

From: [REDACTED]
To: [Andrew Bartnick](#)
Subject: Public Records Act Request 2021-00174
Date: Tuesday, January 12, 2021 12:05:21 PM
Attachments: [2021-01-07 Bartnick PRA request.pdf](#)
[2021-01-12 PRA 2021-00174.pdf](#)

Re: Public Records Act Request 2021-00174

Dear Andrew Bartnick,

I write in response to your Public Records Act request dated January 7, 2020, a copy of which is attached for your convenience.

The documents pertaining to your request are attached (PRA 2021-00174, p. 001-035). Please note that our office also received your check in the mail.

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Joshua Diamond. Such appeal should be in writing:

Joshua Diamond
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

[REDACTED]
Complaint Specialist

Consumer Assistance Program
Office of the Attorney General
Mailing Address:
109 State Street
Montpelier, VT 05609-1001

Phone: 800-649-2424
Email: ago.cap@vermont.gov

From: AGO CAP <ago.cap@vermont.gov>
Sent: Sunday, March 29, 2020 3:24 PM
To: AGO - CAP
Subject: CAP Complaint

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

The following CAP complaint was submitted:

| | |
|---|-----------------------------|
| Your First Name | Rachel |
| Your Last Name | Moulton |
| Your E-Mail Address | [REDACTED] |
| Your Daytime Phone | [REDACTED] |
| Daytime Phone Type | Home |
| Your Age | [REDACTED] |
| I am a... | [REDACTED] |
| Your Mailing Address | [REDACTED] |
| Your City | S Burlington |
| Your State | VT |
| Your Zip Code | 05403 [REDACTED] |
| Is your complaint about: | Some other type of business |
| Business Name or Person's First Name | JPS Contracting, LLC |
| Person's Last Name | Justin Sally |
| Business Phone (1) | (802) 777-9591 |
| Phone (1) Type | Mobile |

01/12/2021

PRA 2021-00174

001

| | |
|---|--|
| Business E-Mail Address | jpscontractingvt@gmail.com |
| Business Address | 1690 Shelburne Rd, Apt 404 |
| Business City | S Burlington |
| Business State | VT |
| Business Zip Code | 05403 |
| Business Website/URL | www.jpscontractingvt.com |
| Description | <p>Justin Sally, JPS Contracting did a bathroom remodel for me, start date, 12/16/2019. In the course of that project, he</p> <p>1) Attempted plumbing that was beyond his skill and qualification, resulting in leaks that he was unable to repair. He agreed to pay a professional plumber to do the repairs, but to date, has not done so.</p> <p>2) Billed \$836. for fixtures I specified on a Home Depot Shopping Cart. Of the 10 items on that list, he only installed 2 items. The remaining items, he substituted with mis-matched, often cheaper, and inferior quality items without asking, or even telling me. When I questioned apparent discrepancies on 2 occasions, he gave evasive and/or deceptive responses, but did not acknowledge the substitutions. I have since had to switch out several of these items, at my own expense.</p> <p>3) Billed \$386. for "Curtis Lumber Material", but has been unable/unwilling to provide any documentation or explanation of that expense (all other Curtis Lumber expenses are in order). This amount is, co-incidentally, the same as a Home Depot receipt for items or substitute items already billed on the Home Depot Shopping Cart.</p> <p>4) I have since paid another contractor to replace two of the mismatched fixtures, and repair the access opening which the plumber had to cut to access the leaking plumbing.</p> |
| Amount of loss: | \$1950.67 |
| How would you like this matter to be resolved? | 1) I would like to be reimbursed \$1215.23 (I am deducting \$408.67 which I owe JPS for electrician bill, and \$326.77 Which I am willing to pay for those fixtures that I have not chosen to replace). |

[REDACTED]

From: Rachel M Moulton <[REDACTED]>
Sent: Sunday, March 29, 2020 5:12 PM
To: AGO - CAP
Subject: Supporting Documentation for Complaint Filed on 3/29/2020
Attachments: Scan 2020-3-29 16.21.10.pdf; Scan 2020-3-29 16.35.51.pdf; Scan 2020-3-29 17.00.13.pdf

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

I have filed a complaint against JPS Contracting LLC today. I am attaching to this email much of the supporting documentation. Documentation is prolific, and at times very confusing. I have significant additional documentation, including copies of all receipts submitted to me by Mr Sally, and all email communications between Mr Sally and myself, which I would be glad to provide, as needed.

Thank you for your attention to this complaint.

Rachel Moulton

[REDACTED]

From: Office of the Vermont Attorney General <ago.helpdesk@vermont.gov>
Sent: Friday, April 3, 2020 10:01 AM
To: AGO - CAP
Cc: [REDACTED]
Subject: Update to complaint file number #2020-03758
Attachments: Awaiting-a-Response.pdf

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

An update has been submitted by the Consumer for consumer complaint, file number #2020-03758, filed by Rachel Moulton regarding a transaction with JPS Contracting. The business contact is: Justin Sally According to the update, this matter is Not yet resolved. The update states:

On April 2, I received the following emails from Mr Sally. I have copied below his initial response, my reply, and his follow-up response:

(I have also attached the entire email chain, dating back to January, as an attachment.)

From: JPS Contracting
Subject: Re: Awaiting a Response
Date: April 2, 2020 at 3:11:58 PM EDT
To: Rachel M Moulton

Rachel

Thank you for your prompt reply, I have not gone through the complaint as you can understand there is no weight behind the complaint. I offered to pay for the plumber as stated in previous emails, I have tried to accommodate your grievances after paying your electrician bill you didn't pay for and gave you receipts and continued to accommodate your hostile language. If going to court is the only way to resolve this issue it will need to be done. Until further notice please do not contact me until this is able to be resolved through court or you rescind your grievance. Thank you have a nice day

JPS Contracting LLC
Www.jpscontractingvt.com
Justin Sally
802 777 9591

On Apr 2, 2020, at 3:04 PM, Rachel M Moulton wrote:

Justin,

Thank you for your prompt reply.
If you look through the complaint, you will note that I already acknowledged - and deducted - the electrician bill. If, in fact you have located the disputed Curtis Lumber receipt, please email me a copy, and I will deduct that also.

Rachel Moulton

On Apr 2, 2020, at 2:32 PM, JPS Contracting wrote:

Hello Rachel

Thank you for filing the complaint, I will be sure to add the electrician payment that you did not pay for and the receipt I have from Curtis lumber canceling the amount you think I owe you. The total from the electrician and Curtis lumber is a little over \$700. If you would like to resolve this issue and rescind your grievance with the state that would be appreciated especially in these trying times. Have a nice day hope your feeling well.

JPS Contracting LLC
Www.jpscontractingvt.com
Justin Sally
802 777 9591

Any attachments included can be found here: <https://ago.vermont.gov/wp-content/uploads/formidable/37/Awaiting-a-Response.pdf> Please note, any changes to contact information are below:

CURTIS LUMBER

EST. 1891 SERVING YOU 1890

JPS invoice at
start of project
12-16-19

Items highlighted in
pink are my attempt
to reconcile charges.

| | |
|-------------------|--------------------------|
| 573 | 3 sheets schlocter Board |
| 203.98 | Joint Compound |
| 836 | screws |
| 350 | Base Board |
| | Adhesive |

1932.44
386 \$ 2318

| | |
|-----------------------------|----------------|
| ✓ 386. Curtis material | - ? Home Depot |
| ✓ 551.30 TUB | |
| ✓ 17.01 Curtis material | |
| ✓ 49.15 Curtis material | |
| ✓ 203.98 Lowe's | |
| ✓ 836 Home Depot | |
| ✓ 275 Floorings | |



Shower Rod



More saving.
More doing.™

CAREERS.HOMEDEPOT.COM
WILLISTON, VT 05495 (802) 872-0039

4501 00002 76733 12/23/19 09:26 AM
CASHIER KENNETH

026508262207 DARCY BN -A- 89.00
 DARCY 4" 2HDL BATH FAUCET BN
 791556086234 CADET BATH TUB -A- 119.00
 CADET TALL RF 1.25GPF WHI
 MLP Savings \$30.00
 043197154651 SHOWER ROD -A- 32.98
 BR 72" ALUM DELTA TENSION ROD BN
 03449845199 DELTA SHOWER -A- 32.98
 DELTA HNDLED SH 75 BN
 MLP Savings \$7.00
 03454012661 BANBURY 18" -A-
 BANBURY 18" TOWEL BAR BN NICHEL
 323.98

MP TOTAL 342.96
 SALES TAX 28.20
 TOTAL \$371.16
 DEBIT

\$386.16

AUTH CODE 062254
AID 4000090090000000



4501 02 76733 12/23/2019 0088

RETURN POLICY DEFINITIONS
 POLICY ID DAYS POLICY EXPIRES ON
 A 1 91 03/22/2020

DID WE NAIL IT?

Take a short survey for a chance to WIN
A \$5,000 HOME DEPOT GIFT CARD

Home on a panel

www.homedepot.com/survey

User ID: H35 158256 155/57
PASSWORD: 10623 156735

Entries must be completed within 14 days
of purchase. Entrants must be 18 or
older to enter. See complete rules on
website. No purchase necessary.

labor @ 40 hours \$2600

contract \$1640

material \$709.26

- Plumbing
- Pitching
- 2nd reinforcement
- Flat patch
- Tub

\$4349

JPS invoice at completion of project - 1-4-20

FREE IN-STORE PICKUP



Pay \$140 per Month* When You Use Your Card

\$140 per month* suggested payments with 6 months financing on this \$836.99 purchase. [View Details](#)

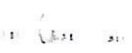
Don't have a card?

[Apply Now](#)

Shopping Cart

[Share](#)

FREE Shipping on eligible items. [See Details](#)

| Item | How To Get It | Qty | Item Total |
|--|--|--|------------|
|  <p>Hampton Bay Tamara Shades Model #IEX1393A-2</p> | <p>In-Store Pick Up 3 in stock at Williston, VT 05495 Change</p> <p>FREE</p> | <p>Ship to Home</p> <p>Express Delivery Starting at \$8.99 for delivery</p> <p>1 \$84.97/Item</p> | \$84.97 |

[Save for Later](#) | [Save to Favorites](#) | [Remove](#)



LET'S PROTECT THIS. Include a 2-year Home Depot Protection Plan for \$12.00 /each. If we can't repair it, we'll replace it! [Learn More](#)

[Add Plan](#)

| | | | | |
|---|---|--|---|---------|
|  <p>MOEN Tub/Shower Drain Brushed Nickel Model #T90331BN</p> | <p>Ship To Store</p> <p>FREE</p> | <p>Ship to Home Order within 36 mins get it by Fri, Dec 13</p> <p>FREE</p> | <p>Express Delivery Not Available for this item</p> <p>1 \$70.16/Item</p> | \$70.16 |
|---|---|--|---|---------|

[Save for Later](#) | [Save to Favorites](#) | [Remove](#)

| | | | | |
|--|---|--|--|----------|
|  <p>MOEN Eva Single Handle Valve (Valve Included) Model #T2133NHBN-2520</p> | <p>Ship To Store</p> <p>FREE</p> | <p>Ship to Home Order within 36 mins get it by Fri, Dec 13</p> <p>FREE</p> | <p>Express Delivery Not Available for this item</p> <p>1 Only a few left! \$160.00/Item</p> | \$160.00 |
|--|---|--|--|----------|

[Save for Later](#) | [Save to Favorites](#) | [Remove](#)



MOEN Eva 4 in. Centerset ... Nickel
Model #6410BN

Ship To Store

FREE

Ship to Home
Order within 36 mins get it by Fri, Dec 13
FREE

Express Delivery Not Available for this item



\$129.04/Item

\$129.04

[Save for Later](#) | [Save to Favorites](#) | [Remove](#)

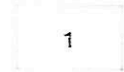


American Sta... Seat in White
Model #3377128ST.020

In-Store Pick Up
28 in stock at Williston, VT 05495 | [Change](#)
FREE

Ship to Home

Express Delivery Starting at \$8.99 for delivery



\$119.00/Item
~~\$149.00/Item~~
Save 20%

\$119.00

[Save for Later](#) | [Save to Favorites](#) | [Remove](#)



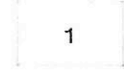
MOEN Banbury 5-Spray Han... Nickel
Model #23046SRN

Ship To Store

FREE

Ship to Home
Order within 1 hr 36 mins get it by Fri, Dec 13
FREE

Express Delivery Not Available for this item



\$25.78/Item

\$25.78

[Save for Later](#) | [Save to Favorites](#) | [Remove](#)



Franklin Brass 60 i... Brushed Nickel
Model #185-5SN

Ship To Store

FREE

Ship to Home
Estimated Arrival: Wed, Dec 18
FREE

Express Delivery Not Available for this item



\$34.94/Item

\$34.94

[Save for Later](#) | [Save to Favorites](#) | [Remove](#)



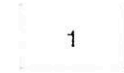
Delta Breez Inte... STAR
Model #ITG50LED

Ship To Store

FREE

Ship to Home
Order within 36 mins get it by Fri, Dec 13
FREE

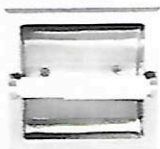
Express Delivery Not Available for this item



\$77.87/Item

\$77.87

[Save for Later](#) | [Save to Favorites](#) | [Remove](#)



Design Hou... Satin Nickel
Model #539189

Ship To Store

FREE

Ship to Home
Estimated Arrival: Thu, Dec 19
FREE

Express Delivery Not Available for this item



\$18.83/Item

\$18.83

[Save for Later](#) | [Save to Favorites](#) | [Remove](#)



MOEN Eva 18 in.
T... Brushed Nickel
Model #YB2818BN

Ship To Store

FREE

Ship to Home
Order within
36 mins get it by Fri,
Dec 13
FREE

Express Delivery
Not Available for
this item.

3
\$25.56/Item

\$76.68

[Save for Later](#) | [Save to Favorites](#) | [Remove](#)

| | |
|---------------------|-----------------|
| Subtotal | \$827.27 |
| Savings | -\$30.00 |
| Estimated Shipping* | FREE |
| Pick Up In Store | FREE |
| Sales Tax | \$39.72 |

Total **\$836⁹⁹**

You Saved 4% Off Your Items

Saved for Later (1 item)



Flanders PrecisionAire 16 in. x 25 in. x 1 in. Nested
Fiberglass Filters (4-pack)
Model #10057.011625

Qty: 1 \$4.45

[Move to Cart](#) | [Save to Favorites](#) | [Remove](#)

Customers Also Purchased...



MOEN Eva
European Single
Post Toilet Paper

(322)



MOEN Eva 24 in.
Towel Bar in
Brushed Nickel

(376)



MOEN Eva Towel
Ring in Brushed
Nickel

(328)



MOEN Eva Single
Robe Hook in
Brushed Nickel

(301)



MOEN Eva 2-
Handle Deck-
Mount Roman Tub

(99)



GROHE GrohFlex
Universal Rough-In
System

(21)



MOEN
Showe
Brushed

Benoure Plumbing Invoice # 15798, for
\$976.00 includes Sump Pump - \$229.90
Check Valve - 11.30
1 1/2 hr Labor - 202.50
TOTAL \$443.70

which are my responsibility.

Remainder of the invoice - \$523.30
is JPS Contracting responsibility for
repairs to his plumbing attempt.

Benoure Plumbing Invoice # 16023, for
\$135.00 is for repair of a leak
under the sink, which developed
after original repair was completed.

| | | | |
|----------------------|----------------|----------------|--|
| Work Order/Invoice # | 15799 | | |
| Customer Name | Rachel Moulton | | |
| Service Address | [REDACTED] | | |
| Customer Phone # | [REDACTED] | | |
| Technician Name | Brian M | | |
| Date of Service | 1-31-2020 | | |
| Time Dispatched | | Time Completed | |



34 Commerce Avenue
So. Burlington, VT 05403
802-864-7156
www.benoure.com

| | |
|----------------------------|---|
| Description of Work Done: | |
| Warranty? Yes or <u>No</u> | The shower valve installed wrong |
| Make: | broke the piece to tub spout |
| Model #: | had to change valve then remove |
| Serial #: | low faucet sticker under faucet not removed when it was installed |

Non-Warranty Repair/Service

I understand Benoure is not responsible for the cost of further repair or service on this part/fixture/equipment.



Customer Signature

| Quantity | Part Name/Description | Price |
|----------|---------------------------------------|--------|
| 1 | 1 1/2 pvc check valve | 11.30 |
| 1 | Zoeller 3/10 HP sump pump | 229.90 |
| 2 | 1/2 sw Ball valves LF 8.50 each | 17.00 |
| 2 | 1/2 Pix 90 1.35 each | 2.70 |
| 1 | 1/2 coupling | 1.05 |
| 1 | 1/2 shower ell | 6.30 |
| 1 | 1/2 copper male adpt | 3.75 |
| 6" | 1/2 copper M | 2.25 |
| 13 | 1/2 Pix Rings .50 each | 6.50 |
| 1 | 1 1/2 PVC coupling | .75 |
| 1 | 1 1/2 Hub adpt | 2.50 |
| 1 | Blue primer Torch Flux Tape Pipe Dope | 8.00 |

paid card

| Hours: | Normal Working Hours Regular Time | After Hours & Saturday Time & A Half | Holiday & Sunday Double Time |
|-----------|--------------------------------------|---|---------------------------------|
| 1 Hour | \$130.00 | \$195.00 | \$260.00 |
| 1.5 Hours | \$195.00 | \$292.50 | \$390.00 |
| 2 Hours | \$260.00 | \$390.00 | \$520.00 |
| 2.5 Hours | \$325.00 | \$487.50 | \$650.00 |
| 3 Hours | \$390.00 | \$585.00 | \$780.00 |
| 3.5 Hours | \$455.00 | \$682.50 | \$910.00 |
| 4 Hours | \$520.00 | \$780.00 | \$1,040.00 |

| | | |
|----------------------------|---|-----------------|
| Labor - Regular Hours: | 5 | 675.00 |
| Labor - OT/Saturday Hours: | | |
| Labor - DT/Sunday Hours: | | |
| Total | | \$967.00 |

| | |
|---------------------|--|
| Follow-up Required? | Yes or No |
| Details: | * Note 3 1/2 hr Labor To fix shower valve drain and Lav sink + parts |

| | | | |
|----------------------|----------------|----------------|--|
| Work Order/Invoice # | 16023 | | |
| Customer Name | Rachel Moulton | | |
| Service Address | [REDACTED] | | |
| Customer Phone # | [REDACTED] | | |
| Technician Name | Bryon M | | |
| Date of Service | 2-12-2020 | | |
| Time Dispatched | | Time Completed | |



34 Commerce Avenue
 So. Burlington, VT 05403
 802-864-7156
 www.benoure.com

Description of Work Done:

Warranty? Yes or No

Make:

Model #:

Serial #:

Remove Popup Assembly reseat
 hook Trap up no Leaks

Non-Warranty Repair/Service

I understand Benoure is not responsible for the cost of further repair or service on this part/fixture/equipment.



Customer Signature

| Quantity | Part Name/Description | Price |
|----------|--|-------|
| | No Parts | |
| | <div style="border: 1px solid black; border-radius: 50%; padding: 20px; display: inline-block;"> Paid Card B.M. </div> | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

| Hours: | Normal Working Hours | After Hours & Saturday | Holiday & Sunday |
|-----------|----------------------|------------------------|------------------|
| | Regular Time | Time & A Half | Double Time |
| 1 Hour | \$130.00 | \$195.00 | \$260.00 |
| 1.5 Hours | \$195.00 | \$292.50 | \$390.00 |
| 2 Hours | \$260.00 | \$390.00 | \$520.00 |
| 2.5 Hours | \$325.00 | \$487.50 | \$650.00 |
| 3 Hours | \$390.00 | \$585.00 | \$780.00 |
| 3.5 Hours | \$455.00 | \$682.50 | \$910.00 |
| 4 Hours | \$520.00 | \$780.00 | \$1,040.00 |

| | | |
|----------------------------|---|-----------------|
| Labor - Regular Hours: | 1 | \$135.00 |
| Labor - OT/Saturday Hours: | | |
| Labor - DT/Sunday Hours: | | |
| Total | | \$135.00 |

| | |
|---------------------|------------------|
| Follow-up Required? | Yes or <u>No</u> |
| Details: | Done |
| 01/12/2021 | PRA 2021-00174 |
| | 014 |

John A. McCown
Cedar Cove Woodworking & Construction
43 Brewer Parkway
South Burlington, Vt. 05403
802-233-0249 jamccown51@gmail.com

Feb 26, 2020

Invoice to:

Rachel Moulton

S. Burlington, Vt.

Replace shower curtain rod and t.p. holder with new ones. Install new towel hook.
Replace broken sheetrock panel in closet with new removable access panel door.

| | | |
|-------------------------|---|-----------------|
| Labor: | 4.75hr@ \$55/hr | \$261.25 |
| Materials: | sheetrock. pine trim glue, primer, screws, etc | \$ 25.85 |
| | | + _____ |
| TOTAL AMOUNT DUE | | \$287.10 |

please make check out to : John McCown

Deduct 0.25 hr, for towel hook installation

\$ 287.10

- 13.75

\$ 273.35

- JPS owes me

From: AGO CAP <ago.cap@vermont.gov>
Sent: Monday, November 16, 2020 6:18 PM
To: AGO - CAP
Subject: CAP Complaint

Categories: Regular - REG

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

The following CAP complaint was submitted:

| | |
|---|-----------------------------|
| Your First Name | Christina |
| Your Last Name | Lam |
| Confirmation Number | WB20-01250 |
| Your E-Mail Address | [REDACTED] |
| Your Daytime Phone | [REDACTED] |
| Daytime Phone Type | Mobile |
| I am a... | [REDACTED] |
| Your Mailing Address | [REDACTED] |
| Your City | Shelburne |
| Your State | VT |
| Your Zip Code | 05482 |
| Your Alternate Phone | [REDACTED] |
| Is your complaint about: | Some other type of business |
| Business Name or Person's First Name | JPS Contracting LLC |
| Person's Last Name | Sally |
| Business Phone (1) | [REDACTED] |
| Phone (1) Type | Office |
| Business E-Mail Address | jpscontractingvt@gmail.com |

| | |
|---|--|
| Business Address | 115 Bayberry Cir #102 |
| Business City | Burlington |
| Business State | VT |
| Business Zip Code | 05401-5366 |
| Business Website/URL | www.jpscontractingvt.com |
| Description | <p>Contract Agreement for:Siding-Trim-Soffit-Deck Remodel-Window Installation was signed on August 17, 2020 for work to start on October 19, 2020. Contractor informed me due to Covid siding material are being delayed for 2-4 weeks. but work on window and decks can start with end of October, 2020.</p> <p>While waiting for the 2 new window (a bay window and sliding window) to be pick up and installed.</p> <p>On Monday November 9, 2020 Contractor start work on replacing 4 existing window interior wood trim with vinyl trim and relocate 1 window from 1 bedroom to another bedroom. The actual total of work was spread up to three days in i week which add up to roughly 8 hours.</p> <p>November 9, 2020 consist of 2-3 actuals work time and at least 2 hours of sitting around waiting on instructions.</p> <p>November 10, 2020 actual work was the same as the previous day.</p> <p>November 11 No work was done due to rain</p> <p>November 12 anoter 2-3 hours of actual work was performed.</p> <p>November 13, 2020 I received a text message form the contractor "Christina your bay window is not in yet. Only your Trex deck which is being delivered next Friday"</p> <p>Delays after delays and false start day was giving every time I inquire when will work start. We finally agreed to end the contract and refund my deposit. Minus a outrageous cost of \$4650 for roughly 8 hours of work done on replacing window trim describe above.</p> <p>I in good faith and good will agreed to pay the contractor verbal quote (with his assistant help name Juan as a witness) of \$120. cost of materials and labor for 4 windows totaling \$480.00 plus \$400.00 for replacing 1 window from 1 bedroom to another for a total of \$880.00 subtracted from our deposit of \$15,500.00.My offered was refused by the contractor as of November 16 NONE of the materials that was listed on out contract have arrive.</p> <p>Please help me retrieve my deposit of \$15,500 which has cashed in my contractor on August 18, 2020</p> <p>Thank you, Christina Lam</p> <p>PS. A written contract is available upon request.</p> |
| Amount of loss: | \$15,500 |
| How would you like this matter to be resolved? | I would like to retrieve my full deposit to to contractor inability to honor the contract |
| Incident Date | 11/16/2020 12:00:00 AM |

From: AGO CAP <ago.cap@vermont.gov>
Sent: Monday, November 16, 2020 6:18 PM
To: AGO - CAP
Subject: CAP Complaint

Categories: Regular - REG

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

The following CAP complaint was submitted:

| | |
|---|-----------------------------|
| Your First Name | Christina |
| Your Last Name | Lam |
| Confirmation Number | WB20-01250 |
| Your E-Mail Address | [REDACTED] |
| Your Daytime Phone | [REDACTED] |
| Daytime Phone Type | Mobile |
| I am a... | [REDACTED] |
| Your Mailing Address | [REDACTED] |
| Your City | Shelburne |
| Your State | VT |
| Your Zip Code | 05482 |
| Your Alternate Phone | [REDACTED] |
| Is your complaint about: | Some other type of business |
| Business Name or Person's First Name | JPS Contracting LLC |
| Person's Last Name | Sally |
| Business Phone (1) | 8027779591 |
| Phone (1) Type | Office |
| Business E-Mail Address | jpscontractingvt@gmail.com |

| | |
|---|--|
| Business Address | 115 Bayberry Cir #102 |
| Business City | Burlington |
| Business State | VT |
| Business Zip Code | 05401-5366 |
| Business Website/URL | www.jpscontractingvt.com |
| Description | <p>Contract Agreement for:Siding-Trim-Soffit-Deck Remodel-Window Installation was signed on August 17, 2020 for work to start on October 19, 2020. Contractor informed me due to Covid siding material are being delayed for 2-4 weeks. but work on window and decks can start with end of October, 2020.</p> <p>While waiting for the 2 new window (a bay window and sliding window) to be pick up and installed.</p> <p>On Monday November 9, 2020 Contractor start work on replacing 4 existing window interior wood trim with vinyl trim and relocate 1 window from 1 bedroom to another bedroom. The actual total of work was spread up to three days in i week which add up to roughly 8 hours.</p> <p>November 9, 2020 consist of 2-3 actuals work time and at least 2 hours of sitting around waiting on instructions.</p> <p>November 10, 2020 actual work was the same as the previous day.</p> <p>November 11 No work was done due to rain</p> <p>November 12 anoter 2-3 hours of actual work was performed.</p> <p>November 13, 2020 I received a text message form the contractor "Christina your bay window is not in yet. Only your Trex deck which is being delivered next Friday"</p> <p>Delays after delays and false start day was giving every time I inquire when will work start. We finally agreed to end the contract and refund my deposit. Minus a outrageous cost of \$4650 for roughly 8 hours of work done on replacing window trim describe above.</p> <p>I in good faith and good will agreed to pay the contractor verbal quote (with his assistant help name Juan as a witness) of \$120. cost of materials and labor for 4 windows totaling \$480.00 plus \$400.00 for replacing 1 window from 1 bedroom to another for a total of \$880.00 subtracted from our deposit of \$15,500.00.My offered was refused by the contractor as of November 16 NONE of the materials that was listed on out contract have arrive.</p> <p>Please help me retrieve my deposit of \$15,500 which has cashed in my contractor on August 18, 2020</p> <p>Thank you, Christina Lam</p> <p>PS. A written contract is available upon request.</p> |
| Amount of loss: | \$15,500 |
| How would you like this matter to be resolved? | I would like to retrieve my full deposit to to contractor inability to honor the contract |
| Incident Date | 11/16/2020 12:00:00 AM |

Re: Refund of deposit / Invoice

From: [REDACTED]
To: jpscontractingvt@gmail.com
Date: Saturday, November 28, 2020, 09:37 AM EST

I have not heard of anything from your attorney. Please have your attorney contact or give me his contact information I will contact him myself. You are not only violating your contract but also violating my trust in you. I will not remove my complaints from the AGO. Apology should be from you to me for causing me so much stress that it is [REDACTED] if needed I will also compensation. I will keep filling my complaints if my refund are not deliver within the next couple of days.

On Saturday, November 28, 2020, 09:12:03 AM EST, JPS Contracting <jpscontractingvt@gmail.com> wrote:

As stated prior I will be refunding \$10,850 if you agree too the refund and remove your complaints from AGO and BBB as well as a letter of apology you may pick up check from attorney. It has already been written and is being held

JPS Contracting LLC
Www.jpscontractingvt.com
Justin Sally
802 777 9591

On Nov 28, 2020, at 8:59 AM, [REDACTED] wrote:

As I remember you were the one who were not interested in talking to us at first, which gave me no choice but to file my complaints.
I asked Juan for referral of any good carpenter for a completely different project which have nothing to do with you or our contract. No such thing as hiring any of your employee behind your back.
How much longer are you and your attorney intend on holding back my refund. Just make it easy on me and yourself and refund me ASASP. Please do not make it so that I will have to keep filing complaint and asking for more proofs that you did use my initial deposit which you cashed 8/18/2020 in the amount of \$15,500 toward ordering my materials which you consistently claiming delays. This will not be a good thing for you and your business I urge you to reconsider.

On Saturday, November 28, 2020, 06:25:32 AM EST, JPS Contracting <jpscontractingvt@gmail.com> wrote:

Hello Christina,

I tried calling you on 11/20/2020 to discuss your refund. I received an email from the AGO which had your statement in it asking for your full deposit back as well as a complaint from BBB. I have let my attorney know all of this and are putting together a dispute. I wish this could have been resolved with the initial refund. I am also aware that you tried to hire my employee behind my back to fix some doors for you.

JPS Contracting LLC
Www.jpscontractingvt.com
Justin Sally
802 777 9591

On Nov 27, 2020, at 8:37 PM, [REDACTED] wrote:

Per your email Wed 11/18/20 you indicated that my refund check and detail invoice will be sent out by Monday 11/23/20. As of today Friday 11/27/20 I still have not received my refund. You have kept my deposit \$15,500 since August 17th, 2020. I need my refund so I can move forward on my project. I will be happy to stop by to pick it up in person please provide address.

On Wednesday, November 18, 2020, 11:16:25 AM EST, JPS Contracting <jpscontractingvt@gmail.com> wrote:

I just received confirmation that your materials can be returned and without a stocking fee. I will have check sent out to you by Monday to allow me a refund on your materials. \$15,500 minus \$4,650 equal \$10,850 is your refund.

JPS Contracting LLC
Www.jpscontractingvt.com
Justin Sally
802 777 9591

On Nov 17, 2020, at 3:45 PM, [REDACTED] wrote:

I don't think it's unreasonable of me as your paying client I have every right to request a details Invoice from you.

I am still trying my best to work thing out here and hope you will too.

Thank you

On Tuesday, November 17, 2020, 03:20:14 PM EST, JPS Contracting <jpscontractingvt@gmail.com> wrote:

Hi Christina

As stated before please have your attorney contact me. I do not wish to communicate with either you or your husband. We are unable to come to a reasonable agreement

JPS Contracting LLC
Www.jpscontractingvt.com
Justin Sally
802 777 9591

On Nov 17, 2020, at 11:28 AM, [REDACTED] wrote:

Hello Justin,

I am writing to request you to provide me with detailed description of work invoice for the charge of \$4650.00

I am also requesting all paperwork/receipt for when and where material of our contract materials are placed

Please email me as soon as possible and send me my refund.

Thank you
Christina lam



[REDACTED]

From: Office of the Vermont Attorney General <AGO.CAP@vermont.gov>
Sent: Monday, November 30, 2020 11:59 AM
To: AGO - CAP
Cc: [REDACTED]
Subject: Update to complaint file number 2020-10666
Attachments: Yahoo-Mail-Re_-Refund-of-deposit-_Invoice.pdf

Categories: Consumer Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

An update has been submitted by the Consumer for consumer complaint, file number 2020-10666, filed by Christina Lam regarding a transaction with JPS Contracting LLC. The business contact is: Justin Sally According to the update, this matter is Not yet resolved. The update states:

After several email back and forth asking when and where my deposit refund are I was told that I won't be receiving my refund unless I agree to remove my complaints from AGO and BBB as well as a letter of apology while my "check" is being by an unknown attorney. No reply when I inquire the name and address of the attorney.
After 4 month of having my deposit check (\$15.500) cashed on August 18,2020 and weeks of waiting for my deposit that are no show.

I came to believe that the contractor either don't want to refund me and keep my money illegally, or that he never use my initial deposit to purchase any materials according to the contract. I have request that he provide all paperworks/invoice that show dates he order materials that he keep claiming is being delays to me but I never received any such invoice. I believe he may have use my deposit elsewhere and now does not have the available cash to refund me.

Any attachments included can be found here: https://ago.vermont.gov/wp-content/uploads/formidable/37/Yahoo-Mail-Re_-Refund-of-deposit-_Invoice.pdf Please note, any changes to contact information are below:

[REDACTED]

From: Office of the Vermont Attorney General <AGO.CAP@vermont.gov>
Sent: Monday, November 30, 2020 11:59 AM
To: AGO - CAP
Cc: [REDACTED]
Subject: Update to complaint file number 2020-10666
Attachments: Yahoo-Mail-Re_-Refund-of-deposit-_Invoice.pdf

Categories: Consumer Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

An update has been submitted by the Consumer for consumer complaint, file number 2020-10666, filed by Christina Lam regarding a transaction with JPS Contracting LLC. The business contact is: Justin Sally According to the update, this matter is Not yet resolved. The update states:

After several email back and forth asking when and where my deposit refund are I was told that I won't be receiving my refund unless I agree to remove my complaints from AGO and BBB as well as a letter of apology while my "check" is being by an unknown attorney. No reply when I inquire the name and address of the attorney.

After 4 month of having my deposit check (\$15.500) cashed on August 18,2020 and weeks of waiting for my deposit that are no show.

I came to believe that the contractor either don't want to refund me and keep my money illegally, or that he never use my initial deposit to purchase any materials according to the contract. I have request that he provide all paperworks/invoice that show dates he order materials that he keep claiming is being delays to me but I never received any such invoice. I believe he may have use my deposit elsewhere and now does not have the available cash to refund me.

Any attachments included can be found here: https://ago.vermont.gov/wp-content/uploads/formidable/37/Yahoo-Mail-Re_-Refund-of-deposit-_Invoice.pdf Please note, any changes to contact information are below:

[REDACTED]

From: Office of the Vermont Attorney General <AGO.CAP@vermont.gov>
Sent: Friday, December 4, 2020 11:57 AM
To: AGO - CAP
Cc: [REDACTED]
Subject: Update to complaint file number 2020-10666

Categories: Consumer Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

An update has been submitted by the Consumer for consumer complaint, file number 2020-10666, filed by Christina Lam regarding a transaction with JPS Contruc. The business contact is: JPS Contracting LLC According to the update, this matter is Not yet resolved. The update states:

The business contacted me via email on Nov. 28, 2020 threatening that I can only received my refund if I remove my complaints the the AGO & BBB.

"As stated prior I will be refunding \$10,850 if you agree too the refund and remove your complaints from AGO and BBB as well as a letter of apology you may pick up check from attorney. It has already been written and is being held."

Although this deposit refund of \$10,850.00 was not the full amount of my original deposit of \$1,500 back on August 17, 2020. I believe the contractor is illegally keep my money with no intention of returning it back to me. Please pursue this matter further.

Thank you,
Christina Lam

Any attachments included can be found here: Please note, any changes to contact information are below:

[REDACTED]

From: JPS Contracting <jpscontractingvt@gmail.com>
Sent: Wednesday, December 9, 2020 5:33 PM
To: AGO - CAP
Subject: Re: Lam, Christina (JPS Contracting) 2020-10666

Categories: Business Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

I have contacted a lawyer regarding this issue and we are going to arbitration

JPS Contracting LLC
Www.jpscontractingvt.com
Justin Sally
802 777 9591

On Dec 9, 2020, at 4:57 PM, AGO - CAP <AGO.CAP@vermont.gov> wrote:

December 9, 2020

JPS Contracting, LLC
1690 Shelburne Rd., Apt. 404
South Burlington, VT 05403

Re: 2020-10666
Christina Lam
[REDACTED]
Shelburne, VT 05482

Dear Sir/Madam:

Our records show that you have not responded to the above-noted complaint.

Please notify us immediately of the steps you have taken to resolve this matter. If you do not respond, we will assume you agree with the facts the complainant has presented to us.

Sincerely,

Lisa Jensen
Consumer Advisor
Consumer Assistance Program
Office of the Attorney General

109 State Street
Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424
ago.vermont.gov

cc: Christina Lam

From: [REDACTED]
Sent: Wednesday, December 9, 2020 5:27 PM
To: AGO - CAP
Subject: Re: Lam, Christina (JPS Contracting) 2020-10666

Categories: Consumer Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Dear Ms. Jensen,

Re: 2020-10666

I am not sure if JPS Contracting, LLC are affiliated with this address:
1690 Shelburne Rd., Apt. 404
South Burlington, VT 05403

The address I know of this business registered with the BBB is:
115 Bayberry Cir # 102
Burlington, VT 05401-5366

[JPS Contracting, LLC | Licensed General Contractor | Vermont](#)

JPS Contracting, LLC | Licensed General Contractor | Vermont

JPS Contracting, LLC - A Licensed General Contractor in Vermont.
Home improvement specialties include: decking, ...

Sincerely,
Christina Lam

On Wednesday, December 9, 2020, 04:58:01 PM EST, AGO - CAP <ago.cap@vermont.gov> wrote:

December 9, 2020

JPS Contracting, LLC

1690 Shelburne Rd., Apt. 404

South Burlington, VT 05403

Re: 2020-10666

Christina Lam



Shelburne, VT 05482

Dear Sir/Madam:

Our records show that you have not responded to the above-noted complaint.

Please notify us immediately of the steps you have taken to resolve this matter. If you do not respond, we will

assume you agree with the facts the complainant has presented to us.

Sincerely,

Lisa Jensen

Consumer Advisor

Consumer Assistance Program

Office of the Attorney General

109 State Street

Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424

ago.vermont.gov

cc: Christina Lam

[REDACTED]

From: [REDACTED]
Sent: Monday, December 28, 2020 1:33 PM
To: AGO - CAP
Cc: Crystal Devrow
Subject: Re: Lam (JPS Contracting LLC) CAP
Attachments: Re_ Lam, Christina (JPS Contracting) 2020-10666.pdf
Categories: Business Update

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Dear Sir/Madam

Re: Complaint 2020-10666

After months of holding my deposit and numerous misleading lies of when I be able to collect my refund from:

JPS Contracting LLC
www.jpscontractingvt.com
802-777-9591
115 Bayberry Cir # 102
Burlington, VT 05401-5366
[JPS Contracting, LLC | Licensed General Contractor | Vermont](#)

I received an email from the contractor attorney Michael J. Leddy on Dec 7, 2020.

This law firm represents JPS Contracting, LLC, and I have been asked to contact you regarding your construction contract with JPS.

Please contact me at your earliest convenience at the number below.

Thank you,

Mick
Michael J. Leddy, Esq.
McNeil, Leddy & Sheahan, P.C.
271 South Union Street
Burlington, VT 05401
(802) 863-4531
FAX (802) 863-1743
E-Mail: mleddy@mcneilvt.com
www.mcneilvt.com

I contacted and spoke with Mick Leddy over the phone and was told that I should be able to pick up my refund the following Monday Dec. 14.
After calling the attorney to arrange the time to pick up the check I was told that there are no check from the contractor available for me to pick up.

The following day I received another email from Michael J. Leddy, Esq.

Tue, Dec 15 at 11:47 AM

Hi Christina,

I'm working with JPS on getting a check to my office for the remainder of the deposit. When I have it I'll call you and we can set up a time for you to pick it up.

Michael J. Leddy, Esq.
McNeil, Leddy & Sheahan, P.C.
271 South Union Street
Burlington, VT 05401
(802) 863-4531
FAX (802) 863-1743
E-Mail: mleddy@mcneilvt.com
www.mcneilvt.com

On December 24, 2020 I filed a complaint report with The Shelburne Police Dept. Case: 20 SH-07249.

As of Monday Dec. 28, 2020 I have not received any refund or invoice from JPS Contracting LLC.

I believe I have become a Home improvement Fraud victim **Cite as: 13 V.S.A. § 2029**

Please help to retrieve my life savings from this unreliable business so that no other persons could fall victims to this business.

Sincerely,
Christina Lam

[REDACTED]
Shelburne, VT 05482
[REDACTED]

On Monday, December 14, 2020, 11:32:48 AM EST, AGO - CAP <ago.cap@vermont.gov> wrote:

December 14, 2020

Christina Lam

[REDACTED]
Shelburne, VT 05482

Re: Complaint 2020-10666

Dear Christina Lam,

Based on a review of the attached business response, the Consumer Assistance Program (CAP) has determined that it is unlikely that this complaint can be resolved through informal letter mediation, and as such CAP is unable to further mediate your complaint with the business at this time. CAP provides a letter mediation and referral service for consumer complaints about transactions with businesses and cannot pursue mediation if one party has engaged a lawyer. Since CAP is not a court of law, we do not have the power to compel a specific resolution to a complaint. Our mediation process is an attempt to resolve complaints without the need for litigation. While many complaints we receive are resolved through our process, not every complaint can be resolved through letter mediation.

Our decision not to pursue further letter mediation of your complaint is not based on our belief or disbelief in either side's version of the facts. While CAP cannot further mediate your complaint, CAP complaints are available for attorneys in the Office of the Attorney General to review. If the Office of the Attorney General reviews your complaint and requires further information, you may be contacted again.

If you would like to pursue your complaint further, we suggest that you consult an attorney. Vermont law provides for the recovery of your attorney's fees, if you win your case, and possible treble damages in private consumer fraud actions. If the dispute involves claims for damages under \$5,000 you may take your case to Small Claims Court. The cost of a small claims action in Superior Court is \$65 for a claim under \$1000 and \$90 for a claim over \$1000. The services of an attorney are not required.

If we may be of further service, or if you have additional questions or complaints, please contact us again.

Sincerely,

Lisa Jensen

Consumer Advisor

Consumer Assistance Program

Office of the Attorney General

109 State Street

Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424

ago.vermont.gov

[REDACTED]

From: AGO - CAP
To: [REDACTED]
Subject: Lam (JPS Contracting LLC) CAP
Attachments: Re_ Lam, Christina (JPS Contracting) 2020-10666.pdf

January 11, 2021

Christina Lam
[REDACTED]
Shelburne, VT 05482

Re: Complaint 2020-10666

Dear Christina Lam,

Based on a review of the attached business response, the Consumer Assistance Program (CAP) has determined that it is unlikely that this complaint can be resolved through informal letter mediation, and as such CAP is unable to further mediate your complaint with the business at this time. CAP provides a letter mediation and referral service for consumer complaints about transactions with businesses and cannot pursue mediation if one party has engaged a lawyer. Since CAP is not a court of law, we do not have the power to compel a specific resolution to a complaint. Our mediation process is an attempt to resolve complaints without the need for litigation. While many complaints we receive are resolved through our process, not every complaint can be resolved through letter mediation.

Our decision not to pursue further letter mediation of your complaint is not based on our belief or disbelief in either side's version of the facts. While CAP cannot further mediate your complaint, CAP complaints are available for attorneys in the Office of the Attorney General to review. If the Office of the Attorney General reviews your complaint and requires further information, you may be contacted again.

If you would like to pursue your complaint further, we suggest that you consult an attorney. Vermont law provides for the recovery of your attorney's fees, if you win your case, and possible treble damages in private consumer fraud actions. If the dispute involves claims for damages under \$5,000 you may take your case to Small Claims Court. The cost of a small claims action in Superior Court is \$65 for a claim under \$1000 and \$90 for a claim over \$1000. The services of an attorney are not required.

If we may be of further service, or if you have additional questions or complaints, please contact us again.

Sincerely,

Lisa Jensen
Consumer Advisor
Consumer Assistance Program
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424

ago.vermont.gov

From: Andrew Bartnick <andy@vtinvestigations.com>
Sent: Tuesday, January 12, 2021 12:33 PM
To: [REDACTED]
Subject: Re: Public Records Act Request 2021-00174

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Hmmm. Seeing as there is an email in the Lam file from after I made the request (Page 34 of the pdf), it seems to me like this was the pending file and not the closed. What would I have to do to see the other file?

Andrew Bartnick, Investigator
Vermont Investigation Services, LLC
P.O. Box 324
Waterbury Center, VT 05677
andy@vtinvestigations.com
www.vtinvestigations.com
(802) 734-1520

On Jan 12, 2021, at 12:28 PM, [REDACTED] > wrote:

RE: Public Records Act Request 2021-00174

Dear Andrew,

We have three complaints on file: two closed and one pending. The files provided for your PRA request include the two closed matters. My apologies if the order of files sent to you makes it a little confusing. Note that I just performed another search to confirm – we still have just three complaints on file in all.

Sincerely,

[REDACTED]
Complaint Specialist

Consumer Assistance Program
Office of the Attorney General
Mailing Address:
109 State Street
Montpelier, VT 05609-1001

Phone: 800-649-2424
Email: ago.cap@vermont.gov

From: Andrew Bartnick <andy@vtinvestigations.com>
Sent: Tuesday, January 12, 2021 12:25 PM

To: [REDACTED]
Subject: Re: Public Records Act Request 2021-00174

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Hi [REDACTED],

Thank you for the documents you have provided. It was my understanding from earlier emails and communications with your office, there were 3 cases involving JPS. 2 were closed and one was pending. I made a request for the 2 closed cases as I'm currently working on the pending Lam matter. Is there another case?

Thanks,
-andy

Andrew Bartnick, Investigator
Vermont Investigation Services, LLC
P.O. Box 324
Waterbury Center, VT 05677
andy@vtinvestigations.com
www.vtinvestigations.com
(802) 734-1520

From: [Jensen, Lisa](#)
To: [Andrew Bartnick](#)
Cc: [REDACTED]
Subject: Public Records Act Request 2021-00174
Date: Tuesday, January 12, 2021 4:04:28 PM

Hi Andy,

Per our conversation, our office will provide the additional complaint record (2020-08350) to you by Friday, January 15th, 2021, at no additional cost.

Sincerely,

Lisa Jensen, MPA
Assistant Director
Consumer Assistance Program
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001
Direct 802.489.6058
Pronouns: she/her/hers

Consumer Assistance Hotline: 800-649-2424
ago.vermont.gov