

## Minutes of the Fairfax County Consumer Protection Commission

February 15, 2011

7:30PM Conference 4/5  
Government Center  
12000 Government Center Pkwy.  
Fairfax, Virginia 22035  
Chairman Fee, presiding

Attendance:

Commissioners: Bahhur, Bounacos, Fee, Kirk,  
Roark, Rosier, Stamp

Absent:

Commissioners: Belkowitz, Boyd, Hargraves,  
Hine, Mrowka, Nguyen

Staff:

Michael S. Liberman, Director  
Cable and Consumer Services  
Susan C. Jones, Branch Chief,  
Consumer Affairs  
Wil Slaughter, Senior Investigator  
Consumer Affairs Branch

The meeting was called to order at 7:37PM by Chairman Fee.

### Minutes

The minutes of the January 18, 2011 meeting were approved.

### Report of the Chairman

Chairman Fee informed the commission that the Trespass Towing Advisory Board was meeting tomorrow afternoon to work on the county ordinance. Chairman Fee passed out two articles, *Your Safety Test* and *The Shocking Truth*.

### Report of the Director

Director Liberman informed the commission that the County Executive will announce the proposed budget on Tuesday, February 22.

### Commission Matters

Commissioner Stamp had no matters to bring before the commission.

Commissioner Bahhur spoke about shopping at her local market where items marked on the shelf do not match the price when the item is scanned. Commissioner Bahhur has had to address this issue several times with customer service at the store. Commissioner Bahhur mentioned that Leadership Fairfax went to Richmond to watch the legislative process.

Commissioner Rosier had no matters to bring before the commission.

Commissioner Kirk spoke about a furniture store in the Bailey's Crossroad area that has an on-going "going out of business sale". Staff suggested he speak to DCCS Regulatory and Licensing Branch.

Commissioner Roark had no matters to bring before the commission.

Commissioner Bounacos inquired about the possibility of commissioners/public to have the ability to remotely call in during CPC meetings.

Chairman Fee spoke about his DSL service outage during the storm and the assistance of DCCS in resolving his issue.

### **Old Business**

There was no old business.

### **New Business**

Wil Slaughter, Senior Investigator, Consumer Affairs Branch provided a presentation on Home Improvement. The presentation included what to do before you hire a home improvement contractor, information needed in the contract, what to do once you select a contractor, the Virginia Home Solicitation Sales Act, buyer's right to cancel, contractor fraud, and the services provided by the Consumer Affairs Branch.

Commissioners were told about National Consumer Protection Week, March 6-12, and to view the DCCS Web site for upcoming seminars and informational booths.

A discussion ensued on possible topics for upcoming CPC meetings to include: Code Compliance, Channel16 Consumer Focus program, Towing, Cable Franchises, Taxicabs, and Credit Reporting.

The meeting adjourned at 9:07 PM