

Unlicensed Complaint Form

Unlicensed Entities or Revoked/Expired Licenses

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



Departmental Use Only
Complaint Number: _____

Please note that if your contractor was not licensed or the license was revoked or expired at the time of contract, you are not eligible for the Recovery Fund.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) <i>Eizabeth A Kentigian</i>		Business Name (if a licensed contractor or supplier)	
Street Address [REDACTED]		City <i>Hollis</i>	State <i>Me.</i>
Phone Number [REDACTED]		Date of Birth [REDACTED]	Zip <i>04042</i>
Email [REDACTED]		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) <i>0</i>			
Street Address of Attorney		City	State
Phone Number of Attorney		Email of Attorney	
Contractor Information			
Name (as shown on contract/invoice) <i>Donald Libby</i>		ROC License Number(s) (if any) <i>?</i>	
Street Address <i>CAROUND 35NE Thunderbird</i>		City <i>PHX</i>	State <i>AZ</i>
Phone Number [REDACTED]		Zip <i>85029</i>	
Email [REDACTED]		Name of Person(s) Representing License	
Did you know contractor was unlicensed? <input type="radio"/> Yes <input type="radio"/> No			
If no, when did you learn they were unlicensed?			
Description of Unlicensed Person			
Age [REDACTED]			
Contract/Project Information			
Contract Date <i>April to Sept Oct 2019</i>		Contract Amount <i>ABOUT 3500,-</i>	Amount Paid <i>3000,-</i>
Date Work Started <i>April 10, 19</i>		Date Work Stopped <i>Beginning of Oct 2019</i>	Date Work Was Completed <i>wasnt he was fired</i>
Address Where Contract Was Negotiated [REDACTED]		City <i>Phoenix</i>	State <i>AZ</i>
Parties Present at Contract Negotiation <i>MOTHER</i>		Zip <i>85029</i>	
Jobsite Street Address [REDACTED]		City <i>PHX</i>	State <i>AZ</i>
		Zip <i>85029</i>	

Unlicensed Complaint Form
 Unlicensed Entities or
 Revoked/Expired Licenses



Contract/Project Information Continued

This complaint is for	<input checked="" type="checkbox"/> Abandonment <input type="checkbox"/> Poor Work <input type="checkbox"/> Other _____
Have you filed a complaint in court?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A If yes, provide a copy of the civil complaint
The contract was	<input type="checkbox"/> Written <input checked="" type="checkbox"/> Oral <input type="checkbox"/> Both
All change orders were	<input type="checkbox"/> Written <input checked="" type="checkbox"/> Oral <input type="checkbox"/> Both <input type="checkbox"/> N/A
This project was	<input type="checkbox"/> Commercial <input checked="" type="checkbox"/> Residential <input type="checkbox"/> On Tribal Land
This project involved	<input type="checkbox"/> New Home <input checked="" type="checkbox"/> Remodel <input checked="" type="checkbox"/> Repair <input type="checkbox"/> Other _____
A building permit was obtained by	<input checked="" type="checkbox"/> Contractor <input type="checkbox"/> Property Owner <input type="checkbox"/> Building permit # _____ What city/county issued the permit? _____
The contractor had	# <u>0</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 80 characters per line)

1. Donald Libby
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Signature

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.

Printed Name Elizabeth Kentigian	Signature <i>Elizabeth Kentigian</i>	Date Jan 1, 20
-------------------------------------	---	-------------------

Please help,

Since my mother
bought her house in April 04, 18
we hired Donnie Libby, for cabinets.
He said he could install, in out of
state helping my mom update this
place. Everything was original. Money
down on new Appliances. New Counter tops,
~~be~~ above oven fan, lighting, sink, etc.
I mailed. I sent ~~trew~~ walmart to
walmart. (Walmart keeps telling
me they sent it in a email.

Nothing. This is going on over a year.
I ~~try~~ tried calling tree 303 news. No
reply. My mother is 82. Found out he's
been doing this to others. →

I cant get anywhere. I called the
police. I need proff. Walmart
Money gram has let me down. I've
resubmitted filling paperwork 3+ times?
I dont know what else to do.

He kept promising he would pay.

I even said just give me 2000.-
will call it good. For another year
of lies. I'm not rich.

Please / Please
help me.

Elizabeth Kentigian



Christina Kentigian



Revoked/Expired Licenses

Mail to:

Registrar of Contractors

P.O. Box 18243

Phoenix, AZ 85005-8243

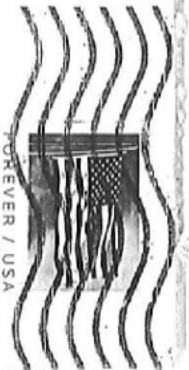


85005-824343



SO. MAINE P&DC 041

1 MAR 2021 PM 2 L



REC MAIL ROOM
2021 MAR -8 PM 12:08



Alex Figueroa <alex.figueroa@roc.az.gov>

ROC Contact email

3 messages

Alex Figueroa <alex.figueroa@roc.az.gov>

Tue, Mar 16, 2021 at 10:09 AM

To: [Redacted]

Beth,

Please forward what you have to me to this email.

Thanks,

*Alex Figueroa #145
Investigator
Arizona Registrar of Contractors
1700 W. Washington St. Suite 105
Phoenix, AZ 85007
Office: (602) 771-6768 Cell: (602) 568-1683 FAX: (602) 542-3919
Email: alex.figueroa@roc.az.gov*

Fill out AZ ROC's survey to let us know how we're doing and how we can better serve you!

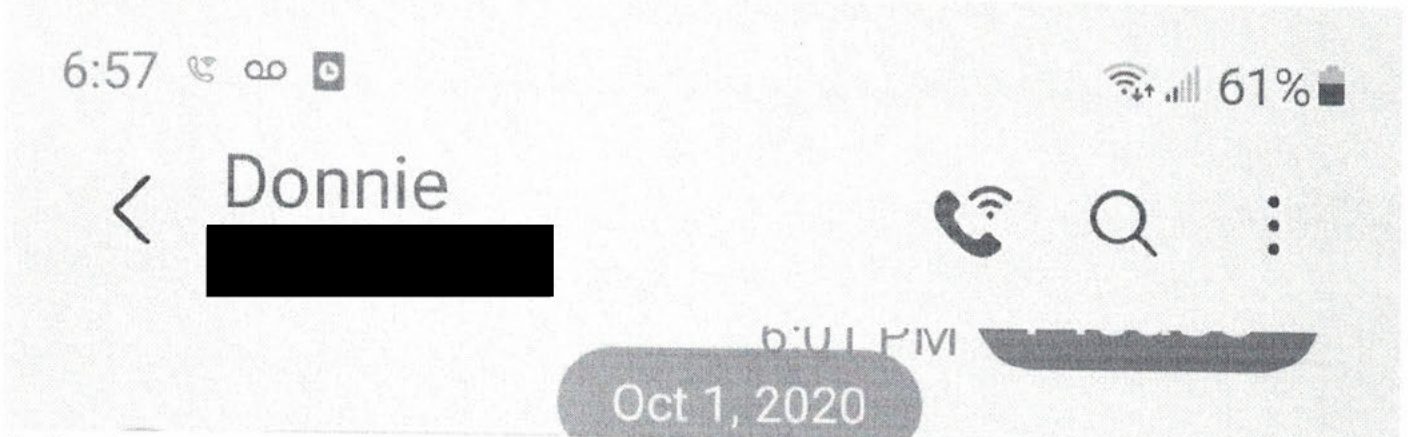


Elizabeth Kentigian [Redacted]
Reply-To: Elizabeth Kentigian [Redacted]
To: Alex Figueroa <alex.figueroa@roc.az.gov>

Tue, Mar 23, 2021 at 3:58 PM

I have sent out to western union again, trying to get receipts. Most of my texts are gone. Not sure why? I do have a few left. It takes 21 days get a response from western union. I'll let you know when I receive anything. Thank you for your patience.

These are the only text I have left



D

Is grandma gome tonite

6:23 PM

Friday, October 2, 2020

Read 10:04 AM

?

D

Going today, i went last night but nobody answers

10:14 AM

Monday, October 5, 2020

So why haven't you gone??

Read

The real reason please

Read

3:07 PM

Thursday, October 29, 2020

Delivered
1:20 PM

Thanks Donnie for
letting me down.



6:57

61%

< Donnie



Thursday, October 1, 2020



Give me 30 min.at dr

10:13 AM

Read
4:13 PM

Well??



Is grandma gome
tonite

5:42 PM

D Is grandma gome tonite 5:44 PM

D Is grandma gome tonite 5:51 PM

Read Yes

Read 6:01 PM Please

D Is grandma gome tonite 6:23 PM

Friday, October 2, 2020



< Donnie



Delivered
3:53 PM

Well

Delivered
3:54 PM

Enough time has
passed Donnie

Wednesday, September 23, 2020

Delivered
2:49 PM

Can you give me a call
please

Delivered
4:15 PM

Was in a store it
blocked my call

D

Guve me a call back
when u can

5:43 PM

Sunday, September 27, 2020

Read
3:54 PM

Are you stopping by today

Thursday, October 1, 2020



Give me 30 min at dr



6:55



61%



Donnie



11:09 PM

Aug 1, 2020

If you're willing to do that why don't you just drops up more often or mail

Delivered
11:10 PM

more often or than
box , I don't
understand

Thursday, August 6, 2020

Delivered
10:11 AM

How come you
haven't kept your
word?? Just once

Delivered
10:12 AM

Why. Its been an
additional year

Tuesday, September 15, 2020

Delivered
3:53 PM

We






6:55

61%

< Donnie



Saturday, August 1, 2020

Can u talk 12:40 PM

12:40 PM

1:14 PM

Beth can you go to
walmart tomorrow
I dont want to

go to normas
because i had
covid couple
weeks ago

10:36 PM

Delivered
11:09 PM

Yes, I

If you're willing to
do that why don't



Sent from Yahoo Mail on Android
[Quoted text hidden]

Alex Figueroa <alex.figueroa@roc.az.gov>
To: Elizabeth Kentigian [REDACTED]

Tue, Mar 23, 2021 at 4:14 PM

Okay, that will work and I will try to get an interview going in the next week or so.

Alex Figueroa #145

Investigator

Arizona Registrar of Contractors

1700 W. Washington St. Suite 105

Phoenix, AZ 85007

Office: (602) 771-6768 Cell: (602) 568-1683 FAX: (602) 542-3919

Email: alex.figueroa@roc.az.gov

Fill out AZ ROC's survey to let us know how we're doing and how we can better serve you!



[Quoted text hidden]



Alex Figueroa <alex.figueroa@roc.az.gov>

Re: ROC Contact email

1 message

Elizabeth Kentigian

Sat, May 22, 2021 at 4:29 PM

Reply-To: Elizabeth Kentigian

To: Alex Figueroa <alex.figueroa@roc.az.gov>

I'm not sure why they are not working with me. Money gram.

For what it's worth do not ever utilise them because I have this failed countless times. What I need him the most. I have been waiting on them to respond to my email. I haven't hung up the door of taking Donnie to court. I don't necessarily trust him. Without proper documentation I have nothing that's how I feel. Other than what my mom has paid out. Such a shame

Sent from Yahoo Mail on Android

On Fri, Mar 26, 2021 at 3:21 PM, Elizabeth Kentigian wrote:

3:03

51%



Western Union

Add keyw...



Western Union

customeraccess.request@westernun...



& 1 more

Emails

Files

Photos



Starred



Sent



Received



THIS WEEK

ME & CARP...UNION.COM

Dratt @ 3d

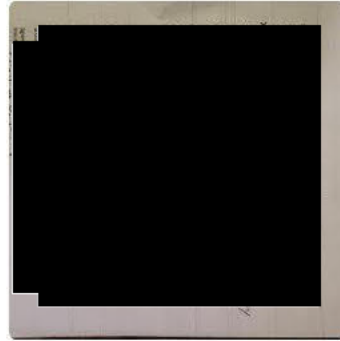


Re: [Encrypt] Transaction History Re...

Sent from Yahoo Mail on Android On...



Drafts/[REDACTED]



OLDER



CARF - custo...nunion.com 10/6/20

[Encrypt] Personal Data Access Req...

This is a secure message sent via the...



Inbox/[REDACTED]





Western Union

Add keyw...



Western Union

customeraccess.request@westernun...
(800) 325-4045 & 1 more



Emails

Files

Photos

☆ Starred

📧 Sent

✉ Received



OLDER



westernunio...rnunion.com

8/28/20

Western Union: Please complete you...

Dear ELIZABETH KENTIGIAN, Please...



📁 Inbox/[REDACTED]...



CARF - custo...rnunion.com

🔗 8/28/20

Re: [Encrypt] Transaction History Re...

This is a secure message sent via the...



📁 Inbox/[REDACTED]..



SecureM...tt.html



CARF - custo...rnunion.com 8/7/20

Re: [Encrypt] Transaction History Re...

This is a secure message sent via the...



Inbox/ [redacted] ..



These are attempts to try to get western union to contact me a year ago.
Case /ref # 91861872
2nd attempt. Case # 100323735
Newest Case # 120263262

Sent from Yahoo Mail on Android

On Tue, Mar 23, 2021 at 7:15 PM, Alex Figueroa
<alex.figueroa@roc.az.gov> wrote:

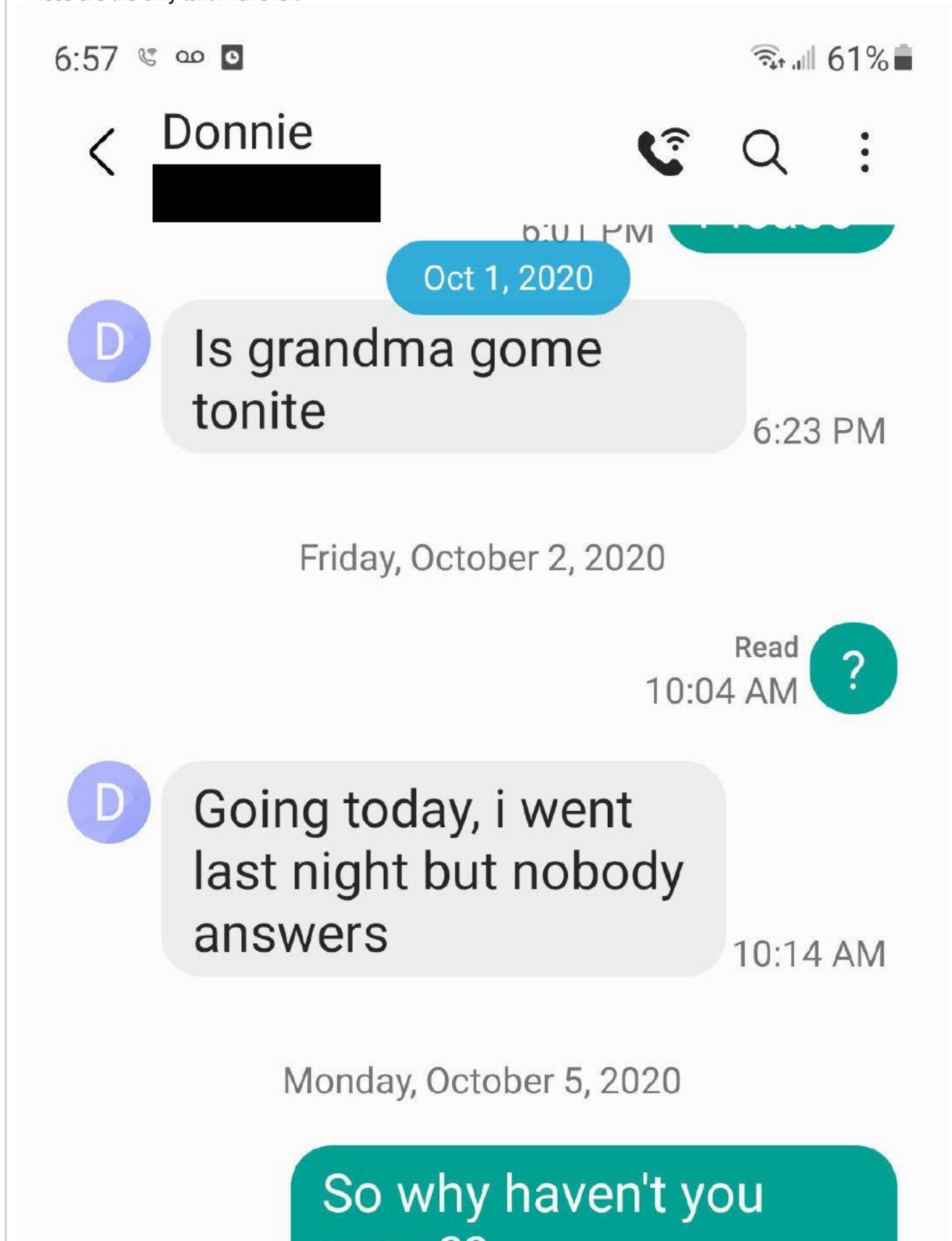
Okay, that will work and I will try to get an interview going in the next week or so.

Alex Figueroa #145
Investigator
Arizona Registrar of Contractors
1700 W. Washington St. Suite 105
Phoenix, AZ 85007
Office: (602) 771-6768 Cell: (602) 568-1683 FAX: (602) 542-3919
Email: alex.figueroa@roc.az.gov

Fill out AZ ROC's survey to let us know how we're doing and how we can better serve you!



On Tue, Mar 23, 2021 at 3:58 PM Elizabeth Kentigian [REDACTED] wrote:
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 These are the only text I have left



Read

gone??

Read

3:07 PM

The real reason please

Thursday, October 29, 2020

Delivered

1:20 PM

Thanks Donnie for letting me down.



6:57



61%



Donnie



Thursday, October 1, 2020



Give me 30 [min.at](#) dr

10:13 AM

Read

4:13 PM

Well??

D Is grandma gome tonite 5:42 PM

D Is grandma gome tonite 5:44 PM

D Is grandma gome tonite 5:51 PM

Read **Yes**
Read **Please**
6:01 PM

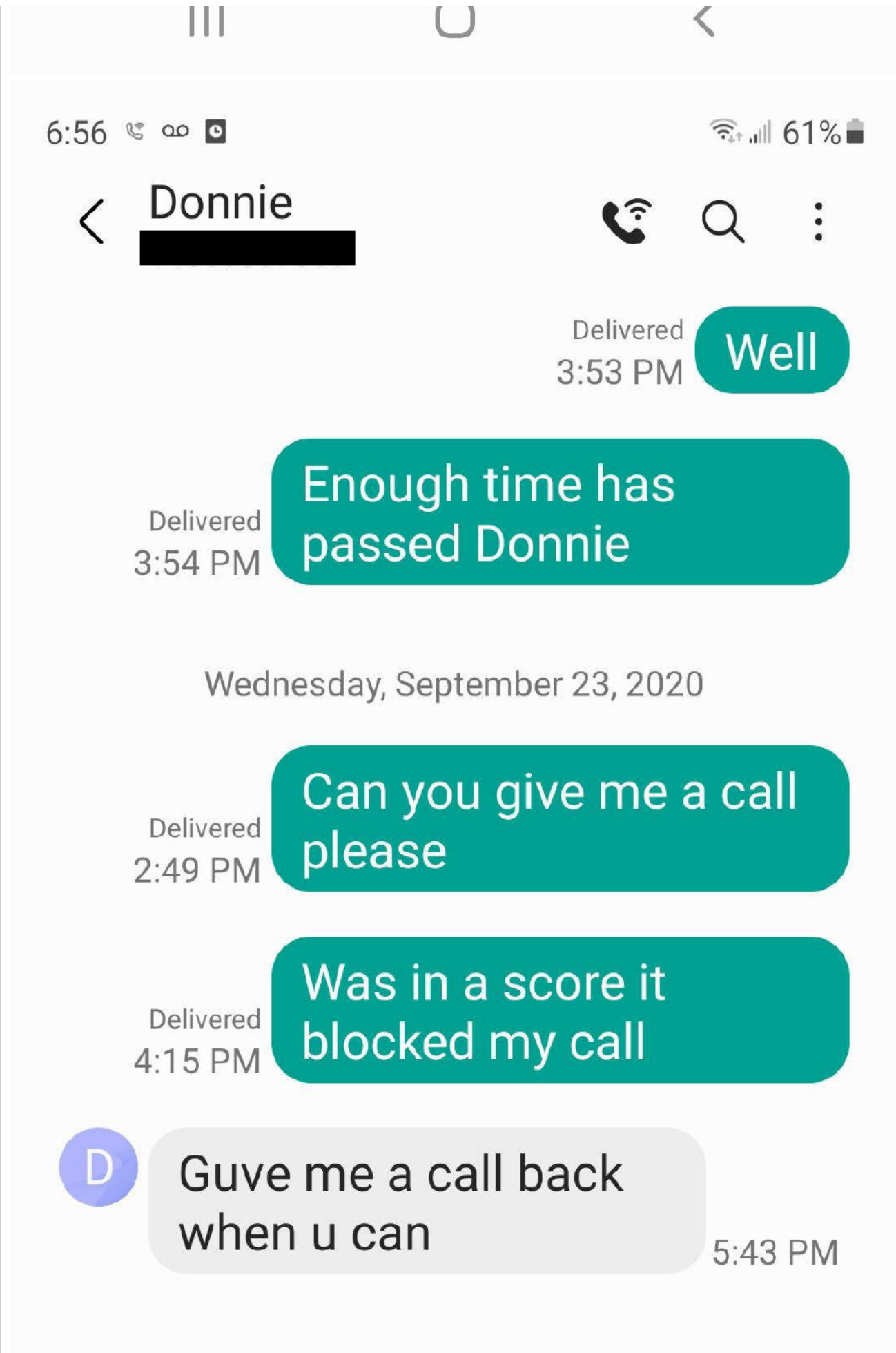
D Is grandma gome tonite 6:23 PM

Friday, October 2, 2020



[Input field]





Sunday, September 27, 2020

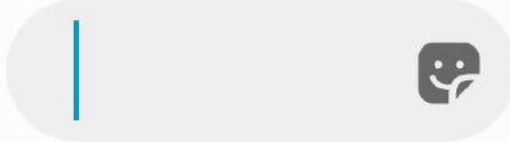
Read
3:54 PM

Are you stopping by today

Thursday, October 1, 2020



Give me 30 min at dr



6:55

61%



Donnie



11:09 PM

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If you're willing to do that why don't you just drops up more often or mail box I don't

Delivered
11:10 PM

BOX, I don't
understand

Thursday, August 6, 2020

Delivered
10:11 AM

How come you
haven't kept your
word?? Just once

Delivered
10:12 AM

Why. Its been an
additional year

Tuesday, September 15, 2020

Delivered
3:53 PM

W
⌵



6:55   

  61% 

< Donnie



Saturday, August 1, 2020



Can u talk

12:40 PM

12:40 PM

Yes

1:14 PM

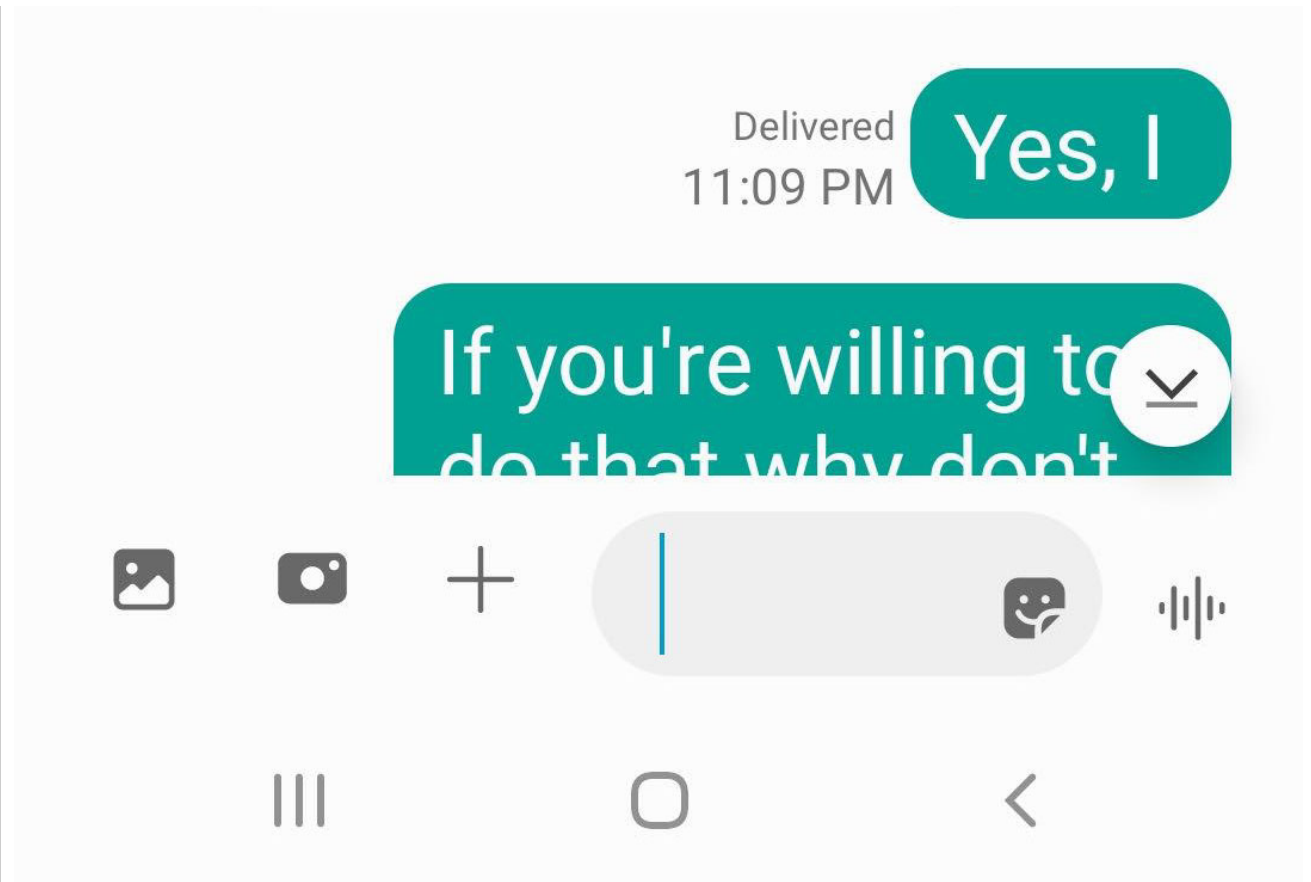
?



Beth can you go to walmart tomorrow

I dont want to go to normas because i had covid couple weeks ago

10:36 PM



Sent from Yahoo Mail on Android

On Tue, Mar 16, 2021 at 1:10 PM, Alex Figueroa <alex.figueroa@roc.az.gov> wrote:

Beth,

Please forward what you have to me to this email.

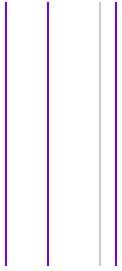
Thanks,

Alex Figueroa #145
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Email: alex.figueroa@roc.az.gov

Fill out AZ ROC's survey to let us know how we're doing and how we can better serve you!

6/11/2021

State of Arizona Mail - Re: ROC Contact email





Alex Figueroa <alex.figueroa@roc.az.gov>

Re: ROC Contact email

1 message

Elizabeth Kentigian [redacted]
Reply-To: Elizabeth Kentigian [redacted]
To: Alex Figueroa <alex.figueroa@roc.az.gov>

Fri, Mar 26, 2021 at 12:21 PM

3:03 [icons]

[signal icons] 51% [battery icon]



Western Union

Add keyw...



Western Union

customeraccess.request@westernun...
(800) 325-4045 & 1 more



Emails

Files

Photos

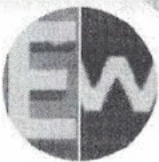
☆ Starred

↖ Sent

✉ Received



THIS WEEK

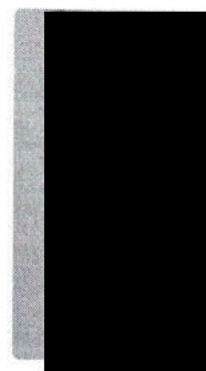
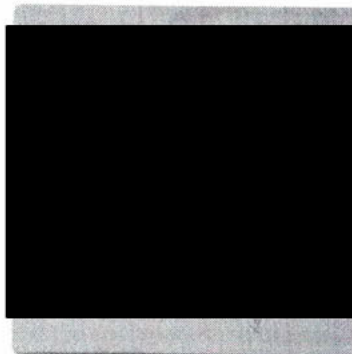
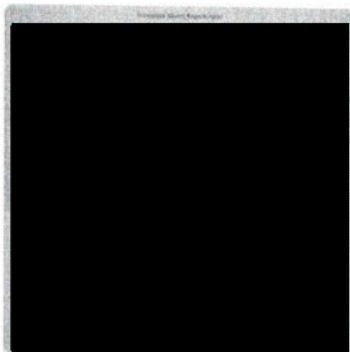


ME & CARP...UNION.COM [Draft] 3d

Re: [Encrypt] Transaction History Re...

Sent from Yahoo Mail on Android On... ★

📁 Drafts/ [redacted]



 SecureM...tt.html



OLDER




● **CARF - custo...nunion.com**  10/6/20

[Encrypt] Personal Data Access Req...

This is a secure message sent via the...



 Inbox, 


 SecureM...tt.html



3:02   

  51% 



 Western Union

Add keyw...





Western Union

customeraccess.request@westernun...

(800) 325-4045 & 1 more



Emails

Files

Photos

☆ Starred

✈ Sent

✉ Received



OLDER



westernunio...rnunion.com

8/28/20

Western Union: Please complete you...

Dear ELIZABETH KENTIGIAN, Please...



📁 Inbox/ [redacted] ...



CARF - custo...rnunion.com

🔒 8/28/20

Re: [Encrypt] Transaction History Re...

This is a secure message sent via the...



📁 Inbox/ [redacted] ...



SecureM...tt.html

CARF - custo...rnunion.com

🔒 8/17/20

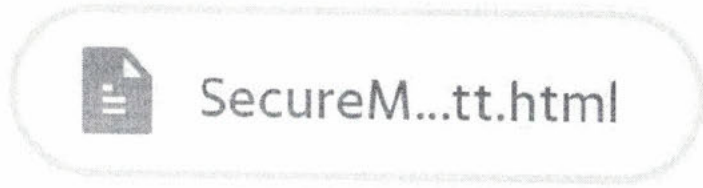


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Inbox/ [Redacted]



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These are the only text I have left

6:57

61%

< Donnie



Oct 1, 2020

D

Is grandma gone tonite

6:23 PM

Friday, October 2, 2020

Read 10:04 AM ?

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Thursday, October 29, 2020

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Donnie

14 [Redacted]



Thursday, October 1, 2020



Give me 30 min.at dr

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D Is grandma gome tonite 5:51 PM

Read Yes
Read Please
6:01 PM

D Is grandma gome tonite 6:23 PM

Friday, October 2, 2020



[Input field]





6:56   

  61% 



Donnie



Delivered
3:53 PM

Well

Delivered
3:54 PM

Enough time has passed Donnie

Wednesday, September 23, 2020

Delivered
2:49 PM

Can you give me a call please

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Was in a store it blocked my call



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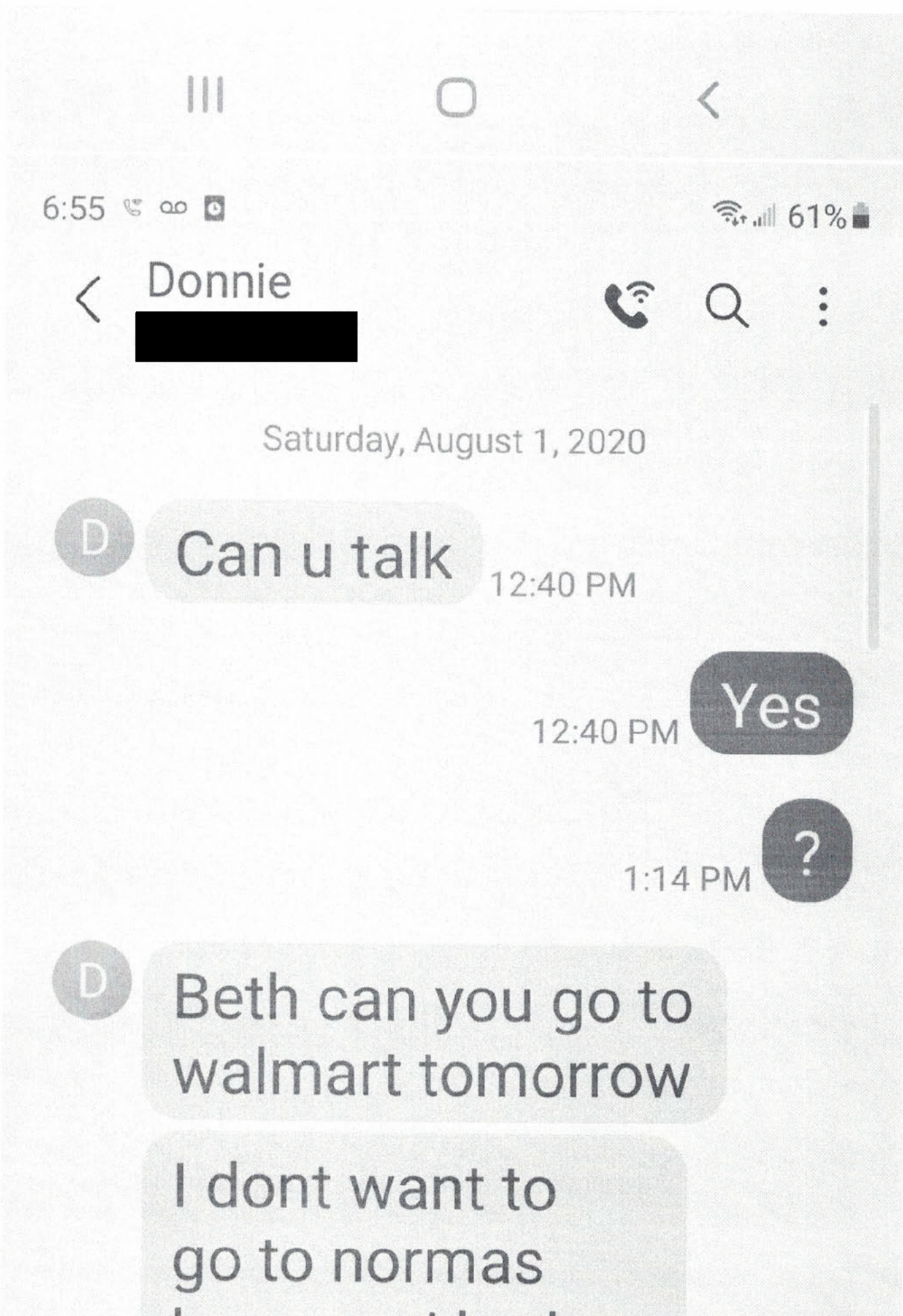
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Why. Its been an
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Tuesday, September 15, 2020

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61%

Donnie

Saturday, August 1, 2020

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ARIZONA REGISTRAR OF CONTRACTORS



Douglas A. Ducey, Governor

Jeffrey L. Fleetham, Director

March 9, 2021

Elizabeth A Kentigian



Re: Case 2021-01005

Dear Elizabeth A. Kentigian:

The Arizona Registrar of Contractors received your complaint regarding Donald Elliot Libby and it has been entered into our database under the above case number. Investigator Alex Figueroa has been assigned to your case. You may contact him via email at alex.figueroa@roc.az.gov or by telephone at (602) 771-6768.

A check of our records has determined that Donald Elliot Libby is not licensed with the Registrar and may have contracted with you and your mother in violation of Arizona state statutes A.R.S. §32-1151 and/or §32-1165. Therefore, it is necessary that your investigator compile supporting documentation in order to proceed with the investigation of your case. Items of evidence that your investigator will need to present to a prosecutor before he will file criminal charges or issue a civil citation are listed below:

- A copy of any business card, flyer, or other form of advertising that influenced your decision to contract with the suspect.
- A copy of any estimates, bids, proposals or invoices you received from the contractor.
- Copies of documents that verify all payment(s) made on the contract, including but not limited to:
 - Front AND back sides of cancelled checks (redact account numbers)
Note: Money Orders and Cashier's Checks are included in this category.
 - Credit card statements (redact account numbers)
 - Bank/lender statements showing payments/draws made directly to the contractor
 - Executed lien releases/waivers
 - If you paid with cash, please include a notarized statement which explains the circumstance of the transaction(s).

On your complaint form you state you paid Mr. Libby a total of \$3,000.00 through a WalMart moneygram. Please provide a copy of the documentation which supports this transaction.



ARIZONA REGISTRAR OF CONTRACTORS



Douglas A. Ducey, Governor

Jeffrey L. Fleetham, Director

NOTE: Please do not send original documents. Retain original documents for your records or any future criminal or civil proceedings. Please do not send copies of emails or texts unless they contain contract or payment information, photos (including those stored on a disc or flash drive), sets of plans, specifications, drawings or sketches, or samples of building materials.

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. Therefore, it is imperative that you submit the requested documentation to your investigator as soon as possible.

If you do not submit the documentation within 30 days your case will be closed. If you cannot provide the requested information, or have any questions about what to provide, please contact your investigator at your earliest convenience. He will be happy to advise you in determining what documentation is pertinent for presentation to a prosecutor and how to gather it.

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

Sincerely,

/s/ Debra Skow

Debra Skow

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UNLICENSED CONTRACTING: **Know Your Rights**

If you contracted with an unlicensed contractor, you may be able to recover some or all of your payments to the contractor. If the individual is found guilty of contracting without a license, the court may order the individual to pay you restitution.

What is restitution?

Individuals harmed by unlicensed contracting are generally entitled repayment in the amount they paid to the unlicensed individual (restitution). But individuals are generally not entitled to restitution to repair or complete a job.¹ Any restitution may be reduced by the value of the work performed by an unlicensed contractor. For example, if you paid an unlicensed individual \$5,000 to repair a roof, and the unlicensed individual repaired the roof without issue, you may not be entitled to any restitution at all.

Will you need to attempt to collect the restitution on my own?

If the court orders restitution, a restitution lien is created in favor of the victim.² The court will determine how the individual can collect the payments (but not the amount of payment) by taking into account the views of the individual harmed by the unlicensed contractor, and the economic circumstances of the defendant, including their assets and income.

What if you received an insurance payment?

The restitution ordered to be paid to a victim will be reduced by the amount of any reimbursement received from an insurance company, a crime victim compensation program, or any other entity.³

Can you be sued by an unlicensed contractor?

When filing a lawsuit for payment related to contracting activities, a contractor must first prove that they were “a duly licensed contractor when the contract sued upon was entered into and when the alleged cause of action arose.”⁴ This means that an unlicensed contractor is prohibited by law from suing for payment related to the unlicensed contracting work.

¹ Victims may pursue a separate civil lawsuit against the contractor to recover those costs.

² Ariz. Rev. Stat. § 13-804(L)

³ Ariz. Rev. Stat. § 13-804(E)

⁴ Ariz. Rev. Stat. § 32-1153