

**CITADEL IMPROVEMENT AND PATIO LTD. (CITADEL)**  
**ROBERT (BOB) ERIC HANSON (HANSON)**

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

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](#)

**DIRECTOR'S ORDER UNDER SECTION 157 OF THE FAIR TRADING ACT**

**TO**

**CITADEL IMPROVEMENT AND PATIO LTD (CITADEL)**

**AND TO**

**ROBERT (BOB) ERIC HANSON (HANSON)**

**AND TO**

**ANY EMPLOYEE, REPRESENTATIVE OR AGENT OF CITADEL**

**Issues**

- Consumers have indicated that Citadel has not completed home renovation work on prepaid contracts and failed to provide refunds on cancelled contracts. Investigations regarding these issues are continuing.
- Citadel is unlikely to be in a position to perform any new contracts.
- This Director's Order is separate from any future enforcement action that may result from the investigations.

**Order**

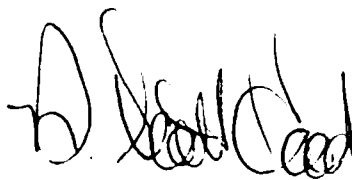
Citadel, Hanson, any employee, representative or agent (supplier) must:

- Within 15 days of the date of this order provide to the Director, as delegated under the Fair Trading Act, an increase to the security to \$75,000 from \$25,000. The security increase can be done by way of endorsement increasing the security bond or, an irrevocable letter of credit or, the cash security agreement.
- Immediately cease engaging in the activities of a prepaid contracting business by soliciting, negotiating or concluding any **new** home renovation contracts until that security increase is in effect.

The supplier may complete work on existing contracts.

**NON-COMPLIANCE WITH ORDER**

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

A handwritten signature in black ink, appearing to read "D. Scott Hood". The signature is written in a cursive, somewhat stylized font.

D. Scott Hood  
Director of Fair Trading (as delegated)

November 29, 2007