

SCAM ALERT: Home Repair Fraud



Arizona Attorney General
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Scam at a glance:

A contractor offers to do a home repair for a very low cost, perhaps explaining the low cost by claiming the materials are left over from another job. They may ask for money upfront, but not return to do the job. Or they may do the job, but charge you much more than they originally quoted.

Scammers may try to talk you into paying them for repairing something that did not need to be fixed or for doing a very poor, unsatisfactory job.

Warning Signs:

- A contractor comes to your door unsolicited and offers his or her services.
- The contractor charges for an estimate or an advance fee, stating they will come back to complete the work.
- You are told that you need repairs immediately.
- The business does not have a state-issued contracting license.



Protect Yourself:

- Check a contractor's license and complaint history with the Arizona Registrar of Contractors and the Better Business Bureau BEFORE signing a contract or agreeing to have any work performed.
- Never pay for the entire job before it has been completed to your satisfaction.
- Before the contractor starts, ask for a written contract itemizing all work to be done with associated costs and payment terms.
- Make sure the contract is clear and you understand the terms, conditions, and fees.
- Get at least three estimates before you decide on a contractor.
- Make sure there is a guarantee or warranty in writing.
- Ask to see the contractor's state-issued license and request a list of references from previous jobs.
- Do not hire a contractor without a state-issued license. It is illegal in Arizona for a contractor to operate without a license.
- Pay for services with a credit card whenever possible. This will help you recover money more easily if fraud occurs.

Resources:

Arizona Attorney General's Office

www.azag.gov/complaints/consumer

Phoenix: (602) 542 - 5763, Tucson: (520) 628 - 6648

or Toll-free: (800) 352 - 8431

Task Force Against Senior Abuse Helpline

(602) 542 - 2124 or (844) 894 - 4735

Better Business Bureau

(877) 291 - 6222

Arizona Registrar of Contractors

<https://roc.az.gov/> or (602) 542-1525

www.azag.gov/seniors/scamalert