

## MEDIA RELEASE

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### CONSUMER AFFAIRS ISSUES A WARNING ABOUT DROVER INDUSTRIES

The Commissioner of Consumer Affairs, Gary Clements, has issued a public warning to consumers not to deal with Joseph Ronald Gass trading as Drover Industries.

“Drover Industries is a Darwin based business which has been operating in the Northern Territory, since 2011,” he said.

“Consumer Affairs has received a number of complaints and enquiries from consumers who have had dealings with Drover Industries in respect of concrete swimming pool and landscaping installations. These consumers have made a significant investment and paid between \$20,000 - \$50,000 for work that has allegedly not been performed or completed as contracted.”

Mr Clements said most of the consumer complaints allege:

- The trader takes payment for work which is not completed
- Unreasonable delay or failure to complete the installation
- Substandard workmanship
- The trader fails to pay back money for incomplete work
- Consumers incur costs to have work rectified or finished

“Consumer Affairs investigates ongoing complaints about traders and businesses that engage in unfair practices and do not comply with the law after the matters have been brought to their attention” he said.

If anyone has any concerns about their dealings with Joseph (Joe) Ronald Gass trading as Drover Industries they should contact Consumer Affairs on 1800 019 319 or email [consumer@nt.gov.au](mailto:consumer@nt.gov.au).