



North Carolina Irrigation Contractors' Licensing Board December 2018 Newsletter

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Contact the Board for Free Posters



Letter from the Chair

Happy Holidays!

Leaves are falling outside as I write this letter. Fall always makes me think about the end of the year, and what I need to do to prepare for 2019. I am sure many of you reflect on the successes of the past year and strive for further improvement in the year to come. As I do my own report card about my business I am critical of myself and my team. Did my plans work out? Did we reach our goals? How are we going to solve our problems? Sound familiar?

We spend a lot of time planning and setting goals that we measure throughout the year. Employees, if you have them, need motivation and goal setting from the top. This helps our team understand where they are going. The old adage of "you can't manage what you don't measure" is very true. Many companies have year end GPM goals. We do too and they are important. I always say the "balance sheet" has to win. If not nothing else matters. With that said, intermittent goals are also important. The year is long and rewarding outstanding achievements through the year goes a long way.

As the NCICLB looks back on the year and our successes we are also looking at what we can do to improve our service to the licensees. The biggest things we have implemented are our online renewal process, our sectioned testing change and continuing education approvals.

The online renewal through our website is really easy to use. Remember, you can renew early. You don't have to wait until the last day of the year. Many of our licensees renew as soon as they complete their CEU's. Check that off the list! Do yours today, if you haven't already.

Our new exam format is also a plus. It allows those taking the exam to receive credit for passing individual sections so that the next time they take the test they only have to study for the sections they did not pass, instead of the whole test. The former pass/fail test did not give you that option.

Finally, the continuing education committee is continually reviewing applications for new classes. I am required to take continuing education also, and am audited every year. I understand that continuing education can feel cumbersome at times. The Board's goal is have continuing education providers provide the best content possible based on what is trending in the market. In our last meeting the Board talked a lot about the aspect of running a business, which brings me back to my earlier thoughts regarding planning and goal setting. In the future the Board would like to see more classes on the subject of making your business better. Remember, the "balance sheet" has to win.

Good luck planning and have a great 2019!

Brandon Gurley

Welcome to the Newest Members of the Board

Mr. Charles Hughes was appointed by the Commissioner of Agriculture upon the recommendation of the Carolinas Irrigation Association to serve on the N.C. Irrigation Contractors' Licensing Board in 2018. Mr. Hughes was born and raised in Lenoir County, N.C. and has been in the landscape/irrigation since 1984. He and his wife Wanda are owners of Charles W. Hughes construction, LLC and have two daughters

Mr. Hughes is a NC licensed irrigation contractor, licensed landscape contractor, general contractor and licensed pesticide applicator.

Mr. Charlie Nieman was appointed to serve on the N.C. Irrigation Contractors' Licensing Board in 2018 by the General Assembly upon the recommendation of the President Pro Tem.

Mr. Nieman grew up in the Washington DC area and moved with his family to the Outer Banks in 2002. Charlie, like many kids, started cutting grass after school and during the summer. After moving to the Outer Banks, Charlie began working on his days off for an irrigation company. After six months, he purchased that company and began the process of growing, learning and promoting the Irrigation and Green Industry. In 2009 Charlie was appointed to the original Irrigation Contractors' Licensing Board and served for two years.

Charlie has three children, one living in Florida and two in the Outer Banks. His favorite activities include spending time with the family, cooking, travel and golf.

Going to a Trade Show or Conference in 2019? Read this first...

Attending trade shows and large conferences can be a good place for improving skills and knowledge, or learning new ideas and techniques. It can also be a waste of time if you don't plan ahead. Trade shows can provide opportunities keep up with the latest technology and products, as well as network with industry friends and associates. In addition, it is a great way to make new connections. But to get the best out of your investment you must take the time to evaluate your needs, your goals and plan ahead.

With the end of the year approaching, now is a good time to decide which events you will attend in the upcoming year. Many top contractors and professionals say they try to attend one national event every 2 – 3 years, but at least one large regional event annually, in addition to local events throughout the year. The larger events offer many opportunities to learn from the best, while local events help you build and improve your community ties that will support your career and your business every day of the year.

To get the most out of your time spent at a conference or trade show, approach it as you would a new client meeting or a new project. Think through your objectives and your goals. Take some time before the event to review the conference website and schedule closely. It takes a little extra effort but you might even create your own personal schedule before you arrive. At larger trade shows and conferences it is easy to get distracted and pulled in different directions without having a plan in place. Planning ahead and registering early is most important when you are attending an event for the purpose of earning continuing education. Avoid pitfalls such as not earning the proper number or type of credits required for your license or missing opportunities to learn something new.

For many contractors and professionals the primary reason to attend industry events is networking. While we all enjoy catching up with our industry and professional friends, this is a great opportunity to engage with individuals that you don't know, follow up with a speaker you heard, or find the individual who asked a really great question.

Don't spend your time tied to your cell phone. Set aside a few minutes a couple of times a day to answer important calls and leave the rest until the evening or after the show is over. Be smart with your time. Learning something new or meeting someone is always a productive time. Getting a chance to interact with someone you don't know and hear different perspectives, or exposure to different approaches to a common issue can provide fresh ideas. Don't be afraid to put yourself out there. You never know who you might be sitting next to, or who might be interested in connecting with you. And don't forget about the key networking opportunities such as receptions and parties. Often this is the best time to network and expand your circle.

Look at attending conferences and trade shows as you do your jobs and projects – “plan your work” and “work your plan”...in other words be deliberate with your time and efforts. Have a good time, but if you make it a learning experience it can lead to tangible results.

2019 Renewal Deadline - DECEMBER 31, 2018

As the end of the year quickly approaches, and the deadline for the 2019 irrigation license renewal just around the corner, we want to remind you to renew now. Renewing early can save you from having to pay late fees and reinstatement fees.

[Click here](#) if you still need continuing education credits.

[Click here](#) for some helpful reminders to get you through the 2019 renewal with ease.

VISIT WWW.NCICLB.ORG FOR STEP BY STEP ONLINE RENEWAL INSTRUCTIONS



RULE OF THE MONTH

21 NCAC 23 .0104 CONTINUING EDUCATION

- (a) Continuing Education (CEU) credit shall not be obtained for the same course more frequently than once every three years.
- (b) Each individual licensee must earn ten hours of approved continuing education each calendar year. The 10 hours shall include four hours of business education. The remaining six hours of continuing education shall consist of training in landscape and turf irrigation technology.
- (c) A licensed contractor shall provide proof of attendance for all continuing education upon request by the Board.
- (d) Only continuing education classes or activities that have been approved by the Board as providing adequate education regarding the requirements of this Chapter shall satisfy the licensee's continuing education requirement.

History Note: Authority G.S. 89G-5; 89G-9; Eff. July 1, 2011; Readopted Eff. January 1, 2016; Amended Eff. November 1, 2016.

To familiarize yourself with all of the NCICLB Rules [click here](#).

Understanding the Complaint Process

Submit a complaint. It sounds easy...you see a violation, you call the Board office, you tell them what you saw and the Board will go to the site and stop them from breaking the law. In a perfect world that is how it would work, but legal issues are not that simple.

In order for the Board to prove there is a violation, there are certain steps that must be followed in order to make a fair and ethically sound decision. If these steps are not followed, a lot of time and expense may be wasted.

One of the many misconceptions about the complaint process is that the Board should be "policing" the State for violators. It would be physically and financially impossible for the Board to have enough staff to police the State, which is why this Board and other State Boards across North Carolina depend on the help of the public and its licensees to report alleged violations.

Another misconception is that the Board Administrator can take a complaint over the phone. The complaint process is very specific. A written complaint completed by the complainant has to be submitted.

The Board Administrator creates and keeps a case file when the complaint is received. In addition, the Administrator may testify as a witness for the Board if the case goes to hearing. The Administrator cannot be the complainant. It is also not ethically sound for the Administrator to fill out the complaint form for the complainant because this document requires the complainant to sign and acknowledge that this is a true and correct statement. Another part of this process is for the Board Investigator to review the facts as written on the complaint form, and then interview the complainant on those details. Should the case go to court, the complainant may have to testify and the written complaint may become an important part of the evidence. A complaint prepared by someone other than the complainant could potentially be excluded in a court proceeding.

The complaint form was created by the Board's Counsel, who requires specific

information in order to move forward with an investigation. The complaint form is available for electronic submission or you may print the complaint form directly from the website and fill it out manually. The form may then be submitted by mail, fax or email to the Board office.

Without your help, the Board cannot investigate those individuals that are violating the law.

ENFORCEMENT STATISTICS

39 Complaints since January 1, 2018

Minimum Standards
10 Complaints
4 Cases Closed

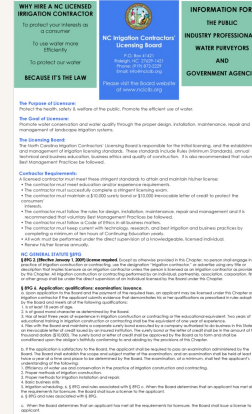
Unlicensed Practice
23 Complaints
16 Cases Closed

Advertising
5 Complaints
5 Cases Closed

Other
1 Complaint
1 Case Closed

MARKETING TOOL FOR LICENSEES

**Print this flyer,
WHY HIRE A LICENSED
IRRIGATION CONTRACTOR** and
present it to your prospective
customers.



2018 - 2019 Calendar

DECEMBER

December 12	Administrative Hearing
December 13	Continuing Education Advisory Council Meeting
December 24-26	Office Closed-Christmas
December 31	Office Closed-New Year's Eve
December 31	2019 Renewal Deadline

JANUARY

January 1	Office Closed - New Year's Day
January 30	Continuing Education Advisory Council Meeting

FEBRUARY

February 13	Board Meeting/Administrative Hearing
February 27	Continuing Education Advisory council Meeting

MARCH

March 13	Administrative Hearing
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APRIL

August 8	Board Meeting
April 24	Continuing Education Advisory Council Mtg

MAY

May 27	Office Closed - Memorial Day
May 29	Continuing Education Advisory Council Meeting

JUNE

June 12	Administrative Hearing
June 26	Continuing Education Advisory Council Meeting

Board and Staff Members

Brandon Gurley
Board Chair, Charlotte

Steve Hill
Vice Chair, Raleigh

Jeff Edwards
Treasurer, Creedmoor

Garry Grabow
Secretary, Apex

Ron Price
Member, Raleigh

John Ross
Member, Flat Rock

Charles Hughes
Member, LaGrange

Charlie Nieman
Member, Jarvisburg

Erik Wilson
Public Member, Holly Springs

Juliane Bradshaw
Legal Counsel

Lisa Deubler
Board Administrator

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