1271; by e-mail to CustomerService@nscb.state.nv.us; placed in the “Drop Box” outside the Board’s offices; or sent through a mail carrier.
- Complaints will be opened and assigned to an investigator. Efforts to resolve concerns over the phone will be made, when possible, until jobsite meetings resume.

### What online services are available?

- [LICENSE SEARCH](#)  
Check the status of a contractor’s license, including disciplinary action. Search for licensed contractors by county and classification.
- [LICENSING FORMS](#)  
Immediate access to forms and applications regarding new contractor’s licenses, license change needs, bond requirements, indemnification, limit increases, and all other licensing needs.
- [COMPLAINT FORMS](#)  
Download and complete complaint forms against licensed or unlicensed contractors.
- [ONLINE LICENSE RENEWAL](#)  
You are encouraged to renew your contractor’s license online. You will find login and account registration instructions on the “Online License Renewal” tab of the Board’s website.

### Additional COVID-19 Information

- [Nevada Office of Labor Commissioner: Essential v. Non-Essential Businesses](#)
- [PSI Update Regarding COVID-19](#)
- [OSHA Memo: Guidelines for Mining, Construction, and Manufacturing](#)
- Nevada’s Health Response Website: <https://nvhealthresponse.nv.gov/>
- Centers for Disease Control and Prevention: <https://www.cdc.gov/>
- World Health Organization: <https://www.who.int/>

# # #