

Hiring a contractor

2020 Spring Hailstorm

Home renovations

Consider these consumer tips before hiring a prepaid contractor to repair or rebuild your home:

- Get written estimates from multiple contractors and check online reviews or business accreditation websites such as Better Business Bureau before making any commitments.
- A prepaid contractor solicits, negotiates or concludes construction or maintenance contracts in person at any place other than their place of business, and accepts money before all the work is done and /or the services are provided.
- All prepaid contractors must be licensed by the Province. Consumers can ask the contractor to provide verification.
- All prepaid contracts greater than \$200 must be in writing and must conform to legislated requirements. Never accept verbal agreements.
- Beware of contractors who:
 - grossly overcharge for their services
 - quote a price without seeing your property
 - don't provide a written contract
 - use a post office box as their mailing address
 - don't indicate start or completion dates
 - demand large down payments
 - offer a special price
 - promise a discount

- Consumers have the right to cancel prepaid contracts within 10 days of receiving a copy of the signed contract.



- To report an incident, call 1-877-427-4088.

For more information

- View company's licensing status at <https://www.servicealberta.ca/find-if-business-is-licenced.cfm>
- Learn about prepaid contracts at: <https://www.alberta.ca/prepaid-contracting-licence.aspx>
- For consumer protection information, visit <https://www.alberta.ca/consumer-protection.aspx> or call the Consumer Contact Centre at 1-877-427-4088.
- Better Business Bureau of Central & Northern Alberta <https://www.bbb.org/ca/ab/edmonton>
- BBB Serving Southern Alberta and East Kootenay <https://www.bbb.org/local-bbb/bbb-serving-southern-alberta-and-east-kootenay>

For more information, visit www.alberta.ca/emergency or call 1-877-427-4088