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**HB 1453-Home Builder Registration and Home Improvement Licenses-Professional
Education Requirement**

House Economic Matters Committee

February 21, 2060

My name is Steve Klitsch, of Germantown, Montgomery County. I have been a home improvement contractor for over 40 years. I am a member of the National Association for the Remodeling Industry (NARI) and past president of one of the three Maryland NARI Chapters. I am an adjunct professor at Carroll Community College, in Westminster, and have taught several courses there including the Maryland Home Improvement Exam Preparation Course. I am recognized as an expert witness by three jurisdictions in Maryland in the capacity of home improvement fraud against Maryland home owners. House Bill 1453 is a much needed law to help home builders and home improvement contractors understand the business of operating their businesses.

As a very active member of the home improvement community in Maryland, I have seen many of my peers enter the Maryland Home Improvement industry with great skill sets as trades people and craftsmen but lack the business skills necessary to develop a sustainable business. Many small businesses fail within the first five years of their start up. This is no different in the home improvement and custom home building industries.

As an expert witness, I have been involved in over 40 cases in home improvement fraud in the past ten years. My conclusions from these forty plus cases, where the contractor has failed to perform, is based on a lack of business skill sets to properly and effectively communicate, estimate, supervise, manage, and produce a well-organized remodeling or custom home building project.

Requiring education for new business owners offering home building services and/or home improvement services is a good bill for Maryland contractors and Maryland homeowners. Too many contractors fail in business because they lack the business skill sets to develop a sustainable business to produce a reasonable profit for the business and reasonable salary for the business owner.

As for educational opportunities for these contractors, there are adult level courses available. Maryland community colleges, the National Association of Home Builders in Washington, DC, and the National Association for the Remodeling Industry in Des Plaines, IL,

already have, in place, many educational programs, for self-employed home builders and home improvement contractors.

It is in the best interest for all Maryland homeowners, Maryland home builders, and Maryland home improvement contractors that House Bill 1453 becomes Maryland Law.

Respectfully submitted,

Steve Klitsch,

February 18, 2020

Advocate for education in the home building and home improvement industries.