

# ARIZONA REGISTRAR OF CONTRACTORS

QUARTERLY NEWSLETTER - NOVEMBER 2007




## ROC Offices in Maricopa County are Moving



The Registrar of Contractor's will be leaving their long held offices at the Industrial Commission Building, for new offices located at 3838 North Central Avenue in uptown Phoenix. The move to the new offices became necessary when a new lease agreement, at their present facility, became unobtainable.

"This move has provided me with the opportunity to reevaluate our staffing and facility requirements. As part of this evaluation I have determined that an office consolidation in Maricopa County is appropriate," said the agency's Director Fidelis Garcia.

The consolidation referred to by Director Garcia consists of the closing of the two ROC regional offices in Mesa and Glendale. The closing of the Mesa and Glendale regional offices is expected to be completed by the end of this year and all personnel will be relocated to the new Phoenix office. The closing of these regional offices will allow the agency to streamline managerial and internal processes in Maricopa County and throughout the state. "Since sixty-five percent (65%) of all complaints originate in Maricopa County, this consolidation will help us to reach our goal of providing superior service to our customers by streamlining processes and reducing the amount of time currently necessary to complete administrative tasks," Director Garcia said.

The exact date of the agency's move has not yet been determined though the move is expected to be completed by December 31<sup>st</sup> 2007. Additional information on the ROC's move and its new location is available on the agency's website [www.azroc.gov](http://www.azroc.gov). 




The summer heat is passing and the arrival of our winter visitors typically means more work for residential contractors. Usually, summer vacations and school breaks cause a slow down at the Registrar’s Office, but this certainly wasn’t the case this year. As you are reading in this publication, the agency has been busy planning its move to a new location around the first of the year. While our current location at 800 West Washington has served us well for twenty (20) years, growth in the Industrial Commission has forced us to re-locate to new offices located at 3838 N. Central Avenue in Phoenix.

Coordinating our move is an arduous task, but ROC personnel have stepped up to the plate to make sure every detail is covered without disruption to customer services. Plans are proceeding as expected and inside this newsletter you will find specific details on our new offices.

On a separate note, the ROC has been working with many industry representatives on updating the agency’s workmanship standards for Arizona’s construction industry. These representatives have provided the ROC with excellent information and have been working diligently with ROC staff to complete this process. Although updating our standards takes time, it does provide the ROC with the opportunity to update standards to conform with current industry practices.

The 2008 legislative session is fast approaching and as expected this session brings its own set of challenges. The ROC will once again look to industry, labor and our citizens to provide us with insight and support on our proposed legislative changes. By working together, I believe we will achieve results that are good for Arizona and the contracting industry.

Finally, in our “Contractor’s Corner”, you’ll read about the legal requirements of preventative termite treatments in Arizona.

Special thanks to Arizona Structural Pest Control Commission for sharing their knowledge and insight. 



## Where do I find...? A Floor-by-Floor Breakdown of the New ROC Facility


When the ROC relocates to its new location at 3838 North Central Avenue, visitors may be confused and a bit bewildered. Where is the legal department? Where are the inspections and licensing departments? How do I find the Recovery Fund office?

When the ROC's new floor plans were in development, the ROC's executive staff was determined to keep one priority ahead of all others: improve customer service. With this goal in mind, determining which department would be best located on which floor became a difficult and complex task. We knew our contractor, labor and consumer bases wanted easy access to our services and wouldn't want to travel from floor to floor to get their needs addressed. For this reason, the ROC decided to "house" departments that directly relate to each other on the same floor. This design also allows the agency to streamline services by improving intra-agency communications. Described below is a floor-by-floor depiction of the new agency layout and the "one stop shopping" approach we embraced to service our customers.

On the fourth floor, a customer will find the Operations and Accounting Divisions. Both of these divisions handle the bulk of initial customer traffic for the agency. Within the Operations Division are the Licensing, Inspections and Investigations Departments. The Accounting Division is comprised of the Accounting Department, including the agency's cashier. Access to this floor will be via the main elevators. Once off the elevators a customer may proceed directly to the licensing or inspection windows, which are located separately on either end of the elevator lobby. Located near the licensing windows will be self-service public kiosks which will offer customers online access to renew their license or obtain other agency information. The agency's cashier will also be located in this section for customer convenience. At the investigation/inspection window, customers will be able to file complaints with the agency and speak directly to an agency inspector or investigator as needed.

The fifth floor will be the home of our Legal and Recovery Fund Departments. Upon exiting the elevator, you may proceed to the Legal and Recovery Fund Department windows for assistance. Customers who seek to file a claim with the "Recovery Fund" or seek information on their complaint from a legal representative may proceed to the appropriate service window.

The Human Resources Department and our Information Technology Division will be located on the 6<sup>th</sup> floor. Access to both of these areas will be restricted to agency personnel or to guests in the company of agency personnel.

The ROC hopes that all visitors and customers will find our new accommodations easily accessible. Those individuals with disabilities will find our offices welcoming as accessibility issues were addressed in our initial design. Parking facilities are also available for all sizes and types of vehicles for everyone's convenience. 

By Kellie Smith  
Inspector/Investigator, Arizona Structural Pest Control Commission

The Arizona Structural Pest Control Commission (SPCC) and the Arizona Registrar of Contractors (ROC) have learned that some building contractors are requesting that termite companies not provide complete preventative termite treatments. Requesting termite companies to partially treat residential sites, not treat all sub areas (crawl spaces, basement floors and walls), or not notifying termite companies to perform pour-backs for patios, garages, abutting slabs, etc., are not appropriate. These practices only have one outcome - a less than optimal treatment resulting in a lack of termite protection for consumers' homes.

Preventative treatments are called either "pretreatments" or "new construction treatments" depending on the timing and method of treatment. All preventative treatments must be done according to termiticide labels, laws and rules. Termite companies and builders are legally responsible for providing proper treatments and remain responsible for several years to remedy subsequent evidence of termites. Cutting corners up front often costs more later. These costs may include labor and materials to perform corrective treatments, damage repairs, loss of good will, litigation costs, and regulatory costs.

It is a violation of termiticide labels, and SPCC laws and rules to provide an incomplete pretreatment or new construction treatment. Likewise, builders who continue home construction knowing that a pretreatment/new construction treatment was not performed or was performed inconsistent with the label, laws or rules, are subject to discipline. ROC law states:

- A.R.S. § 32-1154 Grounds for suspension or revocation of license; continuing jurisdiction; civil penalty; recovery fund award*
- A. *The holder of a license or any person listed on a license pursuant to this chapter shall not commit any of the following acts or omissions:*
22. *Continuing a new single family residential construction project with actual knowledge that a pretreatment wood-destroying pests or organisms application was either:*
- (a) *Not performed at the required location.*
- (b) *Performed in a manner inconsistent with label requirements, state law or rules.*


Termite pretreatments/new construction treatments often are an overlooked step in construction, but are a crucial component to protect consumers' homes. "Pretreatment" means a termite treatment that complies with standards in the SPCC's statutes and rules, protects all cellulose components of a structure from subterranean termites, is performed before a permanent concrete slab foundation is installed or in conjunction with establishing footings and supports for a raised foundation, and establishes thorough and complete horizontal and vertical treated barriers.

"New-construction treatment" means a termite treatment that complies with standards in the SPCC's statutes and rules, protects all cellulose components of a structure from subterranean termites, and is performed after a permanent concrete slab foundation is installed or after footings and supports for a raised foundation are installed but before the structure or a final grade is completed.

During either a pretreatment or new construction treatment, critical areas (as defined on termiticide labels and SPCC rules) must be treated. Also, a final grade treatment must be performed to the exterior of the foundation wall within 12 months of the original treatment. "Final-grade treatment" means to establish vertical barriers at the exterior of foundation walls in stem-wall construction or at the exterior of grade beams in monolithic construction.

A builder's warranty cannot be issued unless a proper treatment has been performed. If the critical areas of a structure received neither a pretreatment nor a new-construction treatment, a termite applicator shall treat all critical areas visible at the time of post-construction treatment before issuing a builder's warranty regarding subterranean termite treatment. An area is critical at the time of a post-construction treatment if it is an area listed in SPCC rule A.A.C. § (D)(1)(b), a change of grade, or a crack greater than 1/16th of an inch.

The SPCC recommends that contractors and pest management professionals work together toward the common goal of protecting consumers' homes from termite infestation with proper pre- or new-construction treatments, for a reasonable number of years without the necessity of retreatments.

More information, including the laws and rules, about proper termite treatments can be found on the SPCC Web site at [www.sb.state.az.us](http://www.sb.state.az.us), e-mailing the SPCC at [comments@sb.state.az.us](mailto:comments@sb.state.az.us), or calling the SPCC Inspector-of-the-day at 602-255-3664 or 1-800-223-0618. The ROC's laws can be found on the ROC Web site at [www.azroc.gov](http://www.azroc.gov). 

## Technological Advances Planned for New Facility

By Gene Martel




**Gene Martel**

*Assistant Director of Technology*

With months of planning and design now behind us, it is exciting to now see the start of the tenant improvements for the ROC's new headquarters. The new facility will include state of the art features that will allow the agency to be more responsive to contractors, citizens and our employees.

Many features will be implemented that will make day to day operations much more efficient. The new facility will have a new telephone system which will utilize state of the art communications technologies and Interactive Voice Response (IVR) features. Such features will greatly improve our ability to communicate both internally and externally. With improved IVR we will greatly enhance our ability to provide improved information regarding ROC services to our customers. Contractor inquiries and related functions both during and after normal working hours will also be available.

The facility will also include a high tech conference room with web cast capabilities, as well as improved audio/video presentation features. Our training room will be equipped with computers and presentation tools that will more effectively provide the level of training to our employees as well as to contractors that wish to use the facility for industry related training.

Our employees at the ROC are anxious to make the trek to uptown Phoenix. A lot of work is still ahead of us, but once done we will have accomplished a very difficult task that we can all be very proud of and one that will significantly improve the quality of service we offer to the public. 

## ROC Employees & the Move

When an agency or business moves from a long established location to a new address, a major concern for management staff is: "Will our employees embrace the move and how will the move affect employee morale?" Such concerns are faced and addressed throughout the business and governmental world daily and were shared by the ROC management team. However, the support we have received from our employees has been reassuring. Here is a sampling of the comments managerial staff has received concerning our upcoming move:

**"The move will put our division in one area which will allow us better interaction with our staff. Open environment. New phone system. Nicer office space. More conference rooms. Access to nearby gym. Just to name a few."**

**"The move is like a new beginning, and changes can be very challenging."**

**"I believe that the move will breathe new life into the agency and the IT department in that the new surroundings will create a sense of excitement and some newfound motivation & reason for people to come in to work. As an employee, I am grateful at the fact that the state has actually spent the money not just to relocate us but to also provide us with the best tools to do our job with the implementation of the new systems and the new office equipment. As such I believe that the gratitude will be repaid in higher productivity from the happy employees."**


**"The positive is new phone equipment to handle the calls more efficiently with customer external and internal."**

**"For myself, it is a new beginning as a customer service rep ii, with our new supervisor, in a new building with new phone equipment, to better serve the general public as well as the agency. Looking very forward to the move!!"**

**"IRM (Information Resource Management) has become a very good team in the last few months so the move will only enhance that by having us physically closer to each other. I believe that the move will give us more actual space which will encourage us to grow mentally, learn new skills and produce more efficiently."**

**"The move will provide new learning possibilities to further our capabilities and help our fellow workers and the public."**

**"I think the move to the new location will have a very positive impact on our department by situating our work areas in a manner allowing us to work even more efficiently. I also like the idea of being in a location with more amenities within walking distance, like the restaurants, shopping, and fitness gym. I might also mention that for me, it will be a shorter driving distance."**

As you readily see by these responses, ROC employees continue to maintain a positive outlook towards the future. With such employees on board, the ROC will continue to take our mission to a completely new level of expectation at our new location! 




Pictured from Left to Right:  
Governor Janet Napolitano, Mrs. Hester Scott,  
Rev. J.A. Scott

The executive staff of the ROC is pleased to introduce you to Hester Scott, Chief of the Residential Contractors' Recovery Fund. Hester began her career with the Registrar's office in 1978 and became Chief of the Residential Contractors' Recovery Fund at the Arizona Registrar of Contractor (ROC) in March 1995. In addition to managing all activities of the recovery fund, she serves as a member of the agency's Performance Incentive Pay program steering committee.

As Chief of the Residential Contractors' Recovery Fund, Hester supervises the day-to-day operations of the fund and ensures that disbursements from the fund are made according to state statute. In FY 07, under Mrs. Scott's guidance, a record 555 claims were paid to consumers from the fund. These payouts also resulted in a record payout amount of over \$5.2 million dollars.

Mrs. Scott earned a master's degree in organizational management from the University of Phoenix in 1999 and was the first ROC employee to obtain the designation of Certified Public Manager in 1989. Hester also has undergraduate degrees from the University of Phoenix and Glendale Community College.

On September 12, 2007, Governor Janet Napolitano honored Mrs. Scott's years of dedicated service to the agency with formal recognition before her cabinet officials. Similarly, the Registrar would like to recognize Hester for her dedication, managerial expertise and daily professionalism at the agency. 

## **Notification of Paver Standards Development**

The ROC is in the process of developing paver standards for the industry. For information on these standards, please visit our website at [www.azroc.gov](http://www.azroc.gov).

Our web site allows you to check on licensed contractors providing names, license numbers, complaint history, bonding information, etc. Our toll-free telephone number is **1-888-271-9286**.  
To view our website go to: [www.azroc.gov](http://www.azroc.gov).

Save time and money today by renewing your Arizona Contractors License online with our **EZ Renew "Click, File, Build" program at:**

[www.azroc.gov](http://www.azroc.gov)

