



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.

ROC Offices

PHOENIX MAIN OFFICE

1700 W. Washington St. Ste. 105
Phoenix, AZ 85007-2812
(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

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 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.

6 Detailed Records

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

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.

10 Final Inspection

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

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.

4 Everything in Writing

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

7 Workers' Compensation

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

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.

3 Licensed Subcontractors

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

5 Get & Verify References

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



** 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 or obtained from any ROC office.*