

Transcript: July 22 – Sept 9

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Tue, 22 Jul

HOMESTARS.COM

Good news – this pro is interested in your job and is ready to discuss the details with you

2:42 PM

Quality Renovation

Good day I could assist with a quote

2:43 PM

HOMESTARS.COM

You can now contact Quality Renovation. Reach out to discuss the job details and decide if you want to hire this pro.

Shawn

Hello,

I'm looking to get a quote for some fence work after the recent storm in Thorncliffe knocked down part of our backyard fence.

The main job is to replace a 60-foot fence at the back of our property that connects to the alleyway. We're open to either wood or chain link, depending on cost and availability. It will also need a gate as part of the replacement.

Additionally, we need a new gate on the side of the house to replace another one that was damaged in the same storm.

There may also be a few other assorted repairs related to the storm damage that I'd be interested in getting help with, outside of the fence work — happy to chat about those when you're here.

Let me know if you're available to take a look and provide an estimate. I can send over some photos or meet in person if that's easier.

Thanks,

Shawn

Read

3:03 PM

Quality Renovation

We can book an estimate

Shawn

Sounds good. Let me know when you are available. I have a fairly flexible schedule.

Read

3:09 PM

Quality Renovation

Today before 5?

Shawn

Perfect.

I'm at 3 Thornlee Cres. N.W. If you could let me know in advance when you would be by, that would be great.

Read

3:10 PM

Quality Renovation

Ok sure

Shawn

Thanks

Read

3:13 PM

Thu, 24 Jul

Shawn

Hello Sayid,

I just wanted to send you a note to let you know that my final quote for the fencing project will come in tomorrow. I will make a final decision by noon.

I have two more questions to ask to help me decide:

What is the warranty on the work and on the materials?

Most of the other companies include clean-up and removal of any waste. We didn't talk about that when you were here. Is that included in your work?

A fencing company offered an additional option for privacy — vertical or diagonal slats that go into the chain link fence. Can you offer that option?

The company that offered the option of the slats had the same cost as you for a black chain link fence (\$2500). They said they would install slats in the fence for \$250. Is that a price you could meet or beat?

Thanks,

Shawn

Read

11:21 AM

Shawn

Just finished another meeting about the fence. Can you send me your phone number or feel free to write the information about the quote? Thanks. (I'm heading out in about 20 minutes)

Read

11:51 AM

Quality Renovation

Yes will remove as discussed.

Warranty is 1 year.

Yes I can offer that.

11:53 AM

Quality Renovation

Hi Shawn

Shawn

Hello!

We just got back in. I think you may have called but my phone is not charged.

Also, as I mentioned when we last talked, we had one quote on the project today and a final one tomorrow morning. We will sit down with all of the information and let you know our final decision early in the afternoon.

Thanks.

Read

10:41 PM

Quality Renovation

Np

10:48 PM

Fri, 25 Jul

Shawn

Hello,

As promised I am getting back to you about the work with our fence and gates.

As I explained yesterday, there was one company that offered the same cost that you offered (plus \$250 for the privacy slats) for the black chain link fence, 2 gates, and clean up.

As we discussed, if you are willing to make the same offer of \$2500 plus \$200 for the privacy slats (\$2700 in total), with removal of the old fence, then I would be good to go with you.

I also want to be clear that there was a difference between the privacy slats versus the tape that weaves through the fence diagonally. We would want the vertical slats as the other company suggested.

Let me know how that looks to you and how you would like to proceed.

Thanks,

Shawn

Read

2:44 PM

Shawn

Hi Said,

Just noticed that you wrote "VERTICAL SLABS WILL BE PROVIDED." Just so we are clear, these are vertical SLATS.

Here is a link of some of the examples I was given:

<https://www.homedepot.com/p/M-D-Building-Products-M-D-5-ft-Privacy-Fence-Slat-Black-VS003123BK060/203438533>

Not the tape which is this one:

<https://www.amazon.ca/Fenpro-Chain-Fence-Privacy-Arctic/dp/B01FG8DHAU?th=1>

Thanks.

Read

3:05 PM

Quality Renovation

Yes error on my end

Sun, 27 Jul

Shawn

Hello,

I'm in Edmonton for the weekend (can't receive phone calls until I get back tomorrow) and just wanted to send a couple questions that I was wondering about for the fencing project:

One of the contractors I considered for the project had information about checking the lines below ground before digging. He wrote - "Make sure the contractors will be doing the locates for your property. Digging around your lines is by far the most dangerous part of the job and a hit can ignite, burning properties down and if gas seeps into the ground it can be an environmental concern that can be very expensive (upwards of \$100,000)." Will you be checking in with the utility companies or city before?

The second question is about the depth of the posts. Can you tell me how far you will be going. The warning I was given was about "Shallow post depth - most people think 1/3 below grade is the standard (it's what you'll find on Google) but that's not accurate when the frost line is 28" in Calgary. Verify post depth - this one is key to a fence that will stay standing after 2 years."

And finally about the PRIVACY SLATS. The company that offered these to me said that they have enough product available that they can offer it to me at their suggested price which was cheaper than anything I could find at Home Depot or Rona. In fact, I couldn't even find any available at Home Depot. The question is, how will you be sourcing these? Do you actually have them available?

Thanks Said,

I hope you are having a good weekend and can get back to me with the information. As I mentioned I am out of town until Monday so I can't receive phone calls until then.

Read

11:07 AM

Quality Renovation

Yes I did mention to you too call before you dig or request it online they come for free for the holes 24-36 inches deep Is more then enough

12:31 PM

Quality Renovation

Get a price on the privacy slats and let me no

12:31 PM

HOMESTARS.COM

Quailty renovation told us they were hired for this job. Can you confirm this?

Shawn

Yes.

1:27 PM

Shawn

With the slats, as you said, I assume that you would be getting the materials and installing just as the other contractor said he would. I wouldn't have any time to look into that before Tuesday.

And with the call before you dig, the other contractors who talked about it in their quotes all said that they would be doing that for safety. Is that something you will be doing?

I won't be able to check back for messages now until later tonight.

Thanks.

Read

2:22 PM

Quality Renovation

The home owner usually books call before you or does it online thank you

2:24 PM

Shawn

Hi Said,

This is a quote from FIRST CLASS FENCING. It's a similar thing that the other two companies wrote in their quotes about their companies doing the Line Location check>>> (If it's not something you will do, please let me know.)

From FIRST CLASS FENCING:

"Utility Locates - Make sure the contractors will be doing the locates for your property. The reason is that this takes the liability off of you. When a contractor isn't willing to do this, it's a big red flag. Digging around your lines is by far the most dangerous part of the job and a hit can ignite, burning properties down and if gas seeps into the ground it can be an environmental concern that can be very expensive (upwards of \$100,000). Put that liability on the contractor."

Read

2:55 PM

Shawn

Said, I'm heading back to Calgary in a couple of hours.

Between tasks up here I went online to check for the city locate site.

As with the contractor I quoted and with the city locate site, there is the request page for contractors to request the information.

<https://utilitysafety.ca/wheres-the-line/click-before-you-dig/contractors/>

It appears that they need 3 - 5 working days after you request a locate for the worksite.

Could you please follow through with that and tell me if TUESDAY is still the possibility for work? Are you considering Tuesday as the tear down and removal?

Please let me know soon so I can plan my schedule.

I have cut away most of the tree limbs to 5 feet and removed parts of the fence as preparation.

Read

7:01 PM

Mon, 28 Jul

Shawn

Said,

I have a busy day today here.

Can you please answer the questions:

Will you be setting up the utility line check with the city as I asked?

<https://utilitysafety.ca/wheres-the-line/click-before-you-dig/contractors/>

Will you be in tomorrow to start the process on the fence?

Thank you,

Shawn

Read

3:32 PM

HOMESTARS.COM

You hired Quality Renovation for this job.

3:50 PM

Quality Renovation

Shawn we need call before you dig I asked you please to book it online as you are the home owner once they come we will be there too

6:05 PM

Shawn

Hi Said,

You did mention it after I talked to you, which would not have given us the time to have the lines checked.

Two of the contractors said that it is best for the contractor to contact the city "check before you dig." I sent you the note I had received from one of the contractors who explained that it would be best for the contractor to do that. I sent you the link to the city page where the contractor sets that up.

Could you do that.

I am running errands now and will not be back until this evening.

Read

6:24 PM

Quality Renovation

I will Tommorrow

6:44 PM

Shawn

Thank you.

Read

7:56 PM

Tue, 29 Jul

Shawn

Hi Said,

I tried to return your call. I am out working late until about 11 tonight. Is there something you called for earlier today?

Read

9:58 PM

Quality Renovation

Call me back

10:00 PM

Shawn

Hi Said,

I called you back shortly after you called me. I left a message. Now I am in the middle of a class at SAIT until 11.

Is there anything I should know or can I call you around 9AM tomorrow before I leave for work out of town?

I;m writing to you from the work place. I don't have access to my landline at home until later tonight.

Read

10:05 PM

Quality Renovation

I was calling to tell you I was coming to remove the fence Tommorw but I do require \$900 after it's out do you agree?

12:17 AM

Shawn

Call before you dig is scheduled

12:18 AM

Shawn

Thank you.

When I am home tomorrow, I will send \$900 with the remainder due upon completion.

If you want to contact me, I will be out of the house by 9:30.

S

Read

12:44 AM

Quality Renovation

Can you send it tonight or in the morning so I don't keep bothering you and missing each other calls

12:46 AM

Quality Renovation

I will send a receipt

12:46 AM

Shawn

Said, It's my understanding with the other contactors that 15 -20% is the typical deposit before work begins. Alberta Government website adds that an agreement can be made for the dates of payment and amount following the beginning of work. (including how much is paid upon completion)

SO, in following the Alberta Government suggestion, can we agree to the following payment schedule?

--I have sent \$1000 already.

--Can we agree that I will send \$900 AFTER the fence and Gate are removed? (No later than 9PM)

---That would be \$1900 of the total \$2,835.00 which would be 67% of the total.

-- And then the total would be paid upon completion of the project. (\$935)

Please let me know if this payment schedule is acceptable.

Read

1:09 AM

Quality Renovation

Sure sounds good thank you for understanding

1:11 AM

Shawn

OK

And a receipt for the initial payments would be great to have.

Also, have you sourced the privacy slats yet? RONA was the only place I could find them available so far. The consumer price is probably not as good as the contractor price. And the other fencer has obviously sourced them from other sources.

Read

1:15 AM

Quality Renovation

Np everything will be sent Tommorw

1:17 AM

Shawn

Thank you

Read

1:26 AM

Wed, 30 Jul

Shawn

I will be out of the house around 9:15 but my wife will be here after 9:45 for any questions.

Thanks

Read

11:01 AM

Quality Renovation

Np

11:02 AM

Quality Renovation

Removal done please send \$900

4:11 PM

Quality Renovation

Hello

10:46 PM

Shawn

Hi Said.

Just got back into Calgary 10 minutes ago.

Payment for 900 dollars before 9PM has been sent.

Read

10:53 PM

Quality Renovation

Thx

11:04 PM

Quality Renovation

What's the password

11:05 PM

Shawn

The same as before. I think it was chainlink

Read

12:26 AM

Thu, 31 Jul

Shawn

The bank confirmed that the payment went through. Could you let me know when the city plans to check the underground digging line AND if they know to also check the line where the gate and the house connects.

Thank you.

Read

11:51 AM

Shawn

Hello Said,

I'm checking in again with you to see if the city knows to also check the lines beneath the area by the side gate?

Thank you

Read

4:31 PM

Quality Renovation

They no what to do they will come soon

6:05 PM

Shawn

Hi. I just got in as they were doing the location work.

What do you think the timeline will be for starting the work?

I have put up a wire that was crossing the side gate. I was wondering if it would help you and your workers if the tall grass at the back was cut. Let me know so I can do that before you come if that helps.

Read

7:23 PM

Shawn

Hello Said.

Can you tell me which day you plan to come in.

Thank you

Read

11:50 PM

Fri, 01 Aug

Shawn

When will you be in Said?

Read

9:12 AM

Quality Renovation

Saturday or Monday

10:49 AM

Shawn

Thank you – Please let me know at least one day in advance.

Read

11:15 AM

Mon, 04 Aug

Shawn

Said,

Could you please tell me what time you will be coming in tomorrow to start work on the fence?

Thank you

Read

10:44 PM

Quality Renovation

Wednesday or Thursday the weather backed me up

10:46 PM

Shawn

Thank you for the message. The sooner the better. We had someone wandering in our yard today so we hope to have the fence up as soon as possible this week.

Read

12:07 AM

Quality Renovation

Ok

12:52 AM

Tue, 05 Aug

Shawn

Also, the insurance company is asking for some receipts. So, as you said you would do, could you supply the receipt for the 1st and 2nd payment with

personal and business name

Address and phone number

Amount paid and what it was paying for.

(date, any other relevant information)

Thanks

Read

12:20 PM

Quality Renovation

You get a final invoice when the job is complete

12:22 PM

Shawn

Hi Said,

Check our messages. On July 29th, you said you would send a receipt for the pre-payment. (\$1000 July 25th and \$900 July 29th).

The insurance company is asking for receipts for payments I am making to companies for work and deposits so far. I have bank statements but they want the actual outgoing payment receipt so that I can claim the funds.

Read

12:31 PM

Wed, 06 Aug

Shawn

Hello Said,

Could you give me an update on when work will start and on the receipt for two payments.

Thank you.

Read

8:57 AM

Quality Renovation

I told you today

10:10 AM

Shawn

Thank you.

Read

11:28 AM

Shawn

Hello Said,

I just came back home for a bit and it looks like you are already done for the day.

I see the cement was poured. A neighbour who put up his fence across from me came out while I was looking at it and asked if I had done it and commented that the posts weren't straight or nearly in line. He brought out a line to check it and it seems that they are very far off from each other.

Can you confirm that your people checked on the straightness and level of the posts?

Also, I am still waiting for the receipt for the first two payments. Again, the insurance won't pay me without this confirmation.

Read

4:39 PM

Sat, 09 Aug

Shawn

Hello Said, I'm checking in to see when work will continue.

Read

5:01 PM

Shawn

I am out working now. Please don't call my place. My wife and child are sleeping (nap time).

Read

5:01 PM

Quality Renovation

Tuesday.

1:27 AM

Sun, 10 Aug

Shawn

OK.

Can you tell me what your plan is with the side fence/gate? I don't see any holes there.

Read

1:29 PM

Shawn

Said, what are the plans for the side fence and gate?

Read

11:28 PM

Quality Renovation

They will be dug and done too.

11:29 PM

Tue, 12 Aug

Shawn

Hello,

I will be around today when you come.

Can you tell me what time you will be here?

Thank you.

Read

11:13 AM

Quality Renovation

Before 2.

11:14 AM

Shawn

Thank you. I might have to be out before then but possibly back before you leave.

Read

12:10 PM

Shawn

Just checking in with you. I came by to talk to you about how things are going forward but it's 2:00 and I have to leave to pick up my son. Will things be moving forward today?

Read

4:00 PM

Quality Renovation

Hey my friend will be there Tommorw.

6:29 PM

Shawn

Please show up and let's move this project forward.

Read

7:15 PM

Quality Renovation

Ofcourse.

9:28 PM

Wed, 13 Aug

Shawn

Can you please let me know when you will be in.

Read

2:21 PM

Shawn

I'm trying to be patient, Said, but this must move forward.

Read

2:23 PM

Quality Renovation

What's your point ? Trying to be patient ? Weather hasn't been too well I shall be thier today or Tommorw.

2:24 PM

Shawn

I will ask you not to be defensive. Yesterday was fine and you promised to be there but did not contact me when you did not show up. Now you are saying "Today or Tomorrow" after promising that you would be there Today.

Do you understand my frustration?

I am not trying to be confrontational. I am trying to understand that when you say a day that you mean you will be in on that day.

I trust that when you said you will be in TODAY that you will follow through.

Thank you.

Read

2:30 PM

Quality Renovation

Tomorrow.

2:31 PM

Thu, 14 Aug

Quality Renovation

I no yoru frustrated so am I I have some family issues to handle I won't be able to do your project until Monday or Tuesday.

11:33 AM

Shawn

...Frustrated is an understatement Said. It's unfortunate that you have "family issues." I hope that will be resolved. I also have family and other issues WHILE I am doing my job.

I am currently running around trying to do my job with deadlines tomorrow.

I have to visit the Doctor today for an issue.

I have my family with my own issues who I am unable to be around because of others who are not doing things they promised.

I have the insurance company wanting pictures of Finished projects

I have other house commitments that have to be dealt with this week because of the hail damage and insurance demands.

I understand that you have issues. I do too. You have also insured me that you are a professional and said you would keep your promises. You have others that work for you so please send them to do the work if you are unable to.

Can you do one of these options:

Have your workers come in to work

Come in tomorrow

hire replacement workers to move this work forward.

Thank you.

Read

11:47 AM

Fri, 15 Aug

Quality Renovation

Yes I am a pro your fence will be done no later then Wednesday next week

10:59 AM

Shawn

And if it rains, will you have time to pour cement for the side posts?

Read

11:30 AM

Mon, 18 Aug

Quality Renovation

Yes

3:55 PM

Tue, 19 Aug

Shawn

Hello again, I am just checking in with your promise last week on Friday where you said: "... your fence will be done no later then Wednesday next week"

Tomorrow is Wednesday. Are you still promising for Wednesday?

Read

12:14 PM

Quality Renovation

Ya

12:24 PM

Wed, 20 Aug

Quality Renovation

Phone me

11:59 AM

Shawn

SAid - I am downtown right now. I am not near a phone.

I just got a message from my wife who played back the message (you didn't leave your name so she didn't know who it was)

What is going on???

Read

12:06 PM

Shawn

It is 10 AM. Today is Wednesday... the day you promised to finish the project.

Read

12:07 PM

Quality Renovation

Won't be fully done today that's why I was phoning you

12:08 PM

Shawn

WILL IT BE STARTED! Will you be coming in? Without excuses when will it be done.

Read

12:43 PM

Shawn

Said, Inform me about Specific and definite Work time, and completion time. A progress report will be filed to Sonnet Insurance on Friday.

Read

3:58 PM

Quality Renovation

Will be done Tommorw

4:01 PM

Thu, 21 Aug

Shawn

What time will you be starting today?

Read

11:18 AM

Quality Renovation

Are you home ?

11:51 AM

Shawn

Just getting ready to go out.

Read

11:53 AM

Shawn

I have postponed my meetings for today and will be around my home all day. As agreed on the phone I will meet you here for the completion of the back fence and gate and further discussions about the side gate.

Please inform me of your arrival time.

Read

12:59 PM

Shawn

What will be the estimated completion of the back portion so that I can schedule the latter part of my work day.

Read

1:01 PM

Shawn

Said, Why have you removed the fencing materials?

Read

2:47 PM

Fri, 22 Aug

Shawn

You have said 1200.

I have said 1400.

So, the mid point is 1300. Is that acceptable.

Also please be clear about the details of option 1 so that there's no discussion moving forward.

I am copying and pasting option 1 here with fee changed from 1400 - 1300:

Option 1 - Partial Refund with Post-Use Contingency

- You reimburse \$1300.
- If a subsequent contractor confirms that your installed posts are unusable due to misalignment or shallow depth, you agree to reimburse either:
 - a) the full cost of replacement, or
 - b) the remaining balance of funds paid,whichever is less.
- After reimbursement and final settlement, there will be no further claims or contact.

I will be running around all day today to missed meetings and will check in here periodically. No access to home phone until this evening.

Let us wrap this up today.

Shawn Kinley

Read

11:42 AM

Quality Renovation

Call me

1:22 PM

Shawn

It is 11:30, I am travelling to another meeting now.

As I mentioned in my message above I will be running around all day between meetings and won't be near my home phone.

Can you please leave your comments and questions here and I can get back to you between meetings.

Thank you.

Read

1:31 PM

Quality Renovation

I will send a cheque to your mail my accountant needs your full name and address and I need in writing no reviews or further action will be taken

3:35 PM

Quality Renovation

What's your decision??

12:42 AM

Sat, 23 Aug

Shawn

Hello,

I have had the agreement revised by my advisor to reflect payment methods. Please read the agreement below and you will find the terms of payment which include the information you asked for (Name/Address) and the payment method which will be the same payment method I used to send the money to you through the bank, as well as a time frame for completion of our agreement.

Shawn Kinley

AS per our agreement:

Option 1 - Partial Refund with Post-Use Contingency

- You reimburse \$1300.

PAYMENT WILL BE ISSUED to

SHAWN KINLEY

3 THORNLEE CRES. N.W. CALGARY, AB

in the manner it was paid to Mr. Gandour (Quality Renovations) through

INTERAC DIRECT BANK PAYMENT at the email address ECOM@SHAWNKINLEY.COM

no later than 1:00 PM August 25, 2025.

- If a subsequent contractor confirms that your installed posts are unusable due to misalignment or shallow depth, you agree to reimburse either:

- a) the full cost of replacement, or

- b) the remaining balance of funds paid,

whichever is less.

- After reimbursement and final settlement, there will be no further claims or contact.

Read

9:28 AM

Quality Renovation

Quality renovations only refunds by cheque method

12:47 PM

Quality Renovation

When's your other contractor coming in

12:47 PM

Shawn

Then I will meet you at your bank and cash the cheque there on Monday before the deadline.

I am meeting with two contractors on Tuesday.

Read

12:49 PM

Quality Renovation

Let's wait to see what they say my posts are good but I feel

Better to see what they say

12:54 PM

Shawn

I will ask you to abide by the agreement. The agreement stipulates Monday payment so that I can move forward.

Thank you.

Read

12:56 PM

Shawn

I was just informed that you phoned my home phone number.

As you will probably understand, our conversations are best kept in a way that we both are clear and have a record of communications. I have been advised that this is best for both of us.

Can you please tell me what you were calling for?

Read

3:42 PM

Quality Renovation

Everything can't be your way you want you can't force me to only do what you want and me not do what I want I will send \$1300 but this will be final I will send you a cheque and we are both clear and it's solved

9:09 PM

Mon, 25 Aug

Shawn

(Registered mail. Or have "them" contact me to pick it up)

Read

10:28 AM

Quality Renovation

I will be registered

3:16 PM

Shawn

?? What do you mean You will be registered?

Read

3:18 PM

Quality Renovation

Check will sent registered mail

3:18 PM

Shawn

I will wait the 2 days Canada Post takes to deliver Registered mail.

(From Canada Post – Canada Post Registered Mail delivery: 2 business days for local delivery,)

Read

3:23 PM

Tue, 26 Aug

Shawn

I have a question from one of the potential new workers. Do you still have the chain link that you took? He said he could purchase it if it is already available. (also if there are gates already purchased)

The second fencer is asking me why there aren't "terminal posts" on either end of the posts.

Read

6:41 PM

Quality Renovation

Nope I don't I'm not working for free and giving you material terminal posts are for commercial use ■■

6:45 PM

Shawn

And to confirm, you have sent the cheque by registered mail?

Read

6:48 PM

Quality Renovation

I believe he did I just texted him

6:50 PM

Wed, 27 Aug

Quality Renovation

Nope I don't I'm not working for free and giving you material terminal posts are for commercial use ■■

6:55 PM

Shawn

Just to be clear, it was my chain link and posts you took on Thursday before you said you didn't want to complete the job so it's not like you would be giving me "free" material as I have already paid for them.

And if you give me your "accountant's" contact information, I will be able to contact him for the registered mail number to track it with Canada Post. Thank you.

Read

7:12 PM

Quality Renovation

I took no posts so stop lying and your cheque was sent that's all I can confirm

7:30 PM

Shawn

The top railing that was with the chain link.

Read

7:43 PM

Quality Renovation

Your getting the refund back so stop it

8:15 PM

Shawn

Still waiting on the cheque until tomorrow.

So while I am waiting for that I am trying to source materials for my workers and considering you took the chain link and railings before you quit, that's why I am communicating with you as my payment paid for those.

Read

9:12 PM

Quality Renovation

Listen here you fool stop playing dumb games on me understand or no ? I'm going to stop replying to you we sent a cheque for 1300\$ and we also did 700\$ worth of work

I don't care about your or you new fake ass contractors on site stop saying I took and I took I left your job because you need a permit and you wouldn't get one you broke city codes so do not contact me anymore

9:25 PM

Shawn

WOW... You know that's a lie.

When you said you would be in at 2:00 last Thursday, you actually came in and took the materials off my property.

Then on the phone when I confronted you you said someone else stole it and when I mentioned my neighbours camera on the back alley, you said you took it and didn't want to work with me.

Earlier in the written conversation you said that you no longer have the materials. Whether you sold them or returned them I do not know but it is still your reality that you came onto my property.

Go through our dialogue and tell me where permits were discussed.

It will be good not to have any more dealings between us.

Read

9:41 PM

Quality Renovation

I'm not worried about you or cameras I do what is necessary and right you talk lots

9:52 PM

Fri, 29 Aug

Quality Renovation

Shawn did you get the cheque ?

7:22 PM

Sat, 30 Aug

Shawn

Hello Said (Omar) Ghandour,

As of THURSDAY, August 28, the cheque you promised to send by registered mail has not arrived, and the deadline we agreed upon has passed.

If the cheque was mailed, please provide the registered mail tracking number and receipt immediately. Without proof of mailing, I must consider that the payment obligation has not been met.

If I do not receive confirmation and verifiable proof within 24 hours, I will proceed with filing a formal complaint through Service Alberta and pursuing reimbursement through the Provincial Court of Alberta (Small Claims Division) as well as post a thorough review and account of our interaction.

This is my final opportunity for resolution before formal action.

Sincerely,

Shawn Kinley

Read

5:58 PM

Sun, 31 Aug

Quality Renovation

Hi it's a long weekend I promise you will get payed

5:05 PM

Tue, 02 Sep

Quality Renovation

I canceled the Cheque and put a stop payment just because you put a bad review

11:07 AM

Shawn

Additional Rights & Options under Alberta Law

- Under the Consumer Protection Act, you're entitled to cancel the transaction or recover money if services were incomplete or ill-begotten—but you must notify the contractor in writing within one year. Canadian Legal FAQs
- Contracts cannot prohibit you from posting honest reviews or filing a complaint—those terms are void. Canadian Legal FAQs
- If needed, you may also pursue a claim in Provincial Court (Small Claims) for compensation and damages not resolved by Service Alberta.

Read

6:01 PM

Quality Renovation

I just put a lien on your home today \$5000

6:02 PM

Quality Renovation

Get ready

6:02 PM

Wed, 03 Sep

Shawn

Following you phone call, 1 minute ago,

All communications will have to go through this method on Homestars for both of our safety and future dealings. Thank you

Read

5:14 PM

Quality Renovation

I need my tools I'm going to put a lien on your home

5:15 PM

Quality Renovation

What do you want from me sir

1:10 AM

Quality Renovation

Why you keep phoning and harassing me

1:10 AM

Fri, 05 Sep

Shawn

You know that all calls can be documented. You know that you were the one calling me. That will be documented. I encourage you to retain your received call displays.

Full reimbursement as documented in the agreement is the starting point of any negotiations. (August 21, Option 2)

The Civil Claim will encourage a mediation and then a full court case should no mediation be achieved.

Read

1:03 AM

Quality Renovation

Shut your mouth

1:04 AM

Mon, 08 Sep

Shawn

Out of due respect, I am offering one more attempt at settlement before I post the civil court documents tomorrow at noon.

Read

1:47 PM

Quality Renovation

What would you like ?

2:21 PM

Shawn

Simply go by our repayment agreement August 22. Payment made without delay or excuses in 24 hours. (Either Interac, or meeting at your bank). Additionally, All posts had to be removed. They are yours and still useable if you want them. This would save us both court costs and more hassles.

Read

2:29 PM

Quality Renovation

I'm not refunding \$1900 theirs no way I bought material and did work for you

1:55 AM

Tue, 09 Sep

Shawn

Let us see if we can come to an agreement.

If we start a discussion I need to know that IF we come to an agreement, you will meet with payment before 3PM (at the bank or other neutral location) or interac e payment. So that we will both be done this by the mid part of today.

Is that an acceptable offer to start a final discussion?

Read

11:08 AM

Shawn

Hello,

Let me know if you are willing to continue discussion so that we can find a solution today. I have an appointment at the court to drop off papers before 3:00 and I have to make my decision by then.

Thank you.

Read

11:11 AM

Quality Renovation

Your a liar you don't need a appointment at court also because you put such an awful review I don't believe you if I was to refund will you remove the review

11:14 AM

Shawn

I do need an appointment with the lawyer who has been helping me. 300 to make the court submission.

I am trying my best to find a mediated solution. If you could show some good will then we can move this forward. Is there a way on homestars to PAUSE the review until we finish our talks.

If you could help make suggestions to move forward, I would be willing to consider them.

Thank you

Read

11:21 AM

Shawn

There...

I have found a way.

Please go to the review and you will see that it is PAUSED PENDING our discussion. I ask you now to make some meaningful addition to our discussion so we can mover forward.

Read

11:26 AM

Quality Renovation

The stars are killing me so what do you need ?

11:28 AM

Shawn

I have made an offer. (our previous agreement that we had made)

If it is unacceptable, make a counter offer.

Let us be productive and move forward without more delays.

Read

11:35 AM

Quality Renovation

\$700

11:36 AM

Shawn

Hello again,

Could you please let me know what your counter offer is?

Read

11:39 AM

Quality Renovation

\$700

11:41 AM

Shawn

You have just gone from an agreement of 1300 dollars (August 25) to 700 dollars?

Is this correct?

Read

11:47 AM

Quality Renovation

Yes condition to remove review

11:48 AM

Shawn

Unfortunately, You have left our mutual agreement by such a wide margin, I am unable to accept.

Read

11:51 AM

Quality Renovation

So what do you want

11:52 AM

Shawn

The reasonable starting point is where our agreement left off where you agreed to reimburse 1300 with the registered cheque.

Read

11:56 AM

Shawn

I will be heading to my meeting in an hour and a half and will be difficult to reach at that point.

It would be useful to continue our conversation or to finalize it by that time.

Thank you.

Read

11:58 AM

Transcript: July 22 – Sept 9

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Tue, 22 Jul

HOMESTARS.COM

Good news – this pro is interested in your job and is ready to discuss the details with you

2:42 PM

Quality Renovation

Good day I could assist with a quote

2:43 PM

HOMESTARS.COM

You can now contact Quality Renovation. Reach out to discuss the job details and decide if you want to hire this pro.

Shawn

Hello,

I'm looking to get a quote for some fence work after the recent storm in Thorncliffe knocked down part of our backyard fence.

The main job is to replace a 60-foot fence at the back of our property that connects to the alleyway. We're open to either wood or chain link, depending on cost and availability. It will also need a gate as part of the replacement.

Additionally, we need a new gate on the side of the house to replace another one that was damaged in the same storm.

There may also be a few other assorted repairs related to the storm damage that I'd be interested in getting help with, outside of the fence work — happy to chat about those when you're here.

Let me know if you're available to take a look and provide an estimate. I can send over some photos or meet in person if that's easier.

Thanks,

Shawn

Read

3:03 PM

Quality Renovation

We can book an estimate

Shawn

Sounds good. Let me know when you are available. I have a fairly flexible schedule.

Read

3:09 PM

Quality Renovation

Today before 5?

Shawn

Perfect.

I'm at 3 Thornlee Cres. N.W. If you could let me know in advance when you would be by, that would be great.

Read

3:10 PM

Quality Renovation

Ok sure

Shawn

Thanks

Read

3:13 PM

Thu, 24 Jul

Shawn

Hello Sayid,

I just wanted to send you a note to let you know that my final quote for the fencing project will come in tomorrow. I will make a final decision by noon.

I have two more questions to ask to help me decide:

What is the warranty on the work and on the materials?

Most of the other companies include clean-up and removal of any waste. We didn't talk about that when you were here. Is that included in your work?

A fencing company offered an additional option for privacy — vertical or diagonal slats that go into the chain link fence. Can you offer that option?

The company that offered the option of the slats had the same cost as you for a black chain link fence (\$2500). They said they would install slats in the fence for \$250. Is that a price you could meet or beat?

Thanks,

Shawn

Read

11:21 AM

Shawn

Just finished another meeting about the fence. Can you send me your phone number or feel free to write the information about the quote? Thanks. (I'm heading out in about 20 minutes)

Read

11:51 AM

Quality Renovation

Yes will remove as discussed.

Warranty is 1 year.

Yes I can offer that.

11:53 AM

Quality Renovation

Hi Shawn

Shawn

Hello!

We just got back in. I think you may have called but my phone is not charged.

Also, as I mentioned when we last talked, we had one quote on the project today and a final one tomorrow morning. We will sit down with all of the information and let you know our final decision early in the afternoon.

Thanks.

Read

10:41 PM

Quality Renovation

Np

10:48 PM

Fri, 25 Jul

Shawn

Hello,

As promised I am getting back to you about the work with our fence and gates.

As I explained yesterday, there was one company that offered the same cost that you offered (plus \$250 for the privacy slats) for the black chain link fence, 2 gates, and clean up.

As we discussed, if you are willing to make the same offer of \$2500 plus \$200 for the privacy slats (\$2700 in total), with removal of the old fence, then I would be good to go with you.

I also want to be clear that there was a difference between the privacy slats versus the tape that weaves through the fence diagonally. We would want the vertical slats as the other company suggested.

Let me know how that looks to you and how you would like to proceed.

Thanks,

Shawn

Read

2:44 PM

Shawn

Hi Said,

Just noticed that you wrote "VERTICAL SLABS WILL BE PROVIDED." Just so we are clear, these are vertical SLATS.

Here is a link of some of the examples I was given:

<https://www.homedepot.com/p/M-D-Building-Products-M-D-5-ft-Privacy-Fence-Slat-Black-VS003123BK060/203438533>

Not the tape which is this one:

<https://www.amazon.ca/Fenpro-Chain-Fence-Privacy-Arctic/dp/B01FG8DHAU?th=1>

Thanks.

Read

3:05 PM

Quality Renovation

Yes error on my end

Sun, 27 Jul

Shawn

Hello,

I'm in Edmonton for the weekend (can't receive phone calls until I get back tomorrow) and just wanted to send a couple questions that I was wondering about for the fencing project:

One of the contractors I considered for the project had information about checking the lines below ground before digging. He wrote - "Make sure the contractors will be doing the locates for your property. Digging around your lines is by far the most dangerous part of the job and a hit can ignite, burning properties down and if gas seeps into the ground it can be an environmental concern that can be very expensive (upwards of \$100,000)." Will you be checking in with the utility companies or city before?

The second question is about the depth of the posts. Can you tell me how far you will be going. The warning I was given was about "Shallow post depth - most people think 1/3 below grade is the standard (it's what you'll find on Google) but that's not accurate when the frost line is 28" in Calgary. Verify post depth - this one is key to a fence that will stay standing after 2 years."

And finally about the PRIVACY SLATS. The company that offered these to me said that they have enough product available that they can offer it to me at their suggested price which was cheaper than anything I could find at Home Depot or Rona. In fact, I couldn't even find any available at Home Depot. The question is, how will you be sourcing these? Do you actually have them available?

Thanks Said,

I hope you are having a good weekend and can get back to me with the information. As I mentioned I am out of town until Monday so I can't receive phone calls until then.

Read

11:07 AM

Quality Renovation

Yes I did mention to you too call before you dig or request it online they come for free for the holes 24-36 inches deep Is more then enough

12:31 PM

Quality Renovation

Get a price on the privacy slats and let me no

12:31 PM

HOMESTARS.COM

Quailty renovation told us they were hired for this job. Can you confirm this?

Shawn

Yes.

1:27 PM

Shawn

With the slats, as you said, I assume that you would be getting the materials and installing just as the other contractor said he would. I wouldn't have any time to look into that before Tuesday.

And with the call before you dig, the other contractors who talked about it in their quotes all said that they would be doing that for safety. Is that something you will be doing?

I won't be able to check back for messages now until later tonight.

Thanks.

Read

2:22 PM

Quality Renovation

The home owner usually books call before you or does it online thank you

2:24 PM

Shawn

Hi Said,

This is a quote from FIRST CLASS FENCING. It's a similar thing that the other two companies wrote in their quotes about their companies doing the Line Location check>>> (If it's not something you will do, please let me know.)

From FIRST CLASS FENCING:

"Utility Locates - Make sure the contractors will be doing the locates for your property. The reason is that this takes the liability off of you. When a contractor isn't willing to do this, it's a big red flag. Digging around your lines is by far the most dangerous part of the job and a hit can ignite, burning properties down and if gas seeps into the ground it can be an environmental concern that can be very expensive (upwards of \$100,000). Put that liability on the contractor."

Read

2:55 PM

Shawn

Said, I'm heading back to Calgary in a couple of hours.

Between tasks up here I went online to check for the city locate site.

As with the contractor I quoted and with the city locate site, there is the request page for contractors to request the information.

<https://utilitysafety.ca/wheres-the-line/click-before-you-dig/contractors/>

It appears that they need 3 - 5 working days after you request a locate for the worksite.

Could you please follow through with that and tell me if TUESDAY is still the possibility for work? Are you considering Tuesday as the tear down and removal?

Please let me know soon so I can plan my schedule.

I have cut away most of the tree limbs to 5 feet and removed parts of the fence as preparation.

Read

7:01 PM

Mon, 28 Jul

Shawn

Said,

I have a busy day today here.

Can you please answer the questions:

Will you be setting up the utility line check with the city as I asked?

<https://utilitysafety.ca/wheres-the-line/click-before-you-dig/contractors/>

Will you be in tomorrow to start the process on the fence?

Thank you,

Shawn

Read

3:32 PM

HOMESTARS.COM

You hired Quality Renovation for this job.

3:50 PM

Quality Renovation

Shawn we need call before you dig I asked you please to book it online as you are the home owner once they come we will be there too

6:05 PM

Shawn

Hi Said,

You did mention it after I talked to you, which would not have given us the time to have the lines checked.

Two of the contractors said that it is best for the contractor to contact the city "check before you dig." I sent you the note I had received from one of the contractors who explained that it would be best for the contractor to do that. I sent you the link to the city page where the contractor sets that up.

Could you do that.

I am running errands now and will not be back until this evening.

Read

6:24 PM

Quality Renovation

I will Tommorrow

6:44 PM

Shawn

Thank you.

Read

7:56 PM

Tue, 29 Jul

Shawn

Hi Said,

I tried to return your call. I am out working late until about 11 tonight. Is there something you called for earlier today?

Read

9:58 PM

Quality Renovation

Call me back

10:00 PM

Shawn

Hi Said,

I called you back shortly after you called me. I left a message. Now I am in the middle of a class at SAIT until 11.

Is there anything I should know or can I call you around 9AM tomorrow before I leave for work out of town?

I;m writing to you from the work place. I don't have access to my landline at home until later tonight.

Read

10:05 PM

Quality Renovation

I was calling to tell you I was coming to remove the fence Tommorw but I do require \$900 after it's out do you agree?

12:17 AM

Shawn

Call before you dig is scheduled

12:18 AM

Shawn

Thank you.

When I am home tomorrow, I will send \$900 with the remainder due upon completion.

If you want to contact me, I will be out of the house by 9:30.

S

Read

12:44 AM

Quality Renovation

Can you send it tonight or in the morning so I don't keep bothering you and missing each other calls

12:46 AM

Quality Renovation

I will send a receipt

12:46 AM

Shawn

Said, It's my understanding with the other contactors that 15 -20% is the typical deposit before work begins. Alberta Government website adds that an agreement can be made for the dates of payment and amount following the beginning of work. (including how much is paid upon completion)

SO, in following the Alberta Government suggestion, can we agree to the following payment schedule?

--I have sent \$1000 already.

--Can we agree that I will send \$900 AFTER the fence and Gate are removed? (No later than 9PM)

---That would be \$1900 of the total \$2,835.00 which would be 67% of the total.

-- And then the total would be paid upon completion of the project. (\$935)

Please let me know if this payment schedule is acceptable.

Read

1:09 AM

Quality Renovation

Sure sounds good thank you for understanding

1:11 AM

Shawn

OK

And a receipt for the initial payments would be great to have.

Also, have you sourced the privacy slats yet? RONA was the only place I could find them available so far. The consumer price is probably not as good as the contractor price. And the other fencer has obviously sourced them from other sources.

Read

1:15 AM

Quality Renovation

Np everything will be sent Tommorw

1:17 AM

Shawn

Thank you

Read

1:26 AM

Wed, 30 Jul

Shawn

I will be out of the house around 9:15 but my wife will be here after 9:45 for any questions.

Thanks

Read

11:01 AM

Quality Renovation

Np

11:02 AM

Quality Renovation

Removal done please send \$900

4:11 PM

Quality Renovation

Hello

10:46 PM

Shawn

Hi Said.

Just got back into Calgary 10 minutes ago.

Payment for 900 dollars before 9PM has been sent.

Read

10:53 PM

Quality Renovation

Thx

11:04 PM

Quality Renovation

What's the password

11:05 PM

Shawn

The same as before. I think it was chainlink

Read

12:26 AM

Thu, 31 Jul

Shawn

The bank confirmed that the payment went through. Could you let me know when the city plans to check the underground digging line AND if they know to also check the line where the gate and the house connects.

Thank you.

Read

11:51 AM

Shawn

Hello Said,

I'm checking in again with you to see if the city knows to also check the lines beneath the area by the side gate?

Thank you

Read

4:31 PM

Quality Renovation

They no what to do they will come soon

6:05 PM

Shawn

Hi. I just got in as they were doing the location work.

What do you think the timeline will be for starting the work?

I have put up a wire that was crossing the side gate. I was wondering if it would help you and your workers if the tall grass at the back was cut. Let me know so I can do that before you come if that helps.

Read

7:23 PM

Shawn

Hello Said.

Can you tell me which day you plan to come in.

Thank you

Read

11:50 PM

Fri, 01 Aug

Shawn

When will you be in Said?

Read

9:12 AM

Quality Renovation

Saturday or Monday

10:49 AM

Shawn

Thank you – Please let me know at least one day in advance.

Read

11:15 AM

Mon, 04 Aug

Shawn

Said,

Could you please tell me what time you will be coming in tomorrow to start work on the fence?

Thank you

Read

10:44 PM

Quality Renovation

Wednesday or Thursday the weather backed me up

10:46 PM

Shawn

Thank you for the message. The sooner the better. We had someone wandering in our yard today so we hope to have the fence up as soon as possible this week.

Read

12:07 AM

Quality Renovation

Ok

12:52 AM

Tue, 05 Aug

Shawn

Also, the insurance company is asking for some receipts. So, as you said you would do, could you supply the receipt for the 1st and 2nd payment with

personal and business name

Address and phone number

Amount paid and what it was paying for.

(date, any other relevant information)

Thanks

Read

12:20 PM

Quality Renovation

You get a final invoice when the job is complete

12:22 PM

Shawn

Hi Said,

Check our messages. On July 29th, you said you would send a receipt for the pre-payment. (\$1000 July 25th and \$900 July 29th).

The insurance company is asking for receipts for payments I am making to companies for work and deposits so far. I have bank statements but they want the actual outgoing payment receipt so that I can claim the funds.

Read

12:31 PM

Wed, 06 Aug

Shawn

Hello Said,

Could you give me an update on when work will start and on the receipt for two payments.

Thank you.

Read

8:57 AM

Quality Renovation

I told you today

10:10 AM

Shawn

Thank you.

Read

11:28 AM

Shawn

Hello Said,

I just came back home for a bit and it looks like you are already done for the day.

I see the cement was poured. A neighbour who put up his fence across from me came out while I was looking at it and asked if I had done it and commented that the posts weren't straight or nearly in line. He brought out a line to check it and it seems that they are very far off from each other.

Can you confirm that your people checked on the straightness and level of the posts?

Also, I am still waiting for the receipt for the first two payments. Again, the insurance won't pay me without this confirmation.

Read

4:39 PM

Sat, 09 Aug

Shawn

Hello Said, I'm checking in to see when work will continue.

Read

5:01 PM

Shawn

I am out working now. Please don't call my place. My wife and child are sleeping (nap time).

Read

5:01 PM

Quality Renovation

Tuesday.

1:27 AM

Sun, 10 Aug

Shawn

OK.

Can you tell me what your plan is with the side fence/gate? I don't see any holes there.

Read

1:29 PM

Shawn

Said, what are the plans for the side fence and gate?

Read

11:28 PM

Quality Renovation

They will be dug and done too.

11:29 PM

Tue, 12 Aug

Shawn

Hello,

I will be around today when you come.

Can you tell me what time you will be here?

Thank you.

Read

11:13 AM

Quality Renovation

Before 2.

11:14 AM

Shawn

Thank you. I might have to be out before then but possibly back before you leave.

Read

12:10 PM

Shawn

Just checking in with you. I came by to talk to you about how things are going forward but it's 2:00 and I have to leave to pick up my son. Will things be moving forward today?

Read

4:00 PM

Quality Renovation

Hey my friend will be there Tommorw.

6:29 PM

Shawn

Please show up and let's move this project forward.

Read

7:15 PM

Quality Renovation

Ofcourse.

9:28 PM

Wed, 13 Aug

Shawn

Can you please let me know when you will be in.

Read

2:21 PM

Shawn

I'm trying to be patient, Said, but this must move forward.

Read

2:23 PM

Quality Renovation

What's your point ? Trying to be patient ? Weather hasn't been too well I shall be thier today or Tommorw.

2:24 PM

Shawn

I will ask you not to be defensive. Yesterday was fine and you promised to be there but did not contact me when you did not show up. Now you are saying "Today or Tomorrow" after promising that you would be there Today.

Do you understand my frustration?

I am not trying to be confrontational. I am trying to understand that when you say a day that you mean you will be in on that day.

I trust that when you said you will be in TODAY that you will follow through.

Thank you.

Read

2:30 PM

Quality Renovation

Tomorrow.

2:31 PM

Thu, 14 Aug

Quality Renovation

I no yoru frustrated so am I I have some family issues to handle I won't be able to do your project until Monday or Tuesday.

11:33 AM

Shawn

...Frustrated is an understatement Said. It's unfortunate that you have "family issues." I hope that will be resolved. I also have family and other issues WHILE I am doing my job.

I am currently running around trying to do my job with deadlines tomorrow.

I have to visit the Doctor today for an issue.

I have my family with my own issues who I am unable to be around because of others who are not doing things they promised.

I have the insurance company wanting pictures of Finished projects

I have other house commitments that have to be dealt with this week because of the hail damage and insurance demands.

I understand that you have issues. I do too. You have also insured me that you are a professional and said you would keep your promises. You have others that work for you so please send them to do the work if you are unable to.

Can you do one of these options:

Have your workers come in to work

Come in tomorrow

hire replacement workers to move this work forward.

Thank you.

Read

11:47 AM

Fri, 15 Aug

Quality Renovation

Yes I am a pro your fence will be done no later then Wednesday next week

10:59 AM

Shawn

And if it rains, will you have time to pour cement for the side posts?

Read

11:30 AM

Mon, 18 Aug

Quality Renovation

Yes

3:55 PM

Tue, 19 Aug

Shawn

Hello again, I am just checking in with your promise last week on Friday where you said: "... your fence will be done no later then Wednesday next week"

Tomorrow is Wednesday. Are you still promising for Wednesday?

Read

12:14 PM

Quality Renovation

Ya

12:24 PM

Wed, 20 Aug

Quality Renovation

Phone me

11:59 AM

Shawn

SAid - I am downtown right now. I am not near a phone.

I just got a message from my wife who played back the message (you didn't leave your name so she didn't know who it was)

What is going on???

Read

12:06 PM

Shawn

It is 10 AM. Today is Wednesday... the day you promised to finish the project.

Read

12:07 PM

Quality Renovation

Won't be fully done today that's why I was phoning you

12:08 PM

Shawn

WILL IT BE STARTED! Will you be coming in? Without excuses when will it be done.

Read

12:43 PM

Shawn

Said, Inform me about Specific and definite Work time, and completion time. A progress report will be filed to Sonnet Insurance on Friday.

Read

3:58 PM

Quality Renovation

Will be done Tommorw

4:01 PM

Thu, 21 Aug

Shawn

What time will you be starting today?

Read

11:18 AM

Quality Renovation

Are you home ?

11:51 AM

Shawn

Just getting ready to go out.

Read

11:53 AM

Shawn

I have postponed my meetings for today and will be around my home all day. As agreed on the phone I will meet you here for the completion of the back fence and gate and further discussions about the side gate.

Please inform me of your arrival time.

Read

12:59 PM

Shawn

What will be the estimated completion of the back portion so that I can schedule the latter part of my work day.

Read

1:01 PM

Shawn

Said, Why have you removed the fencing materials?

Read

2:47 PM

Fri, 22 Aug

Shawn

You have said 1200.

I have said 1400.

So, the mid point is 1300. Is that acceptable.

Also please be clear about the details of option 1 so that there's no discussion moving forward.

I am copying and pasting option 1 here with fee changed from 1400 - 1300:

Option 1 - Partial Refund with Post-Use Contingency

- You reimburse \$1300.
- If a subsequent contractor confirms that your installed posts are unusable due to misalignment or shallow depth, you agree to reimburse either:
 - a) the full cost of replacement, or
 - b) the remaining balance of funds paid,whichever is less.
- After reimbursement and final settlement, there will be no further claims or contact.

I will be running around all day today to missed meetings and will check in here periodically. No access to home phone until this evening.

Let us wrap this up today.

Shawn Kinley

Read

11:42 AM

Quality Renovation

Call me

1:22 PM

Shawn

It is 11:30, I am travelling to another meeting now.

As I mentioned in my message above I will be running around all day between meetings and won't be near my home phone.

Can you please leave your comments and questions here and I can get back to you between meetings.

Thank you.

Read

1:31 PM

Quality Renovation

I will send a cheque to your mail my accountant needs your full name and address and I need in writing no reviews or further action will be taken

3:35 PM

Quality Renovation

What's your decision??

12:42 AM

Sat, 23 Aug

Shawn

Hello,

I have had the agreement revised by my advisor to reflect payment methods. Please read the agreement below and you will find the terms of payment which include the information you asked for (Name/Address) and the payment method which will be the same payment method I used to send the money to you through the bank, as well as a time frame for completion of our agreement.

Shawn Kinley

AS per our agreement:

Option 1 - Partial Refund with Post-Use Contingency

- You reimburse \$1300.

PAYMENT WILL BE ISSUED to

SHAWN KINLEY

3 THORNLEE CRES. N.W. CALGARY, AB

in the manner it was paid to Mr. Gandour (Quality Renovations) through

INTERAC DIRECT BANK PAYMENT at the email address ECOM@SHAWNKINLEY.COM
no later than 1:00 PM August 25, 2025.

- If a subsequent contractor confirms that your installed posts are unusable due to misalignment or shallow depth, you agree to reimburse either:

- a) the full cost of replacement, or
 - b) the remaining balance of funds paid,
- whichever is less.

- After reimbursement and final settlement, there will be no further claims or contact.

Read

9:28 AM

Quality Renovation

Quality renovations only refunds by cheque method

12:47 PM

Quality Renovation

When's your other contractor coming in

12:47 PM

Shawn

Then I will meet you at your bank and cash the cheque there on Monday before the deadline.

I am meeting with two contractors on Tuesday.

Read

12:49 PM

Quality Renovation

Let's wait to see what they say my posts are good but I feel

Better to see what they say

12:54 PM

Shawn

I will ask you to abide by the agreement. The agreement stipulates Monday payment so that I can move forward.

Thank you.

Read

12:56 PM

Shawn

I was just informed that you phoned my home phone number.

As you will probably understand, our conversations are best kept in a way that we both are clear and have a record of communications. I have been advised that this is best for both of us.

Can you please tell me what you were calling for?

Read

3:42 PM

Quality Renovation

Everything can't be your way you want you can't force me to only do what you want and me not do what I want I will send \$1300 but this will be final I will send you a cheque and we are both clear and it's solved

9:09 PM

Mon, 25 Aug

Shawn

(Registered mail. Or have "them" contact me to pick it up)

Read

10:28 AM

Quality Renovation

I will be registered

3:16 PM

Shawn

?? What do you mean You will be registered?

Read

3:18 PM

Quality Renovation

Check will sent registered mail

3:18 PM

Shawn

I will wait the 2 days Canada Post takes to deliver Registered mail.

(From Canada Post – Canada Post Registered Mail delivery: 2 business days for local delivery,)

Read

3:23 PM

Tue, 26 Aug

Shawn

I have a question from one of the potential new workers. Do you still have the chain link that you took? He said he could purchase it if it is already available. (also if there are gates already purchased)

The second fencer is asking me why there aren't "terminal posts" on either end of the posts.

Read

6:41 PM

Quality Renovation

Nope I don't I'm not working for free and giving you material terminal posts are for commercial use ■■

6:45 PM

Shawn

And to confirm, you have sent the cheque by registered mail?

Read

6:48 PM

Quality Renovation

I believe he did I just texted him

6:50 PM

Wed, 27 Aug

Quality Renovation

Nope I don't I'm not working for free and giving you material terminal posts are for commercial use ■■

6:55 PM

Shawn

Just to be clear, it was my chain link and posts you took on Thursday before you said you didn't want to complete the job so it's not like you would be giving me "free" material as I have already paid for them.

And if you give me your "accountant's" contact information, I will be able to contact him for the registered mail number to track it with Canada Post. Thank you.

Read

7:12 PM

Quality Renovation

I took no posts so stop lying and your cheque was sent that's all I can confirm

7:30 PM

Shawn

The top railing that was with the chain link.

Read

7:43 PM

Quality Renovation

Your getting the refund back so stop it

8:15 PM

Shawn

Still waiting on the cheque until tomorrow.

So while I am waiting for that I am trying to source materials for my workers and considering you took the chain link and railings before you quit, that's why I am communicating with you as my payment paid for those.

Read

9:12 PM

Quality Renovation

Listen here you fool stop playing dumb games on me understand or no ? I'm going to stop replying to you we sent a cheque for 1300\$ and we also did 700\$ worth of work

I don't care about your or you new fake ass contractors on site stop saying I took and I took I left your job because you need a permit and you wouldn't get one you broke city codes so do not contact me anymore

9:25 PM

Shawn

WOW... You know that's a lie.

When you said you would be in at 2:00 last Thursday, you actually came in and took the materials off my property.

Then on the phone when I confronted you you said someone else stole it and when I mentioned my neighbours camera on the back alley, you said you took it and didn't want to work with me.

Earlier in the written conversation you said that you no longer have the materials. Whether you sold them or returned them I do not know but it is still your reality that you came onto my property.

Go through our dialogue and tell me where permits were discussed.

It will be good not to have any more dealings between us.

Read

9:41 PM

Quality Renovation

I'm not worried about you or cameras I do what is necessary and right you talk lots

9:52 PM

Fri, 29 Aug

Quality Renovation

Shawn did you get the cheque ?

7:22 PM

Sat, 30 Aug

Shawn

Hello Said (Omar) Ghandour,

As of THURSDAY, August 28, the cheque you promised to send by registered mail has not arrived, and the deadline we agreed upon has passed.

If the cheque was mailed, please provide the registered mail tracking number and receipt immediately. Without proof of mailing, I must consider that the payment obligation has not been met.

If I do not receive confirmation and verifiable proof within 24 hours, I will proceed with filing a formal complaint through Service Alberta and pursuing reimbursement through the Provincial Court of Alberta (Small Claims Division) as well as post a thorough review and account of our interaction.

This is my final opportunity for resolution before formal action.

Sincerely,

Shawn Kinley

Read

5:58 PM

Sun, 31 Aug

Quality Renovation

Hi it's a long weekend I promise you will get payed

5:05 PM

Tue, 02 Sep

Quality Renovation

I canceled the Cheque and put a stop payment just because you put a bad review

11:07 AM

Shawn

Additional Rights & Options under Alberta Law

- Under the Consumer Protection Act, you're entitled to cancel the transaction or recover money if services were incomplete or ill-begotten—but you must notify the contractor in writing within one year. Canadian Legal FAQs
- Contracts cannot prohibit you from posting honest reviews or filing a complaint—those terms are void. Canadian Legal FAQs
- If needed, you may also pursue a claim in Provincial Court (Small Claims) for compensation and damages not resolved by Service Alberta.

Read

6:01 PM

Quality Renovation

I just put a lien on your home today \$5000

6:02 PM

Quality Renovation

Get ready

6:02 PM

Wed, 03 Sep

Shawn

Following you phone call, 1 minute ago,

All communications will have to go through this method on Homestars for both of our safety and future dealings. Thank you

Read

5:14 PM

Quality Renovation

I need my tools I'm going to put a lien on your home

5:15 PM

Quality Renovation

What do you want from me sir

1:10 AM

Quality Renovation

Why you keep phoning and harassing me

1:10 AM

Fri, 05 Sep

Shawn

You know that all calls can be documented. You know that you were the one calling me. That will be documented. I encourage you to retain your received call displays.

Full reimbursement as documented in the agreement is the starting point of any negotiations. (August 21, Option 2)

The Civil Claim will encourage a mediation and then a full court case should no mediation be achieved.

Read

1:03 AM

Quality Renovation

Shut your mouth

1:04 AM

Mon, 08 Sep

Shawn

Out of due respect, I am offering one more attempt at settlement before I post the civil court documents tomorrow at noon.

Read

1:47 PM

Quality Renovation

What would you like ?

2:21 PM

Shawn

Simply go by our repayment agreement August 22. Payment made without delay or excuses in 24 hours. (Either Interac, or meeting at your bank). Additionally, All posts had to be removed. They are yours and still useable if you want them. This would save us both court costs and more hassles.

Read

2:29 PM

Quality Renovation

I'm not refunding \$1900 theirs no way I bought material and did work for you

1:55 AM

Tue, 09 Sep

Shawn

Let us see if we can come to an agreement.

If we start a discussion I need to know that IF we come to an agreement, you will meet with payment before 3PM (at the bank or other neutral location) or interac e payment. So that we will both be done this by the mid part of today.

Is that an acceptable offer to start a final discussion?

Read

11:08 AM

Shawn

Hello,

Let me know if you are willing to continue discussion so that we can find a solution today. I have an appointment at the court to drop off papers before 3:00 and I have to make my decision by then.

Thank you.

Read

11:11 AM

Quality Renovation

Your a liar you don't need a appointment at court also because you put such an awful review I don't believe you if I was to refund will you remove the review

11:14 AM

Shawn

I do need an appointment with the lawyer who has been helping me. 300 to make the court submission.

I am trying my best to find a mediated solution. If you could show some good will then we can move this forward. Is there a way on homestars to PAUSE the review until we finish our talks.

If you could help make suggestions to move forward, I would be willing to consider them.

Thank you

Read

11:21 AM

Shawn

There...

I have found a way.

Please go to the review and you will see that it is PAUSED PENDING our discussion. I ask you now to make some meaningful addition to our discussion so we can mover forward.

Read

11:26 AM

Quality Renovation

The stars are killing me so what do you need ?

11:28 AM

Shawn

I have made an offer. (our previous agreement that we had made)

If it is unacceptable, make a counter offer.

Let us be productive and move forward without more delays.

Read

11:35 AM

Quality Renovation

\$700

11:36 AM

Shawn

Hello again,

Could you please let me know what your counter offer is?

Read

11:39 AM

Quality Renovation

\$700

11:41 AM

Shawn

You have just gone from an agreement of 1300 dollars (August 25) to 700 dollars?

Is this correct?

Read

11:47 AM

Quality Renovation

Yes condition to remove review

11:48 AM

Shawn

Unfortunately, You have left our mutual agreement by such a wide margin, I am unable to accept.

Read

11:51 AM

Quality Renovation

So what do you want

11:52 AM

Shawn

The reasonable starting point is where our agreement left off where you agreed to reimburse 1300 with the registered cheque.

Read

11:56 AM

Shawn

I will be heading to my meeting in an hour and a half and will be difficult to reach at that point.

It would be useful to continue our conversation or to finalize it by that time.

Thank you.

Read

11:58 AM