FOR IMMEDIATE RELEASE

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REGULATORY BOARDS DISCIPLINARY ACTION REPORT
JANUARY 2015

ACCOUNTANCY

Respondent: Zachery Armour, Olive Branch, MS
Violation: Operating an accounting firm without proper licensure
Action: Civil Penalty of $1,000

Respondent: Shannon Quon, Los Angeles, CA
Violation: Operating an accounting firm without proper licensure
Action: Civil Penalty of $1,700 and probation for two (2) years

ALARM SYSTEMS CONTRACTORS BOARD

Respondent: The Alarm Company, Germantown, TN
Violation: Engaging in the security alarm business under a name other than the certification name
Action: $2,000 Civil Penalty

Respondent: AV Plus, LLC, Lebanon, TN
Violation: Unlicensed activity
Action: $1,000 Civil Penalty

Respondent: AMP Security, American Fork, UT
Violation: Engaging in the security alarm business under a name other than the certification name and fraudulent or dishonest dealing
Action: $5,000 Civil Penalty

Respondent: Defender Security Company, Indianapolis, IN
Violation: Failure to register alarm employees within thirty (30) days from the employment date
Action: $1,500 Civil Penalty
Respondent: Security Central Network, LLC, Lexington, TN  
Violation: Unlicensed activity for CCTV & monitoring, and displaying incorrect license number on the company advertisement  
Action: $2,000 Civil Penalty

Respondent: Simplexgrinnell, LP, Memphis, TN  
Violation: Allowed alarm employee continued working after his qualifying agent’s license expired  
Action: $500 Civil Penalty

Violation: Participate in a joint venture with unlicensed company  
Action: $1,000 Civil Penalty

Respondent: Daniel B. Lehman, Rock Hill, SC  
Violation: Failure to submit alarm employees termination notices within thirty (30) days from the termination date  
Action: $100 Civil Penalty

Respondent: Darryl E. Flippen, Russellville, KY  
Violation: Failure to submit alarm employees termination notices within thirty (30) days from the termination date  
Action: $100 Civil Penalty

Respondent: David C. Wallis, Johnson City, TN  
Violation: Failure to submit alarm employees transfer notices within thirty (30) days from the termination date  
Action: $100 Civil Penalty

Respondent: Jack D. Cantrell, Irving, TX  
Violation: Failure to submit alarm employee termination notice within thirty (30) days from the termination date  
Action: $50 Civil Penalty

Respondent: Matthew W. McKinstry, Memphis, TN  
Violation: Failure to submit alarm employees termination notices within thirty (30) days from the termination date  
Action: $100 Civil Penalty

Respondent: Michael T. Berlinger, Memphis, TN  
Violation: Failure to submit alarm employee termination notice within thirty (30) days from the termination date  
Action: $50 Civil Penalty

Respondent: Paul A. Weaver Jr., Ringgold, GA  
Violation: Failure to submit alarm employee termination notice within thirty (30) days from the termination date  
Action: $50 Civil Penalty
Respondent: Samuel T. Stoler, Plymouth Meeting, PA  
Violation: Failure to submit alarm employees termination notices within thirty (30) days from the termination date  
Action: $200 Civil Penalty  

Respondent: Stephen W. Roland, Memphis, TN  
Violation: Alarm employee continued working after his qualifying agent license expired  
Action: $1,000 Civil Penalty

ARCHITECTURAL AND ENGINEERING EXAMINERS

No actions taken.

AUCTIONEER

Respondent: Global Estate Solutions, Powell, TN  
Violation: TCA 62-19-102 (Complaint #201400988)  
Action: $500 Civil Penalty  

Respondent: Global Estate Solutions, Powell, TN  
Violation: TCA 62-19-102 (Complaint #201401691)  
Action: $500 Civil Penalty  

Respondent: The Great South Auction Group, Savannah, TN  
Violation: TCA 62-19-112  
Action: $750 Civil Penalty

BOARD FOR LICENSING CONTRACTORS

Respondent: Metro Construction Services, LLC, Goodlettsville, TN  
Violation: Unlicensed activity  
Action: $250 Civil Penalty  

Respondent: Billy Ramey DBA Pinson Home Repair, Pinson, TN  
Violation: Poor workmanship  
Action: $2,200 Civil Penalty  

Respondent: Dennis & Company, GC, LLC, Nashville, TN  
Violation: Failure to complete projects  
Action: License revoked
BOARD OF EXAMINERS FOR LAND SURVEYORS

No actions taken.

BOARD OF FUNERAL DIRECTORS AND EMBALMERS

Respondent: Allen Funeral Home, Inc., Morristown, TN
Violation: Failed to adhere to regulations concerning the right to control the disposition of the decedent’s remains, the funeral establishment knew or had reason to know that the person did not have the right of disposition, and violated Tennessee rules and regulations governing funeral directing
Action: $250 Civil Penalty and $400 Investigation Costs

Respondent: Anderson Funeral Home, Gallatin, TN
Violation: False or misleading advertising
Action: $250 Civil Penalty

Respondent: Appalachian Funeral Home & Cremation Services, Johnson City, TN
Violation: Misplaced cremation authorization forms and multiple cremation authorization forms were not dated
Action: $250 Civil Penalty

Respondent: Boyd Funeral Home, Ashland City, TN
Violation: Failed to adhere to regulations concerning the right to control the disposition of the decedent’s remains and the funeral establishment knew or had reason to know that the person did not have the right of disposition
Action: $500 Civil Penalty and $500 Investigation Costs

Respondent: Covenant Crematory, Chattanooga, TN
Violation: A decedent was cremated without the authorizing agent’s signature on the form, used a cremation authorization form that had not been approved by the Board and did not have a funeral director’s signature on it, failed to properly maintain its crematory log, failed multiple times to place a permanent identification device in an urn before placing the cremated remains in the urn, and failed to respond within the time specified after receiving notice of an open complaint
Action: $1,500 Civil Penalty

Respondent: M. J. Edwards Whitehaven Funeral Chapel, Memphis, TN
Violation: Guilty of immoral or unprofessional conduct (lost the body of an infant who was in the funeral establishment’s care)
Action: $1,000 Civil Penalty

Respondent: N. H. Owens & Son Funeral Home, Memphis, TN
Violation: Funeral establishment’s website listed unlicensed individuals as morticians which either gave or tended to give the impression that the persons were licensed or entitled to practice as funeral directing or embalming
Action: $250 Civil Penalty
Respondent: Smart Cremation, Memphis, TN
Violation: Engaged in the operation of a funeral establishment on numerous occasions while establishment license was expired
Action: $1,950 Civil Penalty
Respondent: V. E. Parham and Son Funeral Home, Springfield, TN
Violation: Engaged in the operation of a funeral establishment while the establishment license and the funeral director and embalmer licenses of the manager were expired, establishment unreasonably delayed the filing of a certificate of death, failed to submit records kept in the normal course of business, and establishment’s price lists were not accurate or complete
Action: $750 Civil Penalty

BURIAL SERVICES
Respondent: Greenelawn Memory Gardens, Inc., Greeneville, TN
Violation: Failed to establish and deposit moneys into a preneed funeral trust for sales of funeral merchandise, failed to register as a preneed seller, employee failed to register as a preneed sales agent, and failed to deposit moneys into cemetery trust within the time specified
Action: $750 Civil Penalty
Respondent: Hillcrest Memorial Cemetery, Inc., Dandridge, TN
Violation: Failed to deposit moneys into trust, failed, within the time specified, to deposit moneys into trust and file annual reports, failed to properly maintain monuments, markers, and graves, omitted specific language statutorily required on cemetery contracts, failed to update the master map, and failed to maintain a statutorily required listing, log, or record of burials performed at the cemetery
Action: $3,700 Civil Penalty
Respondent: Mountain View Memorial Gardens, Decatur, TN
Violation: Failure of the cemetery company to maintain its cemetery so as to reflect respect for the memory of the dead in keeping with the reasonable sensibilities of survivors of those whose remains are interred in the cemetery
Action: $500 Civil Penalty
Respondent: Smith Brothers Funeral Directors, Nashville, TN
Violation: Failed to keep and maintain accurate accounts, books, and records of all preneed funeral contract and prearrangement insurance policy transactions, failed to file annual report within the time specified, and failed to refund excess funds to the purchaser, purchaser’s estate or otherwise named beneficiary
Action: $1,500 Civil Penalty

Respondent: Spring City Memorial Gardens, Spring City, TN
Violation: Failure of the cemetery company to maintain its cemetery so as to reflect respect for the memory of the dead in keeping with the reasonable sensibilities of survivors of those whose remains are interred in the cemetery and failed to update the master map
Action: $750 Civil Penalty

Violation: Payments received by the funeral home for preneed funeral contracts were not fully deposited into the trust fund, funds were not deposited with the trustee within the time specified, provided discounts on preneed funeral contracts, charged a processing fee on preneed funeral contracts, and provided an incorrect trustee’s name to the consumers.
Action: $10,900 Civil Penalty

COLLECTION SERVICES

No actions taken.

COSMETOLOGY & BARBER EXAMINERS BOARD

Respondent: Another Level Full Service Salon II, Jackson, TN
Violation: Unlicensed activity; ID tag violations
Action: $500 civil penalty

Respondent: D & D Nails, Smyrna, TN
Violation: Unlicensed activity
Action: $2,000 civil penalty

Respondent: Sabouathone Nhun Tuyet, Clarksville, TN
Violation: Providing services not authorized by license
Action: $1,000 civil penalty

Respondent: Cool Springs Nails, Brentwood, TN
Violation: Unlicensed activity; providing services not authorized by license
Action: $250 civil penalty

Respondent: Diva Nails, Mt. Juliet, TN
Violation: Unlicensed activity; ID tag violation; sanitation violations
Action: $750 civil penalty
Respondent: Nails 1st, Portland, TN
Violation: Providing services not authorized by license
Action: $1,000 civil penalty

Respondent: Thuy Thi Nguyen, Portland, TN
Violation: Providing services not authorized by license
Action: $250 civil penalty

Respondent: Phuoc Ba Le, Nashville, TN
Violation: Unlicensed activity
Action: $250 civil penalty

Respondent: Linh Yen Lai, Brentwood, TN
Violation: Unlicensed activity; providing services not authorized by license
Action: $500 civil penalty

Respondent: Huong Thi Lien Nguyen, Knoxville, TN
Violation: ID tag violation
Action: $250 civil penalty

Respondent: Kevin Binh Nguyen, Hendersonville, TN
Violation: Unlicensed activity; ID tag violation
Action: $2,250 civil penalty

Respondent: Kim’s Nails, Clarksville, TN
Violation: Unlicensed activity
Action: $1,000 civil penalty

Respondent: Duy Trieu, Nashville, TN
Violation: Unlicensed activity
Action: $2,250 civil penalty

Respondent: Elegant Nails, Murfreesboro, TN
Violation: Unlicensed activity
Action: $1,000 civil penalty

Respondent: Nails Desire Salon, Murfreesboro, TN
Violation: Unlicensed activity; no manager present; ID tag violation
Action: $750 civil penalty

Respondent: Trang Phan, Murfreesboro, TN
Violation: Unlicensed activity
Action: $1,000 civil penalty

Respondent: Ecco Salon, LLC, Franklin, TN
Violation: License/Inspection sheet not posted; ID tag violation
Action: $500 civil penalty
<table>
<thead>
<tr>
<th>Respondent</th>
<th>Location</th>
<th>Violation</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cam Cao, Memphis, TN</td>
<td></td>
<td>Unlicensed activity</td>
<td>$250 civil penalty</td>
</tr>
<tr>
<td>Avalon Nails &amp; Spa, Jackson, TN</td>
<td>ID tag violations; sanitation violations</td>
<td>$500 civil penalty</td>
<td></td>
</tr>
<tr>
<td>Tarra Dinh, Antioch, TN</td>
<td></td>
<td>Unlicensed activity</td>
<td>$1,000 civil penalty</td>
</tr>
<tr>
<td>Amee Christiana Parker, Jackson, TN</td>
<td>Unlicensed activity; ID tag violation</td>
<td>$500 civil penalty</td>
<td></td>
</tr>
<tr>
<td>Tips &amp; Toes Spa, Murfreesboro, TN</td>
<td>Providing services not authorized by license; sanitation violations</td>
<td>$500 civil penalty</td>
<td></td>
</tr>
<tr>
<td>Idol Nails, Franklin, TN</td>
<td></td>
<td>ID tag violation; individual license not properly displayed</td>
<td>$250 civil penalty</td>
</tr>
<tr>
<td>Keith Hall, Spring Hill, TN</td>
<td>Unlicensed activity</td>
<td>$500 civil penalty</td>
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</tr>
<tr>
<td>Aubrey M. Brown, Memphis, TN</td>
<td>Unlicensed activity</td>
<td>$250 civil penalty</td>
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<tr>
<td>Iconic Nail Spa, Spring Hill, TN</td>
<td>Providing services not authorized by license</td>
<td>$500 civil penalty</td>
<td></td>
</tr>
<tr>
<td>Trung V. Vu, Jackson, TN</td>
<td></td>
<td>Unlicensed activity</td>
<td>$1,000 civil penalty</td>
</tr>
<tr>
<td>Thien Vu, Jackson, TN</td>
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<td>Unlicensed activity</td>
<td>$1,000 civil penalty</td>
</tr>
<tr>
<td>Jurairat Edwards, Murfreesboro, TN</td>
<td>Providing services not authorized by license, sanitation violations</td>
<td>$750 civil penalty</td>
<td></td>
</tr>
</tbody>
</table>
Respondent: Chau Miny Pham, Knoxville, TN  
Violation: ID tag violation  
Action: $250 civil penalty

Respondent: Norma's Salon, Cleveland, TN  
Violation: ID tag violation, sanitation violations, inspection sheet not displayed  
Action: $1,000 civil penalty

Respondent: First Clazz Styling Salon, Memphis, TN  
Violation: Unlicensed activity; sanitation violations  
Action: $500 civil penalty

Respondent: Hollywood Hair Salon, Nashville, TN  
Violation: Unlicensed activity  
Action: $1,000 civil penalty

GEOLOGY REGISTRATION PROGRAM

No actions taken.

HOME INSPECTOR LICENSING PROGRAM

Respondent: William Taylor Buffington, Brandon, MS  
Violation: Failed to continuously maintain General Liability Insurance and Errors and Omissions Insurance  
Action: Voluntary surrender of license

Respondent: Derek Arthur Manning, Chattanooga, TN  
Violation: Failed to continuously maintain General Liability Insurance and Errors and Omissions Insurance.  
Action: Agreed Voluntary Surrender

LOCKSMITH LICENSING PROGRAM

Respondent: Access Unlimited, Morristown, TN  
Violation: Unlawful employments  
Action: $500 Civil Penalty

Respondent: Bradley Bryant, Morristown, TN  
Violation: Unlicensed activity  
Action: $250 Civil Penalty

Respondent: Samuel P. Mays, Jefferson, TN  
Violation: Unlicensed activity  
Action: $250 Civil Penalty
MOTOR VEHICLE COMMISSION

Respondent: Autogate of Nashville, LLC, Nashville, TN
Violation: Temporary Tag Log Violation
Action: $2,000 Civil Penalty

Respondent: Burnett’s Automotive, Murfreesboro, TN
Violation: Issuing More Than Two Temporary Tags and Failure to Respond
Action: $2,000 Civil Penalty

Respondent: American Motors of Jackson, Jackson, TN
Violation: Issuing More Than Two Temporary Tags
Action: $500 Civil Penalty

Respondent: John Cochran, Lyles, TN
Violation: Unlicensed Activity
Action: $1,300 Civil Penalty

Respondent: Southern Auto Exchange, Smyrna, TN
Violation: Open Titles
Action: $1,500 Civil Penalty

Respondent: Road Star Auto Sales, Inc., Nashville, TN
Violation: Temporary Tag Log Violation
Action: $1,000 Civil Penalty

Respondent: Mountain View Ford Lincoln, Chattanooga, TN
Violation: Failure to Retain Trade In Before Financing Approval
Action: $5,000 Civil Penalty

PRIVATE INVESTIGATION COMMISSION

Respondent: Lisa H. Vanstory, Lebanon, TN
Violation: Unlicensed activity
Action: $250 Civil Penalty

PRIVATE PROBATIONS SERVICES

No actions taken.

PRIVATE PROTECTIVE SERVICES

Respondent: Robert M. Lawhorn, Knoxville, TN
Violation: Failure to notify of arrest within thirty (30) days
Action: Suspension for one (1) year and $500 Civil Penalty plus hearing and investigatory costs
REAL ESTATE APPRAISERS

Respondent: Charles E. Mason, Jr., Newport, TN
Violation: Criminal convictions substantially related to the qualifications, functions, and duties of an appraiser.
Action: Revocation of certification and investigatory and hearing costs

Respondent: Robert Rhea Taylor, Maryville, TN
Violation: Certification as an appraiser suspended in accordance with Tenn. Code Ann. § 56-1-312
Action: Suspension

Respondent: Elvin R. Hoover, Bartlett, TN
Violation: In an appraisal report, the following violations were found: highest and best use is not properly analyzed, relevant characteristics about improvements were not adequately discussed or analyzed, the sales comparison opinions, analysis and conclusions were not properly supported, and the site value was not supported.
Action: A fifteen (15) hour Residential Market Analysis and Highest and Best Use Course, and a fifteen (15) hour Residential Appraiser Site Valuation and Cost Approach Course.

REAL ESTATE COMMISSION

Respondent: Gary L. Baker, Johnson City, TN
Violation: Failure to list firm name and telephone number conspicuously on each page of website.
Action: $1,000 Civil Penalty & attend one (1) regularly scheduled meeting of the Tennessee Real Estate Commission (in its entirety) within one hundred eighty (180) days of Respondent’s execution of order.

Respondent: James Wesley “Wes” Shields, Johnson City, TN
Violation: Failure to list firm name and telephone number conspicuously on each page of website.
Action: $500 Civil Penalty and attend one (1) regularly scheduled meeting of the Tennessee Real Estate Commission (in its entirety) within one hundred eighty (180) days of Respondent’s execution of order.

Respondent: Marilyn Cox, Atlanta, GA
Violation: Unlicensed activity
Action: $500 Civil Penalty and Cease and Desist from all such unlicensed activities.

Respondent: Teague Hunter, Atlanta, GA
Violation: Unlicensed activity
Action: $500 Civil Penalty and Cease and Desist
Respondent: Robert “Bobby” S. Powers, Clarksville, TN  
Violation: Failure to supervise  
Action: $1,000 Civil Penalty and attend one (1) regularly scheduled meeting of the Tennessee Real Estate Commission (in its entirety) within one hundred eighty (180) days of Respondent’s execution of order.

Respondent: Thomas L. Marchbanks, Germantown, TN  
Violation: Failure to diligently exercise reasonable skill and care in providing service to all parties to the transaction  
Action: $1,000 Civil Penalty and attend one (1) regularly scheduled meeting of the Tennessee Real Estate Commission (in its entirety) within one hundred eighty (180) days of Respondent’s execution of order.

Respondent: Billy “Bill” Joe Stewart, Germantown, TN  
Violation: Failure to supervise  
Action: $1,000 Civil Penalty and attend one (1) regularly scheduled meeting of the Tennessee Real Estate Commission (in its entirety) within one hundred eighty (180) days of Respondent’s execution of order.

Respondent: Joan “Joni” Alice Eldredge, Chattanooga, TN  
Violation: Failure to respond to the complaint  
Action: $1,000 Civil Penalty and attend one (1) regularly scheduled meeting of the Tennessee Real Estate Commission (in its entirety) within one hundred eighty (180) days of Respondent’s execution of order.

Respondent: Monte Mohr, Nashville, TN  
Violation: Advertising violations  
Action: $500 Civil Penalty plus costs

SCRAP METAL DEALERS

No actions taken.

SOIL SCIENTISTS

No actions taken.
The following individuals have had their licenses suspended in accordance with Tenn. Code Ann. §36-5-706 or Tenn. Code Ann. §56-1-313:

**Board of Cosmetology & Barber Examiners**

Merrick Marion  
Memphis, TN

Tracy Beam  
Memphis, TN

Diana Brassfield  
Nederland, TX

Amanda Chisnell  
Cadiz, OH

Jennifer Debose  
Memphis, TN

Megan Foster  
Murfreesboro, TN

Leah Gilliam  
Gruetli Laager, TN

Hollyann Hullender  
Apison, TN

Ricky Huynh  
Stanton, CA

Jelani Kones  
Memphis, TN

Cynthia McIvor  
Cleveland, TN

Manalin Milne  
Clarksville, TN

Misty Morgan  
La Vergne, TN

John Mullally  
Memphis, TN

Safiyyah Nabaa  
Hermitage, TN

Dana Parrish  
Nesbit, MS

Temeka Rutledge  
Woodlawn, TN

Shannon Simmons  
Knoxville, TN

Jonathan Smith  
Washington, NC

Catherine Summers  
Chattanooga, TN

Tiffany W. McCartney  
Bradford, TN

Terena Wilcox  
Benton, TN

Thais Williams  
Clarksville, TN

Shawnia Davis  
Memphis, TN

Kristina Day  
Atlanta, GA

Shatina Hennings  
Memphis, TN

Stacy Sullivan  
Jackson, TN

Melody Coats  
Cookeville, TN

Lucy Collins  
Memphis, TN

Heather Copson  
Nashville, TN

Tami Fuller  
Huntsville, AL

Sarah Goss  
Southaven, MS

Tanya Johnson  
Nashville, TN

Brandi Lambidonis  
Woodbury, TN

Charnell Lane  
Kingsport, TN

Mary Leonard  
Bradyville, TN

Christina Meyer  
Memphis, TN

Monica Miller  
Memphis, TN

Candace Robbins  
Henderson, TN

Shelley Ronka  
Knoxville, TN

Ambermoia Rounds  
Memphis, TN

Elizabeth Sisco  
Bremen, AL

Anedra Smith  
Memphis, TN
Erin Weist  Murfreesboro, TN  
Christopher Batts  Ashland, TN  
Hurley Smith  Tupelo, MS  
Christina Carroll  Bowling Green, KY  
Apryl Nesbitt  Raleigh, TN  
Misty Pittman  Ripley, TN  
Martez Wilson  Clarksville, TN  

**Locksmith Licensing Program**
Roger Gains  Gulf Shores, AL  

**Motor Vehicle Commission**
Kennedy Dixon  Jackson, TN  
Richard McCarthy  Knoxville, TN  
Brandy Orr  Maryville, TN  
Jason Scheivel  Chattanooga, TN  
Anthony Stephens  Newport, TN  
Michael Swaney  Murfreesboro, TN  
Louis Williams  Memphis, TN  
Jason Beasley  Pearl, MS  
Jwanza Ladd  Knoxville, TN  
Steven Letsinger  Knoxville, TN  
Jeffrey McNamee  Clarksville, TN  
Timothy Wright  Lakeland, TN  

**Private Protective Services**
Earl Wilson  Mascot, TN  
Gloria Holcomb  Nashville, TN  
James Brady  Murfreesboro, TN  
Joshua Money  Knoxville, TN  
Kelvin Bragg  Arlington, TN  
Krystle Armstrong  Nashville, TN  
Patricia Douglas  Memphis, TN  
Patricia McDaniel  Nashville, TN  
Tara Woodall  Gallatin, TN  
Vincent Ferrari  Knoxville, TN  
Killy Bins  Hermitage, TN  
Lola Brown  Nashville, TN  
Marvin Williams  Memphis, TN  
Michael Williams  Memphis, TN  
Terry Coleman  Memphis, TN  
Randy Brown  Memphis, TN  
Eric Burnley  Gallatin, TN  
Kenneth Dortch  Southaven, MS  
Christopher Green  Memphis, TN  
Latari Williams  Memphis, TN  
Andrew Cornell  Nashville, TN  
Michael Barrett  Nashville, TN  
Wilbert Atkins  Cordova, TN
The Department of Commerce and Insurance works to protect consumers while ensuring fair competition for industries and professionals who do business in Tennessee.

www.tn.gov/commerce/, @TNCommercelnsur (Twitter), http://on.fb.me/uFQwUZ (Facebook), http://bit.ly/ry1GyX (YouTube)