



BRIAN E. FROSH, MARYLAND ATTORNEY GENERAL

PRESS RELEASE

FOR IMMEDIATE RELEASE

Media Contacts:
press@oag.state.md.us
410-576-7009

Attorney General Frosh Announces Charges Against Home Improvement Contractor
Phoenix Home Remodeling Group, LLC and Three Officers Charged with Taking Payments from Consumers, Not Providing Purchased Home Improvement Services

BALTIMORE, MD (December 15, 2022) – Maryland Attorney General Brian E. Frosh announced today that his Consumer Protection Division filed [charges](#) against Phoenix Home Remodeling Group, LLC and three of its officers – Kimberly Kagen, Andrew Avramidis, and Rockford Hawkins (Phoenix Remodeling). The charges allege that Phoenix Remodeling took large deposits from consumers for home improvement services, such as roof or window replacements, and failed to provide the promised goods and services. The company and its owners are also charged with collecting excessive deposits and failing to include required notices in their home improvement contracts. Last May, the Maryland Home Improvement Commission suspended the contractor and sales licenses held by Kagen and Phoenix Home Remodeling Group, LLC. The Attorney General’s charges also allege that the company briefly continued to offer and sell home improvement goods and services after its license was suspended.

“Taking excessive payments, failing to perform the promised work, and conducting business while unlicensed are all violations of Maryland’s consumer protection laws,” said Attorney General Frosh. “We are seeking restitution for consumers and an injunction that should stop this company and its officers from hurting anyone else.”

The lawsuit seeks restitution to be paid to harmed consumers, as well as penalties, costs, and an injunction against the company and its owners. The case is scheduled for a hearing at the Office of Administrative Hearings beginning on March 7, 2023. Consumers with complaints against Phoenix Remodeling Group, LLC may call the Consumer Protection Division at 410-576-6569, file a complaint online at www.marylandattorneygeneral.gov, or write to the Consumer Protection Division at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202.

Home improvement contractors are required to be licensed by the Maryland Home Improvement Commission. Consumers can verify a contractor’s license through the Home Improvement Commission’s website, www.dlfr.state.md.us/license/mhic. In addition, in Maryland, it’s against

the law for a contractor to accept more than one-third of the total contract price when they enter into a home improvement contract.

<https://www.marylandattorneygeneral.gov/press/2022/121522.pdf>