



news release

BBB Serving Central, Northern & Western Arizona
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Rebuilding after Disaster Strikes

BBB Tips for Yarnell Residents on Avoiding Contractor Scams

(Yuma, AZ – July 17, 2013) While local individuals, organizations, and public and private agencies offer support for those whose homes and/or businesses were damaged or destroyed by the Yarnell Hill fire, Better Business Bureau (BBB) cautions the Yarnell community of unlicensed or unscrupulous contractors who may emerge in the wake of disaster claiming to offer help, only to take advantage of victims.

“As Yarnell residents face the daunting challenge of rebuilding their lives and homes, BBB wants to ensure they have trustworthy resources to find the right help,” said Mary Hawkes, BBB Yavapai County Director.

BBB offers the following tips to Yarnell community members enlisting the help of contractors with rebuilding projects their homes:

- Check the company’s BBB Business Review to view background information on the company, complaint history and customer reviews at www.Yavapai.bbb.org or by calling 928-772-3410.
- Verify licensure and bonding with the Arizona Registrar of Contractors (ROC) by calling 602-542-1525 or visiting www.azroc.gov to view a contractor’s license records.
- Check with your insurance company about policy coverage and any specific filing requirements.
- Be extremely cautious about individuals offering to repair or rebuild your property with a deal that sounds too good to be true.
- Obtain at least 3 written proposals from licensed contractors.

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- Ask for references from a contractor's former and current customers and check the references before deciding making a selection.
- Get proof that the contractor has insurance covering workers' compensation, property damage and liability.
- Verify the individual is indeed authorized as a representative of the company by contacting the contractor at the phone number listed on the Registrar of Contractors license record.
- After selecting a contractor, review the written contract closely. Make sure it includes the contractor's name, address, phone number, ROC number, materials, price breakdown for labor and materials, and start and estimated end dates for the project. Get all verbal promises in writing, including any warranties on materials or labor.
- If subcontractors will be working on the project, get a list of those subcontractors and verify they are properly licensed.
- Never pay in full and do not pay cash. Establish a payment schedule. Do not make a final payment until you are satisfied with the completed work.
- Monitor the progress of the project and keep a paper trail of all documents.

For more information or to request an interview with a BBB spokesperson, contact Janet Torricellas at 928-919-7940 or by email at jtorricellas@arizonabbb.org.

About BBB of Central, Northern & Western Arizona

BBB is an unbiased organization that sets and upholds high standards for fair and honest business behavior. Businesses that earn BBB accreditation contractually agree and adhere to the organization's high standards of ethical business behavior. Incorporated locally in 1938, today your BBB serves communities in central, northern and western Arizona, supported by over 10,000 BBB Accredited Businesses. BBB provides objective advice, free BBB Business Reviews® and charity BBB Wise Giving Reports™, and educational information on topics affecting marketplace trust.