



## STATE OF CONNECTICUT

### BEFORE THE COMMISSIONER OF CONSUMER PROTECTION

#### **In the Matter of**

Alan Soucy d/b/a  
Alan Soucy Home Improvement  
P.O. Box 836  
Glastonbury, CT 06033

Alan Soucy d/b/a  
Alan Soucy Home Improvement  
27 Canterbury Street  
East Hartford, CT 06118  
HIC.622777  
Email: [alan\\_soucy@yahoo.com](mailto:alan_soucy@yahoo.com)

Case Nos. 2024-1315 and 2025-504

August 26, 2025

### **FINAL DECISION and ORDER**

#### **I. INTRODUCTION**

This matter was commenced by an administrative complaint issued by the Department of Consumer Protection ("Department" or "DCP") alleging Alan Soucy d/b/a Alan Soucy Home Improvement ("Respondent") violated the Home Improvement Contractors Act, Chapter 400 of Connecticut General Statutes ("Conn. Gen. Stat.") §§ 20-426(a)(1), (3), (4), and (5), 20-427(b)(1) and (5), 20-429(a)(1)(A)(ii), (iii), (v), (iv), (v), (vi), (vii) and (viii), Conn. Gen. Stat. Ch. 740, §§ 42-135a (1), (2), and (3) of the Home Solicitation Sales Act, and Conn. Gen. Stat. Ch. 735a, § 42-110b, the Connecticut Unfair Trade Practices Act.

A formal administrative hearing opened at 9:10 a.m. on July 15, 2025, with Julie Datres designated as hearing officer by the Commissioner of Consumer Protection. Respondent failed to appear at the hearing.

On June 24, 2025, the Department sent notice of the hearing and the complaint to the Respondent by email. DCP Exhibits ("Ex.") 1, 2, 3, 3A. The Department also sent notice of the hearing and complaint to the Respondent by USPS First Class and Certified Mail to addresses in Glastonbury and East Hartford; the First Class mailings were not returned but neither of the certified mailings were picked up by the Respondent. DCP Exs. 3B, 3C. On July 2, 2025, the Department posted notice of the hearing on the Secretary of State's public meetings calendar. DCP Ex. 4. Following the Department's oral motion and receipt of evidence related to notice, an Order of Default entered against the Respondent. The hearing proceeded as to evidence on damages.

## II. FINDINGS OF FACT

The Department presented 40 Exhibits and had three witnesses testify, Special Investigator Cheryl Bradley, Homeowner Susan Ginn, and Homeowner Ankur Singhal. All exhibits were allowed. The below findings of fact, as alleged in the complaint, are deemed true based on the default ruling against the Respondent and review of the record evidence.

1. The Department issued a notice of the July 15, 2025 hearing to Respondent on June 24, 2025. DCP Exs. 1 – 3C.
2. The Department held a compliance meeting on May 5, 2025 for Case Number 2024-1315 for which notice was issued on April 21, 2025. DCP Exs. 6, 6A, 6B, 6C.
3. The Department held a compliance meeting on July 1, 2025 for Case Number 2025-504 for which notice was issued on June 18, 2025. DCP Exs. 7, 7A, 7B, 7C, 7D.
4. Respondent has held 3 home improvement contractor credentials under different business names since 2009 – none are currently active. DCP Exs. 8, 20 - 23
5. Under Respondent’s credentials HIC.603351 and HIC.62277 there were 8 guaranty fund payouts totaling almost \$30,000, 3 guaranty fund payments are pending, an AVC, a stipulated agreement, and a guaranty fund matter that has been referred to collections. DCP Exs. 8, 20 - 23
6. Respondent continues to advertise services as a home improvement contractor. DCP Exs. 20 – 23
7. Respondent has not responded to any of the Department’s attempts to communicate with him about the cases in this matter, including when the investigator tried to reach him at his home and left her business card. Tr. 1 – 23:13 – 25:39.

### **The Susan Ginn Matter**

8. Respondent was not a registered Home Improvement Contractor at the time he contracted with Homeowner Susan Ginn of 126 Knollwood Road, Newington, CT 06111. DCP Exs. 20, 21.
9. On September 30, 2024, Respondent entered into a first contract with Susan Ginn (“Ms. Ginn”) to replace the front and back doors, remove and repair rotted areas, build a new front stoop, to do HVAC work, and replace sheetrock in the kitchen and ceiling of the family room. DCP Exs. 9, 20, 21, Tr. 1 – 32:09 – 35:16. The total cost of the contract was \$6,500. *Id.*
10. The September 30, 2024 contract did not include a proper cancellation clause. *Id.*

11. On October 10, 2024, Respondent entered into a second contract with Ms. Ginn to remediate additional exterior rot found. DCP Exs. 9, 20, 21. The cost of the second contract was \$6305. *Id.*
12. The October 10, 2024 contract did not include signatures, contract dates, Respondent's credential information, start and completion dates, or a notice of cancellation. *Id.*
13. Ms. Ginn paid Respondent at total of \$12,400 for the work from both contracts. DCP Exs. 10, 20, 21.
14. Most of the work that Respondent completed was substandard. DCP Exs. 11, 12, 13A, 20, 21. Issues with Respondent's work included ineffective concrete crack repair, installing doors that did not fit the frames and did not latch, ineffective rot removal and remediation of the issue causing the rot, repair work that was done improperly that led to additional damage, and improper landscaping, which included several of Ms. Ginn's plants not surviving. DCP Exs. 20, 11, Tr. 1 – 1:34:09 - 1:37:52
15. To fix the issues from Respondent's work, Ms. Ginn received estimates from landscapers and contractors. DCP Exs. 13A, 13B, 13D, 20, 21. Ms. Ginn has not been able to get most of the repairs needed to fix the problems that Respondent's work caused due to lack of money. Tr. 1 – 1:38:57 – 1:39:03.
16. Ms. Ginn did purchase replacement plants for \$52.11 after Respondent did not return her plants properly to the ground after working and they died. Tr. 1 – 1:39:05, DCP Ex. 13.
17. Ms. Ginn was able to hire a contractor to fix Respondent's defective work on her doors, sheetrock, and ground drainage. Tr. 1 – 1:44:07 - 1:51:24; DCP Exs. 12A, 13A, 13B, 13D. Ms. Ginn has paid \$5639 toward that scope of work. DCP Ex. 13A.
18. The Department received Ms. Ginn's complaint after it was originally filed with the Attorney General on May 1, 2025. DCP Exs 20, 21.
19. The Department issued a 10-day response letter to Respondent on May 25, 2025 to which it received no response. DCP Exs. 20, 21.

### **The Ankur Singhal Matter**

20. Respondent was not a registered Home Improvement Contractor at the time he entered into contract with Homeowner Ankur Singhal of 2 Ellawoods Drive, Farmington, CT 06118. DCP Exs. 22 and 23.
21. On July 13, 2024, Respondent provided Ankur Singhal ("Mr. Singhal") a first contract for demolition and construction of a deck and sunroom. DCP Exs. 22, 23,

22. On August 26, 2024, Respondent provided Mr. Singhal with a second contract to remediate rot discovered where the deck met the house for \$2,695. DCP Exs. 15, 22, 23.
23. The total cost of the two contracts was \$49, 645. DCP Exs. 22, 23.
24. The July 13, 2024 contract did not include a street address for Respondent, had no start or completion dates, and had an incorrect cancellation clause. DCP Exs. 22, 23.
25. The August 26, 2024 contract did not include a transaction date, start and completion dates, registration number, signatures or a notice of cancellation. DCP Exs. 22, 23.
26. Mr. Singhal and his spouse paid Respondent \$42,340 toward both contracts. DCP Exs. 15, 22, 23.
27. Mr. Singhal and his spouse made their final payment to Respondent on November 4, 2024. Tr. 1 – 2:33:21 – 2:33:53.
28. Respondent communicated infrequently and vaguely with Mr. Singhal regarding progress and milestone completions at the home, but continued to request payment although work had not been completed. DCP Exs. 22, 23. Between November 13 and 28, 2024 Respondent was unresponsive to Mr. Singhal’s inquiries as to when he would return to finish the project. Tr. 1 – 2:40:41 – 2:43:17.
29. Respondent, after receiving payments for materials, never delivered the materials to the Singhal residence. Tr. 1 – 2:33:21 – 2:34:17.
30. Respondent provided a list of materials and labor with costs included to Mr. Singhal; this is how Mr. Singhal kept track of and assessed the value of the work Respondent had completed. Tr. 1 – 2:35:01 – 2:37:19, DCP Ex. 23.
31. Of the \$42,340 Mr. Singhal and his spouse paid to Respondent, Respondent did not complete \$21,470 worth of work. DCP Exs. 15, 23. Work that remained outstanding was delivery of windows, creating a landing and stairs, labor for windows, exterior decking, railings, and interior electrical work. *Id.*
32. Respondent applied for a permit for the Singhal residence work on September 11, 2024 that used the registration number and address of another contractor but used his own name, telephone number and email address. DCP Exs. 18, 22, 23. That contractor passed away on September 27, 2024. *Id.* Respondent never got a permit while working at the Singhal residence. Tr. 1 – 2:44:02 – 2:45:19, 2:47:11 – 2:49:10.
33. Due to lack of progress, poor communication from Respondent, learning Respondent was not registered as a home improvement contractor and had never pulled a building permit, from mid-November through early December of 2024, Mr. Singhal lost

confidence in Respondent and contracted DCP. DCP Exs. 16A, 23, Tr. 1 - 2:47:11 – 2:49:10; 2:55:22 – 2:55:56, Tr. 2 – 10:07 – 10:50.

34. Mr. Singhal had to hire additional contractors to complete the work that Respondent received payment for but did not complete. DCP Exs. 22, 23, 44.
35. On December 16, 2024, the Department issued a letter to Respondent with a copy of Mr. Singhal's complaint and requested a response within ten days. DCP Exs. 22 and 23. Respondent did not respond to the December 16, 2024 letter. *Id.*

### III. **CONCLUSIONS OF LAW**

Based on the allegations from the Department's complaint and the evidence it entered in support thereof, this hearing officer makes the following conclusions of law.

1. The Department served Respondent with proper notice of the July 15, 2025 hearing.
2. Respondent engaged in work as a home improvement contractor, as defined under Conn. Gen. Stat. §§ 20-419, 20-420, and 20-427 at all times relevant to this matter.
3. The Respondent violated the following provisions of the Home Improvement Contractor, Home Solicitation Sales Acts, and the Unfair Trade Practices Act:
  - a. Two counts under Conn. Gen. Stat. § 20-426(a)(1) (engaging in conduct of a character likely to mislead, deceive or defraud the public or the commissioner);
  - b. Eight counts under Conn. Gen. Stat. § 20-426(a)(3) (failing to reimburse the guarantee fund);
  - c. Two counts under Conn. Gen. Stat. § 20-426(a)(4) (engaging in home improvement work without the required provisions being included in contract);
  - d. Two counts under Conn. Gen. Stat. §20-426(a)(5) (unfair and deceptive business practices);
  - e. One count under Conn. Gen. Stat. §20-427(b)(1)(presenting another person's credential as one's own for the Singhal permit);
  - f. Two counts under Conn. Gen. Stat. §20-427(b)(5)(offering to make or making home improvement without being registered);
  - g. One count under Conn. Gen. Stat. § 20-427(i)(engaging in work without obtaining a building permit at the Singhal residence);
  - h. One count under Conn. Gen. Stat. § 20-429(a)(1)(A)(ii)(failing to provide Complainant Singhal with a signed contract);

- i. Two counts under Conn. Gen. Stat. § 20-429(a)(1)(A)(iii)(not providing a contract that is the entire agreement);
- j. One count under Conn. Gen. Stat. § 20-429(a)(1)(A)(iv)(failing to have a contract with the transaction date for the Signal job);;
- k. Two counts under Conn. Gen. Stat. § 20-429(a)(1)(A)(v) (failing to provide the address of the contractor on the Ginn contract and the registration number on the Singal contract);
- l. Two counts under Conn. Gen. Stat. § 20-429(a)(1)(A)(vi) (failing to provide notice of the owner's cancellation rights in accordance with the provisions of chapter 740);
- m. Two counts under Conn. Gen. Stat. § 20-429(a)(1)(A)(vii) (failing to provide a contract with a start and completion date);
- n. Two counts under Conn. Gen. Stat. § 20-429(a)(1)(A)(viii) (failing to have a registered contractor or salesperson enter into the contract);
- o. One count under Conn. Gen. Stat. § 42-135a(2) (failing to provide the buyer at the time of contracting a notice of cancellation that is compliant with Connecticut law);
- p. Two counts under Conn. Gen. Stat. § 42-135a(1)(failing to provide a fully completed contract or receipt at the time of transaction);
- q. Two counts under Conn. Gen. Stat. § 42-135a(2)(failing to provide a notice of cancellation);
- r. Two counts under Conn. Gen. Stat. § 42-135a(3)(failing to complete both copies of the contract completely);
- s. Two counts under Conn. Gen. Stat. § 42-135a(5)(failing to provide an oral notice of cancellation); and
- t. Two counts under Conn. Gen. Stat. § 42-110b(a) (engaging in unfair or deceptive acts or practices in the conduct of trade or commerce.)

#### **IV. ORDERS**

Based on the record evidence and the Department's Prayer for Relief this hearing officer issues the following orders:

1. IT IS HEREBY ORDERED that a default judgment shall enter against the Respondent.

2. IT IS HEREBY ORDERED pursuant to Conn. Gen. Stat. § 21a-7(a)(2)(B) the Respondent shall pay:
  - a. **Susan Ginn by no later than thirty (30) days** from the date the Commissioner of the Department of Consumer Protection issues his Final Decision and Orders as follows: **\$18,091.11** (eighteen thousand ninety one dollars and eleven cents) by **certified check or money order payable to Susan Ginn, 126 Knollwood Road, Newington, CT 06111.**
  - b. **Ankur Singhal by no later than thirty (30) days** from the date the Commissioner of the Department of Consumer Protection issues his Final Decision and Orders as follows: **\$21,470** (twenty one thousand four hundred and seventy dollars) by **certified check or money order payable to Ankur Singhal, 2 Ellawoods Drive, Farmington, CT 06032.**

These amounts represent restitution for damages incurred from the Respondent's actions as cited above. **Proof of payment and mailing shall be sent to Attorney Vicky Bullock at [vicky.bullock@ct.gov](mailto:vicky.bullock@ct.gov) within three days of the payment's mailing.**

3. IT IS HEREBY ORDERED that Respondent shall be assessed a civil penalty in the amount of **\$20,500 (twenty thousand five hundred dollars)** for **41** violations listed in section III 3 a-t, above. **By no later than thirty (30) days** of the date the Commissioner of the Department of Consumer Protection issues his Final Decision and Orders, the **Respondent shall make a payment online at <https://elicense.ct.gov> by logging in to Respondent's existing account using Respondent's personal login information, then clicking on "pay outstanding fees."** No cash or checks will be accepted. **The Department shall** deposit the payment into the consumer protection enforcement account established in Conn. Gen. Stat. § 21a-8a.
4. IT IS HEREBY ORDERED that the Respondent cease and desist from any further unfair and deceptive business practices that have been deemed by this decision to be violations of law pursuant to Conn. Gen. Stat. § 42-110d (d).
5. IT IS HEREBY ORDERED pursuant to Conn. Gen. Stat. § 20-432(o) that any application by Respondent for a certificate of registration as a home improvement contractor or any other licensure over which the Department has jurisdiction shall be denied until such time as this Order has been fully satisfied by the Respondent and the Guarantee Fund has been repaid in full.
6. IT IS HEREBY ORDERED that prior to Respondent being reinstated as a home improvement contractor upon satisfaction of Orders 1-5, above, pursuant to Conn. Gen. Stat. §§ 20-422 and 20-426a Respondent shall be required to post a bond in the amount of **\$15,000** upon registration. This bond shall be to reimburse the guaranty fund for any future successfully proven allegations of violations of the Home Improvement Contractor and Home Solicitation Sales Acts. Respondent shall be required to supply

proof of said bond to the Department each year upon renewal of registration. After five (5) years of posting bond with no claims made against the bond, Respondent may petition the Commissioner to remove the obligation to post bond.

Dated this 26th day of August 2025

/s/ Julie Datres

Julie Datres  
Staff Attorney  
Designated Hearing Officer

Approved, Adopted and so Ordered at Hartford, Connecticut, this 29th day of August, 2025.



Bryan Cafferelli  
Commissioner