



## BC Crime Prevention Association

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Q: We contracted with a company who advertised with the BBB to do roof restoration, saving consumers up to 70%. Because our roof was 20 years old it was still in relatively good shape except for a persistent leak in the sunroom. The contract called for three steps to the finished product. The final step was not completed resulting in many leaks and some internal damage to the house. The contractor has tried to extort more money (\$3500.00) from us before he will fix the damage and complete the job (which was totally due to poor workmanship and substandard material), started in March of 2007. He wants us to pay the \$3500. to his company in trust up front. We have spent a great deal of money to keep the rain out and we are still stuck with tarps all over the roof. We lost the opportunity to sell the house last fall because of the unfinished roof and we think we have been fraudulently dealt with. We have paid the contractor \$4000. +. and we don't have the protection of a roof and no promise of one. We have been to mediation with the BBB which resulted in no solution. We are seniors on Government pensions and we, quite frankly do not know where to turn for help. This company is not a member of the roofers' assoc. It was not originally the difference in price, but he convinced us that we would have a better and warmer house as the product provided dramatic insulation value. Can you help? I have thought of going public and suing but that won't get us a roof. His original price was nearly 6100.00 compared to the other quote which was \$6800.00

A: Because this company is a member of the Better Business Bureau, your complaint has been forwarded to that organization for review.

If your complaint can't be resolved through the dispute resolution process at the BBB, your next option could be to file a complaint in Small Claims Court.