
DIRECTOR'S ORDER UNDER SECTION 157
OF THE *CONSUMER PROTECTION ACT* (formerly the *Fair Trading Act*)
TO
MICHAEL ALLEN ANDERSON, OPERATING AS ANDERSON CONSTRUCTION
AND
ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF MICHAEL ALLEN
ANDERSON
OR
ANDERSON CONSTRUCTION

This Director's Order was issued under s. 157(1) of the *Fair Trading Act* in response to, in the opinion of the Director, contraventions of the Act. As mandated by s. 157.1(1) of the *Fair Trading Act*, this Director's Order is part of the public record.

Albertans who have questions or concerns about this business are encouraged to contact the Service Alberta Consumer Contact Centre at 1-877-427-4088.

For more information on the *Fair Trading Act*, business licensing in Alberta or to search for a licensed business, please click here:

[Search for a Licensed Business, Charity or Fundraiser](#)

To view a tipsheet on this business licence category, please click here:

[Tipsheets](#)

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ISSUE

On or about November 5, 2016, Michael Allen Anderson, operating as Anderson Construction attended the mobile home of Albertan consumers in Millet, Alberta. At that time, a verbal contract for the remediation of mold and the renovation of the mobile home was negotiated.

On November 7, 2016 a Bank Draft in the amount of \$10,000 was paid to Anderson Construction by the consumers as a deposit on the verbal construction and maintenance contract entered into between the parties. Two invoices, dated November 7, 2016 and November 10, 2016 respectively show that the \$10,000 deposit was paid. That deposit, along with several others, was paid to Michael Allen Anderson, operating as Anderson Construction, prior to the completion of work on the mobile home.

Michael Allen Anderson, operating as Anderson Construction was not licensed under section 104(1) of the *Consumer Protection Act*, (formerly the *Fair Trading Act*) as a Prepaid Contracting Business at the time the contract was entered into or when the deposit / progress payments were taken.

As there was no written contract between parties, the legislated requirements under s. 10(2) of the Prepaid Contracting Business Licensing Regulation were not complied with.

On March 3, 2017 the consumers gave a letter of cancellation to Michael Allen Anderson while meeting with him in the mobile home. That letter was then also sent via email to Michael Allen Anderson, by the consumers. The letter clearly articulated the consumer's intent to cancel their contract with Michael Allen Anderson, operating as Anderson Construction.

To date, the work verbally agreed to has not been completed. Additionally, more than 15 days has passed since the cancellation was delivered to Michael Allen Anderson, operating as Anderson Construction, however a refund has not been provided.

Michael Allen Anderson discussed the requisite licensing requirements with the Consumer Investigation Unit Investigator during the course of the investigation. To date, no application for licensing has been made.

LEGISLATION

The activity of soliciting, negotiating or concluding a contract in person, at a location other than their normal place of business, for a construction or maintenance contract and accepting a deposit or prepayment prior to the completion of the project constitutes a "Prepaid Contracting Business".

A "Prepaid Contracting Business" means the activities of soliciting, negotiating or concluding in person, at any place other than the seller's place of business, a prepaid contract.

A "Prepaid Contract" means a construction or maintenance contract in which all or part of the contract price is to be paid before all of the goods or services called for in the contract are provided.

A "Construction and Maintenance Contract" in part means a contract for the purposes of constructing, altering, maintaining, repairing, adding to or improving a person's own private dwelling.

Section 31(2) of the *Consumer Protection Act* states "within 15 days after a direct sales contract is cancelled, the supplier must refund to the consumer all money paid by the consumer and return to the consumer's premises any trade-in or an amount equal to the trade-in allowance.

Section 35 of the *Consumer Protection Act* states "A written direct sales contract must include:

- (a) the consumer's name and address;
- (b) the supplier's name, business address, telephone number and, where applicable, fax number;
- (c) where applicable, the salesperson's name;
- (d) the date and place at which the direct sales contract is entered into;
- (e) a description of the goods or services, sufficient to identify them;
- (f) a statement of cancellation rights that conforms with the requirements set out in the regulations;
- (g) the itemized price of the goods or services, or both;
- (h) the total amount of the direct sales contract;
- (i) the terms of payment;
- (j) in the case of a sales contract for the future delivery of goods, future provision of services or future delivery of goods together with services, the delivery date for the goods or commencement date for the services, or both;

- (k) in the case of a sales contract for the future provision of services or the delivery of goods together with services, the completion date for providing the services or the goods together with services;
- (l) where credit is extended,
 - i. a statement of any security taken for payment, and
 - ii. the disclosure statement required under Part 9;
- (m) where there is a trade-in arrangement, a description of and the value of the trade-in;
- (n) the signatures of the consumer and the supplier.

Section 10(2) (a) of the Prepaid Contracting Business Licensing Regulation states that “A person who is engaged in the prepaid contracting business must ensure that every prepaid contract that the person enters into complies with the requirements of section 35 of the Act.”

Section 104(1) of the *Consumer Protection Act* states “No person may engage in a designated business unless the person holds a licence under this Act that authorizes the person to engage in that business”.

ORDER

Michael Allen Anderson, operating as Anderson Construction, through any employee, representative, agent or associate must immediately:

- Cease entering into prepaid contracts (accepting down payments, deposits or progress payments before the work is fully completed on contracts solicited, negotiated or concluded in person away from the company’s place of business) with residential consumers until the licensing requirements under section 104(1) of the *Consumer Protection Act* have been met;
- Ensure that all prepaid contracts comply with s. 35 of the *Consumer Protection Act* as per section 10(2) of the Prepaid Business Contracting Licensing Regulation; and
- Ensure that section 31(2) of the *Consumer Protection Act* is complied with and therefore, within 15 days after a direct sales contract is cancelled, refund all money paid by the consumer

NON COMPLIANCE WITH ORDER

ANY PERSON WHO FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 157 OF THE *CONSUMER PROTECTION ACT* CONTRAVENES THIS ACT AND IS GUILTY OF AN OFFENCE AND MAY BE PROSECUTED PURSUANT TO SECTION 163 OF THE *CONSUMER PROTECTION ACT*.



Deborah Wagar
Director of Fair Trading (as delegated)
April 30, 2018