



Consumer Protection Alert

Service Alberta, Consumer Investigations Unit

Unlicensed Prepaid Contractors - Calgary Area

Names:

- Omar Ghandour
- Mohamad Ghandour

Affiliated Businesses:

- OG's Renovations Ltd.
- Your Custom Renovations Ltd.
- 1st Choice Contracting Ltd.
- YYC Custom Renovations Ltd.

Details

The Consumer Investigations Unit is warning Albertans about two home improvement/renovation contractors – siblings Omar Ghandour and Mohamad Ghandour – operating in the Calgary region.

Omar Ghandour is affiliated with OG's Renovations Ltd., Your Custom Renovations Ltd. and 1st Choice Contracting Ltd. Both Omar Ghandour and Mohamad Ghandour are affiliated with YYC Custom Renovations Ltd.

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

Both are known to:

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



Omar Ghandour (Left) and Mohamad Ghandour

Consumer Tips / Instructions

Albertans are reminded that prepaid contractors are required to be licensed with Service Alberta. Consumers are strongly encouraged to do their research prior to hiring a contractor for home renovations or repairs. This includes:

- Asking to see municipal and provincial business licences;
- Establishing the total cost of the project;
- Having a written contract in place, stating clear project deliverables and timelines

Anyone planning to hire a contractor should review Service Alberta's *Home Improvements* tip sheet, located at: <https://open.alberta.ca/publications/home-improvements-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.

Consumer Investigations Unit

3rd Floor, Commerce Place, 10155-102 Street, Edmonton AB T5J 4L4
Suite 301, 7015 Macleod Trail SW, Calgary AB T2H 2K6

