



# **CONTRACTORS LICENSE BOARD**

*Inetnon Malisensiayen Kontratista*

542 North Marine Corps Drive A. – Tamuning, Guam 96913

649-2211, 649-9676, 649-2210 (Fax)

Website: [www.clb.guam.gov](http://www.clb.guam.gov)



**LOURDES A. LEON GUERRERO**  
Maga'håga

**JOSHUA F. TENORIO**  
Sigundo Maga'låhi

**JOHN P. AGUON**  
Direktot Eksekutibu

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March 5, 2025

Honorable Benjamin J.F. Cruz  
Office of Public Accountability  
Suite 401 DNA Building 238  
Archbishop Flores Street  
Hagatna, Guam 96910

Dear Public Auditor Cruz,

Pursuant to Title 1 Guam Code Annotated, Chapter 19, §1922(a), the Contractors License Board FY 2023 Citizen Centric Report as of September 30, 2023 is attached.

The report will be posted at the Contractors License Board website: [www.clb.guam.gov](http://www.clb.guam.gov).

Should you have questions or concerns, please call me at 671-649-2215 or Ms. Carmelita H. Santos, Administrative Officer, at 671-649-2214 (email: [carmelita.santos@clb.guam.gov](mailto:carmelita.santos@clb.guam.gov)).

Regards,

  
**JOHN P. AGUON**  
Executive Director

Attachments



# Contractors License Board Inetnon Malisensiayen Kontratista 2023 Citizen Centric Report

## POINT OF INTEREST:

- History of CLB
- Mission Statement
- Investigation Cases
- Licensed Contractors
- Goals
- Vision
- Demographics
- Revenue/Expenditure
- Staff
- Board Members



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## History of Contractors License Board

The 14th Guam Legislature established Contractors License Board in 1977. It became Public Law 14-51 and was later amended to Public Law 30-11, 21 GCA Real Property Chapter 70.

The seven-member Board is comprised of the following members; two (2) of which are appointed by the Governor from the construction industry; three (3) of which are appointed by the Governor from the general public and that have no interest in the construction industry; and the Director of Revenue and Taxation and Director of Public Works are Ex-officio's. These members are subject to confirmation by the Legislature of Guam.

The Board was granted the authority to make, amend or repeal such rules and regulations as it may deem to effectuate and carry out the purpose for the protection of the general public.

## MISSION STATEMENT

The Contractors License Board safeguards consumers by regulating the construction industry through policies that promote the health, safety, and general welfare of the public in matters relating to construction. The Contractors License Board accomplishes this by:

- Making certain that construction is carried out in a safe, competent, and professional manner;
- Licensing contractors and enforcing licensing laws; Requiring that individual or company practicing or offering to do construction contracting is licensed or be licensed;
- Exercising the laws, regulations, and standards governing construction contracting in a reasonable and consistent manner;
- Providing resolution to disputes that arise from construction activities; and Educating the public so that they can make informed choices.



## GOALS

- To adjudicate the Contractors License Board's Rules & Regulations in accordance with the 21 GCA Real Property Chapter 70 Contractors Public Law 30-11 § 70103 (b).
- To enforce the Rules & Regulations for the health, safety and general welfare of persons engaged in the construction industry and for the protection of the public against incompetent, inexperienced, unlawful and unfair practices by contractors to whom they may contract.
- To update current laws that will help sustain revenue collected within our agency to be proactive in mitigating our budget constraints.
- To create a customer service survey that will gauge our agencies effectiveness and improve the quality of customer service.
- To build stronger ties with other agencies to promote enforcement of the law.

## VISION

The Contractors License Board's vision is to accomplish that CLB has updated Rules and Regulations in which the CLB staff will be able to move forward for a better Guam.

**LICENSING.** Ensure that all applicants are in order to obtain a license. Review applicant's documentation in order to obtain a license. Review applicant's documentation in order for an individual to qualify to take the examination (s).

**INVESTIGATION.** Reduce, eliminate or prevent unlicensed activity and unprofessional conduct that pose a threat to public health, safety and welfare.

**CONSUMER AFFAIRS.** Educate consumers on making the best choices when hiring a licensed contractor. Protect consumers by ensuring that the contractor's skills & workmanship quality are up to industry standards.

**ADMINISTRATION.** Ensure agency effectiveness and improve the quality of consumer service in all programs.

**LEGISLATION.** Ensure that rules and regulation, statutes, policies and procedures are updated which will strengthen and support board and administrative operations.

## OPERATIONAL STRUCTURE, DEMOGRAPHICS AND CHALLENGES

CLB has had issues with updating our examinations. CLB's challenges is having companies assist us with examination due to funding issues. CLB is also requiring that examination not only be updated but, to have study guides to each examination.

Update online portal to CLB with all applications to have a fillable version. CLB has a updated version of all contractors. CLB is trying to find a easy user friendly access to search for a company or Responsible Management Employee (RME) by using a search field to accommodate their needs.

Contractors License Board had budget constraints in order to have training for staff and office equipment. CLB is in need of new computers. CLB at the same time is processing our Rules and Regulation to be adjudicated at this time.

PERFORMANCE	2023	2022	2021
ACTIVE LICENSE	968	966	890
INACTIVE LICENSE	44	48	53
MASTER ELECTRICIAN	45	33	46
CONSUMER COMPLAINTS	42	34	65
GUAM POPULATION	166,506	168,801	172,335

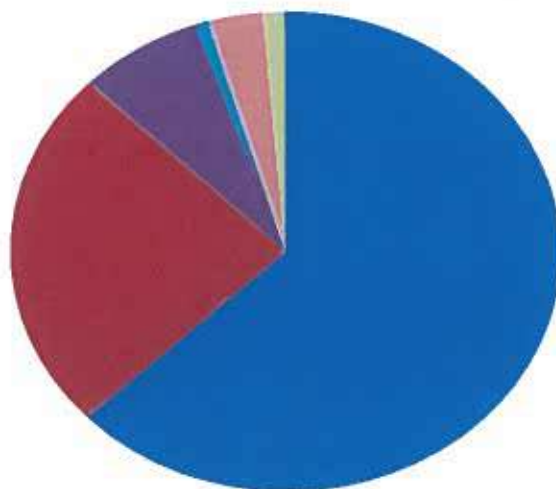


**2023 EXPENDITURES**

<b>Contractors License Board</b>	
<b>Combining Statement of Revenues, Appropriation by Object Category</b>	
<b>Year Ended September 30, 2023</b>	
<b>REVENUE:</b>	
Licenses and Permits:	\$906,256.00
Charges for Services Interest & Investment	\$411.00
<b>Total Revenues</b>	<b>\$906,667.00</b>
<b>FY2023 APPROPRIATION:</b>	
Salaries - Regular 111	\$461,224.85
Salaries- Fringe benefits 113	\$184,930.37
Travel 220	\$500.00
Contractual Services 230	\$86,373.00
Supplies 240	\$8307.00
Equipment 250	\$0.00
Drug Testing 271	\$100.00
Power 361	\$23,000.00
Telephone 363	\$9,700.00
Miscellaneous 290	\$6,200.00
<b>Total Appropriation</b>	<b>\$780,335.22</b>

ACCOUNT DESCRIPTION	CATEGORY	AMOUNT
Salary	111	\$ 465,542.90
Benefits	113	\$ 181,533.88
Travel	220	\$ 489.20
Contractual	230	\$ 53,817.76
Supplies & Material	240	\$ 5,123.57
Office Equipment	250	\$ 0.00
Drug Testing	271	\$ 0.00
Misc	290	\$ 1,650.00
Power	361	\$ 23,000.00
Telephone	363	\$ 9,434.08
<b>TOTAL</b>		<b>\$ 740,591.39</b>

**2023 Expenditures**



- 63%** ■ Salary
- 25%** ■ Benefits
- 0%** ■ Travel
- 7%** ■ Contractual
- 1%** ■ Supplies & Material
- 0%** ■ Office Equipment
- 0%** ■ Misc
- 3%** ■ Power
- 1%** ■ Telephone
- 100%** ■ TOTAL

**VISIT OUR WEBSITE: [WWW.CLB.GUAM.GOV](http://WWW.CLB.GUAM.GOV)**

**CLB STAFF**

Ciriaco Sanchez	Executive Director
Maria D. Perez	Administrative Officer
Carmelita H. Santos	Administrative Assistant
Margaret O. Guerrero	Word Processing Sec. II
Veronica L. Fernandez	Administrative Aide
Geralynn B. Tennessen	Private Secretary
Nida Bailey	CLB Investigator Supervisor
Marcus Finona	CLB Investigator
Aaron Aragon	CLB Investigator
Andrew Mesa	CLB Investigator



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Telephone: (671) 649-9676, 649-2211 Fax: (671) 649-2210

**BOARD MEMBERS**

**Bernard Benavente, Board Chairman**

**Rena Borja, Vice Chairwoman**

**Selina Ashland, Member**

**Matthew C. Cruz, Member**

**Vincent P. Arriola, Ex-Officio, DPW**

**Michele B. Santos, Ex-Officio, Rev & Tax**

The National Association of State Contractors Licensing Agencies (NASCLA) recognizes the Contractors License Board as a longstanding member and the sole agency in Guam with membership.

NASCLA is a nonprofit organization whose purpose is to promote best practices and license uniformity for agencies that regulate the construction industry.





Office of Public Accountability - Guam &lt;admin@guamopa.com&gt;

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**FY 2023 Citizen Centric Report- Contractors License Board**

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**Carmelita Santos** <carmelita.santos@clb.guam.gov>

Wed, Mar 5, 2025 at 3:15 PM

To: "admin@guamopa.com" &lt;admin@guamopa.com&gt;, "speakerblas@guamlegislature.gov"

&lt;speakerblas@guamlegislature.gov&gt;

Cc: Vincent Duenas &lt;vduenas@guamopa.com&gt;, Thomas Battung &lt;tbattung@guamopa.com&gt;, "John P. Aguon"

&lt;john.aguon@clb.guam.gov&gt;, Kyle Bungubung &lt;kbungubung@guamopa.com&gt;

Good Afternoon Public Auditor Cruz and Honorable Members of the 38th Guam Legislature,

Please find attached Contractors License Board FY2023 Citizen Centric Report.

If you have questions, please call me at 671-649-2214 or email me at [carmelita.santos@clb.guam.gov](mailto:carmelita.santos@clb.guam.gov).

Regards,

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***Carmelita "Lily" H. Santos***

Administrative Officer

Contractors License Board

[542 North Marine Corps Drive](#)[Tamuning, Guam 96913](#)

Tel: (671) 649-2214 Fax: (671) 649-2210

Email address: [carmelita.santos@clb.guam.gov](mailto:carmelita.santos@clb.guam.gov)**FY2023 Citizen Centric Report\_Contractors License Board.pdf**

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