

Unlicensed Complaint Form

Unlicensed Entities or
Revoked/Expired Licenses

Mail to:
Registrar of Contractors
P.O. Box 18243
Phoenix, AZ 85005-8243



RECEIVED

Figueroa
Departmental Use Only

Complaint Number:

MAR 26 2019

2019-1503

INVESTIGATIONS

Please note that if your contractor was not licensed or the license was revoked or expired at the time of contract, you are not eligible for the Recovery Fund. However, you still have the right to file a civil claim with your local civil court or request restitution in a criminal proceeding.

Person Filing Complaint			
Full Name (First Middle Last) Nolan Valerian Turk		Business Name (if a licensed contractor or supplier)	
Street Address [REDACTED]		City Gilbert	State AZ
Phone Number [REDACTED]		Date of Birth [REDACTED]	Zip 85295
I consent to receive communications electronically in connection with this case <input checked="" type="radio"/> Yes <input type="radio"/> No			
Name of Attorney (if any)			
Street Address of Attorney		City	State
Phone Number of Attorney		Email of Attorney	
Contractor Information			
Name (as shown on contract/invoice) Donald "Donnie" Libby		ROC License Number(s) (if any) None	
Street Address [REDACTED] Rd		City Phoenix	State AZ
Phone Number [REDACTED]		Email [REDACTED]	
Name of Person(s) Representing License Donald "Donnie" Libby			
Did you know contractor was unlicensed? <input type="radio"/> Yes <input checked="" type="radio"/> No			
If no, when did you learn they were unlicensed? After work was abandoned			
Description of Unlicensed Person			
Age [REDACTED]	Height [REDACTED]	Weight [REDACTED]	Race [REDACTED]
Contract/Project Information			
Contract Date 10/20/2018	Contract Amount \$1,178.00	Amount Paid \$1,178.00	
Date Work Started Work was not started	Date Work Stopped Work was not started	Date Work Was Completed N/A	
Address Where Contract Was Negotiated [REDACTED]		City Gilbert	State AZ
Parties Present at Contract Negotiation Nolan Turk, Chelsea Turk, Donald Libby			
Jobsite Street Address [REDACTED]		City Gilbert	State AZ
			Zip 85295

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Contract/Project Information Continued		
This complaint is for	<input checked="" type="radio"/> Abandonment <input type="radio"/> Poor Work <input type="radio"/> Other _____	
Have you filed a complaint in court?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A If yes, provide a copy of the civil complaint	
The contract was	<input type="radio"/> Written <input type="radio"/> Oral <input checked="" type="radio"/> Both	
All change orders were	<input type="radio"/> Written <input type="radio"/> Oral <input type="radio"/> Both <input checked="" type="radio"/> N/A	
This project was	<input type="radio"/> Commercial <input checked="" type="radio"/> Residential <input type="radio"/> On Tribal Land	
This project involved	<input type="radio"/> New Home <input checked="" type="radio"/> Remodel <input type="radio"/> Repair <input type="radio"/> Other _____	
A building permit was obtained by	<input type="radio"/> Contractor <input type="radio"/> Property Owner <input type="radio"/> Building permit # _____ What city/county issued the permit? _____	
The contractor had	# <u>2</u> employees (list names if known) _____	
List and briefly describe each complaint item (attach additional pages if necessary to further describe issues or list complaint items) (limited to 100 characters per line)		
1.	Shower doors - paid in full for the purchase of two shower doors, never delivered and work abandoned	
2.	Refund refusal - admits to receiving refund for shower doors but refused to remit payment back to us	
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
Signature		
<i>I declare under penalty of perjury that the information and documents contained on this Complaint Form, included with this complaint, or hereafter submitted in support of this complaint are true and accurate to the best of my knowledge. I will assist in the investigation or in the prosecution of the contractor or other parties, and will, if necessary, attend hearings and testify to facts.</i>		
Printed Name Nolan Turk	Signature 	Date 03/21/2019



Nolan Turk, O.D. [REDACTED]

Fwd: Shower glass

1 message

Chelsea Cain [REDACTED]
To: Nolan Turk [REDACTED]

Mon, Oct 22, 2018 at 7:41 PM

----- Forwarded message -----

From: **donald libby** [REDACTED]
Date: Mon, Oct 22, 2018 at 7:41 PM
Subject: Shower glass
To: [REDACTED]

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MAR 26 2019

Sent from Yahoo Mail on Android

Chelsie cain oct 20,2018

[REDACTED]

Donnie libby

[REDACTED]

- 1. Purchase 1 5ft shower door 1/2 inch frameless with brushed nickel accessories. \$329
- 2. Purchase custom for and stationary wall 1/2 inch frameless with brushed nickel accessories. \$849

Total \$1,178

Paid \$1,178 check
Oct 21,2018

Paid in full

4 weeks lead time

--
Chelsea Cain, O.D.

INVESTIGATIONS

NOLAN TURK
CHELSEA TURK

139

DATE 10/22/18

PAY TO THE
ORDER OF

Donnie Libby

\$ 1178.00

One thousand - One hundred + ~~seventy~~
eight

DOLLARS

CHASE
JPMorgan Chase Bank, N.A.
www.Chase.com

MEMO

[Redacted memo text]

[Handwritten signature]

Back

FirstBank
10/22/2018 5:49:40 PM

DO NOT WRITE STAMP OR SIGN BELOW THIS LINE
CASH DEPOSIT AFTER NOON

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MAR 26 2019
INVESTIGATIONS

[Faint, mostly illegible text on the back of the check]

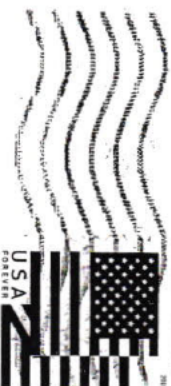
Nolan Turk



REC HALLROOM ROC
2019 MAR 26 AM 11:13

23 MAR 2019 PM 10 L

PHOENIX AZ 852



Registers of Contractors
P.O. Box 18243
Phoenix, AZ 85005-8243

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MAR 26 2019

INVESTIGATIONS

85005-824343





ARIZONA REGISTRAR OF CONTRACTORS



Douglas A. Ducey, Governor

Jeffery L. Fleetham, Director

March 27, 2019

Nolan Valerian Turk

Gilbert AZ 85295

Re: Case 2019-01503

Dear Nolan Valerian Turk:

The Arizona Registrar of Contractors (AZROC) has received your complaint regarding Donald Elliot Libby II. A check of our records has determined that this individual is not licensed with the AZROC and may have contracted with you in violation of Arizona state statutes A.R.S. §32-1151 and/or §32-1165.

Your case has been entered into our database under the above case number and assigned to Investigator Alex Figueroa. Investigator Alex Figueroa will be in contact with you as soon as he begins the investigation of the case. If you have any questions about the investigations process before then, you may contact him via email at alex.figueroa@roc.az.gov or by telephone at (602) 771-6768.

For your information, per Arizona statute *A.R.S. Title 13-107. Time limitations*, the statute of limitations for submitting a misdemeanor case for prosecution is one year after discovery by the state.

Additionally, please be advised that if your investigator is unable to locate the suspect, or if the suspect denies having contracted with you, it may be necessary for you to identify the individual from a group of photographs. This can be done at an AZROC office, your home, a place of business, or through the mail – whichever is most convenient for you.

Sincerely,

/s/ *Debra Skow*

Unlicensed Investigations



ARIZONA REGISTRAR OF CONTRACTORS



Douglas A. Ducey, Governor

Jeffery L. Fleetham, Director

Date: May 3, 2019

I, _____ on behalf of Gilbert Municipal Court, acknowledge receipt of one (1) criminal complaint and summons and/or a request for injunctive relief from Alex Figueroa, Investigator with the Arizona Registrar of Contractors. The defendant in this case is Donald Elliot Libby II. The Arizona Registrar of Contractors' complaint number is 2019-01503.

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MAY 8 2019

Gilbert Prosecutors

Visit our website at: roc.az.gov



Mon, Feb 25, 11:23

Nolan we cant get anything to drill through the porcelain its tuff.i called a water jet company to come drill them for us.there gonna call me back how fast and they can get here.

I'd assume that Pinnacle has encountered porcelain tile before, how can they not drill through it?

Can't talk on the phone at the moment

It's not going through we have used diamond bits.usually I can even get through.john the one who called velocity water jet.he says sometimes they have to do it

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APR 15 2019
ALEX FIGUEROA



Text Message





Please let me get it in, I am trying my best I promise. I will refund you your money when I'm done if that helps

Ok, appreciate it

Some guy from pinnacle just called me and said he was calling the police on me. I really don't need any problems I never have done you guys wrong.

Why the heck would they call the police if we are working with them??

I am sorry and I will make it right.

That's where John said he worked.



Text Message





That makes us pretty uncomfortable... At this point Donnie we feel like it would be better to just get a refund on our money

Ok I'll take the door back to az shower door and have them issue me a refund.

Thank you, we think that will be best

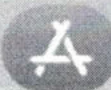
Can u call me for 1 min

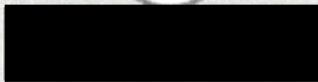
I can't I'm sorry, busy with patients. If you could please get in touch when you get the refund that would be great

Ok ,I'll take it back and contac you when I have it



Text Message





Ok ,I'll take it back and contac you when I have it

I'm so sorry i was trying

I hope we can still be friends I really like you guys

Yeah that'd be good. Thanks for getting the refund for us

I just t as liked to them.they will issue me a check friday.ill deposit it and bring you refund on monday

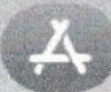
Is that ok

Sounds good, thank you

Thursday 20:47



Text Message





Donnie >

Yesterday 4:42 PM

Hi Donnie, when will you be depositing our refund today?

At work, I can text

I'm sorry, my wife said the check arrived today. Dalton went to deposit couple hours ago. They said it would go in after midnight. I will then do paypal

Is venmo the same as zelle?

Quickpay with Zelle is through Chase. Venmo is separate

Ok I'll see if Dalton knows how to do it if not I'll use paypal



Text Message





Donnie >

Thank you, we do not have a preference which you chose, whichever is easier. Now that the funds have been deposited, we expect to see the transfer alert by tomorrow morning.

I'm trying my best they mailed it Friday afternoon I thought I would have it sat I'm sorry

Today 7:20 AM

Good morning chelsie, I set up a paypal account. they only released 200 of the deposit last night.. I'm gonna go to the bank at 10 and try to get the rest released. it was a check i never deposited before. I will than send it paypal to noland paypal account.



Text Message





Donnie >

Sounds good, we will expect the transfer alert by this evening

Yes maam

Can I still get eye appointments after all this is over for me, my wife, and dalton

We can discuss it once this issue is resolved and we have our refund

I need to fix the shower spout in the hall bath I noticed it was loose

Thanks for offering but we noticed the same thing ourselves and have already taken care of it



Text Message





Donnie >

I need to fix the shower spout in the hall bath I noticed it was loose

Thanks for offering but we noticed the same thing ourselves and have already taken care of it

Wednesday 5:49 PM

You called?

I went to paypal to send .do I send it for goods and services? it said I need an invoice I dont want to screw it up

You can create an invoice, just fill in the form

Ok thx



Text Message





Donnie >

OK LIA

I talked to Nolan, you can just click send to friend and send the money that way without an invoice. We will expect the paypal notification by tonight. Thanks

If you tell me what your paypal email is, we can send you a request

Yesterday 12:38 PM

I just saw the email from nolan I'll take care of it thank you

Yes please respond to the request today and it should be all taken care of

Thank you



Text Message



Start 01/15/19 End 04/15/19

Search activities

Filters

Pending

MAR 06 Donald Libby Request Sent

+ \$1,178.00

Send a reminder Edit amount Cancel

Summary

Donald Libby Request Sent

+ \$1,178.00

Send a reminder Edit amount Cancel

Request sent to

Donald Libby

Note

Shower glass doors refund.

Details

Money request amount

\$1,178.00

Total

\$1,178.00

Transaction ID

Print details