

From: [AGO - CAP](#)
To: [REDACTED]
Subject: Public Records Act Request 2024-10333
Date: Monday, October 28, 2024 11:18:17 AM
Attachments: [2024-10-28 CAP response to LaFountain w spreadsheet.pdf](#)
[2021 10 28 CAP response to LaFountain - Spreadsheet Redacted BatesNumbered.pdf](#)
[2024-10-23 LaFountain PRA request.pdf](#)

Dear James LaFountain,

Please see attached in response to your Public Records Act request.

Thank you,

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

Hotline: 800-649-2424
Website: ago.vermont.gov/cap



STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
109 STATE STREET
MONTPELIER, VT
05609-1001

October 28, 2024

Via email to [REDACTED]

James LaFountain

[REDACTED]
Jeffersonville, VT 05464

Re: Public Records Request 2024-10333

Dear James LaFountain,

I write in response to your Public Records Act request dated October 23, 2024, a copy of which is attached for your convenience, seeking “Home improvement fraud records for Jermaine Everett”.

Please note, the Consumer Assistance Program receives complaint reports from the public and provides informal letter mediation on consumer complaints. These interactions are recorded in our database. To satisfy the request for records, a database search for records referencing “Jermaine Everett” was performed.

Attached is a spreadsheet highlighting the files that reference “Jermaine Everett”, pertaining to your request (Attachment “2024 10 28 CAP response to LaFountain – Spreadsheet_Redacted_BatesNumbered.pdf”, pages 000001-000002).

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

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

Robert McDougall
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

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

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
State of Vermont

Matter/ Intake #	Opened Date	Matter Summary	Claimed Losses	Process Code	Status Code
2022-08043	9/21/2022	We hired Jermaine to renovate our kitchen. He offered to sell our old cabinets and we accepted. He was able to sell them for \$3,500, and promised to write us a check. When we got to the end of the project, we still hadn't received the check, and at this point, he owed us more than we owed him, about \$2,500. When he quit our job on August 5th, 2022, he sent a text promising to send the \$2,500 as well as the difference in labor it would have taken him to finish the job. Consumer would like the money they are owed from Jermaine	\$3,000.00	REG - Complaint sent to business for a response	NBR - No Business Response After Repeated Attempts
2020-01166	1/27/2020	Consumer wants to receive \$7871.45 from business owner in order to complete home renovation project that the business failed to complete. Jermaine Everett, owner of Signature Tradesman, was contracted to perform a garage to living space renovation that began on Oct. 7, 2019 with an estimated completion date of Nov. 15, 2019. Initially work was being conducted 3-4 days a week for the first three weeks thru Oct 25th. Work then was being conducted 2 to maybe 3 days a week thru Nov.8th. Work was reduced without notice to only hours on the job once a week from Nov. 11th thru 22nd. No active work on open project items has been conducted since Nov. 24th. Mr. Everett indicated twice the week of Nov. 25th that he was coming over to conduct tile work and other open job items. He did not arrive at the job site either time nor did he respond to requests for an updated arrival. Repeated communications requesting the status of undelivered material and the status of open job items from Nov.30th-Dec. 9th were not responded to by Mr. Everett. On Dec. 10th, sub contractor, Tim Lumen arrived at my residence asking for access to his tools per Mr. Everett. I refused to release any contractor tools until I received a call from Mr. Everett to answer my concerns about my open job items,his non responsive\\ nonavailability and unprofessionalism. Mr. Everett contacted Essex PD to order me to release his subcontractor\'s tools. I complied with guidance from the responding officer.It became apparent to me since late October, that Mr. Everett was cashing our contractually required checks and advanced requested payments without purchasing the required materials for my contacted job nor scheduling daily work to complete the project as agreed upon. Critical tile work has yet to be completed at the time preventing the installation of heat in the renovated area that was affecting the heat stability in my in home (negatively impacting the required 68 degree indoor temperature ██████████). Mr. Everett has failed on several occasions to produce requested receipts and purchase orders for required job materials.I believe that all or part of those materials were never ordered although funds were provided. On Dec. 30th Mr. Everett arrived unannounced at my residence asking for forgiveness, understanding, some of his tools, and what he could do for me as amends for his indiscretions. Mr. Everett has completely lost my trust. I have no faith in his capability or reliability to complete my contracted renovation project. He owes me \$7871.45 in cash or a bank check to complete my renovation project.As of Jan. 10, 2020, \$17,158.38 has been paid to Jermaine Everett of Signature Tradesman.	\$7,871.45	REG - Complaint sent to business for a response	PEN - Pending

Matter/ Intake #	Opened Date	Matter Summary	Claimed Losses	Process Code	Status Code
2019-15038	12/24/2019	Consumer has dispute as to work completed vs bills for services. Consumer would like money returned and counter delivered.	\$22,900.00	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution
2019-12766	11/6/2019	Consumer hired contractor to fix her [REDACTED] shower room; over 4 months she paid \$7,600. Job was left unfinished and materials purchased by consumer were taken from site by contractor. Consumer seeking return of materials that she bought and refund for unfinished work.	\$7,600.00	REG - Complaint sent to business for a response	PEN - Pending
2017-05213	7/19/2017	Consumer is experiencing difficulties with a contractor that has not finished work and has not returned her deposit.	UNK	REG - Complaint sent to business for a response	PEN - Pending
AG21-06741	10/8/2021	Jermaine Everett, owner of Signature Tradesmen, was supposed to remodel a bathroom for me at my home address. He scheduled the project to begin on May 18 and be completed by June 1. He accepted a deposit of \$10,420. May 18 came and went, and he never showed up, never called to say he wasn't coming, and has made no effort to reschedule the project. He is still holding my deposit. Is there anything you can do to help resolve this difficult situation. [REDACTED] Four times he said he mailed the check, and it never arrived. I have to wonder if Mr Everett is preying upon other VT homeowners. It seems to me his actions go way beyond just poor business practice and would constitute criminal behavior. Please contact me at your earliest convenience and I would be glad to discuss this matter in more detail.	\$10,420	NA	NA