



SACRAMENTO INTAKE/MEDIATION CENTER
P O BOX 269116
SACRAMENTO CA 95826-9116
(916)255-4105 FAX: (916)255-4449

DATE: 01/04/2012

FILE NO: N A 2011 009315

CALIFORNIA STYLE ROOFING COMPANY
1741 TERILYN AVENUE
SAN JOSE, CA 95122

PROJECT ADDRESS:
470 RUTHVEN AVE.
PALO ALTO, CA 94301

We have received a complaint from:

NAME: FATEKH VERGASOV

TELEPHONE NO: (650)466-3773

which indicates a possible violation of the Contractors License Law.

We have found that some complaints that are filed with us have not been brought to the attention of the contractor. This complaint is currently in the mediation phase of our complaint handling process and this would be the time to resolve the complaint. If the complaint is not reconciled at this level and we find evidence of possible violations of the license law, the file may be forwarded to an Enforcement Representative for investigation to determine if such violations exist. If violations of contractors' license law are supported, the license may be subject to disciplinary action.

We are requesting that you review this problem and **contact the customer to try to settle this complaint** prior to further investigation by this agency. After you have talked to the customer, please provide the information requested below and return the form to us within seven days. **If you are unable to contact the customer by phone, contact the customer by mail and return a copy of your letter to me.**

PATTI RODERICK
CONSUMER SERVICES REPRESENTATIVE

The following information is requested from both the contractor and the complainant.

- Settlement was agreed to and will be complied with on 2/3/12.
Estimated cost of repairs 0 or amount of refund 0. (date)
- Settlement was offered, but it was not accepted. (explain on a separate sheet)
- No violations exist. (explain on a separate sheet)
- Other (explain on a separate sheet)

Signed: _____ Date: 01-04-2012

Email Address: VERGASSOV1@yahoo.com
FV1946@sbcglobal.net