CALGARY AREA

Consumer Protection Alert

Service Alberta and Red Tape Reduction
Consumer Investigations Unit

UNLICENSED PREPAID CONTRACTORS

OMAR GHANDOUR



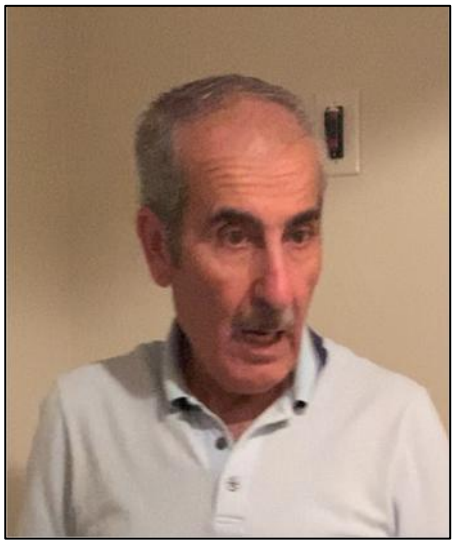
ALIASES

- Omar Gandour
- Said GANDOUR
- Saheed GANDOUR
- Ralph
- Maher Tarras

AFFILIATED BUSINESSES

- All Renovations
- Diamond Renovations (Calgary area)
- Number 1 Prime Line Renovations
- Said Gandour Quality Renos
- Quality Renos*
- Proper Renos*

SAID GHANDOUR



ALIASES

- Said GANDOUR
- Samar

AFFILIATED BUSINESSES

- Said Gandour Quality Renos
- All Renovations

*Ghandour is known to falsely use the names and logos of other businesses, which have included **Proper Renos** and **Quality Renos**. Consumers should ensure that they have taken steps to confirm that the business they are dealing with is legitimate, particularly if making any prepayments.

DETAILS

Omar GHANDOUR and his father **Said GHANDOUR** are operating as two home improvement/renovation contractors in the Calgary area and conducting business as pre-paid contractors without a license to do so. They are currently under investigation for multiple offences under the Consumer Protection Act.

Omar Ghandour has previously been charged with similar offences under Alberta's consumer protection laws and is also facing criminal charges related to fraud and theft.

Both are known to:

- Take deposits from consumers without having a proper business license;
- Fail to undertake promised works;
- Provide renovation contracts that don't align with consumer protection laws;
- Fail to refund consumers when contracts are cancelled.

CONSUMER TIPS / INSTRUCTIONS

Consumers are strongly encouraged to do their research prior to hiring a contractor for home renovations or repairs.

- **Ask to see municipal and provincial business licences;**
- **Establish the total cost of the project;**
- **Have a written contract in place, stating clear project deliverables and timelines**
- **Review Service Alberta and Red Tape Reduction's Home Improvements tip sheet, located at: https://open.alberta.ca/publications/homeimprovements-what-you-need-to-know**

If you suspect a contractor may not be licensed, is contravening Alberta's consumer protection laws, or is avoiding work commitments, report it at 1-877-427-4088.