

## Questions from contractors:

### Office Info

For permits, requests for inspections, information on status of permits or just looking for newsletters that have already been published go to [www.inspectnet.org](http://www.inspectnet.org).

Looking for Inspector Territory Maps? Go to [www.cityofws.org/Home/Departments/Inspections/Articles/FormsAndFees](http://www.cityofws.org/Home/Departments/Inspections/Articles/FormsAndFees).

### 2009 NC Plumbing Code:

“Accessibility Code”

If your business relies a lot on these provisions. Then you will need a copy of Chapter 11 of the 2009 NC Building Code and a copy of the ANSI standard A117.1 to go with your 2009 NC Plumbing Code.

*Several questions that have been sent in would best be answered by the State Board of Examiners of Plumbing, Heating & Fire Sprinkler Contractors. I want to thank the Board for their response and allowing us to publish it in our newsletter.*

**Q:** What process or first steps does the license board take when information about a complaint comes in on a licensed or unlicensed contractor?

**A:** If a formal complaint is received by our office a letter is sent to the licensee or unlicensed person notifying them that a complaint has been filed against and asks that they respond to explain their side of the complaint. The file is also sent to the investigator to start the investigation. If the complaint is received in the field by one of our investigators the investigator will

start the investigation and during that process will contact the licensee to discuss the fact and evidence found during the investigation.

**Q:** What are the least penalty and the worse penalty that can be given to someone that has been found in violation of the codes anyway?

**A:** The penalty is dependent on the complete facts of the case (if someone was exposed to harm or danger, if there was intent to abscond with funds, why the violations happened, previous complaints, supervision, etc.) so there is no way to list the minimum or maximum since each case is weighed on the merits of that specific case. The Board has the authority to revoke qualifications or to close a case for no cause.

**Q:** Does it matter if I call the license board or do I need any Inspector to call? Do I need to call my local inspection office first? Who can I get a faster response with? What information do I need when I call them?

**A:** A homeowner can contact the licensing board directly without going through the inspection department. The response time from the board on complaint investigations is typically dependent on investigator case load, though we do try to use judgment on cases involving danger or no heat/cooling in extreme conditions for the elderly, physically handicapped or those with children. You are not required to contact the local inspection department first, but many times the local inspection department can help resolve the problem with the licensee. If a homeowner wishes to file a complaint they can obtain a consumer complaint form from our website

([www.nclicensing.org](http://www.nclicensing.org))

Thomas J. Johnston

Administrative Officer

State Board of Examiners of Plumbing, Heating & Fire Sprinkler Contractors 1109 Dresser Ct. Raleigh, NC 27609

Office - (919) 875-3612

Fax - (919) 875-3616

**If you wish to have your questions included in our monthly newsletter.**

Please send to [Jamesr@cityofws.org](mailto:Jamesr@cityofws.org).

Thank you,  
 James Rhodes, Senior Plumbing Inspector, Winston-Salem/Forsyth County Inspection  
 100 E. First St., Suite 328  
 Winston-Salem, NC 27101  
 Office: 336-727-2379  
 Fax: 336-727-2792  
 E-mail: [Jamesr@cityofws.org](mailto:Jamesr@cityofws.org)



**There is no right way to do a wrong thing**