

IN THE CIRCUIT COURT OF PULASKI COUNTY, ARKANSAS

DIVISION

STATE OF ARKANSAS, *ex rel.*
LESLIE RUTLEDGE, ATTORNEY GENERAL

PLAINTIFF

v. CASE NO. 60CV- 20 -

GREENHAGEN EXTERIORS, LLC,
CHANCE GREENHAGEN, and SAMONE
GREENHAGEN

DEFENDANT

COMPLAINT

The State of Arkansas, *ex rel.* Leslie Rutledge, Attorney General (“the State”), for its Complaint against Greenhagen Exteriors, LLC, Chance Greenhagen, and Samone Greenhagen (collectively “Greenhagen”), states:

I. INTRODUCTION

1. This is a consumer protection action brought to redress and restrain violations of the Arkansas Deceptive Trade Practices Act, Ark. Code Ann. § 4-88-101 through 115 (“ADTPA”).

2. Greenhagen is a home improvement residential contracting business located in Little Rock, Arkansas. Greenhagen contracts with Arkansas consumers to perform limited residential contracting jobs and requires large deposits or upfront payments. Greenhagen then fails to complete any significant work, and the work

that is performed is either done poorly or performed merely to elicit additional payments from consumers. Once Greenhagen has siphoned as much money as it can from consumers, Greenhagen fails to return to complete the job.

3. These acts, as described in more detail below, are deceptive and unconscionable violations of the ADTPA.

4. The State seeks an injunction, an order imposing civil penalties, restitution for affected consumers, and other relief against the Defendants.

II. PARTIES

5. Plaintiff is the State of Arkansas, *ex rel.* Leslie Rutledge, Attorney General. Attorney General Rutledge is the chief legal officer of the State. Pursuant to Ark. Code Ann. § 4-88-104 and 4-88-113, the State may seek civil enforcement of the ADTPA.

6. Defendant Greenhagen Exteriors, LLC (“Greenhagen Exteriors”) is an Arkansas Limited Liability Company whose status has been revoked with the Arkansas Secretary of State—rendering the business a sole proprietorship. **EXHIBIT A.** Its principal place of business was 10 Chenal Downs Drive, Little Rock, Arkansas 72223. Upon information and belief, Greenhagen Exteriors no longer conducts business at this location.

7. Defendant Chance Greenhagen is the owner and registered agent of Greenhagen Exteriors. According to the Arkansas Secretary of State’s website, his address, the same as Greenhagen Exteriors’, is 10 Chenal Downs Drive, Little Rock, Arkansas 72223. **EXHIBIT A.** At all times relevant to the circumstances alleged in

the Complaint, Chance Greenhagen operated, controlled, and directed the business activities of Greenhagen Exteriors, personally participating in, or ratifying the acts and practices of its employees as described in this Complaint. Therefore, in addition to facing liability for his own, personal deceptive acts under the ADTPA, he is personally, jointly, and severally liable for the deceptive acts of Greenhagen Exteriors pursuant to Ark. Code Ann. § 4-88-113(d).

8. According to the Arkansas Secretary of State's website, Samone Greenhagen is the sole incorporator/organizer and officer of Greenhagen Exteriors. **EXHIBIT A.** On June 11, 2019, she applied to the Arkansas Contractor's Licensing Board ("ACLB") for permission to add "roofing" as a specialty of Greenhagen Exteriors. **EXHIBIT B.** Her application with the ACLB included her descriptions of four past roofing projects performed by her employees in order to meet the experience requirements for obtaining the amended permit for Greenhagen Exteriors. **EXHIBIT B.** As such, along with her husband, Defendant Chance Greenhagen, she is a person who directly or indirectly controls Greenhagen Exteriors or is a partner of another person in violation of the ADTPA who knew or reasonably should have known of the violation as defined in Ark. Code Ann. § 4-88-113(d). Therefore, in addition to facing liability for her own, personal deceptive acts under the ADTPA, she is personally, jointly, and severally liable for the deceptive acts of Greenhagen Exteriors pursuant to Ark. Code Ann. § 4-88-113(d).

III. JURISDICTION

9. This Court has jurisdiction over this matter pursuant to Ark. Code Ann. § 4-88-104 and the common law of the State of Arkansas.

10. This Court has jurisdiction over Chance Greenhagen, Samone Greenhagen, and Greenhagen Exteriors pursuant to Ark. Code Ann. § 16-4-101. At all times relevant to this lawsuit, the Defendants systematically and continually conducted business in the State of Arkansas and availed themselves of the privileges of conducting activities within the State of Arkansas.

11. Venue is proper pursuant to Ark. Code Ann. § 4-88-104, 4-88-112 and the common law of the State of Arkansas.

IV. FACTUAL ALLEGATIONS

12. Defendants Chance Greenhagen and Samone Greenhagen own and operate Greenhagen Exteriors—a business that formerly held a limited residential contractor’s license with the ACLB to conduct residential contracting for up to \$50,000. The ACLB revoked Greenhagen’s contractor’s license on September 25, 2019 and a Cease and Desist was ordered for violations of Ark. Code Ann. § 17-25-507. **EXHIBIT C.** According to Greenhagen’s now-revoked contractor’s license, the classifications of work the business could perform included: “Glass, Glazing, Doors, Windows, Hardware, Siding, Soffit, Facia, Gutters, Roofing, Roof Decks, Roofing Sheet Metal.” **EXHIBIT B.**

13. Greenhagen’s website, www.greenhagenexteriorsllc.com, has been taken down, but Greenhagen continues to advertise on its no-cost Instagram

webpage with pictures of project houses and statements such as, “We only use the best products! Visit our website in the bio to see what we offer and how we can improve your home!” and, “We intend to take every opportunity to make sure our customers receive whatever they need, and whatever their home requires.”

EXHIBIT D.

14. Multiple consumers have filed complaints with the Attorney General’s Office reporting that Greenhagen solicited large deposits or full, upfront payments for home improvement work before failing to complete the jobs as agreed.

15. Additionally, consumers have reported that much of the work that Greenhagen did perform was of poor quality, outside of contractual specifications, or performed only to elicit additional payment for work that Greenhagen ultimately failed to complete.

16. In January 2019, Consumer A paid Greenhagen \$8,000 to repair her roof, but as of today’s date, Greenhagen has failed to complete the roof or otherwise provide a refund. **EXHIBIT E.**

17. According to consumer complaints filed with both the Attorney General’s Office and the ACLB, on April 26, 2019, Consumer B wrote a check for \$7,841.75 payable to Greenhagen Exteriors, LLC—and endorsed by Samone Greenhagen—for roofing and other home improvement work guaranteed for ten years. As of today’s date, Greenhagen has failed to complete the work or honor the written ten year guarantee. **EXHIBIT F.**

18. In May 2019, Chance Greenhagen provided an estimate of \$14,000 to \$16,000 to replace Consumer C's roof. In July 2019, Greenhagen claimed that the roof would actually cost \$28,640 to complete because the roof's condition was worse than expected. After obtaining financing, Consumer C wrote a check for \$28,460 payable to Chance Greenhagen, personally, to replace the roof and to close in some rooms of her parents' home. On August 22, 2019, after tearing down the old roof and covering it with tarps, Greenhagen requested additional payment for a grand total of \$35,000. When Consumer C was unable to obtain additional financing, Greenhagen agreed to complete the work at the previously agreed upon price of \$28,460. Throughout October 2019, Greenhagen claimed that "special beams" had been ordered with a lumber company, but that the lumber company was having computer issues and was waiting for a dry day to deliver the lumber. On October 21, 2019, after Chance Greenhagen stopped responding to text messages from Consumer C about leaks getting through the tarps on the roof, Consumer C called and explained the situation to Samone Greenhagen who agreed to tell Chance Greenhagen to call her back. About an hour later, Chance Greenhagen called Consumer C and claimed to have too many ongoing jobs to complete the roof as agreed. After Consumer C informed Chance Greenhagen that her uncle was a roofing contractor, Chance Greenhagen insisted that Consumer C call her uncle for a quote to complete the roof. Her uncle was out of town, however, and unable to secure the leaking tarps or take the subcontracting job at the time. Consumer C next contacted the lumber company who claimed that Greenhagen did not order

anything from them and that they had the “special beams” in stock. As of today’s date, Greenhagen has failed to complete the roof or otherwise provide a refund to Consumer C. **EXHIBIT G.**

19. In June 2019, Consumer D contracted with Greenhagen for \$22,378 for a home remodel. Consumer D has paid \$11,500 to Chance Greenhagen, personally, for work that has not been completed or was completed poorly or out of specification. Consumer D reported workmanship issues including, but not limited to, Greenhagen using the wrong color shingles on the roof and only spraying insulation around a few holes around the consumer’s ductwork instead of filling the wall cavities with insulation as agreed. Consumer D was forced to hire an outside contractor to correct and complete Greenhagen’s insulation work, and Greenhagen has failed to refund the unearned portion of the \$11,500 fee paid by Consumer D. **EXHIBIT H.**

20. In September 2019, Consumer E paid Greenhagen \$32,000 to remodel her home in Lonoke County. As of December 2019, Greenhagen had only installed some drywall. Since December 2019, Greenhagen has failed to return any of Consumer E’s phone calls, begin any other work on the consumer’s home, or otherwise provide a refund. **EXHIBIT I.**

V. VIOLATIONS OF LAW

21. The ADTPA sets forth the State’s statutory program prohibiting deceptive and unconscionable trade practices.¹

¹ Ark. Code Ann. §§ 4-88-101, *et seq.*

22. The business practices of Defendants constitute the sale of “goods” or “services.”² The same business practices constitute business, commerce, or trade.³

23. Pursuant to Ark. Code Ann. § 4-88-107(a)(10), it is unlawful for any person to engage in unconscionable, false, or deceptive acts or practices in business, commerce, or trade. Greenhagen has violated this provision by:

- a. Charging consumers for the purchase of goods and services at the time ordered and wholly failing to provide the appropriate goods or completely rendering the services;
- b. Misleading consumers about completion dates, the quality of its work, and the reasons for the delay of the goods and services; and
- c. Failing to return phone calls from customers or provide refunds of unearned payments.

24. Ark. Code Ann. § 4-88-108(1) prohibits the “act, use, or employment by any person of any deception, fraud, or false pretense.” Greenhagen violated this provision by accepting payment for goods and services while failing to provide the correct goods or complete the services.

25. Ark. Code Ann. § 4-88-108(2) prohibits the use of “concealment, suppression, or omission of any material fact with the intent that others rely upon the concealment, suppression, or omission” while selling any goods or services. Defendants have engaged in prohibited conduct by continuing to advertise and sell home improvement goods and services to consumers while concealing or omitting that the services would not or could not be completed.

² Ark. Code Ann. § 4-88-102(4) and (7).

³ Ark. Code Ann. § 4-88-107.

26. Advertising goods or services with the intent not to sell them as advertised is a violation of Ark. Code Ann. § 4-88-107(a)(3). Defendants have engaged in prohibited conduct by advertising home improvement goods and services with no ability or intent to provide the goods or to complete the services.

PRAYER FOR RELIEF

27. The Attorney General may bring a civil action to seek to prevent persons from engaging in the use or employment of prohibited practices.⁴

28. Likewise, the Attorney General may bring a civil action to seek to restore to any purchaser who has suffered any ascertainable loss by reason of the use or employment of the prohibited practices any moneys or real or personal property which may have been acquired by means of any practices declared to be unlawful, together with other damages sustained.⁵

29. The Attorney General may seek an injunction prohibiting any person from engaging in any deceptive or unlawful practice.⁶

30. Any person who violates the provisions of the ADTPA may be assessed a civil penalty of up to \$10,000 per violation.⁷

31. In addition, any person who violates the provisions of the ADTPA shall be liable to the Office of the Attorney General for all costs and fees, including but

⁴ Ark. Code Ann. § 4-88-113(a)(1).

⁵ Ark. Code Ann. § 4-88-113(a)(2)(A).

⁶ Ark. Code Ann. §§ 4-88-104 and 4-88-113(a)(1).

⁷ Ark. Code Ann. § 4-88-113(a)(3).

not limited to, expert witness fees and attorney's fees, incurred by the Office of the Attorney General in the prosecution of such actions.⁸

32. A "person" is an individual, organization, group, association, partnership, corporation, or any combination thereof.⁹

33. The Defendants are "persons" who have engaged in an unconscionable, false, or deceptive act or practice in business, commerce, or trade.

34. Pursuant to Ark. Code Ann. § 4-88-113(d)(1), "[e]very person who directly or indirectly controls another person who is in violation of or liable under" the ADTPA and every partner, officer, or director of another person who is liable thereunder "shall be jointly and severally liable for any penalties assessed and any monetary judgments awarded in any proceeding for civil enforcement of the provisions of" the ADTPA, "provided that the persons to be held jointly and severally liable knew or reasonably should have known of the existence of the facts by reason of which the violation or liability exists."

35. The State will exercise its right to a trial by jury.

WHEREFORE, the above premises considered, the State of Arkansas, *ex rel.* Leslie Rutledge, Attorney General, respectfully requests that this Court:

- a. Issue such orders, pursuant to Ark. Code Ann. §§ 4-88-104 and 4-88-113(a)(1), as may be necessary to prevent the use or employment by

⁸ Ark. Code Ann. § 4-88-113(e).

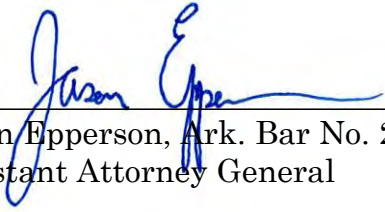
⁹ Ark. Code Ann. § 4-88-102(5).

the Defendant of the practices described herein which are violations of the ADTPA;

- b. Issue an order, pursuant to Ark. Code Ann. § 4-88-113(a)(2)(A), requiring Defendants to pay consumer restitution to those Arkansas consumers affected by the activities outlined herein; in addition, or in the alternative, enter an order requiring Defendants to remit to affected consumers all sums obtained from Arkansas consumers by methods prohibited by Arkansas law;
- c. Impose civil penalties pursuant to Ark. Code Ann. § 4-88-113(b), to be paid to the State by the Defendants in the amount of \$10,000.00 per each violation of the ADTPA proved at a trial of this matter, the full amount of which will exceed the amount necessary to establish federal diversity jurisdiction.
- d. Issue an order, pursuant to Ark. Code Ann. § 4-88-113(e), requiring Defendants to pay the State's costs in this investigation and litigation, including, but not limited to, attorneys' fees and costs; and
- e. For all other just and proper relief to which the State may be entitled.

Respectfully submitted,

LESLIE RUTLEDGE
ATTORNEY GENERAL

By: 
Jason Epperson, Ark. Bar No. 2015083
Assistant Attorney General

323 Center Street, Suite 200
Little Rock, Arkansas 72201
Telephone: 501-682-6491
Fax: 501-682-8118
Jason.Epperson@ArkansasAG.gov



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Corporation Name	GREENHAGEN EXTERIORS LLC
Fictitious Names	
Filing #	811156683
Filing Type	Limited Liability Company
Filed under Act	Domestic LLC; 1003 of 1993
Status	Revoked
Principal Address	10 CHENAL DOWNS DR LITTLE ROCK, AR 72223
Reg. Agent	CHANCE GREENHAGEN
Agent Address	10 CHENAL DOWNS DR. LITTLE ROCK, AR 72223
Date Filed	02/01/2018
Officers	SAMONE GREENHAGEN , Incorporator/Organizer
Foreign Name	N/A
Foreign Address	
State of Origin	N/A

[Pay Franchise Tax for this corporation](#)

EXHIBIT A

License No. 0377690719

ID #44918

Residential Home Improvement License

Limited (Projects Less than \$50,000)

GREENHAGEN EXTERIORS LLC
10 CHENAL DOWNS BLVD
LITTLE ROCK, AR 72223

GREENHAGEN EXTERIORS LLC

This is to Certify That

is duly licensed under the provisions of Act 1208 of 2011 Acts and is entitled to practice Home Improvement Contracting in the State of Arkansas within the following RESIDENTIAL specialties:

SPECIALTY

Glass, Glazing, Doors, Windows, Hardware
Siding, Soffit, Facia, Gutters

LIC APPROVED
6/20/2018

This is a Residential Home Improvement License. This License applies to single family residences only. This is not a commercial contracting license.

from June 20, 2018 **until** July 31, 2019 **when this Certificate expires.**

Witness our hands of the Committee, dated at North Little Rock, Arkansas:

Priscilla A. Hop

CHAIRMAN

June 20, 2018 - sh

Deborah L. Leake

SECRETARY



EXHIBIT B

License No. 0377690719

Amended

ID #44918

Residential Home Improvement License

Limited (Projects Less than \$50,000)

GREENHAGEN EXTERIORS LLC
10 CHENAL DOWNS BLVD
LITTLE ROCK, AR 72223

GREENHAGEN EXTERIORS LLC

This is to Certify That _____

is duly licensed under the provisions of Act 1208 of 2011 Acts and is entitled to practice Home Improvement Contracting in the State of Arkansas within the following RESIDENTIAL specialties:

SPECIALTY

Glass, Glazing, Doors, Windows, Hardware
Roofing, Roof Decks, Roofing Sheet Metal
Siding, Soffit, Facia, Gutters

This is a Residential Home Improvement License. This License applies to single family residences only. This is not a commercial contracting license.

from June 20, 2018 **until** July 31, 2019 **when this Certificate expires.**

amended June 26, 2019

Witness our hands of the Committee, dated at North Little Rock, Arkansas:

Arnold Samuels

CHAIRMAN

June 26, 2019 - dsa

Ja

SECRETARY



Amended Class for Home Improvement

New Application

Arkansas Contractors Licensing Board

4100 Richards Road

North Little Rock, AR 72117

Phone 501-372-4661

RECEIVED

JUN 11 19

CONTRACTORS L. BOARD

ID#

44918

(Top "right" hand corner
of your license).

FILING FEE \$

50

mo 25351774514

Use the Name Issued on the Contractors License:

Licensed Entity Name:

GREENHAGEN EXTERIORS, LLC

License #:

0377690719

Person completing this form: Print Name:

SAMONE GREENHAGEN

Phone Number:

501-831-2078 / 501-410-5326

1. **FILING FEE** - A \$50.00 filing fee is required to process this request. Fees are non-refundable.

***This application will not be considered, unless the \$50.00 filing fee (NON-refundable), this form (page 1), and experience information (page 2) are completed and returned. *** This application will only be valid for 90 days once received in our office. ***

2. When completing this form, "Residential Remodeler" may only be requested, if you grandfathered in before 12/31/2011 and still hold a valid license, otherwise a "New Residential Remodeler" application must be completed, as well as the Arkansas Business & Law Test taken.

3. CIRCLE the "number" for the Specialty(s) being requested below:

1. Residential Remodeler - Read #2 above. (Remodeler includes all specialties listed below, to include additions to existing homes.)

- | | |
|--|--|
| 2. Awnings, Canopies | 20. Greenhouses, Sunrooms |
| 3. Base & Paving (Includes):
Base Construction; Hot & Cold Mixes
Surface Treatment; Asphalt; Concrete Paving | 21. Insulation |
| 4. Boat Docks | 22. Kitchen, Bathroom Renovations |
| 5. Carpentry, Framing, Millwork, Cabinets | 23. Landscaping, Irrigation, Lawn Sprinkler
Systems, Streams |
| 6. Ceilings, Wall Systems, Acoustical Treatments | 24. Lathe, Plaster, Stucco, Dryvit, EIFS |
| 7. Central Vacuum Systems | 25. Masonry |
| 8. Chimneys, Fireplaces | 26. Metal Studs, Walls |
| 9. Communication, Computer or Sound Systems, Cabling | 27. Overhead Doors |
| 10. Concrete | 28. Painting, Wallcovering |
| 11. Countertops | 29. Rebar |
| 12. Demolition | 30. Retaining Walls |
| 13. Detached Garage, Storage Building,
Detached Structures, Metal Building Erection | 31. Roofing, Roof Decks, Roofing Sheet Metal |
| 14. Drywall | 32. Siding, Soffit, Facia, Gutters |
| 15. Fencing, Gates | 33. Skylights |
| 16. Floors, Floor Covering | 34. Solar Systems |
| 17. Foundation Construction or Drilling,
Pile Driving, Stabilization | 35. Special Coatings or Applications, Caulking,
Waterproofing |
| 18. Glass, Glazing, Doors, Windows, Hardware | 36. Steel, Alloy, Ornamental, Metal
Fabrication, Welding |
| 19. Grading & Drainage, Excavating (Includes):
Pipe & Structures; Culverts, Clearing; Grubbing & Rip Rap | 37. Storm Shelters |
| | 38. Swimming Pools, Spas |
| | 39. Tile, Terrazzo, Marble |

Experience Information - For Home Improvement Only

4. Complete the following with projects previously completed, that are being requested on page 1.

Example: Residential Remodeler - Houses built, room additions, or large remodel jobs. If requesting Painting; Floors; and Roofing, etc. - show projects where those types of work have been completed.

Project #1

(Approximate Month & Year) Date Project Started: 11.20.2018 Date Project Completed: 11.22.2018

Dollar amount of Project: \$ 7,200.00 Square Footage (If applicable) 3,000

Project Owner's Name: [REDACTED] Contact Phone #: [REDACTED]

Project Address, City, State: [REDACTED]

List Specific Type(s) of Work Complete:

REMOVE ONE LAYER 3-TAB SHINGLES, INSTALLED
SYNTHETIC FELT & 30 YEAR SHINGLE.

Project #2

(Approximate Month & Year) Date Project Started: 10.12.18 Date Project Completed: 10.15.18

Dollar amount of Project: \$ 11,500.00 Square Footage (If applicable) 7,400

Project Owner's Name: [REDACTED] Contact Phone #: [REDACTED]

Project Address, City, State: [REDACTED], AR

List Specific Type(s) of Work Complete:

REMOVE ONE LAYER 3-TAB SHINGLES, INSTALLED
SYNTHETIC FELT & 30 YEAR SHINGLE.

Project #3

(Approximate Month & Year) Date Project Started: 10.18.18 Date Project Completed: 10.21.18

Dollar amount of Project: \$ 10,500.00 Square Footage (If applicable) 2,000

Project Owner's Name: [REDACTED] Contact Phone #: [REDACTED]

Project Address, City, State: [REDACTED], AR

List Specific Type(s) of Work Complete:

1 X 4 GRID SYSTEM WITH 210 GAGE METAL INSTALLED

Project #4

(Approximate Month & Year) Date Project Started: 12.10.18 Date Project Completed: 12.15.18

Dollar amount of Project: \$ 10,200.00 Square Footage (If applicable) 3,000

Project Owner's Name: [REDACTED] Contact Phone #: [REDACTED]

Project Address, City, State: [REDACTED], AR

List Specific Type(s) of Work Complete:

REMOVE ONE LAYER 3-TAB SHINGLES, INSTALLED
SYNTHETIC FELT & 30 YEAR SHINGLES, 12/12

(If additional space is needed please attach separately.)

****By signing this form, I agree that all statements herein contained are true and correct, and shall become a part of the present valid application on file**.**

(Signature of Individual completing application)

ARKANSAS RESIDENTIAL CONTRACTORS COMMITTEE

vs

[REDACTED]

ORDER

The Committee voted unanimously that the license of [REDACTED]. [REDACTED] is revoked for misconduct. [REDACTED] shall refrain from bidding on or performing work as a residential contractor prior to being licensed with the Residential Contractors Committee.

ARKANSAS RESIDENTIAL CONTRACTORS COMMITTEE

vs

[REDACTED]

ORDER

The Committee voted unanimously that the license of [REDACTED] [REDACTED] is revoked for misconduct. [REDACTED] shall refrain from bidding on or performing work as a residential contractor prior to being licensed with the Residential Contractors Committee.

ARKANSAS RESIDENTIAL CONTRACTORS COMMITTEE

vs

GREENHAGEN EXTERIORS LLC

ORDER

The Committee voted unanimously that GREENHAGEN EXTERIORS LLC shall pay a civil penalty of \$400 per day for 3 days of activity for a total of \$1,200 for violation of Section 17-25-507 payable to the Committee within twenty (20) days. The Committee further ordered that the license of GREENHAGEN EXTERIORS LLC is revoked for misconduct and a cease and desist order be issued against GREENHAGEN EXTERIORS LLC to prevent them from performing work in violation. GREENHAGEN EXTERIORS LLC shall refrain from bidding on or performing work as a residential contractor prior to being licensed with the Residential Contractors Committee.

ARKANSAS RESIDENTIAL CONTRACTORS COMMITTEE

vs

[REDACTED]

ORDER

The Committee voted unanimously that [REDACTED] shall pay a civil penalty of \$400 per day for 35 days for a totla of \$18,000 for violation of Section 17-25-505 payable to the Committee within twenty (20) days. The Committee further ordered that a cease and desist order be issued against [REDACTED] to prevent them from performing work in violation. [REDACTED] shall refrain from bidding on or performing work as a residential contractor prior to being licensed with the Residential Contractors Committee.

Instagram

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greenhagen_exteriors Follow

10 posts

53 followers

12 following

Greenhagen Exteriors, LLC

Licensing No. 0377690719

greenhagenexteriorsllc.com

POSTS

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greenhagen_exteriors • Follow



greenhagen_exteriors

Our updated logo! We intend to take every opportunity to make sure our customers receive whatever they need, and whatever their home requires. With that said, we will soon be adding new features to our brand. This means NEW PRODUCTS from our trusted partners, allowing more opportunities for you and your home!

·48w

·48w Reply



8 likes

APRIL 20, 2019

Log in to like or comment.



greenhagen_exteriors • Follow



greenhagen_exteriors

Lots of hail recently!!! Don't let your roof take too many hits. WE DO FREE ROOF INSPECTIONS so your home doesn't start leaking!!!!

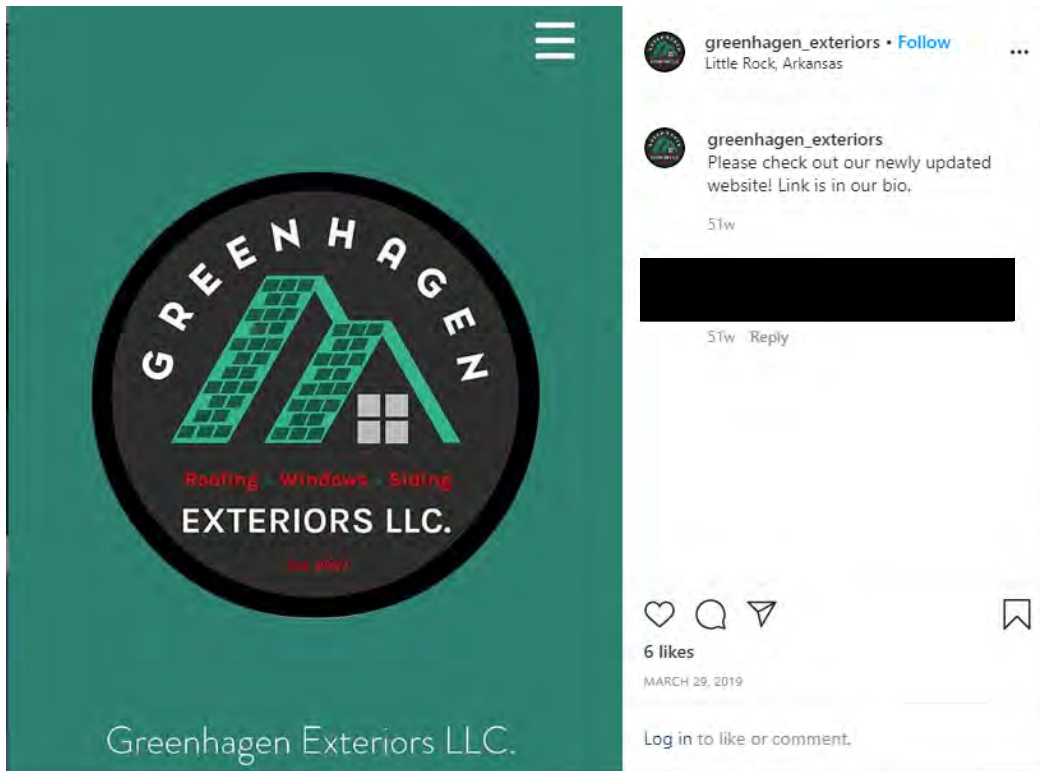
·5d



5 likes

MAY 16, 2019

Log in to like or comment.





greenhagen_exteriors • Follow
Little Rock, Arkansas



greenhagen_exteriors
WHY IS IT IMPORTANT TO CHECK
YOUR ROOF AFTER A HAIL OR
WINDSTORM!

BUT THE MISSING GRANULES CAUSE
ANOTHER PROBLEM.... As the shingles
lose their protective granules
following a hailstorm, the shingles
become exposed to sunlight (harsh
UV rays) and other weather like snow,
wind, and rain. This can cause the
shingles to become brittle and weak,
further impacting the integrity of the
roof.

WE GIVE FREE ROOF INSPECTIONS!!

52w



7 likes

MARCH 25, 2019

Log in to like or comment.



greenhagen_exteriors • Follow



greenhagen_exteriors
We only use the best products! Visit
our website in the bio to see what we
offer and how we can improve your
home!

52w



3 likes

MARCH 24, 2019

Log in to like or comment.



greenhagen_exteriors • [Follow](#)
Little Rock, Arkansas



greenhagen_exteriors
FINALLY SOME BETTER WEATHER!
Some major progress being done on
this retirement home. Great things are
underway!

52w



8 likes

MARCH 22, 2019

[Log in to like or comment.](#)



greenhagen_exteriors • [Follow](#)
Little Rock, Arkansas



greenhagen_exteriors
Welcome to our Instagram page! We
will be updating with new projects and
products!

63w



5 likes

JANUARY 5, 2019

[Log in to like or comment.](#)



greenhagen_exteriors • [Follow](#)

Little Rock, Arkansas



greenhagen_exteriors
Welcome to our Instagram page! We will be updating with new projects and products!

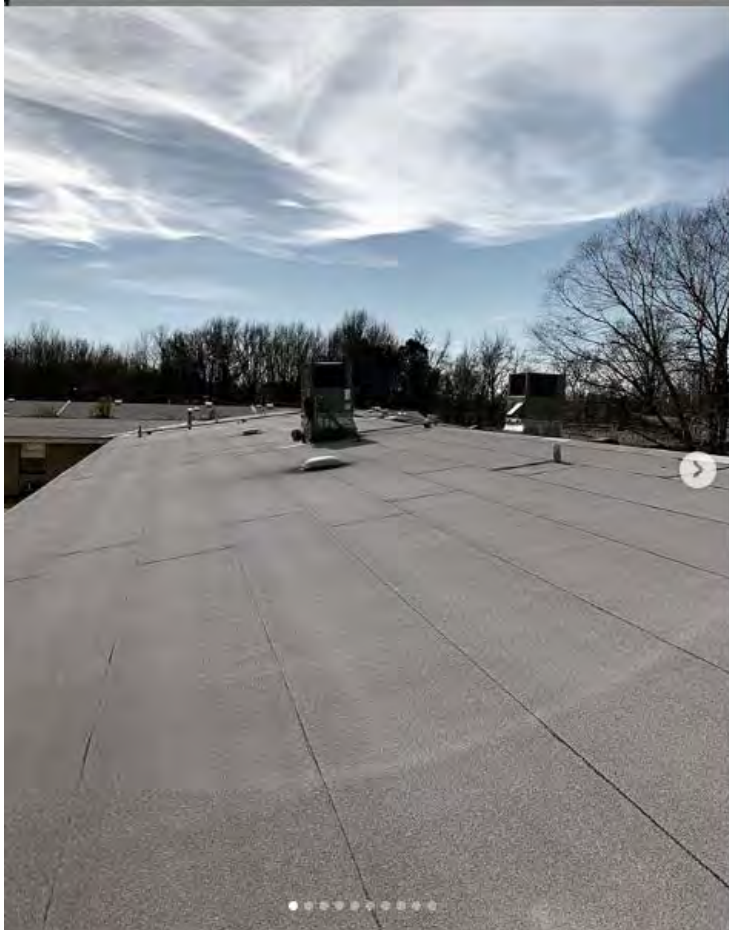
63w



5 likes

JANUARY 5, 2019

Log in to like or comment.



greenhagen_exteriors • [Follow](#)



greenhagen_exteriors
Checking out a retirement home today. Some scattered markings and damage to some torch-down roofing and soft metals; as well as some water being held.

61w



5 likes

JANUARY 21, 2019

Log in to like or comment.



greenhagen_exteriors • [Follow](#)
Jonesboro, Arkansas



greenhagen_exteriors
Just another rainy day checkup for
leaky roofs

58w



5 likes

FEBRUARY 13, 2019

[Log in](#) to like or comment.

Edith Collins

From: consumer@arkansasag.gov
Sent: Wednesday, July 03, 2019 3:46 PM
To: Consumer Division
Subject: Consumer Complaint Form Submission

Categories: Home Repair/Construction/Appliances

Prefix Mr.

Your name [REDACTED]

Age

Your address [REDACTED]

City [REDACTED]

State Arkansas

Zip code [REDACTED]

Home phone [REDACTED]

Mobile phone

Work phone

Email [REDACTED]

No Email Communication Not checked

Military History

Do you have a disability? No

Who are you filing a complaint against? Greenhagen Exteriors LLC

Company/individual address 10 chenal downs blvd

City Little rock

State Arkansas

Zip code 72223

Phone

Email

Website

Salesperson, serviceperson or other employee Chance greenhagen

Product or service Roofing and fixing small hole in roof

Transaction date January 29, 2019

Estimated amount paid \$8,000

Explain the circumstances surrounding your complaint. He was paid up front of job and did not show up for 6 months due to "a couple of jobs" before my mother in law's. He was given an ultimatum of one week or full refund was expected. Showed up on seventh day of said week, a palette of shingles were delivered. Two days later workers showed up and did not finish the work they were tasked with, threw trash on the ground with no dumpster ordered for waste, and threw beer bottle caps on the ground. So they were drinking on property. They never showed back up to finish or pick up trash. When called about this Mr. Greenhagen laughed and said how is that woman disabled shes a school teacher(she is 70 years old with an immobilized broken arm). Hesaid we will do it when we can and hung up.7 on your side was contacted after this phone call and he said someone was on the way. No one has showed up. He has other issues with this apparently

Your view of a fair resolution to the matter This is negotiable. Also documentation can be gotten. I'm filing on behalf

Do you have supporting documentation?

**Additional document upload
#2 (if needed)**

**Additional document upload
#3 (if needed)**

Submit



ATTORNEY GENERAL
LESLIE RUTLEDGE
ARKANSASAG.GOV

RECEIVED

APR 20 2020

ATTORNEY GENERAL
OF ARKANSAS

CONSUMER COMPLAINT

Type or print with ink. If you are completing this form for someone else, include that information in the explanation.

Your Prefix (Mr., Ms. or Mrs.) and Name

Age 76

Your Address

City, State, Zip Code

Your Email

Home Phone

Mobile Phone

Work Phone

May we communicate with you via email? ☐ Yes ☒ No

Are you active duty military? ☐ Yes ☒ No

Are you a veteran? ☐ Yes ☒ No

Do you have a disability? ☒ Yes ☐ No

Company/Individual Complaint Against

Chance Greenhagen

Address

Greenhagen Exteriors LLC

City, State, Zip Code

Little Rock, AR 72223

Phone

Email and/or Website

501-410-5324 (cell)

Salesperson, Serviceperson or other Employee

Claim # from State Farm

Account number (if known)

Estimated amount paid

\$7841.75

Product or service involved

Replacing Shingles Ventilator Hoods

Date of transaction

check # 820 \$7841.75

EXPLAIN THE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT AND YOUR VIEW AS TO A FAIR RESOLUTION. INCLUDE COPIES (NOT ORIGINALS) OF RELATED CONTRACTS, RECEIPTS, CANCELLED CHECKS, CORRESPONDENCE, ADVERTISEMENTS OR DOCUMENTS.

Shingles, (Archos Roof, Architectural,
Tear off Shingles, Tear off Layers, Ventilators,
Extra work, Selt, suppose to put Sashes
in fireplace (Not done)

The information is true and accurate to the best of my knowledge. I understand the Arkansas Attorney General's office does not represent individuals in matters involving private disputes. I am filing this complaint to notify the Attorney General's office of activities of this party and for any other assistance that may be rendered, including attempted resolution of my complaint or referral to another appropriate entity. I understand a copy of what I submit to the Attorney General's office will be provided to the party I am complaining against in an effort to resolve the complaint. I authorize the party against which I have filed a complaint to communicate with and provide information to the Arkansas Attorney General's office. I also understand that my complaint may be referred to other agencies. I acknowledge that the Attorney General will keep a record of this complaint and it may be deemed a public record subject to disclosure under the Arkansas Freedom of Information Act.

Signature of person filing complaint

Date

April 14, 2020

EXHIBIT F

323 Center Street, Suite 200, Little Rock, AR 72201
(501) 682-2007 | consumer@ArkansasAG.gov

Complaint Log

Name of Contractor: GREENHAGEN EXTERIORS LLC

ID # [REDACTED]

Complainant(s): [REDACTED]

Notes

Date :

7/10/19- Rcvd complaint sent 1st letter w/copy of complaint to contr kh

7/30/19- Sent 2nd letter w/copy of complaint to contr kh

8/12/19- No Response-Give to ML for possible notice to hearing kh





Arkansas Contractors

Licensing Board

4100 Richards Road
North Little Rock, Arkansas 72117
(501) 372-4661 Fax (501) 372-2247

COMPLAINT FORM

Please answer as many of the following questions as possible

Complainant

YOUR NAME (last, first)

YOUR COMPANY NAME: (if contractor or supplier)

CITY, STATE, ZIP

PHONE NUMBERS WHERE YOU CAN BE REACHED:

EMAIL:

WHAT IS YOUR RELATIONSHIP WITH THE CONTRACTOR/PROJECT:

Owner ☐

Subcontractor ☐

Supplier ☐

General Contractor ☒

Other ☐

Contractor

CONTRACTOR NAME: (as shown on contract/invoice)

License Number:

ADDRESS:

CITY, STATE, ZIP

PHONE NUMBER:

CONTACT PERSON:

PROJECT TO BE INVESTIGATED

CONTRACT DATE:

AMOUNT:

AMOUNT PAID:

DATE WORK STARTED:

DATE WORK CEASED:

INFORMATION ABOUT THE PROJECT

WHAT IS THE TYPE OF PROJECT?

Residential ☒

Commercial ☐

WHAT TYPE OF CONSTRUCTION?

Addition ☐

Repair ☒

Replacement ☐

New Construction ☐

New Purchase ☐

WHAT TYPE OF CONTRACT WAS INVOLVED?

Oral ☐

Written ☒

New Home Purchase Agreement ☐

Other ☐

WERE THERE ANY CHANGE ORDERS?

Yes ☒ No ☐

(IF YES, WERE THEY

Written ☐ Oral ☐ Both ☐

WHAT IS THE NATURE OF YOUR COMPLAINT?

Abandonment ☐

Workmanship ☒

Money Owning ☐

Other ☐

HAVE YOU FILED IN COURT TO RECOVER DAMAGES ON THIS COMPLAINT?

Yes ☐ No ☒

(IF YES, HAS A JUDGMENT BEEN ISSUED?)

Yes ☐ No ☐

(IF YES TO EITHER QUESTION, PLEASE ATTACH APPLICABLE DOCUMENTATION WITH THIS FORM)

HAVE YOU MADE ANY ATTEMPTS TO CONTACT THE CONTRACTOR?

Yes ☒ No ☐

IF YES, WHAT ATTEMPTS HAVE YOU MADE?

Unable to locate ☐

Personal contact ☐

Telephone ☒

Letter ☐

BRIEFLY DESCRIBE THE CONTRACTOR'S RESPONSE:

He states he will be back to complete the work.

PLEASE SEND COPIES OF ALL PAPERS RELATED TO YOUR COMPLAINT

Please attach copies of both sides of contracts, cancelled checks, and other pertinent materials.

PLEASE NOTE

- If this contractor is licensed, he/she will be informed of this alleged complaint and will be asked to respond. He/she may be asked to contact you in response to the complaint.
- The Arkansas Contractors Licensing Board has no authority or jurisdiction over non-licensed contractors.
- The Arkansas Contractors Licensing Board cannot represent private citizens in court or collect money for you. Please contact an attorney for advice on filing such an action.
- The Arkansas Contractors Licensing Board does not function as a "dispute resolution" board and cannot resolve contractual disputes between the parties involved.
- The Arkansas Contractors Licensing Board is not a code enforcement agency and as a rule, does not enforce code violations.

BASIS FOR THE COMPLAINT

Provide a detailed explanation support the basis for your complaint below. Please attach copies of proposals, contracts, receipts, photos, etc. DO NOT SEND ORIGINALS. Use additional paper if necessary.

Mr. Greenhagen was hired to replace the shingle on our house, and the two detached sheds in my back yard. He was also paid to fix a spot in the roof (ceiling) in the dining room, which would require painting. Mr. Greenhagen was supposed to get a bid to fix the fireplace but he never gave us a price. The contract was signed on 4-26-19 but he didn't start work until 6-12-19 - He blamed the weather (rain) for starting the work almost 2 months later. He never completed the work on either shed and he was paid.

AFFIDAVIT

I, [REDACTED], hereby swear or affirm that the above statements and information provided are true, correct and complete to the best of my knowledge. I further swear or affirm that I have personal knowledge of the allegations made within the complaint and that this complaint is made in good faith. I will assist in the investigation of this complaint, and if necessary, attend hearings and testify to facts. I understand that failure to cooperate with the investigation may result in dismissal of the complaint.

[REDACTED]
Signature of Complainant

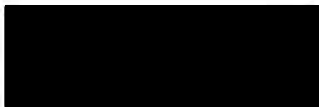
State of Arkansas
County of Pulaski

Acknowledged before me, this 10th day of July, 2019.




Deborah Ann Baldwin
Notary Public

My commission expires: 05/20/2025



The first check #819 was written out to Chance Greenhagen. He left and came back and stated to write the check out to Greenhagen Exteriors LLC. He did not hesitate to cash the check. Mr. Greenhagen contacted our insurance - State Farm to ask for additional money.





GREENHAGEN EXTERIORS, LLC

License Number: 0377690719 | Office: 501-410-5326 | Little Rock, AR 72223 | Make All Checks Payable to Greenhagen Exteriors, LLC

Greenhagen Exteriors Representative

Date

Customer Name

Phone

Street Address

City

State

Zip

GREENHAGEN EXTERIORS, LLC agrees to furnish all materials and labor necessary for work specified below.

The OWNER agrees to pay Greenhagen Exteriors, LLC the sum of \$ 11,520.61 X (Customer Initials)

☐ ACV Check Amount: \$ ☒ RCV Check Amount: \$ 2178.86 ☐ Supplemental Amount: \$

LABOR AND MATERIAL SPECIFICATIONS

- | | |
|---|---|
| <input checked="" type="checkbox"/> Color of shingles <u>Black</u> X <u> </u> | <input type="checkbox"/> Install <u> </u> (LF) drip edge <u> </u> (color) |
| <input checked="" type="checkbox"/> Pitch of Roof <u>6/12</u> | <input checked="" type="checkbox"/> Felt <u>Synthetic</u> |
| <input type="checkbox"/> 3 Tab <u> </u> X <u> </u> | <input checked="" type="checkbox"/> Clean-up and remove trash/debris from roof |
| <input checked="" type="checkbox"/> Architectural <u> </u> X <u> </u> | <input checked="" type="checkbox"/> We furnish all material and labor |
| <input type="checkbox"/> Metal <u> </u> X <u> </u> | <input checked="" type="checkbox"/> <u>10</u> Year Guarantee on labor |
| <input type="checkbox"/> Flat <u> </u> X <u> </u> | <input type="checkbox"/> Mortgage <u> </u> |
| <input checked="" type="checkbox"/> Tear-off (<u>1</u>) layers | <input type="checkbox"/> Gutters cleaned of roofing debris (if applicable) |
| <input checked="" type="checkbox"/> Ventilation Type <u>Ridge Vent</u> | <input checked="" type="checkbox"/> Wood Estimate \$ <u>100</u> <u>After 5 Pieces</u> |
| <input checked="" type="checkbox"/> Extra Work <u>Fix Few Spots of Rot</u> | <u>Relay \$1000 Time w/ Adjust</u> |
| <u>Fix about 50' fascia</u> | <u>Relay Rafter of \$1000</u> |
| | <u>Front Yard Sign Board</u> |

All costs and fees are payable on completion of job unless alternative arrangements have been made. This proposal is for the items listed above. The need for special equipment such as roof jacks or discovery of hidden damage will incur additional charges. All proposals are subject to approval by management of Greenhagen Exteriors, LLC. Owner of property on which repairs are being made further agrees that the equity in the property is security for this Agreement. This Contract shall become binding only upon written acceptance by Greenhagen Exteriors, LLC or by an authorized agent of the contractor or upon completion of work. It is understood that the Greenhagen Exteriors, LLC, is not an agent nor a subcontractor of another corporation and that no other corporation is a party to this Contract. This Contract constitutes the entire understanding of the parties and no other understanding, collateral or otherwise shall be binding unless in writing and signed by both parties. Replacement of deteriorated decking, fascia boards, roof jacks, ventilators, flashing, or other materials, unless otherwise stated in this Contract, are not included and will incur additional charges for labor and materials. If an agent of the insurance company representing the purchaser approves the repair/replacement of part or all of the items listed above, and if the purchaser cancels, the purchaser will incur a 15% fee of the adjusted price. Any representations of communication not written in the Contract are agreed to be immaterial and relied on by either party and do not survive the execution of these objects, or other violent storm or casualty or damage to roofs due to settlement, distortion, failure or cracking of the roof deck, walls or foundation of a building. All insurance proceeds are payable to Greenhagen Exteriors, LLC.

Representative

Purchaser

Date

I, , owner of the property located at the address shown above, give my consent to Greenhagen Exteriors, LLC, to act as my agent concerning all roofing related matters with my insurance company. If the insurance company agrees with our estimates, this becomes a binding Contract. I understand that Greenhagen Exteriors, LLC, cannot assist or condone any attempt to commit insurance fraud and is obligated to report any attempt to commit insurance fraud to my insurance company.

Insurance Company

Claim Number

Customer Signature

Date

Print Images

Page 1 of 1

U.S. Bank Confidential Communication

usbank.

Requested by: [REDACTED]

This check image contains confidential information. If you print this image, please store it in a secure place to avoid unauthorized usage of this information. Increased security awareness when discarding or destroying this document is recommended.

Item #1	Check No.: 820	Sequence No.: [REDACTED]
Account No.: [REDACTED]	Routing No.: [REDACTED]	Date: 04/29/2019
Amount: \$7841.75		
Front:		

81-64/820 820

DATE 4.26.19

PAY TO THE ORDER OF Greenhagen Enterprises, LLC \$ 7841.75

Seven Thousand Eight Hundred Forty One and 75/100 DOLLARS

usbank.

MEMO Roofing

04 2019

<p>Back:</p> <p>04/26/2019 3:29 PM</p> <p>Arvest Bank</p>	<p>DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE</p> <p>NEEDS SIGNATURE AND INITIALS</p>	<p>C SIGNORSE HERE</p> <p><i>[Signature]</i></p>
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State
of
Arkansas

CONTRACTORS LICENSING BOARD

July 10, 2019

4100 Richards Road
North Little Rock, Arkansas 72117
501/372-4661
Fax 501/372-2247
www.arkansas.gov/clb

GREENHAGEN EXTERIORS LLC
10 CHENAL DOWNS BLVD
LITTLE ROCK, AR 72223

RE: Complaint Against GREENHAGEN EXTERIORS LLC filed by [REDACTED]

Dear Sir or Madam:

Please be advised that the Contractors Licensing Board has received a complaint against you. A copy of the complaint is enclosed. The Board would respectfully request that you respond to the Board in writing concerning the complaint within ten (10) days of the date of this letter. No emails will be accepted. After that date, the Board will determine whether to begin an investigation of this matter.

Thank you for your attention to this matter.

A handwritten signature in cursive script, appearing to read "Michael Langley".

Michael Langley, Attorney
Contractors Licensing Board
michael.langley@arkansas.gov

ID # [REDACTED]
(Please use ID# on all correspondence)

CC:

[REDACTED]
[REDACTED]
[REDACTED]



State
of
Arkansas

CONTRACTORS LICENSING BOARD

July 30, 2019

4100 Richards Road
North Little Rock, Arkansas 72117
501/372-4661
Fax 501/372-2247
www.arkansas.gov/clb

GREENHAGEN EXTERIORS LLC
10 CHENAL DOWNS BLVD
LITTLE ROCK, AR 72223

RE: Complaint Against GREENHAGEN EXTERIORS LLC filed by [REDACTED]

Dear Sir or Madam:

On July 10, 2019, the Contractors Licensing Board forwarded you a copy of a complaint filed by [REDACTED]. The Board asked you to respond to this complaint within ten days of the date of the letter. To date we have still not received any response from you regarding the complaint. I am enclosing a second copy of the complaint with this letter for your review.

Please be advised that pursuant to Rule 224-25-8(b) a contractor who fails to cooperate with any investigation and provide the Board with any and all relevant information requested by the Board can be found guilty of "misconduct in the conduct of a contractors business" and such a finding may subject the contractor to the revocation of his contractors license, in addition to other civil penalties. Further, the Board will take no action on any renewal application until you respond to this complaint.

Please respond to this complaint within five days of the date of this letter. No emails will be accepted.

Thank you.

A handwritten signature in cursive script, appearing to read "Michael Langley".

Michael Langley, Attorney
Contractors Licensing Board
michael.langley@arkansas.gov

ID # [REDACTED]

(Please use ID# on all correspondence)

CC:

[REDACTED]

[REDACTED]

[REDACTED]

Edith Collins

From: consumer@arkansasag.gov
Sent: Wednesday, October 30, 2019 11:34 AM
To: Consumer Division
Subject: Consumer Complaint Form Submission

Prefix

Your name [REDACTED]

Age 64,60 ,36 ,36

Your address [REDACTED].

City [REDACTED]

State Arkansas

Zip code [REDACTED]

Home phone [REDACTED]

Mobile phone [REDACTED]

Work phone

Email [REDACTED]

No Email Communication Not checked

Military History Veteran

Do you have a disability? No

Who are you filing a complaint against? Greenhagen Exteriors LLC

Company/individual address 10 Chenal Downs Drive

City Little Rock

State Arkansas

Zip code 72223

Phone 501-410-5326

Email

Website <http://greenhagenexteriorsllc.com>

Salesperson, serviceperson or other employee Chance Greenhagen

Product or service New roof and exterior ready to put gutters on , Garage door closed in & sliding door closed in & 1/2 Front porch closed in .

Transaction date July 2, 2019

Estimated amount paid 28,430.00

Explain the circumstances surrounding your complaint. Job not done .I attached the full details of the job. We have also spoke to Mrs. Greenhagen. Please contact [REDACTED] First then [REDACTED] [REDACTED] Mr.Chance Greenhagen or 1-800-381-9340 or 501-831-2078 Mrs Samone Greenhagen Owner

Your view of a fair resolution to the matter Have job completed or return all money so we can have job done .

Do you have supporting documentation? [proposal -statment check copy.pdf](#) 348 kB

Additional document upload #2 (if needed)

Additional document upload #3 (if needed)

Submit

Sent by ProcessWire Form Builder • 2019/10/30 11:33am

Proposal

PROPOSAL NO.

SHEET NO.

DATE

PROPOSAL SUBMITTED TO:

WORK TO BE PERFORMED AT:

NAME

ADDRESS

ADDRESS

DATE OF PLANS

PHONE NO.

ARCHITECT

We hereby propose to furnish the materials and perform the labor necessary for the completion of

There may be more to be added
once sheet is open

Cut back metal Baled Parap Wall

Fix Fascia & Soffit

Remove metal along Fascia to Cut Rafter Ends
on Top Plate

Put Rafter on Front Porch to Close up Roof

Build a 5/12 Pitch Above the existing Roof

Install 28 gauge metal on top new Rafter to stop
leaks

Install Decking Below metal

Close In Garage to keep Moisture out

Replace Rim Joint Along Perimeter To strengthen Floor for Deck

All material is guaranteed to be as specified, and the above work to be performed in accordance with the drawings and specifications submitted for above work and completed in a substantial workmanlike manner for the sum of _____

Dollars (\$ _____) with payments to be made as follows.

Any alteration or deviation from above specifications involving extra costs will be executed only upon written order, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control.

Respectfully
submitted

Per

Note — this proposal may be withdrawn by us if not accepted within _____ days.

ACCEPTANCE OF PROPOSAL

The above prices, specifications, and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payments will be made as outlined above.

Signature _____

Date _____

Signature _____

10/20/19

To Whom It May Concern:

Below is a series of events that have occurred in regards to doing business with Mr. Chance Greenhagen DBA Greenhagen Exteriors.

Mr. Greenhagen is a fire fighter with the same fire department as my husband, [REDACTED]. We made contact with Mr. Greenhagen to get an estimate on putting a new roof on my parents' house at [REDACTED].

- We initially made contact with Mr. Greenhagen May 17, 2019. He gave us a quote of \$14,000-17,000 to rip off the old roof and place a new one.
- My husband and I were out of town at the time, so we decided to speak with Mr. Greenhagen once we were back in town.
- We met with Mr. Greenhagen in mid-June to go over details of what the roof would need.
 - At that time Mr. Greenhagen stated that he had re-evaluated the roof and due to the condition the actual cost would be \$28,460.
 - We discussed financing. I would be the person applying for financing.
 - Mr. Greenhagen took down my information and stated he would submit it to the company for financing details and I should be receiving an e-mail.
- Approximately June 22nd, I received an e-mail with the financing request. I completed necessary paperwork and phone calls to secure funding as of June 26th.
- Funding was in my account on July 1st, 2019
- My husband, father, and I met with Mr. Greenhagen on July 2nd. Mr. Greenhagen was supposed to bring the contract; however per him he had issues and was unable to get it to us that day but would e-mail it to me within the week. Upon discussing financing, Mr. Greenhagen stated that he preferred to have the full amount up front and written to him personally vs the company Greenhagen Exteriors. Due to Mr. Greenhagen being a fellow fire fighter, we were not concerned and did as requested. Check #2296 was written to Chance Greenhagen on July 2, 2019 with a note of "For Roof." Mr. Greenhagen cashed the check the same date.
- Multiple requests were made by my father, husband, and myself for the contract via phone and text.
 - I texted Mr. Greenhagen 7/27/19 requesting, he stated he would e-mail the contract.
 - I informed him that date that we were ready for him to start
 - I texted again on 8/2/19 requesting. He replied stated that he had started working on the contract but had a few more items to put on it.
 - I texted again 8/8/19 asking for a start date and the contract with no response.
 - I texted again 8/13/19 asking and was told he would resend it when he go to the office.
 - 8/14/19 text requesting contract again. In addition, I gave a 2nd e-mail address
 - Finally received a contract on 8/15/19.
- Shortly after receiving the contract Mr. Greenhagen had a partial crew come to the house and remove the old roof in addition to placing tarps down.

- My husband and I spoke with Mr. Greenhagen at our house on August 20th.
 - Mr. Greenhagen at that time requested additional funding to a full amount of \$35,000
 - I spoke with the lending company on August 22, 2019 about the funds and was unable to secure any additional funding.
 - Upon discussing this with Mr. Greenhagen he stated that this was not an issue and he could complete the job without the funding.
- During the month of September I had limited contact with Mr. Greenhagen due to pregnancy issues. My dad was the primary point of contact. I do know that on multiple dates he would send a crew to the house to work, however after them waiting for multiple hours he would pull them off the job and send them to different jobs.
- I attempted to call Mr. Greenhagen on 9/25/19 with no answer. I received a text stating he was sorry he missed my call, but they couldn't work due to the rain.
- I called and texted Mr. Greenhagen on 10/7/19 stating we needed to speak. He said he would call after leaving his doctor, to which I never received a call. He did text stating he was waiting on the lvl beam that was a special order, but should be there the following day. In addition, he sent pictures of the inside of the house showing areas that were previously damaged, however that were now repaired. These repairs had nothing to do with Mr. Greenhagen, however were part of a kitchen remodel.
- 10/9/19 no beam, again requested an update with no information given.
- 10/10/19 my husband texted requesting information
 - Mr. Greenhagen texted him stating that Ridout's computers were down but he would follow up and give us an update, but per Daniel at Ridout they had been ordered.
- 10/11/19 Husband requested update with no response.
- 10/15/19 My father called Ridout Lumber and spoke with Daniel. He stated no beam had been ordered.
 - I texted Mr. Greenhagen requesting information.
 - He replied stated that the beams were at Ridout and they were waiting for a dry day to be delivered.
- 10/17/19 I texted Mr. Greenhagen stating that there were still no beams.
 - He replied thanks for letting me know and he would check
- 10/18/19 Mr. Greenhagen texted asking if the beams had been delivered, to which we replied no.
- 10/20/19 I texted requesting an update. No reply
- 10/21/19 My father texted Mr. Greenhagen because they had water pouring in their house in the new construction area.
 - I tried calling Mr. Greenhagen multiple times with no answer. I texted him at 1017
 - 1025 He responded that he would "call in a few"
 - 1500 I texted that I was still waiting on the call.
 - 1805 Again I texted regarding the call.
 - 1827 and 1950 again texted.

- 1910 I called Mr. Greenhagen's wife Samone Greenhagen, as she is the one listed as the owner of Greenhagen Exteriors. I discussed the situation. She stated she would have Mr. Greenhagen call me.
- 2038 Mr. Greenhagen texted for me to call him.
- I spoke with Mr. Greenhagen he stated that he was booked up with jobs and since I knew someone that could do the roof, could I get him to give a quote. He stated that he would either pay him directly or give me the money so I could pay him.
- I texted at 2100 that my uncle was out of town, but would give a quote once he got back. However we needed someone to secure the tarps prior to that. No one came.
- 10/23/19 I texted regarding no beam. Again we called Ridout and spoke with Daniel who stated no beams were ordered. They did have them in stock, but nothing had been ordered by Mr. Greenhagen.
 - He responded that he was out of town due to a family death but would be back on Friday 10/25/19 to get things "squared away"
- Mr. Greenhagen never gave an update.
- 10/28/19 I texted requesting update, no response.
- 10/29/19 I again texted. Mr. Greenhagen stated that he was waiting for my uncle to do the job. There was never an agreement that he would complete the work. In addition, Mr. Greenhagen again stated he was out of town.
 - Mr. Greenhagen sent a picture of 2X10 that he stated was to be used for the ridge vs the 1x1 that he had previously been so instant on.
 - Per Mr. Greenhagen he had an architect come out to assess the house.
 - Through a series of multiple text messages Mr. Greenhagen then stated that we would need floor joist ever 4 foot and wall supports around the perimeter every 6 foot, then he would get an inspection and would complete the roof. This has never been an issue, and the kitchen area of concern by Mr. Greenhagen had already been completed 2 months prior.
 - Mr. Greenhagen stated that we hadn't fired him and that he was at the house that day checking. Mr. Greenhagen had no permission to enter the premises; however had he truly done so he would have seen that his area of concern had been repaired.
 - We informed him that he could schedule a time to go in the house with my father, he did not reply.
 - I requested that Mr. Greenhagen either provide invoices from Ridout to show the supplies purchased cost and the remaining funds to me or to have his crew complete the job this week.
 - Mr. Greenhagen continued to send old pictures of flooring and old roofing. He then stopped responding.

APRN 10/30/19

Current Date: October 30, 2019

Account Number: [REDACTED]
Capture Date: July 02, 2019
Item Number: [REDACTED]
Posted Date: July 02, 2019
Posted Item Number: [REDACTED]
Amount: 28,460.00
Record Type: Debit

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2296
81-713/829

7/2 2019

Pay to the Order of Chana Greenhagen \$28,460.⁰⁰
Twenty eight thousand four hundred sixty + 00/100 Dollars

MNB
Bryant, AR

For Roof

[REDACTED]

2296

EVIDENCE

AR DL
255 G-19-19
EXP 6-9-28

CHEN C. N. MNB

28,460.00
SINGLE ON-US CHECK

71 7/02/2019 12:53:07

CHECK AMOUNT Drawer: 30 Trans: 30



ATTORNEY GENERAL
LESLIE RUTLEDGE
ARKANSASAG.GOV

AUG 30 2019

ATTORNEY GENERAL
OF
ARKANSAS

CONSUMER COMPLAINT

Type or print with ink. If you are completing this form for someone else, include that information in the explanation.

Mr. [REDACTED] 27
Your Prefix (Mr. Ms. or Mrs.) and Name Age

[REDACTED]
Your Address

[REDACTED], AR [REDACTED]
City, State, Zip Code

[REDACTED].com
Your Email Home Phone

[REDACTED]
Mobile Phone Work Phone

Chance Greenhagen w/ Greenhagen Exteriors, LLC
Company/Individual Complaint Against

10 Cheral Downs Blvd.
Address

Little Rock, AR 72223
City, State, Zip Code

(501) 410-5326
Phone Email and/or Website

Chance Greenhagen
Salesperson, Serviceperson or other Employee

May we communicate with you via email? ☒ Yes ☐ No

Are you active duty military? ☐ Yes ☒ No

Are you a veteran? ☐ Yes ☒ No

Do you have a disability? ☐ Yes ☒ No

Account number (if known) N/A

Estimated amount paid \$11,500

Product or service involved Home improvements

Date of transaction 8-16-19

EXPLAIN THE CIRCUMSTANCES SURROUNDING YOUR COMPLAINT AND YOUR VIEW AS TO A FAIR RESOLUTION. INCLUDE COPIES (NOT ORIGINALS) OF RELATED CONTRACTS, RECEIPTS, CANCELLED CHECKS, CORRESPONDENCE, ADVERTISEMENTS OR DOCUMENTS.

Attached

The information is true and accurate to the best of my knowledge. I understand the Arkansas Attorney General's office does not represent individuals in matters involving private disputes. I am filing this complaint to notify the Attorney General's office of activities of this party and for any other assistance that may be rendered, including attempted resolution of my complaint or referral to another appropriate entity. I understand a copy of what I submit to the Attorney General's office will be provided to the party I am complaining against in an effort to resolve the complaint. I authorize the party against which I have filed a complaint to communicate with and provide information to the Arkansas Attorney General's office. I also understand that my complaint may be referred to other agencies. I acknowledge that the Attorney General will keep a record of this complaint and it may be deemed a public record subject to disclosure under the Arkansas Freedom of Information Act.

[REDACTED]
Signature of person filing complaint

8/30/19
Date

EXHIBIT H

323 Center Street, Suite 200, Little Rock, AR 72201
(501) 682-2007 | consumer@ArkansasAG.gov

██████████, AR.

Contact #: ██████████

My wife and I first met Mr. Greenhagen in March 2019 at Home Depot while searching for a contractor to repair a roof leak. He stated that he had previously worked in the insurance industry and could help us dispute our hail damage claim. He gave us his business card and informed us that he owned a business, Greenhagen Exteriors, and could fix our roof. We soon set up a date to meet and discuss the job.

On March 21st we met to discuss the matter and signed a contract to replace the entire roof. During this time, we were under the impression that AAA Insurance (former insurance provider) would cover the roof. Mr. Greenhagen volunteers to assist with having the claim decision overturned. We later find that they will not over turn their decision. Mr. Greenhagen tells us that he has talked with them as well.

We again sat down on June 18th to discuss additional work that Mr. Greenhagen leads us to believe he could do. We agreed upon the following jobs: Den insulation (both floor and walls), Master bathroom complete remodel, spare bath remodel (only tile around bathtub (we later verbally agreed to replace the bathtub with whirlpool bathtub, he quoted 1-3k for upgrade)), fence repair, complete roof replacement, drywall repairs. We gave him a \$5,000 check as down payment on the job which was quoted for a total of \$22,378.00. He requested that we write check directly to him vs. Greenhagen Exteriors, LLC.

Den Insulation

He and his team of about 2 or 3 workers (including himself) came and worked on the floor below our den on roughly July 16th and returned on July 17th. They worked the same days as the team of subcontractors, but they started later and left earlier. Mrs. ██████████, who was home during this time estimates that Mr. Greenhagen and his insulation team worked a total of 8 hours. (4 hours each day)

Mr. Greenhagen and Mr. ██████████ met on July 18th to look at the roof and insulation. They discussed the insulation and its workmanship, when questioned Mr. Greenhagen stated that this was his first time seeing this job. Mr. ██████████ pointed out the holes around ducting that were left uninsulated and ██████████ and Greenhagen agreed upon building a box around the ducting and spraying foam to completely insulate the crawl space. Mr. Greenhagen later tells Mr. ██████████ that he had to order wood. On August 5th Greenhagen and ██████████ agreed that Greenhagen would come to complete the insulation around the ducting work on August 8th at 2pm. After multiple calls and texts on August 8th around scheduled meeting time, Mr. Greenhagen failed to respond. Mrs. ██████████ and/or Mr. ██████████'s parents waited from 1:30pm – 5:00pm. Mr. Greenhagen texted at 8:39pm that evening stating that he had been by earlier that morning and sprayed foam insulation around the ducting in preparation of building box as discussed; disregarding the meeting that was set that day to receive an invoice for the roof, measure the back door, and discuss options on a bathtub.

The ██████████s contracted a professional insulation company on August 28, 2019 to finish the insulation job. While the company installed foam insulation, they drilled holes and used endoscope camera to assess what insulation was in walls. It was found that only the holes that had been place by Mr.

Greenhagen and his team had been filled with foam, not the actual cavity. The type of foam that was used to close the hole was not contractor grade or a breathable material. It appeared to be can spray foam that one could find at local retailer. (i.e. "Great Stuff") No insulation had been sprayed into cavities of the walls at all. Not cellulose or sprayable fiberglass, let alone the insulating foam that Mr. Greenhagen and Mr. [REDACTED] verbally agreed upon. The only insulation present was the exiting fiberglass baiting that Mr. Greenhagen was hired to reinforce. The fiberglass baiting could not be installed through the holes created. No foam had been sprayed around ducting as confirmed by Mr. Greenhagen via text. Debris and left-over materials were left in yard, which, per contract he was to clean up.

Master Bath/ Spare Bath Remodel

During Mr. [REDACTED] and Mr. Greenhagen's telephone conversation on August 9th Mr. Greenhagen suggested not continuing with contracted projects because of recent text message that enforced need of keeping dates and other professional courtesies. Mr. [REDACTED] was agreeable.

Fence

During August 9th telephone conversation Mr. Greenhagen stated that he had subcontracted local fencing company to repair fence on August 9th but cancelled that morning after receiving above mentioned text message from Mr. [REDACTED]. Until this time Mr. Greenhagen and Mr. [REDACTED] agreed that Mr. Greenhagen's team would set the fence post while the material in the bathrooms were drying.

Roof Replacement

The job was started on July 16th and was completed on July 18th by subcontractors. On July 17th Mr. Greenhagen request \$6,500 to cover materials needed for the roof. He states that he used the deposit of \$5,000 on materials for the bathrooms. He was given a check for the requested amount that day. He again requested that we write the check directly to him vs. Greenhagen Exteriors, LLC

During the initial negotiations in March we settle on a red shingle which is clearly beside the "color of shingles" on the contract but Mr. Greenhagen added Charcoal Gray beside "Architectural." We did not question this portion of the contract at that time. On July 18th Mr. Greenhagen and Mr. [REDACTED] inspected the completed work. Mr. [REDACTED] questioned the color of the roof. Mr. Greenhagen stated he too thought that the roof color agreed upon was red but when he looked back at the original paperwork, he saw that we agreed upon gray. Mr. [REDACTED] did not question him any further at that time but did look back at the paperwork. Mr. [REDACTED] found that he and his wife had been misled by Mr. Greenhagen. It is worth noting that Mr. Greenhagen had recently completed a job that used charcoal gray shingles.

Mr. Greenhagen complimented the workmanship of the roof work. Noting that the subcontractors had straight edges from various points of view at ground level. Mr. Greenhagen did not get on the roof top to inspect the work at any point. He notes that that was the first time that he saw both jobs inspected that day.

Mr. and Mrs. [REDACTED] have requested an invoice for the completed roofing work multiple times and have yet to be provided with an actual invoice. He first confirmed that he provided this information to Travelers and Farmer's Bureau insurance companies on July 20th. The [REDACTED]'s attempted to confirm with the insurances and were informed that invoice had not been received. Mr. Greenhagen was notified of this on July 24th and he stated that he would provide the information again and carbon copy Mr. [REDACTED]

to the email. Once again, the insurance stated that they had not received the information on August 1st. Mr. Greenhagen was notified of this on August 2nd, but doesn't reply to that request until our August 5th telephone conversation, in which, he states that he will provide us with a paper copy during our meeting on August 8th at our 2 o'clock meeting. Mr. Greenhagen does not show up to meet but did send a copy of the roofing contract that he wrote "Job installed July 21, 2019" on the top. Mr. Greenhagen sent this document at 8:47pm on August 8th.

Dry Wall Repair

Mr. Greenhagen originally informed The [REDACTED] family that he would start on the drywall work on July 16th via text message. He did not start on it at that time. He again told Mr. [REDACTED] that he would start on the drywall on August 1st via a July 26th telephone call. His team once again did not show up as agreed. During Mr. Greenhagen and Mr. [REDACTED]'s telephone call on August 5th, Mr. Greenhagen states that they will make the repairs to the drywall while the material in the bathroom was drying.

All in all, Greenhagen Exteriors, LLC has performed subpar, fraudulent and unprofessional work while contracted with [REDACTED] and [REDACTED]. Mr. Greenhagen on multiple occasions has misled, manipulated and stated false information. Mr. Greenhagen has been paid a total \$11,500 of the \$22,378 contracted and has not provided near that amount of work. The [REDACTED]'s used multiple resources at their expense to maintain their end of unmet obligations and to remedy issues created directly by Mr. Greenhagen's unprofessionalism and work.

We are seeking \$5,000 of the money that we have paid Mr. Greenhagen returned for unfinish/fraudulent work, lost wages, and a discount for incorrect color shingles. His contact information is below.

Chance Greenhagen with Greenhagen Exteriors, LLC

10 Chenal Downs Blvd. Little Rock, AR. 72223

(501) 410-5326



GREENHAGEN EXTERIORS, LLC

License Number: 0377693719 | Office: 501-410-5326 | Little Rock, AR 72223 | Make All Checks Payable to Greenhagen Exteriors, LLC

Greenhagen Exteriors Representative Chance Greenhagen

Date March 21, 2019

Customer Name

Phone

Street Address

City

State AR

Zip

GREENHAGEN EXTERIORS, LLC agrees to furnish all materials and labor necessary for work specified below.

The OWNER agrees to pay Greenhagen Exteriors, LLC the sum of \$ Insurance Proceeds + Deductible (Customer Initials)

☐ ACV Check Amount: \$

☒ RCV Check Amount: \$

☐ Supplemental Amount: \$

LABOR AND MATERIAL SPECIFICATIONS

- | | | | |
|--|---|--|-------------------------------------|
| <input checked="" type="checkbox"/> Color of shingles <u>Red</u> | X | <input checked="" type="checkbox"/> Install | (LF) drip edge <u>Buena</u> (color) |
| <input checked="" type="checkbox"/> Pitch of Roof <u>7/12</u> | X | <input checked="" type="checkbox"/> Felt <u>15/16 - Synthetic</u> | |
| <input type="checkbox"/> 3 Tab | X | <input checked="" type="checkbox"/> Clean-up and remove trash/debris from roof | |
| <input checked="" type="checkbox"/> Architectural <u>Charcoal Grey</u> | X | <input checked="" type="checkbox"/> We furnish all material and labor | |
| <input type="checkbox"/> Metal | X | <input checked="" type="checkbox"/> <u>10</u> Year Guarantee on labor | |
| <input type="checkbox"/> Flat | X | <input checked="" type="checkbox"/> Mortgage <u>BB&T</u> | |
| <input checked="" type="checkbox"/> Tear-off (<u>1</u>) layers | | <input type="checkbox"/> Gutters cleaned of roofing debris (if applicable) | |
| <input checked="" type="checkbox"/> Ventilation Type <u>TD Ridge Vent</u> | | <input type="checkbox"/> Wood Estimate \$ <u>100⁰⁰</u> | |
| <input type="checkbox"/> Extra Work <u>Replace Any Decking Due to Non Available Frame @ 100⁰⁰</u> | | | |

All costs and fees are payable on completion of job unless alternative arrangements have been made. This proposal is for the items listed above. The need for special equipment such as roof jacks or discovery of hidden damage will incur additional charges. All proposals are subject to approval by management of Greenhagen Exteriors, LLC. Owner of property on which repairs are being made further agrees that the equity in the property is security for this Agreement. This Contract shall become binding only upon written acceptance by Greenhagen Exteriors, LLC or by an authorized agent of the contractor or upon completion of work. It is understood that the Greenhagen Exteriors, LLC, is not an agent nor a subcontractor of another corporation and that no other corporation is a party this Contract. This Contract constitutes the entire understanding of the parties and no other understanding, collateral or otherwise shall be binding unless in writing and signed by both parties. Replacement of deteriorated decking, fascia boards, roof jacks, ventilators, flashing, or other materials, unless otherwise stated in this Contract, are not included and will incur additional charges for labor and materials. If an agent of the insurance company representing the purchaser approves the repair/replacement of part or all of the items listed above, and if the purchaser cancels, the purchaser will incur a 15% fee of the adjusted price. Any representations of communication not written in the Contract are agreed to be immaterial and relied on by either party and do not survive the execution of these objects, or other violent storm or casualty or damage to roof's due to settlement, distortion, failure or cracking of the roof deck, walls or foundation of a building. All insurance proceeds are payable to Greenhagen Exteriors, LLC.

Representative Chance Greenhagen

Purchaser

Date 3/20/19

owner of the property located at the address shown above, give my consent to Greenhagen Exteriors, LLC to act as my agent concerning all roofing related matters with my insurance company. If the insurance company agrees with our estimates, this becomes a binding Contract. I understand that Greenhagen Exteriors, LLC, cannot assist or condone any attempt to commit insurance fraud and is obligated to report any attempt to commit insurance fraud to my insurance company.

Insurance Company

Claim Number

Customer Signature

Date

3/21/19



Natural State RetroFoam Job Work Sheet

Phone: 501-764-2110

Email: Info@NaturalStateRetroFoam.com

Mail: 500 Amity Rd Suite 5B Conway Ar, 72032

Job #		Date: 8/28/2019	Address: , AR
Total Square Feet of Wall Space Insulated			
775			

Total Square Feet of Attic Space Insulated	Total Inches Added to Attic Space
300 - Crawl space	0
Type of Insulation Used for Attic	
0	

Amount of RetroFoam Used		Amount of Blow in Insulation Used	
Bags of Resin:		Jugs of Soap:	

Time Started

Time Finished

Total Time Spent on Job

Notes: Jug test within standard Bag weight 285g. Drilled walls Found existing Batt insulation only. Filled walls & ceiling with RetroFoam plugged holes & reattached sliding added 5 extra holes next to front door and filled with foam. Plugged and put siding back on.		Price adjusted \$800+ to Foam wall over garage \$ additional 300 to be paid upon completion of crawl space For high exp
Jug Test:	Bag Weight:	

Funding Through:
0

Total Cost Due Upon Installation: \$ ~~4,000.00~~ 4,800

Customer Name:
Contact Number:
Email:

Installer Signature:

Payment Received Upon Install from Customer

Yes

To Be Collected

Install Performed by:

--

[redacted] \$5,000

Proposal

PROPOSAL NO. [redacted]
SHEET NO. [redacted]
DATE Tuesday 18 2014

PROPOSAL SUBMITTED TO: *Contract*

WORK TO BE PERFORMED AT:

NAME [redacted]	ADDRESS [redacted]
ADDRESS [redacted]	DATE OF PLANS <i>Greenhagen Exteriors LLC remove Little Rock AR 72223</i>
PHONE NO. [redacted]	ARCHITECT <i>501-410-5326</i>

We hereby propose to furnish the materials and perform the labor necessary for the completion of

- Den living Room* Insulation Exterior walls
- " "* Insulation Between Joist (Power with Insulation Joist)
- " "* Back End Entry Door
- Master Bedroom* Remove entire everything (Tub/shower - floor -)
Install New Cabinet Install New tile New flooring
Install new shower with corner walls and base
- Spice Bedroom* Remove tile above tub install Unit System above tub
NO NOT Touch Bath Tub
- Hall* Remove one layer of shingles Take off
Install 30 year shingles w/ synthetic felt
- Living Room* Repair 30 ft x 4 ft hole to ceiling - shingles up
- Shedroom Deck* Spice Bedroom Remove water damage deck and partial deck
Install new deck in Spice bedroom

All material is guaranteed to be as specified, and the above work to be performed in accordance with the drawings and specifications submitted for above work and completed in a substantial workmanlike manner for the sum of *Twenty Two thousand three hundred seventy eight*

Dollars (\$ *22,378*) with payments to be made as follows.

\$ 5000.00 Payments between 1st and 15th day w/ 110. Cont.
Francis \$ 17,378 ✓/ #1049

Any alteration or deviation from above specifications involving extra costs will be executed only upon written order, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control

Respectfully submitted *[Signature]*
Per *[Signature]* 501-410-5326
Note — this proposal may be withdrawn by us if not accepted within _____ days.

ACCEPTANCE OF PROPOSAL

The above prices, specifications, and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified: Payments will be made as outlined above.

Date *Tuesday 18 2014* Signature _____
Signature _____



8/27/2019 2:20 PM

Checking

1000
81-75027820

7-16-19 Date

Pay to the Order of Chance Greenhagen \$ 6,500.00
Six Thousand Five Hundred ⁰⁰/₁₀₀ Dollars

ARKANSAS FEDERAL CREDIT UNION

For Home Repair

1000

Photo Safe Deposit Details on back

ISLAND BREEZES®

Arkansas Federal CU [REDACTED]
7/17/2019, 10:58:51, [REDACTED]
MTOWNSEND

CHECK HERE AT MOBILE DEPOSIT

CHECK HERE AT MOBILE DEPOSIT

CHECK HERE AT MOBILE DEPOSIT

Amount: -6500.00

Description: Over Counter Check

Check Number: 1000

Posted Date: 7/17/2019

Transaction Type: History

[illegible]



Chance Greenhagan

+15014105326



more using more and more
at the same time for m



View all



8:39 PM



Check your email I think my email is
fixed

Let me know if you received please

8:47 PM

Friday, August 9, 2019

So additional insulation was sprayed
today? I was under the understanding
this step was already complete.
Our agreement per our phone
conversation on the 8/5 was to
complete the fiberglass casing today,
review bathtub specs, and obtain
measurements on the back door. My
wife took off of work and was



View all



7:00 AM



Yes above the duct work to seal the
gaps! Yes insulation in the walls is
complete that's why you can feel
so a difference. I don't need to be
inside to measure a exterior door. I'll
be giving you a call early afternoon
about the future regarding this job.
Thanks Chance

7 1



Enter message



 **Chance Greenhagan**

8:39 PM, Aug 8

Hey you 2 sorry for late response I'm leaving Newton and just receiving these text +others, I went by this morning and sprayed close cell insulation the next step is build the box with fiberglass insulation.

Sorry for the confusion I thought we where doing inside and bathrooms at the same time for making less days?



Copy text



Share





Photo-w
8/7/19



Photoed
8/7/19



Photo w
8/7/19



Photo
8/7/19



Photo
8/9/14



Photow
8/9/14



Proton
8/9/11



Photos
8/9/19

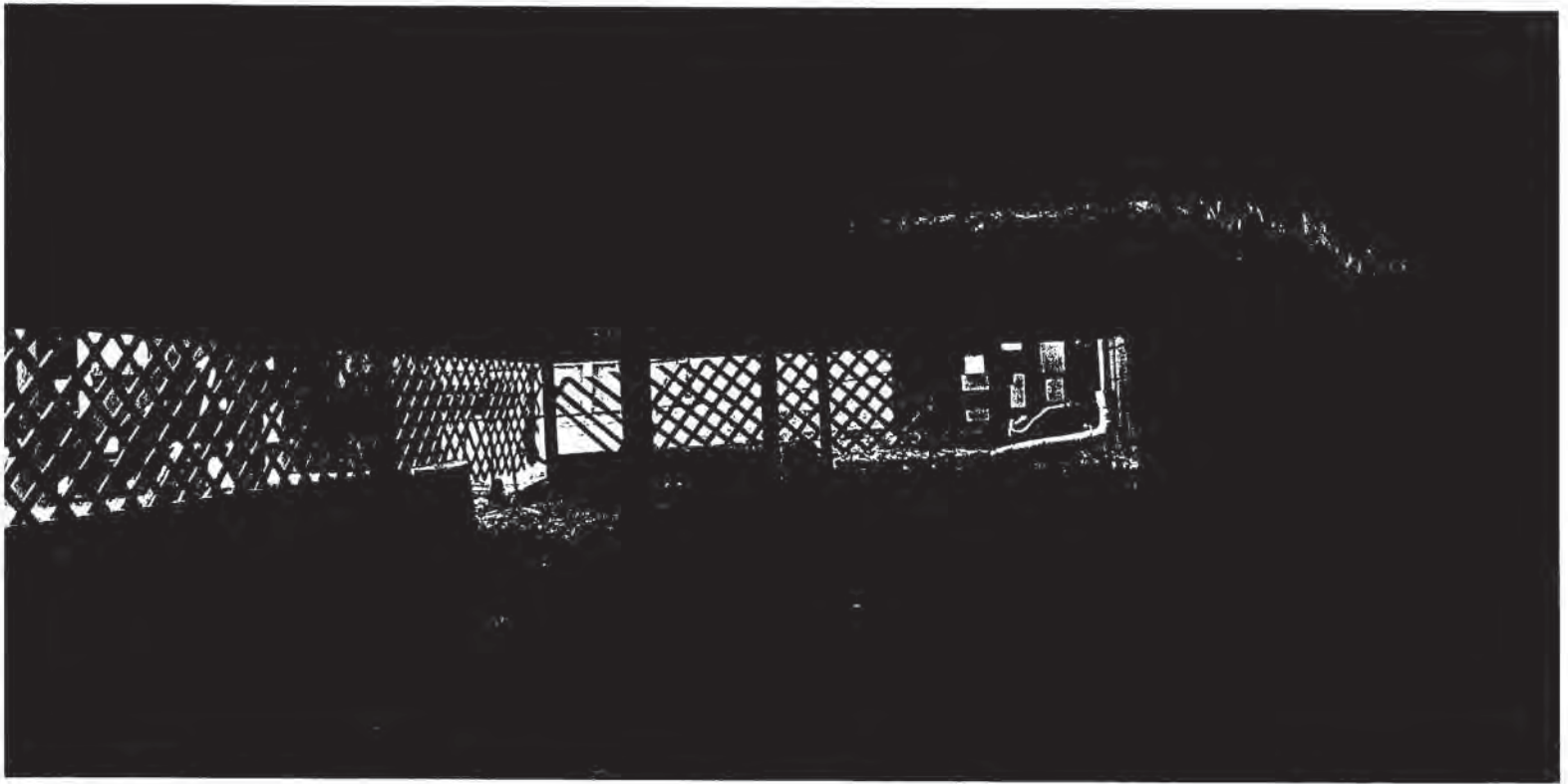


Photo
2/9/11

Photo W
8/9/14



Photow
8/19/17



Photow
8/9/11

< Chance Greenhagan
+15014105326



6:19 PM house.

C Yes we did some upper but first thing tomorrow I picked up some inclose foam I'll be closing up and putting siding back like it was! I wonder how there getting through interior wall panels

6:25 PM

C I agree make sure those little critters stop trespassing tomorrow

6:29 PM

6:31 PM Great! I'm not sure but the time correlates.

6:33 PM 

Wednesday, July 24, 2019

C I'll do it now! What's ur email I'll cc you also

4:44 PM

4:44 PM Good afternoon. How did you send the invoice to the insurance agents? Do you mind sending them again, they didn't receive them.

C How is the insulation how big of a difference has it made

4:44 PM 

+ Enter message





LIS WITH
BOCA 85-43
1000 2005











RYOBI

08.28.2019 09:07:37 AM
estimate



Melissa Gladden

From: consumer@arkansasag.gov
Sent: Saturday, December 28, 2019 8:41 PM
To: Consumer Division
Subject: Consumer Complaint Form Submission

Prefix Ms.

Your name [REDACTED]

Age 35

Your address [REDACTED]

City [REDACTED]

State Arkansas

Zip code [REDACTED]

Home phone [REDACTED]

Mobile phone [REDACTED]

Work phone

Email [REDACTED]

No Email Communication Not checked

Military History Veteran

Do you have a disability? Yes

Who are you filing a complaint against? Chance Greenhagen

Company/individual address Greenhagen Exteriors

City Little Rock

State Arkansas

Zip code 72223

Phone 501-410-5326

Email

Website <http://www.greenhagenexteriorsllc.com>

**Salesperson, serviceperson or
other employee**

Product or service House Remodel

Transaction date September 22, 2019

Estimated amount paid \$32,000

**Explain the circumstances
surrounding your complaint.** In September 2019, I [REDACTED], paid Chance Greenhagen \$32,000 to remodel a home I had purchased in [REDACTED] county. As of December 28, 2019, Chance has sent two men down to put up some sheet rock and nothing more. According to the two workers, Chance told them that he didn't have any supplies and no money to pay the workers. Chance has been giving me the run around about starting work on my home. As of December 28, 2019, Chance has stopped responding to my phone calls. I am single mother of two and a disable veteran. I gave Chance the last of what I had to complete a project so that my kids and I could have a home to live in. Chance seems to be living well off my \$32,000.

**Your view of a fair resolution
to the matter** I would like to have the money back so that I can find someone honest to complete the project. I have disability and this has been really stressful for myself and my family.

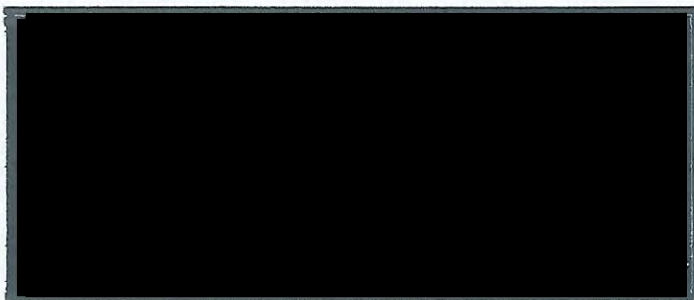
**Do you have supporting
documentation?**

**Additional document upload
#2 (if needed)**

**Additional document upload
#3 (if needed)**

Submit

Sent by ProcessWire Form Builder • 2019/12/28 8:41pm



Acct # [REDACTED], Check #1001, 9/17/2019, \$90.00

1053
81-213429
02

Pay to the order of Chance Greenhagen
Twenty-two thousand five hundred dollars
 \$ 22,500.00

Date 9/11/19

For Full Home Repair

LONOKE BANKING CENTER
LONOKE, AR

1053

Acct # [REDACTED] Check #1053, 9/12/2019, \$32,500.00

LONOKE BANKING CENTER
LONOKE, AR

DEBIT
MISCELLANEOUS

Date 8-19-19

Account Name [REDACTED]
 Description [REDACTED]
 Amount \$ 800.00

Approved By 1 TK
 SEP 19 2019

Acct # [REDACTED] Debit, 8/19/2019, \$800.00

LONOKE BANKING CENTER
LONOKE, AR

DEBIT
MISCELLANEOUS

Date 9-6-19

Account Name [REDACTED]
 Description [REDACTED]
 Amount \$ 5000.00

Approved By 1 TK
 SEP 06 2019

Acct # [REDACTED] Debit, 9/6/2019, \$5,000.00

LONOKE BANKING CENTER
LONOKE, AR

DEBIT
MISCELLANEOUS

Date 9-6-19

Account Name [REDACTED]
 Description Cashiers Check
 Amount \$ 49503.00

Approved By 1 TK
 SEP 06 2019

Acct # [REDACTED] Debit, 9/6/2019, \$49,503.00

USA ARKANSAS DRIVER'S LICENSE NOT FOR FEDERAL ID

CLASS D
DOB 06/09/1978

DLN [REDACTED]
1 GREENHAGEN
2 CHANCE AARON



14411 COUNTY FARM RD
LITTLE ROCK, AR 72223-9671

ISS 06/19/2019 EXP 06/09/2028

SEX M HGT 5-11" EYES BLU

END NONE
RESTR NONE

DOB 016231424 6003



Aaron Chance

Front

Print Close

1053
81-213/823
02

Pay to the Order of Chance Greenhagen 9/11/19 Date 9/11/19

Thirty-two thousand five hundred dollars \$ 32,500.00

00 Dollars

Lonoke
Banking Center
A Good Bank in a Good Town
Member FDIC

For Full Home Repair

1053

Back

1053

Security Features exceed industry standards and include:

- ImageMatch - Matching account and check number on back (Patent No. 9,240,083)
- MobileMark - Mobile Deposit photo check has been deposited via mobile
- The Security Weave - pattern on back designed to deter fraud
- Microprint lines printed on front and back
- The words ORIGINAL DOCUMENT across the back
- Photo Safe Deposit - Iron visible on front and back

Do not cash if:

- Any of the features listed above are missing or appear altered
- Fugitive Ink on back looks pink or has disappeared
- Brown stains or colored spots appear on both front and back

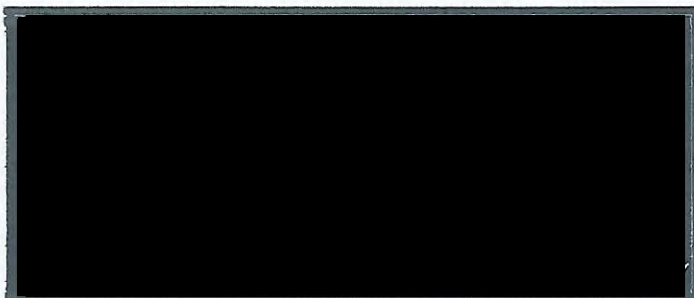
☐ CHECK BOX
WRITE NAME ON

☒ MOBILE/REMOTE DEPOSIT
CALL INSTITUTION ON LINE ABOVE

ENDORSE HERE

Item's Information

Bank: [REDACTED] Acct: [REDACTED] Date: 9/12/2019 Ck: 1053 Amt: \$32,500.00
 Loc: 1 DocSrc: 1 Dist.#: 2 CapDate: 9/12/2019 TranCode: [REDACTED]
 Sequence: [REDACTED] RunNbr: 20 Debit/Credit: DB Trace: [REDACTED]



Acct # [REDACTED] Check #1001, 9/17/2019, \$90.00

1053
81-213429
02
Date 9/11/19
Pay to the Order of Chance Greenhagen
Twenty-two thousand five hundred dollars
\$ 22,500.00
LONOKE BANKING CENTER
A Good Bank in a Great Place
For Full Home Repair

Acct # [REDACTED] Check #1053, 9/12/2019, \$32,500.00

LONOKE BANKING CENTER
LONOKE, AR
DEBIT MISCELLANEOUS
Date 8-19-19
Amount
Account Name
Description
Approved By
Account Number
Transaction Code
\$ 800.00

Acct # [REDACTED] Debit, 8/19/2019, \$800.00

LONOKE BANKING CENTER
LONOKE, AR
DEBIT MISCELLANEOUS
Date 9-6-19
Amount
Account Name
Description
Approved By
Account Number
Transaction Code
\$ 5000.00

Acct # [REDACTED] Debit, 9/6/2019, \$5,000.00

LONOKE BANKING CENTER
LONOKE, AR
DEBIT MISCELLANEOUS
Date 9-6-19
Amount
Account Name
Description
Approved By
Account Number
Transaction Code
\$ 49503.00

Acct # [REDACTED] Debit, 9/6/2019, \$49,503.00

USA ARKANSAS DRIVER'S LICENSE NOT FOR FEDERAL ID

CLASS D
DOB 06/09/1978

DLN [REDACTED]
1 GREENHAGEN
2 CHANCE AARON



14411 COUNTY FARM RD
LITTLE ROCK, AR 72223-9671

ISS 06/19/2019 EXP 06/09/2028

SEX M HGT 5-11" EYES BLU

END NONE
RESTR NONE

DOB 016231424 6003



Aaron Chance





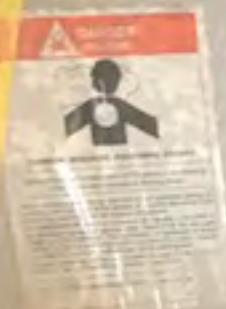




ENERGYGUIDE

See Energy Efficiency of this Furnace
with Others Before You Buy.

Model Number	4200000000
Year	2000
Manufacturer	ABC Company
Energy Efficiency Class	1
Annual Fuel Utilization Efficiency (AFUE)	80%
Input BTU per Hour	100,000
Output BTU per Hour	80,000
Efficiency Rating	80%
Estimated Annual Fuel Cost	\$100
Estimated Annual Operating Cost	\$100
Estimated Annual Maintenance Cost	\$10
Estimated Annual Total Cost	\$110



HALLS

PROPOSAL SUBMITTED TO

NAME

ADDRESS

A2

DATE OF PLANS

ARCHITECT

We hereby propose to furnish the materials and perform the labor necessary for the completion of

Kill All Bacteria in the walls. Replace all sheetrock that have holes in the wall

Remove All Pacing in MB

Fix or replace HVAC Furnace inside and outside

Make Sure All Plumbing & Electric is Good Shape

Paint & Prime all walls & ceilings the chosen color

Install Carpet into Bedrooms & Install Wood Floor Planting Bedrooms

Install Lights, ceiling and also to 110 over the door

Install Cabinets under w/ Counter-top. Maybe few upper cabinets

Fix All Doors or Replace them to be Water-tight

Check for termite

Below Kitchen Glass in window that are not good shape

Roofing Re lay No Easement 30 yr. And Shingles

? Call on Acme or let King Small house (Part of Project)

Any Water-seal Damages to be done now

It is guaranteed to be as specified, and the above work to be performed in accordance with the drawings and specifications submitted for above work

Contract for the sum of Twenty five thousand and no/100

with payments to be made as follows:

Contract by Charles Greenberger

101-112 5726

For

Name — the proposal may be withdrawn by us if not accepted within

ACCEPTANCE OF PROPOSAL

The above proposal, specifications and drawings are accepted and you are authorized to do the work as specified. Payments will be made