

Marion County



Meeting Agenda

Tuesday, February 10, 2026

5:30 PM

Marion County Main Training Room

License Review Board

"MEMBERS OF THE PUBLIC ARE ADVISED THAT THIS MEETING / HEARING IS A PUBLIC PROCEEDING, AND THE CLERK TO THE BOARD IS MAKING AN AUDIO RECORDING OF THE PROCEEDINGS, AND ALL STATEMENTS MADE DURING THE PROCEEDINGS, WHICH RECORDING WILL BE A PUBLIC RECORD, SUBJECT TO DISCLOSURE UNDER THE PUBLIC RECORDS LAW OF FLORIDA. BE AWARE, HOWEVER, THAT THE AUDIO RECORDING MAY NOT SATISFY THE REQUIREMENT FOR A VERBATIM TRANSCRIPT OF THE PROCEEDINGS, DESCRIBED IN THE NOTICE OF THIS MEETING, IN THE EVENT YOU DESIRE TO APPEAL ANY DECISION ADOPTED IN THIS PROCEEDING."

- 1. Invocation**
- 2. Pledge of Allegiance**
- 3. Roll Call**
- 4. Adoption of Minutes of Previous Meeting**
 - 4.1** Marion County License Review Board Minutes - December 9, 2025
- 5. License Review - Contractors - Exam & Reciprocity**
 - 5.1** George Munoz - Exam - Journeyman Electrician
 - 5.2** Eliyah Bennoon - Exam - Journeyman Electrician
- 6. Unlicensed & Licensed Contractors - Liens**
 - 6.1** Release of Liens - Crespín J Salinas - Citations 745840 & 903376
- 7. Old Business**
 - 7.1** LRB 2025-7 Petition for Rehearing - Douglas & Penny Norkus v. Andrea Hope Samuel / Ray's Construction of Ocala Inc
- 8. New Business**
- 9. Other**
- 10. Notation for Record**
- 11. Public Comment**



Marion County License Review Board

Agenda Item

File No.: 2025-21742

Agenda Date: 2/10/2026

Agenda No.: 4.1

SUBJECT:

Marion County License Review Board Minutes - December 9, 2025



Marion County Board of County Commissioners

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400
buildinglicensing@marionfl.org

Marion County License Review Board Minutes December 09, 2025

The monthly meeting of the Marion County License Review Board was held at the Growth Management Building, 2710 E. Silver Springs Blvd., Ocala, FL 34470.

Jeremiah Bennett the Vice-Chairman called the meeting to order at 5:30 pm. An official recording of the meeting was made by the Marion County Building Safety Department with BIS recording software.

1. INVOCATION

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL:

Board members present: Jeremiah Bennett, Fawn Singletary, James Duryea, Roger Sandor, Zachary Curry, John Michael Gartner, Jr.

Alternates present: Charles Stokes, Alan O'Cull

Also attending: Ryan Arbuckle, Marion County Building Safety Supervisor of Licensing & Investigations, Michael Savage, Marion County Building Safety Director; Valdosen Shealy, Assistant County Attorney for Marion County; Douglas and Penny Norkus, Complainants in case 2025-7; Ethan White and stenographer, Legal representatives for Complainant Norkus; Brenda Williams, Complainant in case 2025-6.

4. ADOPTION OF MINUTES FROM PREVIOUS MEETING:

James Duryea moves to adopt October 10, 2025 minutes. Roger Sandor seconds. All in favor. The motion passed unanimously.

5. LICENSE REVIEW OF CONTRACTORS:

Incoming Contractors through Letter of Reciprocity:

James Duryea moves to accept list of applicants for reciprocity as presented on agenda. Roger Sandor seconds. All in favor. The motion passed unanimously

Applicants to take ProV Exam:

James Duryea moves to accept list of applicants for exam as presented on agenda. Roger Sandor seconds. All in favor. The motion passed unanimously

6. **LIENS FOR UNLICENSED & LICENSED CONTRACTORS:** None.

7. **OLD BUSINESS:**

LRB 2025-6 Brenda Wilson v. Micah Joseph Ray / CG Consulting and Design Inc

Ryan Arbuckle – Marion County Investigator – present and sworn.

Complainant – Brenda Williams – present and sworn. County to present update on case.

Contractor – not present

Investigator Arbuckle gave update to board that no further work has been completed and reminded the board that at the October 10, 2025 meeting the Board found that the contractor abandoned the job. Which is in violation of the Marion County Licensing Code, 5.5-3 (i) (1) and Florida Statute, 489.533 (1)(p) and continued phase 2 until the current meeting for the home owner to produce an estimate from a licensed contractor to resolve the work in question with the intent of awarding restitution.

Homeowner presented an estimate from D. White Construction in the amount of \$1632.06 to resolve the work.

James Duryea moves and Roger Sandor seconded that the Board direct the Building Official to temporarily withhold Micah Joseph Ray / CG Consulting and Design, Inc.'s permitting privileges until restitution in the amount of \$1632.06 be paid by the contractor to the homeowner. Motion passed unanimously.

8. **NEW BUSINESS:**

LRB 2025-6 Douglas & Penny Norkus v. Andrea Hope Samuel / Rays Construction of Ocala Inc

Ethan White – Legal representation for Mr. & Mrs. Norkus – present and sworn

Complainant – Douglas Norkus – Complainant - present and sworn

Contractor – Andrea Hope Samuel – present and sworn

Contractor Authorized Signer Raphael Samuel – present and sworn

Mr. Norkus advised the board regarding multiple communication issues with the contractor as well as lack of professionalism. Mr. White alleges that the contractor did abandon the job due to no work being done during periods greater than 120 days during the course of the project. Requesting the board levee a maximum fine and withdraw the contractors certificate for the County.

Assistant County Attorney Valdoso Shealy advised the board that he did not see that the board had an available resolution in this case due to the permit for the job successfully receiving a certificate of completion/occupancy.

Board allowed the contractor to answer the complaint. Mr Samuel advised that he believed the job went fairly smoothly over all but there were some problems which were worked out regarding the electrical configuration.

Chuck Stokes made a motion and Roger Sandor seconded, that the case be dismissed. Motion passed unanimously.

9. **OTHER BUSINESS:** None.

10. **NOTATION FOR RECORD:** None.

11. PUBLIC COMMENT: None.

Respectfully submitted,

Lee Kitzmiller / Chair

Ryan Arbuckle / Secretary

cc: Marion County Board of County Commissioners - Assistant County Attorney
Marion County Board of County Commissioners Record Clerk



Marion County License Review Board

Agenda Item

File No.: 2025-21741

Agenda Date: 2/10/2026

Agenda No.: 5.1

SUBJECT:
George Munoz - Exam - Journeyman Electrician

MARION COUNTY BUILDING SAFETY APPLICATION FOR

☒ JOURNEYMAN ELECTRICIAN

☐ JOURNEYMAN RESIDENTIAL ELECTRICIAN – COMP CARD

ASSIGNED # _____	OFFICE USE ONLY
------------------	-----------------

Electrical
TRADE

George - Munoz
FIRST NAME MIDDLE NAME LAST NAME

8-13-79 M520-300-79-293-0
DATE OF BIRTH DRIVER'S LICENSE NUMBER

5438 NW 63rd place Ocala FL 34482
MAILING ADDRESS CITY STATE ZIP CODE

386-227-0875
HOME PHONE NUMBER FAX NUMBER MOBILE NUMBER

E-MAIL ADDRESS

352-221-8986
NAME OF CURRENT EMPLOYER

A-1 Electric & Hammond Electric FL 2730 SW 3rd
Citrus county Marion county place, Suite 104
EMPLOYER ADDRESS CITY STATE FL ZIP CODE Ocala FL 34471

3638 Placid Ave INverness 2 1/2 4 1/2
POSITION HELD LENGTH OF EMPLOYMENT
Service Electrician Service Electrician

☐ Recent, clear, close-up photo of the applicant (no smaller than 3x5 inches and not a driver's license photo)

☐ Proof that applicant is 18 years of age. (Legible copy of current driver's license).

☒ **Journeyman Electrician** Four years' (4) experience shall be gained through working as an apprentice or helper in the appropriate trade for four years, or three years of education in a recognized accredited college or vocational school plus one year of manual experience in the applicable trade.

☐ **Residential Journeyman Electrician** shall submit satisfactory evidence that they have had a minimum of two years' (2) experience or education. Two years' experience shall be experience gained through working as an apprentice or helper in that trade for two years, or on year of education in a recognized accredited college or vocational school plus one year of manual experience in the trade.

☐ Notarized letter of recommendation from a licensed contractor.

☐ \$50.00 application submittal fee.



Marion County Board of County Commissioners

Building Safety • Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400
buildinglicensing@marionfl.org

INFORMATION ON INITIAL LICENSING PROCESS FOR LOCAL JOURNEYMAN ELECTRICIAN OR JOURNEYMAN RESIDENTIAL ELECTRICIAN COMPETENCY CARD

1. To qualify for an examination, complete the following application, attach the following items and mail or deliver them before the cutoff date to Marion County Building Safety (2710 E. Silver Springs Blvd., Ocala). The cutoff date is two weeks prior to the scheduled License Review Board meeting, which is the second Tuesday of each month.

- ☐ Recent, clear, close-up photo of the applicant (no smaller than 3 by 5 inches and not a driver's license photo)
- ☐ Proof that applicant is 18 years of age. (Legible copy of current driver's license).
- ☐ **Journeyman Electrician** means any person who possesses the necessary qualifications, training, and technical knowledge to install electrical wiring, apparatus, or equipment for light, heat, or power, under the supervision of a licensed Registered or Certified Electrician.

Applicants for **Journeyman Electrician** Four years' (4) experience which shall be gained through working as an apprentice or helper in the appropriate trade for four years, or three years of education in a recognized accredited college or vocational school plus one year of manual experience in the applicable trade.

- ☐ **Residential Journeyman Electrician** means any person who possesses the necessary qualifications, training, and technical knowledge to install electrical wiring, apparatus, or equipment for light, heat, or power, in residential dwellings under 3 stories in height with not more than four dwelling units, under the supervision of a licensed Registered or Certified Electrician.

Applicants for **Residential Journeyman Electrician** shall submit satisfactory evidence that they have had a minimum of two years' (2) experience or education. Two years' experience shall be experience gained through working as an apprentice or helper in that trade for two years, or one year of education in a recognized accredited college or vocational school plus one year of manual experience in the trade.

- ☐ Notarized letter of recommendation from a licensed contractor.
- ☐ \$50.00 application submittal fee.

2. Applicant will be notified once approved by the License Review Board

At that time, a \$30.00 fee is due to complete the paperwork for the testing facility. The application for exam and reference material will be given to the applicants to schedule exams. The applicant will need to contact Prometric to schedule the Journeyman exam. A minimum of 75 percent is necessary to pass the exam.

3. Once applicant passes both exams the Marion County Competency Card can be obtained by adhering to the following:

- ☐ Registration Fee of \$100.00

LIC 10 – REV 1-25-20

A-1 Electric Inc
3638 S Placid Ave
Inverness Fl. 34452
EC13008381
Phone:352-221-8986
davea1electric@gmail.com
01-10-2025

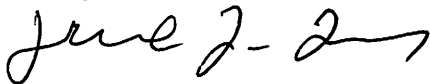
State of Florida Electrical Licensing Board

To whom it may concern,

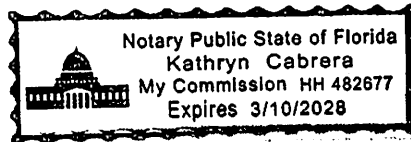
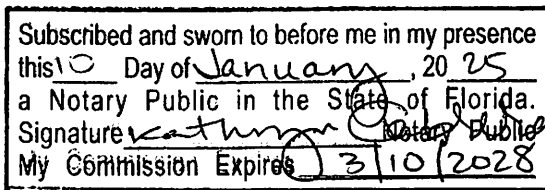
George Munoz has been employed by A-1 Electric inc. as a journeyman electrician. He has exhibited skills and knowledge that in my opinion qualify him for the Florida state electrical contractor's license.

I recommend that he be considered for the license.

Sincerely,



David LeFever/President





2730 SW 3rd Place, S104
Ocala, FL 34471
(352) 465-0907
hammondelectricllc.info@gmail.com

Date: January 13, 2025

To Whom It May Concern:

This letter serves to verify the employment of George Munoz who has been employed with Hammond Electric LLC since August 9, 2021. He currently holds the position of service technician and sales representative working full time with an average of 40 hours per week.

Please reach out should you have any questions or need additional information.

Sincerely,

Adam Hammond
MGR/Owner
Hammond Electric LLC
December 30, 2024

To Whom It May Concern:

I, George Muñoz, have a felony conviction from October 1998 for Attempted Robbery in Kings County, New York. I have not been charged, or convicted, of any other crimes since that time and have worked to rebuild my life since that time. Please let me know if you have any questions.

Thank you.

George Muñoz


Florida DRIVER LICENSE
M520-300-79-293-0


USA

1. NAME
MUNOZ
GEORGE
2. ADDRESS
5438 NW 65RD PL
OCALA, FL 34482-2269
3. DOB 08/13/1979 SEX M
4. SEX 08/13/2023 SEX NONE
5. HEIGHT 5-10"
6. WEIGHT 125
7. EYES BROWN
8. HAIR BROWN
9. SKIN TONE
10. BUILD
11. SPECIAL
12. REST B

SAFE DRIVER
EX ISS 07/20/2021
SIC X652405190508
REPLACED 05/19/2024

Operation of a motor vehicle constitutes
consent to any laboratory test required by law.





Matthew Bombly Flooring Inc.

2355 South Whittier Point

Homosassa Fl. 34448

Office 352-301-6417

July 21, 2021

To whom it may concern,

This is in reference to George Munoz, George has been affiliated with Matthew Bombly Flooring Inc. for five years in which he has completed over 100 projects for us. He continues to conduct himself in a very professional manner and his work meets or exceeds expectations. He has always complied with local and state code requirements on all of our jobsites. He is always on time and finishes his work in a timely manner and leaves the jobsite clean and orderly.

In short, we would highly recommend him to any prospective customers. In the event you have any questions, please feel free to contact me.

Thank You.



Signed: Matthew J Bombly

President/Owner



Citrus County

Elizabeth McWilliams

License/Account #41813

E.I.N(corporation code) # 81-402036921

DOCUMENTATION OF EXPERIENCE
THIS IS NOT FOR USE AS A CHARACTER REFERENCE

I, David Lefever of I Electric Inc, certify that I have employed or sub-contracted
Present or past employer's name

to George Munoz from July 1st 2023 to present
Applicant's Name Beginning Date Ending Date

Describe in detail the work performed by named applicant (please be very specific): Electrical
Service work, wiring for Light Hvac power Trouble shoot & repair

Types of buildings, structures, projects, or jobs that were worked on by applicant (please be very specific):

work performed primarily on residential structures

I, under penalty of perjury, certify that the foregoing information is accurate and correct.

David Lefever
Signature of employer
3638 S Placid Ave Inverness FL 34452
Address of employer City State Zip code
352-221-8986
Phone number of employer FL13008381
State license number or county certificate number of Employer

STATE OF FLORIDA, County of CITRUS

The foregoing instrument was acknowledged before me by means of ☒ physical presence or

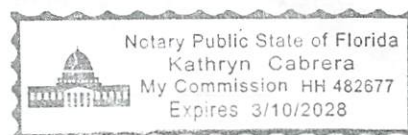
☐ online notarization, this 18 day of November 20 25,

by David Lefever
(Name of person making statement)

Kathryn Cabrera
(Signature of notary public - state of Florida)

(Print, type, or stamp commissioned name of notary public)

☒ Personally Known
☐ Produced Identification FLDL
(Type of Identification Produced)



ANSWER THE FOLLOWING QUESTIONS COMPLETELY:

1. Have you ever been denied a certificate of competency by a board of examiners in the state of Florida?
☐ Yes ☒ No If yes, please attach explanation.

2. Have you ever had a Certificate of Competency suspended or revoked by a Board of Examiners in the state of Florida? ☐ Yes ☒ No If yes, please attach explanation.

3. Have you ever been disciplined concerning a license in the construction industry?
☐ Yes ☒ No If yes, please attach explanation.

4. Have you ever been convicted, pled no contest, had arbitration withheld, or had prosecution deferred on any misdemeanor, felony, or DUI. ☒ Yes ☐ No If yes, please attach explanation.

5. Do you have any charges pending against you or are you currently enrolled in a pre-trial intervention program?
☐ Yes ☒ No If yes, please attach explanation.

6. Have you had any trouble with any License Review Boards, boards of adjustment of appeals or anyone else that has control over your license in the State of Florida? ☐ Yes ☒ No If yes, please attach explanation.

7. I do hereby swear and affirm that I am financially sound. ☒ Yes ☐ No If no, please attach explanation.

8. Have you done any work in Marion County in the last 6 months? ☒ Yes ☐ No
If yes, please attach explanation. *I WORK For Hammond Electric*

9. List the Florida Counties in which you presently hold a Certificate of Competency below:

NAME OF COUNTIES WHERE REGISTERED	CERTIFICATE #

If this application is falsified in any manner, the license review board may reject it. If additional investigation (after acceptance of this application) indicates falsification, then the Marion County Certificate of Competency may be revoked.

Signature of Applicant: _____

Date: _____

FOR OFFICE USE ONLY

_____ Date application was received

_____ Received

_____ Date of rejection by the license review board

_____ Denied

_____ Date of approval by the license review board

_____ Approved



Marion County

License Review Board

Agenda Item

File No.: 2026-21917

Agenda Date: 2/10/2026

Agenda No.: 5.2

SUBJECT:

Elijah Bennoon - Exam - Journeyman Electrician



Marion County Board of County Commissioners

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400
buildinglicensing@marionfl.org

INFORMATION ON INITIAL LICENSING PROCESS FOR LOCAL JOURNEYMAN ELECTRICIAN OR JOURNEYMAN RESIDENTIAL COMPETENCY CARD

1. To qualify for an examination, complete the following application, attach the following items and mail or deliver them before the cutoff date to Marion County Building Safety (2710 E. Silver Springs Blvd., Ocala). The cutoff date is two weeks prior to the scheduled License Review Board meeting, which is the second Tuesday of each month.
 - ☐ Recent, clear, close-up photo of the applicant (no smaller than 3 by 5 inches and not a driver's license photo).
 - ☐ Proof that applicant is 18 years of age. (Legible copy of current driver's license).
 - ☐ **Journeyman Electrician** means any person who possesses the necessary qualifications, training, and technical knowledge to install electrical wiring, apparatus, or equipment for light, heat, or power, under the supervision of a licensed Registered or Certified Electrician.
Applicants for **Journeyman Electrician** Four years' (4) experience which shall be gained through working as an apprentice or helper in the appropriate trade for four years, or three years of education in a recognized accredited college or vocational school plus one year of manual experience in the applicable trade.
 - ☐ **Residential Journeyman Electrician** means any person who possesses the necessary qualifications, training, and technical knowledge to install electrical wiring, apparatus, or equipment for light, heat, or power, in residential dwellings under 3 stories in height with not more than four dwelling units, under the supervision of a licensed Registered or Certified Electrician.
Applicants for **Residential Journeyman Electrician** shall submit satisfactory evidence that they have had a minimum of two years' (2) experience or education. Two years' experience shall be experience gained through working as an apprentice or helper in that trade for two years, or one year of education in a recognized accredited college or vocational school plus one year of manual experience in the trade.
 - ☐ Notarized letter of character from a licensed contractor.
 - ☐ \$50.00 application submittal fee.
2. **Applicant will be notified once approved by the License Review Board**
At that time, a \$30.00 fee is due to complete the paperwork for the testing facility. The application for exam and reference material will be given to the applicants to schedule exams. The applicant will need to contact Prometric to schedule the Journeyman exam. A minimum of 75 percent is necessary to pass the exam.
3. **Once applicant passes the exam the Marion County Competency Card can be obtained by adhering to the following:**
 - ☐ Registration Fee of \$100.00

LIC 10 – REV 5-20-25

MARION COUNTY BUILDING SAFETY APPLICATION FOR

- ☒ JOURNEYMAN ELECTRICIAN - COMPETENCY CARD
☐ JOURNEYMAN RESIDENTIAL ELECTRICIAN - COMPETENCY CARD

ASSIGNED # _____

OFFICE USE ONLY

Electrical

TRADE

Elijah

FIRST NAME

MIDDLE NAME

Bennoon

LAST NAME

06/09/2005

DATE OF BIRTH

B550-200-05-209-0

DRIVERS LICENSE NUMBER

10317 SW 155th St

MAILING ADDRESS

Dunnellon

CITY

FL

STATE

34432

ZIP CODE

HOME PHONE NUMBER

FAX NUMBER

(386) 679-6243

MOBILE NUMBER

bennooneliyah@icloud.com

E-MAIL ADDRESS

James Simoneau

NAME OF CURRENT EMPLOYER

352 509 6303

TELEPHONE NUMBER

10317 SW 155th St

EMPLOYER ADDRESS

Dunnellon

CITY

FL

STATE

34432

ZIP CODE

Electrician Apprentice

POSITION HELD

2.5 years

LENGTH OF EMPLOYMENT

- ☐ Recent, clear, close-up photo of the applicant (no smaller than 3x5 inches and not a driver's license photo)
- ☐ Proof that applicant is 18 years of age. (Legible copy of current driver's license).
- ☐ Journeyman Electrician Four years' (4) experience shall be gained through working as an apprentice or helper in the appropriate trade for four years, or three years of education in a recognized accredited college or vocational school plus one year of manual experience in the applicable trade.
- ☐ Notarized letter of character from a licensed contractor.
- ☐ \$50.00 application submittal fee.

ANSWER THE FOLLOWING QUESTIONS COMPLETELY:

1. Have you ever been denied a certificate of competency by a board of examiners in the state of Florida?
☐ Yes ☒ No If yes, please attach explanation.
2. Have you ever had a Certificate of Competency suspended or revoked by a Board of Examiners in the state of Florida? ☐ Yes ☒ No If yes, please attach explanation.
3. Have you ever been disciplined concerning a license in the construction industry?
☐ Yes ☒ No If yes, please attach explanation.
4. Have you ever been convicted, pled no contest, had arbitration withheld, or had prosecution deferred on any misdemeanor, felony, or DUI. ☐ Yes ☒ No If yes, please attach explanation.
5. Do you have any charges pending against you or are you currently enrolled in a pre-trial intervention program? ☐ Yes ☒ No If yes, please attach explanation.
6. Have you had any trouble with any License Review Boards, boards of adjustment of appeals or anyone else that has control over your license in the State of Florida? ☐ Yes ☒ No If yes, please attach explanation.
7. I do hereby swear and affirm that I am financially sound. ☒ Yes ☐ No If no, please attach explanation.
8. Have you done any work in Marion County in the last 6 months? ☒ Yes ☐ No If yes, please attach explanation.

9. List the Florida Counties in which you presently hold a Certificate of Competency below:

NAME OF COUNTIES WHERE REGISTERED	CERTIFICATE #

If this application is falsified in any manner, the license review board may reject it. If additional investigation (after acceptance of this application) indicates falsification, then the Marion County Certificate of Competency may be revoked.

Signature of Applicant: EB Date: 01/21/2026

FOR OFFICE USE ONLY			
_____	Date application was received	_____	Received
_____	Date of rejection by the License Review Board	_____	Denied
_____	Date of approval by the License Review Board	_____	Approved

DOCUMENTATION OF EXPERIENCE
THIS IS NOT FOR USE AS A CHARACTER REFERENCE

I, JAMES M. SIMONEAU, certify that I have employed or sub-contracted
Present or past employer's name

to Elijah Bennoon from July 18, 2023 to Present
Applicant's Name Beginning Date Ending Date

Describe in detail the work performed by named applicant (please be very specific):

See attached Page 1.

Types of buildings, structures, projects, or jobs that were worked on by applicant (please be very specific):

See attached Page 2.

I, under penalty of perjury, certify that the foregoing information is accurate and correct.

[Signature]
Signature of employer

10317 SW 155th St
Address of employer

Dunnellon
City

FL
State

34432
Zip code

352-509-6303
Phone number of employer

ER13015025 Cert # 19915
State license number or county certificate number of employer

STATE OF FLORIDA, County of Marion

The foregoing instrument was acknowledged before me by means of ☒ physical presence or ☐ online
notarization, this 21st day of, January, 20 26.

by James Simoneau
(Name of person making statement)

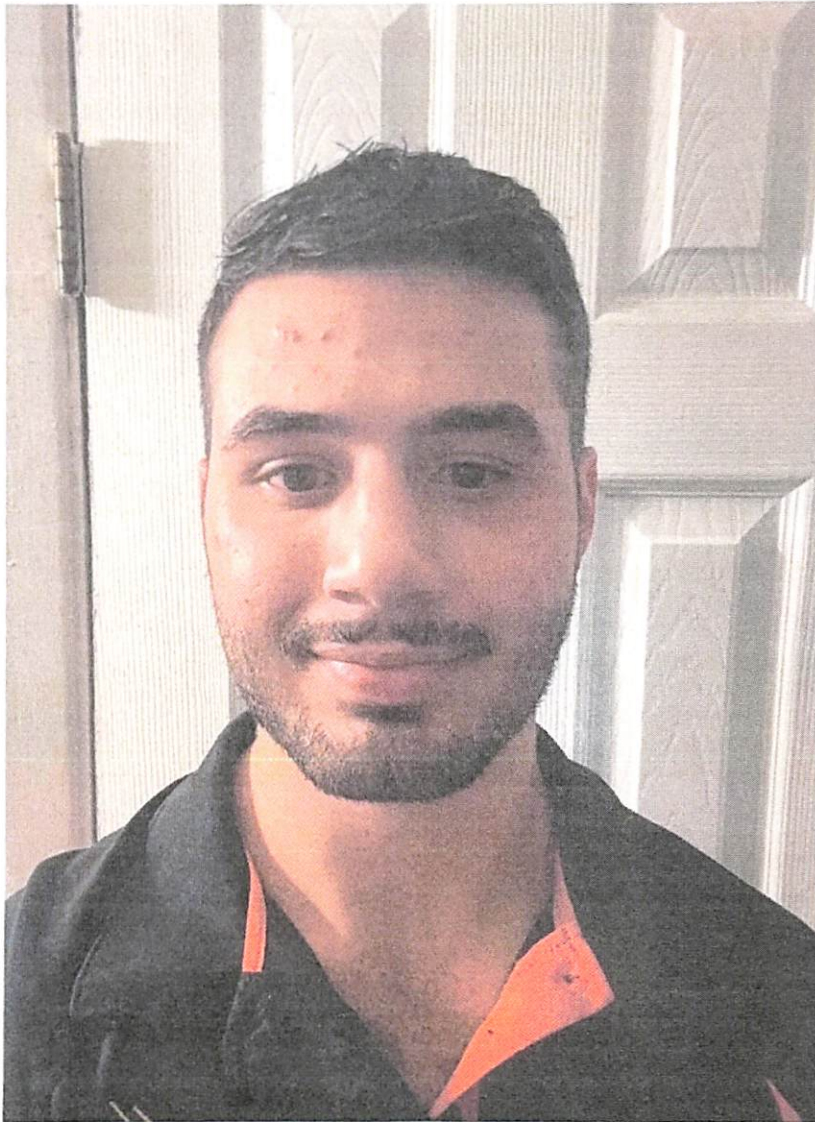
[Signature]
(Signature of notary public - state of Florida)

Madison Lilley
(Print, type, or stamp commissioned name of notary public)



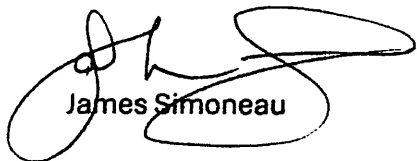
MADISON LILLEY
Notary Public
State of Florida
Comm# HH370894
Expires 3/8/2027

☒ Personally Known
☐ Produced Identification _____
(Type of Identification Produced)



Detailed Work Description for Elijah Bennoon

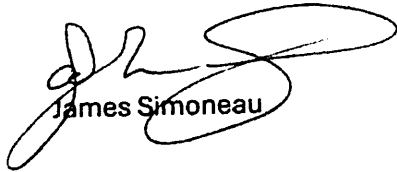
- Rewiring residential homes, to include block and wood frames, those with attics, crawl spaces, within tight quarters, doing so with high regard to safety in all aspects.
- Electrical panel installation and panel upgrades, both inside and outside homes, garages, pedestals etc. and on all the various surface types.
- Wiring of custom homes with the ability to utilize and read blueprints provided and adapt to customer change orders as needed.
- Digging of trenches for underground services, laying of service conduit from transformers to service panels.
- Installation of service masts, undergrounds and building of pedestals.
- Wiring homes according to plans, calculating loads to individual circuits as required by the NEC.
- Appropriate and safe use of tools to include, pipe benders, heat guns/blankets, large hammer drills, sawzalls, and other tools of the trade.
- Use of heavy equipment such as trenchers, mini excavators, scissor lifts, and scaffolding while following manufacturer's instructions for operating and safety.



James Simoneau

Types of Buildings, Structures, Projects, Job's ETC.

- Building structures to include small homes, three story homes and larger and roof top projects.
- Rewiring/remodeling homes, troubleshooting/diagnosis, repairs and replacements.
- Panel replacement indoor/outdoor, panel upgrades, installation of large services, setting power poles, overhead masts and underground services to pedestal.
- Reworking electrical to large barns to ensure safety and ample service requirements.
- Rewiring older homes, redevising, making sure all previous connections are properly terminated.
- Working in a team member environment ie: various other trades present. Ability to work independently when possible.
- All the above, but not limited to, completed while under my direction and supervision.



James Simoneau

F.E.A. TRI COUNTY APPRENTICESHIP

NAME: BENNOON, ELIYAH

ID#: FL2023004439

	1ST YEAR	2ND YEAR	3RD YEAR	4TH YEAR	4 YEAR					
	2023/2024	2024/2025	2025/2026	2026/2027	AVG/TOTAL					
ATTENDANCE (DAYS MISSED)										
1 ST Semester	0	0			0					
2 nd Semester	0	0			0					
TOTAL ATTENDANCE					0					
SCHOOL HOURS COMPLETED	156	156			312					
(Hours Required per Year 156)										
1 st Semester Grade	88.67	80.33								
2 nd Semester Grade	88.67	97.33								
FINAL GRADE	86.17	88.83			87.50					
DIPOLMA (COPY) ON FILE										
JOURNEYMANS (COPY) ON FILE										
OJT REPORTS UP TO DATE										
OJT HOUR	2057	1254			3311					
		Thru march								

★★★★★ 14 minutes ago

Our main breaker would not shut off so we called Jamie the electrician to give us a quote for the repair. He gave us a good price and he sent over his employee named Elijah and what a terrific young man. He was so smart and super polite and was really very respectful. He explained how the whole situation would work with the power company shutting off the main power and then he would install the new power panel that we needed being that our breaker was no longer available and then when he was complete there would be a inspection and then the power put back on. The work he did on the panel was perfect. I mean it looked great and he worked effortlessly like he has done this job for 30 years. He is a young man just starting his career. He brought in a blanket to cover the floor and put every piece of wire and trash in a box not on the floor. Had is light and fan and he was ready for business. He had it done in a couple of hours and was asking for the broom to sweep up. There was nothing to sweep up. I really enjoyed talking with him while waiting for the power company. I could of spoke with him all day. Incredible worker with so much pride in his job and his life. He is so thankful and grateful for everything that he has in his life and the job that he loves. One in a million kind of guy and I would recommend this company for all of your electrical needs. Professionals!!! The whole team are GREAT!

JAMIE "THE ELECTRICIAN" LLC

James Simoneau
Owner/Operator
Jamie "The Electrician" LLC
ER13015025 Cert#19915

May 22, 2025

Subject: Electrical Journeyman's test recommendation for Eliyah Bennoon

It is my pleasure to recommend that Eliyah Bennoon have the opportunity to sit for the Electrical Journeymen's test. As Eliyah's employer, supervisor, and mentor, I have personally witnessed Eliyah demonstrate strong technical aptitude, dedication, and ability to apply learned concepts, in addition to a continued strong keen interest in the electrical field.

Eliyah exhibits solid and consistent understanding and has done so throughout the time he has been under my supervision and direction. This includes the capability to apply knowledge learned with respect to troubleshooting and problem solving, and abilities to adapt to situations that arise and fluently change task direction with ease. Eliyah strives to offer exemplary customer service in all interactions as well as placing high value in the importance of teamwork. Customer feedback very often includes great appreciation for his openness, effective communication skills and time given to verify their understanding of the job at hand. Eliyah also shows confidence and works alongside other trades on job sites to complete the tasks successfully and efficiently for optimum outcomes for all.

All the valuable qualities, strengths and attributes Eliyah has and continues to exhibit make Eliyah a great candidate to move forward to the next step, the opportunity to take the Residential Journeyman's test.

Thank you for your consideration.

Sincerely,



Jamie "The Electrician" LLC

**Prov**

200 W Civic Center Drive, Suite 160
Sandy, Utah 84070
Telephone: (866) 720-7768

Website: www.provexam.com

Testing Voucher: 540833

11/06/2025

ELIYAH benn
11880 SE 196TH ST
DUNNELLON, Florida 34431
United States

Dear ELIYAH,

You have been authorized by Marion County Board of County Commissioners to take the following examination:

Journeyman Residential Electrical (2023 edition)

You are eligible to take this examination beginning on **11/06/2025**.

Please read the entire Examination Information Bulletin for specific information related to your testing program. Examination Information Bulletins can be downloaded from www.provexam.com.

You may register for your exam online by following this Link: [Exam Scheduler](#). You may also contact Prov toll free at 1-866-720-7768 to schedule your testing appointment.

When scheduling your exam appointment, be prepared to provide the scheduling agent with the following information:

Candidate ID: **1929175**

Testing centers in your area:

College of Central Florida - Citrus Campus 3800 S. Lecanto Highway , Citrus Learning & Conference Center, Room 109 , Lecanto FL , 34461 , Phone: 352-249-1213

College of Central Florida - Ocala Campus 3001 S.W. College Road , Bryant Student Union, Room 205 , Ocala FL , 34474 , Phone: 352-854-2322 x1564

Santa Fe College 3000 NW 83rd Street , Placement & Assessment Center, Bldg. N-216 , Gainesville FL , 32606 , Phone: 352.395.5509.5791

Examination Description

Number of Questions	65
Time allowed (hours)	3
Subject Area	# Quest.
General Electrical Knowledge	15
Wiring & Protection	15
Wiring Methods & Materials	6
Equipment for General Use	7
Special Occupancies	2
Special Equipment	4
Special Conditions	4
Communication Systems	5
Plan Reading	4
Motors & Controls	3
General Electrical Knowledge	15

Wiring & Protection	15
Wiring Methods & Materials	8
Equipment for General Use	7
Special Occupancies	2
Special Equipment	4
Special Conditions	4
Communication Systems	5
Motors & Controls	5

References

Your examination has been developed using the reference materials listed below. The only references allowed to be used during testing are those marked "Permitted". For other general policies about references, please refer to the candidate bulletin.

Permitted - American Electrician's Handbook, 17th Edition. ISBN: 978-1260457919. McGraw Hill Publishing Inc., P.O. Box 182604, Columbus, OH 43272. Available at <https://www.mhprofessional.com/american-electricians-handbook-seventeenth-edition-9781260457919-usa>

Permitted - Florida Building Code 2020 - Residential, 2020. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. www.iccsafe.org

Permitted - NFPA 70 - National Electrical Code 2020, 2020. ISBN: 9781455922970. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org.

Permitted - American Electrician's Handbook, 17th Edition. ISBN: 978-1260457919. McGraw Hill Publishing Inc., P.O. Box 182604, Columbus, OH 43272. Available at <https://www.mhprofessional.com/american-electricians-handbook-seventeenth-edition-9781260457919-usa>

Permitted - Florida Building Code 2023 - Residential, 2023. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478.

Permitted - NFPA 70 - National Electrical Code 2023, 2023. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471.

MARION COUNTY BUILDING SAFETY APPLICATION FOR

☒ JOURNEYMAN ELECTRICIAN
☒ JOURNEYMAN RESIDENTIAL ELECTRICIAN - COMP CARD

ASSIGNED # 24227

OFFICE USE ONLY

Electrical
TRADE

Eliyah
FIRST NAME

MIDDLE NAME

Bennoon
LAST NAME

06/09/05
DATE OF BIRTH

B550-200-05-209-0
DRIVERS LICENSE NUMBER

11880 SE 196th St
MAILING ADDRESS

Dunnellon
CITY

FL
STATE

34431
ZIP CODE

HOME PHONE NUMBER

FAX NUMBER

386 679 6243
MOBILE NUMBER

bennooneeliah@icloud.com
E-MAIL ADDRESS

James Simoneau
NAME OF CURRENT EMPLOYER

352 509 6303
TELEPHONE NUMBER

729 SE 40th Ave
EMPLOYER ADDRESS

Ocala
CITY

FL
STATE

34471
ZIP CODE

Electrician Apprentice
POSITION HELD

2 years
LENGTH OF EMPLOYMENT

- ☐ Recent, clear, close-up photo of the applicant (no smaller than 3x5 inches and not a driver's license photo)
- ☐ Proof that applicant is 18 years of age. (Legible copy of current driver's license).
- ☐ **Journeyman Electrician** Four years' (4) experience shall be gained through working as an apprentice or helper in the appropriate trade for four years, or three years of education in a recognized accredited college or vocational school plus one year of manual experience in the applicable trade.
- ☐ **Residential Journeyman Electrician** shall submit satisfactory evidence that they have had a minimum of two years' (2) experience or education. Two years' experience shall be experience gained through working as an apprentice or helper in that trade for two years, or on year of education in a recognized accredited college or vocational school plus one year of manual experience in the trade.
- ☐ Notarized letter of recommendation from a licensed contractor.
- ☐ \$50.00 application submittal fee.

ANSWER THE FOLLOWING QUESTIONS COMPLETELY:

1. Have you ever been denied a certificate of competency by a board of examiners in the state of Florida?
☐ Yes ☒ No If yes, please attach explanation.
2. Have you ever had a Certificate of Competency suspended or revoked by a Board of Examiners in the state of Florida?
☐ Yes ☒ No If yes, please attach explanation.
3. Have you ever been disciplined concerning a license in the construction industry?
☐ Yes ☒ No If yes, please attach explanation.
4. Have you ever been convicted, pled no contest, had arbitration withheld, or had prosecution deferred on any misdemeanor, felony, or DUI? ☐ Yes ☒ No If yes, please attach explanation.
5. Do you have any charges pending against you or are you currently enrolled in a pre-trial intervention program? ☐ Yes ☒ No If yes, please attach explanation.
6. Have you had any trouble with any License Review Boards, boards of adjustment of appeals or anyone else that has control over your license in the State of Florida? ☐ Yes ☒ No If yes, please attach explanation.
7. I do hereby swear and affirm that I am financial sound. ☒ Yes ☐ No If no, please attach explanation.
8. Have you done any work in Marion County in the last 6 month? ☒ Yes ☐ No
If yes, please attach explanation.

9. List the Florida Counties in which you presently hold a Certificate of Competency below:

NAME OF COUNTIES WHERE REGISTERED	CERTIFICATE #

If this application is falsified in any manner, the license review board may reject it. If additional investigation (after acceptance of this application) indicates falsification, then the Marion County Certificate of Competency may be revoked.

Signature of Applicant: EE Date: 07/14/25

FOR OFFICE USE ONLY	
<u>7/15/25</u> Date application was received	<u>AM2</u> Received
<u>9/10/25</u> Date of rejection by the license review board	<u>AM2</u> Denied
<u>9/10/25</u> Date of approval by the license review board	<u>AM2</u> Approved

DOCUMENTATION OF EXPERIENCE
THIS IS NOT FOR USE AS A CHARACTER REFERENCE

I, JAMES SIMONEAU, certify that I have employed or sub-contracted
Present or past employer's name

to Elijah Bennoon from JUL 13, 2023 to PRESENT
Applicant's Name Beginning Date Ending Date

Describe in detail the work performed by named applicant (please be very specific): _____

SEE ATTACHED PAGE 1

Types of buildings, structures, projects, or jobs that were worked on by applicant (please be very specific): _____

SEE ATTACHED PAGE 2

I, under penalty of perjury, certify that the foregoing information is accurate and correct.

[Signature]
Signature of employer

1602 NE 47th CT OCALA FL 34471
Address of employer City State Zip code

352-509-6303 ER13015025 CERT # 19915
Phone number of employer State license number or county certificate number of employer

STATE OF FLORIDA, County of Madison

The foregoing instrument was acknowledged before me by means of ☐ physical presence or ☐ online
notarization, this 9th day of JUNE, 2023.

by James Simoneau
(Name of person making statement)

[Signature]
(Signature of notary public - state of Florida)

Madison Lilley
(Print, type, or stamp commissioned name of notary public)




MADISON LILLEY
Notary Public
State of Florida
Comm# HH370894
Expires 3/8/2027

☒ Personally Known
☐ Produced Identification _____
(Type of Identification Produced)

Detailed Work Description for Eliyah Bennoon

- Rewiring residential homes, to include block and wood frames, those with attics, crawl spaces, within tight quarters, doing so with high regard to safety in all aspects.
- Electrical panel installation and panel upgrades, both inside and outside homes, garages, pedestals etc. and on all the various surface types.
- Wiring of custom homes with the ability to utilize and read blueprints provided and adapt to customer change orders as needed.
- Digging of trenches for underground services, laying of service conduit from transformers to service panels.
- Installation of service masts, undergrounds and building of pedestals.
- Wiring homes according to plans, calculating loads to individual circuits as required by the NEC.
- Appropriate and safe use of tools to include, pipe benders, heat guns/blankets, large hammer drills, sawzalls, and other tools of the trade.
- Use of heavy equipment such as trenchers, mini excavators, scissor lifts, and scaffolding while following manufacturer's instructions for operating and safety.



James Simoneau

Types of Buildings, Structures, Projects, Job's ETC.

- Building structures to include small homes, three story homes and larger and roof top projects.
- Rewiring/remodeling homes, troubleshooting/diagnosis, repairs and replacements.
- Panel replacement indoor/outdoor, panel upgrades, installation of large services, setting power poles, overhead masts and underground services to pedestal.
- Reworking electrical to large barns to ensure safety and ample service requirements.
- Rewiring older homes, redevising, making sure all previous connections are properly terminated.
- Working in a team member environment ie: various other trades present. Ability to work independently when possible.
- All the above, but not limited to, completed while under my direction and supervision.



James Simoneau

JAMIE "THE ELECTRICIAN" LLC

May 22, 2025

James Simoneau
Owner/Operator
Jamie "The Electrician" LLC
1602 NE 47th Ct.
Ocala, FL 34471

Subject: Residential Electrical Journeyman's test recommendation for Eliyah Bennoon

It is my pleasure to recommend that Eliyah Bennoon have the opportunity to sit for the Electrical Journeyman's test. As Eliyah's employer, supervisor, and mentor, I have personally witnessed Eliyah demonstrate strong technical aptitude, dedication, and ability to apply learned concepts, in addition to a continued strong keen interest in the electrical field.

Eliyah exhibits solid and consistent understanding and has done so throughout the time he has been under my supervision and direction. This includes the capability to apply knowledge learned with respect to troubleshooting and problem solving, and abilities to adapt to situations that arise and fluently change task direction with ease. Eliyah strives to offer exemplary customer service in all interactions as well as placing high value in the importance of teamwork. Customer feedback very often includes great appreciation for his openness, effective communication skills and time given to verify their understanding of the job at hand. Eliyah also shows confidence and works alongside other trades on job sites to complete the tasks successfully and efficiently for optimum outcomes for all.

All the valuable qualities, strengths and attributes Eliyah has and continues to exhibit make Eliyah a great candidate to move forward to the next step, the opportunity to take the Residential Journeyman's test.

Thank you for your consideration

Sincerely,



James Simoneau

Jamie "The Electrician" LLC

Florida
DRIVER LICENSE
CLASS E



EXP: 06/09/2026
DOB: 06/09/2029
SEX: M
HT: 5' 07"
WT: 150
DOB: 06/10/2021
DOB: 06/10/2021
DOB: 06/10/2021

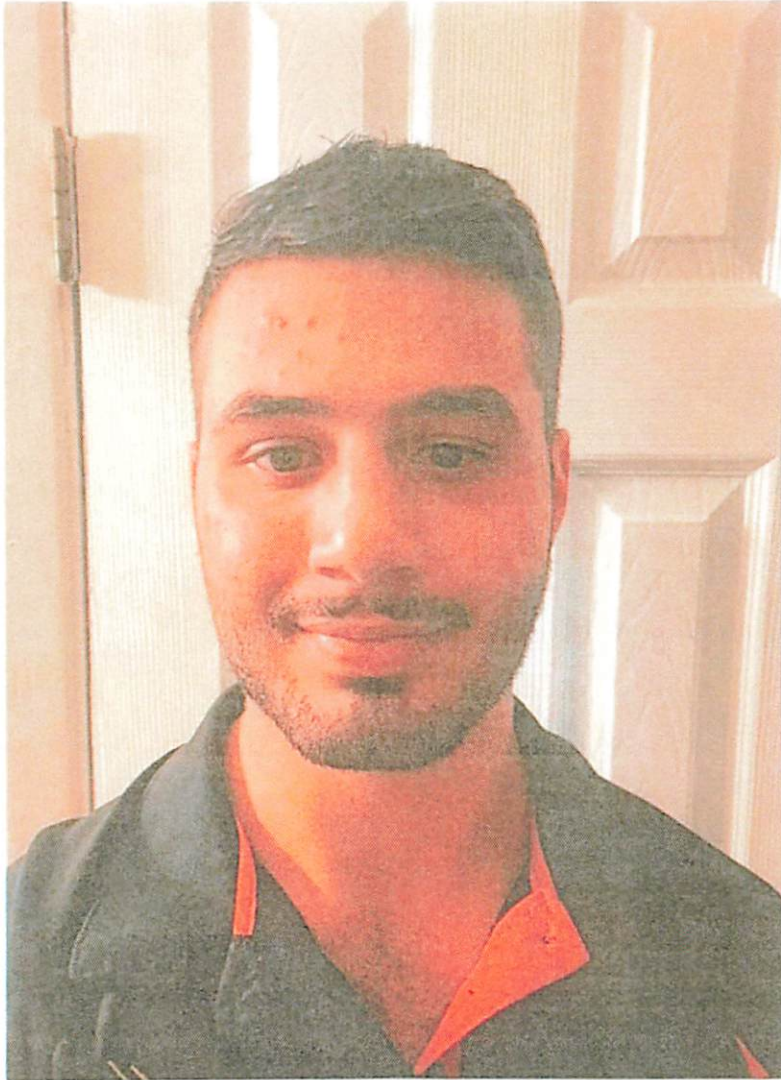
REAL ID

ID: B550-200-05-209-0
BENNON
ELIJAH
15000 SR 19WTH ST
DUNNELLON FL 34421

SAFE DRIVER



Operator of a motor vehicle
contributes toward his or her
safety test required by law.



F.E.A. TRI COUNTY APPRENTICESHIP

NAME: BENNOON, ELIYAH

ID#: FL2023004439

	1ST YEAR	2ND YEAR	3RD YEAR	4TH YEAR	4 YEAR					
	2023/2024	2024/2025	2025/2026	2026/2027	AVG/TOTAL					
ATTENDANCE (DAYS MISSED)										
1 ST Semester	0	0			0					
2 ND Semester	0	0			0					
TOTAL ATTENDANCE					0					
SCHOOL HOURS COMPLETED	156	156			312					
(Hours Required per Year 156)										
1 ST Semester Grade	88.67	80.33								
2 ND Semester Grade	88.67	97.33								
FINAL GRADE	86.17	88.83			87.50					
DIPOLMA (COPY) ON FILE										
JOURNEYMANS (COPY) ON FILE										
OJT REPORTS UP TO DATE										
OJT HOUR	2057	1254			3311					
		Thru march								

★★★★★ 2 months ago

Our main breaker would not shut off so we called Jamie the electrician to give us a quote for the repair. He gave us a good price and he sent over his employee named Eliyah and what a terrific young man. He was so smart and super polite and was really very respectful. He explained how the whole situation would work with the power company shutting off the main power and then he would install the new power panel that we needed being that our breaker was no longer available and then when he was complete there would be a inspection and then the power put back on. The work he did on the panel was perfect. I mean it looked great and he worked effortlessly like he has done this job for 30 years. He is a young man just starting his career. He brought in a blanket to cover the floor and put every piece of wire and trash in a box not on the floor. Had is light and fan and he was ready for business. He had it done in a couple of hours and was asking for the broom to sweep up. There was nothing to sweep up. I really enjoyed talking with him while waiting for the power company. I could of spoke with him all day. Incredible worker with so much pride in his job and his life. He is so thankful and grateful for everything that he has in his life and the job that he loves. One in a million kind of guy and I would recommend this company for all of your electrical needs. Professionals!!! The whole team are GREAT!



**Marion County
Board of County Commissioners**

Building Safety • Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400

**INFORMATION ON INITIAL LICENSING PROCESS FOR
LOCAL JOURNEYMAN ELECTRICIAN OR
JOURNEYMAN RESIDENTIAL ELECTRICIAN COMPETENCY CARD**

1. To qualify for an examination, complete the following application, attach the following items and mail or deliver them before the cutoff date to Marion County Building Safety (2710 E. Silver Springs Blvd., Ocala). The cutoff date is two weeks prior to the scheduled License Review Board meeting, which is the second Tuesday of each month.
 - ☐ Recent, clear, close-up photo of the applicant (no smaller than 3 by 5 inches and not a driver's license photo)
 - ☐ Proof that applicant is 18 years of age. (Legible copy of current driver's license)
 - ☐ **Journeyman Electrician** means any person who possesses the necessary qualifications, training, and technical knowledge to install electrical wiring, apparatus, or equipment for light, heat, or power, under the supervision of a licensed Registered or Certified Electrician.
Applicants for **Journeyman Electrician** Four years' (4) experience which shall be gained through working as an apprentice or helper in the appropriate trade for four years, or three years of education in a recognized accredited college or vocational school plus one year of manual experience in the applicable trade.
 - ☐ **Residential Journeyman Electrician** means any person who possesses the necessary qualifications, training, and technical knowledge to install electrical wiring, apparatus, or equipment for light, heat, or power, in residential dwellings under 3 stories in height with not more than four dwelling units, under the supervision of a licensed Registered or Certified Electrician.
Applicants for **Residential Journeyman Electrician** shall submit satisfactory evidence that they have had a minimum of two years' (2) experience or education. Two years' experience shall be experience gained through working as an apprentice or helper in that trade for two years, or one year of education in a recognized accredited college or vocational school plus one year of manual experience in the trade.
 - ☐ Notarized letter of recommendation from a licensed contractor.
 - ☐ \$50.00 application submittal fee.
2. **Applicant will be notified once approved by the License Review Board**
At that time, a \$30.00 fee is due to complete the paperwork for the testing facility. The application for exam and reference material will be given to the applicants to schedule exams. The applicant will need to contact Prometric to schedule the Journeyman exam. A minimum of 75 percent is necessary to pass the exam.
3. **Once applicant passes both exams the Marion County Competency Card can be obtained by adhering to the following:**
 - ☐ Registration Fee of \$100.00

LIC 10 - REV 1-25-20

Empowering Marion for Success

www.marioncountyfl.org

It is my pleasure to recommend that Eliyah Bennoon have the opportunity to sit for the Electrical Journeymen's test. As Eliyah's employer, supervisor, and mentor, I have personally witnessed Eliyah demonstrate strong technical aptitude, dedication, and ability to apply learned concepts, in addition to a continued strong keen interest in the electrical field.

Eliyah exhibits solid and consistent understanding and has done so throughout the time he has been under my supervision and direction. This includes the capability to apply knowledge learned with respect to troubleshooting and problem solving, and abilities to adapt to situations that arise and fluently change task direction with ease. Eliyah strives to offer exemplary customer service in all interactions as well as placing high value in the importance of teamwork. Customer feedback very often includes great appreciation for his openness, effective communication skills and time given to verify their understanding of the job at hand. Eliyah also shows confidence and works alongside other trades on job sites to complete the tasks successfully and efficiently for optimum outcomes for all.

All the valuable qualities, strengths and attributes Eliyah has and continues to exhibit make Eliyah a great candidate to move forward to the next step, the opportunity to take the Residential Journeyman's test.

Thank you for your consideration.

Sincerely,

James Simoneau

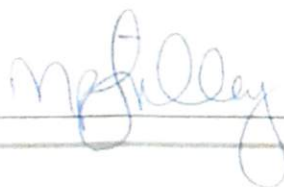
Jamie "The Electrician" LLC

**James
Simoneau
Owner/Operator**

**Jamie "The
Electrician"
LLC**

**1602 NE 47th
Ct.
Ocala, FL 34471**

**Subject: Residential Electrical Journeyman's test
recommendation for Eliyah Bennoon May 22, 2025
ER13015025 Cert#19915**



MADISON LILLEY
Notary Public
State of Florida
Comm# HH370894
Expires 3/8/2027



Marion County License Review Board

Agenda Item

File No.: 2025-21745

Agenda Date: 2/10/2026

Agenda No.: 6.1

SUBJECT:

Release of Liens - Crespín J. Salinas - Citations 745840 & 903376



**Marion County
Board of County Commissioners**

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400
buildinglicensing@marionfl.org

RELEASE OF LICENSE REVIEW BOARD LIEN

Know all men by these present that Marion County, a political subdivision of the State of Florida, owner and holder of the lien imposed by certain orders of the Marion County License Review Board against **Crespin J. Salinas,** **Citation number(s) 745840 & 903376** as recorded in Official Records, **Book 6595, Page 1642 and Book 8369, Page 961** of the public records of Marion County, Florida, hereby acknowledges full payment and satisfaction thereof, and hereby consents that the same shall be satisfied of the record.

Duly approved by Board Action this **10th** day of **February, 2026.**

BOARD OF COUNT COMMISSIONERS
MARION COUNTY, FLORIDA

LEE KITZMILLER, CHAIRMAN

RECORD AND RETURN TO:

Contractor Licensing Division
Marion County Building Department
2710 East Silver Springs Boulevard
Ocala, Florida 34470



Marion County

License Review Board

Agenda Item

File No.: 2025-21152

Agenda Date: 2/10/2026

Agenda No.: 7.1

SUBJECT:

LRB 2025-7 Petition for Rehearing - Douglas & Penny Norkus v. Andrea Hope Samuel / Ray's Construction of Ocala Inc



**Marion County
Board of County Commissioners**

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400

PETITION FOR REHEARING

Date of Request: 12/17/25

LRB case number: 2025-7

Name of Petitioner: DOUGLAS & PENNY NORKUS

Address of Petitioner: 8231 SW 41ST PLACE RD

OCALA
CITY

FL
STATE

34481
ZIP CODE

Phone Number of Petitioner: 434-989-1822

I, ETHAN A. WHITE, ESQ. ON BEHALF OF DOUG & PENNY NORKUS, do hereby request a rehearing, in accordance with the Marion County Ordinance Number 18-25.

*The reasons for this request are listed below.

- FACTUAL INACCURACIES STATED BY LRB IN CONCLUSION OF DISCUSSION;
- NO REBUTTAL OPPORTUNITY PROVIDED TO COMPLAINANT DESPITE INDICATION SUCH OPPORTUNITY WOULD BE GIVEN; AND
- RESPECTFUL REQUEST FOR LRB TO RECONSIDER DISMISSAL GIVEN RAY SAMUEL ADMITTED TO CAUSING CODE VIOLATION AND WRONGFULLY CHARGED CLIENT TO FIX IT.


PETITIONER SIGNATURE ETHAN WHITE ON BEHALF OF DOUG & PENNY NORKUS

FL BAR NO: 1024372

*Please list detailed information about your request.

THIS FORM MUST BE FILED WITH THE MARION COUNTY BUILDING DEPARTMENT WITHIN 10 DAYS OF THE ORIGINAL BOARD DECISION.

LIC22 REV 1-19-19

Empowering Marion for Success

www.marioncountyfl.org



**Marion County
Board of County Commissioners**

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400
buildinglicensing@marionfl.org

**BEFORE THE MARION COUNTY LICENSE REVIEW BOARD
OF MARION COUNTY, FLORIDA**

**CERTIFIED MAIL: 7019 0700 0000 0551 1594
7019 0700 0000 0551 1600**

LRB 2025-7

Douglas & Penny Norkus
Petitioner

v.

Andrea Hope Samuel / Ray's Construction of Ocala
Contractor
CT# 1498/CBC058061

BOARD ORDER

The matter coming to be heard before the Marion County License Review Board for consideration of the complaint filed against the Contractor/Respondent.

Service of this complaint was made by certified mail, and the Respondent was duly advised.

The License Review Board hereby finds as fact:

And as a conclusion of law finds the Contractor:

- ☐ Performed work in a manner which shows a lack of competency
- ☐ Performed work in a negligent manner
- ☐ Performed work which is in violation of Marion County code and Florida Statute
- ☐ Misrepresented the cost/scope/quality or timetable of work performed
- ☐ Engaged in dishonest trade practices by not paying the concrete company.
- ☐ Allowed his/her contractor's certificate to be used by others
- ☐ Engaged in an activity which reflects upon his/her competency as a contractor

And;

Based upon the gravity of the offense, the License Review Board of Marion County has taken the following action on this case:

- ☐ Postponed 30 days
- ☒ Dismissed
- ☐ Withholding of permitting privileges until case has been resolved.
- ☐ Revoke permitting privileges in Marion County
- ☐ Letter of Reprimand on file with DBPR
- ☐ Made to pay restitution in the amount \$
- ☐ Fine in the amount of \$
- ☐ Suspension of Certificate
- ☐ Revocation of Certificate

A copy of this Order will be placed in the records of the Marion County Building Department and, if Contractor is State Certified/Registered, this ORDER will also be forwarded to the Department of Business and Professional Regulation, State of Florida.

A contractor may petition the Board to rehear a decision of revoking or suspending their certificate of competency or authorizing withholding of building permits. **The petition must be received by the Marion County Building Department on a form provided by the Department by 5:00 p.m. on the tenth (10th) calendar day after the date of execution of this Order.** A decision of the License Review Board may be appealed by writ of certiorari to the Circuit Court in and for Marion County within thirty (30) days after the date of execution.

FURTHER, the Marion County License Review Board makes the RECOMMENDATION to the Florida Construction Industry Licensing Board (FCIL Board), Jacksonville, FL to impose on the State Registration the following penalty:

- ☒ No further action
- ☐ Postponed 90 days
- ☐ Dismissed
- ☐ Withholding of permitting privileges until restitution is made
- ☐ Suspension of permitting privileges in Marion County
- ☐ Made to pay restitution in the amount of \$
- ☐ Fine in the amount of \$

In accordance with Florida Statutes, Chapter 489.131(7) (c) and (d), the disciplined contractor, the complainant, or the Department of Business and Professional Regulation may challenge the local enforcement body's recommended penalty to the FCIL Board. A challenge shall be filed within sixty (60) days of the issuance of the recommended penalty with the FCIL Board in Jacksonville, Florida. If challenged, there is a presumptive finding of probable cause, and the case may proceed before the FCIL Board without the need for a probable cause hearing.

Failure of the disciplined contractor, the complainant, or the Department of Business and Professional Regulation to challenge the local enforcement body's recommended penalty within the time period set forth above shall constitute a waiver of the right to a hearing before the FCIL Board.

A waiver of the right to a hearing before the FCIL Board shall be deemed an admission of the violation, and the penalty recommended shall become the final order according to the procedures developed by FCIL Board rule without further FCIL Board action. The disciplined contractor may Appeal this Board action to the district court.

DONE AND ORDERED by the Marion County License Review Board this **December 9th, 2025.**

LICENSE REVIEW BOARD OF
MARION COUNTY

Jeremiah Bennett /Vice-Chair



Marion County Board of County Commissioners

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400
buildinglicensing@marionfl.org

January 5, 2026

CERTIFIED # 7020 2450 0002 0559 1424

DOUGLAS & PENNY NORKUS
8231 SW 41ST PLACE RD
OCALA FL 34481

Dear Douglas & Penny Norkus;

Please be advised your Petition for Rehearing in **Case #LRB 2025-7** has been received in reference to:

ANDREA HOPE SAMUEL
RAY'S CONSTRUCTION OF OCALA INC
6300 SE 41ST COURT
OCALA, FL 34480

Before the Marion County License Review Board at their meeting on **Tuesday, January 13th, 2026 at 5:30 P.M.** In the Marion County Growth Management Building – Training Facility at, 2710 E. Silver Springs Blvd. A copy of the petition has been sent to the contractor.

It is requested that you attend this meeting. You may bring legal counsel to this meeting (if you so desire.) Any additional documentation substantiating your claim must be received five (5) working days prior to the hearing as it is accepted as evidence and therefore becomes part of the case file. You will be given five (5) minutes to present your case and then a two (2) minute rebuttal.

Please contact the License Review Board Secretary, 352-438-2429 on **Monday, January 12th, 2026** to verify the status of this hearing. **Should you settle your dispute prior to the case date, please ask the complainant to send the Building Safety Department a written statement before the scheduled hearing date requesting the complaint be withdrawn.**

Please be advised, if any person or persons wish to appeal a decision of the license review board made at the above hearing, a record of the proceedings will be needed by such person(s) as well as a verbatim record. If you wish to preserve the testimony given at the hearing, you must make your own arrangements to do so. If any person requiring special equipment should contact the Board Secretary at least two (2) business days prior to the meeting.

Sincerely,

Ryan M. Arbuckle
License Review Board Secretary / Acting



Marion County Board of County Commissioners

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400
buildinglicensing@marionfl.org

January 13, 2026

CERTIFIED MAIL #7020 2450 0002 0559 1431

ANDREA HOPE SAMUEL
RAY'S CONSTRUCTION OF OCALA INC
6300 SE 41ST COURT
OCALA, FL 34480
CT # 1498

Dear Andrea Samuel,

Please be advised a Petition for Rehearing in, Case # **LRB 2025-7** has been brought by:

Complainant's Name: **DOUGLAS & PENNY NORKUS**
8231 SW 41ST PLACE RD
OCALA FL 34481

Before the Marion County License Review Board at their meeting scheduled for **Tuesday, January 13th, 2026 at 5:30 P.M.** In the Marion County Growth Management Building – Training Facility at 2710 E. Silver Springs Blvd. Enclosed is a copy of the complaint and supporting documentation.

It is requested that you attend this meeting. You may bring legal counsel to this meeting (if you so desire.) Any additional documentation substantiating your claim must be received five (5) working days prior to the hearing as it is accepted as evidence and therefore becomes part of the case file.

Please contact the License Review Board Secretary, 352-438-2429 on **Monday, January 13th, 2026** to verify the status of this hearing. **Should you settle your dispute prior to the case date, please ask the complainant to send the Building Safety Department a written statement before the scheduled hearing date requesting the complaint be withdrawn.**

Please be advised, if any person or persons wish to appeal a decision of the license review board made at the above hearing, a record of the proceedings will be needed by such person(s) as well as a verbatim record. If you wish to preserve the testimony given at the hearing, you must make your own arrangements to do so. If any person requiring special equipment should contact the Board Secretary at least two (2) business days prior to the meeting.

Sincerely,

Ryan M. Arbuckle
License Review Board Secretary / Acting



**Marion County
Board of County Commissioners**

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400

Action Order # 675370 **FOR OFFICE USE:** LRB Case # 2025-7
Code Case # _____

COMPLAINT FORM - PART I

- ☐ Building Code Issues/Permitting Issues Fill out Part I
☐ Contractor/Licensing Issues Fill out Part I *and* Part II

COMPLAINANT INFORMATION: DATE OF YOUR CALL or VISIT: _____

Name: _____

Address: _____

Daytime (8am-5pm) Phone Number: _____ Cell Phone Number: _____

Email (if you would prefer electronic correspondence): _____

Address or Parcel ID that your complaint refers to: _____

Complaint is about: (circle)

Mobile Home Building Addition Department Staff Member
Shed Contractor Other: _____



**Marion County
Board of County Commissioners**

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400

NATURE OF COMPLAINT

NOTE: If the subject of your complaint is a contractor licensed by the State of Florida, a copy of this form will be sent to them, pursuant to 455.225(1) Florida Statutes.

Please provide the date(s) of occurrence and as much detail of the incident as you can. If applicable, provide copies of any quotes, invoices, or correspondence.

IF FILING A COMPLAINT AGAINST A LICENSED CONTRACTOR:

You must sign and date that you have read and understood the following statement:

Florida Statute (837.06) False Official Statements: Whoever knowingly makes a false statement, in writing, with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

Signature (Required to file complaint)

Date



**Marion County
Board of County Commissioners**

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400

CONTRACTOR COMPLAINT FORM - PART II

SUBJECT OF COMPLAINT: (Fill in only if complaint is against a Licensed Contractor)

Name: _____

Business Name: _____

Address: _____

Phone: _____

License Number: _____

In addition to your written statement in **PART I**, please document your contractual relationship with the Contractor and provide evidence of supporting allegations. Answer as many questions below as possible to assist us in investigating your complaint.

PROVIDE COPIES OF ANY OF THE FOLLOWING IF AVAILABLE:

1. Proof of the contract between you and the contractor
2. Proof of payment to the contractor – cancelled checks (front and back), receipts, closing statements, etc.
3. Liens, judgments and notices to owner, including copies of related work orders, bills, and subcontracts Warranties.

I am complaining in my capacity as the:

☐ Homeowner ☐ Subcontractor ☐ Building Department ☐ Contractor

Check the category that best summarizes the work that was performed or what the contractor did for you:

- ☐ Built house ☐ Remodeled house ☐ Built addition to a house ☐ Commercial roof work
☐ Re-roofed the entire house ☐ Built a commercial structure
☐ Remodeled or built an addition to a commercial structure ☐ A/C or heating work at the residence
☐ Installed a pool ☐ other, please explain _____

Please circle the letter(s) for the category that best describes your basic complaint:

- A. Poor workmanship by contractor
- B. Job finished, but contractor will not correct problems
- C. Roof leaks, and contractor will not repair
- D. Contractor failed to pay subcontractors/suppliers
- E. Contractor taking an unreasonably long time to do the job
- F. Contractor abandoned job
- G. Financial dishonesty/misconduct by contractor
- H. Contractor exceeded the scope of his/her license



**Marion County
Board of County Commissioners**

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400

PLEASE ANSWER ALL OF THE FOLLOWING QUESTIONS IN THIS SECTION. IF A QUESTION DOES NOT APPLY TO YOUR COMPLAINT, WRITE "N/A".

BASIC BACKGROUND DATA:

1. Is the work site located inside ☐ City limits or ☐ County limits?
2. What is the street address and city of the work site? _____
3. These questions may relate to the contractor's building code compliance:

Was the contract in writing? ☐ YES ☐ NO

Contract Price: \$ _____ Date of Contract: _____

Approximate Date that Work Began: _____

Approximate Date that Work Ended: _____
4. Was the permit obtained from the Marion County Building Department? ☐ YES ☐ NO
If NO, was a permit required? ☐ YES ☐ NO
5. What was the name of the person who pulled the permit? _____
6. What was the permit number? _____
7. Was the permit obtained on time? ☐ YES ☐ NO
8. Was the Certificate of Occupancy issued? ☐ YES ☐ NO
9. If the Certificate of Occupancy was not issued, explain why. _____

10. Were any inspections missed or performed late? ☐ YES ☐ NO
11. Was the Final Inspection passed? ☐ YES ☐ NO



Marion County Board of County Commissioners

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400

FINANCIAL QUESTIONNAIRE:

1. What was the total contract price? \$ _____
2. What was the total price paid to the contractor? \$ _____
3. If you hire another contractor what is the estimated cost to finish the job? \$ _____
(Attach estimates from licensed contractor(s))
4. Were you obligated to pay any subcontractors or suppliers that the contractor was required to pay?
[] YES [] NO
5. Are there any unpaid bills owed to subcontractors or suppliers which the contractor was responsible to pay for? [] YES [] NO
6. What is the total amount of the unpaid bills? \$ _____
7. Did the contractor sign any statements stating that the bills had been paid? [] YES [] NO
8. Has the contractor been terminated? [] YES [] NO
9. Has the job been finished by you or a new contractor? [] YES [] NO

WORKMANSHIP:

1. List the three (3) most serious items of your complaint and/or those which your contractor will not repair. Use a separate sheet of paper if necessary.

2. Has the contractor offered to repair any and all damage that was caused? [] YES [] NO
3. Has the contractor made an attempt to repair the damage? [] YES [] NO
If YES, how many times? _____
4. Have you had another licensed contractor, architect, or engineer inspect the work?
[] YES [] NO
If YES, list the name of the other licensed contractor, architect, or engineer who performed the inspection: _____

Attachment 1

Formal Complaint to Marion County Building License Department Regarding Ray's Construction, LLC (General Contractor)

Documenting Construction Issues and Request for County Review

Introduction

We are writing to submit a formal complaint to the Marion County licensure board regarding the conduct and performance of Rafael (Ray) Samuel (License # CBC058061), who has been engaged as the licensed general contractor for the construction on our property located at 8231 SW 41st Place Road, Ocala, FL 34481 (Parcel ID 21357-021-00, permit 2024102663). As residents and property owners within your jurisdiction, we are seeking the county's intervention to address several serious concerns that have arisen over the course of this project. Our aim is not only to resolve the current code violation problem, but also to ensure that this specific contractor's behavior be addressed in whatever means are available to address his unprofessional communication and failure to follow appropriate county approvals and code compliance expected of licensed General Contractors. Additionally, holding this licensed GC accountable will encourage future contractors operating within the county are held to and perform to the highest standards of professionalism, safety, and accountability.

Background of the Project

The project commenced on or about October 1, 2024, following the approval of all relevant permits issued by the county. The scope of work included demolishing a modular home, building a new home in the approximate footprint of the modular home with screened-in porches, addressing existing electrical power distribution, and movement of existing carport to ensure a uniform aesthetic for the two (2) intended occupants. The intended occupants are the fathers of both customers (Penny T. and Douglas A. Norkus). The agreement with Ray's Construction, LLC was finalized after reviewing references, viewing

samples of work, and confirming their licensure, bonding, and insurance as per county requirements. An initial payment of \$20,000 was made on Nov 12, 2024 to initiate upfront payment to the draw schedule and commence with modular home demolition. This was after paying for the drawings (August 8, 2024). All draws have been made per the contracted schedule along with costs of changes or adjustments to the contractor/customer work splits. The final draw of ~\$45000 remains as work has stopped by GC since late May 2025.

Unfortunately, early 2025, we have encountered repeated issues that have not only delayed completion but have also compromised the integrity and quality of the construction. Communication from the contractor was one-sided directives rather than collaboration. We had to engage to do some of the work expected of the contractor to find materials when the only solution offered from them was to completely change chosen design elements to other materials that were easier to procure. Despite our efforts to resolve these multiple matters directly with the contractor, including written correspondence that was ignored and (admittedly by the contractor thrown away unread) the problems have persisted, leaving us with no option but to request the county's assistance at this time.

Summary of Complaints

1. Failure to Adhere to Project Schedule

The contractor has failed to provide a written milestones schedule as requested. The verbal completion date provided by Ray Samuel has necessitated rescheduling associated work four times. Ray's Construction reported that they have gone on week-long vacations no less than four times in eight months despite lagging progress. There have been periods of inactivity without explanation; the most significant being the work stoppage from the end of May 2025 wherein everything remaining on the contract could have been completed whilst working with the county on addressing the final electrical inspection issue. This has resulted in significant inconvenience, significant uncertainty, additional costs, and the inability to utilize our property as intended for our ailing, elderly fathers.

2. Lack of Communication, Transparency and Respect

From the outset, communication with this GC has been sporadic and unreliable. Calls and emails are frequently ignored. Meetings never once happened as scheduled for both Andrea and Ray. Updates on the status of the project are rarely provided despite numerous requests. Although voicemails can be left for Andrea, they cannot be left for Ray due to his chronically full voice mailbox, and he refuses to leave voice messages when calling the customer. He leaves curt texts when convenient for himself, but not when it benefits the

customer. Responses given are routinely vague or misleading, making it difficult to make informed decisions or plan accordingly. On the odd occasion of providing responses to questions, Mr. Samuel says unhelpful phrases like ‘you don’t need to know this,’ ‘it’s not time to go over that,’ ‘the draw says the singles have to be on the roof – they don’t have to be installed to get the money,’ with no follow-up.

A specific example of untrustworthy responses occurred regarding the purchase of roof shingles. This was particularly egregious, breaking all trust in communications with Andrea. The planned roof shingles that we selected a few weeks prior were out of production or unavailable and selection from their remaining two choices was required. No alternative was approach was provided. After just a day of our research online and a call to the manufacturer, an acceptable alternative identical to our chosen shingle was found that was locally available and less costly. This demonstrated clearly the lack of customer concern from Andrea and a lack of initiative or capability. In the interest of finishing as quickly as possible, we shifted at that time to direct communication with Ray Samuel. This did improve understanding of issues but degraded over time due to a similar lack of concern regarding customer experience and what became a belligerent dictatorial approach.

This GC’s aggressive style has escalated over time. Ray Samuel has walked away from several non-heated face-to-face inquires and has hung up mid-conversation on the phone displaying a robust self-centered perspective on communication. Ray called Doug ‘a liar’ when Doug informed Ray that he had been in the ER on a day of question: this is hostile nonsense. Ray texted Doug an unexpected \$2000 up-charge as the resolution to the long-standing meter issue the GC created while Doug was in ICU 2 days after open heart surgery: the Samuels were notified that he was in Shands for major surgery.

3. Non-Compliance with County Codes and Permits

A fundamental error and blatant violation of professional ethics is Mr. Samuel’s working outside of drawing requirements or County Codes without getting appropriate approvals in advance. From the laying of the foundation, there have been deviations from the drawing and contractually agreed work. As there was limited discussion initially to resolve issues, those deviations were acceptable by the customer. As the project proceeded, stilted and frustrated communications became the main impediment to working with the general contractor. **The one specific issue holding up work currently that is an apparent code violation is the installation of two electrical meters instead of one.** In this specific instance, unbeknown to the customer, work commenced without the proper drawing update reviewed and approved by the county showing two electrical meters. The contractual agreement in place has always been two meters, as the residence has been

built to accommodate two elderly fathers. It was not understood by the project customer that anything was not per code until the county failed the final electrical inspection because a single-family residence is expected to have only one meter. The initial answer from the general contractor was that he just needed to submit a drawing update, which he did on ~ June 6th. Electrical work was complete and power on at this time. In fact, it was already two weeks past Ray Samuel's initial verbal completion date and power had been applied to the house for several weeks. Had the contractor followed appropriate professional standards of notification and approval of work through the county, this would have been addressed before work commenced and avoided much delay, pain, and suffering. The contractor is now attempting to hold the customer hostage of not completing any work until an additional \$2000 (no invoice or explanation of cost) is provided to address his lack of following county code and protocol of having approval prior to commencing work.

Relevant to this issue and evidence of general contractor incompetence, lack of expected knowledge or willful disregard for county codes and protocol as well as questionable ethics is provided as follows: the county held a specific meeting on June 25, 2025, to ensure all parties understood the county concerns and path forward. One issue was the presence of a doorway between the two units of what appeared to be a duplex but submitted as a single-family residence. Prior to this meeting, unbeknownst to us, the contractor had agreed with the county to remove a center door of the building to resolve one issue, however this was without customer approval and defeated the entire intent of the structure. During the June 25, 2025, meeting, Mr. Savage specifically gave Mr. Samuel the solution to the second issue, namely the presence of two electrical meters. This is something the contractor should already have known/provided and supposedly was the basis of the \$2000 charge already sent to the customer as a 'fix'. Mr. Samuel took no action to resolve the issue until August 12th, even though he had already sent the customer a text stating that "the fix" would cost \$2000 (sent June 16th, whilst the customer was in Shands hospital undergoing major heart surgery). On August 12th, Mr. Samuel met with SECO and the customer to review his solution stating that it was directed from the county via drawings he had received and had his electrician review. During the meeting the SECO representative (Marshall) was able to provide an alternative solution at the customer's request to minimize power outage and disturbance of concrete poured after the current electrical ground power was installed. The alternate solution has benefits of less power outage and less disturbance to previous work (less costly). However, Mr. Samuel did not hear this alternative as he had already walked off the job when his edict that no work would be done until the \$2000 cost was paid was not agreed to by the customer. Mr. Samuel failed to attend a pre-arranged meeting with the county that same day during which

following the solution provided by SECO was agreed. This meeting was specifically arranged to ensure Mr. Samuel's presence. Another example of open disrespect for both the customer and the county inspection personnel helping resolve his oversight.

This unprofessional, bullying approach of Mr. Samuel raises serious concerns about the safety and legality of the construction. I fear it may affect the property's value and my ability to sell or insure it in the future.

5. Strong-arm Cost Escalation Discrepancies

Invoices submitted by the contractor have been inconsistent in content and descriptions of work completed. Demand for 'Verification of Funds and a deposit' three months after the project commenced based on 'fear of your not having the needed resources and the tight schedule of cash flow I have on the project' (according to Andrea Samuel). During these communications, the loose contract language was used to disregard customer concerns, such as when the roof installation had failed inspection. The response from Mr. Samuel was 'the contract doesn't state the shingles have to be installed' for the draw. According to Mr. Samuel, that was his exclusive purview, and the customer had no right to know or consider that in discussions. There is a lack of transparency in billing and scheduling with requests for information going unanswered.

Attempts to Resolve the Issues

Before contacting the county, I have made numerous attempts to resolve these issues directly with both Andrea and Ray of Ray's Construction, LLC, including:

- Submitting (e-mail) specific letter to Andrea and hand-delivered letter to Ray.
- Agreeing to verbal change orders between Doug Norkus and Ray Samuel as Andrea repeatedly failed to send accurate written change orders as per the contract.
- Submitting verbal and text requests for repair and remediation with no response.
- Requesting meetings to discuss scheduling, costs, and quality concerns.
- Consulting with third-party inspectors and experts to document deficiencies.
- Paid for a lawyer to send a demand letter requesting professionalism and respectful communications throughout the remainder of our project.

Despite these efforts, little or no progress has been made, and the contractor has failed to honor their contractual obligations in a timely manner.

Impact on Property and Residents

The ongoing issues have had a significant impact on our health, quality of life and ability to enjoy our property. It has directly interfered with the future occupant's ability to enjoy the property as intended. Both intended occupants have limited time remaining (92-year-old veteran with stage 5 chronic kidney disease and 81-year-old with dementia.) The initial completion provided verbally by Ray Samuel was the end of May 2025. Previous requests for 'rough order' of schedule requested of Andrea were dismissed. A letter to re-align to a collaborative approach was sent to the Samuels by the customer. Andrea, after stating "I don't know what I could have done to warrant a 2-page letter", therefore I have not read the letter and will 'put my head down and complete the job as quickly as possible'. This was ~ March 11, 2025. After this, Ray was provided a printed copy of the same correspondence and hand-delivered by his Son that was working on the job during return of tile samples. After asking for follow-up face to face with Ray in which he stated he hadn't yet read the letter, he admitted ~ 2 weeks later that he 'threw the letter away' and stated he would only talk directly to me and since I hadn't told him the letter was coming, he threw it away. During that conversation, he also stated "I don't care about your feelings regarding the job completion." We have had to reschedule moving of personal belongings 4 times since May based on Ray moving the completion out, often with less than a few days' notice, or only after the estimated date passed. **To this date, there is still no agreed completion date.** Work essentially stopped at the site ~ late May 2025 when they removed dumpster, port-a-potties, etc. from the work site. Ray was provided workmanship issues (re-wiring of electrical box specifically) about which he challenged, requesting 'proof' and commenting that 'he believed his subcontractor's (James of Mini-electric) word regarding the work more than mine.' The proof was provided the day requested (June 6, 2025). Mr. Samuel made a similar expression that Doug was being untruthful regarding medical conditions as he had seen Doug leave the property the day he indicated he could not call him as demanded (via text) because he was in-disposed. Ray refused to address the issue via text as requested, but he did text repeatedly, 'call me.'

No repair work has been scheduled to date. An electrical box re-worked by Mini-Electric under the contract for the duplex is still missing power to the well house. This power is currently provided by an electrical cord from the house to the well house; one of the reasons power interruptions for the subsequent meter correction is a sensitivity. There are several items that could be worked in parallel with resolution of the meter issue, however, Mr. Samuel refused to do the work or address customer concerns. The stress on our entire family and inconvenience caused by delays and uncertainty have been considerable.

Documentation Provided

To assist the county in reviewing this complaint, I am submitting the following documentation:

- Copies of the original contract.
- Invoices, payment records, and billing statements.

I am prepared to provide additional information or access to the property for county inspectors if required.

Requested Action from the County

We respectfully request that the county undertake the following actions:

- Conduct a thorough inspection of the project property to identify code violations and assess the quality of workmanship.
- Review the conduct of Mr. Ray Samuels and Ms. Andrea Samuels in relation to county licensing, permitting, and contracting standards.
- Provide guidance on available remedies, including enforcement actions, mediation, or legal recourse.
- Assist in ensuring the completion of the project to code and in accordance with contractual specifications.
- Advise on steps to protect my rights as a property owner and prevent future occurrences.

Conclusion

As residents of Marion County, we trust that the county shares my commitment to ensuring that construction projects are carried out safely, ethically, and in accordance with all applicable laws. It is our hope that this complaint will prompt a thorough investigation and lead to a resolution that protects the interests of property owners and upholds the integrity of the community.

Thank you for your attention to this matter. We look forward to your prompt response and the opportunity to work collaboratively toward a satisfactory resolution. Please do not hesitate to contact us at 434.989.1822 or douglas.allen.norkus@gmail.com if further information is required.

Attachment 2

Payment Table to Ray's Construction, LLC (General Contractor) for work performed at 8231 SW 41st Place Road (Parcel ID 21357-021-00, permit 2024102663)

Date	Check #	Amount	Purpose	Contract Remaining	Comments
8/8/2024	162	\$2268.00	Construction Drawings	\$290,000.00	
11/12/2024	163	\$20,000.00	Start-up and Demolition	\$270,000.00	
1/1/2025	164	\$45,000.00	Draw 1 – Slab	\$225,000.00	
2/24/2025	166	\$45,200.00	Draw 2 – Framing	\$180,000.00	\$200 net change for removing screen porch and adding workshop electric
3/5/2025	168	\$45,000.00	Draw 3 – Dry-in	\$135,000.00	
4/1/2025	169	\$45,000.00	Cabinet – Drywall plus	\$90,000.00	
5/12/2025	172	\$45,646.80	Cabinets, Flooring, etc.	\$45,000.00	\$646.80 net change for disputed French door panel blinds
PENDING COMPLETION OF WORK	NA	\$45,000.00	Final Draw, Certificate of Occupancy, complete walkthrough	PENDING COMPLETION OF WORK	Customer has credit for materials furnished, payments to SECO energy, and damage to CenturyLink phone line; Contractor demanding additional \$2000 to meet county electrical code

RAY'S CONSTRUCTION OF OCALA, INC.

6300 SE 41st Court Ocala, FL 34475 352-622-1129 Office 352 266-7325 Cell
website: raysconstructionofocala.com email: Raysconstruct@aol.com Lic. # CBC058061

C O N T R A C T

RESIDENTIAL CONSTRUCTION AGREEMENT AND SPECIFICATIONS

FOR

Douglas & Penny Norkus
Ocala, FL 34482
434 989-1822

- 1. PLANS AND SPECIFICATIONS:** Builder will construct an approx 2,268 total sq.ft.
2 Bedroom 2 Bath concrete block residence as per plans submitted to meet Florida Southern Building Codes.

The specifications are as follows:

2 Bedroom 2 Bath Split plan Residence

1. PLANS- N/A
2. PERMITS- Obtain the Building, Plumbing, Electrical, HVAC, & Septic Permits, as needed.
3. FOUNDATION- Build a 12" X 20" Monolithic foundation, to code.
4. TERMITE TREATMENT- Pretreat foundation for subterranean termites. *Termite*
5. EXTERIOR WALLS- 8" concrete blocks with steel reinforcements, to code.
6. TRUSS- Install pre-engineered truss with pitch per plan.
7. SUB FACIA- Install 2 x 6 spruce.
8. SOFFITS- Vented aluminum soffits.
9. SHINGLES- 25 - 30 yr warranty Fungus Resistant.
10. RIDGE VENT- 20 to 30 feet of aluminum ridge vent.
11. WINDOWS- Double Insulated Low "E" with screens.
12. EXTERIOR DOORS- Per plan, insulated doors w/ a decorative front.
13. EXTERIOR FINISH- Stucco block complete, with decorative front.
14. EXTERIOR PAINT- Apply two coats of exterior paint to match existing.
15. INTERIOR WALLS- 2X4 Stud walls (16" O.C).
16. INTERIOR INSULATION- R-5 Insulation board on block, R-30 to 38 in ceiling.
17. INTERIOR CEILING- (Per plan) 9'4".
18. INTERIOR FINISH- 1/2" Drywall with knock-down texture thru out.
19. INTERIOR TRIM- Wood 3 1/2" baseboards.
20. INTERIOR DOORS- Painted large panel 6'8" interior doors.
21. INTERIOR PAINT- Apply two coats of vinyl latex semi-gloss or low luster paint, to include trim painting.
22. SHELVING- Closet Maid coated continuous shelving in closets.
23. HARDWARE- Kwik set interior and exterior locks.
24. FLOORING- LVP thru out up to \$2.25.
25. SHOWERS- Install ceramic tile in wet areas, tiles not to exceed \$1.50 per/sq. ft.
26. LIGHT FIXTURES- Install fan boxes in all rooms plus \$500 allow for light fixture per unit.
27. PLUMBING- Standard Briggs white w/ Comfort Height Toilets. Chrome or Satin Nickel Fix.
28. CENTRAL HEAT & AIR- Lennox Energy Saving Heat Pump or equivalent to code.
29. CABINETS- Wood w/ raise panels custom cabinet and upgraded formica counter tops.

Building on Quality

RAY'S CONSTRUCTION OF OCALA, INC.

6300 SE 41st Court Ocala, FL 34475 352-622-1129 Office 352 266-7325 Cell
 website: raysconstructionofocala.com email: Raysconstruct@aol.com Lic. # CBC058061

30. APPLIANCES- Micro hoods or \$600 allowance to purchase and installation.
 31. LANDSCAPING- General grading and up to 5,200 sq. ft. sod for disturb areas.
 32. Miscellaneous- Doorbells, Window sills, smoke alarms, door stops, Dead bolt locks, toggle switches with dim, 150 Amp Service Panel, Lever Door handles, & fan light front porch.
 33. DEMOLITION- Pull permit to remove existing trailer, screen room & deck not to exceed \$7k
 34. COVERED LANAI- Remove existing covered porch and reinstall upon completion.
 35. SEPTIC SYSTEM- Connect to existing. Carport
 36. WELL- Connect to existing.
 37. EXTRAS- Mirrored Medicine Cabinet & Mirrors over toilets in baths, ADA toilets, handheld showerheads, lever lav faucets, Screen front porch w/ door, wire for wall ovens & cooktops, disconnecting water softener, electricity, & water, ceiling fans, and purchase & install grab bars.
- *The builder agrees to make every effort to demo and reconstruct without interrupting water & electricity to existing building. However, builder does not guarantee. Builder will seek owners advice, counsel and permission on any adverse or unexpected conditions.

Any additions, deletions, or other changes as the parties may hereafter agree to, shall be made by written change order and signed by both parties to this agreement and shall specify any changes in price, if applicable, resulting from said change order.

3. **CONTRACT PRICE AND METHOD OF PAYMENT:** Owner(s) shall pay builder for said construction the cost of construction for a sum of \$ 290,000, in U.S. funds. This price is valid for 60 days. The builder request at least \$10k start up draw to be paid at Commencement. The balance of the contract to be paid in accordance to the draw schedule as follows:

Residential Cost Break Down

House 2/2 2,268 sq.ft. ----- \$125sqft----- \$290,000
 This amount includes the demolition, not to exceed \$7000 to contractor

Norkus Draw Schedule

Start Up Draw COMMENCEMENT- Permitting	10,000
DEMO Draw- Upon completion of Demo of Manufactured Home	10,000
Draw 1 SLAB- Rough Plumbing, Footer, Slab Pour	45,000
Draw 2 FRAMING -Blocks, Lintels, Framing Roof Deck, Windows, Drs	45,000
Draw 3 DRY-IN- Shingles, Rough Electrical, Plumbing, Hvac	45,000
✓ Draw 4 CABINET- Drywall, Trim Carpentry, Painting, Tile, Septic ✓	45,000
Draw 5 Cabinets, Flooring, Mirrors, Shelving, Grass, Water	45,000
0 FINAL DRAW Trim Extras, Certificate of Occupancy, complete walkthrough	45,000
	\$290,000

The above is a Draw Schedule. It is not a cost breakdown. Please use for the purpose of payments.

4. **COMMENCEMENT OF CONSTRUCTION:** Builder will commence construction upon authorization by Owner(s). Construction shall be completed by the builder within a reasonable time estimated by the parties at 300 days and not to exceed 365 days from the day permit is issued. However, it is recognized that building materials desired for use may not be available and delays caused thereby shall not be counted as part of the time provided, nor shall delays caused by strikes or acts of God. Also, change orders made on the home, may delay construction and add to the time of construction.

5. **PERMITS:** Builder shall apply for all permits necessary to the execution and completion of the work within 30 days of closing. Builder shall also comply with all laws and requirements bearing on the conduct of the work.

Building on Quality

RAY'S CONSTRUCTION OF OCALA, INC.

6300 SE 41st Court Ocala, FL 34475 352-622-1129 Office 352 266-7325 Cell
website: raysconstructionofocala.com email: Raysconstruct@aol.com Lic. # CBC058061

6. **RISK OF LOSS:** Buyer shall obtain adequate builder's risk to insure home and property Against Vandalism or acts of God that will result in a loss of material or structure during construction. The Builder agrees to carry adequate insurance to cover personal and public property damage to cover any claims for injury or damage arising out of the performance of the Agreement. The liability insurance limits will comply with all requirements of the City and the State of Florida.
7. **WARRANTY:** All materials shall be new and of good quality and all labor performed in good workmanlike manner. The Builder shall observe and obey all rules, regulations, and laws pertaining to such construction including minimum building codes and regulations. Builder shall permit Owner(s) and owner's representative to inspect all work and materials at ALL reasonable times and shall, after receiving notice verbally or in writing prior to final acceptance by owner, remove all defective materials and rework all defective work. The same shall apply to any work or materials found to be unsatisfactory by a public official's inspection.
- In no event shall Owner(s) be charged for replacing defective material or reworking defective work. Builder shall guarantee all materials and workmanship performed by a builder, hired contractors, for a period of one (1) year from completion, except for items covered by the manufacturer's warranties, which may be longer.
8. **ASSIGNMENT:** The rights and /or obligations hereunder shall not be reassigned and/or transfer without the prior written consent of the parties hereto.
9. **ATTORNEY'S FEES:** In connection with any litigation arising out of this Agreement, the prevailing party shall be entitled to recover all costs incurred, including reasonable attorney's fees.
10. **FINAL CLEANUP:** Upon completion the Builder will clear the building and area of any debris or building wastes.

This Agreement shall be binding upon the parties hereto, their heirs, successors, or assigns upon commencement of construction.

IN WITNESS WHEREOF, the parties have affixed their hands and seals and executed this Agreement the day and year first above written.

Signed, sealed and delivered in our presence as witnesses:

<u>Andrea Samuel</u>		<u>9/23/2024</u>	
Andrea Samuel			
<u>Douglas A. Harkins</u>	<u>September 29, 2024</u>		
Owner	Date	Owner	Date

Building on Quality

RAY'S CONSTRUCTION OF OCALA, INC.

6300 SE 41st Court Ocala, FL 34475 352-622-1129 Office 352 266-7325 Cell
website: raysconstructionofocala.com email: Raysconstruct@aol.com Lic. # CBC058061

INVOICE

Douglas & Penny Norkus
8235 SW 41st Place Rd
Ocala, FL 34482
434 989-1822

Norkus Draw Schedule

Start Up Draw Signing of NOC & Permitting	10,000
DEMO Draw- Upon completion of Demo of Manufactured Home	10,000
Draw 1 SLAB- Rough Plumbing, Footer, Slab Pour	45,000
Draw 2 FRAMING -Blocks, Lintels, Framing Roof Deck, Windows, Drs	45,000
Draw 3 DRY-IN- Shingles, Rough Electrical, Plumbing, Hvac	45,000
Draw 4 CABINET- Drywall, Trim Carpentry, Painting, Tile, Septic	45,000
Draw 5 Cabinets, Flooring, Mirrors, Shelving, Grass, Water	45,000
FINAL DRAW Trim Extras, Certificate of Occupancy, complete walkthrough	45,000
	\$290,000

11/12/24 START UP DRAW & SIGNING OF NOC & PERMITTING	\$10,000
11/12/24 DEMO DRAW	\$10,000

TOTAL \$20,000

CHK #163 Rec'd 11/12/24
Payment Receipt
Samuel

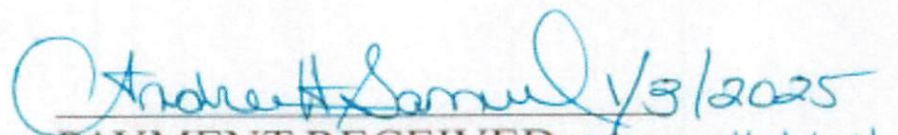
RAY'S CONSTRUCTION OF OCALA, INC.

6300 SE 41st Ct. Ocala, FL 34480 352-622-1129 Office 352 629-1121 Fax 352 266-7325 Cell
website: raysconstructionofocala.com email: Raysconstruct@aol.com Lic. # CBC058061

INVOICE Slab Draw Receipt

Douglas & Penny Norkus
8231 NW 41st PL RD
OCALA, FL 34481

Start Up Draw COMMENCEMENT- Permitting	10,000
DEMO Draw- Upon completion of Demo of Manufactured Home	10,000
Draw 1 SLAB- Rough Plumbing, Footer, Slab Pour	45,000
Draw 2 FRAMING -Blocks, Lintels, Framing Roof Deck, Windows, Drs	45,000
Draw 3 DRY-IN- Shingles, Rough Electrical, Plumbing, Hvac	45,000
Draw 4 CABINET- Drywall, Trim Carpentry, Painting, Tile, Septic	45,000
Draw 5 Cabinets, Flooring, Mirrors, Shelving, Grass, Water	45,000
FINAL DRAW Trim Extras, Certificate of Occupancy, complete walkthrough	45,000
	\$290,000


PAYMENT RECEIVED CHK #164

Building on Quality

RAY'S CONSTRUCTION OF OCALA, INC.

6300 SE 41st Court Ocala, FL 34475 352-622-1129 Office 352 266-7325 Cell
website: raysconstructionofocala.com email: Raysconstruct@aol.com Lic. # CBC058061

30. APPLIANCES- Micro hoods or \$600 allowance to purchase and installation.
 31. LANDSCAPING- General grading and up to 5,200 sq. ft. sod for disturb areas.
 32. Miscellaneous- Doorbells, Window sills, smoke alarms, door stops, Dead bolt locks, toggle switches with dim, 150 Amp Service Panel, Lever Door handles, & fan light front porch.
 33. DEMOLITION- Pull permit to remove existing trailer, screen room & deck not to exceed \$7k
 34. COVERED LANAI- Remove existing covered porch and reinstall upon completion.
 35. SEPTIC SYSTEM- Connect to existing.
 36. WELL- Connect to existing.
 37. EXTRAS- Mirrored Medicine Cabinet & Mirrors over toilets in baths, ADA toilets, handheld showerheads, lever lav faucets, Screen front porch w/ door, wire for wall ovens & cooktops, disconnecting water softener, electricity, & water, ceiling fans, and purchase & install grab bars.
- *The builder agrees to make every effort to demo and reconstruct without interrupting water & electricity to existing building. However, builder does not guarantee. Builder will seek owners advice, counsel and permission on any adverse or unexpected conditions.*

Any additions, deletions, or other changes as the parties may hereafter agree to, shall be made by written change order and signed by both parties to this agreement and shall specify any changes in price, if applicable, resulting from said change order.

3. **CONTRACT PRICE AND METHOD OF PAYMENT:** Owner(s) shall pay builder for said construction the cost of construction for a sum of **\$ 290,000**, in U.S. funds. This price is valid for 60 days. The builder request at least \$10k start up draw to be paid at Commencement. The balance of the contract to be paid in accordance to the draw schedule as follows:

Residential Cost Break Down

House 2/2 2,268 sq.ft. -----\$125/sqft-----\$290,000

This amount includes the demolition, not to exceed \$7000 to contractor

Norkus Draw Schedule

Start Up Draw COMMENCEMENT- Permitting	10,000
DEMO Draw- Upon completion of Demo of Manufactured Home	10,000
Draw 1 SLAB- Rough Plumbing, Footer, Slab Pour	45,000
Draw 2 FRAMING -Blocks, Lintels, Framing Roof Deck, Windows, Drs	45,000
Draw 3 DRY-IN- Shingles, Rough Electrical, Plumbing, Hvac	45,000
Draw 4 CABINET- Drywall, Trim Carpentry, Painting, Tile, Septic	45,000
Draw 5 Cabinets, Flooring, Mirrors, Shelving, Grass, Water	45,000
FINAL DRAW Trim Extras, Certificate of Occupancy, complete walkthrough	45,000
	\$290,000

The above is a Draw Schedule. It is not a cost breakdown. Please use for the purpose of payments.

4. **COMMENCEMENT OF CONSTRUCTION:** Builder will commence construction upon authorization by Owner(s). Construction shall be completed by the builder within a reasonable time estimated by the parties at 300 days and not to exceed 365 days from the day permit is issued. However, it is recognized that building materials desired for use may not be available and delays caused thereby shall not be counted as part of the time provided, nor shall delays caused by strikes or acts of God. Also, change orders made on the home, may delay construction and add to the time of construction.

5. **PERMITS:** Builder shall apply for all permits necessary to the execution and completion of the work within 30 days of closing. Builder shall also comply with all laws and requirements bearing on the conduct of the work.

RAY'S CONSTRUCTION OF OCALA, INC.

6300 SE 41st Ct. Ocala, FL 34480 352-622-1129 Office 352 629-1121 Fax 352 266-7325 Cell
website: raysconstructionofocala.com email: Raysconstruct@aol.com Lic. # CBC058061

INVOICE

Framing Draw Receipt

Douglas & Penny Norkus
8231 NW 41st PL RD
OCALA, FL 34481

Start Up Draw COMMENCEMENT- Permitting	10,00
DEMO Draw- Upon completion of Demo of Manufactured Home	10,00
Draw 1 SLAB- Rough Plumbing, Footer, Slab Pour	45,00
Draw 2 FRAMING -Blocks, Lintels, Framing Roof Deck, Windows, Drs	45,00
Draw 3 DRY-IN- Shingles, Rough Electrical, Plumbing, Hvac	45,00
Draw 4 CABINET- Drywall, Trim Carpentry, Painting, Tile, Septic	45,00
Draw 5 Cabinets, Flooring, Mirrors, Shelving, Grass, Water	45,00
FINAL DRAW Trim Extras, Certificate of Occupancy, complete walkthrough	45,00
	\$290,00

Received 2/24/25 Draw 2 Framing Check#166 Paid \$45,200.
Draw 2 per draw schedule \$45,000 plus
Electrical Extras of \$200.

Andrea H Samuel

PAYMENT RECEIVED

Building on Quality

RAY'S CONSTRUCTION OF OCALA, INC.

6300 SE 41st Ct. Ocala, FL 34480 352-622-1129 Office 352 629-1121 Fax 352 266-7325 Cell
website: raysconstructionofocala.com email: Raysconstruct@aol.com Lic. # CBC058061

INVOICE

Dry-In Draw

Douglas & Penny Norkus
8231 NW 41st PL RD
OCALA, FL 34481

Start Up Draw COMMENCEMENT- Permitting	10,00
DEMO Draw- Upon completion of Demo of Manufactured Home	10,00
Draw 1 SLAB- Rough Plumbing, Footer, Slab Pour	45,00
Draw 2 FRAMING -Blocks, Lintels, Framing Roof Deck, Windows, Dry	45,00
Draw 3 DRY-IN- Shingles, Rough Electrical, Plumbing, Hvac	45,00
Draw 4 CABINET- Drywall, Trim Carpentry, Painting, Tile, Septic	45,00
Draw 5 Cabinets, Flooring, Mirrors, Shelving, Grass, Water	45,00
FINAL DRAW Trim Extras, Certificate of Occupancy, complete walkthrough	45,00
	\$290,00

DRAW #3 Paid in full Check #168

Samuel

Andrea H

Rec'd

March 5, 2025

Building on Quality

RAY'S CONSTRUCTION OF OCALA, INC.

6300 SE 41st Ct. Ocala, FL 34480 352-622-1129 Office 352 629-1121 Fax 352 266-7325 Cell
website: raysconstructionofocala.com email: Rayconstruct@aol.com Lic. # CBC058061

INVOICE Draw Receipt

Douglas & Penny Norkus
8231 NW 41st PL RD
OCALA, FL 34481

Start Up COMMENCEMENT- Permitting	10,000	
DEMO- Upon completion of Demo of Manufactured Home	10,000	
Draw 1 SLAB- Rough Plumbing, Footer, Slab Pour	45,000	
Draw 2 FRAMING -Blocks, Lintels, Framing Roof Deck, Windows, Drs	45,000	
Draw 3 DRY-IN- Shingles, Rough Electrical, Plumbing, Hvac	45,000	
Draw 4 CABINET- Dry wall, Trim Carpentry, Painting, Tile, Septic	45,000	PAID 4/1/25
Draw 5 Cabinets, Flooring, Mirrors, Shelving, Grass, Water	45,000	
FINAL FINAL- Certificate of Occupancy, complete walkthrough	40,000	
	\$285,000	

Andrea H Samuel

PAYMENT RECEIVED

Chk # 169

Building on Quality

RAY'S CONSTRUCTION OF OCALA, INC.

6300 SE 41st Ct. Ocala, FL 34480 352-622-1129 Office 352 629-1121 Fax 352 266-7325 Cell
website: raysconstructionofocala.com email: Raysconstruct@aol.com Lic. # CBC058061

INVOICE Slab Draw Receipt

Douglas & Penny Norkus
8231 NW 41st PL RD
OCALA, FL 34481

Start Up Draw COMMENCEMENT- Permitting	10,000
DEMO Draw- Upon completion of Demo of Manufactured Home	10,000
Draw 1 SLAB- Rough Plumbing, Footer, Slab Pour	45,000
Draw 2 FRAMING -Blocks, Lintels, Framing Roof Deck, Windows, Drs	45,000
Draw 3 DRY-IN- Shingles, Rough Electrical, Plumbing, Hvac	45,000
Draw 4 CABINET- Drywall, Trim Carpentry, Painting, Tile, Septic	45,000
Draw 5 Cabinets, Flooring, Mirrors, Shelving, Grass, Water (95% Complete)	45,000
FINAL DRAW Trim Extras, Certificate of Occupancy, complete walkthrough	45,000
	\$290,000

Paid CK# 172
5/12/24 Amount
45,646.80

CK# 172
\$45,646.80

Extras: Garage Door Opener
Garbage Disposals

LESS SECO 12.20

\$450.00

\$340.00

\$790.00

143.20

\$646.80

Andrea H Samuel

Communication to Marion County Building License Review Board regarding Ray's Construction of Ocala, Inc. (General Contractor)

This is to summarize my experience working with Ray and Andrea Samuel of Ray's Construction of Ocala, Inc. for the past thirteen months. Although a contractor may operate their business in nearly any fashion they wish, allowing the market to primarily address performance issues, as a Licensed General Contractor, the business must also meet ethical and operational expectations to ensure community safety and integrity standards are met. I do not believe Ray's Construction of Ocala, Inc. met the standards expected of a licensed contractor in Marion County when working the project at 8231 SW 41st Place Road, Ocala, FL 34481. While there are further examples beyond those discussed here, I am focusing on what I consider to be the primary ethical and county standards that were breached. From my perspective, the fundamental shortcomings in the arrangement were the Samuel's having a fixed mindset regarding their interpretation of codes and contract terms mixed with an unwillingness to collaborate with their customer, and perhaps their sub-contractors. Several questions during the build would be addressed as 'we'll re-do that after the inspection'. Other common responses were 'you don't need to know that'; 'that [information] isn't needed yet'; 'I didn't allot/account for that in the project' (e.g. concrete, painting), sometimes with an expectation of additional cost to the customer. There was also a pattern of not doing the work to original intent of the drawing/contract with expectation of accepting the undesirable condition or incurring additional costs to rectify (workshop cabinet, carport electrical panel, electrical light/fan switches.) This would occur even when informed ahead of time so work would not have to be redone, as in the case of the cabinets and appliance installation. A specific instance of this occurred regarding the need to have separate fan/light toggle switches. James of Mini-electric (Electrical sub-contractor) had a similar response of "I'll come back after inspection and fix it." The inspection is done, but no repairs have been made. My experience is that they would leave details unstated or, from their perspective 'none of [the customer's] business' until after the deviation was brought to their attention by the customer or county inspectors. All projects have deviations and changes. We attempted to minimize occurrence of change, misunderstandings, or quality issues through drawing review and discussions prior to signing the contract and by following the construction process. We did not expect zero issues or changes. We did expect professional, collaborative problem-solving aligned with the original intent of the project. Unfortunately, when issues occurred, instead of open discussion, the primary response was directives or demands with a take it or leave it proposition, sometimes adding "I don't care how you feel about this." We also did not anticipate undisclosed practices peculiar to Ray's Construction of Ocala, Inc.

stated as ‘that’s how we normally do it’. An additional complication on this project was the unwillingness or inability of Andrea to create a consistent, cogent Change Order document. We asked for a change order when Andrea suggested changing the sliding glass door to French Doors. We never received a change order and subsequently had different understanding of the verbal agreement, costing us an additional ~\$640 based on Andrea’s interpretation that inner blind options constituted window treatments, which are not part of the contract. Andrea provided an itemized list of electrical components and their costs to record the workshop’s electrical modifications, but the list failed to accurately reflect the extra work performed and did not correctly total the net cost difference (\$200 owed by us). I provided a paragraph list of the changes to which Ray and I had agreed, suggesting we could sign this, but that was not acceptable to Andrea. The absence of structured change order procedures led Ray and me to manage these modifications through direct verbal agreements. It would have been better had we stuck to the contract requirement to have changes documented in writing, with a standard form and process. As other discussion points (deviations or contract interpretations more so than requested changes from either party) developed, the default expectation from the General Contractor (GC) was for us to accept deviations, lack of adherence to the drawing or contract even when brought to their attention. An early example on the project occurred with the house positioning on the lot. During drawing review, alignment to a pre-existing carport was used as an anchor point to establish the position and orientation of the house. Based on this, one of the covered porches was extended to enable covered access to the carport, adding to the cost. During construction, this was changed to make construction easier and less costly by not requiring removal of existing concrete. This was resolved collaboratively (no change order). The acceptance was based on a common desire of efficiency and the promise of moving the carport relative to the new position of the house. However, the carport was not moved as one of the unstated limits/job estimates was the allocated concrete for the project. The carport would be moved if we paid for additional concrete required in the new location. An additional relevant example was the height of the block walls. The print indicated ~8' heights, but the contract specified 9' 4". Andrea’s first request was to accept the condition as is, even though it would change a significant design feature of the dwelling. We did not agree, and the wall height was added to the structure, but not repaired, causing knock-on issues for electrical installation. I don’t know if the drawings submitted to the county were revised or are required to be revised, however, I don’t want there to be downstream issues with the county once the project is complete. I have lost any confidence or trust of Ray’s Construction of Ocala, Inc to be an honest broker with the county and ask the board to weigh in on my concern.

I am providing three attachments with supporting detail regarding my most concerning ethical or standards violations: Attachment 1, Formal Communication from me to Andrea and Ray attempting to resolve a concern Andrea had regarding payments and requesting a formal Verification of Funds (VOF). Attachment 2, Timeline of project abandonment exceeding 90 days. Attachment 3, Timeline of Electrical Code violation. Although the abandonment/delay of the project and the electrical code violation could be seen as related, I am separating them for clarity as well as recognition that no attempts from me personally, the county representatives, or our legal counsel has changed the belligerent 'take it or leave it' approach from Ray's Construction of Ocala, Inc. While I am not a lawyer, it seems Ray's deliberate work delay and request for \$2000 to fix the electrical code violation could be considered extortion. It is irrelevant he eventually acquiesced as the threat had already been made and followed through on by delaying the project nearly ten weeks by then. I had also expended significant time work to find alternate electrical service providers as well as incurring attorney's fees.

Attachment 1 Narrative

Attempt to resolve Ray's Construction of Ocala, Inc. cashflow concern and improve communications

This is submitted as demonstration of the seriousness to which having a positive relationship and project outcome was to me. I have not experienced any improvement in demonstrated respect from the General Contractor, Ray Samuel, despite multiple informal requests and a formal request from my attorney. In fact, as of today (October 22, 2025) the disrespect is worse as Ray has made good on his Oct 7 statement that he will not talk to me anymore. The electrical subcontractor was scheduled to install the single box for the meter today (see attachment 3). He did not show up to the job site and as of 7:30 PM no communication from Ray indicating when the work will be rescheduled has been received. This dereliction of basic courtesy is absent. My effort to positively impact on the communications and therefore the project outcome began in March 2025. Andrea came to our house to collect Draw #3 (Dry-In: Shingles, Rough Electrical, Plumbing, HVAC). During this conversation Andrea expressed concerns that I would not have the funds to complete the project. There was no explanation as to why she thought this was a possibility as we had paid the start-up and demo draw together, draw #1 and draw #2 as requested. However, she also stated that she had not managed the project payments for cash flow properly as this was the first project for them that did not go through a bank financing process. Early in the conversation, I had called Ray as I felt he should be part of the conversation as he and I had agreed to be the primary conduit of communication since I had lost trust in Andrea's willingness to be forthcoming when I had to do her job to

address the roof shingles being out of production. It was during this phone conversation that Ray not only considered it solely a funding rather than a quality/performance issue but also stated the contract did not state the Shingles had to be installed to get the draw. It is this duplicitous self-serving changing rationale to suit their desired outcome from both Andrea and Ray that is at the root of the ethical and code violations that ultimately required the county inspection organization to help resolve. Please accept attachment 1 as an extemporaneous statement of facts at the time. I also include Andrea's response that she 'did not read it as she could not imagine anything she would have done to warrant a 2-page letter.' It was a few weeks later that Ray stated something to the effect of 'I tore up your letter without reading it.' This was during an in-person discussion from his telling me he had not read the letter yet multiple times. This is given here as an example of the dishonest communication that became the cornerstone of Ray's unwillingness or inability to hear opposing views or customer concerns in a reasonable manner. In this discussion, as I had included the VOF letter from Merrill Lynch as they had requested even though there was no apology as requested in my letter before doing so. I was shocked when he added insult to injury by stating, "I won't give you an apology, I've done nothing wrong. I don't care how you feel about this project." This was likely the first, but not the last time Ray stated to me "I don't care how you feel about this job." This was from a man that thought it appropriate to chastise me when I inadvertently said 'hell' in a discussion with his wife, telling me that 'it affects the relationship and follow on communications.' I apologized to both by text and email after his criticism. Despite not believing I acted improperly or disrespectfully, I wanted to rectify the issue out of respect for their expressed concern. In the case of the VOF letter, he had implied several times that he merely hadn't read the letter yet, not that he had intentionally ripped up the correspondence, not reading it and destroying the very proof of funding they had requested. This was more insulting than the original slight of accusing me of not having sufficient funds and I stated so with "Shame on You" response. In the letter was also an offer to discuss the cash flow of the project as I did not want them concerned about either funding or be in a negative cashflow situation. Since they could not bring themselves to discuss the topic, I don't know if it led to cutting corners on the work or quality of the workmanship, which was my concern. I do know that an incorrect bathroom vanity cabinet was intentionally installed in the workshop only to be removed and the cabinet specified in the drawing was never installed. That is an example of poor quality that could have been the result of their response to this issue. My concerns were validated with workmanship on the project (specifically with cabinets having to be re-done, some of which could not be repaired, and the workshop cabinet removed based on schedule drivers, never re-installed when Ray slipped the completion by 4 months without notification or discussion). Please validate everything Ray or Andrea present as explanation of meeting the ethical and code of conduct expectations of a licensed General

Contractor. They seem to have a very narrow and specific perspective from which they operate that doesn't always align with independent views. Neither Ray or Andrea ever simply asked 'how can we make the project go more smoothly', they did not 'put their heads down and finish the job as soon and as efficiently as possible' as asserted in Andrea's e-mail response to my letter attempting to improve the situation.

Attachment 2 Narrative

Timeline of project abandonment exceeding 90 days.

Ray had stated in early May 2025 that the project would be complete by the end of May. He had even removed the dumpster, port-a-potty, and other items from the job site in preparation of completion. The last meaningful job performed by a subcontractor was the electrical panel under the carport that was re-wired in early June (that work remains incomplete even though Ray was notified specifically via Text on June 6, 2025 of an issue). In a brief call on October 7, 2025, Ray stated he would not be doing any of that 'old work', laughing once again at the question. The water treatment system is powered via electrical extension cord as shown to Ray in June to this date. Although there were additional bathroom installations and repair/bump-out items to do, no additional work was performed until October 15, 2025, when Steve Charleston (MITRE Man of Ocala) installed the safety grab bars in the bathrooms. This too was only done after an initial attempt of deviating from the contract and specific lay-out provided to Ray in March 2025 in order to prevent wasted time and effort. There remain contract and bump-out items remaining to this date.

No final walk-through has been conducted to date. Although Ray had adjusted completion estimates previously to the end of June no current completion estimate has been provided by Ray. In fact, on a 10/7/2025 call, Ray specifically stated that he did not have to provide me any schedule or completion date and would not be doing so. When viewing the attachment 2 time-line adjacent to attachment 3 time-line, it is my proposal that Ray used the time available in the contract and the time in which the permit would expire to exert maximum pressure on us to pay his demand of \$2000 instead of completing the project professionally and in good faith as expected of Marion County General Contractors. I also believe this meets the definition of extortion. I know the coercion felt like extortion. I was no longer willing to give into this inappropriate, disrespectful bullying. Although it is not relevant to a code violation, I would like the board to understand for whom this project is being done: My father and father-in-law. One is a 92-year-old Korean Vet with Chronic

Kidney Disease (CKD). During the last 5 months of intentionally delayed work, he declined from Stage 4 to Stage 5 CKD, which is the terminal stage. The other is an 81-year-old widower with Dementia currently in a memory care unit. Andrea and Ray are keenly aware of our situation and I believe were using our desire for quick resolution as leverage to coerce additional funds. There were many options available to Ray, other than delaying the work. He could have responded with 'A mistake was made, and although I don't accept full responsibility, I am going to meet the county's requirements and we will settle the cost disagreement during the final draw.' This obvious kicking of the issue down the road would not have resolved it until later, however, it would have resulted in the project being complete far closer to the contractual expectation of 300 days from permit start and maximum of 365 days. That would also have resulted in some level of good will, however, as in the example of attachment 1, that is not the way of Ray's Construction of Ocala, Inc. That is why consequences from the board, an authority which should garner respect from the GC, is essential as nothing else has or will impact their egregious business practices.

Attachment 3 Narrative

Timeline of Electrical Code violation.

Although this item is what ultimately caused the biggest issue with Marion County code enforcement regarding permitting and final inspections, the behaviors from the Samuel's during restitution was indicative of what we have been dealing with since having to find a source for the roof shingles in Feb, 2025 when Andrea refused to find alternative solutions other than her requesting we select an inferior style from the 3 options originally presented (the remaining 2 options were nothing like our desired choice). It is with the skepticism of that experience we engaged on the electrical installation issue in June 2025.

The building was powered on with 2 meters on May 6th, 2025. This was per discussions with Andrea of Ray's Construction of Ocala, Inc. and arranged through SECO. The first time we knew of a county code concern was when we were called by Marissa Switcher on June 10, 2025. She was setting up a meeting with Mr. Mike Savage and staff to discuss the failed electrical inspection. Although she wanted to set the meeting for June 13, 2025, I could not support that day as I was scheduled for open-heart surgery in Gainesville. On a personal note, Ray called me a liar on a few occasions leading to this event wherein he declared that because he saw me earlier in the day, I couldn't have been in an emergency clinic unable to talk (as opposed to texting) him as he was demanding. Soon after recovering from surgery, we reached out to Marissa at the county to resume our discussion, but were told the issue

had been resolved with the contractor and that we should follow up with them. We requested the follow-up meeting as we did not trust the contractor to represent our interests in good faith. This meeting occurred on June 25th, 2025, led by Mr. Mike Savage and attended by several county personnel as well as Andrea, Ray, and us (Doug & Penny Norkus). In that meeting, we discovered that Andrea had agreed to remove the door between the two sides of the dwelling as well as to install a single electrical meter. Removal of the door would completely change the functionality of the property and was unacceptable to us. We explained to the group the intent of the property was as a home to be shared by our father and father-in-law. That was the purpose of building 2 sides and having separate utility billing. We worked with Cindy Garr of zoning to sign paperwork for the Single-Family zoning so the door could remain. Although I would have preferred to keep the two panels that had been installed since ~ April and powered on since May, having passed two county inspections, the county was firm on allowing only a single meter to the dwelling. The use and design of the structure was known by the General Contractor from the onset of the contract. It is the General Contractor's responsibility to build to Marion County code. What I have discovered over the last four months working to resolve this issue leads me to conclude Ray's Construction of Ocala, Inc. did not follow required process. Whether through ignorance, incompetence, or intentionally, the result was an unacceptable code violation for which they were contractually and professionally obligated to meet. Instead of acknowledging the issue and expediting rectification and project completion, Ray attempted to charge us \$2000 from us to fix the issue he should have prevented. When that did not work, Ray's Construction of Ocala, Inc. delayed the project to add pressure to us to concede through illegitimate casting blame on the county or his electrical contractor (James of Mini-Electric) as cause of the delay. The most relevant evidence to support my argument (noted in the timeline) are: (1) June 16th, 2025, Text from Ray Samuel stating the county requires us to change the service to a single meter at the cost [to us] of \$2000. (2) June 25, 2025 meeting with County leadership in which Mr. Savage made it clear only one meter was allowed per code, (3) July 7th, 2025 Ray Samuel text "Good morning I'm back and am checking to see what the county said", (4) July 14th, 2025 Ray Samuel text [identical to text of July 7th] "Good morning I'm back and am checking to see what the county said" (5) August 12th, 2025, meeting with Ray Samuel, Marshall of SECO Energy and Doug Norkus during which Ray stated, "The work will not get done until you pay me \$2000". He then proceeded to walk off the jobsite with me telling him "It's your responsibility and I'm not paying you to fix what should never have happened. Just do your job." (6) On August 12th, 2025, I met with Mike Biganali, County Inspection Manager, Tito, Lead County Electrical Inspector, and an additional county electrical inspector to ensure alignment of expectations among all parties. Ray Samuel was invited by the county and expected to be present. He did not attend. I relayed to the group the conversation with

Ray, Marshall, and I from earlier in the day to the group. (6) I don't have specific records of the phone calls wherein Ray Samuel stated various excuses for the delay such as: he was waiting on the county for a drawing; that the county had just emailed him a drawing to follow (did not provide copy as requested) and that he doesn't know electrical, James of Mini-electric would be working it). It is my view that Ray was not an honest broker of information in his communication with the County Building Inspection organization. (7) In addition to the significant delay imposed on us by Ray, I exerted many hours getting alternate electrical sub-contractors to bid on installing the single meter so the build project could be finished in a timely manner. Just as I was selecting a contractor and attempting to engage the county to take over the permit, Ray called to state he would complete the work without charge. Ray's intentional delay wasted many resources, including other Marion County Electrical Contractors bidding on this job mismanaged by Ray. The work is scheduled for the week of October 20, 2025. As of this writing, it is 2 days behind schedule with no communications from Ray indicating when it will be completed.

If I understand the county approval process correctly, I believe what should have occurred regarding the meter installation is: The GC should have submitted drawings to the county for approval showing 2 meters prior to doing the electrical installation. This would have been in March or early April 2025. The county would have approved or disapproved this update in the normal course of project/permitting. By installing them without this approval recorded, Ray's Construction of Ocala, Inc. gave the county the impression of dishonesty. It also exposed the entire project to risk of delay and unanticipated cost which were both realized when the final electrical inspection failed. Whether it was an 'honest mistake,' incompetence, or something else is for the board to decide.

I would appreciate the board considering this complaint is not primarily about the \$2000 cost Ray demanded. His intentional delay has cost us far more in on-going care expenses for our fathers as well as the unrecoverable quality of time with them in the dwelling. This issue is about a consistent pattern of unethical coercion by a Licensed Marion County GC. Ray's Construction of Ocala, Inc. incompetently engaged with the Marion County review process in an unprofessional manner, then expected their customer to 'foot the bill.' When refused, the customer was retaliated against through delay of the project, exclusion from problem-solving and schedule collaboration. At no point did Ray Samuel straightforwardly say, "I made a mistake," or "A mistake was made . . . what can we do to work it out?" Instead, he continued his on-going disrespect of the customer, the county building organization, and the profession of General Building Contracting. They should not be allowed to impose this on other Marion County residents, which I believe they will do without consequences levied from the board, as it is 'how they like to work.'

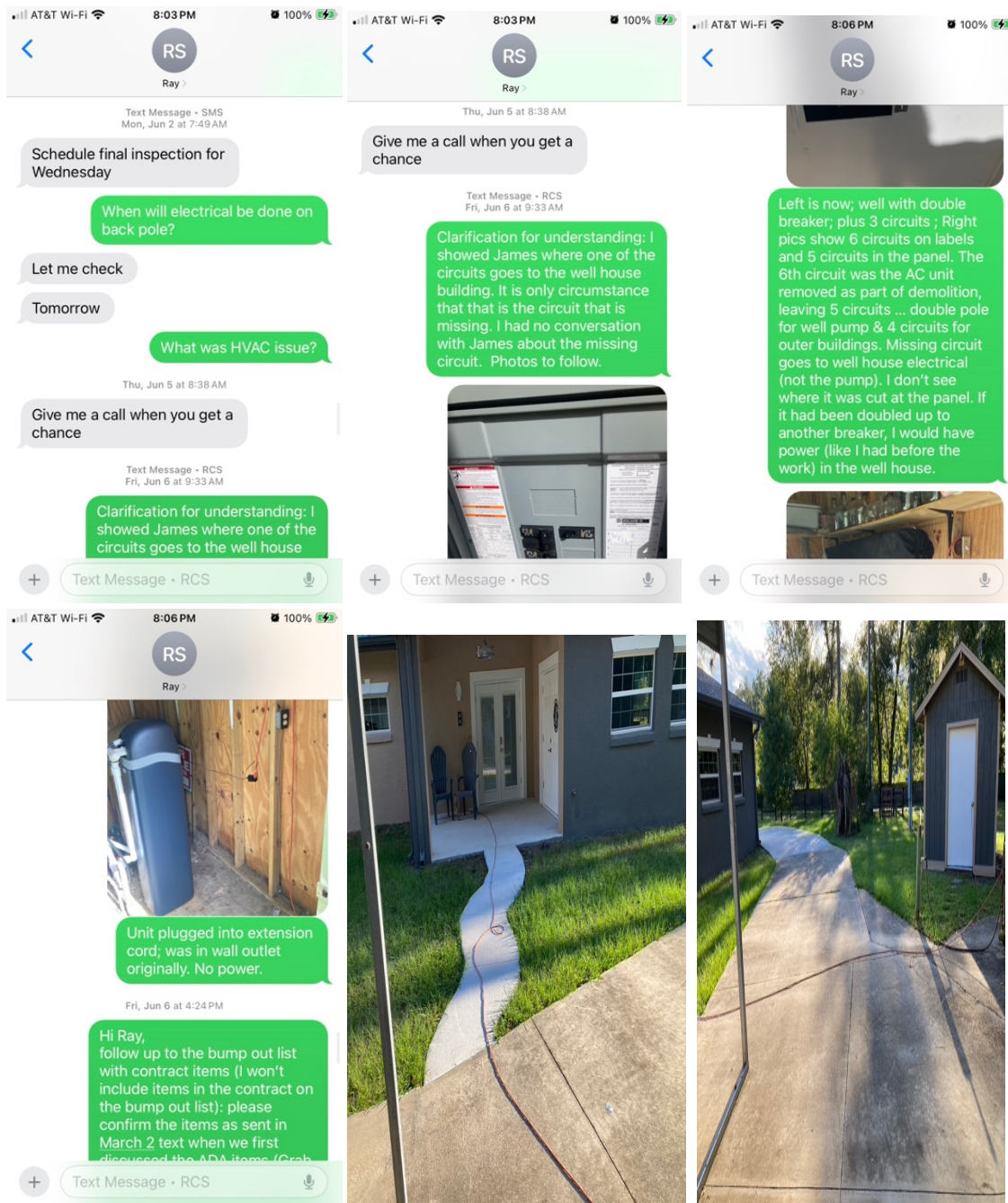
Even if I trusted Ray's Construction of Ocala, Inc. to finish the rest of the project and warranty work in good faith, which I do not, his conduct between June and October 2025 regarding the electrical meter code violation alone is unacceptable and justifies intervention by the licensing board. His intentional delay of the project, lack of communication, unprofessional behavior and strong-arming actions fall far below the Marion County General Contractor ethical expectations and adherence to code compliance. I am requesting the board administer the appropriate consequences that Ray's Construction of Ocala, Inc. does not repeat this stress-inducing and costly experience with any other Marion County residents. It is clear they will not change their approach without some intervention from a source of authority which they must respect.

Thank you for your consideration,

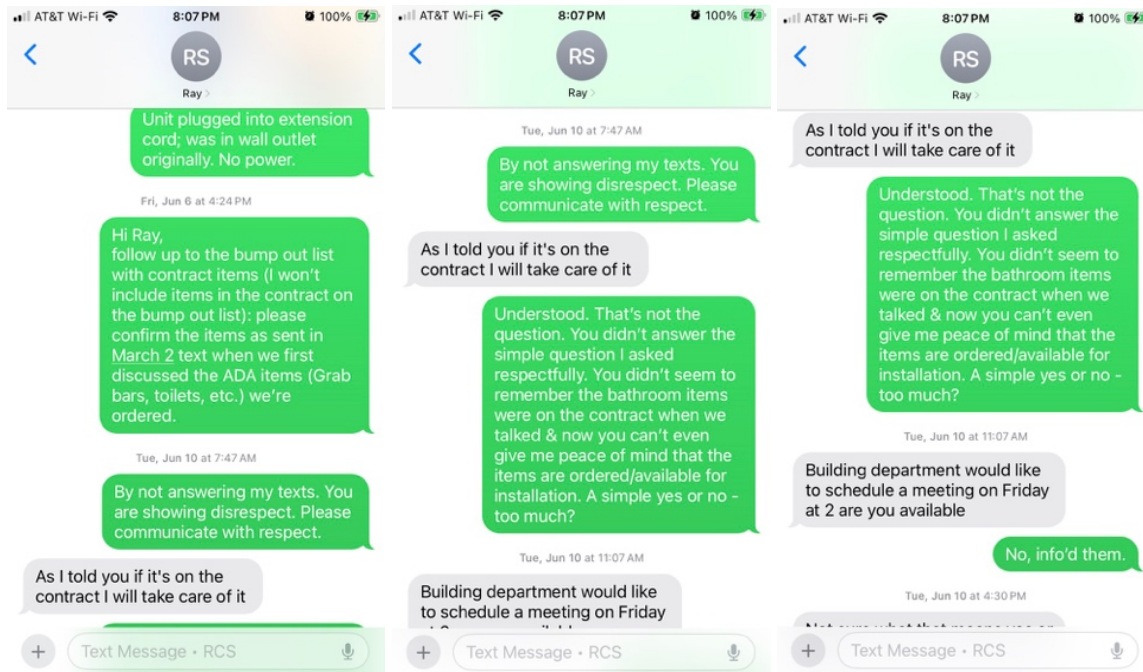
Douglas A. Norkus

Attachment 2: Timeline of Project Abandonment Exceeding 90 Days

- ~ May 30, 2025 (end of May): Removal of dumpster and work support items from the site. This coincided with the original verbal completion estimate provided by Ray Samuel.
- ~ June 2, 2025: Final Electrical inspection scheduled, Carport Electrical panel work performed with error in need of repair reported to Ray via phone conversation and text. In that conversation, Ray stated that “James said he did all the work correctly and I believe him more than I believe you.” He also stated if I have the proof that I discussed, I was to provide it. Ray was very sensitive to my talking to sub-contractors that were working on my property, so I became overly sensitive to ensuring I did not have quality or schedule conversations with sub-contractors [explanation of my comment in text regarding my conversation with James of Mini-Electric regarding the carport panel work]. The EcoWater Systems technician installed the aeration unit, which needed electrical power in the building before the power was disrupted by the carport panel work. Ray never returned to the job-site to review this defect, yet in a conversation with Ray on October 7, 2025 at 5:17 PM when asked about completing this repair work, Ray laughingly stated “Doug, were not going to go back through that old stuff.” The temporary electrical power provided through an extension cord from the house is still in place as of Oct 20, 2025.

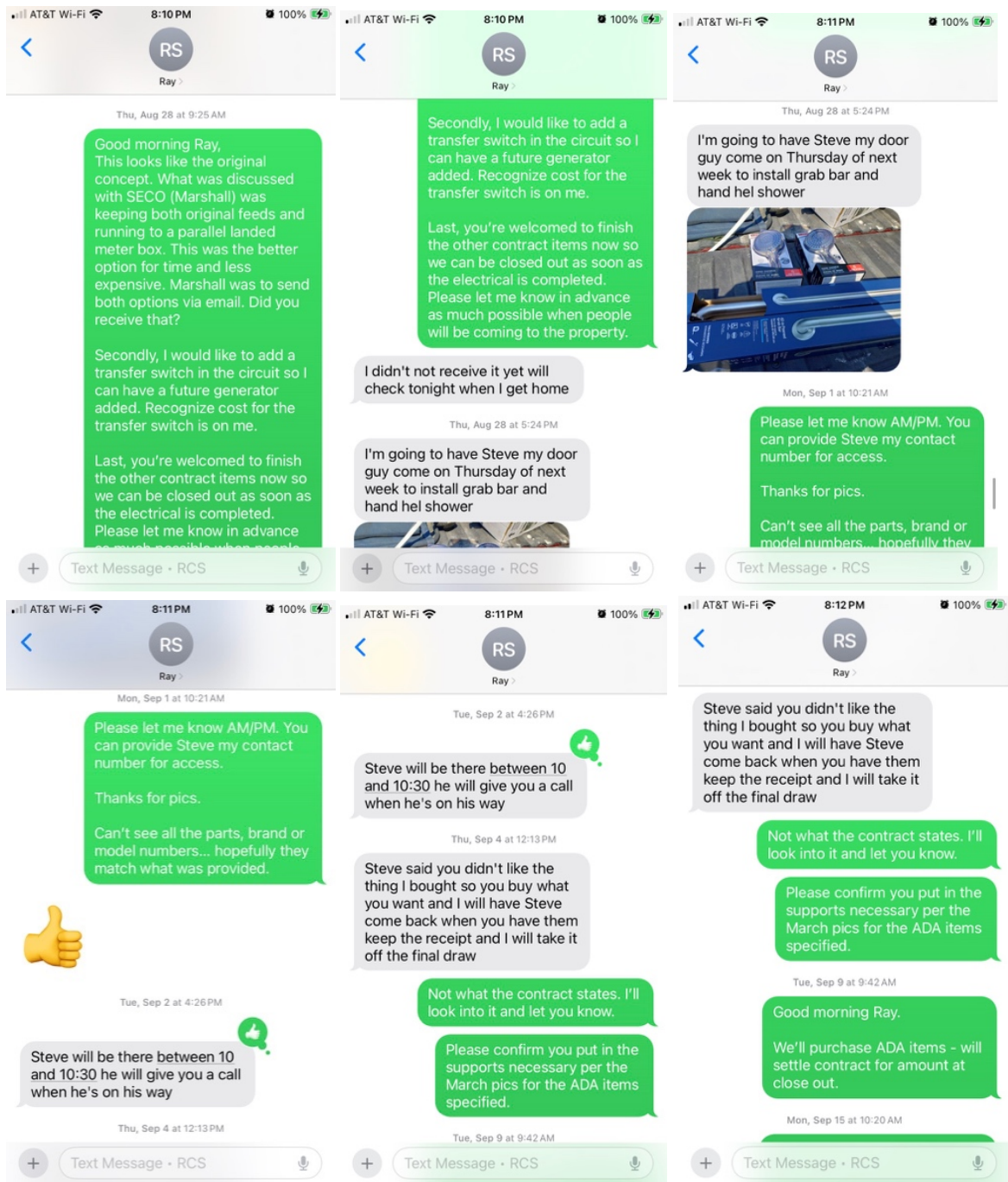


- June 6, 2025: Request for assurance that the bathroom items specifically called out in the contract for Ray's Construction of Ocala, Inc. to '... purchase and install ... had been ordered [original text provided to show the desired items and lay-out was provided March 2, 2025]. This exchange also demonstrates the approach Ray took by not answering simple questions he deemed either 'none of my business' or discounted and ignored for whatever personal reason he had to behave disrespectfully.



- June 10 – Oct 24, 2025: Failure of electrical meter installation will be covered in Attachment 3. This was a significant delay in the project. Ray Samuel may have delayed the project to avoid accountability and charge an extra \$2000. My position is that the General Contractor should know the codes and should have abided by them, informing us of the rationale.
- Aug 27 – Oct 15, 2025: Concerns with electrical meter drawing and on-going request to complete the remaining non-electrical work incomplete since the job was stopped in May 2025. My goal was to gain occupancy as soon as allowed based on declining health of both Fathers. During this time, Ray conceded to install the bathroom items (ADA Grab bars, Hand-held shower, and Medicine cabinets according to the contract). However, as had become the pattern, he instructed his sub-contractor to do very specific work and refused to adjust based on my expressed concerns or questions. My approach changed to be present for the work, stop it if confirmed wrong, and attempt to work with Ray to correct. On Aug 28th I attempted to correct the bathroom installation items (had been provided to Ray in March 2025 and requested confirmation of items and structural supports in June.). Ray set the work for Sep 4th, 2025, but when I met the sub-contractor (Steve Charleston of Miter Man of Ocala), Steve said Ray only asked him to install a single 42" grab bar and a hand-held shower head. Ray subsequently told me (via text) to purchase what items I wanted, assuring me he would reimburse me afterward. On October 7, 2025, he reversed his position in a phone call, simultaneously claiming I misunderstood the contract and that he would follow the contract by purchasing

and installing the items. I retorted that I had already purchased the items per his direction and my response after consideration documented all via text. He disputed the text history, so it is included below. I stated to him that I had a specific conversation with Andrea regarding that line-item negotiation and she increased the contract price by \$5000 to accommodate that work. Therefore, I expected a return of that cost. I have found this indicative of Ray's Construction of Ocala, Inc. They have an undocumented approach to contracting and build that when deviated from expect the customer to bear the schedule and cost burdens irrespective of the contract or drawings. This is unprofessional and inconsistent with Marion County expectations of General Contractors. The original layout images were provided to Ray Samuel upon request on March 2, 2025, and to Steve Charleston on September 4, 2025. My understanding from Steve is that he also sent them to Ray and referenced them during their discussion of the work. Regarding the bathroom installation, only the ADA-compliant grab bars were installed on October 15, 2025. According to Steve, no backing support was installed in the side wall of the shower, so those grab-bars had to be secured with anchors. The hand-held showers have yet to be installed, nor the medicine cabinets (which can no longer be per contract as planned because they installed their 'normal' arrangement and did not review the contract requirements). Alternative shelving was purchased to accommodate the current bathroom configuration rather than rectifying the installation error. The only item purchased and installed by Ray's Construction of Ocala, Inc. was the ADA toilet, which did not match the March 2 picture in either brand or functionality. We have adjusted to this unprofessional approach in order to get the job finished and our father's gaining occupancy as soon as practical.



AT&T Wi-Fi 8:12 PM 100%

RS
Ray

look into it and let you know.

Please confirm you put in the supports necessary per the March pics for the ADA items specified.

Tue, Sep 9 at 9:42 AM

Good morning Ray.

We'll purchase ADA items - will settle contract for amount at close out.

Mon, Sep 15 at 10:20 AM

Good morning Ray,
Do you have the updated meter drawing?

Thu, Sep 18 at 2:31 PM

Good afternoon Ray,
What is the latest estimate on completion?

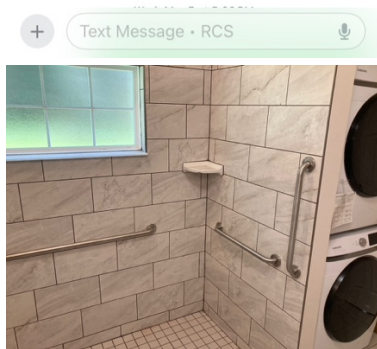
AT&T Wi-Fi 7:50 PM 100%

RS
Ray

Hi Ray,

Attached are idea of the ADA grab bars. Not to scale, but tried to show our thoughts of placement. Below description is to help in case picture is difficult to read.

Should be: 2-42" bars; 8-24" bars 2-36" bars and 2-17" grab bars with toilet roll holder. Model #s are all glacier bay, including toilet. Only Adrinfly model # are the toilet roll grab bars (17")



Text Message • RCS

know when I head back from him a crew out there pl. I'll let you and give me a date we can have take a look at the job this week The crew supervisor is doing to work schedule. left: indicating about this weeks No voice message able to be

Message received at 4:17 PM

for installation. Bathroom items delivered, ready

Message received at 4:17 PM

accordingly. Please provide a schedule for my dad to move in. I need to provide 30 days notice Good afternoon Ray

Message received at 4:17 PM

SC
Steve

AT&T Wi-Fi 7:27 AM 54%

Text Message • SMS
Thu, Sep 4 at 10:55 AM

1 of 2 sent to Ray in March 2025

2 of 2

Text Message • RCS
Wednesday 8:55 AM

Good morning Steve,

AT&T Wi-Fi 7:49 PM 100%

RS
Ray

Text Message • RCS
Fri, Feb 28 at 1:52 PM

Check with Andrea she said you didn't order blinds

Sun, Mar 2 at 5:21 PM

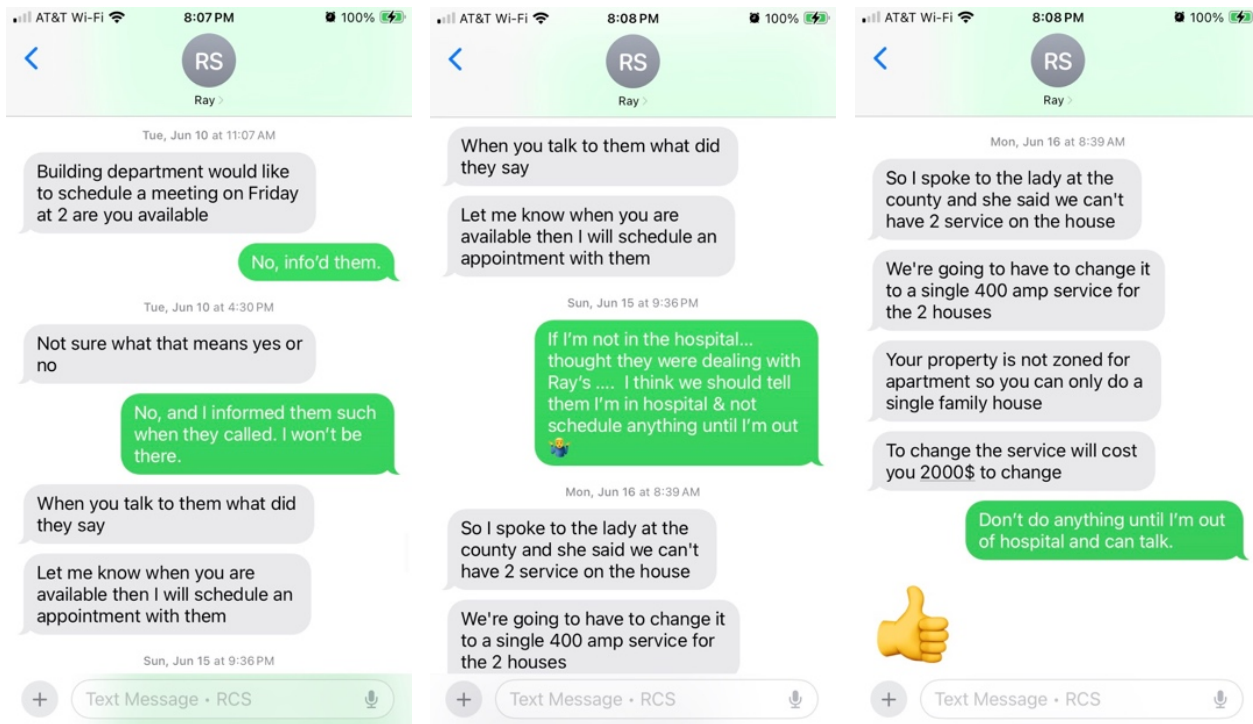
Hi Ray,

Attached are idea of the ADA



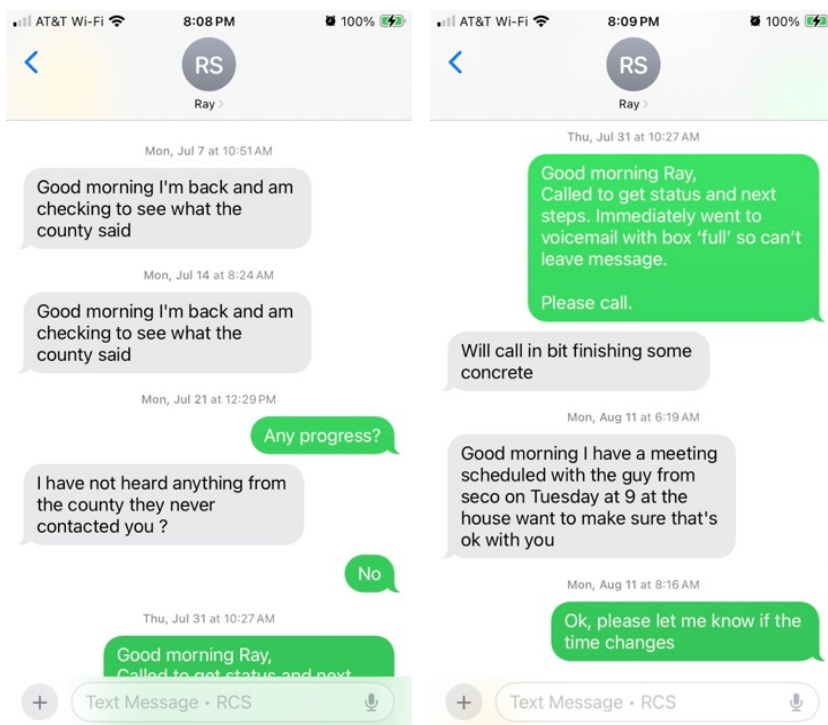
Attachment 3: Timeline of Electrical Code Violation

- May 6, 2025: SECO applies power to the building through 2 meters as planned and coordinated through Andrea Samuel. The electrical sub-contractor was informed via text as the Samuel's were on vacation and project work was pending power application. No project work was done until they returned from vacation. I found out later that the a sub-contractor had wanted to complete his work, but could not contact Andrea and did not have my contact information or the gate access as other sub-contractors had been provided.
- June 2 – 6, 2025 Final inspections were conducted in anticipation of project completion by mid-June. After the failed electrical inspection, Ray Samuel stated the county just needed the drawing updated to clear the inspection and he anticipated completing the project by the end of the month. During this period the electrical panel under the carport was modified (original expectation was to remove the panel and incorporate the circuits in the existing primary meter or determine alternate means to power the existing out-building circuits). Each time this was discussed with Ray, he consistently acknowledged his lack of expertise in this area and insisted his electrical sub-contractor would take care of it. Although I had communicated clear expectations with contractual requirements, Ray's Construction of Ocala, Inc. did not translate those to the sub-contractor, causing confusion and disruption in the build process.
- June 10 - 16, 2025: Initiation of coordination of county inspection meeting regarding the failed electrical inspection of ~ June 5, 2025. Marissa Switcher (Mr. Savage's administrative assistant) was arranging the meeting by calling directly to both parties. My wife informed Marissa that we could not make the meeting on June 13th, 2025, due to my scheduled open-heart surgery. We said we would be happy to attend another time. My understanding is Marissa communicated that to the Samuels. I informed Ray on June 10th, 2025, that I would not be at the meeting and that I had informed the county. The text message I sent on June 15, 2025, was inadvertently directed to Ray, although it was intended for my wife. She had assumed responsibility for communications with Ray's Construction of Ocala, Inc. during my heart surgery and hospital recovery. In this exchange, Ray clearly had a solution costed at \$2000 for which he expected payment. He had spoken with the county and 'resolved' the matter. I informed him that he was not to proceed with any work until I was released from the hospital. On June 16th, 2025, my wife sent a very specific text to both Andrea and Ray that they were not to contact me further until I was out of the hospital.



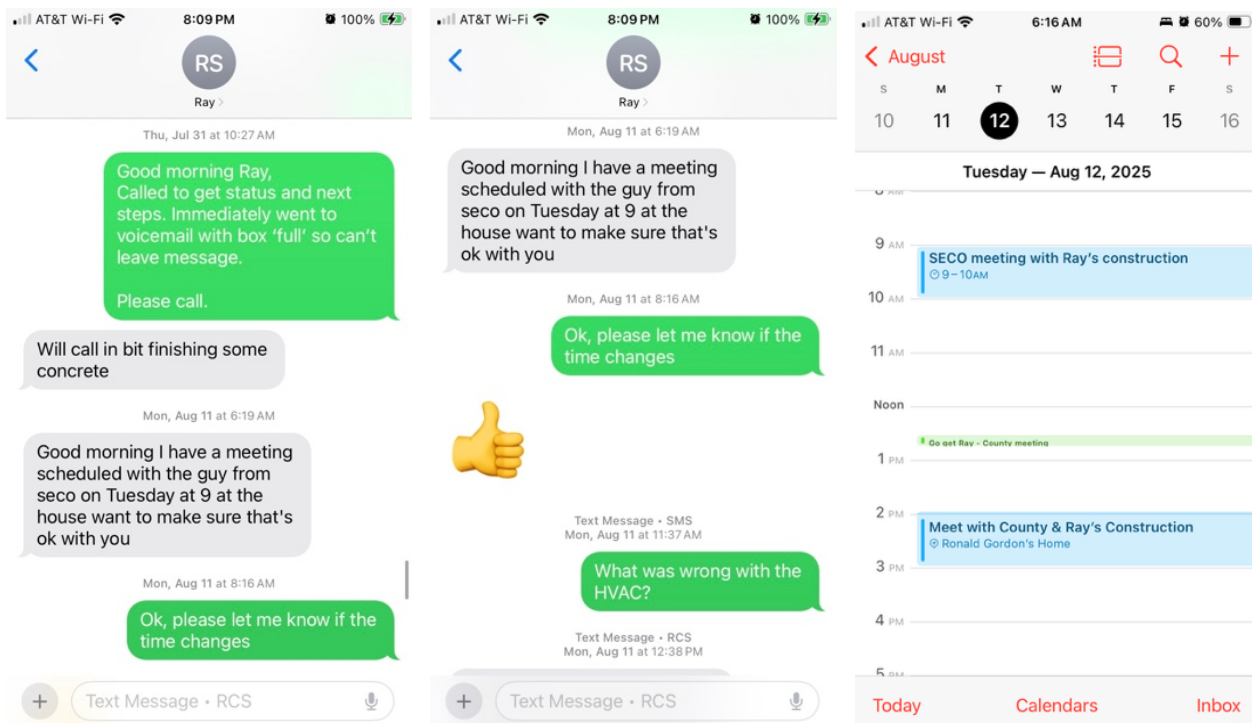
- June 18 – 25, 2025: I was discharged from the hospital on June 18, 2025, we called Marissa Switcher to arrange for the meeting missed. It was then that we were informed the contractor had resolved the issue and advised to contact the General Contractor for an update. We informed her that we had lost trust in the contractor to represent our interests in good faith and would like to have a meeting of all parties as originally planned for June 13, 2025. The meeting took place on June 25, 2025; official minutes are available from the county upon request. We learned at the meeting that Ray's Construction of Ocala, Inc. had 'resolved' the issue by agreeing to remove the door between the two living areas, which changed the intent of the design that was in place from the outset. Our concern that the contractor was not addressing the issue with our best interest in mind was validated. The primary actions were to satisfy zoning (Cindy Garr) regarding the door between the units (completed July 1, 2025) and change electrical service to one meter (pending completion scheduled for week of Oct 20, 2025).
- July 7 - 31, 2025: Ray returns from vacation, communicating that he was working with the county to complete the electrical work. In phone communications with Ray during this period, he claimed to be waiting on the county for a drawing. However, whenever I reached out to the county, they directed me back to Ray to address the issue, specifically mentioning the meeting from June 25, 2025. I believe Ray intentionally mislead both myself and the county (if any communication occurred between Ray's Construction of Ocala, Inc. and the county) during this period to delay the work and add

completion time-pressure to strengthen his leverage for the \$2000 cost demanded on June 15, 2025. I believe I was extremely patient, perhaps overly patient with Ray's Construction of Ocala, Inc. and the county during this frustrating period of non-performance. The customer/property owner should not have needed to reach out to the contractor or the county to move the project forward, however with Ray Samuel's lack of progress and dismissive/misleading communication, I did need to engage. Later in the process they would indicate they were waiting on their electrical contractor (James of Mini-electric). For this reason, we brought in an attorney who possesses strong communication skills to assist us in navigating the process with both the county and the general contractor. Ray repeatedly dismissed our attorney's points, saying, "If your attorney had anything on us, you would have already filed." Once again, Ray misinterpreted our reaching out for help to resolve the difficult situation and continued his open disrespect for the customer, our attorney, and the county.



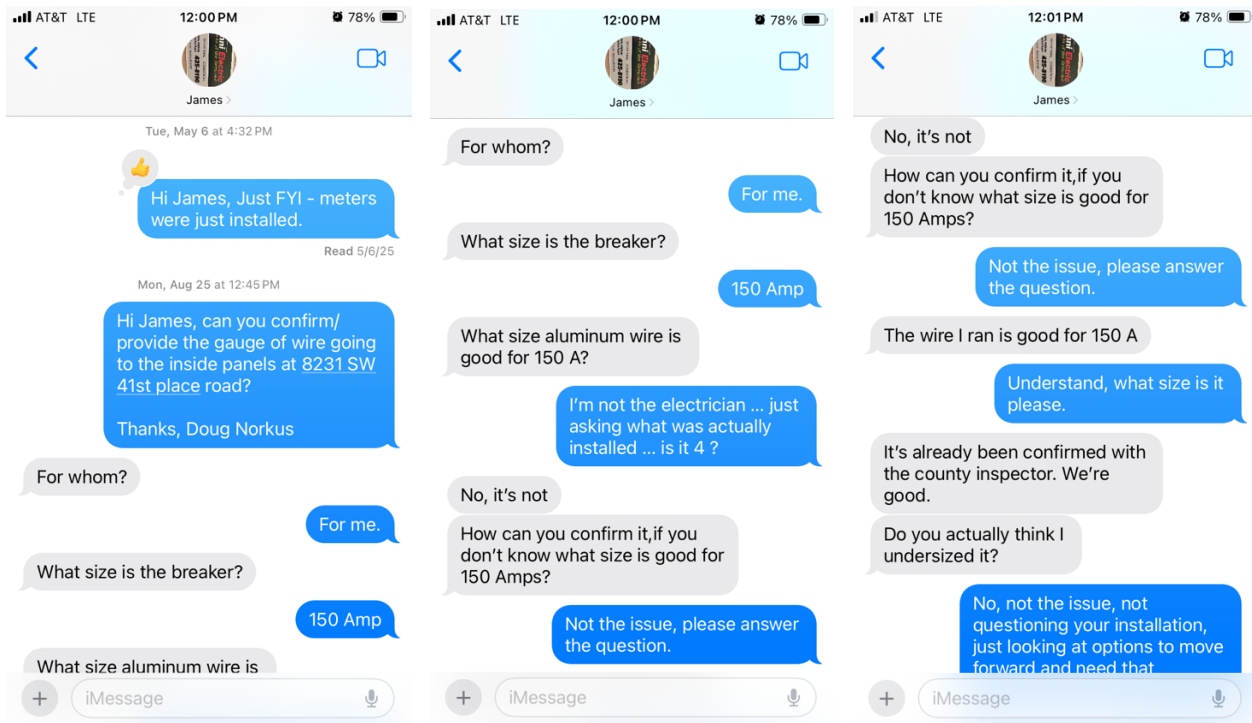
- Aug 11 – 28, 2025 Electrical panel discussions and planning; 2nd demand for \$2000 payment prior to completion of work. 9:00 AM August 12, 2025, Ray arranged to meet with SECO to review work of removing 2 meters installed and replacing with 1 meter. The county had arranged to meet with the county inspection leadership (Mr. Mike B, lead electrical inspector Tito, and one of the area's inspectors), Ray Samuel of Ray's Construction of Ocala, Inc., and myself to ensure alignment of the parties (per Mr. Savage, County Director of the Building Division). The on-site meeting resulted from the June 25, 2025 meeting and subsequent communications, aiming to align all parties and

promptly address the code violation. It was specifically scheduled for Ray Samuel to attend. He did not show up and did not inform any of the other parties of his declining the meeting or rationale for not attending as planned. At 9:00 AM, Ray had met with SECO and me at the property, repeating his demand for \$2000. In my assessment, this was the point at which Ray's actions transitioned from proposing a cost to engaging in extortion, as he explicitly stated that no further work would proceed until payment of \$2,000 was received. I responded that I would not pay for his mistake and told him to do his job.



- Aug 13 – 27, 2025 - I concluded from Ray not attending the county meeting that he was abandoning the job and proceeded to file a licensing complaint to the county and interview electrical contractors to complete the required meter work. It is my belief that Ray intentionally separated the meetings to make the demand away from the county leadership and did not attend the previously arranged county meeting to ensure the parties would not be aligned for a smooth project completion. As I worked with electrical contractors interested in the work (list can be provided), I contacted James of Mini-electric to get information about the current installation so work could be transitioned. James was unhelpful, stating he might provide the information if contacted by my lawyer, which he could have only learned from Ray. On August 27, 2025, Ray submitted the initial drawing outlining the corrective work required to

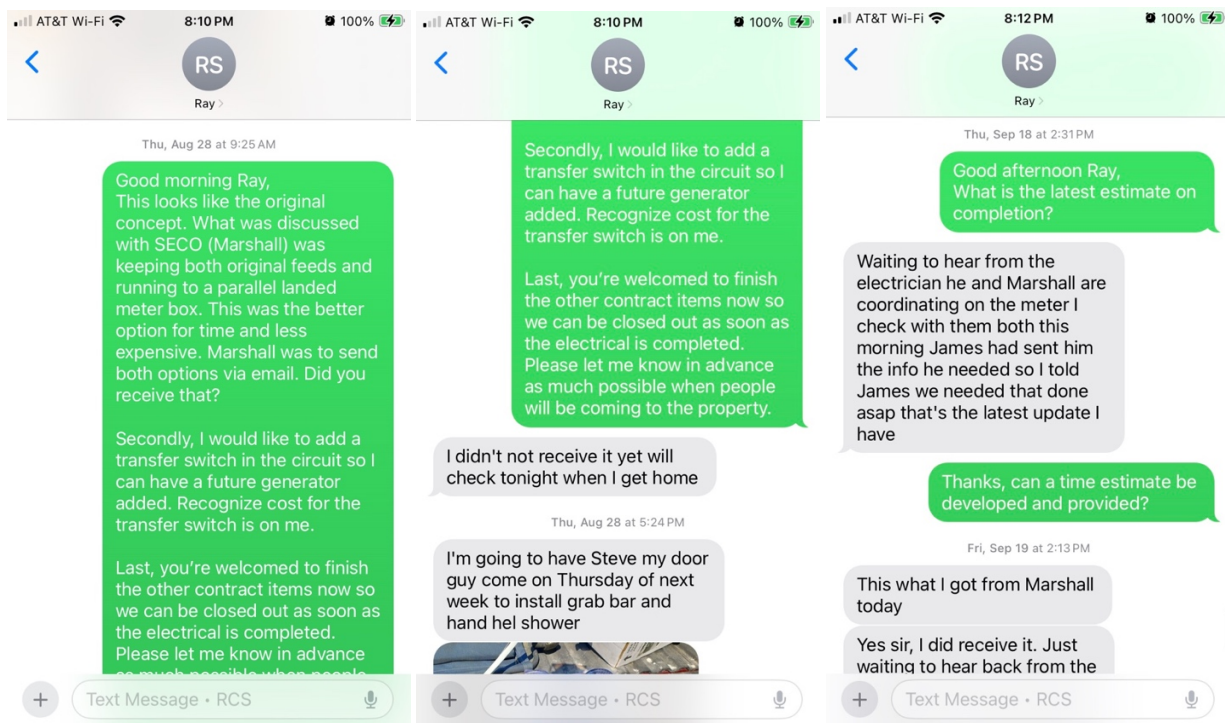
address the code violation. I don't believe the drawing was provided by the county as Ray had stated, I believe it was drawn by James of Mini-electric. Ray's demand for \$2,000—first requested by text on June 15, 2025, and repeated in person on August 12, 2025—was based on the concept, if not the drawing. On August 12, he also refused to proceed with any work until receiving the additional payment. Whether it is deemed by the board to be extortion or not, it is unprofessional and unethical based on Marion County expectations of General Contractors.

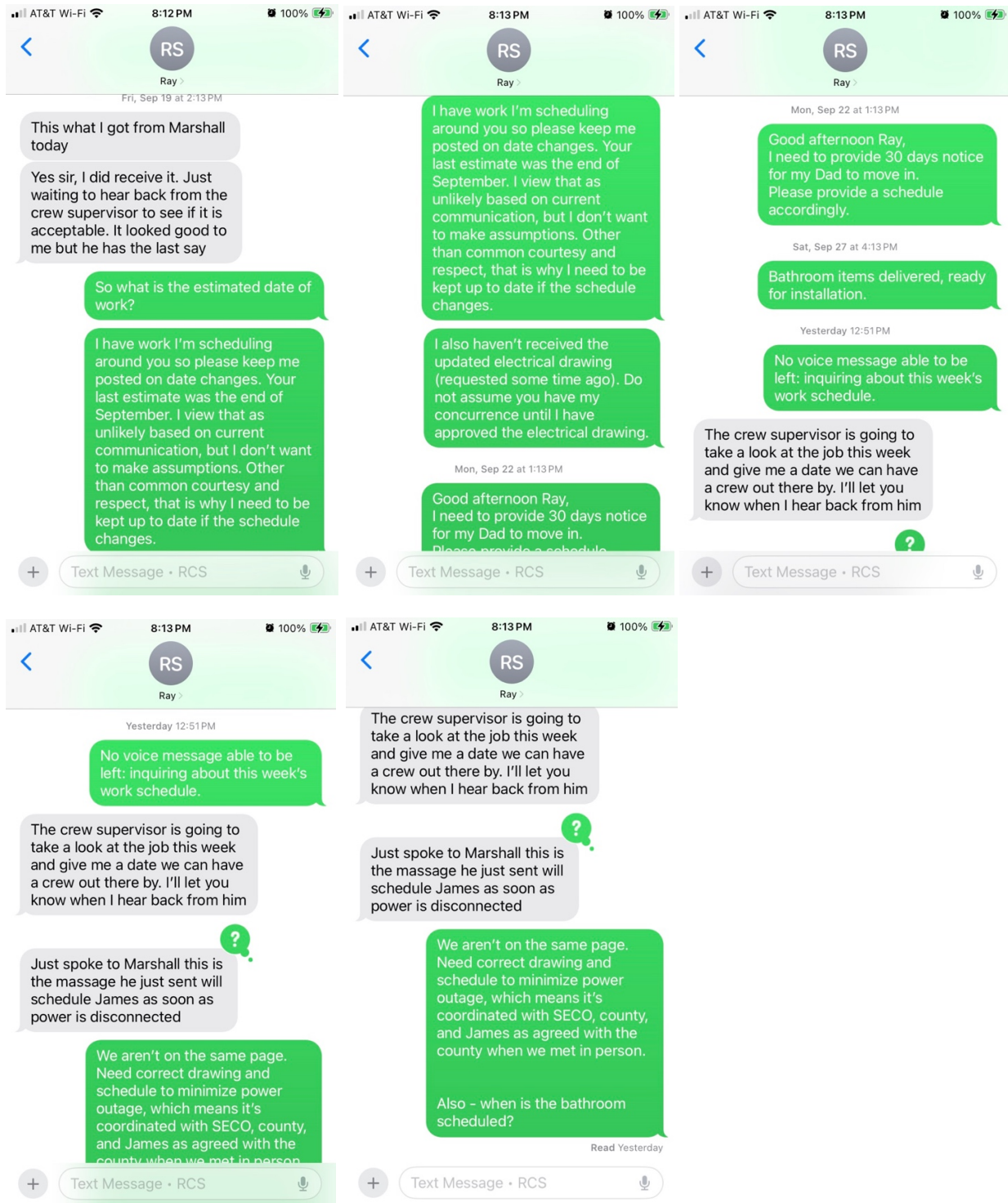




- Aug 28 – Oct 24, 2025: I responded to Ray's circuit drawing with concerns it did not match what was discussed with SECO and the county and requested an updated drawing to ensure alignment. I never received an updated drawing. However, he did inform me via phone call that he was going to complete the electrical panel work at no additional charge. I requested a transfer switch for the circuit at my expense, but Ray continued to ignore my communications that he preferred not to answer. My primary means of keeping informed was contacting SECO. This was frustrating and added to my concerns the work would have implementation issues and not be accepted by the county. I was not aware until my phone conversation with Ray on October 7, 2025, that he had intentionally chosen to communicate exclusively through Marshall of SECO rather than speaking with me directly. He told Marshall, but not me. This is the same unprofessional, 'my way or the highway' inappropriate and uncommunicated approach Ray has demonstrated during most of the project. It is far below the Marion County expectations of General Contractors. I stated that it was his job to communicate with me as his customer, but it made no impact. I was informed by Ray that James of mini-electric was in contact with Marshall and would complete the work only after the power had been scheduled to be disconnected. Marshall stated the drawing provided by Ray was incorrect, but their crew would be able to support the proper installation as agreed to with the county. Based on this, I arranged for SECO to disconnect power on Oct 20, 2025 for James' work to be complete on Oct 21, 2025. Ray informed me via text on Oct 15 that James' work would slip to Oct 22. On October 21, SECO disconnected the power to both meters. The reason both meters were disconnected, as Ray and James wanted but didn't tell SECO, was because I was present at the site during the

disconnection. SECO was operating to the original plan with Marshall and the County of disconnecting one meter so HVAC and some functionality could remain on one side whilst the meter re-work was done, minimizing power outage time. I present this to the board as further evidence Ray did not ensure the work would be done correctly and timely. He did not do what he stated and ensure James, SECO, and the county were coordinated. I will provide a status update during the meeting. As of October 22, 2025, James did not show up to install the electrical panel, no notification from Ray or James. There was no call to inform me of the reschedule plan and now the structure has no electrical power. For the project, there is still no estimated completion date, walkthrough date, or resolution plan for the existing defects. I do not trust Ray's Construction of Ocala, Inc. to perform warranty work effectively or timely during the contracted warranty period.







**Marion County
Board of County Commissioners**

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400
buildinglicensing@marionfl.org

October 10, 2025

CERTIFIED # 7020 2450 0002 0559 1387

**DOUGLAS & PENNY NORKUS
8231 SW 41ST PLACE RD
OCALA FL 34481**

Dear Douglas & Penny Norkus;

Please be advised of your formal complaint, **Case #LRB 2025-7** has been received against:
Contractors Name:

**ANDREA HOPE SAMUEL
RAY'S CONSTRUCTION OF OCALA INC
6300 SE 41ST COURT
OCALA, FL 34480**

Before the Marion County License Review Board at their meeting on **Tuesday, December 9th, 2025 at 5:30 P.M.** In the Marion County Growth Management Building – Training Facility at, 2710 E. Silver Springs Blvd. A copy of the complaint has been sent to the contractor.

It is requested that you attend this meeting. You may bring legal counsel to this meeting (if you so desire.) Any additional documentation substantiating your claim must be received ten (10) working days prior to the hearing as it is accepted as evidence and therefore becomes part of the case file. You will be given five (5) minutes to present your case and then a two (2) minute rebuttal.

Please contact the License Review Board Secretary, 352-438-2429 on **Monday, December 8th, 2025** to verify the status of this complaint. **Should you settle your dispute prior to the case date, please ask the complainant to send the Building Safety Department a written statement before the scheduled hearing date requesting the complaint be withdrawn.**

Please be advised, if any person or persons wish to appeal a decision of the license review board made at the above hearing, a record of the proceedings will be needed by such person(s) as well as a verbatim record. If you wish to preserve the testimony given at the hearing, you must make your own arrangements to do so. If any person requiring special equipment should contact the Board Secretary at least two (2) business days prior to the meeting.

Sincerely,

Antoinette Monticello
License Review Board Secretary
Cc: Ethan A. White, Attorney at Law



**Marion County
Board of County Commissioners**

Building Safety ▪ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2400
buildinglicensing@marionfl.org

October 10, 2025

CERTIFIED MAIL #7020 2450 0002 0559 1394

ANDREA HOPE SAMUEL
RAY'S CONSTRUCTION OF OCALA INC
6300 SE 41ST COURT
OCALA, FL 34480
CT # 1498

Dear Andrea Samuel,

Please be advised of a formal complaint, Case # **LRB 2025-7** has been brought against you by:

Complainant's Name: **DOUGLAS & PENNY NORKUS**
8231 SW 41ST PLACE RD
OCALA FL 34481

Before the Marion County License Review Board at their meeting on **Tuesday, December 9th, 2025 at 5:30 P.M.** In the Marion County Growth Management Building – Training Facility at 2710 E. Silver Springs Blvd. Enclosed is a copy of the complaint and supporting documentation.

It is requested that you attend this meeting. You may bring legal counsel to this meeting (if you so desire.) Any additional documentation substantiating your claim must be received ten (10) working days prior to the hearing as it is accepted as evidence and therefore becomes part of the case file.

Please contact the License Review Board Secretary, 352-438-2429 on **Monday, December 8th, 2025** to verify the status of this complaint. **Should you settle your dispute prior to the case date, please ask the complainant to send the Building Safety Department a written statement before the scheduled hearing date requesting the complaint be withdrawn.**

Please be advised, if any person or persons wish to appeal a decision of the license review board made at the above hearing, a record of the proceedings will be needed by such person(s) as well as a verbatim record. If you wish to preserve the testimony given at the hearing, you must make your own arrangements to do so. If any person requiring special equipment should contact the Board Secretary at least two (2) business days prior to the meeting.

Sincerely,

Antoinette Monticello
License Review Board Secretary
Cc: Ethan A. White, Attorney at Law

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT

Domestic Mail Only

Am2

For delivery information, visit our website at www.usps.com®.

URB 2025-01A0#675370

Certified Mail Fee

\$

Extra Services & Fees (check box, add fee as appropriate)

- | | | |
|--|----|-------|
| <input type="checkbox"/> Return Receipt (hardcopy) | \$ | _____ |
| <input type="checkbox"/> Return Receipt (electronic) | \$ | _____ |
| <input type="checkbox"/> Certified Mail Restricted Delivery | \$ | _____ |
| <input type="checkbox"/> Adult Signature Required | \$ | _____ |
| <input type="checkbox"/> Adult Signature Restricted Delivery | \$ | _____ |

Postage

\$

Total Postage and Fees

\$

\$

\$

\$

\$

Andrea Hope Samuel
Ray's Construction of Ocala Inc
6300 SE 41st Court
Ocala, FL 34480



99

See Reverse for Instructions

7020 2450 0002 0550 2000 0542 0207

Certified Mail service provides the following benefits:

- A receipt (this portion of the Certified Mail label).
- A unique identifier for your mailpiece.
- Electronic verification of delivery or attempted delivery.
- A record of delivery (including the recipient's signature) that is retained by the Postal Service™ for a specified period.

Important Reminders:

- You may purchase Certified Mail service with First-Class Mail®, First-Class Package Service®, or Priority Mail® service.
- Certified Mail service is *not* available for international mail.
- Insurance coverage is *not* available for purchase with Certified Mail service. However, the purchase of Certified Mail service does not change the insurance coverage automatically included with certain Priority Mail items.
- For an additional fee, and with a proper endorsement on the mailpiece, you may request the following services:
 - Return receipt service, which provides a record of delivery (including the recipient's signature). You can request a hardcopy return receipt or an electronic version. For a hardcopy return receipt, complete PS Form 3811, *Domestic Return Receipt*; attach PS Form 3811 to your mailpiece;

for an electronic return receipt, see a retail associate for assistance. To receive a duplicate return receipt for no additional fee, present this USPS®-postmarked Certified Mail receipt to the retail associate.

- Restricted delivery service, which provides delivery to the addressee specified by name, or to the addressee's authorized agent.
- Adult signature service, which requires the signee to be at least 21 years of age (not available at retail).
- Adult signature restricted delivery service, which requires the signee to be at least 21 years of age and provides delivery to the addressee specified by name, or to the addressee's authorized agent (not available at retail).
- To ensure that your Certified Mail receipt is accepted as legal proof of mailing, it should bear a USPS postmark. If you would like a postmark on this Certified Mail receipt, please present your Certified Mail item at a Post Office™ for postmarking. If you don't need a postmark on this Certified Mail receipt, detach the barcoded portion of this label, affix it to the mailpiece, apply appropriate postage, and deposit the mailpiece.

100

IMPORTANT: Save this receipt for your records.

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT

Domestic Mail Only

Am2

For delivery information, visit our website at www.usps.com®.

URB 2025-7 AD#675370

Certified Mail Fee

\$

Extra Services & Fees (check box, add fee as appropriate)

- ☐ Return Receipt (hardcopy) \$
- ☐ Return Receipt (electronic) \$
- ☐ Certified Mail Restricted Delivery \$
- ☐ Adult Signature Required \$
- ☐ Adult Signature Restricted Delivery \$

Postage

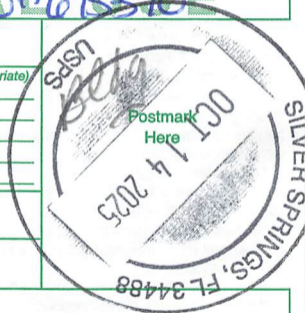
\$

Total Postage and Fees

\$

Douglas & Penny Norkus
8231 SW 41st Place Rd.
Ocala, FL 34481

101



7020 2450 0002 0550 2000 0542 0202

Certified Mail service provides the following benefits:

- A receipt (this portion of the Certified Mail label).
- A unique identifier for your mailpiece.
- Electronic verification of delivery or attempted delivery.
- A record of delivery (including the recipient's signature) that is retained by the Postal Service™ for a specified period.

Important Reminders:

- You may purchase Certified Mail service with First-Class Mail®, First-Class Package Service®, or Priority Mail® service.
- Certified Mail service is *not* available for international mail.
- Insurance coverage is *not* available for purchase with Certified Mail service. However, the purchase of Certified Mail service does not change the insurance coverage automatically included with certain Priority Mail items.
- For an additional fee, and with a proper endorsement on the mailpiece, you may request the following services:
 - Return receipt service, which provides a record of delivery (including the recipient's signature). You can request a hardcopy return receipt or an electronic version. For a hardcopy return receipt, complete PS Form 3811, *Domestic Return Receipt*; attach PS Form 3811 to your mailpiece;

for an electronic return receipt, see a retail associate for assistance. To receive a duplicate return receipt for no additional fee, present this USPS®-postmarked Certified Mail receipt to the retail associate.

- Restricted delivery service, which provides delivery to the addressee specified by name, or to the addressee's authorized agent.
- Adult signature service, which requires the signee to be at least 21 years of age (not available at retail).
- Adult signature restricted delivery service, which requires the signee to be at least 21 years of age and provides delivery to the addressee specified by name, or to the addressee's authorized agent (not available at retail).
- To ensure that your Certified Mail receipt is accepted as legal proof of mailing, it should bear a USPS postmark. If you would like a postmark on this Certified Mail receipt, please present your Certified Mail item at a Post Office™ for postmarking. If you don't need a postmark on this Certified Mail receipt, detach the barcoded portion of this label, affix it to the mailpiece, apply appropriate postage, and deposit the mailpiece.

102

IMPORTANT: Save this receipt for your records.

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Andrea Hope Samuel
 Ray's Construction of Ocala Inc
 6300 SE 41st Court
 Ocala, FL 34480



9590 9402 5886 0038 4503 84

2. Article Number (Transfer from service label)

7020 2450 0002 0559 1387

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1?

☐ Yes

If YES, enter delivery address below:

☐ No

3. Service Type

☐ Adult Signature☐ Adult Signature Restricted Delivery☒ Certified Mail®☐ Certified Mail Restricted Delivery☐ Collect on Delivery☐ Collect on Delivery Restricted Delivery☐ Insured Mail☐ Insured Mail Restricted Delivery
over \$500)☐ Priority Mail Express®☐ Registered Mail™☐ Registered Mail Restricted
Delivery☒ Return Receipt for
Merchandise☒ Signature Confirmation™☐ Signature Confirmation
Restricted Delivery

103

Domestic Return Receipt

USPS TRACKING #

JACKSONVILLE RPDC 320



18 OCT 2025 PM 12 L

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

9590 9402 5886 0038 4503 84

United States
Postal Service

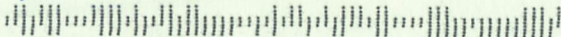
• Sender: Please print your name, address, and ZIP+4® in this box•

Marion County
Board of County Commissioners
Building Department
2710 East Silver Springs Blvd.
Ocala, FL 34470

ULB-2025-7

Amr

AO# 1675370



104

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Douglas & Penny Norkus
8231 SW 41st Place Rd.
Ocala, FL 34481



9590 9402 5886 0038 4503 91

2. Article Number (Transfer from service label)

7020 2450 0002 0559 1394

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent☒ Addressee

B. Received by (Printed Name)

D.A. Norkus

C. Date of Delivery

10/20/25

D. Is delivery address different from item 1? ☐ Yes

If YES, enter delivery address below:

☐ No

3. Service Type

- ☐ Adult Signature
☐ Adult Signature Restricted Delivery

☒ Certified Mail®☐ Certified Mail Restricted Delivery☐ Collect on Delivery☐ Collect on Delivery Restricted Delivery

Insured Mail

Insured Mail Restricted Delivery

(over \$500)

☐ Priority Mail Express®☐ Registered Mail™☐ Registered Mail Restricted Delivery☒ Return Receipt for Merchandise☒ Signature Confirmation™☐ Signature Confirmation Restricted

105

USPS TRACKING #



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

9590 9402 5886 0038 4503 91

United States
Postal Service

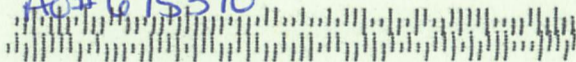
• Sender: Please print your name, address, and ZIP+4® in this box•

Marion County
Board of County Commissioners
Building Department
2710 East Silver Springs Blvd.
Ocala, FL 34470

LRB 2025-7

AO# 675370

Cumz



106

ETHAN A. WHITE

ATTORNEY AT LAW
KLEIN & KLEIN, PLLC

Phone: 352-732-7750

Fax: 352-732-7754

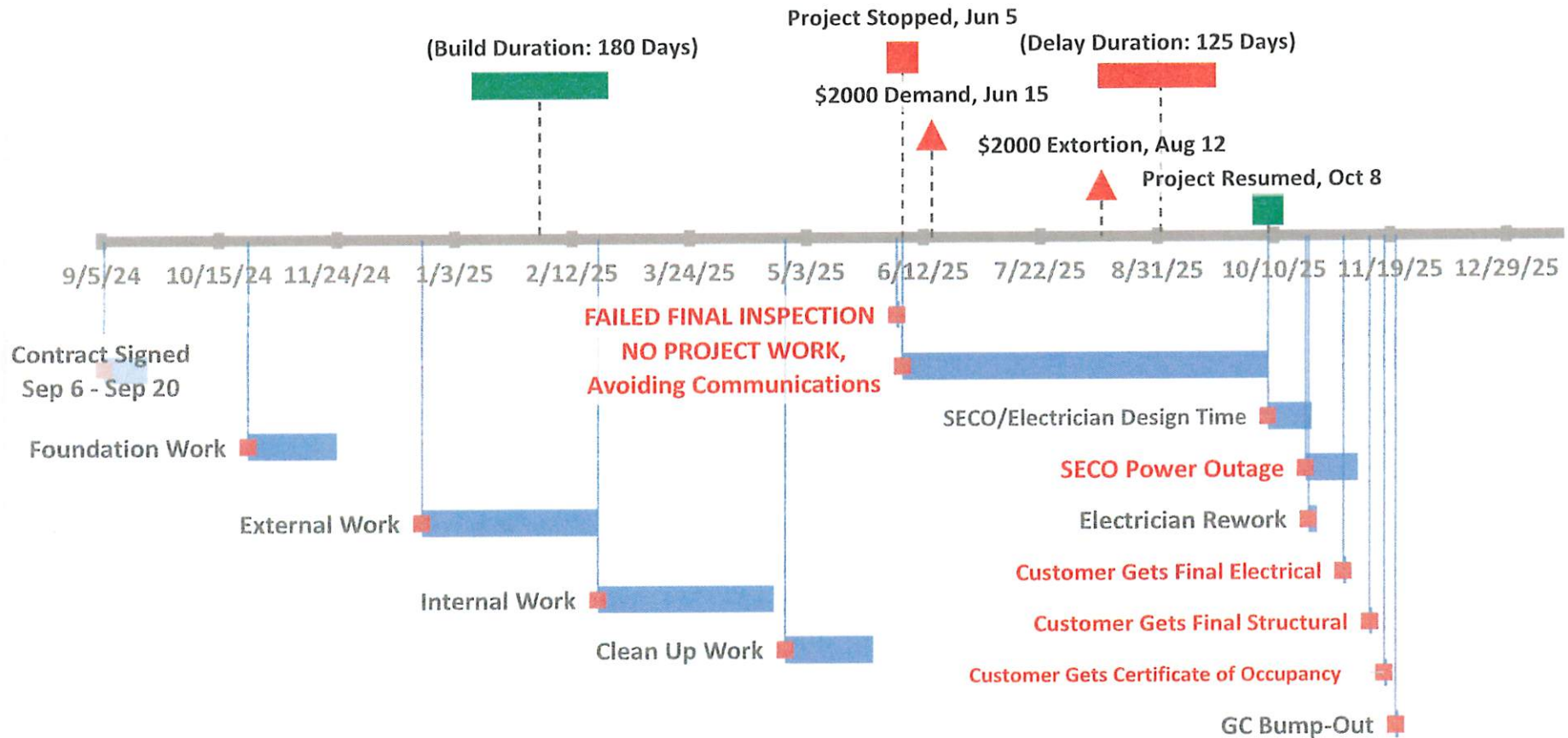
40 SE 11th Avenue

Ocala, Florida 34471

ethan@kleinandkleinpa.com

107

FATHER'S DWELLING PROJECT TIMELINE



Ray's Construction Character Violations

In Florida, both DBPR and Marion County require contractors to demonstrate good moral character as a vital part of the licensing process. During our 2024-2025 contract with Ray's Construction, both principals showed a litany of serious infractions to this standard.

Dishonesty Incidences = Unprofessional

1. lied months into job that they did not get a deposit and provided a made-up payment schedule to back-up the wrongful claim, omitting the actual payment of \$20,000 deposit
2. said repeatedly that they were "waiting on Marion County to provide drawings" to resolve meter issue
3. said they talked to Marion County when they did not - several times
4. said they talked to SECO and did not - several times
5. lied that chosen shingles were unavailable, customer easily found source
6. lied when said that they ordered the final electrical inspection - on their word, we called inspector to warn that the electricity was out so as to not waste a trip, the office confirmed there was no inspection scheduled

Lack of Integrity Incidences = Unfair

7. stated at walk-through that "the problem is you (meaning customer) have all the leverage now" (does not demonstrate contract-oriented obligation fulfillment; instead shows bullying mindset demonstrated throughout the job apparently when they thought they had *the leverage*). They seriously do not operate as if they understand/accept that a contract is an *arm's length agreement*.
8. left our new-build **without power indefinitely**. We can never know how long they would have continued this dangerous condition in Florida humidity because we, their customers, had to initiate the necessary inspections and coordination of the meter resolution after waiting and begging Ray's Construction for **18 long days** to restore power to the house they just built! SECO specifically expressed a concern for limiting the period the house was to be without power: in the meeting that Ray Samuel stormed out of on August 12, SECO said they could restore power within 1-2 days, but that timing required coordination with the contractor and the electrician the contractor hired. 3 other licensed electricians provided estimates also limiting power outage to an acceptable 1-2 days. It is during this exit from the SECO meeting that **Ray stated he would NOT return to finish until payment of the \$2000 up-charge.**
9. Contractor pushed multiple times to do final walk-through in the dark WITHOUT POWER

10. did not follow through with providing embedded blinds in french doors as the promised remedy from Andrea's initiated change to eliminate sliding door as planned; also refused to provide when reminded of this obligation
11. did not follow through on multiple requested addendums
12. did not follow through on multiple requested change orders
13. never owned their legal responsibility for two-meter mistake (contractors' responsibility to follow codes) - blames "being at the mercy of the electrician and county" for massive delay
14. never taken responsibility for zoning problem (contractors' responsibility)

Bad Character Incidences = Unreliable

1. **texted** hospitalized customer (not the more available non-hospitalized customer) a \$2000 bill for rectifying their meter mistake while customer was in Shands ICU immediately after open heart surgery
2. Ray called customer "a liar" when informed of the need for hospitalization for heart surgery (WHY?! Naked aggression with no good point?)
3. threatened and did abandon job for at least 16 weeks over not paying \$2000 up-charge delivered by text - zero attempts to provide explanation nor any change order to back up the charge - just the one line text to the very compromised heart patient
4. Abandonment (#3 above) was done to the home of a veteran customer and the awaiting very-elderly war-veteran resident - contractor was aware from the first meeting that the purpose of this custom project was to house elderly fathers - extreme unnecessary delay demonstrates an extreme lack of care or perhaps callous leveraging
5. Both principals routinely laughed contemptuously at us when we asked questions
6. Hung up on customer several times after terse proclamations without answering clarifying inquiries about the new information from the calls
7. Maligned customers to subcontractorS (more than one subcontractor on multiple incidences each)
8. Yelled childish retorts (ie. 'you don't tell me what to do' to the customers' question of when the power was to be restored followed by a hang up, 'I don't care what you think or feel,' etc.) before abruptly ending conversations - typically by a hangup or walk-off
9. Pointed at customer's face when shouted in person
10. stood idly by and verbally refused 64-year old customer's request for assistance while the 40-something subcontractor threatened physical violence to the customer at walk-through

The Legacy

All of the above indignities happen to me and my family directly from the choices of Ray and Andrea Samuel.

The Samuels are a menace to potential customers and subcontractors in our community. Perhaps a couple that seems to enjoy being mean-spirited for sport are better suited to MMA fighting instead of participating in the noble industry of providing homes to families. After seeing them in action this year, my 82 year-old father says that The Samuels “bear watching” and he’s right.

Based on the mercenary business practices they have chosen all along the way, I humbly suggest that it is safer to invite The Samuels to be supervised in all their future business endeavors instead of holding a professional license that conveys a great duty to act honorably towards folks: they do not seem to like people, nor each other, and it is clear that they do not bother to treat people with dignity. It is astonishing what these adult people have chosen to say and do to other human beings.

I have heard from others that are not up to confronting Ray’s Construction at this time that their homes that the Samuels built them are falling apart. Of course this will happen to us too. The stress of our beloved elderly fathers living in a house that will fall apart is looming and unhealthy; in fact, it is this exact stress that was the reason stated by others as to why they cannot manage their righteous confrontation at this time. It is **overwhelmingly taxing to be in a contact with Ray and Andrea Samuel.**

Isn't the reason that good character is included in the regulations for professional licensing for contractors because it is the intentions of the builder that will dictate all the outcomes of their work? When they have a lack of integrity with all the people involved (including themselves), the integrity of the build will quite literally be lacking because the respectful care is lacking in all the important decision-making needed to create a home.

These builders disrespected us, and disrespected other customers, and they disrespected the subcontractors, and they disrespected the work. They are pervasively disrespectful and therefore **not respectable. Not worthy of trust.**

Can we rely on Ray’s Construction to answer the phone when things likely fall apart on our fathers’ home? No.

Should The Samuels be able to continue causing harm to the public with their unprofessional choices of lying, unfair practices, and bad character? No.

Should Ray or Andrea Samuel hold any type of contractor’s license?

Communication to Marion County Building License Review Board regarding Ray's Construction of Ocala, Inc. (General Contractor)

This is to summarize my experience working with Ray and Andrea Samuel of Ray's Construction of Ocala, Inc. for the past thirteen months. Although a contractor may operate their business in nearly any fashion they wish, allowing the market to primarily address performance issues, as a Licensed General Contractor, the business must also meet ethical and operational expectations to ensure community safety and integrity standards are met. I do not believe Ray's Construction of Ocala, Inc. met the standards expected of a licensed contractor in Marion County when working the project at 8231 SW 41st Place Road, Ocala, FL 34481. While there are further examples beyond those discussed here, I am focusing on what I consider to be the primary ethical and county standards that were breached. From my perspective, the fundamental shortcomings in the arrangement were the Samuel's having a fixed mindset regarding their interpretation of codes and contract terms mixed with an unwillingness to collaborate with their customer, and perhaps their sub-contractors. Several questions during the build would be addressed as 'we'll re-do that after the inspection'. Other common responses were 'you don't need to know that'; 'that [information] isn't needed yet'; 'I didn't allot/account for that in the project' (e.g. concrete, painting), sometimes with an expectation of additional cost to the customer. There was also a pattern of not doing the work to original intent of the drawing/contract with expectation of accepting the undesirable condition or incurring additional costs to rectify (workshop cabinet, carport electrical panel, electrical light/fan switches.) This would occur even when informed ahead of time so work would not have to be redone, as in the case of the cabinets and appliance installation. A specific instance of this occurred regarding the need to have separate fan/light toggle switches. James of Mini-electric (Electrical sub-contractor) had a similar response of "I'll come back after inspection and fix it." The inspection is done, but no repairs have been made. My experience is that they would leave details unstated or, from their perspective 'none of [the customer's] business' until after the deviation was brought to their attention by the customer or county inspectors. All projects have deviations and changes. We attempted to minimize occurrence of change, misunderstandings, or quality issues through drawing review and discussions prior to signing the contract and by following the construction process. We did not expect zero issues or changes. We did expect professional, collaborative problem-solving aligned with the original intent of the project. Unfortunately, when issues occurred, instead of open discussion, the primary response was directives or demands with a take it or leave it proposition, sometimes adding "I don't care how you feel about this." We also did not anticipate undisclosed practices peculiar to Ray's Construction of Ocala, Inc.

stated as 'that's how we normally do it'. An additional complication on this project was the unwillingness or inability of Andrea to create a consistent, cogent Change Order document. We asked for a change order when Andrea suggested changing the sliding glass door to French Doors. We never received a change order and subsequently had different understanding of the verbal agreement, costing us an additional ~\$640 based on Andrea's interpretation that inner blind options constituted window treatments, which are not part of the contract. Andrea provided an itemized list of electrical components and their costs to record the workshop's electrical modifications, but the list failed to accurately reflect the extra work performed and did not correctly total the net cost difference (\$200 owed by us). I provided a paragraph list of the changes to which Ray and I had agreed, suggesting we could sign this, but that was not acceptable to Andrea. The absence of structured change order procedures led Ray and me to manage these modifications through direct verbal agreements. It would have been better had we stuck to the contract requirement to have changes documented in writing, with a standard form and process. As other discussion points (deviations or contract interpretations more so than requested changes from either party) developed, the default expectation from the General Contractor (GC) was for us to accept deviations, lack of adherence to the drawing or contract even when brought to their attention. An early example on the project occurred with the house positioning on the lot. During drawing review, alignment to a pre-existing carport was used as an anchor point to establish the position and orientation of the house. Based on this, one of the covered porches was extended to enable covered access to the carport, adding to the cost. During construction, this was changed to make construction easier and less costly by not requiring removal of existing concrete. This was resolved collaboratively (no change order). The acceptance was based on a common desire of efficiency and the promise of moving the carport relative to the new position of the house. However, the carport was not moved as one of the unstated limits/job estimates was the allocated concrete for the project. The carport would be moved if we paid for additional concrete required in the new location. An additional relevant example was the height of the block walls. The print indicated ~8' heights, but the contract specified 9' 4". Andrea's first request was to accept the condition as is, even though it would change a significant design feature of the dwelling. We did not agree, and the wall height was added to the structure, but not repaired, causing knock-on issues for electrical installation. I don't know if the drawings submitted to the county were revised or are required to be revised, however, I don't want there to be downstream issues with the county once the project is complete. I have lost any confidence or trust of Ray's Construction of Ocala, Inc to be an honest broker with the county and ask the board to weigh in on my concern.

I am providing three attachments with supporting detail regarding my most concerning ethical or standards violations: Attachment 1, Formal Communication from me to Andrea and Ray attempting to resolve a concern Andrea had regarding payments and requesting a formal Verification of Funds (VOF). Attachment 2, Timeline of project abandonment exceeding 90 days. Attachment 3, Timeline of Electrical Code violation. Although the abandonment/delay of the project and the electrical code violation could be seen as related, I am separating them for clarity as well as recognition that no attempts from me personally, the county representatives, or our legal counsel has changed the belligerent 'take it or leave it' approach from Ray's Construction of Ocala, Inc. While I am not a lawyer, it seems Ray's deliberate work delay and request for \$2000 to fix the electrical code violation could be considered extortion. It is irrelevant he eventually acquiesced as the threat had already been made and followed through on by delaying the project nearly ten weeks by then. I had also expended significant time work to find alternate electrical service providers as well as incurring attorney's fees.

Attachment 1 Narrative

Attempt to resolve Ray's Construction of Ocala, Inc. cashflow concern and improve communications

This is submitted as demonstration of the seriousness to which having a positive relationship and project outcome was to me. I have not experienced any improvement in demonstrated respect from the General Contractor, Ray Samuel, despite multiple informal requests and a formal request from my attorney. In fact, as of today (October 22, 2025) the disrespect is worse as Ray has made good on his Oct 7 statement that he will not talk to me anymore. The electrical subcontractor was scheduled to install the single box for the meter today (see attachment 3). He did not show up to the job site and as of 7:30 PM no communication from Ray indicating when the work will be rescheduled has been received. This dereliction of basic courtesy is absent. My effort to positively impact on the communications and therefore the project outcome began in March 2025. Andrea came to our house to collect Draw #3 (Dry-In: Shingles, Rough Electrical, Plumbing, HVAC). During this conversation Andrea expressed concerns that I would not have the funds to complete the project. There was no explanation as to why she thought this was a possibility as we had paid the start-up and demo draw together, draw #1 and draw #2 as requested. However, she also stated that she had not managed the project payments for cash flow properly as this was the first project for them that did not go through a bank financing process. Early in the conversation, I had called Ray as I felt he should be part of the conversation as he and I had agreed to be the primary conduit of communication since I had lost trust in Andrea's willingness to be forthcoming when I had to do her job to

address the roof shingles being out of production. It was during this phone conversation that Ray not only considered it solely a funding rather than a quality/performance issue but also stated the contract did not state the Shingles had to be installed to get the draw. It is this duplicitous self-serving changing rationale to suit their desired outcome from both Andrea and Ray that is at the root of the ethical and code violations that ultimately required the county inspection organization to help resolve. Please accept attachment 1 as an extemporaneous statement of facts at the time. I also include Andrea's response that she 'did not read it as she could not imagine anything she would have done to warrant a 2-page letter.' It was a few weeks later that Ray stated something to the effect of 'I tore up your letter without reading it.' This was during an in-person discussion from his telling me he had not read the letter yet multiple times. This is given here as an example of the dishonest communication that became the cornerstone of Ray's unwillingness or inability to hear opposing views or customer concerns in a reasonable manner. In this discussion, as I had included the VOF letter from Merrill Lynch as they had requested even though there was no apology as requested in my letter before doing so. I was shocked when he added insult to injury by stating, "I won't give you an apology, I've done nothing wrong. I don't care how you feel about this project." This was likely the first, but not the last time Ray stated to me "I don't care how you feel about this job." This was from a man that thought it appropriate to chastise me when I inadvertently said 'hell' in a discussion with his wife, telling me that 'it affects the relationship and follow on communications.' I apologized to both by text and email after his criticism. Despite not believing I acted improperly or disrespectfully, I wanted to rectify the issue out of respect for their expressed concern. In the case of the VOF letter, he had implied several times that he merely hadn't read the letter yet, not that he had intentionally ripped up the correspondence, not reading it and destroying the very proof of funding they had requested. This was more insulting than the original slight of accusing me of not having sufficient funds and I stated so with "Shame on You" response. In the letter was also an offer to discuss the cash flow of the project as I did not want them concerned about either funding or be in a negative cashflow situation. Since they could not bring themselves to discuss the topic, I don't know if it led to cutting corners on the work or quality of the workmanship, which was my concern. I do know that an incorrect bathroom vanity cabinet was intentionally installed in the workshop only to be removed and the cabinet specified in the drawing was never installed. That is an example of poor quality that could have been the result of their response to this issue. My concerns were validated with workmanship on the project (specifically with cabinets having to be re-done, some of which could not be repaired, and the workshop cabinet removed based on schedule drivers, never re-installed when Ray slipped the completion by 4 months without notification or discussion). Please validate everything Ray or Andrea present as explanation of meeting the ethical and code of conduct expectations of a licensed General

Contractor. They seem to have a very narrow and specific perspective from which they operate that doesn't always align with independent views. Neither Ray or Andrea ever simply asked 'how can we make the project go more smoothly', they did not 'put their heads down and finish the job as soon and as efficiently as possible' as asserted in Andrea's e-mail response to my letter attempting to improve the situation.

Attachment 2 Narrative

Timeline of project abandonment exceeding 90 days.

Ray had stated in early May 2025 that the project would be complete by the end of May. He had even removed the dumpster, port-a-potty, and other items from the job site in preparation of completion. The last meaningful job performed by a subcontractor was the electrical panel under the carport that was re-wired in early June (that work remains incomplete even though Ray was notified specifically via Text on June 6, 2025 of an issue). In a brief call on October 7, 2025, Ray stated he would not be doing any of that 'old work', laughing once again at the question. The water treatment system is powered via electrical extension cord as shown to Ray in June to this date. Although there were additional bathroom installations and repair/bump-out items to do, no additional work was performed until October 15, 2025, when Steve Charleston (MITRE Man of Ocala) installed the safety grab bars in the bathrooms. This too was only done after an initial attempt of deviating from the contract and specific lay-out provided to Ray in March 2025 in order to prevent wasted time and effort. There remain contract and bump-out items remaining to this date.

No final walk-through has been conducted to date. Although Ray had adjusted completion estimates previously to the end of June no current completion estimate has been provided by Ray. In fact, on a 10/7/2025 call, Ray specifically stated that he did not have to provide me any schedule or completion date and would not be doing so. When viewing the attachment 2 time-line adjacent to attachment 3 time-line, it is my proposal that Ray used the time available in the contract and the time in which the permit would expire to exert maximum pressure on us to pay his demand of \$2000 instead of completing the project professionally and in good faith as expected of Marion County General Contractors. I also believe this meets the definition of extortion. I know the coercion felt like extortion. I was no longer willing to give into this inappropriate, disrespectful bullying. Although it is not relevant to a code violation, I would like the board to understand for whom this project is being done: My father and father-in-law. One is a 92-year-old Korean Vet with Chronic

Kidney Disease (CKD). During the last 5 months of intentionally delayed work, he declined from Stage 4 to Stage 5 CKD, which is the terminal stage. The other is an 81-year-old widower with Dementia currently in a memory care unit. Andrea and Ray are keenly aware of our situation and I believe were using our desire for quick resolution as leverage to coerce additional funds. There were many options available to Ray, other than delaying the work. He could have responded with 'A mistake was made, and although I don't accept full responsibility, I am going to meet the county's requirements and we will settle the cost disagreement during the final draw.' This obvious kicking of the issue down the road would not have resolved it until later, however, it would have resulted in the project being complete far closer to the contractual expectation of 300 days from permit start and maximum of 365 days. That would also have resulted in some level of good will, however, as in the example of attachment 1, that is not the way of Ray's Construction of Ocala, Inc. That is why consequences from the board, an authority which should garner respect from the GC, is essential as nothing else has or will impact their egregious business practices.

Attachment 3 Narrative

Timeline of Electrical Code violation.

Although this item is what ultimately caused the biggest issue with Marion County code enforcement regarding permitting and final inspections, the behaviors from the Samuel's during restitution was indicative of what we have been dealing with since having to find a source for the roof shingles in Feb, 2025 when Andrea refused to find alternative solutions other than her requesting we select an inferior style from the 3 options originally presented (the remaining 2 options were nothing like our desired choice). It is with the skepticism of that experience we engaged on the electrical installation issue in June 2025.

The building was powered on with 2 meters on May 6th, 2025. This was per discussions with Andrea of Ray's Construction of Ocala, Inc. and arranged through SECO. The first time we knew of a county code concern was when we were called by Marissa Switcher on June 10, 2025. She was setting up a meeting with Mr. Mike Savage and staff to discuss the failed electrical inspection. Although she wanted to set the meeting for June 13, 2025, I could not support that day as I was scheduled for open-heart surgery in Gainesville. On a personal note, Ray called me a liar on a few occasions leading to this event wherein he declared that because he saw me earlier in the day, I couldn't have been in an emergency clinic unable to talk (as opposed to texting) him as he was demanding. Soon after recovering from surgery, we reached out to Marissa at the county to resume our discussion, but were told the issue

had been resolved with the contractor and that we should follow up with them. We requested the follow-up meeting as we did not trust the contractor to represent our interests in good faith. This meeting occurred on June 25th, 2025, led by Mr. Mike Savage and attended by several county personnel as well as Andrea, Ray, and us (Doug & Penny Norkus). In that meeting, we discovered that Andrea had agreed to remove the door between the two sides of the dwelling as well as to install a single electrical meter. Removal of the door would completely change the functionality of the property and was unacceptable to us. We explained to the group the intent of the property was as a home to be shared by our father and father-in-law. That was the purpose of building 2 sides and having separate utility billing. We worked with Cindy Garr of zoning to sign paperwork for the Single-Family zoning so the door could remain. Although I would have preferred to keep the two panels that had been installed since ~ April and powered on since May, having passed two county inspections, the county was firm on allowing only a single meter to the dwelling. The use and design of the structure was known by the General Contractor from the onset of the contract. It is the General Contractor's responsibility to build to Marion County code. What I have discovered over the last four months working to resolve this issue leads me to conclude Ray's Construction of Ocala, Inc. did not follow required process. Whether through ignorance, incompetence, or intentionally, the result was an unacceptable code violation for which they were contractually and professionally obligated to meet. Instead of acknowledging the issue and expediting rectification and project completion, Ray attempted to charge us \$2000 from us to fix the issue he should have prevented. When that did not work, Ray's Construction of Ocala, Inc. delayed the project to add pressure to us to concede through illegitimate casting blame on the county or his electrical contractor (James of Mini-Electric) as cause of the delay. The most relevant evidence to support my argument (noted in the timeline) are: (1) June 16th, 2025, Text from Ray Samuel stating the county requires us to change the service to a single meter at the cost [to us] of \$2000. (2) June 25, 2025 meeting with County leadership in which Mr. Savage made it clear only one meter was allowed per code, (3) July 7th, 2025 Ray Samuel text "Good morning I'm back and am checking to see what the county said", (4) July 14th, 2025 Ray Samuel text [identical to text of July 7th] "Good morning I'm back and am checking to see what the county said" (5) August 12th, 2025, meeting with Ray Samuel, Marshall of SECO Energy and Doug Norkus during which Ray stated, "The work will not get done until you pay me \$2000". He then proceeded to walk off the jobsite with me telling him "It's your responsibility and I'm not paying you to fix what should never have happened. Just do your job." (6) On August 12th, 2025, I met with Mike Biganali, County Inspection Manager, Tito, Lead County Electrical Inspector, and an additional county electrical inspector to ensure alignment of expectations among all parties. Ray Samuel was invited by the county and expected to be present. He did not attend. I relayed to the group the conversation with

Ray, Marshall, and I from earlier in the day to the group. (6) I don't have specific records of the phone calls wherein Ray Samuel stated various excuses for the delay such as: he was waiting on the county for a drawing; that the county had just emailed him a drawing to follow (did not provide copy as requested) and that he doesn't know electrical, James of Mini-electric would be working it). It is my view that Ray was not an honest broker of information in his communication with the County Building Inspection organization. (7) In addition to the significant delay imposed on us by Ray, I exerted many hours getting alternate electrical sub-contractors to bid on installing the single meter so the build project could be finished in a timely manner. Just as I was selecting a contractor and attempting to engage the county to take over the permit, Ray called to state he would complete the work without charge. Ray's intentional delay wasted many resources, including other Marion County Electrical Contractors bidding on this job mismanaged by Ray. The work is scheduled for the week of October 20, 2025. As of this writing, it is 2 days behind schedule with no communications from Ray indicating when it will be completed.

If I understand the county approval process correctly, I believe what should have occurred regarding the meter installation is: The GC should have submitted drawings to the county for approval showing 2 meters prior to doing the electrical installation. This would have been in March or early April 2025. The county would have approved or disapproved this update in the normal course of project/permitting. By installing them without this approval recorded, Ray's Construction of Ocala, Inc. gave the county the impression of dishonesty. It also exposed the entire project to risk of delay and unanticipated cost which were both realized when the final electrical inspection failed. Whether it was an 'honest mistake,' incompetence, or something else is for the board to decide.

I would appreciate the board considering this complaint is not primarily about the \$2000 cost Ray demanded. His intentional delay has cost us far more in on-going care expenses for our fathers as well as the unrecoverable quality of time with them in the dwelling. This issue is about a consistent pattern of unethical coercion by a Licensed Marion County GC. Ray's Construction of Ocala, Inc. incompetently engaged with the Marion County review process in an unprofessional manner, then expected their customer to 'foot the bill.' When refused, the customer was retaliated against through delay of the project, exclusion from problem-solving and schedule collaboration. At no point did Ray Samuel straightforwardly say, "I made a mistake," or "A mistake was made . . . what can we do to work it out?" Instead, he continued his on-going disrespect of the customer, the county building organization, and the profession of General Building Contracting. They should not be allowed to impose this on other Marion County residents, which I believe they will do without consequences levied from the board, as it is 'how they like to work.'

Even if I trusted Ray's Construction of Ocala, Inc. to finish the rest of the project and warranty work in good faith, which I do not, his conduct between June and October 2025 regarding the electrical meter code violation alone is unacceptable and justifies intervention by the licensing board. His intentional delay of the project, lack of communication, unprofessional behavior and strong-arming actions fall far below the Marion County General Contractor ethical expectations and adherence to code compliance. I am requesting the board administer the appropriate consequences that Ray's Construction of Ocala, Inc. does not repeat this stress-inducing and costly experience with any other Marion County residents. It is clear they will not change their approach without some intervention from a source of authority which they must respect.

Thank you for your consideration,

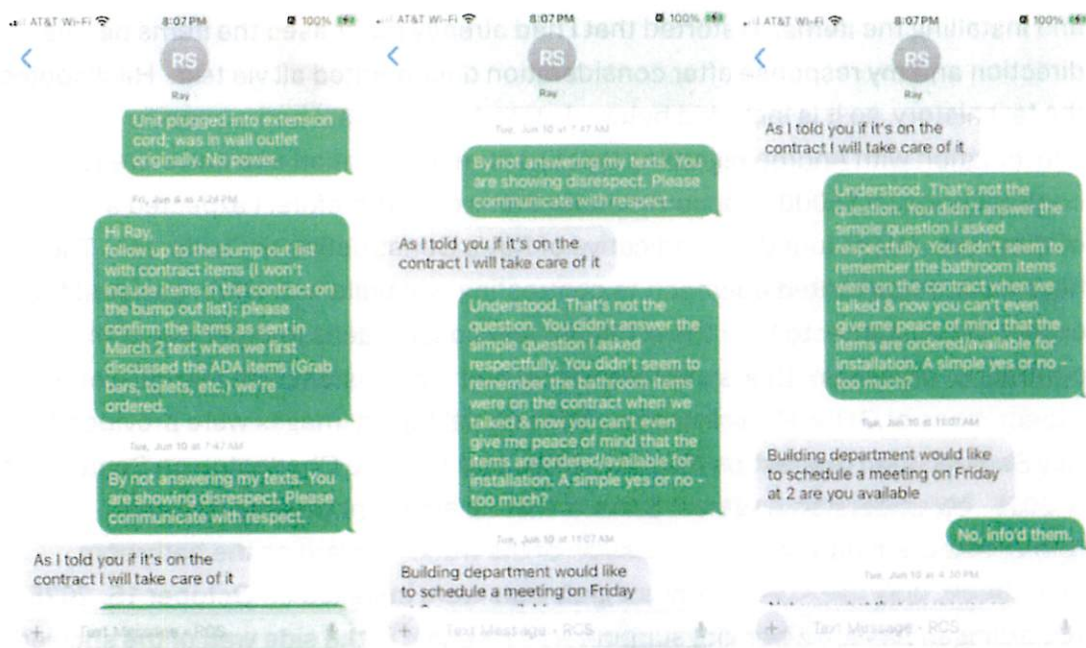
Douglas A. Norkus

Attachment 2: Timeline of Project Abandonment Exceeding 90 Days

- ~ May 30, 2025 (end of May): Removal of dumpster and work support items from the site. This coincided with the original verbal completion estimate provided by Ray Samuel.
- ~ June 2, 2025: Final Electrical inspection scheduled, Carport Electrical panel work performed with error in need of repair reported to Ray via phone conversation and text. In that conversation, Ray stated that “James said he did all the work correctly and I believe him more than I believe you.” He also stated if I have the proof that I discussed, I was to provide it. Ray was very sensitive to my talking to sub-contractors that were working on my property, so I became overly sensitive to ensuring I did not have quality or schedule conversations with sub-contractors [explanation of my comment in text regarding my conversation with James of Mini-Electric regarding the carport panel work]. The EcoWater Systems technician installed the aeration unit, which needed electrical power in the building before the power was disrupted by the carport panel work. Ray never returned to the job-site to review this defect, yet in a conversation with Ray on October 7, 2025 at 5:17 PM when asked about completing this repair work, Ray laughingly stated “Doug, were not going to go back through that old stuff.” The temporary electrical power provided through an extension cord from the house is still in place as of Oct 20, 2025.



- June 6, 2025: Request for assurance that the bathroom items specifically called out in the contract for Ray's Construction of Ocala, Inc. to '... purchase and install ... had been ordered [original text provided to show the desired items and lay-out was provided March 2, 2025]. This exchange also demonstrates the approach Ray took by not answering simple questions he deemed either 'none of my business' or discounted and ignored for whatever personal reason he had to behave disrespectfully.



- June 10 – Oct 24, 2025: Failure of electrical meter installation will be covered in Attachment 3. This was a significant delay in the project. Ray Samuel may have delayed the project to avoid accountability and charge an extra \$2000. My position is that the General Contractor should know the codes and should have abided by them, informing us of the rationale.
- Aug 27 – Oct 15, 2025: Concerns with electrical meter drawing and on-going request to complete the remaining non-electrical work incomplete since the job was stopped in May 2025. My goal was to gain occupancy as soon as allowed based on declining health of both Fathers. During this time, Ray conceded to install the bathroom items (ADA Grab bars, Hand-held shower, and Medicine cabinets according to the contract). However, as had become the pattern, he instructed his sub-contractor to do very specific work and refused to adjust based on my expressed concerns or questions. My approach changed to be present for the work, stop it if confirmed wrong, and attempt to work with Ray to correct. On Aug 28th I attempted to correct the bathroom installation items (had been provided to Ray in March 2025 and requested confirmation of items and structural supports in June.). Ray set the work for Sep 4th, 2025, but when I met the sub-contractor (Steve Charleston of Miter Man of Ocala), Steve said Ray only asked him to install a single 42" grab bar and a hand-held shower head. Ray subsequently told me (via text) to purchase what items I wanted, assuring me he would reimburse me afterward. On October 7, 2025, he reversed his position in a phone call, simultaneously claiming I misunderstood the contract and that he would follow the contract by purchasing

and installing the items. I retorted that I had already purchased the items per his direction and my response after consideration documented all via text. He disputed the text history, so it is included below. I stated to him that I had a specific conversation with Andrea regarding that line-item negotiation and she increased the contract price by \$5000 to accommodate that work. Therefore, I expected a return of that cost. I have found this indicative of Ray's Construction of Ocala, Inc. They have an undocumented approach to contracting and build that when deviated from expect the customer to bear the schedule and cost burdens irrespective of the contract or drawings. This is unprofessional and inconsistent with Marion County expectations of General Contractors. The original layout images were provided to Ray Samuel upon request on March 2, 2025, and to Steve Charleston on September 4, 2025. My understanding from Steve is that he also sent them to Ray and referenced them during their discussion of the work. Regarding the bathroom installation, only the ADA-compliant grab bars were installed on October 15, 2025. According to Steve, no backing support was installed in the side wall of the shower, so those grab-bars had to be secured with anchors. The hand-held showers have yet to be installed, nor the medicine cabinets (which can no longer be per contract as planned because they installed their 'normal' arrangement and did not review the contract requirements). Alternative shelving was purchased to accommodate the current bathroom configuration rather than rectifying the installation error. The only item purchased and installed by Ray's Construction of Ocala, Inc. was the ADA toilet, which did not match the March 2 picture in either brand or functionality. We have adjusted to this unprofessional approach in order to get the job finished and our father's gaining occupancy as soon as practical.



RS
Ray

Look into it and let you know.

Please confirm you put in the supports necessary per the March pics for the ADA items specified.

Tue, Sep 9 at 9:42 AM

Good morning Ray.

We'll purchase ADA items - will settle contract for amount at close out.

Mon, Sep 15 at 10:20 AM

Good morning Ray, Do you have the updated meter drawing?

Thu, Sep 18 at 2:31 PM

Good afternoon Ray, What is the latest estimate on completion?

Text Message - RCS

RS
Ray



Hi Ray,

Attached are idea of the ADA grab bars. Not to scale, but tried to show our thoughts of placement. Below description is to help in case picture is difficult to read.

Should be: 2-42" bars; 8-24" bars 2-36" bars and 2-17" grab bars with toilet roll holder. Model #s are all glacier bay, including toilet. Only Adrinfly model # are the toilet roll grab bars (17")

Text Message - RCS



SC
Steve

know when I hear back from him a claim one there pl. I'll let you and give me a date we can have take a look at the job this week. The crew submittal is doing to

Mon, Sep 15 at 10:20 AM

Good morning Ray,

We'll purchase ADA items - will settle contract for amount at close out.

Mon, Sep 15 at 10:20 AM

Good morning Ray, Do you have the updated meter drawing?

Thu, Sep 18 at 2:31 PM

Good afternoon Ray, What is the latest estimate on completion?

Text Message - RCS

SC
Steve

Attached are idea of the ADA grab bars. Not to scale, but tried to show our thoughts of placement. Below description is to help in case picture is difficult to read.

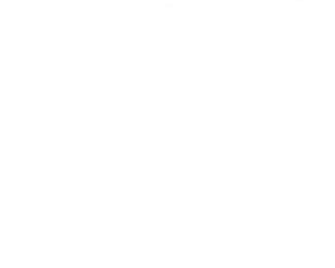
Should be: 2-42" bars; 8-24" bars 2-36" bars and 2-17" grab bars with toilet roll holder. Model #s are all glacier bay, including toilet. Only Adrinfly model # are the toilet roll grab bars (17")

1 of 2 sent to Ray in March 2025

2 of 2

Good morning Steve,



Text Message - RCS



RS
Ray

Check with Andrea she said you didn't order blinds

Sun, Mar 2 at 5:21 PM

Hi Ray,

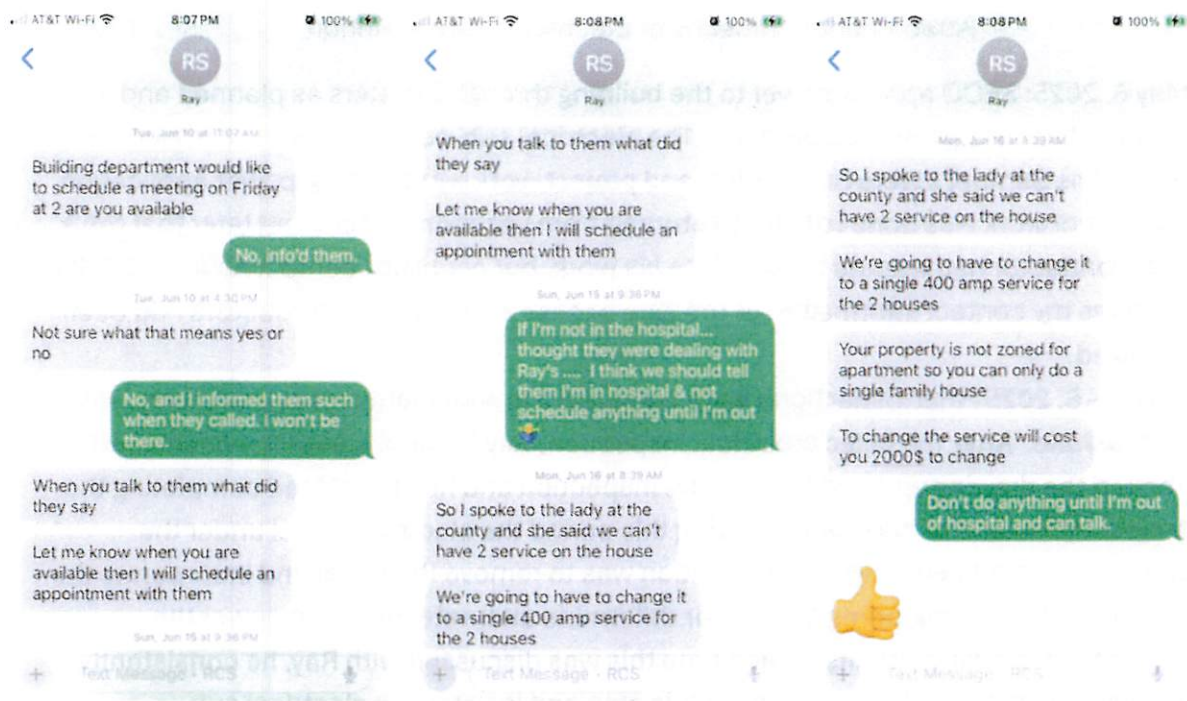
Attached are idea of the ADA

Text Message - RCS



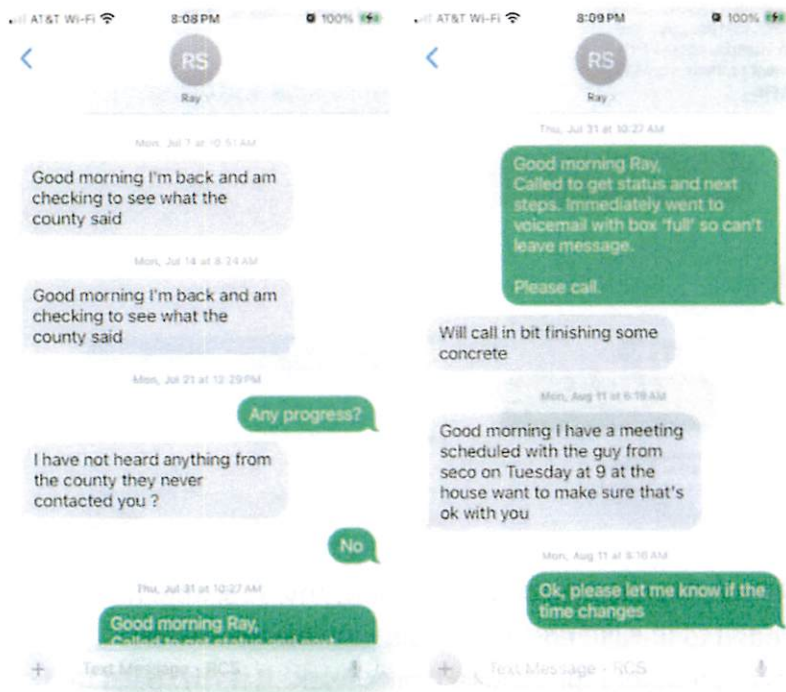
Attachment 3: Timeline of Electrical Code Violation

- May 6, 2025: SECO applies power to the building through 2 meters as planned and coordinated through Andrea Samuel. The electrical sub-contractor was informed via text as the Samuel's were on vacation and project work was pending power application. No project work was done until they returned from vacation. I found out later that the a sub-contractor had wanted to complete his work, but could not contact Andrea and did not have my contact information or the gate access as other sub-contractors had been provided.
- June 2 – 6, 2025 Final inspections were conducted in anticipation of project completion by mid-June. After the failed electrical inspection, Ray Samuel stated the county just needed the drawing updated to clear the inspection and he anticipated completing the project by the end of the month. During this period the electrical panel under the carport was modified (original expectation was to remove the panel and incorporate the circuits in the existing primary meter or determine alternate means to power the existing out-building circuits). Each time this was discussed with Ray, he consistently acknowledged his lack of expertise in this area and insisted his electrical sub-contractor would take care of it. Although I had communicated clear expectations with contractual requirements, Ray's Construction of Ocala, Inc. did not translate those to the sub-contractor, causing confusion and disruption in the build process.
- June 10 - 16, 2025: Initiation of coordination of county inspection meeting regarding the failed electrical inspection of ~ June 5, 2025. Marissa Switcher (Mr. Savage's administrative assistant) was arranging the meeting by calling directly to both parties. My wife informed Marissa that we could not make the meeting on June 13th, 2025, due to my scheduled open-heart surgery. We said we would be happy to attend another time. My understanding is Marissa communicated that to the Samuels. I informed Ray on June 10th, 2025, that I would not be at the meeting and that I had informed the county. The text message I sent on June 15, 2025, was inadvertently directed to Ray, although it was intended for my wife. She had assumed responsibility for communications with Ray's Construction of Ocala, Inc. during my heart surgery and hospital recovery. In this exchange, Ray clearly had a solution costed at \$2000 for which he expected payment. He had spoken with the county and 'resolved' the matter. I informed him that he was not to proceed with any work until I was released from the hospital. On June 16th, 2025, my wife sent a very specific text to both Andrea and Ray that they were not to contact me further until I was out of the hospital.



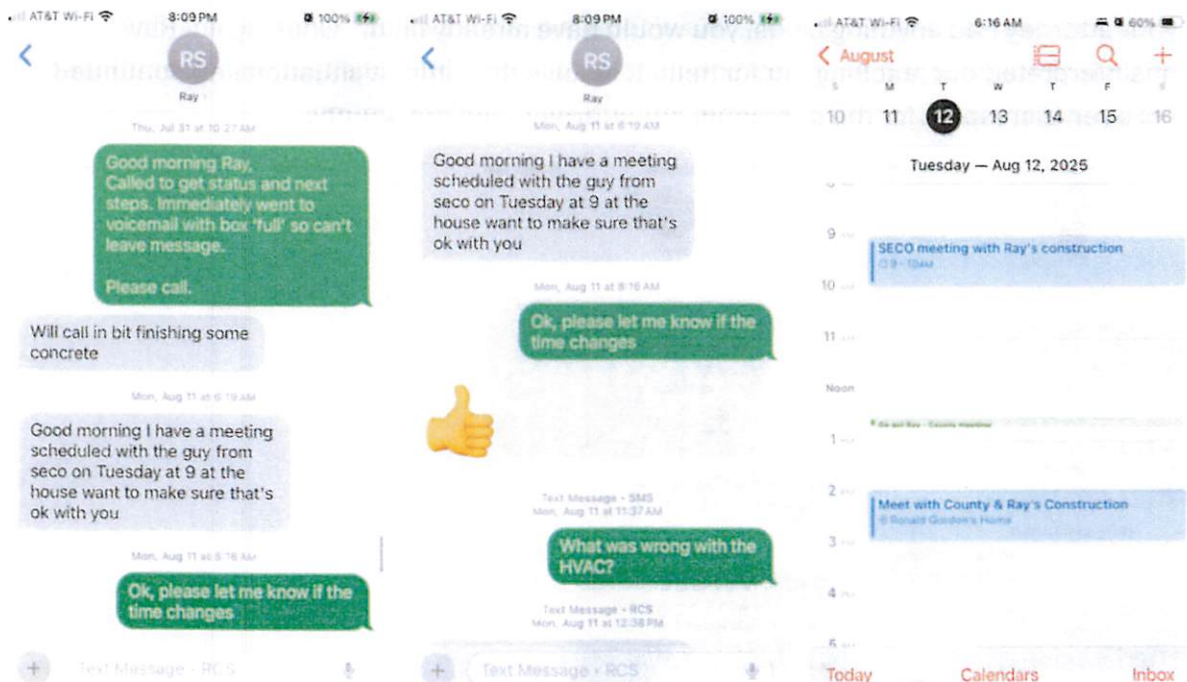
- June 18 – 25, 2025: I was discharged from the hospital on June 18, 2025, we called Marissa Switcher to arrange for the meeting missed. It was then that we were informed the contractor had resolved the issue and advised to contact the General Contractor for an update. We informed her that we had lost trust in the contractor to represent our interests in good faith and would like to have a meeting of all parties as originally planned for June 13, 2025. The meeting took place on June 25, 2025; official minutes are available from the county upon request. We learned at the meeting that Ray's Construction of Ocala, Inc. had 'resolved' the issue by agreeing to remove the door between the two living areas, which changed the intent of the design that was in place from the outset. Our concern that the contractor was not addressing the issue with our best interest in mind was validated. The primary actions were to satisfy zoning (Cindy Garr) regarding the door between the units (completed July 1, 2025) and change electrical service to one meter (pending completion scheduled for week of Oct 20, 2025).
- July 7 - 31, 2025: Ray returns from vacation, communicating that he was working with the county to complete the electrical work. In phone communications with Ray during this period, he claimed to be waiting on the county for a drawing. However, whenever I reached out to the county, they directed me back to Ray to address the issue, specifically mentioning the meeting from June 25, 2025. I believe Ray intentionally mislead both myself and the county (if any communication occurred between Ray's Construction of Ocala, Inc. and the county) during this period to delay the work and add

completion time-pressure to strengthen his leverage for the \$2000 cost demanded on June 15, 2025. I believe I was extremely patient, perhaps overly patient with Ray's Construction of Ocala, Inc. and the county during this frustrating period of non-performance. The customer/property owner should not have needed to reach out to the contractor or the county to move the project forward, however with Ray Samuel's lack of progress and dismissive/misleading communication, I did need to engage. Later in the process they would indicate they were waiting on their electrical contractor (James of Mini-electric). For this reason, we brought in an attorney who possesses strong communication skills to assist us in navigating the process with both the county and the general contractor. Ray repeatedly dismissed our attorney's points, saying, "If your attorney had anything on us, you would have already filed." Once again, Ray misinterpreted our reaching out for help to resolve the difficult situation and continued his open disrespect for the customer, our attorney, and the county.



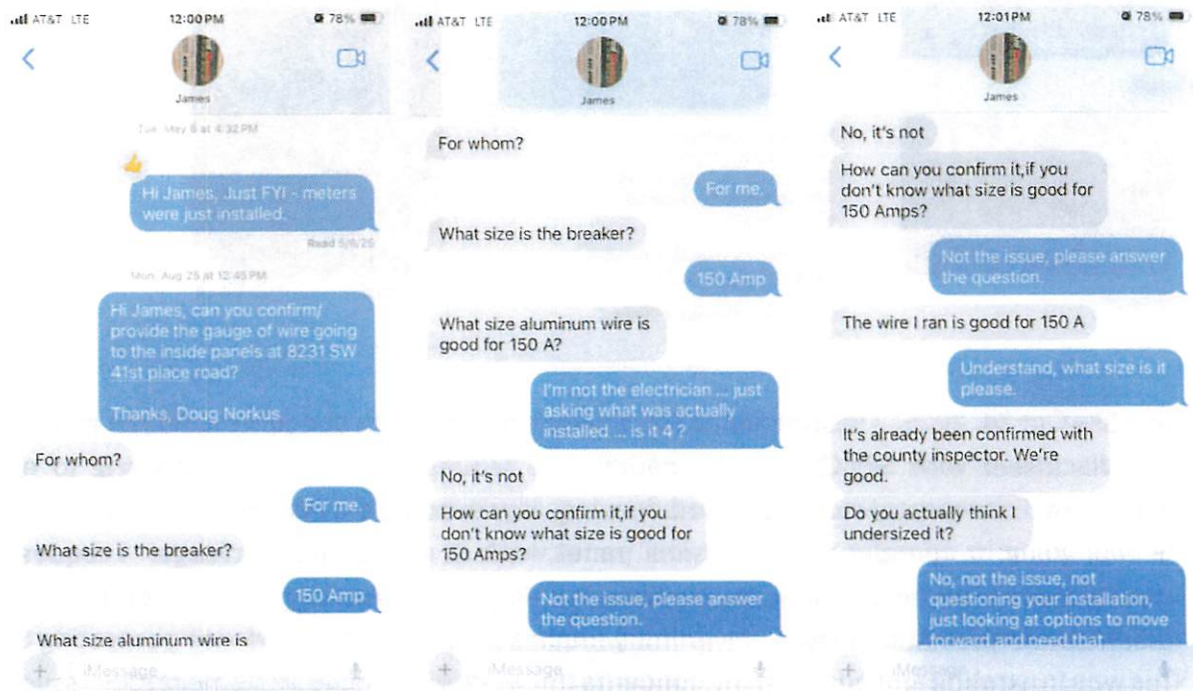
- Aug 11 – 28, 2025 Electrical panel discussions and planning; 2nd demand for \$2000 payment prior to completion of work. 9:00 AM August 12, 2025, Ray arranged to meet with SECO to review work of removing 2 meters installed and replacing with 1 meter. The county had arranged to meet with the county inspection leadership (Mr. Mike B, lead electrical inspector Tito, and one of the area's inspectors), Ray Samuel of Ray's Construction of Ocala, Inc., and myself to ensure alignment of the parties (per Mr. Savage, County Director of the Building Division). The on-site meeting resulted from the June 25, 2025 meeting and subsequent communications, aiming to align all parties and

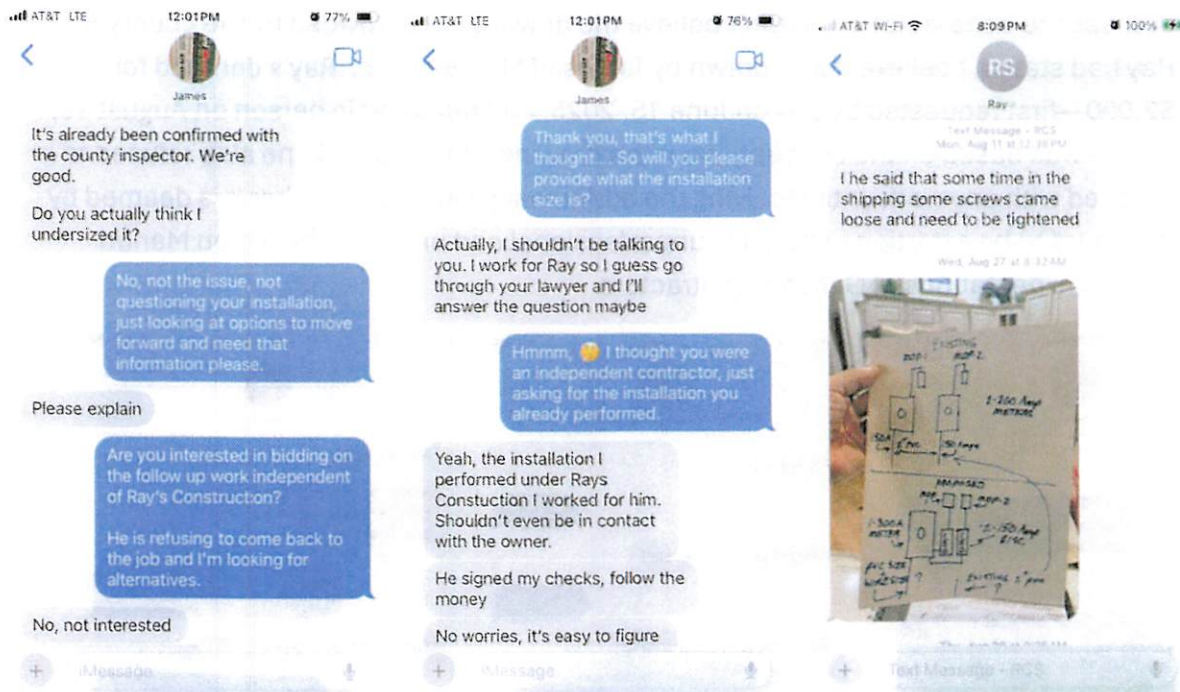
promptly address the code violation. It was specifically scheduled for Ray Samuel to attend. He did not show up and did not inform any of the other parties of his declining the meeting or rationale for not attending as planned. At 9:00 AM, Ray had met with SECO and me at the property, repeating his demand for \$2000. In my assessment, this was the point at which Ray's actions transitioned from proposing a cost to engaging in extortion, as he explicitly stated that no further work would proceed until payment of \$2,000 was received. I responded that I would not pay for his mistake and told him to do his job.



- Aug 13 – 27, 2025 - I concluded from Ray not attending the county meeting that he was abandoning the job and proceeded to file a licensing complaint to the county and interview electrical contractors to complete the required meter work. It is my belief that Ray intentionally separated the meetings to make the demand away from the county leadership and did not attend the previously arranged county meeting to ensure the parties would not be aligned for a smooth project completion. As I worked with electrical contractors interested in the work (list can be provided), I contacted James of Mini-electric to get information about the current installation so work could be transitioned. James was unhelpful, stating he might provide the information if contacted by my lawyer, which he could have only learned from Ray. On August 27, 2025, Ray submitted the initial drawing outlining the corrective work required to

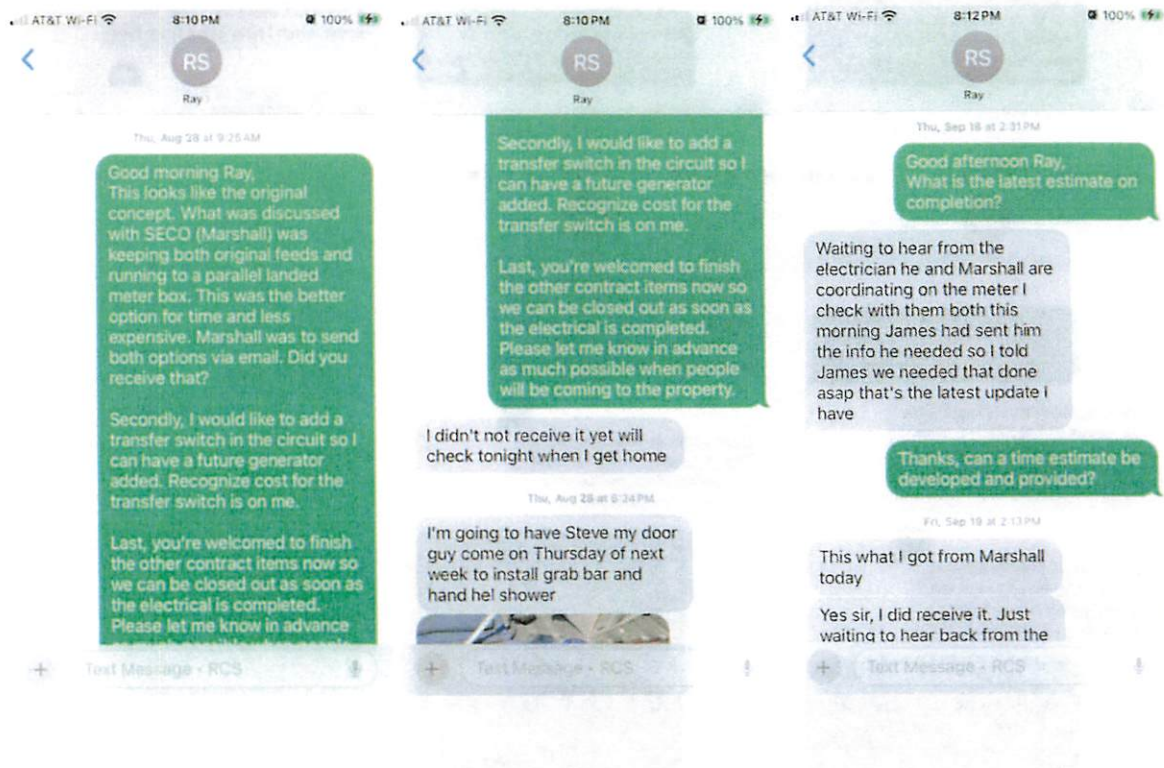
address the code violation. I don't believe the drawing was provided by the county as Ray had stated, I believe it was drawn by James of Mini-electric. Ray's demand for \$2,000—first requested by text on June 15, 2025, and repeated in person on August 12, 2025—was based on the concept, if not the drawing. On August 12, he also refused to proceed with any work until receiving the additional payment. Whether it is deemed by the board to be extortion or not, it is unprofessional and unethical based on Marion County expectations of General Contractors.

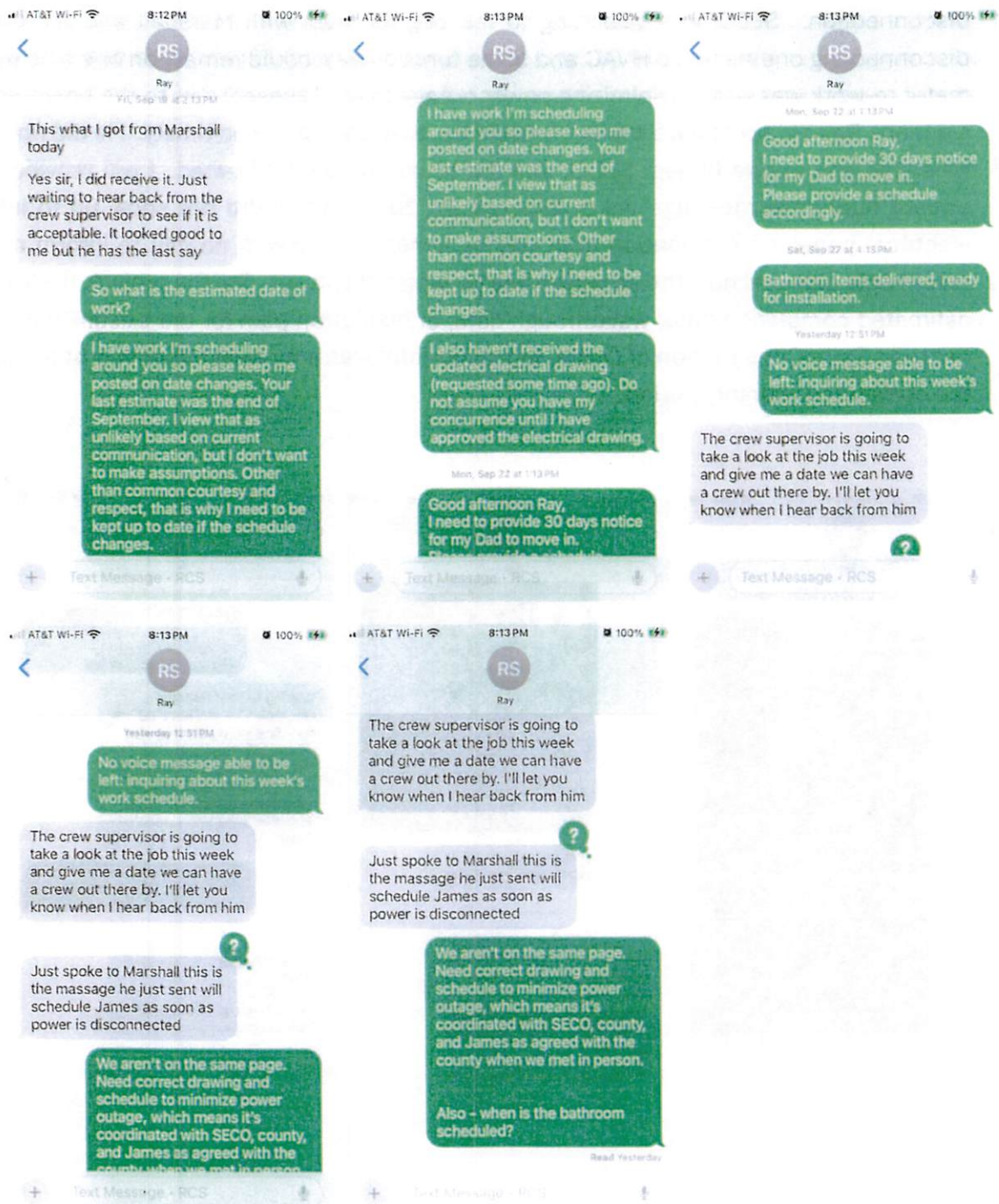




- Aug 28 – Oct 24, 2025: I responded to Ray's circuit drawing with concerns it did not match what was discussed with SECO and the county and requested an updated drawing to ensure alignment. I never received an updated drawing. However, he did inform me via phone call that he was going to complete the electrical panel work at no additional charge. I requested a transfer switch for the circuit at my expense, but Ray continued to ignore my communications that he preferred not to answer. My primary means of keeping informed was contacting SECO. This was frustrating and added to my concerns the work would have implementation issues and not be accepted by the county. I was not aware until my phone conversation with Ray on October 7, 2025, that he had intentionally chosen to communicate exclusively through Marshall of SECO rather than speaking with me directly. He told Marshall, but not me. This is the same unprofessional, 'my way or the highway' inappropriate and uncommunicated approach Ray has demonstrated during most of the project. It is far below the Marion County expectations of General Contractors. I stated that it was his job to communicate with me as his customer, but it made no impact. I was informed by Ray that James of mini-electric was in contact with Marshall and would complete the work only after the power had been scheduled to be disconnected. Marshall stated the drawing provided by Ray was incorrect, but their crew would be able to support the proper installation as agreed to with the county. Based on this, I arranged for SECO to disconnect power on Oct 20, 2025 for James' work to be complete on Oct 21, 2025. Ray informed me via text on Oct 15 that James' work would slip to Oct 22. On October 21, SECO disconnected the power to both meters. The reason both meters were disconnected, as Ray and James wanted but didn't tell SECO, was because I was present at the site during the

disconnection. SECO was operating to the original plan with Marshall and the County of disconnecting one meter so HVAC and some functionality could remain on one side whilst the meter re-work was done, minimizing power outage time. I present this to the board as further evidence Ray did not ensure the work would be done correctly and timely. He did not do what he stated and ensure James, SECO, and the county were coordinated. I will provide a status update during the meeting. As of October 22, 2025, James did not show up to install the electrical panel, no notification from Ray or James. There was no call to inform me of the reschedule plan and now the structure has no electrical power. For the project, there is still no estimated completion date, walkthrough date, or resolution plan for the existing defects. I do not trust Ray's Construction of Ocala, Inc. to perform warranty work effectively or timely during the contracted warranty period.





Arbuckle, Ryan

From: Douglas Norkus <douglas.allen.norkus@gmail.com>
Sent: Friday, January 9, 2026 12:34 PM
To: Arbuckle, Ryan
Cc: Ethan A White; Penny Norkus, LMHC
Subject: Fwd: Timeline for Service upgrade.

Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from douglas.allen.norkus@gmail.com. [Learn why this is important](#)

CAUTION: THIS MESSAGE IS FROM AN EXTERNAL SENDER

This email originated from outside the organization. Do not click links, open attachments, or share any information unless you recognize the sender and know the content is safe. Report suspicious emails using the "Phish Alert" button in Outlook or contact the Helpdesk.

Ryan,

Please provide to board. If rehearing goes forward, I will use this as evidence for board consideration. Demonstrates SECO nor the county were the cause of delays.

R\
Doug
Sent from my iPhone

Begin forwarded message:

From: Engineering MSA <engineeringmsa@secoenergy.com>
Date: January 9, 2026 at 8:56:14 AM EST
To: douglas.allen.norkus@gmail.com
Cc: Engineering MSA <engineeringmsa@secoenergy.com>
Subject: Timeline for Service upgrade.

Good Morning, Mr. Norkus,

We received your request for an updated timeline regarding your recent service upgrade. Below is a summary of all milestones completed to date:

1. 9/29/25 – Order created, assigned to Engineer Marshall Chiulli, and design completed.
2. 9/30/25 – Approved design received; construction fee invoice emailed.
3. 10/1/25 – Construction fee payment received; job forwarded to our construction team for field check and scheduling.
4. 10/2/25 – Construction team received the work order and scheduled the field check and construction work. (Typical completion timeframe from this stage is 4–6 weeks.)

5. 10/8/25 – Field check scheduled for 10/10/25; all construction work scheduled for the week of 10/30/25.
6. 10/10/25 – Field check completed.
7. 10/24/25 – Underground work completed; meter could not be set due to missing inspection and missing downpipe/sweep and straps.
8. 10/29/25 – You spoke with an agent who provided the update above.
9. 11/3/25 – Notification received that inspection and downpipe/sweep and straps were completed; construction team notified to proceed with meter set.
10. 11/4/25 – Construction team scheduled meter set for 11/5/25 (estimated completion within 1–3 business days).
11. 11/7/25 – Meter set completed.

Please let me know if you need any additional details or further assistance.

Thank you,

Juli | Construction Control Specialist | E: engineeringmsa@secoenergy.com | P: 352-770-7326

Engineering MSA

Email: engineeringmsa@secoenergy.com



SECO Energy is a not-for-profit electric cooperative organized under the laws of the State of Florida. The information in this email, including any attached files, is intended only for the use of the individual or entity to whom it is addressed and may contain personal information, proprietary confidential business information within the meanings of §§425.045 and 366.093, Florida Statutes, or other information protected by law. Unauthorized use, reproduction, or distribution is prohibited. Messages sent in reply to this email address may be subject to mandatory disclosure. If you have received this email in error, immediately notify the sender via telephone or by return email and delete this email and destroy any copies you have made. Nothing in this email should be interpreted to authorize a binding contract with SECO Energy.