

## Doorstep traders Cold Caller scams

Alert 2.4

1 July 2021

**Bromley Trading Standards** is warning residents to be wary of traders offering building, maintenance or gardening services by way of **doorstep calling or leaflets posted through the door**, as residents continue to be targeted by rogue traders.

**Cold callers**, often wearing hi-visibility jackets or even sign written 'uniform' knock on residents' doors and persuade them that work is required. The cold calls often start with the words "we are working at a neighbour's and have noticed... a slipped tile... or overgrown trees", and the amount of work usually escalates once the resident has agreed to start.

The **leaflets** may appear professional, but don't rely on the information and contact details provided in these or that may be provided by a cold caller.

You are risking shoddy work, a fraction of what was quoted being done, having no recourse, and being substantially overcharged.

If you have paid, this can result in further cold calls and other ways of getting more money - even claims that they are Trading Standards Officers!

### Trading Standards advise that residents:

**Don't** deal with doorstep callers

**Don't** contact traders from the leaflets that are delivered – without making thorough checks beforehand

**Don't** pay large sums of money in advance – schedule payment as works progress

**And ..... Don't** be rushed into making a decision!

**But ...**

Hi, I am cleaning gutters in your road in the next few days. Would you like yours cleaned too from £39? If so call me on:   
or  Cheers   
Also, UPVC cleaning, gutter repairs & moss removal  
With compliments..  Clean gutters protect your property



**TREE CARE**  
We Offer An Expert and Comprehensive Service For All Aspect of Tree Management  
RING WITHIN 24 HOURS OF RECEIVING THIS LEAFLET TO BENEFIT FROM A WINTER DISCOUNT  
Fruit Trees, Cherry Trees, Maple and Magnolia  
**ARE OUR SPECIALITY**  
Overgrown Hedges & Bushes  
Lowered, Trimmed or Removed.  
Are your Ivy & Climbers getting too Much for you? We can help  
**Full References Available**  
No Job Too Big or Too Small - Friendly Advice  
Affordable Prices  
If you Require Any Further Information Please Feel Free to Contact the Number Below Where You Will Receive Our Full Attention at All Times  
YOU ARE ENTITLED TO A FOURTEEN DAY COOLING OFF PERIOD  
Call for Free Estimates and Advice  
Office:



Our expert and friendly Team are always on hand to help with your driveway needs  
• Block Paving  
• Cobblestone  
• Graveling  
• Tarmacadam  
• In Red or Black  
• Indian Stone  
• Tegula  
• Flagstone  
• Walling  
• Steps and Kerbs  
Please Call Us On:  
Quotes:   
Site Office:   
email:

**Do** get a minimum of **3 written quotes** – be specific and have a clear detailed brief prepared.

**Do** seek references, read reliable reviews, ask to visit previous jobs, and check directly with any reputable organisation named or who's logo is shown on a leaflet/website to make sure the trader is affiliated.

**Do** get a contract in writing **before** works commence: You are entitled to a 14 day cooling off period.

More detailed guidance can be found here:

Citizens Advice website [Before you get building work done - Citizens Advice](#) or from the Trustmark website [Tips to hire a reputable tradesman \(trustmark.org.uk\)](https://www.trustmark.org.uk)

Some cold callers to your door offer household goods such as dusters and cleaning products that you can buy in local shops much cheaper. They can be persistent if people decline to purchase their goods, and need a pedlar's certificate, issued by Police.

They can also be checking out suitable targets for details to be sold onwards to other criminals.

**Remember – if you're not sure – don't open the door!**



## Bromley Rapid Response

If you or someone you know, who live in the borough, is being tricked into handing over money for unnecessary property repairs or garden work, then call the Rapid Response team on 07903 852090. In appropriate cases, officers from the team will quickly attend and investigate.

### If you think you have been involved in a doorstep scam:

- **Call the Police on 999** if you are in immediate danger
- **Contact** your bank as soon as possible, especially if you have lost money or given your bank details.
- **Tell** someone you trust so they can help you to get the help you need
- **Call** Citizens Advice if you need advice and guidance **0808 223 1133**
- **Report** to Action Fraud on 0300 123 2040 or [www.actionfraud.police.uk](http://www.actionfraud.police.uk)
- **Visit** [www.Bromley.gov.uk/scams](http://www.Bromley.gov.uk/scams) - where you can sign up to receive the Trading Standards Alert direct to your inbox

**Please share with family, friends, neighbours, colleagues & clients**  
**Read it. Share it. Prevent it**