

## Case ID 849407

### Caller Information

User: clicoff

Known Callers: 7

Anonymous Callers: 2

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Name: [REDACTED]

Address: [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Mobile Phone: [REDACTED]

---

Name: [REDACTED]

Address: [REDACTED]

Home Phone: [REDACTED]

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Name: [REDACTED]

Address: [REDACTED]

Home Phone: [REDACTED]

P.O. Box # -Any-

Call Taker Notes (F -Any-

Issued Vicious Dog -Any-

Issued Trespass O -Any-

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Name: [REDACTED]

Address: [REDACTED]

Home Phone: [REDACTED]

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Name: [REDACTED]

Address: [REDACTED]

Home Phone: [REDACTED]

Call Taker Notes (F -Any-

Issued Vicious Dog -Any-

Issued Trespass O -Any-

P.O. Box # -Any-

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Name: [REDACTED]

Address: [REDACTED]

Home Phone: [REDACTED]

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Name: [REDACTED]

Address: [REDACTED]

User: clicoff

Mobile Phone: [REDACTED]

Email: [REDACTED]

Call Taker Notes (F -Any-  
Issued Vicious Dog -Any-P.O. Box # -Any-  
Issued Trespass O -Any-**Case Information**

Case Type: By-Law Inquiries Category: By-Law Enforcement  
 Status: Assigned Priority: Normal  
 Expected Completion: 15-Jan-2019 08:27:32 AM  
 Last Updated: 14-May-2019 11:12:28 AM  
 Submitted By: Sylvie Martin On 21-Dec-2018 08:27:32 AM  
 Assigned To: Jamie Lavigne (By-Law and Licensing Clerk) On 21-Dec-2018 08:27:32 AM  
 Access Code: 746153  
 Escalated To: Brendan Adair (Manager of Security & By-Law) On 21-Jan-2019 11:07:03 AM  
 Subject: Inquiry about Contractors  
 Description: Please see attached email.  
 The case was Re-Active  
 created as:  
 This request was E-mail  
 received by

**Location**

Location: [REDACTED] (Verified with GIS)  
 OWNER2NAME [REDACTED] MAILING1 [REDACTED]  
 MAILING4 [REDACTED] MAILING5 [REDACTED]  
 LEGALDESCRIP TION [REDACTED] WARD 7  
 ZONING R1.D18 PROPERTYCOD Single-family detached (not on water)  
 E  
 OWNER1NAME [REDACTED] LOCATION -Any-  
 ALERT

**Contacts**

Work	Staff Member	Phone [Public]	Email	Fax
By-Law Inquiries Case	Jamie Lavigne (By-Law and Licensing Clerk)	(705) 674-4455 x2320	jamie.lavigne@greatersudbury.ca	

**Comments**

Date	Type	Entry	Relates To	Created By
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User: clicoff

14-May-2019 11:12:28 AM	Case Note	<p>Spoke to David Weebs, Sudbury Bailiff's office with regards to his request for information. Bailiff's office request for information with regards to EcoLife Home Improvements Inc. official name, as well as if the name includes a numbered company on the application. A search was completed on the Business Licensing data base confirming the only name given was EcoLife Home Improvements Inc. The paper based copy of the documentation contains only Ecolife Home Improvements Inc. as well.</p> <p>Later a request by the Licensing Enforcement Officer T. Labelle was made to the Bailiff's office to have the request in writing, however the Bailiff's office has not responded. See attached.</p> <p>File Attached: EcoLife Home Improvements Inc. Information request to Sheriff .rtf</p>	By-Law Inquiries	Teresa Labelle
13-May-2019 09:20:44 AM	Case Note	<p>Spoke with [REDACTED] of [REDACTED]. [REDACTED] is currently writing a witness statement for the Police in Sudbury regarding [REDACTED] involvement/experience with EcoLife</p> <p>[REDACTED] will be including [REDACTED] cancelled cheque(s), [REDACTED] report to the Ontario Consumer Protection agency etc.</p> <p>However [REDACTED] has a very busy work schedule at present and is unable to complete this for another week or so?</p> <p>[REDACTED] was provided MLEO's contact info when [REDACTED] is able to forward his statement.</p>	By-Law Inquiries	Craig Moxam
13-May-2019 08:47:52 AM	Case Communication	<p>MLEO SHERIDAN received email forwarded for a resident who is [REDACTED] years old and unable to email the information [REDACTED]. See attached summary of issues</p> <p>File Attached: [REDACTED] Complaint.pdf</p>	By-Law Inquiries	Brittnee Sheridan
13-May-2019 08:34:14 AM	Case Communication	<p>MLEO SHERIDAN Spoke with [REDACTED] regarding [REDACTED] claim against EcoLife. [REDACTED]'s property in question is located in French River, however, [REDACTED] is still interested in adding [REDACTED] information to the claim since it is a Sudbury business.</p> <p>Work was completed on [REDACTED]'s property but these are the two main issues:</p> <ol style="list-style-type: none"> <li>1) The work was completed improperly (see attached PDFs for pictures</li> <li>2) Work was exponentially more expensive than other quotes for the same work</li> </ol> <p>File Attached: [REDACTED] complaint against Ecolife Home Improvements.pdf</p>	By-Law Inquiries	Brittnee Sheridan
09-May-2019 11:01:02 AM	Case Note	<p>CASE 849407</p> <p>File Attached: EcoLifeAPPEAL.pdf</p>	By-Law Inquiries	Jayna Bradley
01-May-2019 02:54:17 PM	Case Note	<p>MLEO Gauthier spoke to [REDACTED] who provided documentation from [REDACTED] dealing with Eco-Life. See attached PDF for statements and court decisions made in relation to this matter.</p> <p>File Attached: [REDACTED] Court Papers.pdf</p>	By-Law Inquiries	Chad Gauthier

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29-Apr-2019 02:31:41 PM	Case Note	<p>At approximately 1415 officer SAGLE spoke with [REDACTED], cell [REDACTED]. [REDACTED] advised that [REDACTED] was the one dealing with the matter as [REDACTED] was working, wanted to add that [REDACTED] had attended the Eco Life office on Notre Dame approximately five times during the time. [REDACTED] informed SAGLE that [REDACTED] was quoted for work to be completed at a cost of \$12531.70, where on October 13, 2017 a cheque to Ecolife was given in the amount of \$6265.85 as a deposit, where work was suppose to be completed by December 25, 2017. [REDACTED] explained that after several interactions and phone calls a door was put in on February 2018, initially quoted for this work of \$2300.00, ended up costing \$3000.00. [REDACTED] advised after several interactions and work not being completed [REDACTED] cancelled the work, and requested the remaining amount of the deposit of \$3265.85 to be returned. [REDACTED] explained that the money in the deposit was never returned, and the work was never completed to this date of April 29, 2019.</p>	By-Law Inquiries	Gerald Sagle
29-Apr-2019 01:38:23 PM	Case Note	<p>Email from [REDACTED], [REDACTED]  File Attached: Dave MurrayEco-life, [REDACTED].pdf</p>	By-Law Inquiries	Jamie Lavigne
18-Apr-2019 04:20:39 PM	Case Note	<p>Registered letter returned unclaimed.  File Attached: RN 255 727 646 CA.pdf</p>	By-Law Inquiries	Gilles Lefebvre

User: clicoff

09-Apr-2019 04:33:57 PM	Case Note	At approximately 1525 officer SAGLE received a call from MURRAY, MURRAY advised that he was available to meet in person at the location 850 Notre Dame, officer SAGLE advised he would be on his way where Manager ADAIR would be attending. At approximately 1532 officer SAGLE received a call from MURRAY asking what vehicle officer SAGLE was driving, officer SAGLE advised a Ford F150, MURRAY then asked "is it marked" officer SAGLE responded "yes". MURRAY then requested to meet at Tim Hortons on Lasalle/Notre Dame, MURRAY did not want to disclose the reason. Officer SAGLE advised he would be on his way. At approximately 1548 officer SAGLE arrived at the Tim Hortons on Lasalle/Notre Dame to meet with MURRAY David who was driving a white Yukon. Officer SAGLE handed the form, advising to open the form in order to discuss further. MURRAY then directed his attention to ADAIR and asked for identification. ADAIR identified himself, where MURRAY said "oh ya I know you". MURRAY then asked for the reason for attending, ADAIR advised of the appeal provisions on the notice, and advised that the license would be revoked. MURRAY then raised his voice, advising that "he has paid lots of money for permits with the city". ADAIR at this time advised there have been many complaints received, and attempted to discuss further, MURRAY began raising his voice. After attempts to discuss officer SAGLE felt as though MURRAY was not receptive at this time and began walking back to the vehicle, MURRAY then swore several times, and appeared to have sped out of the Tim Hortons Parking lot with his White Yukon vehicle.	By-Law Inquiries	Gerald Sagle
09-Apr-2019 04:27:25 PM	Case Note	At approximately 1115 officer SAGLE and officer LEFEBVRE arrived at 850 Notre Dame Avenue, Sudbury. Officer SAGLE seen that all the lights were off in the building labeled Eco Life Home Improvements, hours of operation were 9:00-5:00pm. Officer SAGLE knocked on the glass window, no response. Officer SAGLE seen number 705-222-3261, contacted to speak with a male who identified as MURRAY David. Officer SAGLE advised that he had a form to issue directly to MURRAY, advised that he was looking to meet. Officer SAGLE discussed the importance of receiving the form, as registered mail had not been picked up. MURRAY at this time said "I know what you guys are fucking doing", "I always get permits, I have paid lots of money, I have a lawyer right now". MURRAY then said "this call is being recorded", officer SAGLE recommended meeting to receive receipt of the form, MURRAY then express more frustration, and said he would call officer SAGLE later to confirm.	By-Law Inquiries	Gerald Sagle
28-Mar-2019 09:46:14 AM	Case Note	. File Attached: 20190328093841.pdf	By-Law Inquiries	Jamie Lavigne

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28-Mar-2019 09:45:55 AM	Case Note	Registered letter sent.	By-Law Inquiries	Jamie Lavigne
20-Mar-2019 10:59:00 AM	Create Related	System Case linked to (Case ID: 871445)	By-Law Inquiries	Jamie Lavigne
20-Mar-2019 10:59:00 AM	Create Related	System Created new related case (Case ID: 871445)	By-Law Inquiries	Jamie Lavigne

20-Mar-2019 10:43:57 AM

Case Note

>>> [REDACTED]  
 <[REDACTED]> 3/14/19 4:00 PM >>>

By-Law Inquiries

Jamie Lavigne

Greetings Melissa,

I understand that the city of Sudbury is currently evaluating whether to renew the business license for David Murray and EcoLife Home Improvements Inc.

I would like to urge you to not renew his license.

Bylaw 2004-350 ,section 24d states that a license may be revoked if the conduct of the applicant or licensee affords reasonable grounds for belief that the applicant or licensee will not carry on the business in accordance with the law or with honesty and integrity.

I believe that you must not renew his license on these grounds, to protect the good people of Sudbury. I hope enough people come to you with these complaints. In our case with the Ontario Consumer Protection Investigation (Case EBN-1629Z9P5) and our Competition Bureau Investigation (File R696201). We will also be contacting officer Andrew Williams at the Greater Sudbury Police Service to discuss possible Fraud charges when he returns from vacation next week.

Our experience with EcoLife and David Murray have been absolutely devastating. I have learned way more about the legalities of contracts, the Ontario Consumer Protection Act, the Competition Act, small claims court, then any citizen should have to know.

I have recently discovered that our issues with EcoLife Home Improvements Inc and David Murray are not an isolated issue.

For your consideration, here are some other facts:

1 - 2 current convictions under the Ontario Consumer Protection Act (searchable here: <https://www.consumerbewarelist.mgs.gov.on.ca/en/cbl/search>)

2 - Actively being investigation for MORE violations to the Consumer Protection Act. My family has a case open for investigation Case EBN-1629Z9P5.

3 - I am told there are 14 other active investigations for Consumer Protection Act violations. Please call Consumer protection at 416-326-8610 to confirm.

4 - BBB F rating (<https://www.bbb.org/ca/on/sudbury/profile/general-contractor/ecolife-home-improvements-inc-0117-48448>)

5 - Multiple Small Claims Court trials going on. I've attached two instances from the last 2 weeks as seen on <http://www.ontariocourtdates.ca/daily-docket.aspx>

6 - Protests by angry customers who feel



		<p>he is breaking the law (<a href="https://www.sudbury.com/local-news/protesters-say-ecolife-has-scammed-sudburians-out-of-hundreds-of-thousands-of-dollars-1320057">https://www.sudbury.com/local-news/protesters-say-ecolife-has-scammed-sudburians-out-of-hundreds-of-thousands-of-dollars-1320057</a>)</p> <p>I urge the city to very carefully consider it's obligations to it's citizens in this matter.</p> <p>Regards, [REDACTED] (on behalf of [REDACTED])</p>		
20-Mar-2019 10:40:10 AM	Case Note	<p>&gt;&gt; [REDACTED] &lt; [REDACTED] &gt; 3/14/19 10:43 AM &gt;&gt;&gt;</p> <p>Just a quick story on Dave Murray, he's a con artist looking for deposits and you never see him again! Gave my [REDACTED] a quote in 2016 and we've been in court since 2017 trying to get our money back (\$16000)</p>	By-Law Inquiries	Jamie Lavigne
20-Mar-2019 10:33:02 AM	Case Note	<p>[REDACTED] - claiming to be a victim of EcoLife, David MURRAY</p> <p>In Nov 2018 - EcoLife starting work on front entrance deck. [REDACTED] initially wanted to just resurface the deck and minor repairs but claims to be convinced by Mr. MURRAY to redo the entire deck and enlarge it without a permit. It was discovered by [REDACTED] that [REDACTED] needed a permit for the deck due to the height, size and front yard location, [REDACTED] attended Building Services and was made aware that [REDACTED] also needed a Minor Variance(Bruno Roy and Paul Holland - have helped [REDACTED]). According to [REDACTED], Mr. MURRAY asked [REDACTED] not pursue the Minor Variance and the permit.</p> <p>Now the deck needs to be removed as it's not meeting Code and the Minor Variance [REDACTED] applied for requires [REDACTED] to cut the deck back in size. Current file with Building Services - ACR.</p> <p>The work is not completed, spoke with Mr. MURRAY in March 2019,</p> <p>[REDACTED] is not wanting Mr. MURRAY to return to complete the deck but wanted the remainder of the supplies [REDACTED] paid for so [REDACTED] can have the work completed by [REDACTED] self or another contractor.</p> <p>Consumer Protection Act fined him for not completing work based on a contact - for another person/property owner - however [REDACTED]'s pursuing the same avenue.</p>	By-Law Inquiries	Jamie Lavigne
15-Mar-2019 12:33:14 PM	Create Related	System Case linked to (Case ID: 869470)	By-Law Inquiries	Melissa Laalo
15-Mar-2019 12:33:14 PM	Create Related	System Created new related case (Case ID: 869470)	By-Law Inquiries	Melissa Laalo

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14-Mar-2019 09:57:50 AM	Case Note	<p>&gt;&gt;&gt; Melissa Laalo 3/14/19 9:14 AM &gt;&gt;&gt; Morning [REDACTED],</p> <p>The operational status of this business is part of the By-Law Departments investigation.</p> <p>Best regards Melissa</p> <p>&gt;&gt;&gt; [REDACTED] &lt; [REDACTED] &gt; 3/13/19 8:01 PM &gt;&gt;&gt; Can he have his business open now even though he has no business license? Because I beleive his office has an open sign on it</p>	By-Law Inquiries	Jamie Lavigne
14-Mar-2019 09:31:52 AM	Case Note	<p><a href="https://www.bbb.org/ca/on/sudbury/profile/general-contractor/ecolife-home-improvements-inc-0117-48448?sfns=mo">https://www.bbb.org/ca/on/sudbury/profile/general-contractor/ecolife-home-improvements-inc-0117-48448?sfns=mo</a></p>	By-Law Inquiries	Jamie Lavigne
14-Mar-2019 09:31:21 AM	Case Note	<p><a href="https://northernontario.ctvnews.ca/mobile/sudbury-homeowners-upset-with-contractor-over-unfinished-work-1.4328429?cid=sm:tr ueanthem:ctvnorthernontario:manualpost&amp;utm_campaign=trueAnthem:+New+Content+(Feed)&amp;utm_content=5c82d14500bd47000112c13b&amp;utm_medium=trueAnthem&amp;utm_source=facebook&amp;sfns=mo">https://northernontario.ctvnews.ca/mobile/sudbury-homeowners-upset-with-contractor-over-unfinished-work-1.4328429?cid=sm:tr ueanthem:ctvnorthernontario:manualpost&amp;utm_campaign=trueAnthem:+New+Content+(Feed)&amp;utm_content=5c82d14500bd47000112c13b&amp;utm_medium=trueAnthem&amp;utm_source=facebook&amp;sfns=mo</a></p>	By-Law Inquiries	Jamie Lavigne
14-Mar-2019 09:30:35 AM	Case Note	<p>Facebook message directing to contact GSPS File Attached: IMAGE.jpeg</p>	By-Law Inquiries	Jamie Lavigne

User: clicoff

14-Mar-2019 09:28:41 AM	Case Note	<p>Hello [REDACTED],</p> <p>Thank you very much for reaching out to us with your experience dealing with the business EcoLife. I may be contacting you for more information in the near future. In the interim, your information will be added to our business licensing files to hopefully ensure your experience does not happen to others in the community.</p> <p>Best regards Melissa</p> <p>Acting Manager of By-Law Services</p> <p>Melissa Laalo By-Law Co-Ordinator - Animal Care and Control City of Greater Sudbury PO Box 5000, STN 'A', 200 Brady St. Sudbury, ON P3A 5P3 705-674-4455 x. 2433 Fax: 705-671-0871 melissa.laalo@city.greatersudbury.on.ca</p> <p>&gt;&gt;&gt; [REDACTED] &gt;</p> <p>3/13/19 10:49 AM &gt;&gt;&gt;</p> <p>Hello,</p> <p>I have had a bad home renovation experience with Dave Murray and EcoLife Home Improvements. As part of a Facebook group for those who have been victims of his criminal activity, I have been informed that you are looking for information. The rumour I've heard is that he does not hold a current business licence in Greater Sudbury.</p> <p>So far I have issued reports about my experience with Ontario Consumer Protection, the BBB, the GSPS, and have started into filing at small claims court. I have a lead on a Paralegal who has had success in forcing Dave Murray into settlements where he actually pays back money he has stolen from his clients.</p> <p>Please let me know what kind of info you need. I have contracts and cancelled cheques, but little work was done, despite the fact that he was paid in full for the work in August of 2017.</p> <p>Thanks</p> <p>[REDACTED]</p>	By-Law Inquiries	Jamie Lavigne
14-Mar-2019 09:28:17 AM	Case Note	Email complaint from [REDACTED]	By-Law Inquiries	Jamie Lavigne

14-Mar-2019 09:27:06 AM

Case Note

Good morning Mr. [REDACTED],

By-Law Inquiries

Jamie Lavigne

Thank you for sharing your concerns with the Mayor's Office. We have reached out to our Manager of By Law and he indicated that staff from by law will be contacting you to obtain more information regarding this matter.

Sincerely,

Office of the Mayor  
705.674.4455 ext. 2514  
mayor@greatersudbury.ca

>>> [REDACTED]  
< [REDACTED] > 3/11/2019

7:27 PM >>>

Good evening Mayor. My name is [REDACTED] and I am writing you in regards to an incident involving a contracting company in town called EcoLife Home Improvements. My [REDACTED] and I had this company come in and were to install windows back in 2016. We had met with Dave Murray who is owner of this company in Jan of 2016. We were to have windows and a front door installed in March I believe when weather was becoming nicer. When March came about we had seem nothing nor heard anything of windows or door being installed. They had missed the date that was written on a quote to be started. Under the Consumer Protection Act the business has a month to comply with the work to be done after that we have the right to be given our money back. This was a battle that has been ongoing for three years now. We are not the only people he has scammed and ripped off. And if he is not shut down and his license to operate taken away he is only going to keep doing this and keep getting away with it. I am a member of a Facebook group called "Victims of EcoLife home improvements". I would strongly recommend you visit this page and read complaints of people who have also dealt with him. He is a con artist and he will do anything to not get jobs done, or refund people their money. He would stop as low as putting leens on people's homes just so he can get his money. The question I ask you Mayor Bigger is, is this someone you would want running a business in Sudbury and saying you are proud or very happy to be doing any business? I think this man should be jailed for fraudulent actions. My [REDACTED] and I have given him money for product that we have not yet received and will never. So this would be

		constituted as fraud. My [REDACTED], I and the rest of the victims of Sudbury and area would really like your help in this matter if possible. Thank you for your time and I hope to hear from you regarding this matter.		
14-Mar-2019 09:25:14 AM	Case Note	Email of complaint against Ecolife Home Improvements from [REDACTED].	By-Law Inquiries	Jamie Lavigne
14-Mar-2019 09:23:21 AM	Case Note	Emails and texts between [REDACTED] and David Murray (Ecolife Home Improvements) File Attached: 20190314090640.pdf	By-Law Inquiries	Jamie Lavigne
05-Feb-2019 04:05:44 PM	Case Communication	Resident has sent another email saying that nobody has contacted him back, I have confirmed with Jamie that she is looking into the matter and told the resident on a few occasions that as soon as they had information that they would contact the resident to discuss. This information has been relayed to the resident via email.	By-Law Inquiries	Sylvie Martin
01-Feb-2019 12:07:18 PM	Case Communication	Resident emailing 311 looking to speak with a By-Law officer as they have not been contacted as of yet.	By-Law Inquiries	Christine Dube
30-Jan-2019 02:08:19 PM	Case Communication	Resident has called back for a follow up, caller was transferred to X 2320.	By-Law Inquiries	Sylvie Martin
21-Jan-2019 11:06:56 AM	Escalation	System Case ID:849407 escalated to Brendan Adair (Manager of Security & By-Law), Melissa Laalo (By-Law Coordinator - Animal Care and Control), Paul Denniston (By-Law Coordinator - Security) because of Case Non-Completion Escalation	By-Law Inquiries	SYSTEM
16-Jan-2019 10:56:32 AM	Escalation	System Case ID:849407 escalated to Brendan Adair (Manager of Security & By-Law), Melissa Laalo (By-Law Coordinator - Animal Care and Control), Paul Denniston (By-Law Coordinator - Security) because of Case Non-Completion Escalation	By-Law Inquiries	SYSTEM
15-Jan-2019 10:54:28 AM	Escalation	System Case ID:849407 escalated to Brendan Adair (Manager of Security & By-Law), Melissa Laalo (By-Law Coordinator - Animal Care and Control), Paul Denniston (By-Law Coordinator - Security) because of Case Non-Completion Escalation	By-Law Inquiries	SYSTEM
07-Jan-2019 03:51:11 PM	Case Note	Telephoned complainant January 07, 2018 at 3:50pm to request a written statement with details pertaining to the incident with Ecolife Home Improvements. Left a voicemail to return call.	By-Law Inquiries	Jamie Lavigne
03-Jan-2019 02:01:01 PM	Case Note	Email sent to 311. File Attached: Criminal contractirs (3).docx	By-Law Inquiries	Jamie Lavigne
03-Jan-2019 01:58:55 PM	Case Note	Spoke with [REDACTED] (of complainant). [REDACTED] stated after "Ecolife Home Improvements" left the home they did some research and came across some bad reviews and no longer felt comfortable hiring this contractor to do the work they agreed to. [REDACTED] texted the owner of Ecolife "David Murray" and requested that the \$2000.00 deposit be returned. As of today's date they have not received their deposit.	By-Law Inquiries	Jamie Lavigne

User: clicoff

03-Jan-2019 12:52:35 PM	Case Note	Left message on voicemail to return my call if further information is needed.	By-Law Inquiries	Jamie Lavigne
21-Dec-2018 08:27:32 AM	Case Note	System	By-Law Inquiries	Sylvie Martin
21-Dec-2018 08:27:32 AM	Case Assignment	System Case ID: 849407 has been assigned to By-Law and Licensing Clerk (Lavigne, Jamie).	By-Law Inquiries	Sylvie Martin
21-Dec-2018 08:27:32 AM	Case Submission	System Case was submitted by Sylvie Martin.	By-Law Inquiries	Sylvie Martin