

City Council**Motion Without Notice**

MM18.24	ACTION			Ward:All
---------	--------	--	--	----------

Banning Door-to-Door Sales by the Home Services Sector - by Councillor Ana Bailão, seconded by Councillor Frances Nunziata

** Notice of this Motion has not been given. A two-thirds vote is required to waive notice.*
** This Motion is subject to referral to the Executive Committee. A two-thirds vote is required to waive referral.*
** This Motion has been deemed urgent by the Chair.*

Recommendations

Councillor Ana Bailão, seconded by Councillor Frances Nunziata, recommends that:

1. City Council request the Province of Ontario ban the practice of door-to-door sales relating to the sale and/or lease of water heaters, air conditioners, furnaces, water filtration systems, HVAC equipment, and other related services and products sold by the home services sector before Ontario Legislature breaks for their summer recess.
2. City Council direct the City Manager, in consultation with Strategic Communications and Legal Services, to issue a media release warning Toronto residents about these door-to-door sales activities.

Summary

Many Torontonians have had or know someone who has had a negative experience as a result of the aggressive and high pressure sales tactics of companies seeking to sell items such as water heaters, air conditioners, furnaces, and water filtration devices, usually entering into long-term contracts with homeowners at excessive rates. The door-to-door sale and lease of these items are often performed by people acting on behalf of these companies, misrepresenting their true identity by posing as government officials and utility inspectors, seeking to obtain access to residents' homes.

Last year, the Province moved to ban the door-to-door sale of electricity and natural gas contracts, and to create stronger protections for those targeted through these practices. However since then, companies have continued to engage in aggressive, unsolicited, and misleading sales tactics targeted towards vulnerable property owners, preying on young people, immigrants, new homeowners, and seniors.

Just last month, a home services company was charged by the Province with 142 counts of

violating the Consumer Protection Act. Recently, the Cities of Mississauga, Hamilton, and Markham have also requested the Province end this practice.

If the Province were to enact this request, homeowners across Toronto and Ontario would be able to breathe a sigh of relief knowing that they will have even stronger protections to prevent these types of aggressive door-to-door sales in the future.

This Motion is urgent as with the change in weather, many Torontonians have reported an increase in these types of aggressive door-to-door sales tactics. Additionally, the window to enact legislative change at the Province before the summer is ending soon as the Ontario Legislature is scheduled to break for their summer recess on June 10th.

Background Information (City Council)

Member Motion MM18.24