



Dear Neighborhood Community Association,

The Registrar of Contractors regulates construction licenses across the state of Arizona. With over 55,000 licenses across the state we are working to help ensure that work being done meets the workmanship standards that we hold our contractors to.

There is a rising concern of unlicensed contractors targeting neighborhoods throughout Arizona. We hope that we can join one of your upcoming neighborhood association meetings to share information on hiring licensed contractors, how to submit a complaint and other important information about the agency.

We appreciate the opportunity to keep your community members safe and informed. Included in this packet you will find some additional information that might be helpful to your community members.

Thank you

MAGGIE ROBY

Community Outreach Coordinator/Tribal Liaison

Arizona Registrar of Contractors

Main: 602-542-1525

Cell: 602-206-7567

ROC.AZ.GOV



Arizona Registrar of Contractors

Hire Only Licensed Contracting Professionals

Spot the Red Flags:

- Beware of door-to-door unlicensed entities offering low costs or warranties
- Offering work with “leftover” materials
- Forcing you to make a decision
- Little or poor work is performed
- They may tell you they are working on a neighbor’s home and they noticed a problem with yours.

Never make a hurried decision

Beware of unlicensed individuals who may try to fast talk and push you into making an immediate decision about work. Never enter into a contract without first getting bids, checking licenses, and references for any contractor, with which you are interested in working.

Free inspections may not be free

An unlicensed entity may offer to perform a free inspection. During that inspection, they may claim that there is a serious problem that will put you in danger if it’s not addressed immediately. This can lead to unnecessary and over-priced work. Don’t let anyone rush you into taking action until you have had a chance to get multiple estimates for the work that needs to be done.

Never pay cash

Do not pay for work in cash, especially if the worker insists or offers to drive you to the bank or ATM to withdraw the funds. Many scams involve abandonment once payment is received.

Suggestions to Prevent Stress and Wasted Finances:

1. Hire only licensed contractors & check the license at roc.az.gov, or call us at 602.542.1525, before hiring a company.
2. Have a clear idea of the work you want done and what the finished job should look like before you begin to get estimates.
3. Get estimates in writing and from properly licensed professionals.
4. Request a list of references and check them.
5. Contact your local municipality building department to find out if your project needs a permit. Permits are the responsibility of the property owner.
6. Review the written estimate and reconcile it with your written contract prior to signing, ensuring the costs match.
7. Ensure that the project description is detailed and the responsibilities of all parties are clear prior to signing your written contract.
8. Keep all documents, including payments and photographs. Ensure any change orders are in writing and both parties sign each one.
9. Discuss any issues or problems you may come across with your contractor and as soon as possible.
10. Know the Registrar’s Residential Recovery Fund exists for eligible homeowners damaged by licensed contractors and you may be eligible for damages up to \$30,000 per property.

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**If you believe you may have been scammed
contact AZ ROC at 602.542.1525 and your local
law enforcement agency.**