

BEFORE THE MARYLAND HOME IMPROVEMENT COMMISSION

**IN THE MATTER OF
THE CLAIM OF YVONNE R SMITH**

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Claimant

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**AGAINST THE MARYLAND
HOME IMPROVEMENT COMMISSION
GUARANTY FUND FOR THE ACTS OR
OMISSIONS OF**

M.H.I.C. No. 23 (75) 371

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**KIMBERLY ROSE KAGEN
PHOENIX REMODELING GROUP LLC
4709 HARFORD ROAD
BALTIMORE, MD 21214**

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LICENSE No(s). #01-116244

Respondent

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PROPOSED ORDER

Upon a review of the available evidence, the Commission concludes that the Claimant has established a valid claim against the Maryland Home Improvement Commission Guaranty Fund. It has been established that the Claimant entered into a home improvement contract with the above-named Respondent and that the Respondent performed the work in an unworkmanlike, incomplete, or inadequate manner. It has further been established that, as a result of the conduct of the Respondent, the Claimant has sustained an actual loss in the amount of **\$5,320.08**.

Accordingly, the Commission hereby awards the Claimant **\$5,320.08** from the Maryland Home Improvement Guaranty Fund, and Orders that:

1. Pursuant to Md. Code Ann., Business Regulation Art., § 8-411(a) any home improvement licenses held by the Respondent are suspended and the Respondent is ineligible for any home improvement license until the Respondent has repaid any money paid from the Home Improvement Guaranty Fund pursuant to this Order with 10% annual interest.
2. The records and publications of the Maryland Home Improvement Commission shall reflect this decision.
3. This decision is a proposed decision only and may be challenged by either the Claimant or the Respondent. If either party disagrees with this Proposed Order they may request a hearing or file written exceptions with the Commission. Any request for a hearing or exceptions must be in writing addressed to Home Improvement Commission Executive Director David Finneran at 1100 N. Eutaw Street, Room 300, Baltimore, Maryland, 21201 and must be received within 21 days of the postmark date of this Proposed Order. If neither party files a timely request for hearing or written exceptions, this Proposed Order will become final at the end of the 21-day period.

APPROVED: *David Finneran*
David Finneran
Executive Director

DATE: August 29, 2023

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The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry should be supported by a valid receipt or invoice. This ensures transparency and allows for easy verification of the data.

Furthermore, it is noted that the records should be kept in a secure and accessible format. Regular backups are recommended to prevent data loss in the event of a system failure or disaster.

The second part of the document outlines the procedures for handling discrepancies. It states that any differences between the recorded amounts and the actual transactions should be investigated immediately. The cause of the error should be identified, and the records should be corrected accordingly.

In addition, the document highlights the need for regular audits. These audits help to ensure that the records are accurate and complete. They also provide an opportunity to identify any weaknesses in the record-keeping process and to implement improvements.

Finally, it is stressed that all personnel involved in the record-keeping process should be properly trained. They should understand the importance of their role and be equipped with the necessary skills to perform their duties effectively.

Approved by: _____
 Date: _____
 Signature: _____