Five Minutes, No Cost, One Public Record: Phoenix Home Remodeling Shows Valley Homeowners How to Check a Contractor?s Arizona ROC License Before Signing

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Phoenix Home Remodeling, a Chandler-based design-build remodeling company, has published a step-by-step walkthrough of a check most Phoenix-metro homeowners skip: looking up a contractor?s license with the Arizona Registrar of Contractors before signing a remodeling proposal. The company says most homeowners who sit down with its team arrive with a proposal in hand and a gut feeling about the person who wrote it, but have not yet checked the one public record that exists for exactly that moment.

?Looking up a contractor on the Arizona Registrar of Contractors website takes about five minutes, costs nothing, and answers more questions than most reference calls do,? the company writes in its guide to running an Arizona ROC license lookup. The Registrar publishes the record for every licensed contractor in the state, and it is the only record of its kind a homeowner can read without calling anyone.

The guide explains what that record contains and what each field answers. License status shows whether the

contractor is in good standing today. The classification shows what kind of work the license covers. The qualifying party is the individual whose experience and exam results back the license. The bond is the financial backstop the state requires. And the complaint and disciplinary history shows whether homeowners have filed complaints the Registrar acted on. Before reading any of it, the company advises confirming that the business name on the proposal matches the name on the license, because a similar-sounding name can belong to a different business entirely.

The lookup itself takes five steps: find the license number on the proposal or contract, enter it in the Registrar?s license search, check that the business name, status and classification match what the homeowner was told, read the bond and qualifying party sections, and read the complaint and disciplinary history, including the dates. Searching by license number returns one clean result, while a company name can return several similar ones. If a proposal shows no license number at all, the guide says to ask for it before the next meeting. ?If a contractor has never given you a license number at all, that missing number is your first question.?

The guide flags five details that deserve a second look: a status other than active, a classification that doesn?t fit the project, a business name that differs from the proposal, a lapsed bond, and a complaint history with repeated entries. ?Each one is a question to put to the contractor in writing, and none of them is a verdict on its own,? the company writes. The one homeowners miss most often, it says, is a classification mismatch. A kitchen or bathroom remodel that touches plumbing and electrical should sit under a license that covers that scope, directly or through properly licensed subcontractors, so homeowners should ask which licensed trades will do that work and request their license numbers too. On complaints, a single resolved complaint is common for a business that has completed hundreds of jobs, while several in the same year about abandoned work or deposits taken without progress form a pattern. ?Dates matter as much as counts.?

When the record doesn?t match the proposal, the guide?s advice is to get the explanation in writing before signing and to hold any deposit until the answer is on paper. The Registrar also administers the Residential Contractors? Recovery Fund for homeowners harmed by licensed contractors, which is one reason the license named on a contract has to be the one that is active on the day work starts. If the company name on a contract differs from the name on the license, the guide says, ?the fix is a corrected contract, not a verbal assurance.?

The company is careful not to oversell what the lookup proves. ?A clean record means the contractor is licensed and in good standing, and it says nothing about whether the contractor fits your house, your budget, or your schedule,? the guide notes. Phoenix Home Remodeling treats the license lookup as the first filter and the design phase as the second. Its home remodel design process puts 3D renderings and material selections in front of homeowners before a price is fixed. The company also invites homeowners to practice on its own record: ROC #313636, the Class B-3 General Remodeling and Repair license it has held since

opening in 2017.

The guide closes with a task homeowners can finish this week. Pull the license number off every proposal received, run each through the Registrar?s search, and write down four items on one sheet of paper: status, classification, business name, and the number of complaints with their dates. The company estimates the exercise takes about fifteen minutes and produces a short list of specific questions for the next contractor meeting.

About Phoenix Home Remodeling

Phoenix Home Remodeling is a design-build remodeling company specializing in whole home, kitchen, bathroom, shower and interior renovations. The company uses a planning-first process that completes feasibility, material selections and 3D design before construction begins, with fixed construction pricing provided only after planning and design are finalized. Licensed, bonded and insured (ROC #313636, Class B-3), the company serves homeowners throughout Phoenix, Chandler, Gilbert, Scottsdale, Ahwatukee, Mesa, Queen Creek, Tempe, Sun Lakes and Laveen.

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Phoenix Home Remodeling

Helping homeowners remodel without the common contractor nightmares by utilizing our unique Design-Build business model. We pride ourselves on educating and empowering homeowners with vital resources to help as many Phoenix homeowners as possible.

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