



# A Consumer's Guide

## Beware!

The Registrar of Contractors monitors and investigates unlawful contractor activity.

Unlicensed persons without a license exemption prey on Arizona's population. These individuals come from a variety of locations inside and outside of Arizona. Don't be fooled by their salesmanship. Following the simple guidelines outlined in this brochure may prevent you from becoming our next victim. There are license exemptions listed under [ARS 32-1121](#).

If you believe that you are already a victim, please contact the Registrar of Contractors at 602-542-1525 to receive a complaint form or you may download the form at [www.azroc.gov](http://www.azroc.gov).

## ROC Offices

### PHOENIX MAIN OFFICE

3838 North Central Ave., Ste. 400  
Phoenix, AZ 85012-1946  
(602) 542-1525

### FLAGSTAFF OFFICE

2901 Shamrell Blvd., Ste. 100  
Flagstaff, AZ 86001-1829  
(928) 637-0480

### KINGMAN OFFICE

715 Main St., Suite C  
Kingman, AZ 86401-6220  
(928) 753-4220

### LAKE HAVASU CITY OFFICE

231 Swanson Ave., Ste. 100  
Lake Havasu City, AZ 86403-0966  
(928) 855-2144

### PRESCOTT OFFICE

240 S. Montezuma St., Ste. 202B  
Prescott, AZ 86303-3028  
(928) 445-5710

### SHOW LOW OFFICE

581 E. Old Linden Rd., Ste. C  
Show Low, AZ 85901-4819  
(928) 537-8842

### TUCSON OFFICE

400 W. Congress, Ste. 212  
Tucson, AZ 85701-1311  
(520) 628-6345

### YUMA OFFICE

Crescent Center  
2450 S. 4th Ave., Ste. 117  
Yuma, AZ 85364-8557  
(928) 344-6990

TDD (602) 542-1588



Or Toll Free outside Maricopa County  
1-877-MY AZROC (1-877-692-9762)  
Visit our Website at  
[www.azroc.gov](http://www.azroc.gov)

The Registrar of Contractors is an Equal  
Employment Opportunity Reasonable  
Accommodation Agency



## 10 Tips for Hiring a Contractor

# 1 Only Hire Licensed Contractors

Interview and hire only State licensed contractors. Check a contractor's license number online at [www.azroc.gov](http://www.azroc.gov) or by calling 602-542-1525 or toll free within AZ:

1-877-MYAZROC  
(1-877-692-9762)

Remember to check the contractor's license status again on the day you are scheduled to sign the contract even if you did so earlier. License status can change overnight.

# 2 Get Bids

Get at least three bids from licensed contractors. These contractors should be licensed to perform the specific trades related to your project.

# 3 Licensed Subcontractors

Obtain a list of all sub-contractors that will be used on your project. Make sure these contractors are properly licensed.

# 4 Everything in Writing

Make sure all agreements are in writing including changes made to the original agreement.

# 5 Get & Verify References

Obtain three references of recent jobs from each bidder. Review their past work in person.

# 6 Detailed Records

Keep a file of all papers relating to the project including a payment receipt file.

# 7 Workers' Compensation

Confirm that all contractors used on your project has workers' compensation insurance for employees.

# 8 Payments Schedule

Add a payment schedule based on work completed to your agreement. Don't make payments ahead of schedule or before work is completed according to your agreement.

# 9 Never Pay in Cash

Be cautious if asked to make a large down payment or to pay in full prior to the commencement of the project. Do not pay the contractor in cash.

# 10 Final Inspection

Don't make the final payment (exception - pool contracts) until you're satisfied with the work performed.

*\* If you believe the contractor you hired is not performing up to the Workmanship Standards in Arizona you may file a formal complaint with the Registrar of Contractors. Complaints forms can be downloaded from our website at [www.azroc.gov](http://www.azroc.gov) or obtained from any ROC office.*

