



CITY OF CORPUS CHRISTI
DEVELOPMENT SERVICES DEPARTMENT
P.O. BOX 9277 | CORPUS CHRISTI TEXAS 78469-9277



TO: Development Services Customers

SUBJECT: **INFORMATION BULLETIN IB016**
Safety, Training, Accountability and Registration (STAR)

DATE: **11 Nov, 2024**

CREATED BY: Building Division

Purpose

As a customer service initiative, the Development Services Department (DSD) created this Information Bulletin (IB) to provide updated information on the STAR Contractor Program to the citizens of Corpus Christi and registered contractors; provide a clear understanding of the review time frame to achieve registration; and provide guidelines in the event a contractor is moved to a lower category. DSD also seeks to assist in clarifying the Building Official's expectations in maintaining the contractor's registration category and to partner with our registered contractor's by facilitating monthly training and development sessions.

Scope

STAR Contractor Program

The STAR Contractor Program was created to assist the citizens of Corpus Christi in finding qualified registered contractors. The online STAR Contractor search tool will identify the type of work registered contractors are typically required to permit with our department (roofing, pools, additions, remodels, new homes, trades, etc.). This tool is not designed to recommend contractors, but rather, to provide the citizens of Corpus Christi with an additional means to find qualified contractors based on their service lines. This is a voluntary program, and contractors are not required to participate.

Procedure:

There will be three separate categories, as defined by the supporting information, and the table below:

Category 1: Bronze STAR- (Basic Category) The contractor must meet the minimum requirements for registration: Application, Code of Ethics Acknowledgement Form, General Liability Insurance, and an approved Background Check.

Category 2: Silver STAR- Bronze STAR requirements are met plus the following: All permitting fees are current, there are no verified building related contractor infractions/complaints and they have attended at least two DSD training and/or development events per year.

Category 3: Gold STAR – Meet Bronze and Silver STAR requirements plus: A minimum of a five-year registration with DSD; Membership to a local professional organization and one agent for the contractor must obtain an ICC Certification related to their specialty or other certifications approved by the Building Official.

STAR Contractor Registration Program			
Contractor Requirements	Bronze STAR	Silver STAR	Gold STAR
Application	√	√	√
Code of Ethics Acknowledgement	√	√	√
General Proof of Insurance	√	√	√
Completed and Approved Criminal Background Check	√	√	√
No Construction Related Contractor Infractions/Complaints		√	√
DSD Approved Trainings (2 events per year)		√	√
Current on all DSD Permitting Fees		√	√
Minimum 5 Year Registration with DSD Corpus Christi			√
At Least One Agent of the Contractor maintains any International Code Council (ICC) Certification or Other Certifications Approved by the Building Official			√
Membership to a Local Professional Organization			√

Training classes will be announced throughout the year covering such topics as:

- Code Basics/Specifics
- Inspections
- Investigations
- Other Construction and Contractor Topics

Application Review Process

The application shall be submitted to dsoutreach@cctexas.com or to the Customer Advocate Team at the DSD permit counter. As requested on the application, appropriate documents shall be submitted with the application (Example: Copy of ICC certification, insurance, etc.). If submitted via email to the DSD email mailbox, the review will be completed within 3 business days. If submitted in person at the Permit Counter, they will be reviewed at the time of processing. If further review is needed, the application will be submitted to the DSD Permit Supervisor.

Contractor Change of Status

A contractor may be removed from a Silver or Gold STAR Category and listed only as a Bronze STAR registered contractor if a verified and/or qualifying event occurs that would require a change of status. **Contractors are responsible for maintaining their current category.**

As a contractor, you are responsible for being current on all your permits; from application, issuance and closing. And always conduct your business with integrity.

DSD will investigate all complaints using our resources and will meet with the contractor to determine if the complaint is valid. Once verified, the contractor may be removed from the Silver or Gold STAR categories. An opportunity will be granted to the contractor to regain his ranking at the approval of the Building Official.

The Building Official or the Deputy Building Official maintains the right to change a contractor's category at their discretion, per section 14-206.1.6 of the Municipal Code. Contractor status may also be administratively revoked or suspended after a hearing before a DSD council chaired by the Deputy Building Official.

Summary

This program has created a way to assist citizens with finding and hiring contractors who meet minimum City of Corpus Christi requirements and more. This new initiative will show online the status of contractors and will hold them accountable for maintaining their status.

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Registered Contractor Code of Ethics

The Development Services Department’s top responsibility is to protect the welfare, health, and safety of the community through the responsible oversight of development as such, the Development Services Department advocates that this commitment to excellence be demonstrated and adopted by all registered contractors and is embodied in the following Code of Ethics.

I _____ will adhere to all the following:
 (License Holder’s Printed Name)

- Support the Development Services Department mission by foremost ensuring the health, safety, and welfare of the community by providing the highest quality service, materials, and techniques.
- Avoid practices that could be harmful to the public, including providing or installing any building materials, products or techniques that are known to be defective, substandard, or likely to cause harm.
- Stay informed of changes of ordinances and codes related to building and safety standards related to your profession and industry.
- Always maintain required insurance, registrations, licenses, or certifications and provide documented proof to customers upon request.
- Always display fairness, truthfulness, integrity, and act in good faith in all development business relationships with the community and the public.
- Refrain from deceptive or dishonest behavior that creates an unfair advantage for your company or any other person, entity, or organization.
- Negotiate openly and fairly with customers charging fair prices that are reasonable and in proportion with the labor and materials provided.
- Utilize a written contract that details the services to be performed, limitations, fees, and adhere to the intent and details of the agreement.
- Meet all contractual obligations in a timely and responsible manner.



The Building Official may take any action necessary to enforce this Code of Ethics and to ensure the integrity of the Contractor Registration process.

License Holder’s Signature: _____ Date: _____

(Office Use Only)

Date Received: _____ Customer Advocate Staff: _____

Silver STAR: Current Permitting Fees Zero Verified Customer Complaints/Infractions 2

Trainings/Year **Gold STAR** (Silver STAR items must be approved as well): Minimum 5 Year

Registration One Agent maintains ICC Certification Local Professional Membership

Approved

Disapproved