

DSD is seeking comments for the proposed Contractor STAR Program. Questions or comments can be sent to

[DSOutreach@cctexas.com](mailto:DSOutreach@cctexas.com)



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



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TO: Development Services Customers

SUBJECT: **INFORMATION BULLETIN IBXXX  
Contractor STAR Program**

DATE: **October 15, 2021**

CREATED BY: Building Division

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### **Purpose**

As a customer service initiative, the Development Services Department (DSD) created this Information Bulletin (IB) to provide updated information on the Contractor STAR 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**

#### **Contractor STAR Program**

The Contractor STAR Program was created to assist the citizens of Corpus Christi in finding qualified registered contractors. STAR stands for Safety, Training, Accountability, and Registration. The online Contractor STAR 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 homeowners with an additional means to find qualified contractors based on their service lines.

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

**Category 1:** Bronze STAR- (Basic Category) The contractor needs to provide the minimum requirements for registration: Application, Code of Ethics Acknowledgement Form, General Liability Insurance, and an approved Background Check. All registered contractors will be initially inserted into this category on January 1, 2022 (or effective date).

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**Category 2:** Silver STAR- If applying for this category, the contractor must meet additional requirements. The above items for Bronze STAR still apply; however, the Silver STAR category adds the following additional requirements: 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 - The items from Bronze and Silver STAR categories still apply; however, the following additional requirements must be met: minimum 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.

<b>STAR Contractor Registration Program</b>			
Contractor Requirements	Bronze STAR	Silver STAR	Gold STAR
Application	√	√	√
Code of Ethics Acknowledgement	√	√	√
General Proof of Insurance	√	√	√
Completed and Approved 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			√

Monthly training classes are scheduled for the 1<sup>st</sup> & 3<sup>rd</sup> Wednesdays of every month from, 8:00 – 10:00 a.m. at 2406 Leopard, 78408, on the following topics:

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

**Application Review Process**

The application shall be submitted to [permitrequest@cctexas.com](mailto:permitrequest@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 time of processing. If further review is needed, the application will be submitted to the DSD Permit Supervisor.

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**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; current on pulling all applicable project permits; current on closing all applicable permits in a timely fashion, and to conduct your business with integrity.

DSD will investigate all complaints using our resources (Compliance Inspections and/or Building Inspections, etc.) and will meet with the contractor to determine if the complaint is valid. Once verified, the contractor may be removed from a Silver or Gold STAR category until the issue is corrected or a resolution has been given to the Building Official's satisfaction.

The Building Official maintains the right to change a contractor's category at their discretion. Per section 14-206.1.6 of the Municipal Code, the Building Official may also administratively revoke or suspend a registration after a hearing before the building official.

**Summary**

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

**Prepared by: Yvette Dodd-Wallace, Development Services Administrator**

**Reviewed by: Michael Dice, Assistant Director**

**Authorized by: Al Raymond, III, AIA, CBO**



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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 of 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 in order to enforce these Code of Ethics and to ensure the integrity of the Contractor Registration process.

License Holder's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## STAR CONTRACTOR REGISTRATION APPLICATION FORM

Requested Category (check one):     Silver STAR                       Gold STAR  
 Current City Registration/License# (if applicable) \_\_\_\_\_  
 Applicant Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Home Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
 Zip Code: \_\_\_\_\_ Email: \_\_\_\_\_

Type of work: (Check all that apply)  New Homes  General Repairs  Additions  Roofing  Pools/Spas  \*Irrigation  
 Fences  Foundations  \*Mechanical  \*Electrical  \*Plumbing  Solar  Commercial Construction  
 Note: \*State Licenses Required.

### STAR Contractor Registration Categories

Contractor Requirements	Bronze STAR	Silver STAR	Gold STAR
Application	✓	✓	✓
Code of Ethics Acknowledgement	✓	✓	✓
General Proof of Insurance	✓	✓	✓
Completed and Approved 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			✓

Please submit the application and all requested items to: [permitrequest@cctexas.com](mailto:permitrequest@cctexas.com)

By signing the below, I understand this application does not automatically qualify me for the program and approval is based on the City of Corpus Christi’s Building Official decision. I understand that by qualifying for this program, I will be responsible for notifying DSD of any changes and maintaining the requirements of the category.

Applicant’s Name (please print): \_\_\_\_\_

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Office Use Only)	
Date Received: _____	Customer Advocate Staff: _____
<b>Silver STAR:</b> <input type="checkbox"/> Current Permitting Fees <input type="checkbox"/> Zero Verified Customer Complaints/Infractions <input type="checkbox"/> 2 Trainings/Year <b>Gold STAR</b> (Silver STAR items must be approved as well): <input type="checkbox"/> Minimum 5 Year Registration <input type="checkbox"/> One Agent maintains ICC Certification <input type="checkbox"/> Local Professional Membership	
<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved