

**Unlicensed Complaint Form****Unlicensed Entities or  
Revoked/Expired Licenses****Departmental Use Only**

Please note that if your contractor was not licensed or the license was revoked or expired at the time of contract, you are not eligible for the Recovery Fund.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.

<b>Person Filing Complaint</b>					
Full Name (First Middle Last)		Business Name (if a licensed contractor or supplier)		ROC License Number(s) (if any)	
Kyle Pittman					
Street Address		City	State	Zip	
[REDACTED]		Gilbert	Arizona	85233	
Phone Number	Year of Birth	Email			
[REDACTED]	[REDACTED]	[REDACTED]			
I consent to receive communications electronically in connection with this case <input checked="" type="checkbox"/> Yes					
Name of Attorney (if any)					
Street Address of Attorney		City	State	Zip	
			Arizona		
Phone Number of Attorney		Email of Attorney			
<b>Contractor Information</b>					
Name (as shown on contract/invoice)			ROC License Number(s) (if any)		
Donald Libby (Donald Libby)					
Street Address		City	State	Zip	
[REDACTED]		Phoenix	Arizona	85053	
Phone Number	Email				
[REDACTED]	[REDACTED]				
Name of Person(s) Representing License					
Donald Libby					
Did you know contractor was unlicensed? <input checked="" type="checkbox"/> No					
If no, when did you learn they were unlicensed? <u>June 2021</u>					
<b>Description of Unlicensed Person</b>					
Age	Height	Weight	Race		
57	6'1	240	Caucasian		
<b>Contract/Project Information</b>					
Contract Date		Contract Amount		Amount Paid	
4/7/2021		\$ 26,550.00		\$ 16,350.00	
Date Work Started		Date Work Stopped		Date Work Was Completed	
4/13/2021		7/9/2021		9/21/2021	
Address Where Contract Was Negotiated		City	State	Zip	
[REDACTED]		Gilbert	AZ	85233	
Parties Present at Contract Negotiation					
Donald Libby, Stacey Noland, Kyle Pittman					

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Jobsite Street Address	City	State	Zip
915 S 132nd ST	Gilbert	AZ	85233
This complaint is for	Abandonment Poor Work Both abandonment and poor work		
Have you filed a complaint in court?	No		
The contract was	Both		
All change orders were	Both		
This project was	Residential		
This project involved	Remodel		
A building permit was obtained by	N/A Building permit # What city/county issued the permit?		
The contractor had	# 5 employees (list names if known) Jerry, Jerry, Tom, Larry, Chief		
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. Payment was made in the amount of \$3650 for wood shutters. Shutters were never received or installed.
2. Payment was made in the amount of \$1800 for shower glass and windows. No glass or windows were received or installed.
3. Payment was made in the amount of \$3000 for quartz kitchen countertops. No quartz kitchen countertops were received or installed.
4. Payment was made in the amount of \$2500 as a deposit for paint. This was renegotiated. Homeowner hired separate paint company and Contractor agreed to apply \$1800 towards the cost of quartz installation. No quartz was installed.
5. Poor workmanship installing porcelain floors on first floor. Uneven edges, chips, lack of thinset, failing grout.
6. Improperly waterproofed shower in master bathroom. Large gaps between backer with no sealant. Homeowner had to redo.
7. Improperly installed tile and edging in all bathrooms. Edging installed after tile. Glue and dried out mastik used to adhere tile in master shower.
8. Improperly installed backer board in master bathroom floor. Caused premature cracks in tile.

# Unlicensed Complaint Form

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9. Improperly installed plumbing in master bathroom.

10. Improperly installed shower valve in downstairs bathroom.

11. Improperly wired outlets throughout home.

### 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

Kyle Pittman

Signature

44E44D43E7C540C...  
Signed by:  
Kyle Pittman

Date

9/21/2021

← Donny Contract...    

since we will involve the ROC who will add their fines on top of the number above. If we have to take this to court we will also be discussing the poor quality of workmanship, more of which has been discovered since kicking Donnie off the job a week ago. I have completely retiled the master shower and have photos of Donnie's work.

10:22 AM

Did you speak with Stacey? Or was I right the whole time and you are just a liar?

2:04 PM

Just wanted to confirm from our call earlier that you are speaking to Stacey about getting us refunds. I am going to start lining up new companies for glass, quartz and shutters so I just want to make sure you and I are on the same page.

Yes sir



Its way easier than you control it

1 min

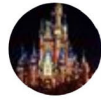


Chat message



FEED

BETWEEN YOU



Stacey noland paid you

+ \$2000.00

Jul 12 🔒

Refund

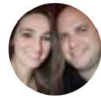


You paid Stacey noland

- \$3650.00

May 26 🔒

S132nd shutters



You paid Stacey noland

- \$1000.00

May 25 🔒

132nd

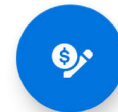


You paid Stacey noland

- \$2500.00

May 3 🔒

[Redacted] paint





Alex Figueroa &lt;alex.figueroa@roc.az.gov&gt;

**Re: Unlicensed Complaint Against Donald Elliot Libby**

4 messages

**Debra Skow** <debra.skow@roc.az.gov>

Tue, Sep 21, 2021 at 4:25 PM

To: Kyle Pittman [REDACTED]

Cc: Alex Figueroa &lt;alex.figueroa@roc.az.gov&gt;

Thank you, Kyle.

I am copying Investigator Figueroa on my reply to your email so that he is aware of this additional information and can upload it into your case file.

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

*Debra Skow*

Legal Assistant II, Investigations  
Arizona Registrar of Contractors  
1700 W. Washington St, Ste 105  
Phoenix, AZ 85007  
Office: 602-771-6822  
Fax: 602-542-1599  
debra.skow@roc.az.gov

The ROC is now on social media!

Make sure to follow us on:



On Tue, Sep 21, 2021 at 4:26 PM Kyle Pittman [REDACTED] wrote:

Debra-

Thank you for the phone call and the confirmation email. Below is my narrative regarding Stacey Noland. I've also attached a gmail thread that includes communications between me and Stacey but it also explains the relationship with Donnie.

Donnie responded to a Craigslist post for a tile job. He toured the house and bid for the tile but also discussed doing more of the work and he supplied estimates for all of the work. He told me that his office person would be in touch with me for the quote and to handle deposits and payments. Stacey emailed me a breakdown of the fees I had discussed with Donnie in person. He explained that she does all the administrative work and that way he can just focus on the projects so he doesn't have to "run the business".

At one point I asked him to explain the situation a little more because it did feel strange. He told me he knew Stacey

from high school (in Germany?). She knew he was installing granite years ago and hired him to do her house in Florida. He said that he does work for her personally from time to time and that she flies him out to Florida to do work. Somewhere along the line he explained that he had her take over the backend of the business because she runs a successful handyman business in Florida.

Although payments were being made to Stacey the majority of the time, we did pay Donnie in cash for a few things. If he needed to pay his employees before hitting a milestone he would ask me for a cash advance for payroll. I gave him \$800 May 7th for this situation. I also paid him \$1800 in cash on April 29th to pay for the shower glass and windows, and \$3000 in cash on May 1st to pay for quartz.

On Tue, Sep 21, 2021 at 3:54 PM Debra Skow <[debra.skow@roc.az.gov](mailto:debra.skow@roc.az.gov)> wrote:

Attention: Kyle Pittman

This email is to inform you that the AZROC is in receipt of the complaint you filed against the subject individual.

Please see the attached acknowledgment letter for information regarding your case. If you have any questions about the investigation process or the status of your case, please contact your assigned investigator.

Thank you.

**Fill out AZ ROC's survey to let us know how we're**

**doing and how we can better serve you!**



*Debra Skow*

Legal Assistant II, Investigations  
Arizona Registrar of Contractors  
1700 W. Washington St, Ste 105  
Phoenix, AZ 85007  
Office: 602-771-6822  
Fax: 602-542-1599  
[debra.skow@roc.az.gov](mailto:debra.skow@roc.az.gov)

The ROC is now on social media!

Make sure to follow us on:

 [cid:image001.png@01D0B337.3196E450](#)  [cid:image002.png@01D0B337.3196E450](#)

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### 3 attachments



**image004.png**  
10K

**image003.png**  
9K



image004.jpg  
3K

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**Alex Figueroa** <alex.figueroa@roc.az.gov>  
Cc: Kyle Pittman [REDACTED]

Thu, Sep 23, 2021 at 2:56 PM

Afternoon Mr. Pittman,

FYI I am catching up on cases this week and will call you on Monday to set an interview on the complaint against Libby.

If it has not been explained, I will not be inspecting the work as the ROC does not inspect unlicensed work. What this means for you is if you have the means to have someone else finish the work, you may do so and do not wait on the ROC office.

If there is something you wish to discuss prior to me calling you next week, my contact information is below.

Respectfully,

**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]

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**Kyle Pittman** [REDACTED]  
To: Alex Figueroa <alex.figueroa@roc.az.gov>

Thu, Sep 23, 2021 at 3:39 PM

Alex-

Thanks for the communication and the information about continuing our project. We look forward to talking with you next week.

Regards,

Kyle Pittman  
[REDACTED]



[Quoted text hidden]

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**Alex Figueroa** <[alex.figueroa@roc.az.gov](mailto:alex.figueroa@roc.az.gov)>

Mon, Sep 27, 2021 at 11:44 AM

To: Kyle Pittman [REDACTED]

Mr. Pittman,

This email is to confirm our phone interview next week Wednesday October 6 at 2 pm. concerning Donnie Libby.

Should you need to reschedule feel free to email, text or call me.

Friendly reminder to have your email at the ready at the start of the interview Sir.

Respectfully,

**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](mailto:alex.figueroa@roc.az.gov)**

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[Quoted text hidden]



## Send money with Zelle®

BEGIN Content= Activity.Content BEGIN Content= Common.Content  
Error  
END Content= Common.Content

### Payment Details

### Payment Details

#### \$1,500 Sent

SN  
BEGIN Content= Activity.Content OR SendMoney.Content based on condition  
: 1763448093

- To: Stacey Noland at [REDACTED]
- From: Interest Checking - [REDACTED]
- Sent: Saturday, Apr 10
- Deposited: Tuesday, Apr 13
- Speed: Standard
- Reason: [REDACTED] file
- Payment ID: ALB0GA4MGS1B

END Content= Activity.Content OR SendMoney.Content based on condition

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#### A FEW THINGS YOU SHOULD KNOW

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Alex Figueroa &lt;alex.figueroa@roc.az.gov&gt;

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**Fwd: Conversation between Me and Donny Contractor**

5 messages

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**Kyle Pittman** [REDACTED]  
To: Alex Figueroa <alex.figueroa@roc.az.gov>

Tue, Oct 12, 2021 at 4:40 PM

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

**From:** Kyle Pittman [REDACTED]  
**Date:** Thu, Oct 7, 2021, 7:17 AM  
**Subject:** Conversation between Me and Donny Contractor  
**To:** kyle pittman [REDACTED]

For printing the HTML file, use Google Chrome or Safari.  
If you send the file via email, make sure you download the file and not open it directly from the mail.

Generated by GilApps SMS Backup &amp; Print

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 **Me\_Donny\_Contractor.smsbackup**  
919K

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**Alex Figueroa** <alex.figueroa@roc.az.gov>  
To: Kyle Pittman [REDACTED]

Tue, Oct 12, 2021 at 4:50 PM

In receipt of your email Sir.

**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**

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[Quoted text hidden]

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**Kyle Pittman** [REDACTED]  
To: Alex Figueroa <alex.figueroa@roc.az.gov>

Mon, Nov 1, 2021 at 7:49 AM

Alex-

Sorry for taking so long to get photos to you. This is a pretty good collection of photos showing poor workmanship primarily on the tile work.

<https://photos.app.goo.gl/arCetfAddKUHQxeX8>

[Quoted text hidden]

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**Kyle Pittman** [REDACTED]  
To: Alex Figueroa <[alex.figueroa@roc.az.gov](mailto:alex.figueroa@roc.az.gov)>

Wed, Nov 3, 2021 at 2:53 PM

Alex-

I wanted to confirm that you received my email on Monday and that the photo link worked for you. Please let me know. If you want to discuss anything regarding the photos, text messages, or your communications with Donny and/or Stacey since our last call, please feel free to call me.

Regards,

Kyle Pittman  
[REDACTED]

[Quoted text hidden]

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**Alex Figueroa** <[alex.figueroa@roc.az.gov](mailto:alex.figueroa@roc.az.gov)>

To: Kyle Pittman <[REDACTED]>

Wed, Nov 3, 2021 at 3:26 PM

Afternoon Kyle, yes it opened...I will update you on the case in the near future.

Respectfully,

**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**

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[Quoted text hidden]



Alex Figueroa &lt;alex.figueroa@roc.az.gov&gt;

**2021-04682**

3 messages

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

Mon, Jan 3, 2022 at 2:01 PM

To: Kyle Pittman [REDACTED]

Mr. Pittman,

The Justice Court that has the jurisdiction to file a civil suit is:

link to the courts: <http://justicecourts.maricopa.gov/Locations/index.aspx>**Highland****Court Address:**55 E. Civic Center Dr. Ste 55  
Gilbert, AZ 85296**Judge:** Jordan Ray**Phone:** (602) 372-8300**Fax:** (602) 372-8301**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!**

**Kyle Pittman** [Redacted]

Tue, Mar 1, 2022 at 4:17 PM

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

Donnie reached out to me today by text. "Hi Kyle it's Donnie here. Just wondering if we could get together one day and see what I can do to rectify the situation that we had.. Thanks Donnie"

I would really hope someone could take this seriously and help us navigate this. Please let me know if you or one of your colleagues can step in and assist.

See the phone screenshot attached.

Kyle Pittman

[Redacted]

[Quoted text hidden]



Screenshot\_20220301-130128\_Messages.jpg  
607K

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

Wed, Mar 2, 2022 at 8:34 AM

To: Kyle Pittman [Redacted]

Mr. Pittman,

It appears he is attempting to make a civil compromise with you. If you feel the two parties can resolve the matter amicably then I would encourage you to get something in writing. Otherwise the Highland Justice Court would be the next best avenue Sir.

*Alex Figueroa #145*

*Investigator*

*Arizona Registrar of Contractors*

*1700 W. Washington St. Suite 105*

*Phoenix, AZ 85007*

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