



ARIZONA REGISTRAR OF CONTRACTORS



September 25, 2025

License No. ROC 354740

Re: Complaint No. 2025-07962

WRITTEN DIRECTIVE FROM THE REGISTRAR

Dear Respondent:

After investigation, the Registrar determined that you failed to meet the requirements of A.R.S. § 32-1154(A), and now issues this Directive requiring you to take appropriate corrective action. Failure to comply with this Directive constitutes a violation of A.R.S. § 32-1154(A)(22) and may result in the issuance of a citation, discipline of your license, and a civil penalty pursuant to A.R.S. § 32-1154(E) of up to \$500.00. **You must notify the Registrar's assigned Investigator of your compliance with this Directive prior to 5:00 p.m. on .**

RESTRICTIONS

- You may not perform or hire other contractors to perform work that is outside the scope of your license.
- If your license is currently suspended for administrative reasons¹, or is inactive, expired, or cancelled, you may not perform any corrective work nor contract in any manner, which includes hiring other contractors to perform work, until the suspension of your license(s) has been lifted or your license(s) has been reactivated.

DIRECTIVE REQUIREMENTS

You are directed to remedy the following violations by the appropriate means:

Complaint Item: 1- No demolition, material delivery, or labor began after \$15,000 deposit paid.

Investigator's Observation: Site conditions and records show no commencement of work, no demolition and no materials on site showing delivery. This constitutes failure to perform the contracted scope in a professional and workmanlike manner, and supports an abandonment finding on this item. According to the contracted payment schedule, initial payment of 50% was required to begin. The Complainant has shown financing documentation to show the project was fully financed. Evidence of balance due was presented for 6/20/2025 suggesting the Complainants adherence to contract. With no contradictory evidence, the contract, and payment made show no work performed since May, 2025. The Respondent will correct this by the appropriate

¹ This means the license is suspended for lack of qualifying party, lack of bond, nonrenewal, Recovery Fund payout, or for any reason listed in A.R.S. § 32-1124(F).



ARIZONA REGISTRAR OF CONTRACTORS



means.

Governing Rule: Workmanship Rule: ARS §32-1154 (A)(1) Abandonment of a contract or refusal to perform after submitting a bid on work without legal excuse for the abandonment or refusal.

Complaint Item: 3 - No vendor orders submitted or subcontractors assigned after payment.

Investigator's Observation: On site review and project uploaded records indicate no purchase orders, material invoices or subcontractor assignments were issued after payment. There is no evidence of procurement or trade mobilization. This reflects failure to commence and perform the contracted work in a professional and workmanlike manner and supports the abandonment finding. The Respondent will correct this by the appropriate means.

Governing Rule: Workmanship Rule: ARS §32-1154 (A)(1) Abandonment of a contract or refusal to perform after submitting a bid on work without legal excuse for the abandonment or refusal.

ITEMS NOT REQUIRING CORRECTION

The following complaint items require no action by the Respondent:

Complaint Item: 2- No permits obtained for the contracted renovation project.

Investigator's Observation: Workmanship was reviewed, not permits. All required permits must be in place for any work requiring them. As no work has yet taken place, the appropriate steps will need to be reviewed and followed on moving the project forward. At this time, this is not an enforceable complaint item.

Governing Rule: *Not Applicable*

Complaint Item: 4- No signed change orders provided for over-budget carpet materials.

Investigator's Observation: There is no evidence that this was a workmanship related issue. An absence of change orders on a project that never started is hard to prove. Without supporting records and with the Respondent not present to question, this allegation cannot be verified by a preponderance of the evidence and reads as a contract/pricing dispute which is outside the ROC enforcement abilities. The abandonment finding is addressed under separate items and on this point, no action is required by the Respondent.

Governing Rule: *Not Applicable*



Complaint Item: 5- Project abandoned with no mutual release or refund offered.

Investigator's Observation: Site conditions and records support abandonment. Work did not commence after the deposit, and no mutual release or refund was shown following the timeline of no work. While a "mutual release" is a civil matter outside the ROC enforcement, the failure to perform work while collecting unearned funds does violate professional and workmanlike obligations. The Respondent has already been found to have abandoned the project and therefore a secondary duplicated finding will not be issued.

Governing Rule: *Not Applicable*

Complaint Item: 6- Contractor retained deposit without providing itemized accounting.

Investigator's Observation: No itemized accounting for the retained deposit was provided. This is a contractual or administrative matter and not a workmanship or code issue within the ROC jurisdiction of enforcement. On this complaint, a workmanship violation is not established. No action is required.

Governing Rule: *Not Applicable*

Complaint Item: 7- Marketing and communications misrepresent Robert Thompson as sole operator.

Investigator's Observation: No documentary evidence was provided to substantiate that marketing or communications misrepresented "Robert Thompson" as the sole operator. While false advertising can be disciplinable when proven, this allegation is not established on the present item and is outside workmanship issues. No action is required by the Respondent.

Governing Rule: *Not Applicable*

Complaint Item: 8- Public records show Qualifying Party and manager are married but conceal joint control.

Investigator's Observation: No documentary evidence was provided to substantiate that the qualifying party and manager "concealed joint control." Marital relationship alone does not establish a licensing violation, and this allegation is outside the workmanship scope. On this complaint, a disciplinable licensing issue is not verified. No action is required by the Respondent.

Governing Rule: *Not Applicable*

Complaint Item: 9- Continued refusal to perform work despite pending ROC investigation.

Investigator's Observation: This is a continuation of the above verified



ARIZONA REGISTRAR OF CONTRACTORS



abandonment and due to its duplication, additional enforcement directives for the same abandonment cannot be issued. The abandonment has already been addressed.

Governing Rule: *Not Applicable*

Complaint Item: 10- Misrepresentation of services and capabilities in ongoing marketing after complaint filed.

Investigator's Observation: No documentary evidence was provided to substantiate a post complaint misrepresentation of services. Absent verifiable materials showing specific false claims tied to the licensed entity and dates of publication, this allegation is not established and falls outside the workmanship enforcement capabilities. On this complaint, a disciplinable advertising issue is not verified. No action is required by the Respondent.

Governing Rule: *Not Applicable*

Please direct all questions regarding this Directive to the undersigned Investigator.

Sincerely,

Aaron King,

Investigator

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