



Consumer Protection Alert

Service Alberta, Consumer Investigations Unit

Asphalt Paving Fraud – Alberta wide

Names:

- Multiple individuals and businesses known to Service Alberta

Details

The Consumer Investigations Unit is warning Albertans about unscrupulous asphalt paving companies currently travelling throughout Alberta that commonly target residential, commercial, and farming residents in small towns and rural communities.

These paving companies often approach consumers stating that they have leftover material from a recent paving project in the area, and will offer to pave a driveway or parking lot at a discounted price.

Albertans who agree to such offers are then instructed to stay off the freshly paved surface for a period of time (often days or weeks) to allow the surface to harden.

However, once the consumer begins to use the driveway or parking lot, it begins to crack, crumble, and disintegrate. The work provided fails to meet the minimum industry standards.

By the time the person or company realizes what has happened, the paving company has often moved on from the area and cannot be located or reached by the consumer. Victims of this scam are then left with the expense of removing the material and redoing the paving work.

Often, these paving companies will use business names, which could deceive their prospective victims into believing the company is a government road maintenance department, or is affiliated with one.

The companies often provide fictitious business or postal box addresses to the people they have targeted.

Consumer Investigations Unit

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Consumer Tips / Instructions

Consumers are strongly encouraged to do their research prior to hiring a paving contractor, especially one that approaches consumers with unsolicited offers.

Consumers can protect themselves by obtaining several estimates from reputable companies and comparing prices, obtaining written contracts, and checking the company's record with the Better Business Bureau and Service Alberta.

For more information and tips, please review Service Alberta's Dealing with Door-to-Door Sales tipsheet on alberta.ca.

If you suspect a paving contractor is contravening Alberta's consumer protection laws, or is avoiding work commitments, report it at 1-877-427-4088 (toll-free).