

STOP DOORSTEP CRIME

KEEP THEM OUT

Advice from Trading Standards South West
on how to protect yourself from rogue traders
and doorstep crime.

www.tssw.org.uk/doorstep_crime



WHAT IS DOORSTEP CRIME?

Genuine traders will not call uninvited at your door and try to persuade you that work needs doing to your home or garden.

Rogue traders will often approach your home directly. Some will even try to make themselves look more genuine by phoning first to make an appointment, producing glossy leaflets, or advertise in papers and local directories.

Doorstep callers might come across as charming and friendly, or they could be threatening and aggressive. A smiley face or not, they plan to try and trick you into agreeing to let them do work. If you agree they'll over-charge for shoddy work, which they might not even complete and probably wasn't necessary in the first place.

TIPS TO HELP KEEP YOU SAFE:



Never agree to have work done over the telephone or in your home by a cold caller.



Do your research and don't rely on posts or recommendations on social media sites or trader approval platforms.



Obtain three different quotes and ask family and friends for recommendations.



Don't be rushed into making a decision – genuine traders will allow you time to think and won't pressure you to start work straight away.



Don't pay cash or transfer money to the trader before work has begun.

IF IN DOUBT, KEEP THEM OUT



If the person refuses to leave, or you feel threatened or scared, call the police on 999.



To deter rogue traders, display a "No Cold Callers" sticker on your door.

These are available from your local Trading Standards service or can be requested at www.tssw.org/about/



REPORT DOORSTEP CRIME

It's never too late to ask for advice even if; the work has begun, you've signed paperwork, or you've paid money.

You can get advice or report an incident by contacting Trading Standards via the Citizens Advice Consumer Service.

You may use the form in this leaflet to help you to have the information to hand when you call.

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EVIDENTIAL FORM - DEALING WITH COLD CALLERS

Time / date:

Name and address of company:

.....

.....

Name of individual(s):

1.

2.

PHYSICAL DESCRIPTION:

Gender:

Age:

Height:

Build:

Accent:

Hair colour:

Hair style:

Other details:

.....

PHYSICAL DESCRIPTION:

Gender:

Age:

Height:

Build:

Accent:

Hair colour:

Hair style:

Other details:

.....

VEHICLE USED:

Make:

Model:

Colour:

Registration number:

.....

Other details:

.....

VEHICLE USED:

Make:

Model:

Colour:

Registration number:

.....

Other details:

.....

Telephone numbers used:

What were they offering?

How much did they want?

Have they left you any advertising material etc.?

.....

IF YOU AGREE TO BUY GOODS OR SERVICES AT THE DOOR:

Were you given a written notice of your right to cancel the agreement? Yes No

Was the trader aggressive or persistent in persuading you to agree? Yes No

Were you given a quote or estimate?
Written quote Yes No
Verbal quote Yes No

How much did you agree to pay?

How were you asked to pay?
Cash Credit Card Cheque

Were you satisfied with the work? Yes No

If no, give reasons:

.....

HOUSEHOLDER DETAILS:

Your name:

Age:

Address:

.....

Telephone:

Email address:

Do you live alone? Yes No

Are you displaying a 'No Cold Callers' sticker in a prominent position? Yes No

Do you agree to Trading Standards disclosing your address if the company who called are contacted? Yes No

ONLY HAND THIS FORM, WHEN COMPLETED, TO THE POLICE OR TRADING STANDARDS OFFICERS.

USEFUL CONTACT DETAILS

For support, reporting and guidance, the following organisations can help:

To report a rogue trader, or for guidance and support, call the Citizens Advice consumer service 0808 223 1133

www.adviceguide.org.uk

Resources to avoid building fraud including a handy checklist can be found at www.tssw.org.uk/building-fraud

To find a Trading Standards approved trader use Buy With Confidence 01392 383430

www.buywithconfidence.gov.uk

Police: Emergency – dial 999

If a trader is at your property, refuses to leave or you feel threatened or intimidated.

