

The California Department of Consumer Affairs invites fire victims to examine its extensive list of publications on various consumer issues by visiting its Web site at www.dca.ca.gov and clicking on "Publications" tab. Among those that might be of particular interest to fire victims are the following:

CONSUMER AFFAIRS OVERVIEW

Department of Consumer Affairs: What We Do and How We Do It

http://www.dca.ca.gov/publications/dca_booklet.pdf

http://www.dca.ca.gov/publications/dca_booklet_sp.pdf (Spanish Version)

Consumer Information Center

<http://www.dca.ca.gov/publications/cic.pdf>

http://www.dca.ca.gov/publications/cic_postcard_span.pdf (Spanish Version)

CONSUMER INFORMATION

Door-to-Door Sales

<http://www.dca.ca.gov/publications/door.pdf>

http://www.dca.ca.gov/publications/door_sp.pdf (Spanish Version)

Information about private security, locksmiths

http://www.bsis.ca.gov/forms_pubs/bsiscons.pdf

http://www.bsis.ca.gov/forms_pubs/bsiscnsp.pdf (Spanish Version)

Consumer Guide to Geological and Geophysical Services

[Geological and Geophysical Services, Consumer Guide](#)

How to Hire and Architect

<http://www.cab.ca.gov/pdf/consumer2002.pdf>

How to Get Back Possessions You Have Left in A Rental Unit

http://www.dca.ca.gov/publications/legal_guides/lt-4.pdf (Fact Sheet Format)

Building Design Authority

http://www.dca.ca.gov/pels/pubs/building_design_auth.pdf

What You Should Know Before You Hire A Professional Engineer ... Hire a Professional Land Surveyor

http://www.dca.ca.gov/pels/consumer_guide.pdf

Hiring a Contractor

[What You Should Know Before You Hire a Contractor](#)

Avoiding Contracting Scams

[After a Disaster, Don't Get Scammed](#)

RESOLVING COMPLAINTS

Consumer Self-Help

<http://www.dca.ca.gov/publications/consumer-selfhelp.pdf>

http://www.dca.ca.gov/publications/consumer-selfhelp_spanish.pdf (Spanish Version)

Consumer Resource and Referral Guide (Online Only)

<http://www.dca.ca.gov/publications/guide/index.shtml#howtouse>

Contract Cancellations

http://www.dca.ca.gov/publications/legal_guides/k-6.pdf

Small Claims Court Guide

http://www.dca.ca.gov/publications/small_claims/small_claims.pdf

http://www.dca.ca.gov/publications/small_claims/small_claims_span.pdf (Spanish Version)